



First Data[®]

AuthentiCare[®] EVV

**The Innovative Solution for
Home and Community-Based Care**

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Agenda

- First Data Overview
- AuthentiCare Solution Overview
- First Data EVV Experience
- Implementation Methodology
- Training
- Fraud, Waste, and Abuse – Prevention and Detection
- Why First Data?
- Q & A

10% of US GDP flows through First Data[®] everyday



LARGE SCALE

6 million+ business locations

4,000 financial institutions

1 million STAR[®] locations

74 billion 2014 global transactions



GLOBAL LEADERSHIP

#1 Merchant acquirer

#1 Issuer processor

#1 Independent Debit network

28% of global ecommerce processed in 2014



GLOBAL FOOTPRINT

118 countries with First Data clients

36 countries with First Data operations

23,000 owner-associates worldwide

36,000 bank branches globally distributing First Data's solutions

OVER 2,300 TRANSACTIONS PROCESSED PER SECOND

- AuthentiCare Solution Overview
- AuthentiCare Mobile Application
- Claim Import / Data Aggregator
- 21st Century Cures Act Compliance

AuthentiCare Overview



AuthentiCare EVV Functionality

- Interactive voice response (IVR)
- Smartphone App for Visit Verification
- Captures worker's location and service time
- Current interface to DXC and other MMIS systems
- Voice biometrics
- Automated claims and billing (837 & 835)
- Integrated scheduler with real-time alerts for missed visits
- Adaptable to a variety of services
- Data scoping with configurable access and views
- Web services & batch processing options
- Interactive provider dashboards
- Flexible reporting to assist in payroll processing

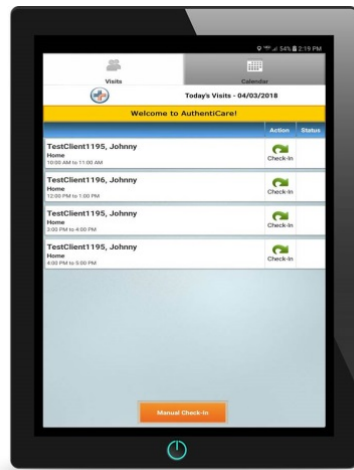
AuthentiCare® services anytime, anywhere



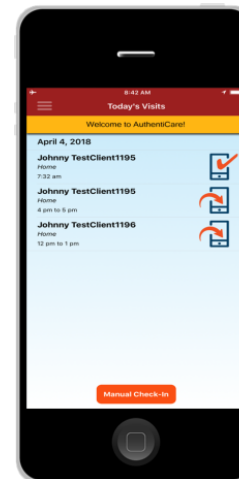
IVR Check In / Out



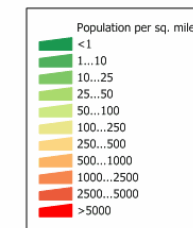
**Store & Forward
Worker Interactions**



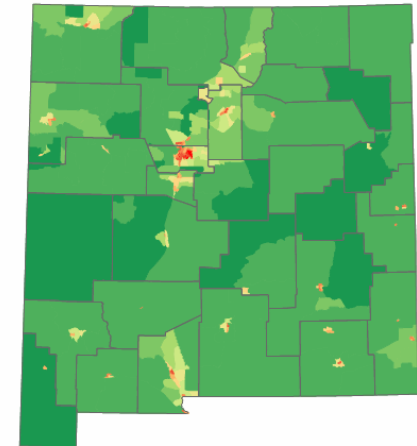
Mobile App w/GPS Tracking



Limited Service Zones



Source: U. S. Census Bureau
Census 2000 Summary File 1
population by census tract.



Systems Integration / Data Aggregation

Data Import Processes

Three input sources:

- Web portal file drop
- SFTP managed file transfer
- JSON/REST web services

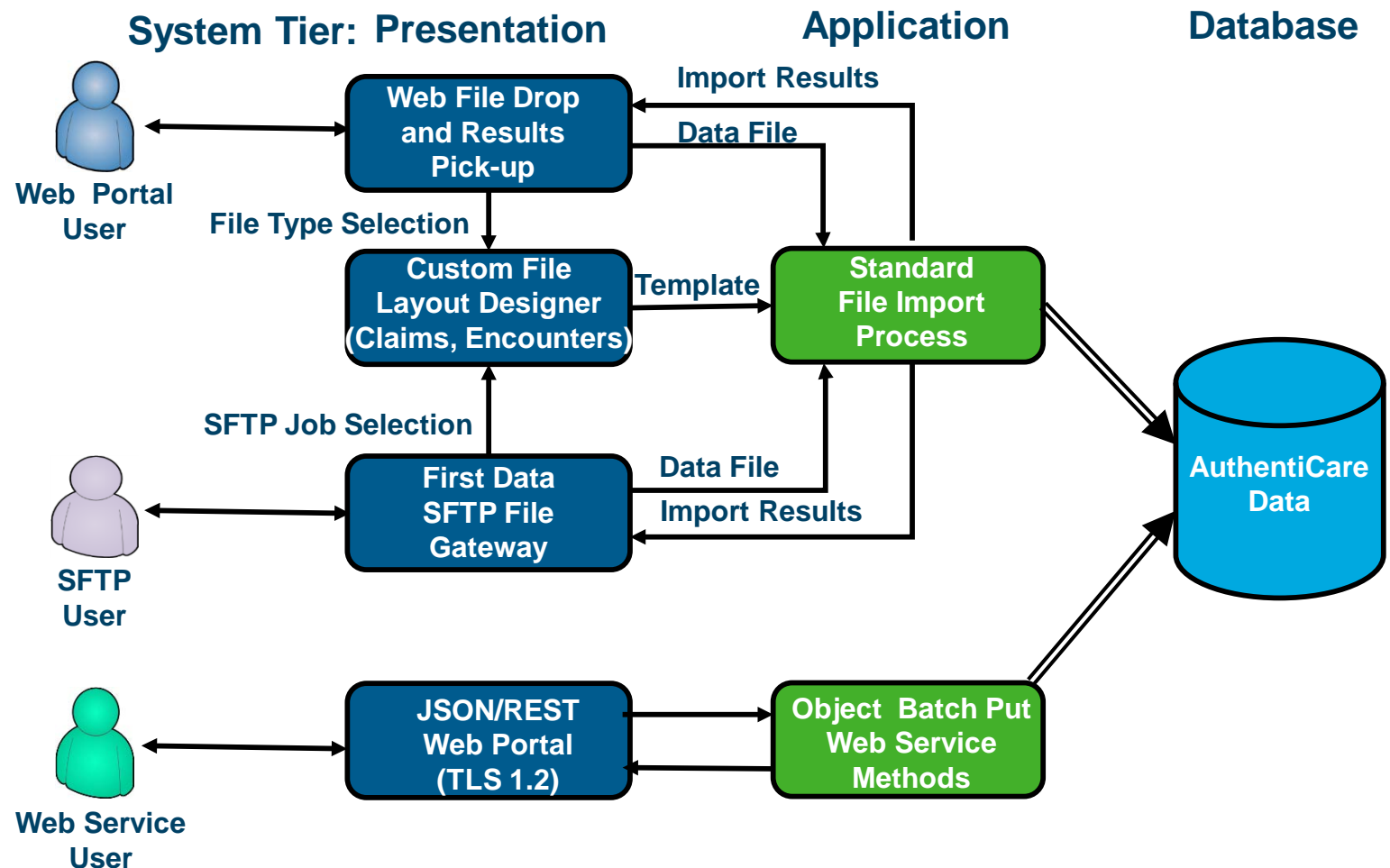
Standard application program

Interface objects (API's):

- Providers
- Workers
- Consumers
- Self-direct employers
- Case managers
- Authorizations
- Claims
- Encounters
- EDI 835

User-defined file mapping *NEW*:

- Claims
- Encounters



AuthentiCare

Electronic Visit Verification – Meets all 21st Century Cures Act Section 12006 Requirements

- › Electronically verified visits with respect to: ✓
 - › Type of service performed ✓
 - › Individual receiving the service ✓
 - › Date of service ✓
 - › Location of the service delivery ✓
 - › Individual providing the service ✓
 - › Time the service begins and ends ✓
- › Minimally burdensome ✓
- › Takes into account existing best practices and EVV systems already in use ✓
- › Conducted in accordance with HIPAA ✓
- › Stakeholder training is provided ✓

AuthentiCare and 21st Century Cures Act Compliance

“KDADS utilization of AuthentiCare has put Kansas ahead of the curve in complying with the upcoming 21st Century Cures Act.”

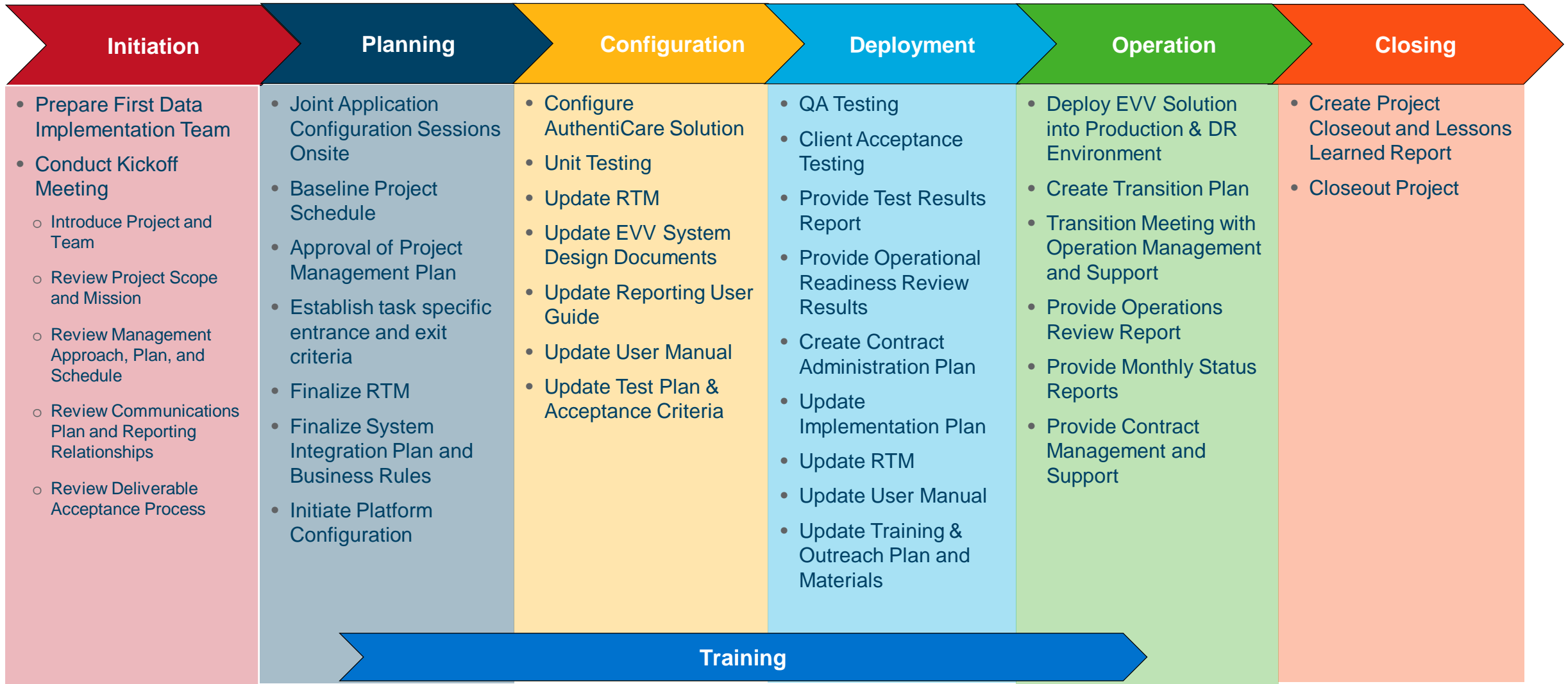
Amy Penrod, Commissioner
Kansas Department for Aging and Disability Services

Successful AuthentiCare Implementations

AuthentiCare has continued success with our State and Agency References



Project Management Methodology



Training – Initial and Ongoing

▪ From CMS Presentations

- ✓ States that have implemented EVV underscore that **training is a critical element of success in deploying and operating EVV.**
- ✓ Vendors, provider agencies, and states all report that the **most successful training is done collaboratively, involving all stakeholders.**

▪ Training Planning / Outreach

- ✓ Building a plan together to be successful
- ✓ Identify participants
- ✓ Training registration
- ✓ Training locations



▪ Training Methodology – Initial

- ✓ Onsite
- ✓ Providers train their staff
- ✓ Training Environment

▪ Training Methodology – Ongoing

- ✓ Webinar Refresher Trainings
- ✓ Access to customized User Manual
- ✓ Online Self-Paced Learning Tool
- ✓ Training Environment
- ✓ Provider Assistance Forums
- ✓ Client Support
- ✓ One-On-One Training



AuthentiCare: Fraud Prevention and Proactive Detection

Proactive Fraud Detection

- Early identification of Suspected Bad Actors
- Pre-defined reports with configurable search options
- Automated report generation
- Support for analysis results into your Fraud Case Management system

Fraud Prevention

- Suspect claims prevented from automated submission
- Fraud Prevention Deterrents
 - ✓ Voice Biometrics
 - ✓ GPS location of service delivery
- Controls and Auditing

Cost Avoidance *is the Highest Cost Savings!*

- Prevent improper payments
- Early detection
- Avoid doing pay & chase

Why First Data

- Expertise of key personnel in EVV and Medicaid
- Extensive HHS and Medicaid consulting expertise
- Successful Statewide deployment in various implementation design models
- Size/Scale of First Data – large public company
- Complete and proven mobile solution
- Experience integrating into DXC and other MMIS systems



Thank you

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