HCBS Conference 2021

Grant McKay
Agenda

- Introductions
- AuthentiCare EVV Overview
- Mobile Capabilities
- EVV Experience
- CMS Certification
- Business Intelligence, Analytics, and Reporting
- Training
AuthentiCare Overview

EVV Vendor Solution
EVV Vendor – Deployed to Each Provider

- Medicaid Worker Check-In and Check-Out
- Smartphone App for Visit Verification
- Interactive Voice Response (IVR) and Voice Biometrics
- Offline Capability
- Integrated Scheduling
- Interactive Provider Dashboards and Reports
- API Interfaces Including Integration with MMIS systems
- Data Aggregation Capability
- Automated Claims, Billing and Payroll (837 and 835)

Meets all 21st Century Cures Act Section 12006 Requirements
Mobile Capabilities

**Issue**: Diverse situations of mobile hardware, software and infrastructure.

**Solutions**
- Backwards Compatible
- Frontier Mode
- Full WCAG 2.0
- Encryption
- High Security
- ADA Compliance
- No tech zones
- Android and iOS

**Mobile Capabilities**

- Issue: Diverse situations of mobile hardware, software and infrastructure.
- Solutions:
  - Backwards Compatible
  - Frontier Mode
  - Full WCAG 2.0
  - Encryption
  - High Security
  - ADA Compliance
  - No tech zones
  - Android and iOS
EVV Experience

States (10):
1. South Carolina
2. Alabama
3. Oklahoma
4. Texas
5. New Mexico
6. Kansas
7. Nevada
8. Pennsylvania
9. Colorado
10. Arkansas

Statewide (8):
1. South Carolina
2. Alabama
3. Oklahoma
4. Texas
5. New Mexico
6. Kansas
7. Nevada
8. Arkansas

Map showing the states with EVV Experience: Colorado (CO), South Carolina (SC), Alabama (AL), Oklahoma (OK), Texas (TX), New Mexico (NM), Kansas (KS), Nevada (NV), Pennsylvania (PA), and Arkansas (AR).
EVV Experience and Learnings for CMS Certification

What We’ve Done

- Operated IV&V and Quality Assurance for State Medicaid Programs
- Worked directly with multiple State Medicaid Programs for various CMS certification, MMIS & EVV
- Created detailed approaches for achieving CMS certification for MMIS & EVV Outcomes Based Certification
- Worked Directly with CMS and Mitre for clarifications on achieving certification
- Created detailed runbook and evidence management tools & techniques.

Keys to Certification

☑ Understand the timelines for certification.
☑ Have the right Medicaid and Cyber SME’s engaged early.
☑ Create lasting and reusable processes for evidence gathering, review and packaging.

What you need to know

☑ Know your data’s completeness
☑ Know where to get your data
☑ Know how to align your data KPIs into the right reports, formats, summaries
☑ Know how to interpret CMS criteria

How We Can Help

- Be your trusted advisor through certification processes to hit the mark the first time
- Provide Cyber and Medicaid SME Support
- Work with necessary stakeholders before during and after certification activities to meet your deadlines
- Establish proven KPI tools & techniques for periodic certification management
- Evaluate the quality of evidence for certification package submissions
What We’ve Done

- Operated IV&V and Quality Assurance for State Medicaid Programs
- Worked directly with multiple State Medicaid Programs for various CMS certification, MMIS & EVV
- Created detailed approaches for achieving CMS certification for MMIS & EVV
  Outcomes Based Certification
- Worked Directly with CMS and Mitre for clarifications on achieving certification
- Created detailed runbook and evidence management tools & techniques
Keys to Certification

Understand the timelines for certification

Have the right Medicaid and Cyber SME’s engaged early

Create lasting and reusable processes for evidence gathering, review and packaging
Keys to Certification - What You Need to Know

Understand the requirements and timeline

- All State Models including aggregators are in scope
- 6 months of data required for new implementations
- CMS must approve RFP’s [References, Aggregator]
- Includes cyber requirements, 3rd Party Assessments
Keys to Certification

*Create lasting and reusable processes*

- Manual evidence gathering does not meet the requirements criteria
- Automated testing and gathering is required to gather evidence
- Reusable process helps with quarterly assessment of KPI adherence
FDGS BI Tool: Cloud based Tableau
User interface / Dashboards

• One of the best BI tools on the market
• Quick and Interactive Visualizations of Provider, Visit, Claims Data
• Intuitive user experience
• Mobile Friendly Dashboards
• Customizable, user defined maps, charts, and graphs
• Available 24/7 via the web
• Current information as of the time report is created
• Supports multi-level views State, Provider etc.
Ad-Hoc Dynamic Reporting

- Provider and State users are able to build dynamic reports
- Data they see is controlled by the user’s role/rights assigned to them
  - State users are able to view all provider data
  - Providers are only able to view data associated with their profile
- Ad Hoc Reports and User Types
Reporting Options

- User can build custom reports, or they can use AuthentiCare Out of the Box Report/Workbook Templates

- Enrollment & Authorizations
  - Client Transition
  - Eligible Client Data Listing
  - Authorizations
  - Authorization History
  - Master Worker Hours
  - Worker by Provider

- Claims & Remittance
  - Billing Invoice
  - Claim Data
  - Claim History
  - Overlapped Claim by Client
  - Overlapped Claim by Worker
  - Remittance Advice
  - Remittance Data Listing

- Visits & Scheduling
  - Exception
  - Late and Missed Visits
  - Time and Attendance
  - Unauthorized Location
  - Unauthorized Phone Number
  - Worker Activity
  - Provider Activity
  - Weekly Activity Data Listing
Report Sample

AuthentiCare California

Created Visits by Source

Displays the trend of created visits per month from different sources - namely IVR, Mobile and Web.
Visits are (1) Checkin and Check out pair (2) Pending Check in (3) Pending Check out.

September 2020
October 2020
November 2020
December 2020
January 2021
February 2021

Aggregator
IVR
Mobile
Web
TOTAL Created

% by Created Source
% of Aggr...
% of IVR
% of Mobile
% of Web

Running 6-months

© 2020 Fiserv, Inc. or its affiliates.
| Confidential
Report Sample – con’t

AuthentiCare California

February 2021

Total Billed Amount in Dollars

Billed Authorized Units

A billed unit is 15 mins

Top Billed Services (in Dollars)

Service 2
Service 3
Service 4
Service 5
Service 6

September 2020 1,082,018
October 2020 1,111,466
November 2020 1,055,848
December 2020 1,274,850
January 2021 1,090,293
February 2021 990,950

Service 2
Service 3
Service 4
Service 5
Service 6

September 2020 667,067
October 2020 690,400
November 2020 630,398
December 2020 777,630
January 2021 790,847
February 2021 602,633

Service 2
Service 3
Service 4
Service 5
Service 6

September 2020 214,112
October 2020 218,488
November 2020 190,443
December 2020 230,359
January 2021 205,050
February 2021 191,030

Service 2
Service 3
Service 4
Service 5
Service 6

September 2020 107,072
October 2020 110,728
November 2020 115,210
December 2020 126,016
January 2021 94,372
February 2021 98,105

Service 2
Service 3
Service 4
Service 5
Service 6

September 2020 66,770
October 2020 63,828
November 2020 61,909
December 2020 73,826
January 2021
February 2021

Service 2
Service 3
Service 4
Service 5
Service 6
AuthentiCare® Training

LIVE, VIRTUAL TRAINING
ONDEMAND TRAINING
POST-TRAINING SUPPORT
Live, Virtual Trainings

- Engaging Group Trainings
- Provider Forums
- Group and 1:1 Q&A Sessions
- New Functionality Trainings
OnDemand Training

Xchange: Learning Management System

- Access to printable and video training materials
- View and watch virtual training sessions
- Complete AuthentiCare® recurring trainings
- Receive certifications for completed training

Go To Webinar

- View and watch virtual training sessions
Post-training Support

- Printable Training Materials
- Guides
- User Manuals
- Instruction Sheets
- Other printable materials as requested

- Email Communication
- Technical Support Call Center
- Training Evaluations and Feedback