

# AuthentiCare®

THE INNOVATIVE SOLUTION FOR HOME AND COMMUNITY-BASED CARE



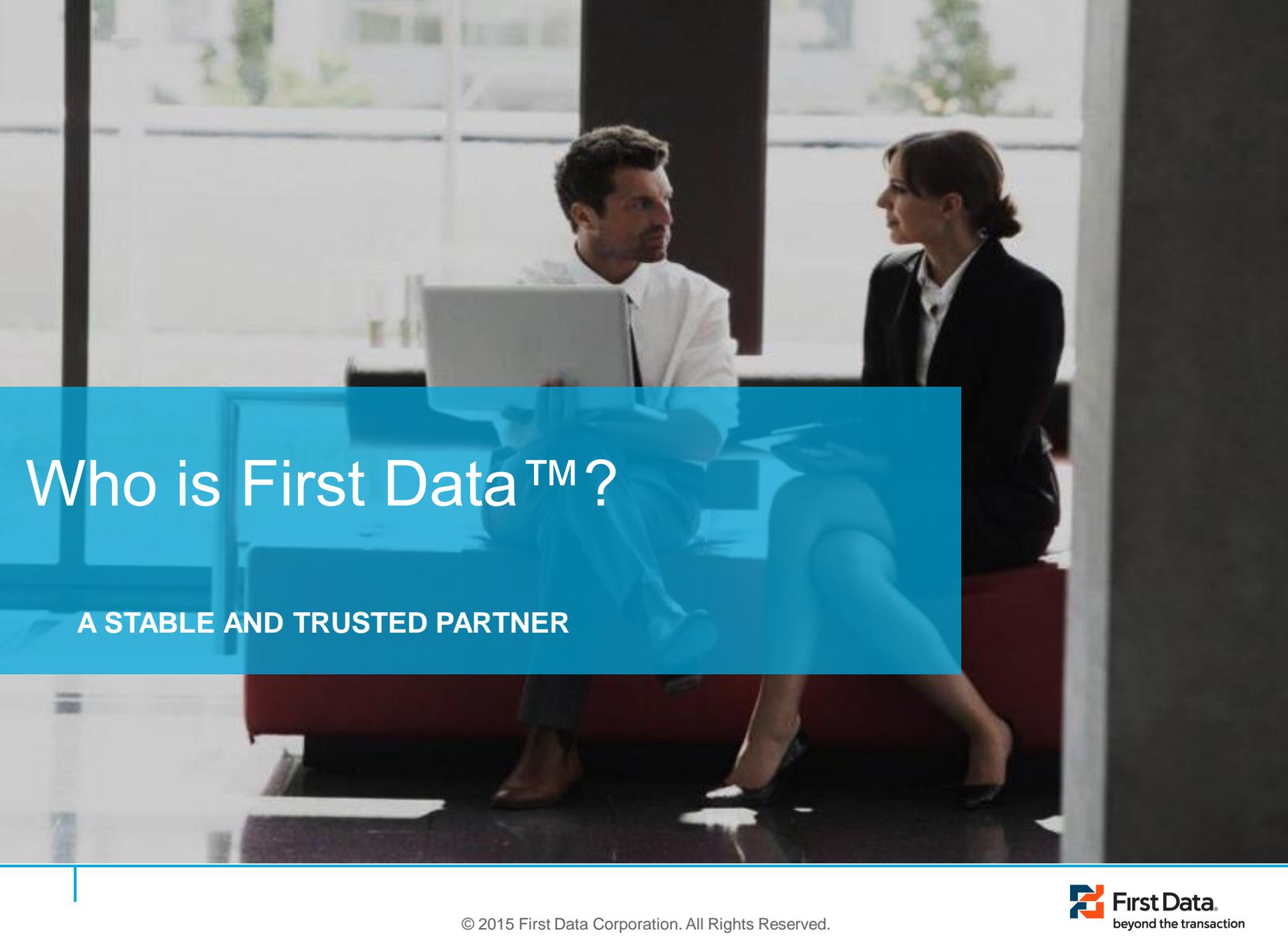
# The First Data Team

□ Grant McKay  
Business Development  
Manager, Government  
Solutions

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Product/Relationship  
Management, Government  
Solutions

# Agenda

- ❑ First Data Corporate Overview
- ❑ AuthentiCare Overview
- ❑ AuthentiCare Demo
- ❑ Implementation & Training Info
- ❑ Q&A



# Who is First Data™?

**A STABLE AND TRUSTED PARTNER**

# Broader Coverage

Partnering with an industry leader yields advantages in scale, experience and coverage. Only First Data has the breadth and expertise to deliver value beyond the transaction





# AuthentiCare® Overview

# Authenticare® Electronic Visit Verification

- ❑ Uniquely designed for HCBS programs
- ❑ Centralized, real-time reporting for program integrity
- ❑ Flexible technology for environmental settings
- ❑ Adaptable to various FEA & consumer-directed models
- ❑ Drives operational efficiencies
- ❑ Scalable, secure for HIPAA and PHI compliance
- ❑ Successful statewide implementation and support teams
- ❑ Generate immediate cost savings
- ❑ State-approved, MCO and Provider adopted



First Data's EVV solution was highlighted as a Promising Practice by the U.S. Centers for Medicare and Medicaid Services (CMS) based on South Carolina's Care Call implementation which drove big increases in service quality and payment accuracy.

# AuthentiCare® Managed Care Migrations

- ❑ Promotes flexible integration
  - ❑ Entity data from State, MCO or Provider Sources
  - ❑ Web Services for real-time integration
  - ❑ Batch File Processing for maintenance updates
- ❑ Sophisticated Data Scoping
  - ❑ Configurable access/views
- ❑ Service Schedule imports
- ❑ 837/835 File Transmissions
  - ❑ Route to State Fiscal Agent, MCO or Provider
- ❑ Supports Phased Rollout
  - ❑ Configurable processes allowing policy changes to implement over time

*First Data supported Kansas' migration to Managed Care in 2012, leveraging AuthentiCare's modular design components to transition care recipients to 1 of 3 selected MCOs. Within 60 days, First Data implemented system modifications to support the Kansas Migration from State Administrated HCBS to Managed Care.*

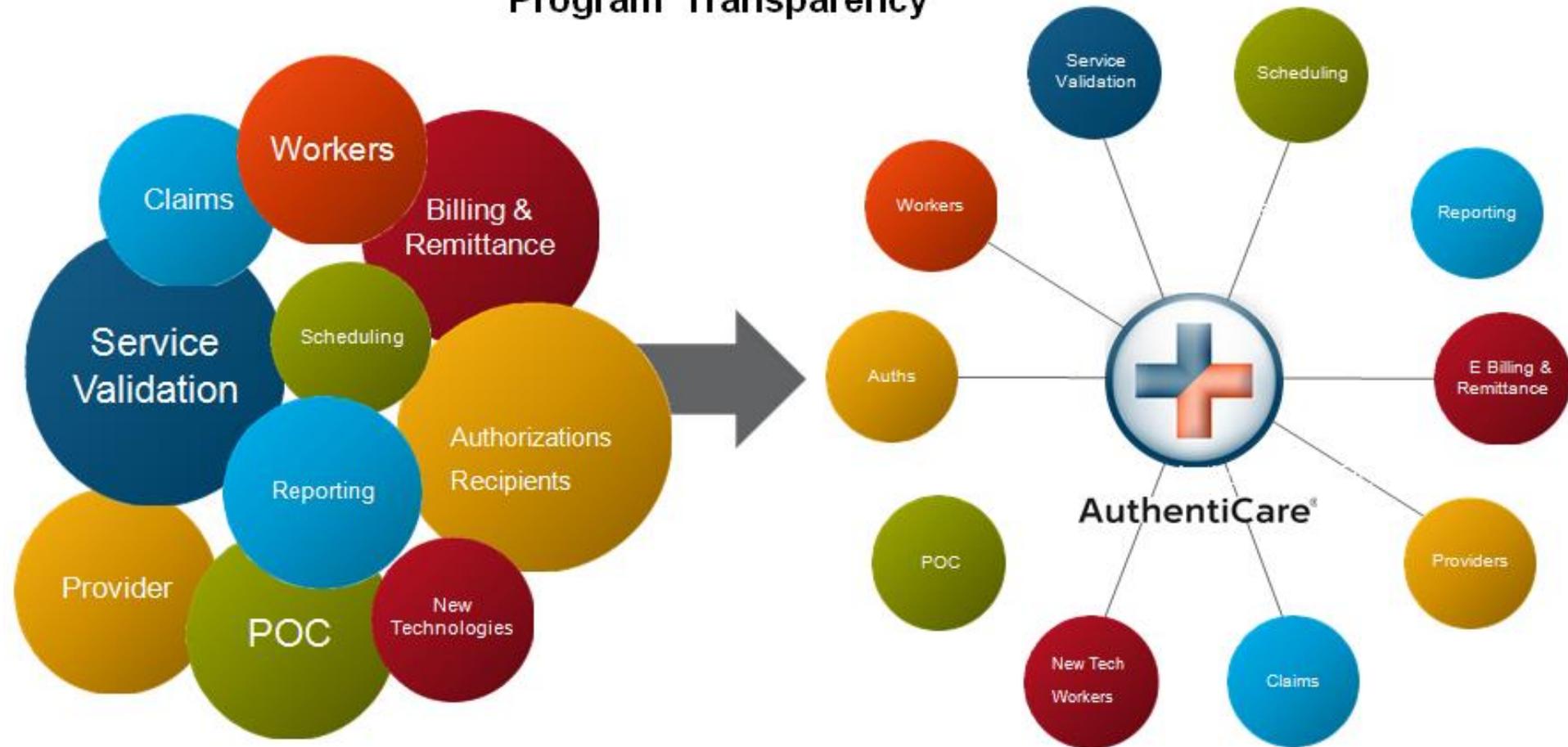
# AuthentiCare® EVV Functionality

- ❑ Interactive voice response (IVR)
- ❑ Smartphone App for Visit Verification
- ❑ Captures worker's location and service time
- ❑ 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



# Centralize HCBS Data Management

**Capture, Manage & Monitor  
HCBS Program Entities to promote  
Program Transparency**



# AuthentiCare® Services, Anytime, Anywhere



## IVR Check In / Out



## Mobile App w/GPS Tracking



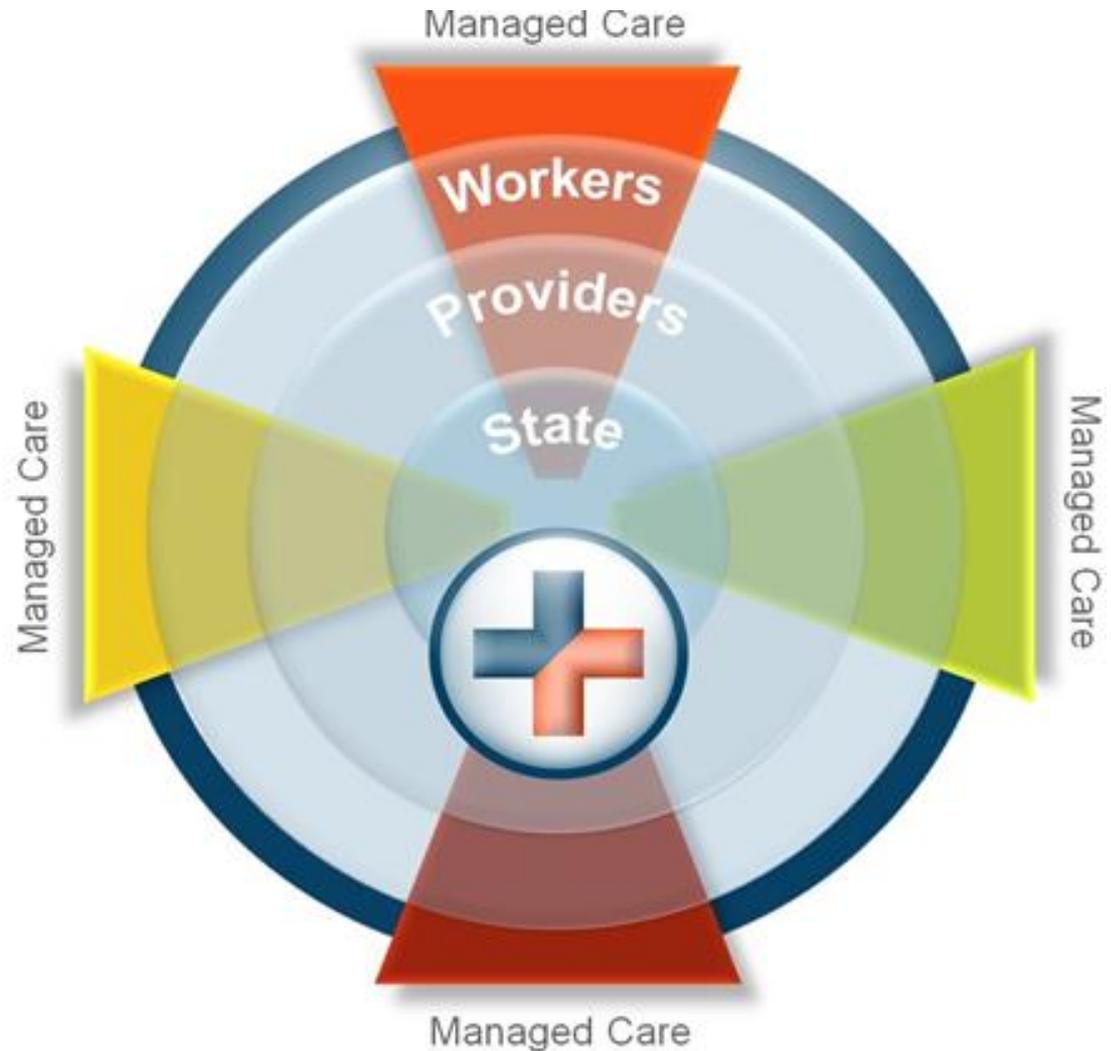
## QR Code Capture for Limited Service Zones



## Store & Forward Worker Interactions

# Data Scoping for All Stakeholders

AuthentiCare promotes data transparency across the HCBS Enterprise, protecting PHI within authorized, secured data views and empowering Administrators with a holistic view of their Medicaid Service Delivery actions



# Case Study Results

## South Carolina –

- Initial savings 10%
- Ongoing Savings 6-7%

## Oklahoma

- Total Savings of \$21mm+ over 2-3 years
- Translates to State Savings of \$7mm+ in period

## Veterans Association Pilot

- Reduced Administrative Burden
- Added veterans served at same staffing/cost

# Industry Updates

- ICD9 to ICD10 Changes Implemented
  - Ready to support as of 10/1/15
- Department of Labor Overtime Changes for Home Healthcare Workers

# Integration Considerations

- Authorizations
- Billing of Claims (837)
- Updated Recipient information
- Updated Provider information
- 835 Handling



# AuthentiCare® Demo



# Implementation and Training

# Integration Methods - Web Services and Batch

## Web Services:

### Import Methods:

- Providers
- Workers
- Clients
- Scheduling
- Service Authorizations
- FMS Matches
- FMS Claims

### Export Methods:

- Check-in / Check-out
- FMS Employers
- FMS Documents
- FMS Remits
- FMS Payments

## Batch Processing:

- Scheduled Imports
- XML file structure
- Secure FTP transmissions
- Providers
- Workers
- Clients

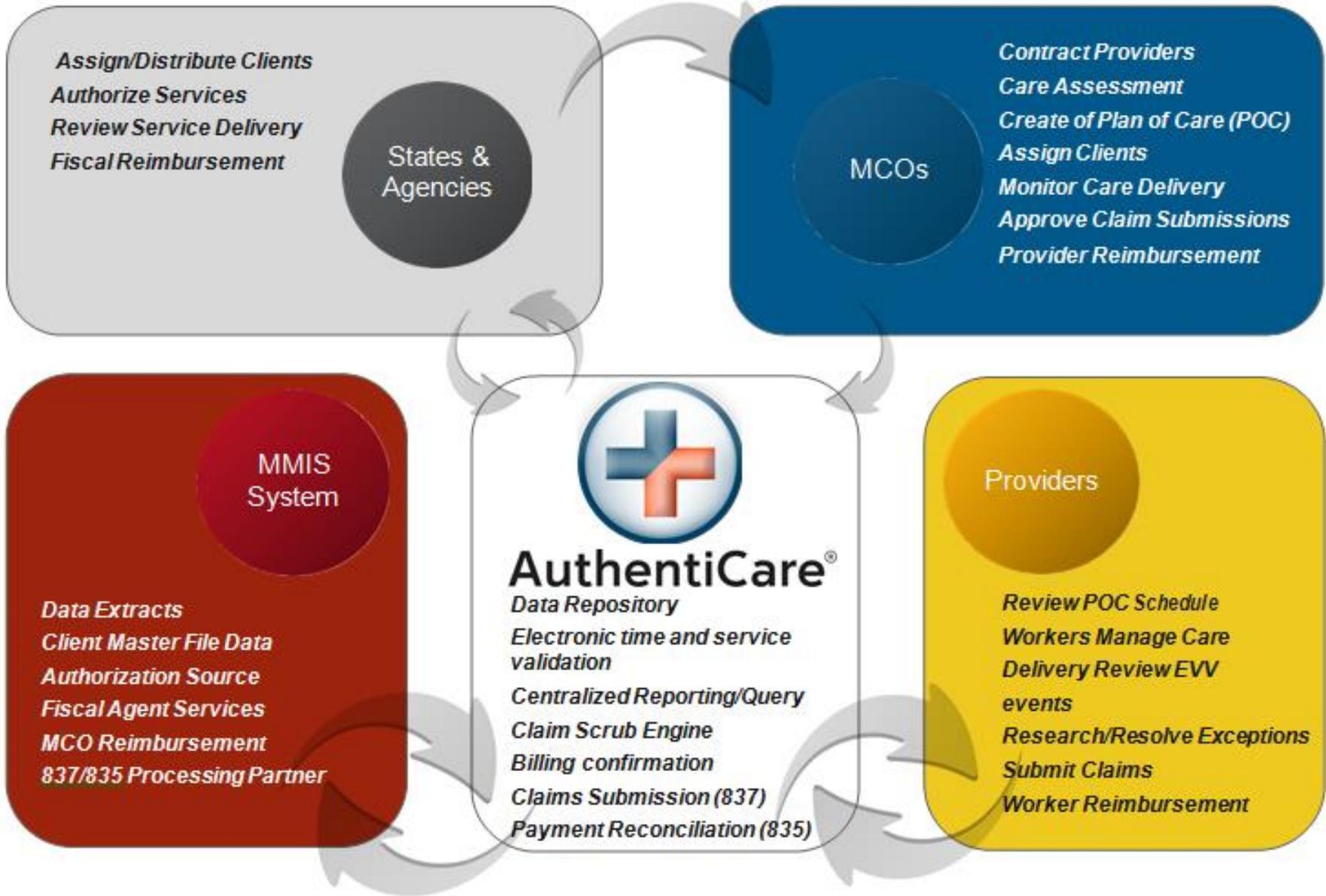
# EVV Outreach Activities

## AuthentiCare Fact Sheet and FAQs

- What is Electronic Visit Verification and Monitoring and its associated benefits
- How the AuthentiCare technology works
- Anticipated impact to daily workflows
- Functional usage requirements around telephony, mobile, and web
- Batch Processing
- Training Schedules and opportunities for education
- Implementation timelines to level set expectations

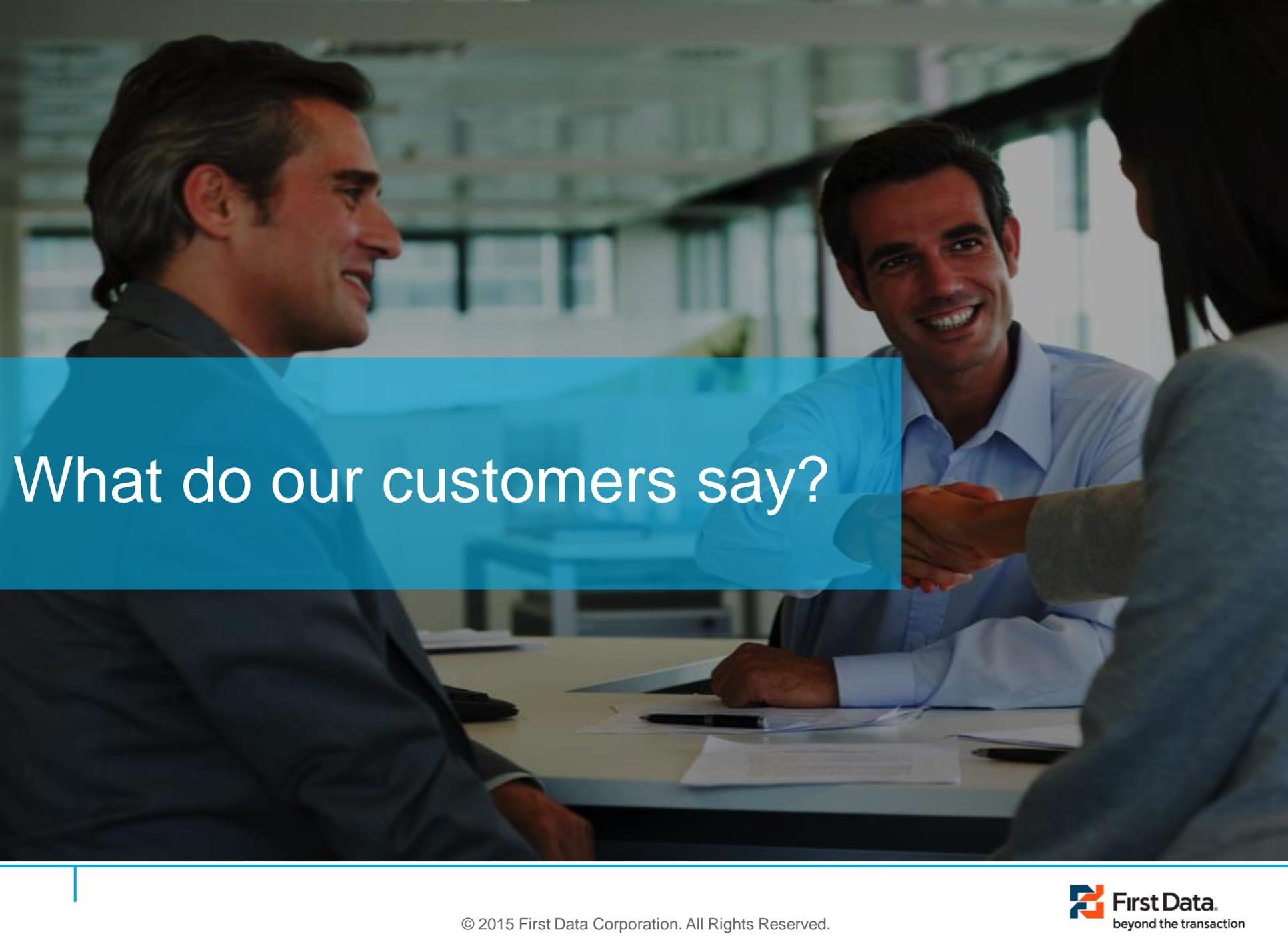
# Training & Preparation

- Live Training Environment
- Comprehensive AuthentiCare® User Manual
- On-site Training
- Worker Instruction Sheet
- Client Support – telephone & email
- Provider Forums
- Relationship Management



A top-down view of several hands in business attire (suits and ties) working together to assemble white puzzle pieces. The hands are positioned around the center, with some pieces already connected and others being held in place. The background is a dark, blurred blue. A semi-transparent blue rectangular box is overlaid on the upper portion of the image, containing the text.

# First Data™ Experience

A photograph of three business professionals in an office setting. Two men are seated at a table, smiling and shaking hands. A woman is partially visible on the right, also smiling. The background shows a modern office with large windows and blurred desks. A semi-transparent blue banner is overlaid across the middle of the image.

What do our customers say?

# Saving Money & Delivering Program Integrity

## South Carolina – DHHS, Community Long-Term Care

- ❑ HCBS Waivers
- ❑ CHOICE – Consumer Directed Fiscal Agent with PPL
- ❑ 2,100 Providers with 10K Workers
- ❑ 13,800 Consumers
- ❑ 5.5 M Claims Annually
- ❑ CHOICE Expansion



## Oklahoma – Department of Human Services

- ❑ SPCC and ADvantage Waivers
- ❑ Consumer Directed Fiscal Agent with PPL
- ❑ 327 Providers with 19K workers
- ❑ 26,200 Consumers
- ❑ 3.6 M Claims Annually



# Saving Money & Delivering Program Integrity

## Kansas – Department for Aging and Disabilities

- ❑ 5 Waiver Programs
- ❑ 650 Providers
- ❑ 21,000 Consumers
- ❑ 4 Mil Claims Annually



## Michigan – Department of Community Health

- ❑ MDCH Private Duty Nursing and Adult Foster Care Pilot Program
- ❑ 2,000 Consumers
- ❑ 216K Claims Annually



# Client Testimonials



“What started off as a new and intimidating implementation for our company **has turned out to be an improvement to our day to day operations**, we are happy with the results and this system has increased proficiency company wide.”

Rebecca Edwards

Provider

ONHL, LLC Home Care Services

“It has **saved the state money** ... This is working out great for the providers. We do not have to do any billing; **the program actually bills the state on our behalf, and we are paid within two weeks of providing services.**”

Provider

Care Pro Home Health



# Client Testimonials



“Implementation of an EVV (Electronic Visit Verification) offers numerous benefits to clients who receive services, to providers who deliver services and to the State who pays for services.

Clients who are dependent upon receipt of services benefit from EVVs capacity for monitoring in real-time that services are being delivered.

Providers benefit from improved efficiency of operation including paperless documentation of service delivery and more timely turn around in claims payment from the state.

For the State, the EVV system provides a verifiable means to assure the public that tax dollars are being expended only for services that are delivered.”



Mike Lester

Long Term Care Authority of Enid Consultant

# AuthentiCare®

The electronic visit verification and monitoring solution - built for **States**,  
tuned for **Managed Care Organizations**  
and **Providers**  
and focused on the transparent  
administration and delivery of  
healthcare services to **Clients**



# Thank You

For more information please contact:

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