

A large, semi-transparent, stylized '@' symbol is positioned on the left side of the slide, partially overlapping the title text.

AuthentiCare EVV New Mexico Centennial Care Self-Directed Community Benefit Employer of Record Quick Reference Guide

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Electronic Visit Verification (EVV) Overview



The AuthentiCare Electronic Visit Verification (EVV) solution supports web-based, smartphone, and landline electronic timesheet verification, reporting and billing. The solution is used by Attendants, provider agencies, state agencies and managed-care organizations, in compliance with the 21st Century Cures Act.

Terminology



Case Manager

- NMCC SDCB Support Broker



Representative

- NMCC SDCB Employer of Record (EOR)



Claim

- NMCC SDCB Timesheet



Client

- Member



Worker

- Attendant/Caregiver



Service

- Personal Care Service

AuthentiCare Workflow Overview

Service has been authorized

1



Attendant Checks In

2



Tuffclas

Service is performed

3



Attendant Checks Out

4



Timesheet is completed

5



Timesheet data confirmed & exported to Palco for billing

6

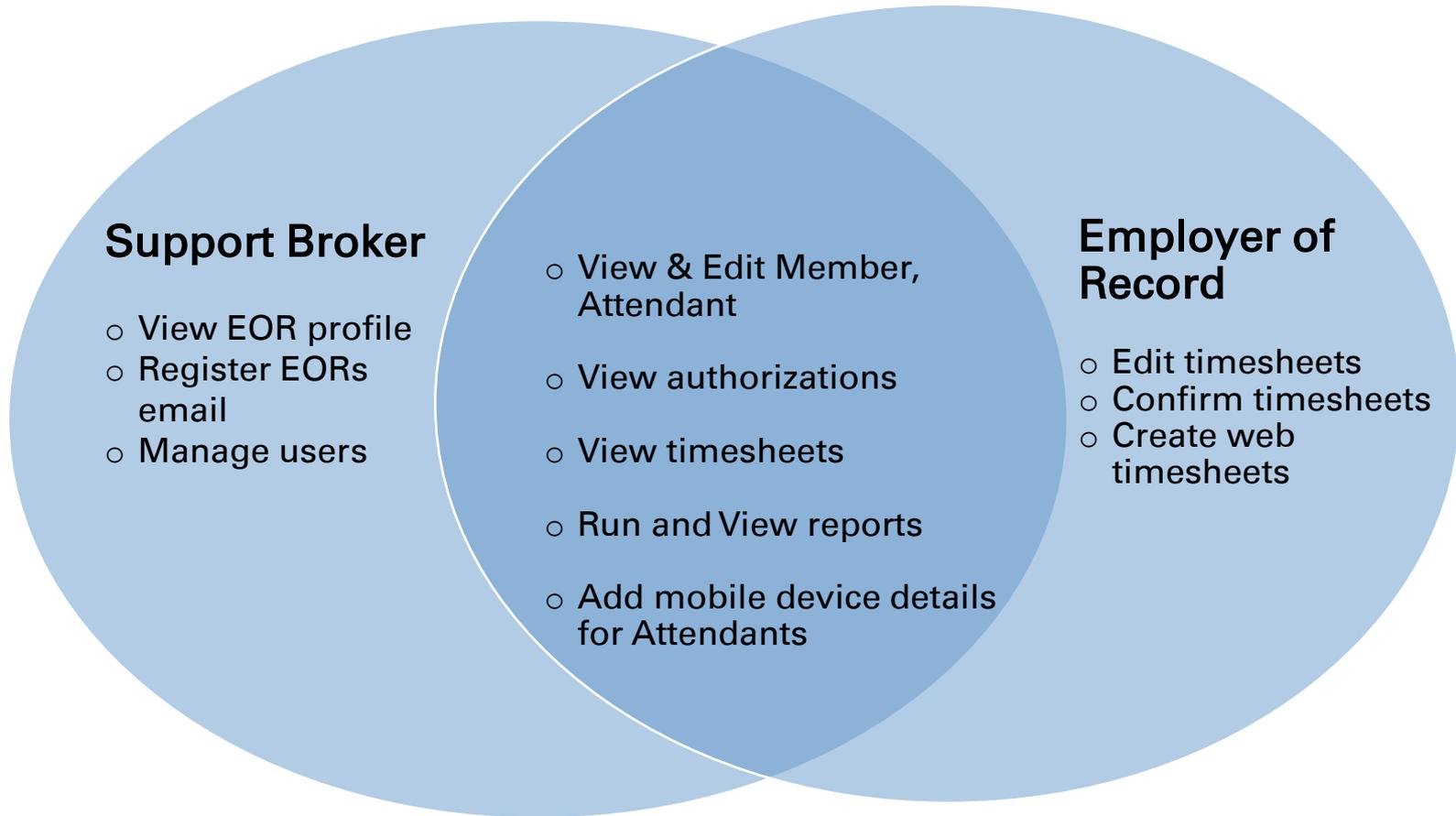


! EOR users must approve/confirm, then export timesheets for payment. Skipping these steps will cause a lapse in payment.

Using the Web Portal



Access for Each Role



Employer of Record User

Logging In

1 Launch the AuthentiCare NMCC website
<https://www.authenticare.com/nmcc>

2 Enter your email address and password and select Submit.

First Data

AuthentiCare®
New Mexico Centennial Care

Welcome to the AuthentiCare® Solution
Please enter your AuthentiCare email address and password to access the system.
[Register for Access](#)
* Indicates a required field.

* Email Address:

Password:

Submit

Your support broker must register you for access to the portal. You will receive your login credentials from your support broker.



Navigation and Searching

AuthentiCare Home Page

First Data AuthentiCare®
New Mexico Centennial Care

Home | Create | Reports | My Account | Custom Links | Logout Logged in as: Employer12@testing.com

Entities

Search >

Go!

Services and Authorizations

Search Type: Service
 Authorization

Service:

Authorization ID:

Service Type:

Authorization Start:

Authorization End:

Client:

Provider:

Worker:

Payer:

Service Period:

Procedure Code:

Go! Clear

Claims

Add New > [Claim \(Standard\)](#)
Add New > [Claim \(Express\)](#)

Search Type: Claim
 Confirm Billing - View

Claim ID:

Go! Clear

Claim Status:

Claim Start:

Claim End:

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

CaseManager:

Payer:

Procedure Code:

User Option:

Include Inactive Claims?

Go! Clear

Primary Content Sections:

- Entities
- Services & Authorizations
- Claims

Homepage Navigation Bar

Home | Create | Reports | My Account | Custom Links | Logout

Menu Option	Function	Menu Option	Function
Home	Link to homepage	My Account	Link to change password
Create	Allows creation of new Timesheet	Custom Links	Link to resources
Reports	Link to Reports page	Logout	Exit application

Searching Entities

The screenshot shows a light blue header with the word 'Entities' in bold. Below the header is a search bar with a 'Search >' button on the left and a 'Go!' button on the right. The 'Search >' button is highlighted with an orange border, and an orange arrow points from the bottom right towards the 'Go!' button.

Enter the search criteria for the entity

- ✓ **Member:** ACR ID
- ✓ **Attendant:** Last name or ACR ID
- ✓ **EOR:** ACR ID or email address

Click Go

Note: You will only see the clients and workers associated with your user.

- A minimum of four (4) characters is required for last name search
- Blanket search to pull all entities
- ACR is an abbreviation for AuthentiCare. The ACR ID is specific to each entity (*i.e., Member's ACR ID is the ID found on the Client Entity Settings page in AuthentiCare*).

Searching Authorizations

Services and Authorizations

Search Type: Service Authorization

Service:

Authorization ID:

Service Type:

Authorization Start: 

Authorization End: 

Client:

Provider:

Worker:

Payer:

Service Period:

Procedure Code:

Go! **Clear**



Event Actions	ID	Service ID	Client	Provider	Worker	Payer	Service Period	Effective Dates	Information
Units Remaining: 9984	AA3333555522	AGENCY ATTENDANT CARE (ARKS5125U2)	Smith, John Walt (0014785231)	Acme Provider Agency (10000201)		ARKANSAS DHS (ARMED)	One Time	06/01/2020 - 12/31/2020	



Authorization Settings

*** Indicates a required field.**

Service Information

Service ID: ARKS5125U2 Service Type: Time Based

Name: AGENCY ATTENDANT CARE Procedure Code: S5125

Description: AGENCY ATTENDANT CARE

ID: AA3333555522

Client: Smith, John Walt 

* Provider: Acme Provider Agency 

Worker:

Effective Date Start: 06/01/2020 

Effective Date End: 12/31/2020 

Service Period: One Time

* Authorization Number: 3333555522

Diagnosis Qualifier: ABK

Diagnosis Code: 78099

* Total Units: 10000

Rate: 4.5300

Payer Assignment: ARKANSAS DHS

Provider Medicaid ID: 945784215

Cancel

From the *Homepage*, Search for Authorizations by:

- Completing any of the fields and clicking **Go**.
- Clicking **Go** for a blanket search to pull all Authorizations

- Cannot be added or edited by Support Brokers
- Are required for EORs to complete timesheet confirmation
- Must be valid to capture check-in/out by mobile, IVR or web to create timesheets

Searching Timesheets

Claims

Add New > [Claim \(Standard\)](#)
Add New > [Claim \(Express\)](#)

Search Type: Claim
 Confirm Billing - View

Claim ID:

Go! **Clear**

Claim Status:

Claim Start:

Claim End:

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

CaseManager:

Payer:

Procedure Code:

User Option:

Include Inactive Claims?

Go! **Clear**

Search by selecting **Claim** and entering either:

- **Claim ID**, then click go
- OR
- **Start/End date**, then click go

Claims

ID	Status	Client ID	Client Name	Date Range	Information
44059	PendingCheckOut	3999444014	ZealBautista, Clifford O	11/11/2020	
34034	InfoExceptions	3999444000	ZealDawe, Dannielle A	11/06/2020 - 11/06/2020	
44057	InfoExceptions	3999444000	ZealDawe, Dannielle A	11/11/2020 - 11/11/2020	

Hover the for a high-level view of the timesheet

Additional Information

Claim ID: 44057
Provider: FMS NMCC PROVIDER1 (5550117)
Worker: ZealHilton, Agnes (604633)

Filing Source: Mobile

DateOfService: 11/11/2020 12:47 PM - 11/11/2020 12:52 PM

Status: Billed (11/13/2020)

Service: SDCB – Self Directed Personal Care (SDCB99509) (Time Based)

Unit:

CustomData:

ActivityCodes: 01

Exception: This claim does not have a matching event.

Note: Alison note - just created this visit on mobile

Amount:

Viewing/Editing Timesheets

Claim Details

*** Client**
ZealLloyd, Hadassah M

*** Provider**
FMS NMCC PROVIDER1

*** Worker**
ZealNewton, Alyce

*** Service**
SDCB - Self Directed Personal Care Exception

Payer Assignment
Current Payer For Client

Date	Time	Amount	Date	Time
11/18/2020	12:30 PM	02:00	11/18/2020	02:30 PM

Activity Codes:
03 (ex: 3,5,8)

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.08 Total Authorized: \$0.08

Critical Exceptions | Add Lines Above | Add Lines Below | Move Up | Move Down

Note:

Note Data

Date: 11/19/2020 07:21 AM
Reason: Landline/IVR unavailable
Notes: Another test

Claim ID: **44196**

Filed On: **Web**

Printer Friendly

Show All Claims

Total Claims: **1**

Total Calculated Amount: **\$0.08**

Total Authorized Amount: **\$0.08**

Total Units: **8**

Total Hours: **02:00**

Scheduled Units: **0**

Scheduled Hours: **00:00**

Billing Confirmed

Inactive Claim

Save

Cancel

(EOR can see what exceptions need to be cleared before the timesheet can be exported for billing.)

Once you click the ID of the timesheet you want to view, the **Claim Detail** page will open

Modifications to the **Date** and **Time** fields are the most common timesheet edits

TIP: You can also use the *Printer Friendly* option in the yellow box on the right for a clearer view of the exceptions.

Confirm Billing

1. From *Homepage*, select **Confirm Billing – View**
2. Enter **start/end date**
3. Click **Go**

4. *Confirm Billing* screen appears
5. Check box next to **Approve Billing for Claim**
6. Click **Confirm Billing**

Claims

Add New > [Claim \(Standard\)](#)
 Add New > [Claim \(Express\)](#)

Search Type: Claim
 Confirm Billing - View

Claim ID:

Go! **Clear**

Claim Start: 11/17/2020

Claim End: 11/17/2020

Service:

Authorization ID:

Client:

Provider:

Worker:

Representative:

CaseManager:

Payer:

Procedure Code:

User Option:

* Sort By: **Member's Last Name**

Include Inactive Claims?

Go! **Clear**

First Data AuthentiCare®
New Mexico Centennial Care

Home | Create | Reports | My Account | Custom Links | Logout Logged in as: JADRep@testing.com

Print

First Data AuthentiCare®
New Mexico Centennial Care

Confirm Billing
November 17, 2020

Check All/Uncheck All

Approve Billing for Claim (44145)

Client
ZealDawe, Dannielle A (3999444000)

Provider
FMS NMCC PROVIDER1 (5550117)

Worker
ZealHilton, Agnes (604633)

Claim ID
44145

Service
SDCB - Self Directed Personal Care (SDCB99509)

Authorization	Start	End	Rates	Units	Amount
P99999999001	Nov 17, 2020	Nov 17, 2020	Normal	ActualNormal AuthorizedNormal	0 ActualNormal AuthorizedNormal

Exceptions

- **Critical**
 - Billing has not been confirmed for this claim.
- **Informational**
 - This claim does not have a matching event

Total Claims: 1 Total Actual Amount: \$.00 Total Authorized Amount: \$.00 Total Units:

Number of Claims to be Confirmed:

Confirm Billing **Cancel**

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Exceptions are also listed here..

Billing Confirmed

The screenshot displays the 'First Data' AuthenticiCare New Mexico Centennial Care interface. At the top, there are navigation links: Home, Create, Reports, My Account, Custom Links, and Logout. The user is logged in as JADRep@testing.com. The main section is titled 'Claim Search Results' and shows 'Claim Details' for a claim with ID 44057. The client is ZealDawe, Dannielle A, and the worker is ZealHilton, Agnes. The provider is FMS NMCC PROVIDER1. The payer assignment is 'Current Payer For Client'. A summary on the right shows: Claim ID: 44057, Filed On: Mobile, Total Claims: 1, Total Calculated Amount: \$0.00, Total Authorized Amount: \$0.00, Total Units: 0, Total Hours: 00:05, Scheduled Units: 0, Scheduled Hours: 00:00. A 'Cancel' button is present. A notification banner at the bottom of the claim details area reads 'Billed (11/13/2020)'. Below this, a 'Note' section contains a note from Alison: 'Alison note - just created this visit on mobile'. The note was created on 11/11/2020 at 12:52 PM by user acr_admin@acr.com.

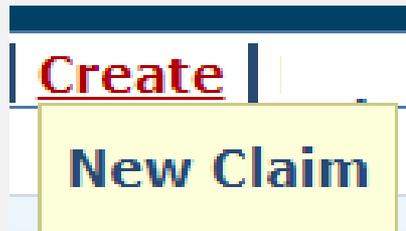
Note: This message appears the day after the timesheet has been exported to Palco (FMA) for billing. It does not mean it has been/will be paid.



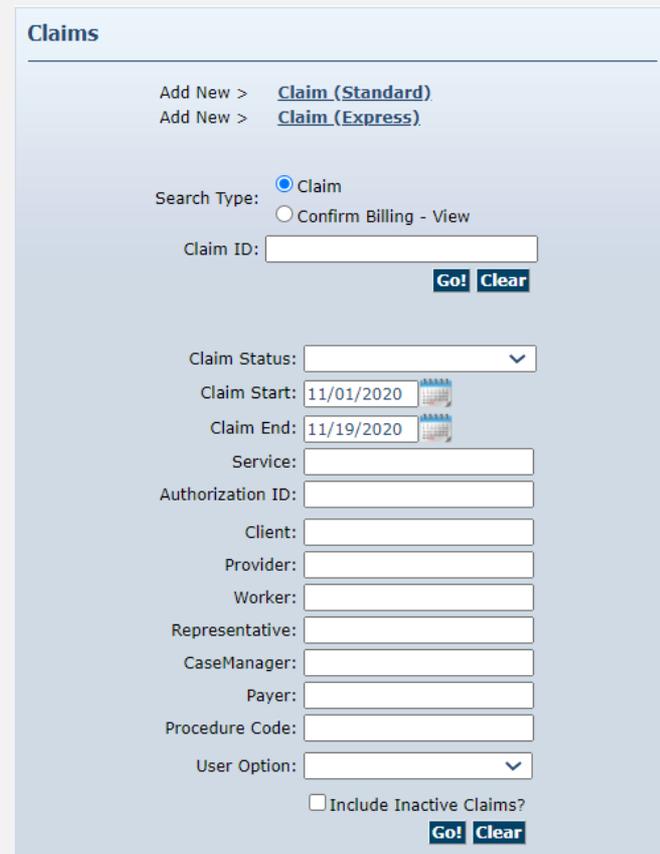
Creating Web Timesheets

Web timesheets can be created two ways starting from the Homepage...

1. **Create** tab, then the *New Claim* dropdown option



2. **Claims** section

A screenshot of a web application's "Claims" section. The form is titled "Claims" and contains several input fields and buttons. At the top, there are two "Add New" links: "Claim (Standard)" and "Claim (Express)". Below these are search options: "Search Type:" with radio buttons for "Claim" (selected) and "Confirm Billing - View". There is a "Claim ID:" input field with "Go!" and "Clear" buttons. Further down are "Claim Status:" (dropdown), "Claim Start:" (date field with calendar icon, value "11/01/2020"), and "Claim End:" (date field with calendar icon, value "11/19/2020"). Below these are several text input fields for "Service:", "Authorization ID:", "Client:", "Provider:", "Worker:", "Representative:", "CaseManager:", "Payer:", and "Procedure Code:". At the bottom, there is a "User Option:" dropdown and a checkbox for "Include Inactive Claims?". "Go!" and "Clear" buttons are at the very bottom.

Creating Web Timesheets

Standard Claim

* **Client**

* **Worker**

* **Service**

* **Provider**
FMS NMCC PROVIDER1

Payer Assignment
Current Payer For Client ▼

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Show All Claims

Total Claims:	1
Total Calculated Amount:	\$0.00
Total Authorized Amount:	\$0.00
Total Units:	0
Scheduled Units:	0
Scheduled Hours:	00:00

Save

Delete All

Cancel

- Enter the **Member ID** in the *Client* field,
- Enter the **Attendant ID** in the *Worker*, and
- Enter the **Service ID** in the *Service* field

Note:

Note Data

Creating Web Timesheets

Standard Claim

* **Client**
ZealLloyd, Hadassah M

* **Provider**
FMS NMCC PROVIDER1

* **Worker**
ZealNewton, Alyce

Payer Assignment
Current Payer For Client

* **Service**
SDCB - Self-Directed Personal Care Exception

Date	Time	Amount	Date	Time
MM/DD/YYYY		#:##	MM/DD/YYYY	

Activity Codes:
 (ex: 3,5,8)

Reason Code:

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Show All Claims

Total Claims: 1

Total Calculated Amount: \$0.00

Total Authorized Amount: \$0.00

Total Units: 0

Scheduled Units: 0

Scheduled Hours: 00:00

Save

Delete All

Cancel

- Select the **Date**
- Enter the **Start Time**
- Enter the **Amount** (time duration)
- Enter **Activity Codes** if applicable
- Select a **Reason Code** from the dropdown list
- Enter a **Note**

Note:

Note Data

Creating Web Timesheets

Standard Claim

*** Client**
ZealLloyd, Hadassah M

*** Worker**
ZealNewton, Alyce

*** Service**
SDCB - Self-Directed Personal Care Exception

*** Provider**
FMS NMCC PROVIDER1

Payer Assignment
Current Payer For Client

Date	Time	Amount	Date	Time
11/11/2020	11:30	03:00	11/11/2020	2:30 PM

Activity Codes:
07 (ex: 3,5,8)

Reason Code:
Electrical outage

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$0.00 Total Authorized: \$0.00

Delete | Add Lines Above | Add Lines Below | Move Up | Move Down

Note:
Testing again!

Note Data

Show All Claims

Total Claims:	1
Total Calculated Amount:	\$0.00
Total Authorized Amount:	\$0.00
Total Units:	0
Scheduled Units:	0
Scheduled Hours:	00:00

Save
Delete All
Cancel

Once all fields are completed, Click **Save**

Creating Web Timesheets

Needs Attention:
Successfully saved ClaimID(s) (ID: [44200](#))

[Print](#)

First Data

AuthentiCare®
New Mexico Centennial Care

Claim Acknowledgement
November 19, 2020

Client
ZealLloyd, Hadassah M (3999444012)

Provider
FMS NMCC PROVIDER1 (5550117)

Worker
ZealNewton, Alyce (950308)

Payer Assignment
BCBSNM

Claim ID **Service**
44200 SDCB - Self-Directed Personal Care Exception (SDCB99509E)

Authorization	Start	End	Rates	Units	Amount
P99999999052	Nov 11, 2020 11:30:00 AM	Nov 11, 2020 02:30:00 PM	Normal	0.0100	ActualNormal 12 ActualNormal \$.12
					AuthorizedNormal 12 AuthorizedNormal \$.12

Exceptions

- **Critical**
 - Billing has not been confirmed for this claim.
- **Informational**
 - This claim does not have a matching event.
 - EVV not used

Total Claims: 1 Total Actual Amount: \$.12 Total Authorized Amount: \$.12

[Done](#) [New Claim](#)

Reports

- AuthentiCare offers several standard reports that can be created as is or customized as templates
- Reports can be run instantly or scheduled for the frequency that suits business needs, 24/7
- Information is current as of the time the report is requested by the user.
- A wide variety of filtering and sorting options are provided.
- The user may choose to display the report in PDF, Excel, CSV or XML format.

Create Reports

Authorizations

AuthentiCare Service Authorizations

Authorization History

AuthentiCare Service Authorization History

Claim History

AuthentiCare Claim History

Exception

Exception Report

Overlapped Claim By Client

Overlapped Claim By Client Report

Overlapped Claim By Worker

Overlapped Claim By Worker Report

Time and Attendance

Time and Attendance Report

My Responsibilities as an EOR

- Login to the AuthentiCare web portal
- View Members/Clients and Workers/Attendants
- Confirm claims/timesheets
- Create manual web claim/timesheets
- View Reports
- Register mobile devices



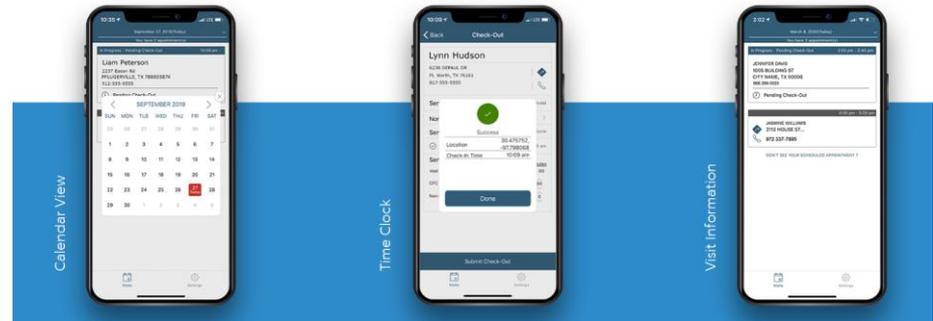
Attendant Utilization

Attendant Overview

Attendants provide services to Members, and use one of two approved methods to check in when service delivery begins, and check out when service delivery ends



Interactive
Voice
Response
(IVR)



AuthentiCare Mobile

- Attendants do not have access to the AuthentiCare web portal
- EORs or Support Brokers must add Attendant device information to AuthentiCare

Adding Attendant Information for Mobile and IVR

Before an Attendant can use AuthentiCare to check-in and check-out, their EOR or Support Broker must update the Attendant's profile with their mobile device ID using the web portal. They will also need to ensure the correct language is set for IVR use.

Entities

Search >

Go!

1. Search for Attendant from *Entities* section on **Homepage**

Entity Search Results

<u>ID</u>	<u>Name</u>	<u>User Type</u>	<u>Information</u>
609405	ZealEllwood, Aila	Worker	
504727	ZealHayes, Matthias	Worker	
171808	ZealHollis, Christine	Worker	

2. From the **Entity Search Results** page select the Attendant whose profile you will edit by clicking the ID

Adding Attendant Information for Mobile and IVR

The screenshot shows the 'Worker Entity Settings' form. The 'Language' field is highlighted with an orange box, and a callout box points to it with the text: 'Verify that the language is correct; this determines the language the Attendant will hear in the IVR'. The dropdown menu for 'Language' is open, showing options: English (selected), Spanish, and Other. An orange arrow points to the 'Language' field, and a black arrow points from the callout box to the dropdown menu.

Worker Entity Settings
* Indicates a required field.

ID: 504727
PIN: *****

* First Name: Matthias
Middle Name:
* Last Name: ZealHayes
Company Name:
SSN:
FID:
Gender:
Birth Date: MM/DD/YYYY
Email Address:
Begin Date: 04/01/2020
End Date: MM/DD/YYYY
Language: English
Status: Active
App Mode:
External Worker ID:
Receive Stipends: No
Worker Services:
* Mobile Enabled:
* Mobile Locked:
Password:
Worker Must Change Password:
Mobile phone number:
Device ID:
Office Phone:
Provider: FMS NMCC PROVIDER1

Entity Addresses/Phones

Phone Type Phone Number
Mobile (999) 222-2254

Holidays / Days Off
Add Holiday MM/DD/YYYY
From Date To Date
default business hours
day off (Off) or if the entity
Start Time End Time
Thu Default Off Custom
Fri Default Off Custom
Sat Default Off Custom

Language: English
Status:
App Mode:
English
Spanish
Other

Adding Attendant Information for Mobile and IVR

Worker Entity Settings

* Indicates a required field.

ID: 504727
PIN: *****
* First Name: Matthias
Middle Name:
* Last Name: ZealHayes
Company Name:
SSN:
FID:
Gender:
Birth Date: MM/DD/YYYY
Email Address:
Begin Date: 04/01/20
End Date: MM/DD/YYYY
Language: English
Status: Active
* Mobile App Mode: Standard
External Worker ID:
Receive Stipends: No
Worker Services:
Provider: FMS NMCC PROVIDER1

Entity Addresses/Phones

- Mobile settings default to the selections that allow the attendant to utilize the application. Do not change these.
- Enter a temporary password
- Check the **Worker Must Change Password** box
- Enter the Attendant's **mobile phone number**
- Copy/paste the **Device ID** the Attendant provided
- Click **Save**

* Mobile Enabled: Yes No
* Mobile Locked: Yes No

Password:
Worker Must Change Password:
Mobile phone number:
Device ID:
Office Phone:

Provider: FMS NMCC PROVIDER1 **Delete**

Provider: FMS NMCC PROVIDER1 **Delete**

Save **Cancel**

- After saving, the Attendant's profile updates immediately
- You may now send the Attendant the mobile setup code, worker ID and password

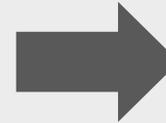
Verifying Member Setup

- For the mobile application to confirm location, the correct address must be listed on the **Client Entity Settings** page.
- For the IVR system to confirm that the Attendant is calling from the correct landline, the **Client Entity Settings** page must have the home phone number listed.

Entities

Search >

Go!



Entity Addresses/Phones

Add Address

Address Type: Work **Delete**

Address Line 1: 3092 Chester Lane

Address Line 2:

City: Little Rock

State: AR Zip: 722111600

Longitude:

Latitude:

Disable Learn Mode:

ViewMap

Add Phone

Phone Type	Phone Number	
Other	(501) 555-5572	Delete

* Phone Description:

Complete a search for the Member from the AuthentiCare NMCC homepage.

Mobile Application Demonstration

Recordings of the mobile check-in and check-out process are not included in this presentation. The recordings will be sent in separate links.



Key Items to Remember for Mobile

For the SB/EOR

- The Device ID entered in the AuthentiCare portal must match the phone
- Must retrieve Attendant's Device ID from the Attendant and add it to Attendant profile
- GPS is only active at check-in and check-out

For the Attendant

- Device ID is located within AuthentiCare mobile app settings
- One check-in/out per service
- Ability to reset their passwords
- When looking up Members, always select the one that shows the Member's address
- Only SDCB services will show for SDCB Attendants
- Remember to enter activity codes for applicable services
- Check-in/out methods are interchangeable
- Step-by-step handout available

Interactive Voice Response (IVR)

Training and Production Numbers for IVR Utilization

Training	Production
(800) 416-6602 Application Code: 140	(800) 944-4141



Overview of How an Attendant Checks In

1. Dial the 800 number and enter the **Attendant ID** after the greeting
2. **Press 1** for check-in
3. Enter the **Member ID**
4. **Verify the Member's name** by pressing **1** if what the IVR stated is correct, or **2** if it is not
5. **Listen for the service** that needs to be provided and **press the prompt** associated with that service
6. The IVR will recite the details which were selected. Listen and verify that if it is correct by selecting the appropriate prompts
7. The IVR will state the time of the **successful check-in**

Interactive Voice Response (IVR)

Training and Production Numbers for IVR Utilization

Training	Production
(800) 416-6602 Application Code: 140	(800) 944-4141



Overview of How an Attendant Checks Out

1. Dial the 800 number and enter the **Attendant ID** after the greeting
2. **Press 2** for check-out
3. Enter the **Member ID**
4. **Verify the Member's name** by pressing **1** if what the IVR stated is correct, or **2** if it is not
5. **The IVR will recite the details which were selected during check-in and this check-out.**
6. **Listen and verify that if it is correct by selecting the appropriate prompts**
7. The IVR will state the time of the **successful check-out**

Key Items to Remember for IVR

For the SB/EOR

- The matching of phone numbers is based on the landline number on the Client Entity Settings page
- If Attendant calls from an unauthorized phone number, the check-in cannot be completed

For the Attendants

- One check-in/out per service
- IVR can be used as the check-in/out method only from a phone number on the member's profile
- Only SDCB services will play for SDCB Attendants
- Remember to enter activity codes for applicable services
- The check-in/out methods are interchangeable
- Step-by-step handout available

Recap of Methods to Generate Timesheets

Method	Equipment	User
IVR	Member's home phone landline	Caregiver
Mobile App	Caregiver's or Member's cell phone or tablet	Caregiver
Manual Web Claim	Computer	EOR

Post-Implementation Support

To Whom to Turn

Attendants

Contact **EOR** for training and technical assistance

Employer of Records (EORs)

Contact **Support Broker** for login credentials, training, and technical assistance

Support Brokers

Training/Credentials: Contact Adaunnis.Dodson@Fiserv.com & Alejandro.Pessano@Fiserv.com

Technical Assistance:
1-800-441-4667, Option 6
authenticare.support@firstdata.com
6:00 AM – 6:00 PM MST, M-F

Thank You!