

AuthentiCare 2020/21 Delaware Training Offerings

Course	Who should attend	Session and Registration Information	Prior Training Dates
Aggregator Workshop	Providers who are using their own EVV systems should attend for an overview of the Aggregator.	No additional sessions will be offered. If you did not attend, please attend the Aggregator-Only Provider Training below.	11/17/2020 1 – 3 PM 12/9/2020 10 AM – 12 PM 12/17/2020 10 AM – 12 PM Recording is available here: https://attendee.gotowebinar.com/recording/5598788386952716815
Aggregator-Only Provider Training	Providers using Aggregator Only with an existing EVV solution	4/27/2021 9 – 11 AM Register Here 4/29/2021 9 – 11 AM Register Here 5/4/2021 11AM – 2 PM Register Here 5/5/2021 11AM – 2 PM Register Here	1/19/2021 (cancelled) 9 – 11 AM 1/20/2021 (cancelled) 1 – 3 PM
FMSA Training	FMSA staff who will be using the AuthentiCare solution or supporting workers and/or providers who do.	5/10/2021 10 AM – 1 PM Register Here 5/13/2021 12 – 3 PM Register Here	12/10/2020 1:30 – 3:30 PM 12/22/2020 1:30 – 4 PM 12/29/2020 9 – 11:30 PM Recording is available here: https://attendee.gotowebinar.com/recording/6821267196181289999
MCO Training	MCO staff who will be using the AuthentiCare solution to review authorizations, visit and claims data and reports.	6/15/2021 1 – 4 PM Register Here 6/23/2021 9 AM – 12 PM Register Here	12/7/2020 1:30 – 3:30 PM 12/17/2020 1:30 – 3:30 PM Recording is available here: https://attendee.gotowebinar.com/recording/1418408894444848654

Provider Training	For Providers using Authenticare as their EVV solution, Fiserv will train Provider Agency EVV Admin staff up to 3 people per agency on how to utilize AuthentiCare web portal for Reports, Claims and other applicable processes.	5/25/2021 9 AM – 12 PM FULL TRAINING Register Here 6/3/2021 1 -3 PM REFRESHER Register Here 6/9/2021 1 – 3 PM REFRESHER Register Here	12/16/2020 9 – 11 AM 12/22/2020 9 – 11 AM 12/29/2020 1 – 3 PM 1/6/20201 9 – 11 AM Recording is available here: https://attendee.gotowebinar.com/recording/2558615646853057291
Training for Trainers	For Providers using Authenticare as their EVV solution, trainers and individuals identified as responsible for training others within their agency or worker staff. **Optional for Providers using non-Authenticare EVV solutions	5/11/2021 9 AM – 12 PM Register Here	12/15/2020 9 AM – 12 PM 1/5/2021 9 AM – 12 PM Recording is available here: https://attendee.gotowebinar.com/recording/7291949432440988417
State Training	State and DMMA Staff only		

AuthentiCare Overview

Recording Link

Recording is available [here](#).

Note: Session starts at approximately 5 min in.

Course Overview

Electronic Visit Verification (EVV) is an electronic-based system that collects information through a secure website, a mobile application (“app”) or a telephone. Federal law, Subsection 1 of Section 1903 of the Social Security Act (42 U.S.C. 1396b) , requires all states to implement EVV for Medicaid-funded personal care and home health care services.

States can select and implement their own EVV design. DMMA has partnered with Fiserv in the implementation of an Electronic Visit Verification (EVV) system. In this informational session, you will learn more about the AuthentiCare EVV Solution. Topics Include:

- 21st Century Cures Act
- EVV System Features
- Devices
- Introduction to AuthentiCare
- AuthentiCare Functionality
 - AuthentiCare Workflow Overview
 - Getting Started
 - Managing Information
 - Authorizations
 - Claims
 - Reports
- Training Information

Who should attend?

Providers, MCOs and FMSAs planning to use the AuthentiCare EVV solution.

Course Schedule

Date	Method	Recording Info
10/19	Pre-recorded Webinar	https://attendee.gotowebinar.com/recording/2504474593214777602
10/22		

Aggregator Workshop

Registration Link

Use the applicable session links below.

Course Overview

The AuthentiCare Data Aggregator is the interface engine that collects visit data from third-party EVV systems and feeds that information into AuthentiCare®. The AuthentiCare Data Aggregator workshop provides an open specification for all third-party EVV systems to integrate with the Aggregator and ensure the claim adjudication process is seamless.

Participants will learn how to use the tools and templates needed to support the data gathering, file creation, and upload or file transfer process using the file layout designer. They will also learn how to navigate technical documentation available to use the aggregator and understand how the AuthentiCare EVV Data Aggregator normalizes data across all EVV vendors

Who should attend?

Providers, and/or their third party vendors, who are using their own EVV systems should attend the Aggregator workshop to understand the requirements of the data exchange requirements and the toolkit available to assist them with this process. Since the main focus of this session is what the Aggregator is, these Providers will also need to attend the Aggregator-Only Provider training in order to ensure that they understand how to use the Aggregator.

No additional sessions will be scheduled at this time. If you did not attend the Aggregator Workshop, please attend the Aggregator-Only Provider Training.

FMSA Training

Registration Link

Use the applicable session links below.

Course Overview

FMSA training will include information on the AuthentiCare web portal, integration with the MMIS, as well as the mobile application. Participants will learn how to:

- Log into AuthentiCare and get started
- Search and find all necessary program Provider Agencies, member, authorization, visit and claim data
- Perform visit maintenance, make corrections to clock-in and clock-out information in the EVV system to accurately reflect the delivery of services and add workers
- Generate and schedule reports

Who should attend:

FMSA staff who will be using the AuthentiCare solution or supporting workers who do.

Course Schedule

Date	Method	Registration Info
5/10/2021 10 AM – 1 PM	Virtual Instructor Led	https://attendee.gotowebinar.com/register/7068027293481196300
5/13/2021 12 PM – 3 PM	Virtual Instructor Led	https://attendee.gotowebinar.com/register/898995204495154700

MCO Training

Registration Link

Use the applicable session links below.

Course Overview

Fiserv will train MCO's on how to log in, usage, searching and reporting elements of AuthentiCare. Participants will learn how to:

- Log into AuthentiCare and get started
- Search and find all necessary program Provider Agencies, member, authorization, visit and claim data
- Perform visit .maintenance, make corrections, corrections to clock-in and clock-out information in the EVV system to accurately reflect the delivery of services and add workers
- Generate and schedule reports

Who should attend:

MCO staff who will be using the AuthentiCare solution to review authorizations, visit and claims data and reports.

Course Schedule

Date	Method	Registration Info
6/15/2021 1 PM – 4 PM	Virtual Instructor Led	https://attendee.gotowebinar.com/register/25370544065270544
6/23/2021 9 AM – 12 PM	Virtual Instructor Led	https://attendee.gotowebinar.com/register/56226138875592464

Provider Training

Registration Link

Use the applicable session links below.

Course Overview

Training for Provider agencies, addresses the administrative hub for AuthentiCare. This includes claims, scheduling, visit maintenance, onboarding workers and system monitoring. Training topics include:

- Logging into Authenticare and getting started
- Searching and finding all necessary provider, client, authorization, and claim data
- Adding workers
- Creating schedules (optional)
- Creating claims on the web and performing claim maintenance
- Generating and scheduling reports
- Performing visit maintenance, process for making corrections to clock-in and clock-out information in the EVV system to accurately reflect the delivery of services

Who should attend:

Fiserv will train Provider Agency EVV Admin staff (up to 3 people per agency), on how to utilize the AuthentiCare web portal for Reports, Claims and other applicable processes.

Course Schedule

Date	Method	Registration Info
5/25/2021 9 AM – 12 PM	Virtual Instructor Led FULL TRAINING	https://attendee.gotowebinar.com/register/8853983821688255248
6/3/2021 1 PM – 3 PM	Virtual Instructor Led REFRESHER	https://attendee.gotowebinar.com/register/5653667212557944336
6/9/2021 1 PM – 3 PM	Virtual Instructor Led REFRESHER	https://attendee.gotowebinar.com/register/5748176834035043344

Training for Trainers

Registration Link

Use the applicable session links below.

Course Overview

Fiserv provides Instructor led virtual training on how Agencies should train both the Workers in their Agencies on the AuthentiCare Mobile Application and Interactive Voice Response (IVR) solution for visit confirmation and any associated Agency staff utilizing AuthentiCare System from a user or admin perspective for claims, visits, reports, scheduling.

Curriculum:

- Understanding Claims process in AuthentiCare
- Visit maintenance
- Onboarding workers and system monitoring
- Training Workers on Mobile Application and IVR

Who should attend:

Providers that have selected AuthentiCare as their EVV solution, Trainers and individuals identified as responsible for training others within their agency staff, including workers, should attend. This training is also *optional* for providers that are using their own EVV solution.

Fiserv will supply instructions, guidelines, handouts, and hold workshops on how Provider Agencies should train Workers in the AuthentiCare EVV solution.

Course Schedule

Date	Method	Registration Info
5/11/2021 9 AM – 12 PM	Virtual Instructor Led	https://attendee.gotowebinar.com/register/6135567765847790604

State Staff Training

Registration Link

Use the applicable session links below.

Course Overview

Training for Delaware DMMA will demonstrate the read-only, dashboard and reporting capabilities in AuthentiCare for their associated roles.

Who should attend:

DMMA Staff and Designated Contractors

Course Schedule

No additional State Staff Training sessions are scheduled at this time.

Aggregator-Only Provider Training

Registration Link

Use the applicable session links below.

Course Overview

Training for Providers that will only be using the Aggregator. Topics will include:

- Steps to view claims
- Steps to edit/modify and clear exceptions

Who should attend:

Providers who are using an EVV system other than AuthentiCare.

Course Schedule

Date	Method	Registration Info
4/27/2021 9 – 11 AM	Virtual Instructor-Led	https://attendee.gotowebinar.com/register/1204065700737166351
4/29/2021 9 – 11 AM	Virtual Instructor-Led	https://attendee.gotowebinar.com/register/1642440986731483407
5/4/2021 11AM – 2 PM	Virtual Instructor Led	https://attendee.gotowebinar.com/register/2385509636480194063
5/5/2021 11AM – 2 PM	Virtual Instructor Led	https://attendee.gotowebinar.com/register/1865376864867781391

