



Electronic Visit Verification (EVV) Authenticare Information Bulletin

For CDS Employers Using EVV Option 1 or 2

Tips To Ensure Employer Completion of the Approval Process For Shifts Worked

CDS Employers who choose the EVV Option 1 or 2 must approve shifts worked or complete visit maintenance for shifts that have error messages. This must be completed by the time sheet due date. There are two steps you must complete:

Step 1: Ensure the completion of visit maintenance

1. Log into the Authenticare website with your employer credentials.
2. On the home page do not choose anything for visit status—leave it blank. This will load **ALL** visits that are either approved AND the visits that are not approved by you.
3. Enter the begin and end dates for the date span you are checking.
4. Click on “GO” located at the bottom of the page.
5. If there is only one visit listed, the visit will open. If there is more than one visit, a list of visits will appear. You can sort the visits by date, by clicking on the header you wish to sort by.

Step 2: Ensure the completion of APPROVING shifts worked

1. On the Authenticare website home page, in the Visit Status dropdown box, choose “completed.” This will give you **ONLY** the visits you have completed. You should compare these visits to the paper timesheet to ensure that all visits are listed and that the correct service is in Authenticare and on the paper time sheet.
2. On the Authenticare website home page, in the Visit Status dropdown box, choose “failed.” This will give you **ONLY the visits you still need to complete (do visit maintenance to correct and/or approve)**. You should compare to these shifts to the paper time sheet to see if all visits not listed in the completed tab are on this tab.
3. If there is only one visit, the visit will open. If there is more than one visit, a list of the visits will appear. You can sort the visits by clicking on the header you wish to sort by.

Step 3: How do I know if I am finished with visit maintenance?

You are finished if:

1. You have confirmed the information for all visits are correct.
2. You have **APPROVED** and **SAVED** all the visits listed.
3. Remember that just clicking on “Save” **does not complete you visit maintenance**. **You have to get to the step where you click on both APPROVE and click on SAVE.**

Always recheck your work to ensure:

1. If the visit says “FMSA Approval Needed”, you have completed the steps, and now Imagine Enterprise - the FMSA - will confirm and submit.
2. If Imagine Enterprises - the FMSA - has confirmed the shift, which means we have submitted the visit to the HHSC data aggregator for their approval, the visit will say “Aggregator Submission Required.”
3. If the visit has come back from the aggregator it will reflect “Info Exceptions.”
4. Info Exceptions means there are more details about this visit status, this is not an indicator that there is a problem – it’s a good thing that can show you more details!
5. You can find this information by:
 - a. By placing your cursor over the blue “i” in the information column
 - b. Open the visit and click on “printer friendly” in the yellow box
 - c. Open the visit and scroll down to Audit Data and click on View Audit Data

As always, we appreciate your collaboration and continue partnership with Consumer Directed Services and Electronic Visit Verification. Should you have questions please contact Sherry Newlin at sherry.newlin@imagine-enterprises.org or at 713-253-9792.