



First Data Government Solutions AuthentiCare®

THE INNOVATIVE SOLUTION FOR HOME AND COMMUNITY-BASED CARE

□ Grant McKay, Account Executive, Government Solutions

Agenda

- ❑ 21st Century Cures Act
- ❑ AuthentiCare Overview
- ❑ Experience
- ❑ Testimonials
- ❑ Q&A

Industry Updates

First Data Government Solutions | December 2016

IMPORTANT UPDATE: Electronic Visit Verification Mandate – 21st Century Cures Act Section 12006

On December 13, 2016, President Obama signed the 21st Century Cures Act (Cures Act) into law. Section 12006 of this law authorizes a reduction of one percentage point, when fully phased in, from the federal medical assistance percentage (FMAP) that states receive for Medicaid expenditures ***if the state does not require the use of an electronic visit verification (EVV) system***. According to the law, the longer states take to implement an EVV system, the more Medicaid funding they risk losing



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® 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



AuthentiCare® Services, Anytime, Anywhere



IVR Check In / Out



QR Code Capture for Limited Service Zones



Mobile App w/GPS Tracking



Store & Forward Worker Interactions

Case Study Results

South Carolina –

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

Oklahoma

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

Veterans Association Pilot

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

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

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 10,000 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
- ❑ 3.6M 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



New Mexico – Centennial Care

- ❑ Four NM Centennial Care Managed Care Organizations
- ❑ 30,000 Consumers
- ❑ 6 Mil Claims Annually



Saving Money & Delivering Program Integrity

Department of Veterans Administration – WJB Dorn Facility

- ❑ Pilot with facility in Columbia, SC
- ❑ 50 Providers
- ❑ 800 Consumers
- ❑ 300K Claims Annually

Alabama – AL Medicaid Agency

- ❑ Three Operating Agencies (Senior Services, Mental Health, Rehab)
- ❑ 25,000 Consumers
- ❑ 6 Mil Claims Annually



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

First Data[®]

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.”

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



THANK YOU

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