The Innovative Solution for Home and Community-Based Care

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Agenda

• First Data Overview
• AuthentiCare Solution Overview
• First Data EVV Experience
• Implementation Methodology
• Training
• Fraud, Waste, and Abuse – Prevention and Detection
• Why First Data?
• Q & A
10% of US GDP flows through First Data® everyday

**LARGE SCALE**
- 6 million+ business locations
- 4,000 financial institutions
- 1 million STAR® locations
- 74 billion 2014 global transactions

**GLOBAL LEADERSHIP**
- #1 Merchant acquirer
- #1 Issuer processor
- #1 Independent Debit network
- 28% of global ecommerce processed in 2014

**GLOBAL FOOTPRINT**
- 118 countries with First Data clients
- 36 countries with First Data operations
- 23,000 owner-associates worldwide
- 36,000 bank branches globally distributing First Data’s solutions

OVER 2,300 TRANSACTIONS PROCESSED PER SECOND

First Data.
• AuthentiCare Solution Overview
• AuthentiCare Mobile Application
• Claim Import / Data Aggregator
• 21st Century Cures Act Compliance
AuthentiCare
EVV Functionality

- Interactive voice response (IVR)
- Smartphone App for Visit Verification
- Captures worker’s location and service time
- Current interface to DXC and other MMIS systems
- 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

Mobile App w/GPS Tracking

Store & Forward Worker Interactions

Limited Service Zones
**Systems Integration / Data Aggregation**

**Data Import Processes**

**Three input sources:**
- Web portal file drop
- SFTP managed file transfer
- JSON/REST web services

**Standard application program interface objects (API’s):**
- Providers
- Workers
- Consumers
- Self-direct employers
- Case managers
- Authorizations
- Claims
- Encounters
- EDI 835

**User-defined file mapping *NEW*:**
- Claims
- Encounters

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**Diagram:**

- **System Tier: Presentation**
  - Web File Drop and Results Pick-up
  - Custom File Layout Designer (Claims, Encounters)
- **Application**
  - First Data SFTP File Gateway
  - Standard File Import Process
- **Database**
  - AuthentiCare Data
  - JSON/REST Web Portal (TLS 1.2)
  - Object Batch Put Web Service Methods
  - Import Results
  - Data File
  - Template
  - SFTP Job Selection
  - SFTP Managed File Transfer Gateway

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**Note:**
- First Data SFTP File Gateway
- Web Portal User
- SFTP User
- Web Service User
AuthentiCare
Electronic Visit Verification – Meets all 21st Century Cures Act Section 12006 Requirements

- Electronically verified visits with respect to:
  - Type of service performed
  - Individual receiving the service
  - Date of service
  - Location of the service delivery
  - Individual providing the service
  - Time the service begins and ends

- Minimally burdensome

- Takes into account existing best practices and EVV systems already in use

- Conducted in accordance with HIPAA

- Stakeholder training is provided
“KDADS utilization of AuthentiCare has put Kansas ahead of the curve in complying with the upcoming 21st Century Cures Act.”

Amy Penrod, Commissioner
Kansas Department for Aging and Disability Services
Successful AuthentiCare Implementations
AuthentiCare has continued success with our State and Agency References
Project Management Methodology

**Initiation**
- Prepare First Data Implementation Team
- Conduct Kickoff Meeting
  - Introduce Project and Team
  - Review Project Scope and Mission
  - Review Management Approach, Plan, and Schedule
  - Review Communications Plan and Reporting Relationships
  - Review Deliverable Acceptance Process
- Joint Application Configuration Sessions Onsite
- Baseline Project Schedule
- Approval of Project Management Plan
- Establish task specific entrance and exit criteria
- Finalize RTM
- Finalize System Integration Plan and Business Rules
- Initiate Platform Configuration

**Planning**
- Configure AuthentiCare Solution
- Unit Testing
- Update RTM
- Update EVV System Design Documents
- Update Reporting User Guide
- Update User Manual
- Update Test Plan & Acceptance Criteria

**Configuration**
- QA Testing
- Client Acceptance Testing
- Provide Test Results Report
- Provide Operational Readiness Review Results
- Create Contract Administration Plan
- Update Implementation Plan
- Update RTM
- Update User Manual
- Update Training & Outreach Plan and Materials

**Deployment**
- Deploy EVV Solution into Production & DR Environment
- Create Transition Plan
- Transition Meeting with Operation Management and Support
- Provide Operations Review Report
- Provide Monthly Status Reports
- Provide Contract Management and Support

**Operation**
- Create Project Closeout and Lessons Learned Report
- Closeout Project

**Closing**

**Training**
Training – Initial and Ongoing

- From CMS Presentations
  - States that have implemented EVV underscore that training is a critical element of success in deploying and operating EVV.
  - Vendors, provider agencies, and states all report that the most successful training is done collaboratively, involving all stakeholders.

- Training Planning / Outreach
  - Building a plan together to be successful
  - Identify participants
  - Training registration
  - Training locations

- Training Methodology – Initial
  - Onsite
  - Providers train their staff
  - Training Environment

- Training Methodology – Ongoing
  - Webinar Refresher Trainings
  - Access to customized User Manual
  - Online Self-Paced Learning Tool
  - Training Environment
  - Provider Assistance Forums
  - Client Support
  - One-On-One Training
AuthentiCare: Fraud Prevention and Proactive Detection

**Proactive Fraud Detection**
- Early identification of Suspected Bad Actors
- Pre-defined reports with configurable search options
- Automated report generation
- Support for analysis results into your Fraud Case Management system

**Fraud Prevention**
- Suspect claims prevented from automated submission
- Fraud Prevention Deterrents
  - Voice Biometrics
  - GPS location of service delivery
- Controls and Auditing

**Cost Avoidance is the Highest Cost Savings!**
- Prevent improper payments
- Early detection
- Avoid doing pay & chase
• Expertise of key personnel in EVV and Medicaid
• Extensive HHS and Medicaid consulting expertise
• Successful Statewide deployment in various implementation design models
• Size/Scale of First Data – large public company
• Complete and proven mobile solution
• Experience integrating into DXC and other MMIS systems
Thank you

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