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First Data AuthentiCare®
The innovative EVV solution for State Agencies,
MCOs and Providers

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08/25/19

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Agenda

- First Data Overview
- AuthentiCare Solution Overview
- First Data EVV Experience
- Data Aggregator
- Implementation Methodology
- Training
- Fraud, Waste, and Abuse – Prevention and Detection
- Why First Data?
- Q & A

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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

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AuthentiCare® EVV Functionality

- Data Aggregation and Collection
- 21st Century Cures Act Compliant
- 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 and eSignature service attestation
- Automated claims and billing (837 & 835)
- Integrated scheduler with real-time alerts for missed visits
- Highly configurable and 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

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AuthentiCare ® services anytime, anywhere

IVR Check In / Out

Store & Forward Worker Interactions

Mobile App w/GPS Tracking

Limited Service Zones
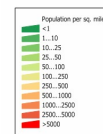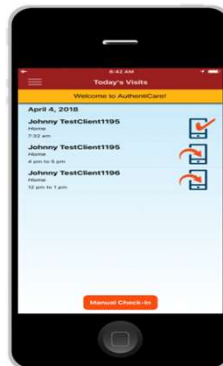
Source: U. S. Census Bureau
Census 2000 Summary File 1
population by census tract.

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AuthentiCare® EVV Meets all 21st Century Cures Act Requirements 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 ✔

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Successful AuthentiCare® Implementations with our State and MCO partners

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AuthentiCare ® and 21st Century Cures Act Compliance

> *"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

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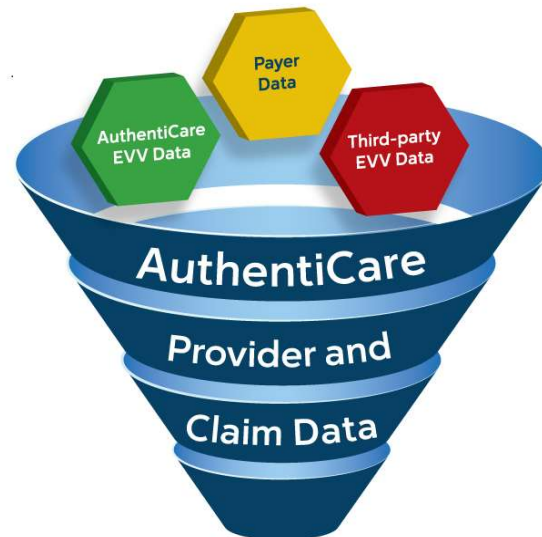2014 | 2015 | 2016 | 2017 | 2018 | 2019

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AuthentiCare® Data Aggregator

Three Input Sources:

- Web Portal File Drop
- SFTP managed file transfer
- JSON/REST Web Services

Additional Benefits:

- User Defined file mapping for claims and encounters
- Vendor system neutral
- Data collection and aggregation
- Real Time, secure and accurate data transfer
- Reduced administrative burden for healthcare providers
- Payers have control, visibility and oversight
- Service recipients can experience enhanced care coordination
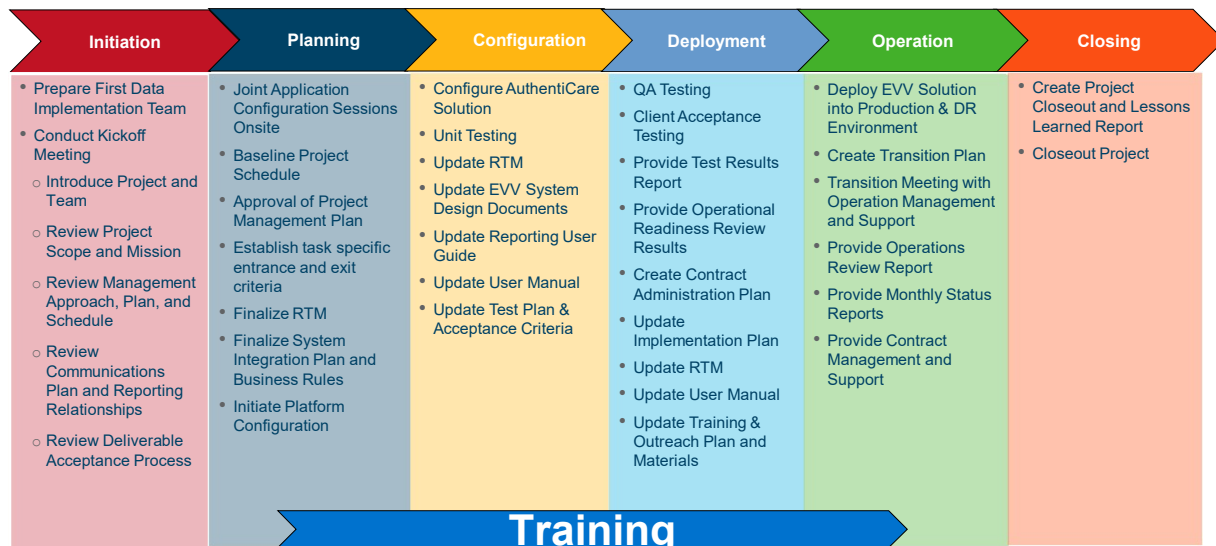- 21st Century Cures Act Compliant

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Project Management Methodology

Initiation	Planning	Configuration	Deployment	Operation	Closing

• Prepare First Data Implementation Team
• Conduct Kickoff Meeting
  o Introduce Project and Team
  o Review Project Scope and Mission
  o Review Management Approach, Plan, and Schedule
  o Review Communications Plan and Reporting Relationships
  o 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
		• Configure AuthentiCare Solution
		• Unit Testing
		• Update RTM
		• Update EVV System Design Documents
		• Update Reporting User Guide
		• Update User Manual
		• Update Test Plan & Acceptance Criteria
			• 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
				• 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
					• Create Project Closeout and Lessons Learned Report
					• Closeout Project

Training

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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 upon request

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First Data AuthentiCare® EVV Solution

Questions??

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Thank you

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