



New Mexico Turquoise Care AuthentiCare Data Aggregator FAQ Sheet

1. *Will there be copies of these slides?*
 - a. Yes, copies will be distributed to MCOs.
2. *Who do we reach out to if we have a question after this meeting?*
 - a. If your question is about general AuthentiCare interaction, follow your usual process for escalation through your MCO contact.
 - b. If your question is directed towards any forms or any State-specific topics, please contact Conduent at ConduentEVVaggregatorsupport@conduent.com
 - c. If your question is technical related to the onboarding connectivity, direct it towards the AuthentiCare Data Aggregator, contact authenticare.support@fiserv.com
 - d. If you have questions regarding your Third-Party Vendor, contact the vendor directly.
3. *If we already use AuthentiCare Web Portal, do we need to do anything if we are not changing vendors?*
 - a. No, no action is needed. AuthentiCare Data Aggregator is optional.
4. *How is using the 3rd Party Vendor different from us using AuthentiCare EVV system now? Do we have to use a 3rd Party vendor?*
 - a. Agencies may stay with the state solution. Moving to a third party is optional and depends on the agency business need. Not all agencies leverage various vendors for services. It is up to each agency to determine the need.
5. *Where can we get the EVV Aggregator forms?*
 - a. The forms are attached to these meeting minutes.
 - b. Contact Conduent at ConduentEVVaggregatorsupport@conduent.com
6. *Will we still need to add caregivers to AuthentiCare, or will this now only be done on the 3rd party vendor site?*
 - a. Yes, Workers (caregiver) do need to be added into AuthentiCare manually.
The Worker (caregiver) will also need to be sent to the Third-Party Vendor.
7. *Are we able to use manual methods as a backup if the API or SFTP doesn't work during a billing period? Or will we be allowed to use only one method?*



- a. Yes, you are able to use the AuthentiCare Web Portal Manual Upload option as a backup. You will need to set up the File Layout Designer and submit files via the File Upload section on the web portal.
- 8. *Is there going to be any changes to AuthentiCare if we are not going to use a 3rd party vendor?*
 - a. The AuthentiCare Web Portal will continue to function as intended. The AuthentiCare Data Aggregator is optional.