

MICHIGAN AUTHENTICARE FACT SHEET ADULT FOSTER CARE

WHAT IS MI AUTHENTICARE?

MI AuthentiCare is a paperless billing system for Adult Foster Care (AFC) providers. MI AuthentiCare will be used by the following facilities: Adult Foster Care homes, Homes for the Aged, and County Infirmaries. The system provides automated electronic billing for personal care services provided through the Department of Human Services (DHS), formerly Family Independence Agency (FIA), and Community Mental Health Service Program Boards (CMH) as well as room and board provided through the DHS's State Disability Assistance (SDA) program. Providers no longer have to send paper invoices to the Model Payment System (MPS) at the Michigan Department of Community Health (MDCH) in Lansing. Invoices are generated electronically by phone calls to MI AuthentiCare's toll-free number (1-877-342-5660) **or** through the MI AuthentiCare website, <https://www.miauthenticare.govconnect.com>. Providers verify, either by a phone call or on the web, the services they provided during the month. MI AuthentiCare compares the services provided to those authorized and then sends electronic invoices to the MPS. MI AuthentiCare also generates standard reports that are available to each provider via the web.

For this document, residents/beneficiaries/clients/consumers are referred to as beneficiaries.

HOW DOES MI AUTHENTICARE WORK?

Providers can choose to use the telephone or the Internet to submit invoices.

To use the MI AuthentiCare telephone system:

1. Providers use a touch-tone phone to call the toll-free MI AuthentiCare number (1-877-342-5660) to verify the beneficiaries that were in the home during the month. If a beneficiary leaves the home before the end of the month, the provider calls MI AuthentiCare and provides the date that the beneficiary left the home. The provider should not wait until the end of the month to call.
2. The Interactive Voice Response (IVR) system prompts the provider to enter his MDCH 7-digit provider number
3. The system guides the provider through the call-in process
4. From that telephone interaction, MI AuthentiCare generates an invoice and submits electronically to the MPS at MDCH for processing.

Calls can be made at any time from any touch-tone phone.

To use the MI AuthentiCare Online System:

1. Providers must have access to the Internet to use the online system.
2. Providers must have their Provider ID and PIN (the PIN will be sent by mail to each Provider prior to implementation) to register on the website for the first time. Providers will be able to create a user name and password to use to log on to the website in the future.
3. Providers access the online system monthly to report the beneficiaries in the facility. If a beneficiary leaves the facility before the end of the month, the provider should enter the date that he left the facility on the website.
4. From the information entered on the web, MI AuthentiCare generates an invoice and submits electronically to the MPS at MDCH for processing.

WHAT REPORTS ARE AVAILABLE TO PROVIDERS?

Providers can access MI AuthentiCare reports from the website at any time. The MI AuthentiCare report is an optional informational report available to providers which contains information about invoices created by telephone or through the secure website. The report is not mailed. A user ID and password are required to access the online reports. The report is free of charge. The AFC report provides detailed information including:

- Invoices submitted to MDCH by MI AuthentiCare for the provider
- Status of service activity that has not been submitted to MDCH
- Authorized units of service by beneficiary

WHAT DOES MI AUTHENTICARE CHANGE?

<u>What Does Change</u>	<u>What Does Not Change</u>
All providers must record services using MI AuthentiCare.	Obtaining authorization for AFC services through DHS or CMH
Providers use MI AuthentiCare to create invoices instead of completing and sending paper invoices to MPS.	Processing of invoices in the Model Payments System (MPS)
Providers have real time, online detailed reports of AFC services as captured by MI AuthentiCare	Statement of Payments (SOP) sent to providers

IMPLEMENTATION

April 1, 2005 is the target date for when all providers must participate in MI AuthentiCare.

TRAINING OPPORTUNITIES

Training materials are available on the MDCH website, www.michigan.gov . Click on "Providers," then "Information for Medicaid Providers," and then "MI AuthentiCare."

CONTACT INFORMATION

Contact the MDCH Provider Inquiry Unit by phone at 1 800-292-2550 or by email at providersupport@michigan.gov for additional information.