

PRIVATE DUTY NURSING

WHAT IS MI AUTHENTICARE?

MI AuthentiCare is a toll-free telephone check-in and check-out system for Medicaid enrolled Private Duty Nursing (PDN) providers. The system provides weekly automatic electronic billing when services are provided as authorized. PDN providers do not have to file a paper or electronic claim to MDCH, except when filing a claim subsequent to other insurance payments. Claims are generated automatically by phone calls to MI AuthentiCare at 1-877-342-5660 from the beneficiary's home. MI AuthentiCare verifies that the worker is present in the beneficiary's home, records services performed, and compares them to services authorized. A PDN claim is sent to MDCH when a valid check-in and check-out are completed. MI AuthentiCare also generates standard reports available to each provider.

HOW DOES MI AUTHENTICARE WORK?

MI AuthentiCare is based on simple principles.

1. The worker goes to the home of the beneficiary to provide a service that has been prior authorized by MDCH or its representative.
2. The worker uses the beneficiary's touch-tone phone to call the toll-free MI AuthentiCare number (1-877-342-5660).
3. Using caller ID technology, MI AuthentiCare identifies the beneficiary and the services are prior approved for that beneficiary. The Interactive Voice Response (IVR) system prompts the worker to enter his Worker ID number.
4. The system verifies the prior authorized services for the beneficiary and advises the worker that he is "checked in."
5. When the worker completes the service, he calls the same toll-free number and "checks out".
6. From that telephone interaction, MI Authenticare generates a claim for electronic submission to MDCH. Claims are sent to MDCH for processing once a week for the next billing cycle.

There will be situations where MI AuthentiCare cannot be used. These include:

- The beneficiary does not have a touch-tone phone
- The phone is out of order
- There is not a phone in the beneficiary's home.

In such situations, workers must notify their supervisor who must complete a Record Correction (MSA-1632) form and e-mail or fax it to MDCH Provider Inquiry. Only MDCH has the ability to make the correction to a service record so a claim can be generated.

WHAT REPORTS ARE AVAILABLE TO PROVIDERS?

Providers can access standard reports through MI AuthentiCare at any time. The reports are free of charge, on-line and real time (current). Reports provide detailed information including:

- Claims submitted to MDCH by MI AuthentiCare for the provider,
- The status of service activity that has not been submitted to MDCH (with exception codes to indicate why the claim has not been submitted),
- Authorized units of service by beneficiary

CONTACT INFORMATION

Questions regarding AuthentiCare should be directed to Provider Support, P. O. Box 30731, Lansing, Michigan, 48909-8231, or email at ProviderSupport@michigan.gov. Please include your name, affiliation and phone number so that you can be contacted. You may also contact 1-800-292-2550, which is a toll-free number.