



## Electronic Visit Verification Tablets – Frequently Asked Questions

**1. How can I order tablets?**

Provider agencies can begin ordering from the Mobility Exchange portal at [www.mobilityexchange.us](http://www.mobilityexchange.us). The managed care organizations (MCOs) will approve orders before they are finalized with Mobility Exchange. Multiple devices can be ordered and approved at the same time.

**2. Can I order a tablet for my supervisory visit(s)?**

Supervisory visits are not billable to the MCOs. Therefore, agencies cannot order tablets for supervisory visits.

**3. How do I get my user name and password for the Mobility Exchange portal?**

Usernames and passwords will be provided by Mobility Exchange based on the email address provided on the tablet request form. If MCO and Provider have not received their login credentials, they may contact the help line at 888-716-9528 or email [mconm@mobilityexchange.net](mailto:mconm@mobilityexchange.net).

**4. When will we receive our tablets after they are ordered in the portal?**

Tablets will be shipped within five to seven business days after MCO approval.

**5. How will they be shipped?**

Agencies must have a valid United States Postal Service (USPS) address. Tablets will not be shipped to Post Office Boxes. If you have an extenuating circumstance that you will need your tablet sooner, please reach out to the appropriate MCO.

**6. What is the battery life of my tablet?**

The tablet will last approximately two days if left on, but the device will last longer if powered down between uses.

**7. Do you have any policies that can help us manage our staff and the tablets?**

It is highly recommended that you have a tablet policy in place to set proper expectations with your caregivers. This will ensure they are fully aware of their responsibilities with their assigned tablet.

**8. How do I get a worker ID for the AuthentiCare® application?**

Please reference Section 6.1 in the AuthentiCare User Manual.

**9. How do I change a username if the tablets changes to someone else?**

An AuthentiCare administrator would need to create or reset the username/password if necessary. You can also reference section 11.8 in the AuthentiCare User Manual, and email Mobility Exchange ([mconm@mobilityexchange.net](mailto:mconm@mobilityexchange.net)) the new caregivers name to be updated in the portal.

**10. Can I track the tablets I have ordered from each MCO?**

Yes, there is a reporting functionality on the Mobility Exchange Portal you can use to sort how many tablets you have and from which MCO they are provided. Log into [www.mobilityexchange.us](http://www.mobilityexchange.us) with your username and password and go to "Order History."

**11. What if one of our caregivers serves members from more than one MCO?**

Please request the tablet from the MCO whose member has the most hours allocated.

**12. What do I do if the tablet will not turn on?**

Please ensure tablet is fully charged. If problems persist please contact Mobility Exchange at 888-716-9528 or by email at [mconm@mobilityexchange.net](mailto:mconm@mobilityexchange.net).

**13. What do I do if a caregiver reports a device is lost or stolen?**

If a device is reported as lost or stolen, please send an email to [mconm@mobilityexchange.net](mailto:mconm@mobilityexchange.net) with the user information and device ID. Mobility Exchange will immediately suspend the device and ship out a replacement.

**14. What do I do if the caregiver finds the device that was reported lost or stolen?**

If the stolen/lost device is found, please send an email to [mconm@mobilityexchange.net](mailto:mconm@mobilityexchange.net) with user information and device ID. Mobility Exchange will reactivate the original device and you will receive instruction on how to ship back the replacement device (if applicable).

**15. I need to have extras on hand, what is the process for ordering them?**

You will order extra device(s) on the MCO tablet through the [www.mobilityexchange.us](http://www.mobilityexchange.us) portal and mark the caregiver name as "extra."

**16. What if I do not have a Wi-Fi access to upload my data?**

If you do not have Wi-Fi access, caregivers will need to go into an area with Wi-Fi or a Verizon Wireless cellular service area every seven days to upload check in and check out data from both their tablet and/or smartphone. This will also ensure that the caregivers schedule will be downloaded to the device for the following week. Please ensure device is charged and powered on.

**17. Who do I contact for Tablet hardware related issues?**

a. Phone number: 888-716-9528

b. Email: [mconm@mobilityexchange.net](mailto:mconm@mobilityexchange.net)

Example tablet issue:

1) Tablet will not "power on."

2) AuthentiCare application is not showing on the tablet.

**18. How do I contact AuthentiCare for application support?** a. Phone number: 1-800-441-4667

b. Email: [Authenticare.support@firstdata.com](mailto:Authenticare.support@firstdata.com)

Example application issue:

- 1) Error at log-in page
- 2) Client list not showing

**19. How do I get more information?** If you have any questions or concerns regarding this notification, please reach out to your provider representative from any of the MCOs you are contracted with.

• **Blue Cross Blue Shield:**

Felicity King (505) 816-4207 or [Felicity\\_king@bcbsnm.com](mailto:Felicity_king@bcbsnm.com)

Trish Eichwald (505) 816-4230 or [Patricia\\_D\\_Eichwald@bcbsnm.com](mailto:Patricia_D_Eichwald@bcbsnm.com)

Christina Salgado (505) 816-2059 or [Christina\\_Salgado@bcbsnm.com](mailto:Christina_Salgado@bcbsnm.com)

• **Molina Healthcare:**

Leeann Kaminski (505) 348-0352 or [Leeann.Kaminski@MolinaHealthCare.Com](mailto:Leeann.Kaminski@MolinaHealthCare.Com)

• **Presbyterian Health Plan**

Orlando Gonzalez (505) 923-6205 [ogonzalez3@phs.org](mailto:ogonzalez3@phs.org)

Adam Bailey (505) 923-5407 or [Abailey5@phs.org](mailto:Abailey5@phs.org)

• **United Healthcare:**

Cynthia Cordova (505) 449-4328 or [cyncor33@uhc.com](mailto:cyncor33@uhc.com);

Jacque Daniels (763) 732-7058 or [jdani33@uhc.com](mailto:jdani33@uhc.com);

Bridgette Benavidez (505) 449-4359 or [b.benavidez@uhc.com](mailto:b.benavidez@uhc.com) ;

Andrew Conticelli (505) 449-4157 or [Andrew\\_conticelli@uhc.com](mailto:Andrew_conticelli@uhc.com)