

To: Individuals receiving HCBS services

Re: Required use of AuthentiCare by HCBS clients and workers and Calls to Workers

Dear HCBS Waiver client,

The State of Kansas has changed the method that self-directed and agency workers document their time. The method is known as KS AuthentiCare, and it is utilized for the following HCBS Waiver programs: Frail Elderly (agency directed and self-directed services) and self-directed Developmentally Disabled, Physical Disability, Traumatic Brain Injury, Technology Assisted, and Money Follows the Person services that apply to applicable waiver services.

**The KS AuthentiCare Process in my home:**

Your workers will still need to place a Toll Free call using your home phone or cell phone to “check-in” and “check-out” each time they visit your home and conduct tasks according to your plan of care. This “check-in” and “check-out” process replaced the paper timesheets workers used previously.

**Verification of Worker Presence through A Telephone Call:**

KS AuthentiCare will, effective April 16, 2012, begin calling workers randomly to verify their presence in providing services to you. The number called will be the number listed for you in KS AuthentiCare. These calls will occur anytime between 8:00 AM and 8:00 PM, Monday through Friday. When you answer, someone from Client Support Services, First Data, will identify himself or herself as being with First Data/KS AuthentiCare. When these calls occur, please respond by handing the telephone to your worker so he or she can verify his or her presence in your home. These calls will be very brief.

**Do I have to allow the Health Care Workers to use my home phone?**

By State policy, you and the agency or self-directed worker, are required to cooperate in the use of the KS AuthentiCare system to get paid for services provided. We want you to allow your worker to successfully participate in KS AuthentiCare in order to provide to you the services that you need.

**What if I do not currently have a home phone?**

If you do not have a phone in your home or a cell phone, you may be eligible for reduced monthly phone service through the Kansas Lifeline/Link Up Telephone Service. To find out if you are eligible, you may contact your local telephone company or call 1-888-641-8722 for more information. Otherwise, the service provider will establish an alternative method for the time keeping requirement.

If you have any additional questions, please contact your provider listed below: