

This April 6, 2016 Flash Communication contains the following information:

- New IVR Prompt

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The Interactive Voice Response (IVR) now has another prompt heard at check-in and at check-out. Now workers will have a choice of 1, 2, 3 or 4 when they first call the IVR and a 1,2,3 or 4 as they are ready for a check-out. If a worker wants to hear his/her time for the week or that specific day, they may call 1-800-903-4676, the IVR number, at any time for that information.

The new prompt “4” asks if the worker wants to hear his/her hours worked today. The IVR prompts now play back as:

Main Menu - To check-in, press 1.
 To check-out, press 2.
 For hours worked this week, press 3.
 For hours worked today, press 4.

After Check-out confirmation - To return to the main menu, press 1.
 To end this call, press 2.
 For hours worked today, press 4.

We can discuss this change at our next monthly Provider Assistance call, April 19, 2016, if you have questions, or you can call First Data Client Services at the number listed below.

Your Available Resources:

The KDADS site is found at www.kdads.ks.gov with the new Provider page found at: <http://www.kdads.ks.gov/provider-home> .

Auto-created FMS and PERS claims in AuthentiCare Kansas are a resource to FMS and PERS providers. All claims in AuthentiCare Kansas are to be reviewed to see that services have been provided before validating and confirming for payment.

The direct link to the AuthentiCare Kansas User Manual is: <https://www.authenticare.com/kansas/KSAuthentiCareUserManual.pdf> .

The First Data Client Services help desk for you can be reached by emailing authenticare.support@firstdata.com or by calling 1-800-441-4667.

AuthentiCare Kansas Provider Assistance Calls with First Data are held the **3rd Tuesday** of each month at 9:00 AM Central Time. Call **1-877-304-0076, code 2196895**, to join the call.