

**This August 6, 2014 Flash Communication contains the following information:**

- **First Data Maintenance on Thursday, August 7, 2014 for AuthentiCare®**

**First Data Maintenance on August 7, 2014** This is a notice of upcoming planned database maintenance for First Data AuthentiCare database servers from 6:00 PM CT through 10:00 PM CT Thursday, August 7, 2014. There are no planned interruptions to the WEB during this time and no planned interruptions of the IVR for worker check-in/check-out. (Please advise workers that, in the event of an unexpected issue, we advise them to call back and try again.) Reports will not be available during the time of the maintenance.

**Impact:** First Data suggests you utilize reports before 6:00 PM on Thursday, August 7. Reports should be available following the duration of planned maintenance.

For any questions or concerns regarding this planned event, feel free to contact AuthentiCare Support, available 24/7 at 1-800-441-4667, or by email at [AuthentiCare.Support@firstdata.com](mailto:AuthentiCare.Support@firstdata.com).

**Your Available Resources:**

Client Support services, available 24/7 at 1-800-441-4667, or by email at [AuthentiCare.Support@firstdata.com](mailto:AuthentiCare.Support@firstdata.com) .

The Provider Desk Aid, the 2011 Power Point training, FAQs and certain worker training forms in both English and Spanish are located on the Provider Page of the KDADS website: [http://www.aging.ks.gov/HCBSPProvider/KS\\_AuthentiCare/KAC\\_Index.html](http://www.aging.ks.gov/HCBSPProvider/KS_AuthentiCare/KAC_Index.html)

The direct link to the KS AuthentiCare User Manual is <https://ext.fdgs.com/kansas/KSAuthentiCareUserManual.pdf> . The link is also under Custom Links on the Welcome Screen and Home Page of the AuthentiCare® Kansas website.

Provider calls with KDADS are scheduled every other Monday. The number to call is: 1.866.620.7326; Conference Code: 4283583031.

You may email your registration for the State Provider Forum meetings, and leave agenda items and questions for the meetings held the 3<sup>rd</sup> Tuesday of each month at 10 AM, to [ProviderForum@kdads.ks.gov](mailto:ProviderForum@kdads.ks.gov). KDADS requests you leave your questions at least 24 hours before the meeting time.

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.