

This January 13, 2016 Flash Communication contains the following information:

- Online Provider Training – Four Different Choices Offered – January 19 and January 20, 2016
- Changes in the IVR Prompts and Language for Direct Support Workers on January 22, 2016

Provider Training – Four Different Choices Offered – January 19 and January 20, 2016:

First Data will offer provider training to prepare providers for the January 21, 2016 installation of changes to AuthentiCare® Kansas to meet the Client as Employer model and to introduce the Single Worker Identifier and Client Representative. Training will be offered in the four different sessions, each with the same material, so that providers can attend training around each of their business demands.

Providers are to choose *one of the four* trainings offered. The conference call number is the same for all four trainings: **1-877-304-0076; code 5310345#**

Choices for training are:

Tuesday, January 19, 2016, 9:30 AM – Noon

The Go-to-Meeting link is: <https://global.gotomeeting.com/join/778405165>

Tuesday, January 19, 2016, 1:00 PM – 3:30 PM

The Go-to-Meeting link is: <https://global.gotomeeting.com/join/226695509>

Wednesday, January 20, 2016, 9:00 AM – 11:30 AM

The Go-to-Meeting link is: <https://global.gotomeeting.com/join/690879917>

Wednesday, January 20, 2016, 1:00 PM – 3:30 PM

The Go-to-Meeting link is: <https://global.gotomeeting.com/join/637594277>

Changes in the IVR Prompts and Language for Direct Support Workers on January 22, 2016:

The Interactive Voice Response (IVR) Prompts and Language will change early January 22, 2016 as follows:

- A Direct Support Worker (DSW), upon entering his/her Worker ID on January 22, 2016, will hear the following prompts:
 - To Check In, press 1
 - To Check Out, press 2
 - For hours worked this week, press 3
- A Direct Support Worker (DSW), at the end of a check-out, will hear:
 - You worked ___hours and ___ minutes for employer (client name, if self-direct)
OR (agency name, if agency-direct).
- “IDD” will replace “MRDD” and “DD” in AuthentiCare to match current IDD waiver language. “IDD” will be seen in AuthentiCare and in the Mobile App. “IDD” will be heard

on the IVR. Please advise all Direct Support Workers they will hear “IDD” as a replacement for “MRDD” or “DD” on January 22, 2016.

- Personal Care Services will replace all attendant care services in AuthentiCare to match current waiver language. On January 22, 2016 this change will be made in AuthentiCare.
- Personal Care Services will be listed as the acronym “PCS” and will be displayed in AuthentiCare and in the Mobile App. “PCS” will be heard on the IVR. Please advise all Direct Support Workers they will hear “PCS” for Personal Care Services early on January 22, 2016. For instance, “FE Level 1 Attendant Care” will be “FE Level 1 PCS.”
- Personal Emergency Response System and Personal Emergency Response Installation will be noted as “PERS” and “PERS Installation” in AuthentiCare on January 22, 2016 and in the Mobile App. “P E R S” (not “purrs”) Install will be heard on the IVR. Please advise PERS Installers that they will hear this acronym early on January 22, 2016.

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> .

The monthly KDADS HCBS Provider Forum call is held the 3rd Tuesday of each month at 10 AM. The number to call is: 1.866.620.7326; Conference Code: 392 624 7469. *This is a new Conference Code number for your records.*

All HCBS providers interested in participating in this meeting can register at <http://www.kdads.ks.gov/provider-home/home-and-community-based-services-provider-information/provider-forum>.

Additional information regarding the meeting can be found on the Events Calendar under the Provider homepage.

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/KSAAuthentiCareUserManual.pdf> .

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.**

Thank you.

Candace

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