

This January 25, 2016 Flash Communication contains the following information:

- Release Notes for Quarter 1 2016 Install
- AuthentiCare® Kansas Training Slides
- A Reminder: Changes in the IVR Prompts and Language for Direct Support Workers on January 22, 2016

Release Notes for Quarter 1 2016 Install:

The Release Notes for Quarter 1 (Q1) 2016, a summary of the January 21, 2016 installation of enhancements and new functionality for AuthentiCare Kansas, are attached. Feel free to contact [AuthentiCare.Support@firstdata.com](mailto:AuthentiCare.Support@firstdata.com) if you have questions or contact me.

AuthentiCare® Kansas Training Slides:

The training slides utilized for the AuthentiCare Kansas training held January 19 and 20 are attached. Please let me know if you have questions.

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

The Interactive Voice Response (IVR) Prompts and Language changed, following the January 21 install, early on January 22, 2016 as follows:

- A Direct Support Worker (DSW), upon entering his/her Worker ID on January 22, 2016, heard 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, heard:
  - You worked \_\_\_ hours and \_\_\_ minutes for employer (client name, if self-direct) OR (agency name, if agency-direct).
- “IDD” replaced “MRDD” and “DD” in AuthentiCare to match current IDD waiver language. “IDD” is seen in AuthentiCare and in the Mobile App. “IDD” is heard on the IVR. Please advise all Direct Support Workers they now hear “IDD” as a replacement for “MRDD” or “DD,” effective January 22, 2016.
- Personal Care Services replaced all attendant care services in AuthentiCare to match current waiver language. On January 22, 2016 this change was made in AuthentiCare.
- Personal Care Services is listed as the acronym “PCS” and is displayed in AuthentiCare and in the Mobile App. “PCS” is heard on the IVR. Please advise all Direct Support Workers they now hear “PCS” for Personal Care Services, effective January 22, 2016. For instance, “FE Level 1 Attendant Care” is now “FE Level 1 PCS.”
- Personal Emergency Response System and Personal Emergency Response Installation is now noted as “PERS” and “PERS Installation” in AuthentiCare, effective January 22, 2016 and in the Mobile App. “P E R S” (not “purrs”) Install is heard on the IVR. Please advise PERS Installers that they now have this acronym listed for a Personal Emergency Response System install.

Your Available Resources:

The KDADS site is found at [www.kdads.ks.gov](http://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 3<sup>rd</sup> 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 **3<sup>rd</sup> Tuesday** of each month at 9:00 AM Central Time. **Call 1-877-304-0076, code 2196895, to join the call.**