

**This May 1, 2015 Flash Communication contains the following AuthentiCare® Kansas information:**

- **Workers Unable to Check In/Check Out on the IVR System**

**Workers Unable to Check In/Check Out on the IVR System:**

A worker who has all required fields entered on the AuthentiCare Worker Entity page should find the Interactive Voice Response (IVR) System allows him/her to check in/check out to provide services to clients.

A worker whose AuthentiCare Worker Entity page does not yet have all required fields entered will not be able to check in or check out on the IVR. At the client's residence the worker will place the call to the IVR System, and after he/she inputs the 5-digit worker ID, the worker will hear, "Your worker ID is not active/valid." The steps the worker and provider should follow once that message is heard are:

1. The worker shall disconnect from the IVR call, and call the provider agency to report the issue.
2. The provider shall input data in all required fields (see below), and click SAVE to save the additions.
3. The provider shall call the worker, and advise the worker to check in.
4. If the provider needs to revise the start time of the claim to account for the worker's time for the process to occur, the provider shall do that when reviewing the claim, before confirming the claim.
5. Providers shall input a note on each claim to account for the time correction made.

If the worker does not contact the client's provider agency after the worker hears the IVR message, and keeps time logged in some other way, the provider shall:

1. Seek approval from KDADS for time kept other than the IVR.
2. Verify the time and activity codes with the client.
3. Enter the time submitted by the worker in AuthentiCare via web claims.
4. Write a note on each claim to state why the claim is entered in AuthentiCare via web claims.
5. Enter all required fields on those AuthentiCare Worker Entity pages so that those specific workers will again be able to utilize the IVR for check in/check out.

For future DSW terminations, providers are to access the AuthentiCare Worker Entity page, enter an end date, and select "suspend."

As stated in the January 5 and March 2, 2015 Flash Communications, new fields were added to the Worker Entity page effective Monday, January 5, 2015, for provider entry of additional current worker information and for future workers' information. Beginning that date, providers were to begin completing the following fields for current workers, and for new workers ongoing, in order to prepare for the date those fields are required.

The Work Visa # field was been added to the list of new fields effective January 5, 2015.

- If a worker does not have a Social Security Number, enter all nines (9s) in the Social Security number field, and then enter the Work Visa number in the field provided for that.

- If there are all nines (9s) in the Social Security number field, we will expect a worker's Work Visa number entered in the Work Visa number field.

These required fields must have been completed for new workers on an ongoing basis effective January 5, 2015. **If the required fields are not completed, workers will not be able to log in to the IVR or mobile application. These required fields must be completed for new workers ongoing and all current workers by April 1, 2015.**

The fields to have completed are:

First Name

Last Name

SSN

Start Date

End Date (as it occurs)

End Date Reason - dropdown:

- Voluntary termination
- Involuntary termination
- Confirmed APS/CPS
- Moved out of state
- Deceased
- No longer providing services
- Non-Qualified Provider

Bilingual (dropdown - yes/no)

Sign Language (dropdown - yes/no)

Is provider related to client (dropdown – yes/no)

Language Accommodation Required (dropdown – yes/no)

Work Visa Number

Should you have questions about this KDADS initiative, or definitions for any of the fields, please contact KDADS via their HCBS email address. Should you have AuthentiCare system questions, please contact Client Services, AuthentiCare Support with the contact information listed below. We will review this Flash Communication again in the First Data Provider Assistance Call on May 19, 2015, (please note new conference code listed below), but will respond to any questions providers have before that.

**Your Available Resources:**

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

The Provider Desk Aid, certain worker training forms in both English and Spanish, and other AuthentiCare documents are located on the Provider Page of the KDADS website:

[http://www.aging.ks.gov/HCBSProvider/KS\\_AuthentiCare/KAC\\_Index.html](http://www.aging.ks.gov/HCBSProvider/KS_AuthentiCare/KAC_Index.html) .

The direct link to the AuthentiCare Kansas User Manual is

<https://ext.fdgs.com/kansas/KSAuthentiCareUserManual.pdf> . The link is also under Custom Links on the Welcome Screen of the AuthentiCare Kansas website.

Provider calls are scheduled with KDADS are listed in the KDADS bulletin. 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.

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. Note the code change on this call!**

Thank you.

Candace

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