

This May 5, 2015 Flash Communication for AuthentiCare® Kansas contains the following:

- **FMS Worker and PERS Worker Instructions**

FMS Worker and PERS Worker Instructions:

FMS providers have each created a generic worker so that AuthentiCare is able to create claims for these providers to review and confirm for export. FMS providers each have one FMS Worker for whom they shall place all 8s in the SSN field as soon as possible. Claims have been created for these generic workers this past weekend. They have a Worker Ineligible exception. Once all 8s are in the SSN field of the provider's *FMS Worker*, and our overnight processes run, providers will no longer see that exception on their auto-created FMS claims.

Please assure that all required fields are entered for your *Direct Support Workers*.

PERS providers have each created a generic worker so that AuthentiCare is able to create claims for these providers to review and confirm for export. PERS providers each have one PERS Worker for whom they shall place all 8s in the SSN field as soon as possible. Claims have been created for these generic workers this past weekend. They have a Worker Ineligible exception. Once all 8s are in the SSN field of the provider's *PERS Worker*, and our overnight processes run, providers will no longer see that exception on their auto-created PERS claims.

Please assure that all required fields are entered for your *PERS installers*.

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 the 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 .

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/HCBSPProvider/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 3rd Tuesday of each month at 10 AM, to 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 **3rd 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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