This Flash Communication contains the following items for AuthentiCare® Kansas:

:

- **April 9-10, 2016 – Server Upgrade/Refresh**
- **Release Notes for April 14, 2016 Installation**
- **AuthentiCare Kansas User Manual 4.0**
- **Upcoming Mobile Application Training**

April 9-10, 2016 – Server Upgrade/Refresh:
On Saturday night April 9th and into Sunday morning April 10th, First Data shifted from 32- to 64-bit virtual images, and to a new version of Windows Server. A problem with the logging server did, however, cause traffic to back up on the IVR servers on the network when volume hit on Monday that affected Check-Ins and Check-Outs between 7:19 AM and 10:43 AM. Check-Ins that had entered early before the timeframe did not commit to the database. When the IVR Check-Out process did not find the matching Check-Ins, the IVR asked workers to do an orphan Check-Out by selecting clients and services. Many workers hung up when they did not hear what they expected to hear. For workers who did not hang up, but who selected Prompt #4 to hear time worked for the day, the IVR had no calculation of time to report since there was not a complete claim to calculate.

In order for providers to determine which claims need either a Check-In or a Check-Out added, providers can pull a Time and Attendance report to look for claims missing a Check-In or a Check-Out when workers reported issues. Time and Attendance report instructions can be found in Chapter 13 of the AuthentiCare Kansas User Manual which is found under the Custom Links dropdown in the AuthentiCare Kansas toolbar.

First Data is moving forward on the new, expanded virtual servers to get the benefits of being on the servers with newer Windows going forward. The new version provides bigger, faster machines with more capacity. While that improves AuthentiCare Kansas, we understand IVR issues resulted from this server upgrade, and we apologize for the confusion to workers and the extra effort providers now have in revising and/or entering claims before claims confirmation can occur.

The First Data team is reviewing the upgrade process in order to place additional controls in future upgrade processes.

Release Notes for April 14, 2016 Installation:
Release Notes for the April 14, 2016 installation are attached. Feel free to join the AuthentiCare Kansas Provider Assistance call on April 19 if you have questions.

AuthentiCare Kansas User Manual 4.0:

The AuthentiCare Kansas User Manual 4.0 was added to Custom Links in AuthentiCare Kansas during the system installation late Thursday evening, April 14. This edition of the manual includes changes and upgrades related to the Department of Labor requirements, waiver services name changes and waiver services rate changes.

Upcoming Mobile Application Training:
The AuthentiCare Mobile Application, available to workers in both Android and iOS, is explained in the AuthentiCare User Manual 4.0, Chapter 11. In order to highlight the AuthentiCare Mobile Application, First Data will provide online Mobile Application training following all iOS revisions and our quality assurance testing, at a date soon to be determined. Watch for an upcoming Flash Communication regarding a date(s) for this conference call/online training.

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 .

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/KSAuthentiCareUserManual.pdf .

The First Data Client Services help desk for you can be reached by emailing authenticare.support@firstdata.com or by calling 1-800-441-4667.

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.

Best Regards,

Candace

Candace M. Cobb
Senior Business Analyst
Government Solutions
First Data, 6902 Pine St-PS20, Omaha, NE 68106
Office: 785-727-6044 | Mobile: 785-727-6044

candace.cobb@firstdata.com | firstdata.com

First Data.

OOO: September 16, 2016