

This December 16, 2014 Flash Communication contains the following AuthentiCare® Kansas information:

- **Upcoming changes to Worker Entity Screen**

Upcoming changes to Worker Entity Screen:

In AuthentiCare, providers enter identifying information for each worker on the Worker Entity screen. When a provider saves that information, AuthentiCare assigns a 5-digit randomly-selected Worker ID number, unique to that provider agency, which allows the worker the ability to utilize the IVR or mobile application to create claims.

New fields will be added to the Worker Entity page on **January 5, 2015** for provider entry of additional current worker information and for future workers' information. Beginning that date, providers are to complete the following fields for current workers, and for new workers ongoing, in order to prepare for the date those fields are required. These required fields must be completed by **April 1, 2015**:

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)

Should you have questions about this KDADS initiative, 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.

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/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 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 3473210, to join the call.**