

This February 16, 2016 Flash Communication contains the following information:

- New CAT IVR Number
- Forms to Assist with Worker Training

New CAT IVR Number:

There is, effective immediately, a change to the Kansas CAT Interactive Voice Response (IVR) number. It is now **1-888-852-7846; Code 125**. This is the new number you will use to train workers on IVR use. The production number workers use daily to check-in and check-out for providing services to Kansas consumers does not change.

Forms to Assist with Worker Training:

Forms to Assist with Worker Training included with this Flash Communication are the **Worker Handout** and the **Playback Order by Service List**. Please let us know if you have questions about either of these documents. The Worker Handout includes new IVR messaging and the Playback Order by Services List includes the new name for attendant care services as well as the acronym "PCS." (This name and acronym were stated earlier in the Flash Communications of January 13 and January 25, 2016.)

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> .

The monthly KDADS HCBS Provider Forum call is held the 3rd 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 home page.

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.