This July 24, 2014 Flash Communication contains the following information:

- **First Data Maintenance on Thursday July 24, 2014 for AuthentiCare®**
- **First Data Maintenance on Sunday July 27, 2014 for AuthentiCare®**

<u>**First Data Maintenance on July 24, 2014:**</u>
 This is a notice of upcoming planned database maintenance for First Data AuthentiCare database servers from 6:00 PM CT Thursday July 24, 2014 to 4:00 AM CT on Friday July 25, 2014. There is a planned interruption to the WEB during this time. There are no planned interruptions of the IVR for worker check-in/check-out. Please advise workers that, in the event of an unexpected issue, we advise them to call back and try again.

<u>Impact:</u> First Data suggests you get all claims confirmation done during business hours on Thursday. Any claims confirmed during business hours will be ensured of being successfully exported.

<u>**First Data Maintenance on Sunday July 27, 2014**</u>:
This is a notice of upcoming planned server maintenance for the First Data production servers on Sunday morning July 27, 2014 from 12am Midnight through 6:30am CST. There are no planned interruptions of the IVR and Web systems. However in the event of an unexpected issue, please attempt again later or after the maintenance window.

For any questions or concerns for either of these two planned events, please feel free to contact AuthentiCare Support, available 24/7 at 1-800-441-4667, or by email at AuthentiCare.Support@firstdata.com.

<u>**Your Available Resources:**</u>
Client Support services, available 24/7 at 1-800-441-4667, or by email at AuthentiCare.Support@firstdata.com .

The Provider Desk Aid, the 2011 Power Point training, FAQs and certain worker training forms in both English and Spanish 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 KS AuthentiCare User Manual is https://ext.fdgs.com/kansas/KSAuthentiCareUserManual.pdf . The link is also under Custom Links on the Welcome Screen and Home Page of the AuthentiCare® Kansas website.

Provider calls with KDADS are scheduled every other Monday. 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.