This September 3, 2014 Flash Communication contains the following information:

- Planned Maintenance September 3, 2014, 7:00 PM CST Start:

This is a notice of upcoming planned server maintenance for the First Data production servers on Wednesday evening September 3rd, 2014 from 7pm through September 4th, 3:00am 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 please feel free to contact AuthentiCare Support, available 24/7 at 1-800-441-4667, or by email at AuthentiCare.Support@firstdata.com.

Your Available Resources:
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.

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.**