Instructions for Using the AuthentiCare Phone System
FE Waiver

Worker Name _____*Worker ID#*_____

Instructions to Check-In:

- Dial 1-800-903-4676 from the individual's touch-tone phone.
- Enter your worker ID number, followed by the # sign when prompted.
- Press 1 for Check-In.
- You will then hear the name of the individual you are there to assist. If it is correct, press 1.

If KS AuthentiCare does not recognize the phone number you are calling from, you will be asked to enter the client's ID number (**The client's ID number is the client's Medicaid number, which you will need to get from either the client or the individual directing their services), followed by the # sign.

- You will hear a list of services available for the individual and be asked to choose the one you are there to perform by pressing the **appropriate number** on the phone keypad. Choose only one of the following:
    - ❖ `FE Self-Directed PCS`
    - ❖ `FE ECS (if applicable)`
    - ❖ `FE Self-Directed Comprehensive Support (if applicable)`
- KS AuthentiCare will then repeat back your name, the individual's name, and the service to be provided. If this is all correct, press 1. If the information is not correct, press 2 and you will be able to correct the information before you finish the call.
- If the information is correct, you will be told that the check-in was successful at (states the time). At this point, you will be instructed to press 2 to end the call.

Instructions for Check-Out:

- Dial 1-800-903-4676 from the individual's touch-tone phone.
- Enter your worker ID number, followed by the # sign when prompted.
- Press 2 for Check-out.
- If you fail to check in, the system will read the individual's name back to you. If it does not recognize the number you're calling from, you'll be asked to enter the client's ID number**, followed by the # sign. You will also be asked to select a service (refer to the list above).
- If you provided PCS services, you'll be prompted to enter activity codes, one at a time, each followed by the # sign. Once you have entered all the activity codes, press 8 to continue to the next step.
- At the end of the call, the system will ask for an "Observation Code". Press 8 to bypass.
- KS AuthentiCare will repeat back your name, the individual's name, and the service you provided. If this is all correct, press 1. If not, press 2 and you will be able to correct the information before you finish the call.
- If the information was correct, you will be told that you have successfully filed your claim and the time. Press 2 to end your call.

See back for Activity Code List

Activity Codes for Frail & Elderly Waiver

Activity Code	Activity
70	Bathing/Grooming
71	Dressing/Undressing
72	Toileting
73	Mobility
74	Eating
75	Meal Preparation
76	Shopping
77	Accompanying to Medical Appointment
78	Laundry/Housekeeping
79	Management of Meds/Treatments