Instructions for Using the AuthentiCare Phone System
IDD Waiver

Worker Name _____Worker ID#_____

*Use of an authorized phone while using the following call-in system is mandated by the State of Kansas. If an authorized phone is unavailable for use, workers must use the AuthentiCare 2.0 phone application. *

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 the system asks for the "Client ID," you are <u>not</u> using an authorized phone.**
- You will hear the system say, "if you know your service number, enter 1, otherwise press #." If you press the # key, the system will start listing out the services. **Press the appropriate service code number on the phone keypad that pertains to the service you are there to work for.**

    Choose only one of the following:
    - ❖ IDD PCS, Service Code: 101
    - ❖ IDD Overnight Respite, Service Code: 116
    - ❖ IDD ECS, Service Code: 115
- 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. 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 Code List

Service	Activity Code	Service	Activity Code
Bathing	11	Shopping & Errands	25
Dressing	12	Medications/Treatments	26
Oral Hygiene	13	Transportation	27
Hair Care	14	Use of Telephone	28
Skin Care	15	Laundry	29
Nail Care	16	Housekeeping	30
Shaving	17	Minor Sewing/Mending	31
Prosthetic/Orthotic Assistance	18	Exercises/Range of Motion Activities	32
Toileting	19	Other Health Maintenance Activities	33
Transfer	20	Assistance in the Community	34
Walking/Mobility	21	Non-Physical Support, Supervision to assure health and safety	35
Wheelchair Maneuvering	22	Money Management	38
Eating	23	Teaching opportunities that may include therapeutic or academic components	39
Meal Planning, Prep, Clean up	24	Leisure and/or recreational activities	40