

Instructions for Using the AuthentiCare Phone System FE 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 not 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 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:
 - ❖ FE PCS, Service Code: 102
 - ❖ FE Comprehensive Support, Service Code: 114
 - ❖ FE ECS, Service Code: 112
- 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
Bathing/Grooming	70
Dressing/Undressing	71
Toileting	72
Mobility	73
Eating	74
Meal Preparation	75
Shopping	76
Accompanying to Medical Appointment	77
Laundry/Housekeeping	78
Management of Meds/ Treatments	79