

# Instructions for Using the AuthentiCare Phone System TBI 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:
    - ❖ TBI PCS, Service Code: 121
    - ❖ TBI ECS, Service Code: 119
- 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***

<b>Service</b>	<b>Activity Code</b>	<b>Service</b>	<b>Activity Code</b>
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	Leisure and/or recreational activities	40
Meal Planning, Prep, Clean up	24		