

KS AuthentiCare Information and Instructions

The State of Kansas is replacing the current paper time and attendant worksheet (timesheets) with a new telephone based Electronic Visit Verification (EVV) system known as **KS AuthentiCare**. KS AuthentiCare is a **requirement** for all self-directing Home and Community-Based Service (HCBS) consumers and their Direct Support Workers (DSWs). On **Monday January 9th, 2012** DSWs will have the option to start using the KS AuthentiCare system. On **Monday January 16th** DSWs will be required to start using the system. **The DSW will use the current paper timesheet to record time January 1st - 8th.**

During the week of January 9th - 15th, we suggest DSWs begin to use the KS AuthentiCare system, but **also** record their time using a paper timesheet. This will provide a backup in case there are any issues during the transition. If a DSW has trouble using the KS AuthentiCare system they should contact Another Day, Inc. and we will work with them to resolve the issue.

Another Day, Inc. is available to answer questions and help you through this transition. Our contact information is:

Phone: 1-913-599-2221 **Toll Free:** 1-866-599-2221

Email: office@anotherday.info **Website:** www.anotherday.info

Address:

11802 W. 77th St.
Lenexa, KS 66214

We encourage you to first read the frequently asked questions section of this packet before contacting us. Also, we encourage you to visit our website where we will be posting updates to frequently asked questions and providing new information as it comes in.

What's Included in this Packet:

1. Check-in/Check-out Procedures for Direct Support Workers.
2. Activity codes to document the services provided.
3. A letter sent to FMS Providers from KS AuthentiCare discussing the change.
4. Frequently Asked Questions relating to check-in/check-out and visits.

KS AuthentiCare DSW Check-in/Check-out Procedure:

Worker Name: _____

Worker ID: _____

Instructions to Check-in	
1	Dial 1-800-903-4676 from the client's touch-tone phone.
2	Enter your worker ID number followed by the pound (#) sign when prompted.
3	Press 1 for Check-in
4	You will then hear the name of the client you are there to serve. 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 (Medicaid number) followed by the pound (#) sign.
5	You will hear a list of services available for the client and be asked to choose the one you are there to perform by pressing the appropriate number on the phone key pad.
6	KS AuthentiCare will then repeat back your name, your agency's name, the client'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
7	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 to Check-out	
1	Dial 1-800-903-4676 from the client's touch-tone phone.
2	Enter your worker ID number followed by the pound (#) sign when prompted.
3	Press 2 for Check-out
4	If you failed to check in, the IVR will read the client back to you or, if it does not recognize the phone number you are calling from, you will be asked to enter the client's ID number (Medicaid number) followed by the pound (#) sign. You will also be asked to select a service.
5	Some services will require the entry of activity codes. You will be prompted to enter the activity codes one at a time. After the entry of each code, press the pound (#) sign. KS AuthentiCare reads the activity code, asks you confirm it is correct and then asks you to enter another activity code if needed. Once you have entered all activity codes, press 8 to continue to the next step.
6	KS AuthentiCare will repeat back your name, your agency's name, the client's name and the service you 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
7	If the information was correct you will be told that you have successfully filed your claims and the time and press 2 to end your call.

ACTIVITY CODES FOR TECHNOLOGY ASSIST WAIVER

Activity	Includes	Code
Lifting	Lifting/Body Mechanics/Transfer/Position	41
Personal Care	Dressing/Bathing/Hair/Oral/Skin/Nail	42
Nutrition	Diet/Nutrition Prep/Clean-up	43
Toileting	Toileting/Diapering/Personal Adjustment	44
Housekeeping	Housekeeping/Laundry	45
Ambulation	Ambulation Technique Assistance	46
Medication	Medication Administration	47
Oxygen	Oxygen Administration	48
CPR/First Aid	SAME	49
Emergency	Emergency Procedures	50
Tracheotomy Care	SAME	51
Seizure Control	SAME	52
Infection Control	SAME	53
Suction	Suction Machine Use	54
Glucometer	Glucometer Use (blood sugar monitoring)	55
Vital Signs	Vital Sign Monitoring (Temp, BP, Pulse, Pulse Ox, Resp)	56
NG	NG/GT/NJ Feeding and Care	57
Catheter	Catheter Care/Recording Input & Output	58
Enema	Enema/Suppository Insertion	59
Range of Motion	Range of Motion Exercises	60
Documentation	Documentation/Record Keeping	61
Recreation	Recreation/Socialization	62
Transportation	SAME	63
Hearing	Hearing Impaired Assistance	64
Visual	Visually Impaired Assistance	65
Communication	Communication Technique Assistance	66
Behavior Modification	Behavior Modification Technique Assistance	67
Other	SAME	68

Letter sent to FMS Providers from KSAuthentiCare

To: Individuals receiving HCBS services

Re: Required use of AuthentiCare by HCBS clients and workers

Dear HCBS Waiver client,

The State of Kansas is changing the method that self-directed and agency workers will document their time for services provided on your behalf. This is a call-in system known as KS AuthentiCare for the following HCBS Waiver programs: Frail Elderly (agency directed and self-directed services) and self-directed Developmentally Disabled, Physical Disability, Traumatic Brain Injury, and Technology Assisted. Beginning January 9, 2012, your worker will be required to place a Toll Free call from your home phone or cell phone to record time spent providing services to you.

Q: What is KS AuthentiCare?

This is the new system for your worker (personal care attendant, caregiver, direct support worker, home health nurse, etc.) to verify and report services they provide for you.

Q: How does KS AuthentiCare work?

You will need to allow your worker to place a Toll Free call using your home phone or cell phone to “check-in” and “check-out” each time they visit your home and conduct tasks according to your plan of care. This call will only take a minute or so to complete. This “check-in” and “check-out” process replaces the paper timesheet they currently have you sign to document their time.

Q: Do I have to allow the Health Care Workers to use my home phone?

By State policy, you, and the agency or self-directed worker, are required to cooperate in the use of the KS AuthentiCare system to get paid for services provided. If, for whatever reason, this does not occur, corrective action may be taken including the termination of your right to self-direct your care or closure of services.

Q: What if I do not currently have a home phone?

If you do not have a phone in your home or a cell phone, you may be eligible for reduced monthly phone service through the Kansas Lifeline/Link Up Telephone Service. To find out if you are eligible, you may contact your local telephone company or call 1-888-641-8722 for more information. Otherwise, the service provider will establish an alternative method for the time keeping requirement.

If you have any additional questions, please contact your provider listed below:

Frequently Asked Questions:

Worker Check-in/Check-out:

During certain circumstances paper timesheets may be used to record visits or adjustments to check-in/check-out. **This is only allowed in certain circumstances.** The state will be monitoring visits through the KS AuthentiCare system and will notice if timesheets are frequently being used. This will raise a red flag and the consumer's representative will likely be contacted about why this is occurring. We want to make sure that you are aware that the state is requiring workers use the KS AuthentiCare system whenever possible.

- **You forgot your worker id or client's Medicaid id.**
 - 1 Contact Another Day, Inc. We will provide you with this information.
 - 2 If you are unable to contact Another Day, Inc. record the visit using a paper timesheet and contact Another Day, Inc. after the visit to record the visit.
- **You checked-in, but forgot to check-out.**
 - 1 Contact Another Day, Inc. to adjust the time.
 - 2 Also, use a paper timesheet if available to record the visit and return to Another Day, Inc.
- **You forgot to check-in.**
 - 1 Use a paper timesheet if available to record the adjusted visit.
 - 2 Then, contact Another Day, Inc. to adjust the time.
- **You realize while in the process of check-in/check-out you made a mistake**
 - 1 KS AuthentiCare will let you change the information before you complete the check-in/check-out. You can go back by **pressing 2** when prompted.
- **You finished check-in but later realized you made a mistake.**
 - 1 Finish the visit, check-out using the KS AuthentiCare system.
 - 2 Then Contact Another Day, Inc. to adjust the visit.
 - 3 Record the correct check-in, check-out, and activity codes on a paper timesheet and submit to Another Day, Inc. at the end of the pay period.
- **The client does not have a touchtone phone, refuses to let the worker use the phone, or the phone is out of order.**
 - 1 Use a paper timesheet if available to record the visit.
 - 2 Contact Another Day, Inc. and explain the situation.

Additional Frequently Asked Questions:

Visit related questions:

Q: Will visits need to be scheduled in advance?

NO, scheduling is optional.

Q: What if the visit occurs away from the home?

These visits can still be recorded. Please have the DSW contact Another Day, Inc. for guidance on how to record this time.

Q: What if I am out of town visiting family?

These visits can still be recorded. Please contact Another Day, Inc. for guidance on how to record this time.

Q: What if the visit begins or ends away from the consumer's residence. For Example: If the DSW picks-up/drop-off the consumer from school?

The DSW should check-in/check-out using the KS AuthentiCare system when entering and leaving the consumers residence. Any additional time at the beginning or end of the visit away from the consumer's residence should be recorded by contacting Another Day, Inc. and explaining the situation.

If the DSW picked the consumer up from school at 3:00PM and arrived at the consumer's house at 3:15PM, they would check-in at 3:15PM and check-out when the visit is finished. They would then contact Another Day, Inc. to request the time be adjusted from 3:15PM to 3:00PM.