

AuthentiCare® Interactive Voice Response (IVR) Instructions

To complete a successful check-in and check-out, the following information is needed:

AuthentiCare Worker ID:	
AuthentiCare Client ID:	
Service(s):	

Part 1: Instructions to Check-In Using the IVR

1. Dial **(800) 903-4676** using a verified client phone number.
“Welcome to Kansas AuthentiCare.”
2. **“Enter your Worker ID followed by the pound (#) sign.”**
Enter your Worker ID and press pound (#).
3. **“To check-in, press 1. To check-out, press 2. For hours worked this week, press 3. For hours worked today, press 4.”**
Press 1 to check-in.
4. **“If the client is <Client Name>, press 1. To enter the Client ID, press 8.”**
If the client is correct, press 1. If using an unverified phone number, you will hear, “Please enter your client ID followed by the pound (#) sign”. Reach out to your provider administrator with questions.
5. **“If you know your service number, enter 1, otherwise press pound (#).”**
PCS = PD 100, FE 102, TBI 121, IDD 101
ECS = PD 104, FE 112, TBI 119, IDD 115
6. If you pressed 1 in step 5, you will hear the following prompt: **“Please enter the service number.”**
Enter the static number for the service.
If you pressed pound (#) in step 5, you will hear a list of services starting with authorized services. Use the phone keypad to select the service by pressing its corresponding number as provided by the IVR.
7. **“If you are <Worker Name> and you work for <Provider Name> and you are providing <Service Name> for <Client Name>, press 1. If this is not correct, press 2.”**
AuthentiCare will repeat back your name, service and client’s name for whom you are providing services. If this information is all correct, press 1. If the information is not correct, press 2 and you will be able to correct the information.

When you press 1 and the client’s remaining authorized hours for the month are at 20% or less, you will hear: **“Prior to this visit, the remaining hours and minutes for all workers for this client are: <XX> hours and <XX>minutes. Press 1 to acknowledge. Press 2 to return to the main menu. Press 3 to end this call.”** Press 1 to continue the check-in process.

When you press 1, if the remaining authorized hours for the month are at zero or at a negative balance, you will hear: **“Care plan exceeded. Remaining units are zero or a negative balance. Press 1 to acknowledge and provide unauthorized services. Press 2 to return to main menu. Press 3 to end this call.”** Press 1 to continue the check-in process.
8. **“Your check in was successful at <Time>. To return to the main menu, press 1. To end this call, press 2. Thank you for calling Kansas AuthentiCare. Goodbye.”**
Press 2 to end the call.

Part 2: Instructions to Check-Out Using the IVR

1. Dial **(800) 903-4676** using a verified client phone number.
“Welcome to Kansas AuthentiCare.”
2. ***“Please enter your Worker ID followed by the pound (#) sign.”***
Enter your worker ID and press pound (#).
3. ***“To check-in, press 1. To check-out, press 2. For hours worked this week, press 3. For hours worked today, press 4.”***
Press 2 to continue the check-out process.
4. ***“Please enter your Client ID followed by the pound (#) sign.”***
If you call from a verified phone number, you will not hear this prompt. If you call from an unverified phone number, you must enter the Client ID and then press pound (#). Reach out to your provider agency administrator with any questions.
5. ***“Please enter the place of service code, followed by the pound (#) sign.”***
Enter the code that corresponds to the service delivery location and then press the pound (#) sign. Only one service location can be picked.
Service Code for 3 Rivers is 12 (Home). You are providing home care.
6. ***“Please enter your activity codes followed by the pound (#) sign.”***
FE does not require activity codes.
If the service performed allows for activity codes to be selected, you will hear this prompt. Choose activity code(s) that best fit the situation. After entering each code, press the pound (#) sign. Once all activity codes are entered, press 8 to move to the next step.
7. ***“Please enter your observation codes followed by the pound (#) sign.”***
For services thru 3 Rivers the code will be 201.
If the service performed allows for observation codes selection, you will hear this prompt. Choose observation code(s) that best fit the situation. After entering each code, press the pound (#) sign. Once all observation codes are entered, press 8 to move to the next step. Press 8 if there are no observations to select. You can find a list of observation codes in Part 4 of these instructions.
8. ***“If you are <Worker Name> and you work for <Provider Name> and you have provided providing <Service Name> for <Client’s Name>, press 1. If this is not correct, press 2.”***
Press 1 if the information is correct. Press 2 if the information is not correct.
9. ***“Your check out was successful at <Time>. To return to the main menu, press 1. To end this call, press 2. For hours worked this week, press 4. Thank you for calling Kansas AuthentiCare. Goodbye.”***
Press 2 to end the call.