**To:** Individuals receiving HCBS services **Effective Date:** February 1, 2012

**Re:** Required use of AuthentiCare by HCBS clients and workers

**Dear HCBS Waiver Client,**

The State of Kansas has changed the method personal attendants will document their time for services provided on your behalf. The call-in system is known as KS AuthentiCare. The following Waivers must participate in the call-in system: Frail Elderly, Mental Retardation/Developmental Disability, Physical Disability, Traumatic Brain Injury, and Technology Assisted. Effective April 1, 2012, personal attendants are required to place a toll-free call from your home phone or cell phone to record time spent providing services to you.

**What is KS AuthentiCare?** This is a system for your personal attendant to verify and report services they provide for you.

**How does KS AuthentiCare work?** You will need to allow your personal attendant 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 few minutes to complete. This “check-in” and “check-out” process replaces paper timesheets. AND, by supervising your Worker’s check-in and check-out, you are providing your approval and authorization for Three Rivers Inc. to pay your worker for that shift (provided it fall within the guidelines of your plan of care).

**Do I have to allow my personal attendants to use my home phone?** By State policy, you are required to cooperate in the use of the KS AuthentiCare system. 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.

**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, Three Rivers Inc. will establish an alternative method for the time keeping requirement.

**What should I do if my personal attendant forgets to clock in and/or clock out?** If your personal attendant forgot to either clock in or clock out, they should complete a paper timesheet for only the day they forgot to use KS AuthentiCare. Timesheets are available on the Three Rivers Inc. website at [www.threeriversinc.org](http://www.threeriversinc.org) or by calling the Three Rivers Inc. personal attendant liaison at 1-800-555-3994.

**If you have any additional questions, please contact your Case Manager or the Financial Management Services department at Three Rivers Inc. by calling 1-800-555-3994.**