

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

Worker Name:

Worker ID:

Service: **FE Self Directed Attendant Care**

### Instructions to **Check-in**

1	Dial <b>1-800-903-4676</b> from the client's touch-tone phone.
2	Enter your <b>worker ID</b> number followed by the pound (#) sign when prompted.
3	<b>Press 1</b> for Check-in.
4	You will then hear the name of the client you are there to serve. If it is correct, <b>press 1</b> . 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: <b>Press 1</b> for FE Level 2 Attendant Care <b>Press 2</b> for FE Self Directed Attendant Care <b>Press 3</b> for FE Level 1 Attendant Care <b>and so on...</b>
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 <b>correct, press 1</b> . If the information is <b>not correct, press 2</b> . 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 <b>press 2</b> to end the call.

### Instructions to **Check-out**

1	Dial <b>1-800-903-4676</b> from the client's touch-tone phone.
2	Enter your <b>worker ID</b> number followed by the pound (#) sign when prompted.
3	<b>Press 2</b> for Check-out.
4	If you failed to check in, the IVR will read the client back to you. 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 <b>activity codes one at a time. After the entry of each code, press the pound (#) sign</b> . KS AuthentiCare reads the activity code, asks you confirm it as correct, and then asks you to enter another activity code if needed. <b>Once you have entered all activity codes, press 8</b> 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 <b>correct, press 1</b> . If the information is <b>not correct, press 2</b> . 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, the time, and to <b>press 2 to end your call</b> .

**Activity Codes for Attendant Care Services Level I, Level II, and Self-Directed in the FE Waiver**

**At the end of visit, when you are ready to time-out, use these codes:**

<b>Activity</b>	<b>Code</b>
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