



SEPTEMBER 2021

KMAP GENERAL BULLETIN 21193

Electronic Authorization Acceptance Now in AuthentiCare®

Home and Community Based Services (HCBS) providers using the AuthentiCare® Electronic Visit Verification (EVV) Solution can now utilize the electronic authorization acceptance functionality in AuthentiCare®.

The Kansas Department of Aging and Disability Services (KDADS) has requested an enhancement to be implemented September 29-30, 2021, to streamline the authorization approval process for services in the AuthentiCare® EVV Solution. HCBS providers using this system now can approve and reject authorizations electronically and in a more streamlined manner. This feature is intended for authorizations to be approved promptly to assist in maintaining timely and accurate services. Additionally, providers will not have the ability to confirm export claims for services in the AuthentiCare® EVV Solution until they approve their authorizations.

IMPORTANT NOTICE: The provider's electronic approval of any authorization will replace the signature on the actual Service Plan document. This electronic approval will only cover services provided through the AuthentiCare® EVV Solution. **HCBS providers must continue to use each MCO's process for signing service plans that include services not in the AuthentiCare® EVV Solution.**

Provider Forums for the AuthentiCare® Authorization Approval Enhancement will be available September 24 through October 29, on Tuesdays and Fridays. Information to join each meeting is as follows:

Training Site: Microsoft Teams

Tuesdays and Fridays: 8:00 a.m. - 8:30 a.m.

Join each session via one of the following options:

- Computer or mobile app [here](#)
- Call in (audio only) 1-414-435-2197, conference ID 853 848 234#

For AuthentiCare® questions, contact

authenticare.support@firstdata.com or call 1-800-441-4667.

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Customer Service

- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.
Monday - Friday