

Dear Medicaid Provider:

The AuthentiCare mobile application is being updated on Wednesday, March 17th. All Android devices will need to have an operating system of 6.0 or higher to support this version of the mobile application. This is to address security compliance.

Providers: Please ensure all workers / caregivers / aides using an Android device have an operating system of version 6.0 or higher, to support the AuthentiCare mobile application.

To see which Android version you currently have:

1. Open the Settings app on your phone.
2. Near the bottom, tap System > Advanced > System Update.
3. See your "Android version" and "Security patch level."

To get the latest Android updates available:

1. Make sure your device is connected to Wi-Fi.
2. Open your phone's Settings app.
3. Near the bottom, tap System > Advanced > System update.
4. You will see your update status. Follow any steps on the screen.

Once the operating system has been updated to v 6.0 or higher, please download the latest AuthentiCare mobile application (v 2.0.7) from the Google Play Store.

For any questions or concerns please contact AuthentiCare Support at 1-800-441-4667, or by email at AuthentiCare.Support@firstdata.com.

Thank you,

AuthentiCare Team