

Dear Medicaid Provider –

An AuthentiCare release will be deployed into production on July 21, 2021 – July 22, 2021. Users may experience a brief interruption (10-15 minutes) to the AuthentiCare product on the evenings of July 21 and July 22, around 7:00 pm CST.

Please be aware of the following updates to the AuthentiCare system, effective Thursday, July 22, 2021.

Mobile Application

- An updated AuthentiCare mobile application will be available for download in the App Store or Google Play Store after approval from each Store. The timeframe for approvals on average is 24-48 hours; both Android and Apple apps are expected to be available by Friday, July 23. It is recommended that the latest mobile app be downloaded by users when available, as it addresses bug fixes, security, and new functionality updates.
 - o Google Play Store - Android version 3.0.1
 - o Apple Store – iOS version 2.0.12
- The app will not allow users to check-in and immediately check-out. Users now must wait 1 minute to check-out, or they will receive a message. Check-out cannot be completed within 1 minute of check-in.

Activity Codes

- No longer lost in check-out process

Claims

- Addressed anomalies with both claim editing and claim visibility

Reports

- Updated reports for accuracy including Remittance Report, Claim Data Listing Report, and Claim Details Report

Client Address

- Client address coordinates and phone numbers will now display on Client Settings page

Pending Check-in

- Fixed a bug for pending check-in items. *Please note: For any pending check-in items you have in AuthentiCare, you will need to manually update with the correct check-in time for the visit*

Payer Assignment

- Fixed import process to correctly update payer assignment

Worker Phone Numbers

- Phone numbers will automatically come across now. The fix went in on Wednesday, 7/21, and missing phone numbers will be added during the weekend cycle of the worker file (7/24 and 7/25). Any current workers not in AuthentiCare due to missing phone number will be added this weekend.

Multi-Factor Authentication

- Web Portal users will be required to authenticate using a second factor of authentication. A One-Time-Passcode will be received via email once every 4 hours. If you forcibly log out, a new code is required regardless of time. If your session expires due to inactivity and is within the 4-hour window, a new code is not needed.

Special Characters

- Now handled without creating errors. Existing data currently in the system will be fixed over the next two weeks. Please see the information that follows for specific changes and details.

Regarding the AuthentiCare handling of Special Characters: Some agencies were previously having trouble associating caregivers with special characters in their names. The changes in this release should resolve those issues.

First name:

- Special characters will be removed and collapsed without spaces. Examples:

First Name - Current	First Name - New
Kerryjo'	Kerryjo
Kerry(jo)	Kerryjo
@Kerryjo	Kerryjo
Kerry-jo	Kerryjo
K'erryjo	Kerryjo

Last name:

- Special characters will be removed and collapsed without spaces. Note: The (-) hyphen which will be replaced with a space. Examples:

Last Name - Current	Last Name - New
Smith(Jones)	SmithJones
Smith-Jones	Smith Jones
Smith Jones	Smith Jones
O'Malley	OMalley
O-Malley	O Malley

Address Lines 1 & 2:

- The below special characters are now acceptable in address fields.
 - forward slash (/)
 - asterisk (*)
 - comma (,
 - period (.)
 - left parentheses ((
 - right parentheses ())

- colon (:)
 - semicolon (;)
 - apostrophe (')
 - hyphen (-)
 - 'at' symbol (@)
 - ampersand (&)
- All other special characters will be removed and collapsed without spaces. Examples:

Address - Current	Address - New
123 1/2 Main ST, APT 4	123 1/2 Main ST, APT 4
123 1/2 Main ST, APT #4	123 1/2 Main ST, APT 4
?123 Main ST.	123 Main ST.
123 Main(Oak) ST	123 Main(Oak) ST
123 Main~Oak ST	123 MainOak ST

City:

- Special characters will be removed and collapsed without spaces except the (-) hyphen which will be replaced with a space. Examples:

City - Current	City - New
DALLAS, FORT WORTH	DALLAS FORT WORTH
DALLAS FT. WORTH	DALLAS FT WORTH
DALLAS-FORT WORTH	DALLAS-FORT WORTH

If you have questions or need assistance regarding any of the above items, or related to EVV in general, please use the support options below:

- DHS, for policy related assistance:
 - Email: EVVarkansas@dhs.arkansas.gov
 - Phone: 1-833-916-1093 (Monday through Friday, 8:00 am to 4:30 pm CST)
- Fiserv, for Authenticare / system assistance:
 - Email: AuthentiCare.Support@firstdata.com
 - Phone: (800) 540-5126 (Monday through Friday, 7:00 am to 7:00 pm CST)

Thank you for your continued participation as we work towards a successful Arkansas EVV system.