

Dear Medicaid Provider:

Please be aware of the following information and action required.

Due to an issue with the AuthentiCare Mobile Application in version 2.0.8 for iOS (iPhone operating system) all iPhone users will need to download the latest iOS version from the Apple Application Store.

Action: Please instruct your users to download the AuthentiCare Mobile Application version 2.0.9 as soon as possible.

Please note this only applies to iPhone users, and has no impact on Android users.

If you have questions or experience issues, please contact AuthentiCare Support:

- AuthentiCare.Support@firstdata.com
- 1-800-441-4667 or 1-800-540 – 5126

Thank you.