

Dear Medicaid Provider:

AuthentiCare is automatically updated with Client, Agency, Worker, and Prior Authorizations directly from the MMIS as the system of record. Updates are processed daily with most updates processed by 8am the morning after the day updates are processed and reflected in the MMIS. On rare occasions if the file is received late from the MMIS, the file will be processed in the evening and reflected the following day.

AuthentiCare also processes full file replacement of Agency, Worker, and Prior Authorization on a weekly basis and Client on a monthly basis in order to guarantee full sync of any errored records.

The standard processes for Client Eligibility updates, Provider and Worker enrollment, and PA processing are used to update the MMIS in order to propagate to AuthentiCare.

If the Agency (and PASSE) use third-party EVV systems, those systems have their own method of updating data. Please contact the Agency and Vendor for update processes and timing.

Thank you.