

Dear Medicaid Provider:

Please take the action required below for continued use of the AuthentiCare mobile application via your mobile device.

The next release of the AuthentiCare mobile application (v. 2.0.7 for iOS), will occur on March 17, 2021, and requires the minimum iOS operating system of version 13.0 or higher.

Action: Please ensure that each of the staff members listed above upgrade their device software prior to March 17, 2021, to enable continued used of the AuthentiCare mobile application.

Please note the following:

- This mobile operating system upgrade is needed to prevent compliance and security issues.
- Phones from iPhone 6s and above can be upgraded to iOS 13.
- iPad Air 2, released in 2014, or newer, can be upgraded to iOS 13.
- Updates are generally provided for all supported devices simultaneously.

iOS 13 and iPadOS are compatible with the following devices:

iOS 13

- iPhone 11, iPhone 11 Pro, and iPhone 11 Pro Max
- iPhone XS and iPhone XS Max
- iPhone XR
- iPhone X
- iPhone 8 and iPhone 8 Plus
- iPhone 7 and iPhone 7 Plus
- iPhone 6s and iPhone 6s Plus
- iPhone SE
- iPod touch (7th generation)

iPadOS

- 12.9-inch iPad Pro
- 11-inch iPad Pro
- 10.5-inch iPad Pro
- 9.7-inch iPad Pro
- iPad (7th generation), iPad (6th generation), and iPad (5th generation)
- iPad mini (5th generation)
- iPad mini 4
- iPad Air (3rd generation)
- iPad Air 2

If you have questions or concerns, please contact AuthentiCare Support at 1-800-441-4667, or at AuthentiCare.Support@firstdata.com.