

Dear Medicaid Provider:

As of July 22, 2021, AuthentiCare is handling of special [non-alpha-numeric] characters will be changing to improve the ability to load and associate caregivers to your agency. Please see the information below for specific changes and details.

**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 |