

# KS AuthentiCare

## The New Way To Keep Time

KS AuthentiCare is to begin January 9<sup>th</sup> 2012, and this is how it works.

- 1 The Direct Service Worker (**DSW**) comes to your home
- 2 The DSW calls a toll free phone number from your home phone (land line).
- 3 They log in with their 5 digit employee number
- 4 They respond to 2 or 3 log in questions by pressing a number (1 or 2) like: Are you *Joe Smith*? and: Do you work for *Tom Jones*?
- 5 They then hear “you are logged in at: 8:17 AM” and they hang up.

When the shift is over the DSW would follow the same procedure to clock out. The only difference is 1 or more activity codes would be entered before the call is ended. The activity codes would indicate what services were provided such as: bathing, eating, laundry, community activities, etc. We will be sending you a list of the activity codes soon.

If your DSW picks up your son or daughter from school or somewhere else at say 3:30 PM and brings them home at 4:15 PM, the DSW would then follow the steps above and clock in on your land line. They would then fill out a “Time Change Form” (details to follow) with the correct start time (3:30). The parent or guardian would sign the form and send it to Life Patterns for us to adjust their start time. The same procedure would be followed if the DSW ends their shift away from your house. A Change Form would be sent to Life Patterns with the correct end time.

If the DSW forgets to clock in or clock out they would fill out a “Time Change Form” with the correct information signed by the parent or guardian and send it to Life Patterns.

What happens if the Direct Service Worker comes to your home and you do not have a land line?

If you have a cell phone that will always be available for the DSW to use it would become the “official” phone to clock in or clock out. It could not be the parent’s phone unless they are the DSW or will always be there when a DSW comes to work or goes home.

Whether it is a land line or your cell phone you **MUST** send us that number and it will become the “official” clock in clock out phone. You may call, fax, e-mail or mail those phone numbers to us before the end of the year. If for any reason that number changes you must notify us immediately so your workers can continue to be paid.

**The DSW’s phone may NOT be used as the phone for clocking in or out unless the parent or guardian is the DSW.**

The Direct Service Worker may use their cell phone occasionally but only if their phone is GPS enabled AND your son or daughters Medicaid ID # is entered to identify the call. Before giving their Medicaid ID # to a DSW give careful thought as to whether you want anyone outside your family to have that information. Life Patterns will not give this number to anyone!

If you do not have a land line AND you do not have a cell phone for the workers to use AND you do not want the Direct Services Worker to use their GPS enabled cell phone with your son or daughter’s Medicaid ID #, **the workers hours will need to be submitted on a paper timesheet the way you are doing it now.**

If the person receiving support has Sleep Cycle Support (Night Support) or Overnight Respite, the worker or whoever will be paid would clock in and out as indicated above. They would respond to the prompts as to what service is to be provided. If the Overnight Respite is to be provided at the workers home we would need to have that phone number as well, but again it must be a land line or a GPS enabled phone.

Now I am sure there are things you may not understand. There are things you think are crazy, wrong, inappropriate, or just plain stupid and I would agree with you on some things. The fact is we have no choice in AuthentiCare. It is here and will be initiated January 9, 2012 whether we like it or not.

Medicaid is requiring more accountability on the part of all participants and these changes are a part of that accountability. What you need to do is study the process and see how you can make it work for you and your workers. If you have questions please call us and we will work through each case individually. It would be a good idea to keep a calendar or some type of simple timesheet of all the hours worked just so you can keep track.

Within the next two weeks we will have employee ID #'s for every person who is getting a check. This would be the number the worker would use when they clock in and out. We will include a list of the activity codes when we send you the employee ID's.

Below is a sample of the "Time Change form".

## TIME CHANGE FORM

\_\_\_\_\_ providing support for \_\_\_\_\_  
Direct Support Worker PRINT Person Receiving Services PRINT

Was unable to clock IN \_\_\_\_\_ OUT \_\_\_\_\_ ON \_\_\_\_\_ Activity Codes \_\_\_\_\_  
Check one Date List All That Apply

The correct working time for that date is from \_\_\_\_\_ AM or PM to \_\_\_\_\_ AM or PM

\_\_\_\_\_  
Signed by DSW

\_\_\_\_\_  
Signed by Parent/Guardian/Person Receiving Support

**Be sure names and times are legible or you may not receive the correct pay**

If for any reason a time needs to be changed we **MUST** have the form to document the hours worked. The worker will not be paid for that day until we have received the Time Change form. We will be sending you a few to get started with and more can be printed off of our web site as you need them.