

KS AuthentiCare

The New Way To Keep Time

KS AuthentiCare is to begin January 9, 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 you up at say 3:30 PM from a place other than your home and brings you 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). You 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.

What happens if the DSW comes to your home and you do not have a land line but you do have a cell phone and it is your “main” phone that you keep with you at all times. The DSW would use that phone instead of the land line to clock in or clock out. If your DSW picks you up from a previous appointment or drops you off somewhere else they would use your cell phone to clock in or out.

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

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.

The DSW may use their phone occasionally but only if the phone is GPS enabled AND your Medicaid ID # is entered to identify the call. Before giving your 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 AND you don’t want the DSW to use their GPS enabled phone with your 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) 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.

