

## Service Number

## Activity Codes

Service Type	Code
PD-Self-Directed PCS	100
PD-Self-Directed ECS (Over Night)	104
FE-Self-Directed PCS	102
FE-Self-Directed ECS (Over Night)	112
TBI-Self-Directed PCS	121
TBI-Self-Directed ECS (Over Night)	119
IDD-Self-Directed PCS	101
IDD-Self-Directed ECS (Over Night)	115

Brain Injury, Physical Disability & ID/DD	
Bathing	11
Dressing	12
Oral Hygiene (brushing teeth, flossing)	13
Hair Care (combing, styling)	14
Skin Care	15
Nail Care (cutting finger & toenails, filing)	16
Shaving	17
Prosthetic/Orthotic Assistance	18
Toileting	19
Transferring	20
Walking/Mobility	21
Wheelchair Maneuvering	22
Eating	23
Meal Planning/Prep./Clean-Up	24
Shopping & Errands	25
Medications/Treatments	26
Transportation	27
Use of Telephone	28
Laundry (washing & drying, folding, putting away)	29
Housekeeping	30
Minor Sewing/Mending	31
Exercises/Range of Motion	32
Other Health Maintenance Acts	33
Assistance in the Community	34
Non-physical support/ supervision for health/safety	35
Retainer Services	36
DSW Training	37
Money Management	38
Teaching opportunities-includes therapeutic or academic	39
Leisure and/or recreational activities	40

### IMPORTANT REMINDER:

**For activities to be paid for they must be approved on the consumer's Plan of Care and/or the Attendant Care Worksheet. Please make sure you have discussed the activities you are to perform with the consumer. If you perform activities that are not approved, you cannot be paid for those activities.**

**Questions?? Contact Three Rivers Inc.**

**785-456-9915**



Home and Community Based Services-Fiscal Agent

**Frail Elderly - No Code Needed**

**Only use observation code 201**

# AuthentiCare® Interactive Voice Response (IVR) Instructions

To complete a successful check-in and check-out, the following information is needed:

AuthentiCare Worker ID:	
AuthentiCare Client ID:	
Service(s):	

## Instructions to Check-In Using the IVR

1. Dial **(800) 903-4676** using a verified client phone number.  
**“Welcome to Kansas AuthentiCare.”**
2. **“Enter your Worker ID followed by the pound (#) sign.”**  
Enter your Worker ID and press pound (#).
3. **“To check-in, press 1. To check-out, press 2. For hours worked this week, press 3. For hours worked today, press 4.”**  
Press 1 to check-in.
4. **“If the client is <Client Name>, press 1. To enter the Client ID, press 8.”**  
If the client is correct, press 1. If using an unverified phone number, you will hear, “Please enter your client ID followed by the pound (#) sign”. Reach out to your provider administrator with questions.
5. **“If you know your service number, enter 1, otherwise press pound (#).”**  
Press 1 if you know the static service number. Press pound (#) if you do not know the static service number. A list of the static service numbers is available in Part 3 of these instructions.
6. If you pressed 1 in step 5, you will hear the following prompt: **“Please enter the service number.”**  
Enter the static number for the service. A listing is available in Part 3 of these instructions.  
  
If you pressed pound (#) in step 5, you will hear a list of services starting with authorized services. Use the phone keypad to select the service by pressing its corresponding number as provided by the IVR.
7. **“If you are <Worker Name> and you work for <Provider Name> and you are providing <Service Name> for <Client Name>, press 1. If this is not correct, press 2.”**  
AuthentiCare will repeat back your name, service and client’s name for whom you are providing services. If this information is all correct, press 1. If the information is not correct, press 2 and you will be able to correct the information.  
  
When you press 1 and the client’s remaining authorized hours for the month are at 20% or less, you will hear: **“Prior to this visit, the remaining hours and minutes for all workers for this client are: <XX> hours and <XX>minutes. Press 1 to acknowledge. Press 2 to return to the main menu. Press 3 to end this call.”** Press 1 to continue the check-in process.  
  
When you press 1, if the remaining authorized hours for the month are at zero or at a negative balance, you will hear: **“Care plan exceeded. Remaining units are zero or a negative balance. Press 1 to acknowledge and provide unauthorized services. Press 2 to return to main menu. Press 3 to end this call.”** Press 1 to continue the check-in process.
8. **“Your check in was successful at <Time>. To return to the main menu, press 1. To end this call, press 2. Thank you for calling Kansas AuthentiCare. Goodbye.”**  
Press 2 to end the call.

## Instructions to Check-Out Using the IVR

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1. Dial **(800) 903-4676** using a verified client phone number.  
***“Welcome to Kansas AuthentiCare.”***
2. ***“Please enter your Worker ID followed by the pound (#) sign.”***  
Enter your worker ID and press pound (#).
3. ***“To check-in, press 1. To check-out, press 2. For hours worked this week, press 3. For hours worked today, press 4.”***  
Press 2 to continue the check-out process.
4. ***“Please enter your Client ID followed by the pound (#) sign.”***  
If you call from a verified phone number, you will not hear this prompt. If you call from an unverified phone number, you must enter the Client ID and then press pound (#). Reach out to your provider agency administrator with any questions.
5. ***“Please enter your activity codes followed by the pound (#) sign.”***  
If the service performed allows activity codes to be selected, you will hear this prompt. After the entry of each code, press the pound (#) sign. Once you have entered all activity codes, press 8 to continue to the next step. A list of activity codes are available in Part 3 of these instructions.
6. ***“Please enter your observation codes followed by the pound (#) sign.”***  
If applicable, select observation code(s) that best fit from the visit. After the entry of each code, press the pound (#) sign. Once you have entered all observation codes, press 8 to continue to the next step. A list of observation codes is available in Part 4 of these instructions.
7. ***“If you are <Worker Name> and you work for <Provider Name> and you have provided providing <Service Name> for <Client’s Name>, press 1. If this is not correct, press 2.”***  
Press 1 if the information is correct. Press 2 if the information is not correct.
8. ***“Your check out was successful at <Time>. To return to the main menu, press 1. To end this call, press 2. For hours worked this week, press 4. Thank you for calling Kansas AuthentiCare. Goodbye.”***  
Press 2 to end the call.