

**From:** "Stockfleth, Jeremy (Omaha)" <[jeremy.stockfleth@Fiserv.com](mailto:jeremy.stockfleth@Fiserv.com)> on behalf of "AuthentiCare.Support" <[authenticare.support@fiserv.com](mailto:authenticare.support@fiserv.com)>  
**Date:** Wednesday, August 11, 2021 at 3:12 PM  
**To:** "[AuthentiCareTXSupport@firstdata.com](mailto:AuthentiCareTXSupport@firstdata.com)" <[AuthentiCareTXSupport@firstdata.com](mailto:AuthentiCareTXSupport@firstdata.com)>  
**Subject:** AuthentiCare Texas Duplicate Visits Notice

Good Afternoon,

The AuthentiCare team has found that a small number of visits have been incorrectly rejected as duplicate visits. We have determined that this issue is due to the visits being systematically sent to the TMHP EVV Aggregator twice. Most affected visits are from 8/4/2021 – 8/7/2021, with a few being reported as early as 7/25/21.

No action is required. The AuthentiCare team is working to resolve this issue and anticipate it being fully corrected by the end of the day tomorrow (8/12/2021).

We apologize for any inconvenience caused by these issues. For any questions or concerns, please contact AuthentiCare Texas Support at 877-829-2002 (7:00 am CT – 7:00 pm CT) or by email [AuthentiCareTXSupport@firstdata.com](mailto:AuthentiCareTXSupport@firstdata.com). Please reference ticket number INC008602113.

Thank you,

The AuthentiCare Team