



CDS Employers, Employees and Designated Representatives,

Imagine Enterprises is aware of an issue with the AuthentiCare smart phone app, alternative device, and the landline not recording some clock in or clock times and we are aware that some shifts are disappearing from the devices. After multiple communications with AuthentiCare and TMHP (Texas Medicaid Healthcare Partnership), we held a conference call yesterday to gain resolution to ensure that our payroll that will be submitted on 8/22/21 runs as smoothly as possible.

The glitch that caused these issues was detected when AuthentiCare ran their routine scheduled maintenance on 8/8/21.

Below are steps for Employees and Employers to take to ensure time is accurately recorded:

Steps for CDS employees

1. If you cannot locate your shifts worked on a device or smart phone app, work with your employer to best to determine the most accurate clock in/clock out time(s) and record these on your paper time sheet.

Steps for all CDS Employers

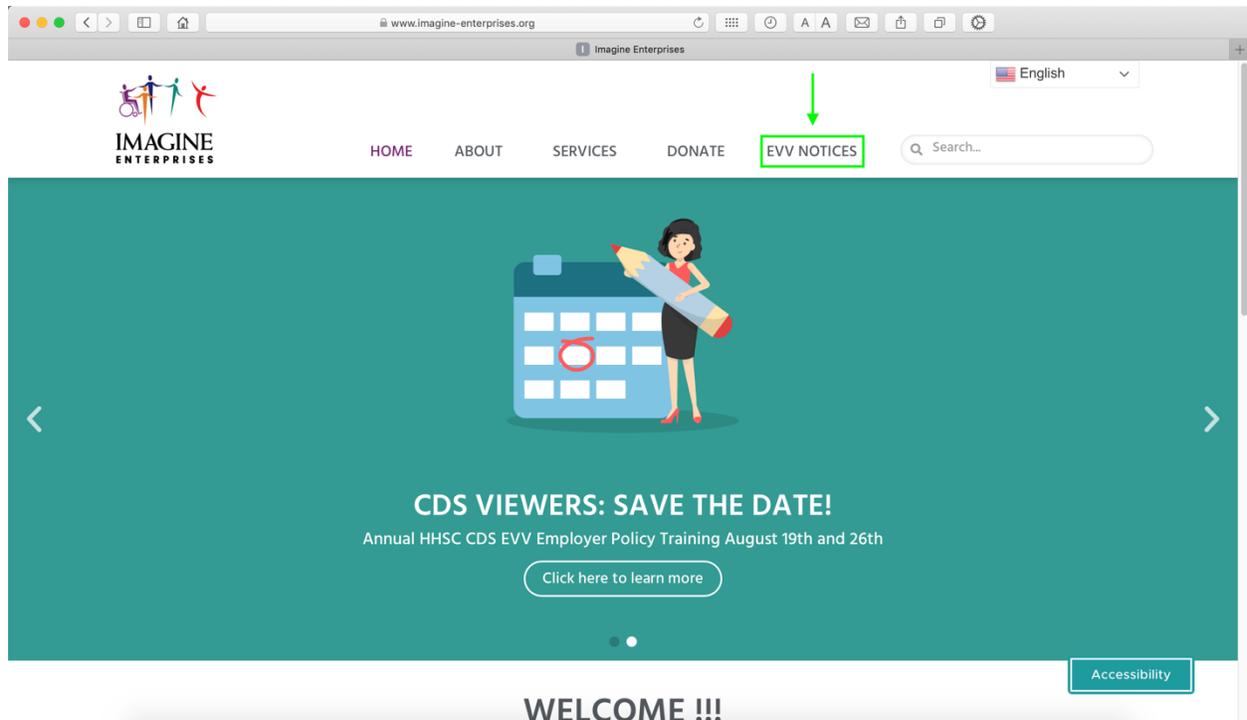
1. If your employee(s) have missing shifts, work with them to determine the most accurate clock in/clock out times for each shift.
2. Be sure to submit the signed time sheets on the due date. Time sheets are due 8/22/21 with a grace period until noon on 8/23/21.
3. If you fax time sheets, if possible, do not wait until Monday as the fax line could be busier than usual.
4. Do not submit dark time sheets – we cannot read them. Time is critical to this payroll cycle to ensure on time payment. We will not have time to contact employers to obtain lighter copies of time sheet.

EVV Option 1 Employers

1. If there are missing shifts in AuthentiCare website, key the missing shifts.
2. If there are incomplete shift(s) be sure to key the missing time – either in or out time – in the written note section with the following: “AuthentiCare system issues.”
3. Reference the attached information “Tips To Ensure Employer Completion of the Approval Process For Shifts Worked”

Now more than ever, accuracy on the paper time sheet is critical. Employees should immediately write down the clock in and the clock out time on the time sheet as they begin and end each shift, along with the log notes. Getting it done helps us pay you correctly and on time.

Imagine Enterprises knows that every shift is important and must be paid. To further provide information, on our website there is a tab on the home page dedicated to **EVV NOTICES**. Our website is imagine-enterprises.org. You can also find the current pay date chart, the EVV training video and handouts to use as a refresher, new hire documents, HHSC and Imagine Enterprises information letters – and much more.



Lastly, we are expecting an alert email from AuthentiCare today that addresses these issues and we will post it to the EVV NOTICES tab on our website.

We appreciate your partnership and collaboration with this issue. Should you have questions please contact any of the Imagine CDS staff.

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