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Date: Thursday, August 26, 2021 at 9:45 AM
To: "<AuthentiCareTXSupport@firstdata.com>" <AuthentiCareTXSupport@firstdata.com>
Subject: AuthentiCare Texas Important Mobile Issue Update

Dear AuthentiCare users,

The mobile issues that occurred between 8/8 and 8/15 caused the following issues:

- Attendants clocked in/out successfully but some visits are not showing in AuthentiCare, resulting in missing visits
- Attendants clocked in but were not able to clock out resulting in incomplete visits

Program providers and FMSAs/CDS employers should check the service attendants and CDS employees' timesheets (if available) to ensure all visits show in AuthentiCare.

What to do in the following scenarios?

Missing Visits: Visits that are missing must be manually entered into the AuthentiCare web application with a reason code and a short description of the mobile issue in the notes field.

Incomplete or Pending Visits: Enter the overall duration in the visit amount field, select a reason code and enter a short description of the mobile issue in the notes field.

Please reach out immediately to AuthentiCare client support if you have additional questions, concerns or need assistance with entering/completing missing and pending visits at **877-829-2002**, or send an email to AuthentiCareTXSupport@firstdata.com

Thank you,
AuthentiCare Team