

From: AuthentiCare.TXSupport <authenticaretxsupport@fiserv.com>
Sent: Monday, November 15, 2021 6:08 PM
To: AuthentiCare.TXSupport <authenticaretxsupport@fiserv.com>
Subject: Update: AuthentiCare Texas Maintenance Notice
Importance: High

This is a notice of upcoming planned server maintenance for the AuthentiCare production servers on:

Month	Date	Day	Start Time	Stop Time	Potential Interruption
November	20 th -21 st	Saturday/ Sunday	11/20 7:00 p.m. (CDT)	11/21 4:00 a.m. (CDT)	10 minutes

***A 10-minute interruption may occur sometime between 7pm CT – 4 am CT.** Interactive Voice Response (IVR), AuthentiCare Mobile and AuthentiCare Website may become unavailable during the 10-minute interruption.

- Service attendants and CDS employees can still use the offline Mobile method to clock in/out.
- Service attendants and CDS employees using an Alternative Device will need to document all necessary information for the visit and call the IVR once the interruption period is over.
- Service attendants and CDS employees using a member’s home phone landline who attempt to clock in or clock out during the 10-minute interruption will need to document all necessary information for the visit, and provide that information to their program provider, CDS employer, or FMSA in order for a manual visit to be created using the AuthentiCare Website. (see below for the message you will hear in the event of an outage)
- AuthentiCare Website users: if you encounter an error when logging in, please wait 10 minutes and try again (see below for the message that will appear on AuthentiCare Website in the event of an outage).
- Contact AuthentiCare Support for options if a visit was not captured, or if you need to perform visit maintenance due to this outage.

If the 10-minute interruption occurs, you will hear or see the following messages:

Application	Outage Message
IVR	We're sorry, this service is currently unavailable. Please try your call again later.
Web	We're sorry, this service is currently unavailable. Please try to login to your account again later.

For any questions or concerns please call AuthentiCare Support at 877-829-2002, or email AuthentiCareTXSupport@firstdata.com

Thank you,
The AuthentiCare Team



From: Imagine Enterprises
To: All CDS Participants

Please note that you can read AuthentiCare notices on the Imagine website at:

<https://www.imagine-enterprises.org/evv-notices/>

We will try to post notices as soon as they are available from AuthentiCare.

If you have any questions for Imagine Enterprises, please contact the correct staff:

QUESTION	IMAGINE STAFF	PHONE	EMAIL
EMPLOYER: Access credentials to the AuthentiCare website	Sherry Newlin	713-253-9792	sherry.newlin@imagine-enterprises.org
EMPLOYEE: Smart phone app credentials and to place an order for the alternative device	Darcy Friar	831-207-8799	darcy.friar@imagine-enterprises.org
EMPLOYEE: Technical assistance for smart phone app, alternative device or land line	Janice Norwood	325-518-1950	janice.norwood@imagine-enterprises.org

Thank you,
Cheryl Harris