

In this issue:

- ◇ AuthentiCare
- ◇ 3.0 Update
- ◇ What is new
- ◇ Geo Location
- ◇ Clocking in and out
- ◇ Reminders
- ◇ Holiday Closures

AuthentiCare Mobile is Upgrading!

AuthentiCare Mobile 2.0 will soon be upgraded to **AuthentiCare Mobile 3.0**. This new version is designed to provide a streamlined, feature-rich support platform while making your experience smoother, faster, and more convenient: all while maintaining the core functionality of the current application. Plus, they have added some helpful improvements to make your work even easier.

There is a new logo for the application that will update in the conversion of AuthentiCare 3.0.

See Below insert.

Upgrade Timeline

Here's what to expect during the transition:

- **July 1, 2026:** Full production release

Both versions (2.0 and 3.0) will be available during this upgrade. Once you log into the 3.0 version in production, your access to 2.0 will be disabled. The 3.0 should replace your 2.0 version of AuthentiCare.



AuthentiCare 2.0



AuthentiCare 3.0



What's New in AuthentiCare Mobile 3.0

Enhanced Client Lookup

AuthentiCare 3.0 will be more flexible client search experience. Caregivers may continue to search by Client ID or full last name, exactly as they do today. Also, partial last name searches will be recognized.

Worker Device ID Self Service Functionality

Workers are required to have an email in AuthentiCare to use this function.

We are asking employers to work with their workers to ensure their emails are in AuthentiCare. This will allow them to self-serve their device ID for the mobile conversion to 3.0 and mobile password resets. Workers then will NOT have to call Life Patterns to update there passwords.

Enhanced Password Reset in AuthentiCare 3.0

With AuthentiCare 3.0, caregivers who use QR codes will be able to self-serve and reset their own passwords, provided they have a valid email address that they can access on file.

This enhancement removes a key dependency on agency staff and enables faster resolution when a caregiver forgets or needs to change their password.

If workers are having trouble clocking in, they still need to call our office as soon as possible to get it resolved for the worker ability to use the application to clock in and out.

Geo Location—in and out of Check in Location



Why Are We Talking About Clocking In and Out?

Have you received a call or email from Life Patterns asking where your worker clocked in or out? Are you wondering why we are asking? Here is a simple explanation.

If you do not have a landline phone, your worker must use an app on their cell phone to report their work hours to the State of Kansas AuthenticCare system. Recently, the State started checking the location where workers clock in and clock out.

Your home address and other approved locations are entered into the system. If your worker clocks in or out somewhere else, the system may show an error. The system is very accurate and can tell if a worker is even a few houses away.

Why does the State do this? The State must follow rules from the Centers for Medicare and Medicaid Services (CMS). The electronic visit verification (EVV) system helps prevent and find possible Medicaid fraud. Protecting Medicaid funds is important for everyone.

You may think, "My worker would never report hours they didn't work." We agree that most workers are honest and work hard. However, we still must check and verify the information. Sometimes mistakes happen.

If there is a problem, your insurance company may ask for money to be paid back. We will ask the worker to repay those funds. If problems continue, services could be affected or stopped.

Important Reminders

- If the person receiving services is in the hospital, workers cannot report hours.
- Workers must be with the person receiving services when they clock in and out.
- Workers cannot make up missed time later. If they forget to clock in or out, it must be corrected.
- Workers should always remember to clock in and clock out. We understand that mistakes happen, but forgetting should not become a regular habit and should at least clock in or out.
- If workers are often clocking in at a place other than the home of the person receiving services, please let us know. We can work on getting that location approved.
- When the person receiving services are out in the community and the worker clocks in or out, we may contact the family. This does not mean anything is wrong. We may simply need information to document it in the State's system.

OFFICE CLOSED
JUNETEENTH

**Our offices will be closed on
Friday, June 19th, 2026.**

**We will reopen the following
Monday at 8:30am.**