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Life Patterns Lowdown

Address Change Updates for W2

If past or present workers have had a change of address in the last year, please have all workers be sure to get that updated by Jan 1st so that we can make changes before mailing out W2s for 2025. Address Change Forms can be found on our website at <https://lifepatternsks.org/support-workers>

We will not be re-mailing any W2s until March 1st to ensure that mail processing has gone through completely. They will also be available through the paystub portal on our website.

Background Checks

The State of Kansas is updating their KBI Background check website and it is taking longer for workers to clear before they can start. This also effects the background check renewals for current employees. Employers and new hires will need to be patient as we wait to get those KBI checks returned.

Adult & Child Abuse Registries – major changes coming!!

Starting in January 2026, the Adult and Child Abuse Agencies will be getting new systems as well. Workers will have to create accounts and submit their own background checks. We will no longer be able to run or complete them for new workers, as there is an e-signature requirement.

There will be a 30-day grace period the workers will have to complete and clear both the adult and child abuse background checks by emailing them to the agencies. After that, they will be required to use the new site.

More information will become available soon.

AuthentiCare 2.0 App Troubleshooting

We are aware there are many ongoing issues and glitches with the AuthentiCare 2.0 App. The State of Kansas is working closely with the AuthentiCare team to continue to improve the functionality and efficiency of the app. The AuthentiCare 2.0 app is still **MANDATED** for use to clock in and out for every shift (unless there is an authorized landline available for use).

Tips & Tricks



Please share this information with your personal care attendants (PSAs) so that we can ensure workers are paid properly for their time.

- * The Setup Code is **KANSASPRD**. The app will ask for this any time there is an update with the app or the phone, or when the app is being installed/reinstalled.
- * **If a PSA gets a new phone, they must call our office to get their new phone set up with the app. It will not work if they don't.**
- * Password: The app will require a password reset every couple of months. The easiest way to do this is to call the office and have one of us reset that for them.
- * If a PSA missed a check-in, or if the check-in has somehow disappeared, the worker should still clock out. One can clock out without a clock in by going to “Settings” and “Force Check-Out.”
- * If the individual who is receiving services’ name does not pull up right away when logging on, the PSA should go to “Client Lookup” and type in the last name. If that does not work, they should try the individual’s Medicaid ID number. *The employer must provide this number to the PSA; we cannot provide it without expressed approval from the employer.* If that still does not work, try uninstalling and reinstalling the app.
- * The troubleshooting information page should have been provided when the app was set up, but if a PSA would like another copy, they can call our office to request one.
- * If a PSA is still having trouble with their app, after trying these troubleshooting tips, they must **call our office** immediately to get the problem resolved. **This should not be resolved through email**, as we want to make sure to get the problem resolved as quickly as possible. If there is an issue outside of our office hours, they should call us as soon as possible while we are open.

Please call us ASAP if they are having issues– don't delay and potentially risk not getting paid for hours the employees worked.

Excess Funds for 2025

Excess Funds are the difference between amount we pay out to employees throughout the year and the amount that we are reimbursed by the State for that time. There is a small amount we hold back to cover employee expenses (employee taxes, unemployment, etc.). At the end of the year, we calculate what is remaining and pay that out to the employees.

We are reaching out to families about excess funds and will be paying those out on Dec 15th and Dec 31st, depending on the response time from the family.

If there is only one worker for the family, that worker will automatically receive the excess funds.

Please don't delay responding, as we are in a time crunch for the end of the year.

Holiday Office Hours

Life Patterns Inc will be closed on
December 24th & 25th for
Christmas and January 1st, 2026 for
New Years Day.

The last paycheck of the year will
be on December 31st.

We hope that all families will have
blessed and safe holidays.

From the desk of Jon,

As we close out another year, we want to take a moment to say *thank you*. Your support, kindness, and trust have meant more to us than words can express. This season reminds us how fortunate we are to be surrounded by such wonderful people, and we are truly grateful for every connection, conversation, and moment shared throughout the year.

We hope this Christmas brings you peace, joy, and time with the people who matter most. May the new year ahead be filled with hope, good health, and countless reasons to celebrate.

Thank you for being part of our community and for making this year so special.

Warmest wishes for a Merry Christmas and a bright, blessed New Year!

MERRY
CHRISTMAS