

**WSC ADVISORY #2018-025**  
**VPN ACCESS AND PAYMENT**

**ACTION REQUIRED**

**EFFECTIVE DATE: JULY 20, 2018**

This advisory is a reminder to all WSCs that the VPN billing invoice payments will be enforced. Payments **MUST** be received in **FULL** and **PROMPTLY** to avoid disconnection of your VPN service. Pursuant to 59G-13.070, The Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook (September 2015) page 2-77, "The WSC provider is responsible for the cost of the electronic VPN access to the APD network." The Agency for Persons with Disabilities (APD) has begun enforcing delinquent VPN accounts. All past balances of VPN accounts must be paid in full before VPN subscription will be reconnected.

WSCs were informed on November 2016 by DMS (see WSC Advisory 2017-032, sent July 2017) of the requirement to pay the VPN subscription. If you have not paid your subscription in full, please take immediate action to remain in compliance with the Handbook. Failure to comply with the Handbook criteria will result in disconnection of VPN service and possible disciplinary action as determined by the Agency.

- VPN service is a subscription, costing roughly \$64.20 biannually.
- Please be aware, it may take 7-10 business days for DMS to apply a payment and an additional 7-10 days to reconnect the VPN.
- Only checks or money orders are accepted by DMS.
- Checks or money orders must be made to the Department of Management Services (DMS) **with the invoice number included on the check or money order.**
- Payments must be mailed to P.O. Box 5438, Tallahassee, FL 32399-5438, not to DMS's physical address.
- You must contact DMS for billing or payment issues. Neither Hayes nor APD is involved with the billing or payments of your account.
- Advance payments are not accepted by DMS.
- **Your check will be returned by DMS for any of the following reasons: incorrect address, missing invoice number, payment amount does not match total due of the invoice, over-payment, etc.**
- The subscription will automatically renew and the WSC is responsible for payment of subscription.
- To disconnect your service, a System Access Request Form (SARF) must be processed by your area Provider Enrollment staff.
- DMS does not issue credit for a partially used subscription.

If there has been a change of contact information such as mailing address or email address, or a desire to voluntarily disconnect VPN service, a SARF form must be completed by your Regional Office Provider Enrollment staff. *Please do not contact DMS, they are unable to modify the subscription without a SARF from your Regional Office Provider Enrollment staff.*

If you have questions concerning your account status and payment history, please contact DMS, Division of Telecommunications. Contact information is listed below.

WSC ADVISORY #2018-025  
VPN ACCESS AND PAYMENT  
July 20, 2018

**Make check or money order payable to:**

State of Florida  
Department of Management Services  
P.O. Box 5438  
Tallahassee, FL 32399-5438

**For billing questions:**

Department of Management Services  
Division of Telecommunications  
1-888-4SUNCOM (1-888-478-6266), option 3  
[suncom.helpdesk@dms.myflorida.com](mailto:suncom.helpdesk@dms.myflorida.com)

**Technical or access issues:**

Hayes E-Government Resources  
(850) 297-0551  
(800) 825-9390 x455  
support@hcs.net