

**WSC ADVISORY #2020-020**  
**WSC FUNCTIONS IN APD iCONNECT**

**ACTION REQUIRED**

**EFFECTIVE DATE: JUNE 3, 2020**

The Agency for Persons with Disabilities (APD) is pleased to announce several new functions in APD iConnect that will launch on June 8, 2020. These functions are the Person-Centered Support Plan, WSC Progress Notes, 2020-2021 SANs, Planned Services, and Service Authorizations.

Training videos and resources are available for all functionalities and located on the [APD iConnect eLearning Library](#) or [Support Coordination Page](#) of the APD website.

When APD iConnect comes back online, cost plan reviews, SANs, and authorizations for FY 2020-21 will be completed in APD iConnect. If you have a question or need help with an issue in APD iConnect, please call the APD iConnect Support Desk at 1-800-353-5168.

As a reminder, cost plan reviews, SANs, and authorizations for FY 2019-20 will be completed in iBudget. If you need technical support for an iBudget issue, please call the APD Help Desk at 1-833-400-3420.

**Person-Centered Support Plan**

The Person-Centered Support Plan form will be available on **June 8, 2020**. Any Person-Centered Support Plan that is effective on or after **September 1, 2020** will be completed in APD iConnect. WSCs are encouraged to start using the support plan form in APD iConnect as early as June 8, 2020. WSCs are not required to enter previously completed support plans in APD iConnect. Any new consumer enrolled after June 7, 2020 must have the initial and annual Person-Centered Support Plan within APD iConnect.

Using the Person-Centered Support Plan in APD iConnect does not impact how WSCs conduct support plan meetings. WSCs should continue their support plan meetings according to current rule requirements.

Person-Centered Support Plan ticklers began to generate on November 27, 2019 because Consumer Records were loaded into the system one year prior. **Do not cancel these ticklers.** Please mark them complete when you finish entering the information in the consumer's Person-Centered Support Plan. If you cancel these ticklers, the yearly reminders to complete the Person-Centered Support Plan will not generate.

*Key Functionality Tips:*

- The Demographics tab information auto-populates into the Person-Centered Support Plan.
  - Each consumer must have a validated Florida Residence Address. This address must be the primary address for the consumer for correct submission of EVV service claims.
  - The Demographic Verified Date field must be verified every 6 months for successful claim submission for all services.

- The Medications tab can be used to add medication information to the Person-Centered Support Plan by using the search feature in the My Health section.
  - If a new medication is entered in the Person-Centered Support Plan, the Medications tab will update as well. If an existing medication changes, any edits entered in the Person-Centered Support Plan **will not** update the medication record on the Medication tab. Edits to existing medications must be completed in the medication record on the Medication tab.
- Items identified as Risks and Needs in the Other Services Needed for Health and Safety in the Questionnaire for Situational Information (QSI) can be used in the Person-Centered Support Plan by using the Copy Shared Response feature if the consumer has a QSI in APD iConnect.
  - If the consumer does not have a QSI in APD iConnect, the WSC will complete the fields in this area by manually entering information corresponding with specific risks and support for items scored on the current QSI Synopsis Report.
- The WSC will continue to lead Safety Plan development, working with the consumer, providers, and other pertinent resources as appropriate (e.g., Regional Senior Behavior Analyst/LRC Chairperson) to ensure the consumer is safe in the community and enter the final Safety Plan document in the PCSP in APD iConnect.

## **Progress Notes**

The WSC Progress Note (case notes) function will be available on **June 8, 2020**. WSCs should complete their WSC Progress Notes in the Provider Documentation tab in consumers' records. WSCs are not required to re-do previous Progress Notes/Case Notes that were completed prior to the availability of this functionality in APD iConnect.

### *Progress Note Tips:*

1. WSCs can use the Notes section of APD iConnect to add attachments or supporting documentation to the Progress Note. If confidential information is needed, the WSC will use the **Note Type = Confidential**. This Note Type is only seen by the WSC, APD staff, and Qlarant.
2. CDC+ Consultants are required to submit progress notes in APD iConnect in accordance with the CDC+ monthly progress note criteria outlined in the Handbook. CDC+ Consultant Advisory 2019-010 from July 1, 2019, states the CDC+ Participant Review Form is no longer required for monthly progress notes.

APD thanks you for your hard work and dedication during this transitional time!