

**WSC ADVISORY #2016-008 DRAFT  
ONLINE SAN SYSTEM**

**ACTION REQUIRED**

**EFFECTIVE DATE: JULY 1, 2016**

In follow up to the previous WSC Advisory 2016-007, effective July 1, 2016, Waiver Support Coordinators (WSCs) can begin submitting all Significant Additional Need (SAN) requests online through the iBudget System. Training information is now available online for WSCs to review at their own pace.

Training information includes the following:

1. PowerPoint presentation with demonstrations of how to complete actions in the system
2. SAN/iBudget System Guide, which includes comprehensive information regarding how to use the system
3. Question/Answers

Training information is posted online at <http://apdcares.org/waiver/support-coordination/>. APD will offer additional technical assistance and training during upcoming Regional WSC meetings. If WSCs need assistance, they may contact the APD Regional office. For technical support, WSCs can open a helpdesk ticket at <https://apdfloida.zendesk.com/home/> or call (850) 488-4357 between 8 a.m. and 6 p.m. (Eastern time), Monday through Friday.

As always, if a consumer requires immediate and emergency waiver services that cannot be accommodated within their cost plan, the WSC must contact the APD Regional office immediately.

The online SAN system offers several benefits to WSCs:

- WSCs can check the status of SAN submittals on their caseload at any time in the system;
- Cost Plan Adjustment Worksheet will be automated within the system;
- Demographic data existing in the iBudget system will not have to be re-typed by WSCs on forms; and
- WSCs can attach documents to support the request