PROVIDER ADVISORY #2020-002
APD iCONNECT SCHEDULE & REQUIREMENTS

Timeline and Services

This summer, APD will launch additional features to the APD iConnect system including cost plan functionality, support plans, authorizations, SANs, and claims. APD staff and Waiver Support Coordinators are scheduled to begin using these functionalities in July.

APD will begin training providers in the spring of 2020 and phasing in direct service providers this fall. Those providing Respite will likely go live in APD iConnect this August, and those providing Personal Supports are scheduled to launch in October. If you provide both services, you will use APD iConnect only for Respite until Personal Supports is available in October.

If you do not provide either Respite or Personal Supports, you will not be using APD iConnect in 2020.

Service	Estimated Timeframe	Billing System to Use
Respite	January – July	FMMIS (no change)
	August	Begin using APD iConnect for Billing
	September	Begin using EVV system in APD iConnect
Personal Supports	January – September	FMMIS (no change)
	October	Begin using APD iConnect for Billing
	November	Begin using EVV system in APD iConnect

Equipment Minimum Requirements

The full details of computer configuration requirements, settings, and required updates are available at apdcares.org/waiver/iconnect. This information has been available to providers since 2018.

Hardware/Software

All workers who provide Respite or Personal Supports services will need to use a smartphone or tablet to access the EVV system.

Certified System Requirements	
Processor	2.0 GHz processing or better (multi-core processors are preferred)
RAM	4 GB minimum, 8 GB recommended. The greater the number of applications running concurrently on your workstation, the more RAM is required to ensure optimal performance.
Screen Resolution	1024 x 768 minimum (1280 x 1024 is ideal)
Microsoft	Microsoft Office 2010, 2013, and Office 365, InfoPath 2010
Other Add-Ons	**Adobe Reader:** Required for viewing/printing PDF files **Adobe Flash Player:** Required for on-demand trainings **Nitro PDF Reader:** Alternative for viewing/printing PDF files

Operating System/Browser Combinations

The following combinations are certified and supported:

Windows 7 SP1
- Internet Explorer 11 – 32 bit
- Internet Explorer 11 – 64 bit

Windows 8.1
- Internet Explorer 11 – 32 bit
- Internet Explorer 11 – 64 bit

Windows 10
- Internet Explorer 11 – 64 bit

Internet Access Requirements

To determine bandwidth, count how many users will be sharing services on the network and decide if they will have a light or heavy workload in relation to network bandwidth. Use the following values as starting points:
- Light user workload: 80Kbps
- Heavy user workload: 120Kbps

The system does not support dial-up access. Agency infrastructure should allow 100ms or less round-trip travel time from end user browser/computer to the APD iConnect site.

<u>Training</u>

If you're an agency owner or solo provider who provides Respite services, expect to be contacted very soon about registering for mandatory regional in-person training in the spring. Anticipate the training to last 2.5 days. APD will do everything possible to accommodate everyone's schedules, but please remember this is required training. Without this knowledge, you will not be able to use the system to bill for services you provide. Additional information about training for EVV service workers will be given soon.