

**WSC ADVISORY #2020-026**  
**WSC WORKER RECORD UPDATES**

**ACTION REQUIRED**

**EFFECTIVE DATE: JUNE 29, 2020**

With the launch of APD iConnect in early June, many changes have been occurring within the system. One of which was an update to the Worker Record for Waiver Support Coordinators. On the Worker Record, field labels were updated to indicate business address and business phone numbers. **Waiver Support Coordinators must update their Worker Record to include their business information.** This record is the main source of contact information for each Waiver Support Coordinator, so the information listed on the Worker Record must be the most accurate and up to date contact information. It is the WSC's responsibility to keep accurate contact information on their Worker Record within APD iConnect, throughout their time as a provider.

**Agency Owners and Solo Providers**

Please update the Worker Record for yourself and, if applicable, all your treating providers by using the Service Provider role. **Please update all Worker Records by Friday, July 24, 2020.**

The second page of this advisory lists the four steps to take to access the Worker Record.

**Treating Providers**

Please contact your Agency Owner to ensure your Worker Record is updated.

Please refer to [APD iConnect FAQs](#), [APD iConnect eLearning Library](#) or past WSC Advisories on the [Support Coordination page](#) of the APD website for details and instruction on completing tasks in APD iConnect. For technical or navigation issues, please contact the APD iConnect Support Desk at 1-800-353-5168.

## How to Update a Worker Record

1. WSC Agency Owners/solo providers will log into APD iConnect using the Service Provider role.
2. Click the Providers chapter.
3. In the Quick Search field at the top of the page, and search for your Provider Name. Please select your agency's provider record.
4. Select the Workers tab. Locate the Worker's Record and click to open it.

The screenshot shows the APD iConnect interface. At the top right, the user is logged in as a Service Provider. The main navigation bar includes 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'CLAIMS', and 'SCHEDULER'. The 'PROVIDERS' tab is selected. Below the navigation, there are tabs for 'Workers', 'Services', 'Provider ID Numbers', 'Beds', 'Linked Providers', and 'Service Area'. The 'Workers' tab is active. A search filter is applied: 'Provider Worker Active' is set to 'Equal To' with a checkmark, and 'Worker Name' is set to '+'. The search results show 2 records, with the first record, 'Mathews, Elizabeth', highlighted. A red arrow points to this record, labeled with a circled 4.

On the Worker Record, update all fields related to the WSC's business information. Then click File > Save and Close

The screenshot shows the 'Worker' record form. The 'Business Address' section is highlighted with an orange box. The form fields are as follows:

Field	Value
Member ID	3134
Last Name *	Mathews
First Name *	Elizabeth
Title	
Business Address	123 MAIN STREET
Business Address 2	
City	
State	
Zip Code	
County	
Business Phone	
Home Phone	
Extension	
Cell Phone	
Fax Number	
SSO Email	Elizabeth.Mathews@apdcares.org
Business Email	