

**WSC ADVISORY #2021-021**  
**NEW WSC ROLE IN APD ICONNECT**

**ACTION REQUIRED**

**EFFECTIVE DATE: JUNE 23, 2021**

Effective July 1, 2021, all Waiver Support Coordinators (WSCs) must be employees of approved Qualified Organizations (QOs).

APD is providing existing solo WSCs the ability to submit provider documentation under their current service authorizations as solo support coordinators for up to 365 days after their current solo service authorization ends. APD has added a new role in iConnect effective Friday, June 11, 2021. This new role is labeled, "Former Solo WSC Documentation."

Under this role, the current solo support coordinator can perform the following activities:

- Access the current solo service authorization and add provider documentation/WSC Progress notes into the record for up to 365 days after the current solo service authorization ends
- Access new QO authorizations for any client for whom the WSC will be the primary worker within the QO
- Add documentation under the QO's authorization for waiver support coordination even if the System Access Request Form (SARF) has not yet been processed

With this new role, the QO will be able to:

- Verify documentation is in the record prior to billing

As a result of this new role, current WSC Agency heads are asked to suspend submission of SARF forms for existing WSCs hired by the WSC agency. These WSCs will be processed through a batch upload on June 30, 2021, based upon the QO's amended table of organization.

However, SARFs will still need to be initiated by APD Provider Enrollment staff for any new WSCs who are becoming enrolled. In addition, SARFs will be required for any WSCs who are terminating WSC services.

As a reminder, when a client chooses a particular WSC and the QO assigns new clients to the WSC in APD iConnect, the QO must notify the APD Region office so that the primary worker will be updated.