

WSC ADVISORY #2021-034
PROVIDER SELECTION PROCESS FOR PERSONAL SUPPORT, RESPITE, AND SUPPORTED LIVING COACHING

IMMEDIATE ACTION REQUIRED

EFFECTIVE DATE: OCTOBER 5, 2021

The Agency for Persons with Disabilities (APD) is notifying Waiver Support Coordinators (WSCs) to enter all Provider Selections in APD iConnect for Personal Supports, Respite, and Supported Living Coaching.

WSCs must add Personal Support providers, Respite providers, and Supported Living Coaches to the Provider Selection tab for consumers served by the WSC so that they may view the consumer's record and document their service delivery. These providers cannot complete these tasks without the WSC adding them to the Provider Selection tab. WSCs must also deactivate a Provider Selection record when a consumer selects a new provider.

Please review the [APD iConnect Learning Resources](#) for details on how to complete the Provider Selection process. Listed below are the steps to add a Provider Selection record.

Adding the Provider Selection record

Please note – An individual worker cannot be selected if he/she has not logged in to APD iConnect. In this case, the worker's agency may be selected.

1. Navigate to the Consumer's record and click Provider Selection > File > Add Provider. The provider detail page will display.
2. Update the following fields:
 - a. Division = default to APD
 - b. Selected by = defaults to Self
 - c. Selection date = defaults to today
 - d. Provider = select the ellipsis to search for and select the desired service provider agency
 - e. Referral Type = other Waiver services
Please note – if adding a Supported Living Provider, the referral type is Supported Living
 - f. Disposition = open
 - g. Disposition Date = defaults to today
 - h. Provider Worker = search for and select the Provider's Worker name
Please note – if adding a Supported Living Provider, select the Supported Living Coach as the Provider Worker
 - i. WSC Transfer Effective Date = leave blank
 - j. WSC Transfer End Date = leave blank
 - k. Comments = Add a comment that the selection record is being created to provide Provider Agency level access to the consumer's record.

3. Click File > Save and Close Provider.