

PROVIDER ADVISORY #2024-027
SERVICE LOG NOTIFICATION AND UPDATES TO THE WORKFLOW FOR CONSUMABLE MEDICAL SUPPLIES (CMS), DURABLE MEDICAL EQUIPMENT (DME), ENVIRONMENTAL ACCESSIBILITY ADAPTATIONS (EAA), AND PERSONAL EMERGENCY RESPONSE SYSTEM (PERS) PROVIDERS

ACTION REQUIRED

EFFECTIVE DATE: DECEMBER 20, 2024

The Agency for Persons with Disabilities (APD) has worked with the iConnect vendor to develop an enhancement that allows providers, with an active authorization, to be notified that a service log does not exist within 30 calendar days of an authorization service end date.

Service Log Notification:

Agency and Qualified Organization (QO) owners along with solo service providers can delegate staff users to receive a tickler on their “My Dashboard” in iConnect within 30 days of a service authorization end date if there is no service log entered into iConnect for that service authorization. The tickler will serve as a reminder to input the provider documentation for services rendered into iConnect.

To ensure that these ticklers are delivered to the appropriate staff, service providers must assign the Service Log Notification position to the appropriate staff. Please review the new [Assigning the Service Log Notification Position to a Worker Job Aid](#) in the iConnect Provider Library.

For information on how to clear ticklers from your “My Dashboard” in iConnect, please visit the [June 2024 Helpful Tip](#).

Updates to the Workflow for Consumable Medical Supply (CMS), Durable Medical Equipment (DME), Environmental Accessibility Adaptations (EAA), and Personal Emergency Response System (PERS) Providers:

To allow this feature to benefit the Consumable Medical Supply (CMS) providers, Durable Medical Equipment (DME) providers, Environmental Accessibility Adaptations (EAA), and Personal Emergency Response System (PERS) providers, there are updates to the workflow of these services.

The providers impacted will utilize the following when inputting the Note into the client’s record:

Note Type = Service Provider Supporting Documentation

Note Sub Type = Consumable Medical Supplies or Durable Medical Equipment or Emergency Response System (Depending on the service being rendered.)

Description = Name of the documentation required for billing.

Status = Complete

Attachments = Invoice for the month

Note Recipient = Waiver Support Coordinator

The job aid, "[Documenting Personal Emergency Response Systems, Environmental Accessibility Adaptations \(EAA\), Durable Medical Equipment \(DME\), Consumable Medical Supplies \(CMS\), and Adult Dental Services as Notes](#)" has been updated in the iConnect Provider Library.

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December 20,2024