

PROVIDER ADVISORY #2022-009
PERSONAL SUPPORTS AND RESPITE PROVIDERS
CLARIFICATION REGARDING MANUAL EVV ACTIVITIES

EFFECTIVE DATE: IMMEDIATELY

This advisory serves as a reminder that providers of Electronic Visit Verification (EVV) services (Personal Supports and Respite) are to use the manual EVV activity functionality when direct service provider staff are unable to create an EVV Delivery in the APD iConnect EVV mobile site.

Qlarant reviews both uploaded and manual EVV activities. Submission of a Help Desk ticket for “unable to clock in/out” will have no bearing on a Qlarant review.

All providers of Personal Supports and/or Respite should notify all EVV workers that it is not necessary to call the Help Desk or to submit a ticket for issues related to “clocking in” or “clocking out.” Rather, EVV workers should contact their provider EVV manager and notify them of the need to submit a manual EVV activity record.

The Help Desk will no longer open tickets for callers reporting “clock in/clock out” issues. Any tickets submitted via the Help Desk ticketing system will be closed without a response.

For more information regarding manual EVV activities, please refer to the APD iConnect eLearning Library (<https://apd.myflorida.com/waiver/iconnect/evvinfo.htm>).