

PROVIDER ADVISORY #2023-027
**APD ICONNECT UPCOMING NEW SYSTEM FUNCTIONALITY LAUNCH – BEHAVIOR
SERVICE PROVIDERS AND REPORTING REACTIVE STRATEGIES
ACTION REQUIRED**

EFFECTIVE DATE: OCTOBER 6, 2023

The Agency for Persons with Disabilities (APD) is excited to announce new functionality that will be in APD iConnect effective **October 16, 2023**. As a network, we will utilize a 30-day timeframe from the date of go live (October 16, 2023) to provide a suite of opportunities to ensure you, as our valued partners, have the support you need as you utilize the outlined functionality for the first time. These opportunities include additional guided virtual training, availability for question and answer as well as on-site technical assistance. After this 30-day period is complete, we will reassess the needs of our stakeholders before transitioning into compliance monitoring for the new functionality within the iConnect system.

APD will initiate a full launch with all providers **with active service authorizations** for Behavior Services and Reactive Strategies as noted below. These providers shall begin using APD iConnect for service delivery beginning October 16, 2023.

- Behavior Analysis Service Providers
 - Functionality will be for provider documentation including service logs, behavior analysis assessments, behavior analysis service plans, behavior analysis quarterly reports, behavior analysis services eligibility, reactive strategies, and the communications necessary to ensure the plans and services are approved by APD.
- Behavior Assistant Service Providers
 - Functionality will be for behavior services provider documentation including service logs, quarterly reports, and reactive strategies forms and communications from APD.
- Providers live in APD iConnect who are also using Reactive Strategies
 - Functionality will be for reactive strategies forms and communications from APD.
- Behavior service functionalities for Waiver Support Coordinators
 - Functionality will be for all items listed above, new provider selections for these providers, new workflow wizards and communications using new note types within APD iConnect.

Per Appendix A in the iBudget Waiver Handbook, services provided after the implementation of APD iConnect must be entered into APD iConnect prior to billing. Upon the service implementation GoLive date, Qlarant will review documentation of service delivery in APD iConnect.

Required Training (new iConnect users):

Providers going live in APD iConnect should ensure they have completed the APD iConnect training modules in TRAIN Florida as indicated below:

Agency Owner/Designee Course Prerequisite:

- [APD iConnect Overview of Provider Record for agency owners](#) (required for all agency owners)

Course Prerequisites for all APD iConnect users:

- [APD iConnect Basics](#)(required for all users)
- [APD iConnect Roles, Permissions, Security, Multifactor Authentication](#) (required for all users)
- [APD iConnect Overview of the Consumer Record](#) (required for all users)

Service specific training is listed below (End-user training also available since October 2, 2023):

Behavior Analysis Service Providers

- Behavior Analysis service specific training includes the pre-requisite courses listed above and the following course modules:
 - [APD iConnect Provider Documentation for Behavior Services](#) (required for all Behavior Analysis Service Providers) and
 - [APD iConnect Behavior Analysis Service Workflows](#) (required for all Behavior Analysis Service Providers).
 - The Reactive Strategies YouTube video is linked here: [Reporting the use of Reactive Strategies](#) (required for all Behavior Analysis Service Providers)

Behavior Assistant Service Providers

- Behavior Assistant service specific training includes the pre-requisite courses listed above and the following course modules:
 - [APD iConnect Provider Documentation for Behavior Services](#) (required for all Behavior Assistant Service Providers).
 - The Reactive Strategies YouTube video is linked here: [Reporting the use of Reactive Strategies](#) (required for all Behavior Assistant Service Providers)

Reactive Strategies

- All providers who are authorized to implement reactive strategies and are actively using APD iConnect will need to complete this training to begin reporting the use of Reactive Strategies using APD iConnect. This training will remain available for providers who are not using APD iConnect at this time and will be provisioned later (for example: Group Home staff or Residential Nursing providers who must use reactive strategies). These providers will be required to report the use of reactive strategies in APD iConnect once they are onboarded into the system. Please begin reviewing the YouTube video linked here: [Reporting the use of Reactive Strategies](#)

Additional, in depth supplemental training for providers as indicated in [Provider Advisory 2023-025 Upcoming APD iConnect Training for Behavior Service Providers and Reporting Reactive Strategies](#) continues to be offered.

APD encourages all provider agency owners to remind staff of the TRAIN Florida requirements. We also encourage all providers to review the linked Provider Advisories found below:

<https://apd.myflorida.com/providers/advisories.htm>.

If a provider does not have an existing TRAIN Florida account, please refer to the [Provider Account Instructions](#) for account creation.

If the provider does have an account, but is not able to access due to an incorrect or lost password, please refer to the [Password Recovery Instructions](#).

If the provider attempts to sign in and receives an alert indicating that the individual has multiple accounts, please refer to the [Multiple Account Instructions](#) to obtain resolution.

Access to APD iConnect/Provisioning:

To plan for the implementation of the Behavior Services in APD iConnect on October 16, 2023, APD Regional provider enrollment staff will begin immediately working with providers who are not yet using the APD iConnect system to establish APD iConnect access. Providers will need to supply verification of an active Medicaid Waiver Services Agreement and proper identification. APD Regional staff will schedule the provisioning meetings via Microsoft Teams.

Once the user account request is entered, the provider will receive an email at the email address provided to APD during provisioning. This email will contain a link for the provider to complete the registration process for APD iConnect access. Once the link is accessed, providers must complete the registration process in its entirety. Providers who click on the link and do not complete the registration process at that time will be unable to return to the link to register. Additionally, this link will expire five days after it has been sent, so it is important that the provider accesses this link in a timely manner.

- If a provider (owner/designee) allows their link to expire, or if they (for any reason) do not complete the process of creating a user account, please contact the APD IT Help Desk (833- 400-3420, M-F 7:30-6:00pm Eastern time).
- If a provider (owner/designee) does not create their user account within 2 months, please call the APD Regional enrollment staff for assistance.
- If an agency provider's employees allow their link to expire, they need to contact their employer to have a new link sent to them. However, if they have an actual problem creating the user account, they will call the APD IT Help Desk (833-400-3420, M-F 7:30am-6:00pm Eastern time).

Enrolled providers of Behavior Services who do not have current service authorizations will need to contact the APD Regional provider enrollment staff to be provisioned and receive APD iConnect access once a service authorization has been issued.

Providers are encouraged to review the APD iConnect FAQ for additional information beyond the eLearning resources: <https://apd.myflorida.com/waiver/iconnect/faq/faqlanding.htm>

Providers who have any functionality or training questions can contact their Regional APD iConnect Trainer.