

PROVIDER ADVISORY #2023-031
UPCOMING ICONNECT TRAINING FOR RESIDENTIAL SERVICES PROVIDER GROUPS

EFFECTIVE DATE: DECEMBER 20, 2023

In preparation for the implementation of the upcoming functionality in the iConnect system, the Agency for Persons with Disabilities (APD) will begin a series of advisories that feature the following elements:

- Residential Services
 - Intensive Behavior and Enhanced Intensive Behavior Residential Habilitation
 - Standard and Behavior Focus Residential Habilitation
 - Residential Nursing
- Multi Option External Provider Interface
- System Build Update (includes a series of technology solutions to previously identified tickets)

Specifically relating to Advisory [Provider Advisory #2023-029](#), APD will provide iConnect Training from December 4, 2023 – January 5, 2024, in anticipation of Residential Services functionality going live in the system soon after. The provider types impacted are listed below, as well as additional details on the training and expected functionality rollout:

Intensive Behavior and Enhanced Intensive Behavior Residential Habilitation Providers:

- Training will be available regarding how to complete residential habilitation service provider documentation including daily attendance logs, implementation plans, quarterly summaries, staffing documentation, applications for behavior designations, submitting annual licensing applications, responding to Corrective Action Plans within iConnect and reporting reactive strategies.
- Training is currently available on completing behavior service provider documentation for the behavior analysis providers providing behavior oversight to the Intensive Behavior Residential Habilitation Providers. [Provider Advisory #2023-025 Upcoming APD iConnect Training for Behavior Service Providers and Reporting Reactive Strategies](#) details all the information included in these training modules.
- Service specific training includes the pre-requisite courses listed on page two (2) of this advisory and the following course modules:
 - [APD iConnect Provider Documentation for Behavior Services](#) (required for all intensive behavior residential habilitation providers – Behavior Analysis and Behavior Assistant staff)
 - [APD iConnect Behavior Analysis Service Workflows](#) (required for all intensive behavior residential habilitation providers – Behavior Analysis contractors/staff).
 - [Provider Documentation for Residential Habilitation and Life Skills Development 3 and 4 Providers](#) (required for all intensive behavior residential habilitation providers)
 - The [Residential Monitoring – Corrective Action Plans for Service Provider YouTube](#) video (required for all residential habilitation service provider)
 - The Reactive Strategies YouTube video is linked here: [Reporting the use of Reactive Strategies](#) (required for all intensive behavior residential habilitation providers).

Standard and Behavior Focus Residential Habilitation Providers:

- Training will be available regarding how to complete residential habilitation service provider documentation including daily attendance logs, implementation plans, quarterly summaries, staffing documentation applications for behavior designations, submitting annual licensing applications, responding to Corrective Action Plans within iConnect and reporting reactive strategies.

- Service specific training includes the pre-requisite courses listed on page two (2) of this advisory and the following course modules:
 - [Provider Documentation for Residential Habilitation and Life Skills Development 3 and 4 Providers](#) (required for all residential habilitation service providers).
 - The [Residential Monitoring – Corrective Action Plans for Service Provider](#) YouTube video (required for all residential habilitation service provider)
 - The Reactive Strategies training video is linked here: [Reporting the use of Reactive Strategies](#) (required for all behavior focus residential habilitation providers).

Residential Nursing Service Providers:

- Training will be available regarding how to enter provider documentation including daily progress notes, quarterly, and annual summaries into iConnect and attaching assessments and prescriptions to notes.
- Service specific training includes the pre-requisite courses listed below and the following course module:
 - [APD iConnect Provider Documentation for Therapeutic Providers](#)

The information listed above is provider specific training information. APD Staff will also receive training pertaining to Residential Monitoring Workflows, Initial Licensing Applications, and Annual Licensing Renewals during this timeframe.

Functionalities that launched during Sprints 1, 2, and 3 were Administrative Actions, Residential Planning workflows and Behavior Designations for APD staff to begin using and now these functionalities will be implemented in iConnect for Residential Providers.

In preparation for Residential Services functionality going live in the system, providers are required to establish their training accounts in the [TRAIN Florida website](#) and complete the following course modules. These videos are ready and available. See 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:

- [APD iConnect Provider Documentation for Behavior Services](#) (required for all intensive behavior residential habilitation service providers)
- [APD iConnect Behavior Analysis Service Workflows](#) (required for all intensive behavior residential habilitation service providers)
- [Provider Documentation for Residential Habilitation and Life Skills Development 3 and 4 Providers](#) (required for all residential habilitation agency owners)
- The [Residential Monitoring – Corrective Action Plans for Service Provider](#) YouTube video (required for all residential habilitation service provider)
- The Reactive Strategies training video: [Reporting the use of Reactive Strategies](#) (required for all residential habilitation service providers who need to use a reactive strategy)

In addition to the training links provided above, APD Regional trainers will offer training for providers between December 4, 2023 – January 5, 2024, in live webinar and classroom formats. Training invitations with specific details will be disseminated by the APD Regional trainers soon.

APD encourages all provider agency owners to remind their employees of the TRAIN Florida requirements and to review the linked Provider Advisories: <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 a TRAIN Florida 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 into TRAIN Florida 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 functionality in APD iConnect, 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 a.m. – 6:00 p.m. 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 7:30 a.m. – 6:00 p.m. Eastern time).

Enrolled providers 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>

APD continues to appreciate the commitment from its partners, providers, and stakeholders to serve Floridians with unique abilities. Should you have any navigation or training related questions regarding the new functionality, please don't hesitate to reach out to your designated iConnect trainer.