

PROVIDER ADVISORY #2024-015
ICONNECT LAUNCH FOR THE WORKER PORTAL FUNCTIONALITY AND
ICONNECT SYSTEM UPDATE-8.8.1 RELEASE

EFFECTIVE DATE: APRIL 22, 2024

The Agency for Persons with Disabilities (APD) is excited to announce that beginning today, April 22, 2024, the following new and optional functionality is live.

- **Worker Portal Functionality:** This functionality impacts all service providers including Qualified Organizations who add forms within the consumer's record and would like to use the Worker Portal. This functionality also impacts APD staff who would like to use the Worker Portal to add forms within the consumer's record.

The previous advisories, [Provider Advisory 2024-011](#) and [Provider Advisory 2024-013](#) contain detailed information regarding training. As a reminder, self-paced training is currently available in the TRAIN Florida platform. These training materials can be located here:

<https://apd.myflorida.com/waiver/iconnect/worker.htm>

Please note:

- When using the Worker Portal, the user can sign into the Worker Portal, download the needed data and complete the forms securely offline while at a remote location and then have the ability to upload the forms upon returning to the office.
- This functionality is optional to those who wish to utilize it.

iConnect System Update - Release Version 8.8.1

In addition to the Worker Portal functionality that is now live, the iConnect system has been upgraded with a new Release Version 8.8.1. This iConnect system update provides benefits to our valued stakeholders and these enhancements are a direct result of stakeholder feedback and help desk tickets received, which provides solutions to help elevate your experience with iConnect. The system update includes resolutions to EVV deliveries disappearing between starting and ending deliveries, resolutions to some users' encountering challenges when updating consumer demographics, and the system update includes the ability for users to remove multiple medications from one form at one time. System updates are reflected on our release notes section of our iConnect [System Enhancements and Updates webpage](#).

- Please note, these enhancements are available for all iConnect users and are automatic, with no action needed on your behalf. Should you have any questions, please contact the APD Help Desk at 833-400-3420 or your regional iConnect trainer.

Lastly, APD is excited to announce that effective today, the iConnect system has been updated to reflect statutory language, and all references to Waiting List are now Pre-Enrollment. This impacts primarily APD staff and some Waiver Support Coordinators once individuals are enrolled onto the waiver.

Please refer to previously released provider advisories on the [provider advisory site](#) for detailed information and resources regarding service specific training requirements, access to iConnect, and user provisioning. Currently all service providers are live in iConnect.

Providers are also encouraged to review the 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.