

**PROVIDER ADVISORY #2024-016**  
**PREPARATIONS FOR UPCOMING JULY 1, 2024, RATE INCREASES AND ENHANCEMENTS**  
**ACTION REQUIRED**

**EFFECTIVE DATE: MAY 29, 2024**

The Agency for Persons with Disabilities (APD) will be implementing a uniform rate increase for iBudget providers thanks to the leadership of Governor DeSantis and the support of the Florida Legislature (see the Laws of Florida, Chapter 2024-015) **which take effect on July 1, 2024**. Additionally, APD will be implementing enhancements and updates within the iConnect system to provide improvements for our end users based on direct feedback that has been received. Please see detailed information below regarding these updates:

**Rate Increases:**

As standard practice for rate increase changes in iConnect, the Plans and Budget tabs within the iConnect system will be temporarily unavailable beginning on May 30, 2024, at 5:30 p.m. EDT., to apply the approved rates and increase the budget amounts for clients with services impacted by the new rates **which will be effective on July 1, 2024, in iConnect**. If a client has an emergency need during this time, the Waiver Support Coordinator (WSC) or Consumer Directed Care Plus (CDC+) Consultant must call the Region for assistance.

On June 4, 2024, at 12:00 p.m. EDT., the Plans and Budget tabs will be restored so that WSCs and CDC+ Consultants can resume normal activities in iConnect. After the system update, the new rates will be applied for any upcoming service plans currently in the iConnect system for Fiscal Year (FY) 2024-2025.

If a client has recently been approved for a service not currently on the FY 2024-2025 cost plan, the WSC or CDC+ Consultant should add those services prior to 1:00 p.m. EDT on May 30, 2024, to ensure the budget is updated accurately.

Beginning June 4, 2024, at 12:00 p.m. EDT., providers who have been provisioned in iConnect can retrieve updated approved authorizations from within the iConnect system. Please note the prior authorization (PA) number will not change from the original authorization as this is just an update to the rate, and not a new authorization. WSCs should plan to share these updated authorizations with providers per the current process by June 14, 2024.

View the updated rates that will be effective July 1, 2024, here: [APD Provider Billing, Payments, & Rates](#).

As a resource, WSCs may utilize the [iConnect WSC Library](#) to reference all materials with instructions on how to complete these tasks. [Chapter 11: Cost Plan](#) of the iConnect Case Management Training Manual provides step by step instructions to update Cost Plans and Service Plans in addition to the TRAIN FL course Module entitled [APD – iConnect – Cost Plan and Budget](#).

**Enhancements and Updates:**

As a direct result of feedback received, APD is implementing the following enhancements on June 4, 2024:

New tickler notifications for authorization creation and updates will be available for users to stay current on the latest updates made to service authorizations. These notifications have been vetted with our stakeholder community and were sought after to improve communication of service authorization changes among the WSCs and providers and will now be implemented in iConnect as a direct result of this identified

need. These notifications will eliminate any delay between the service authorization creation or update, and communication with the service provider by triggering a notification.

- To ensure that these notifications are triggered to the appropriate staff, Service Providers must assign the Billing Agent position to the appropriate staff. Please review the job aid that will become available on our website on June 4, 2024. **NOTE:** It is recommended that Service Providers do not complete this step prior to June 4, 2024, to avoid the assigned Billing Agent receiving a notification for each service authorization that is impacted by the rate increases.

Additionally, enhancements will include greater ability to run reports and the creation of additional roles for system accessibility, plus other enhancements and updates. Further detail can be found on our iConnect [System Enhancements and Updates webpage](#). It is recommended to all users to review this webpage at the end of every month to keep up with all the ongoing updates and enhancements.

Please note, the enhancements listed on our iConnect System Enhancements and Updates webpage will be available for all iConnect users and will be 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 designated iConnect trainer.

Please check out the new iConnect Helpful Tips webpage for the Tip(s) of the month. Updates will be posted [here](#) on a monthly basis.

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.

Users are also encouraged to review the [iConnect FAQ](#) for additional information beyond the eLearning resources.

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.