

PROVIDER ADVISORY #2024-017
ICONNECT IMPLEMENTATION UPDATE AND ADDITIONAL GRACE PERIOD GUIDANCE

EFFECTIVE DATE: JUNE 26, 2024

The Agency for Persons with Disabilities (APD) would like to express appreciation to the provider community for your continued support and engagement regarding the iConnect system. Together, we have launched twelve (12) major functionalities over the past year, including the launch of the highly anticipated Worker Portal and enhancements relating to service authorizations. These updates would not have been possible without your input and collaboration to develop, inform, and test along the way. As we continue to invest together in technology and the role it plays to ultimately support the people we serve, we would like to provide the following updates:

- Continual system updates and enhancements can be found here: [System Enhancements and Updates webpage](#)
- Compliance monitoring and recoupment of funds: As indicated in the previously released [Provider Advisory #2024-012](#), we are providing additional information pertaining to a grace period for compliance monitoring and recoupment which will continue from July 1, 2024, through June 30, 2025. Monitoring will still be conducted for the purposes of data collection to inform future iConnect system decisions, and for enhanced technical assistance offerings and support.

Additional information regarding monitoring for all APD iBudget Waiver Services Providers can be found below:

- Documentation must still be maintained by providers.
- The contracted Quality Improvement Organization, currently Qlarant, will review and accept documentation found both in iConnect, and documentation submitted on paper or electronically outside of iConnect.
- Documentation that supports the standards outlined in Provider Discovery Reviews, is acceptable both in iConnect, or outside of iConnect, and will be considered “Met” with no associated recoupment required during the remediation process.
- If documentation is not found that supports the standards outlined in the Provider Discovery Reviews, either in iConnect, or outside of iConnect, citations will be issued, and recoupment will be required as applicable per the Provider Discovery Review (PDR) tools.
- Qlarant, with approval from the Agency for Healthcare Administration (AHCA) will issue updated procedures for reviewing documentation during this period.

Please contact the APD Regional Quality Assurance Workstream Lead should you have any questions or need any assistance. APD is committed to our continued partnership as we work together to empower individuals and their families to thrive and provide supports that further bolster a dynamic provider network.