

PROVIDER ADVISORY #22-005
IDENTIFIED BILLING DISCREPANCIES FOR
PROVIDERS OF PERSONAL SUPPORTS AND RESPITE

EFFECTIVE DATE: IMMEDIATELY

This advisory provides clarification to provider advisory #2021-016 “Qlarant Review Process for Providers of Personal Supports and Respite.”

This previous advisory indicated that providers of Personal Supports or Respite would be subject to a billing discrepancy if documentation of service delivery was not entered into APD iConnect effective April 2021. This is due to language in the iBudget Handbook Page A-1 Documentation, which says “Services provided after implementation of APD iConnect must be entered into APD iConnect prior to billing.”

Personal Supports/Respite Providers Without an APD iConnect Account

The APD Regional Offices have been actively working with providers of these services to remind providers of this requirement and to facilitate compliance. Personal Supports and Respite providers who are not currently documenting service delivery in APD iConnect and who do not have an APD iConnect account should immediately submit a [Help Desk](#) ticket to gain APD iConnect access.

Personal Supports/Respite Providers With Access Issues and Open Help Desk Tickets

Providers who are experiencing issues accessing APD iConnect, have submitted a help desk ticket, and are actively working with the APD Help Desk to establish access are not subject to recoupment for billing discrepancies noted during the Qlarant review process from July 1 2021- June 30, 2022 as long as the provider maintains documentation of service delivery in an alternate format until APD iConnect access is granted.

Personal Supports/Respite Providers Encountering “...Exceeds Units Authorized” Error Message

Additionally, providers who have been using APD iConnect for service delivery documentation and are currently experiencing issues of submission due to exhausting all available units in APD iConnect when services are being provided using multiple shifts will not be subject to a billing discrepancy nor recoupment from the period of July 1, 2021- June 30, 2022. Until this technical issue is resolved, these providers should use an alternate service code to submit documentation into APD iConnect. These procedures will be outlined in a separate advisory.

February 24, 2022

Provider Advisory #2022-005

Identified Billing Discrepancies for Providers of Personal Supports or Respite