

**PROVIDER ADVISORY #2020-003**  
**APD HELP DESK CONTACT INFORMATION UPDATE**

**EFFECTIVE DATE: IMMEDIATELY**

This advisory is intended to notify APD waiver providers of the new contact information for the APD Help Desk. Effective Monday, February 17, 2020, the APD Help Desk will have a new contact information. The new information is outlined below.

**APD Help Desk Toll Free Telephone Number: (833) 400-3420**

**APD iConnect Support Desk: (800) 353-5168**

**APD IT Support Services Website: [apdfloirida.zendesk.com](https://apdfloirida.zendesk.com)**