

PROVIDER ADVISORY #2020-019
UPDATE ON RESPITE AND PERSONAL SUPPORTS PROVIDER LAUNCH FOR APD ICONNECT
ACTION REQUIRED

Date: September 28, 2020

OVERVIEW:

In May 2020, APD began conducting training for Respite and Personal Supports providers in anticipation of the federal requirement that these providers must be using electronic visit verification (EVV) no later than January 1, 2021.

Starting the week of October 5, a pilot group of 60 providers with active service authorizations for Personal Supports who have completed the training and ID PASS process will be granted access to APD iConnect. This group includes providers from all six regions. Two weeks later, a second pilot group of providers with active service authorizations for Respite who have completed the training and ID PASS process will be granted access to APD iConnect.

After these two pilot groups have begun using APD iConnect, the remaining Respite and Personal Supports providers with active service authorizations will be granted access to APD iConnect once they complete the training and the ID PASS process. This will continue through the end of 2020.

Providers will be notified before their “go-live” date so that they can register to obtain APD iConnect credentials.

ACTION REQUIRED:

Providers of these services that are required to use EVV by January 1, 2021 (Respite and Personal Supports) are encouraged to complete a self-paced webinar at their convenience online here: [How to Use the APD iConnect EVV Mobile Site and Deliver a Service](#).

This interactive webinar includes:

- A refresher for direct care service providers on how to use the EVV mobile site
- An opportunity for providers to practice delivering an EVV service
- Instructions for providers and their staff to access the training EVV mobile site

Be sure to download the document that is included within the webinar. The first part of the webinar will demonstrate how to find the document. It will provide all the instructions needed to upload a delivery in the training EVV mobile site. Please access the training EVV mobile site immediately following the webinar. There is no need to wait for a follow-up email after completing the webinar.

Providers who complete this recorded webinar will not receive training credits.