

PROVIDER ADVISORY #2021-008
Zero Tolerance Training

EFFECTIVE DATE: May 28, 2021

Pursuant to both the iBudget Waiver Services Coverage and Limitation Handbook (Rule 59G-13.070, Florida Administrative Code (F.A.C.)) and Chapter 65G-2, F.A.C., APD-contracted waiver providers and their employees must complete the Zero Tolerance training prior to rendering services to APD clients. Effective immediately and until further notice, providers and direct care staff who experience delays in getting access to their TRAIN Florida learner accounts may take up to 30 days after the date of hire to complete the Zero Tolerance Training.

Providers are to maintain a copy of this Advisory along with documented proof of attempts to comply with the TRAIN Florida registration requirements in their personnel files for audit purposes to present to Qlarant at the time of Provider Discovery Reviews (PDRs), to APD licensing staff, and/or to Medicaid Program Integrity as needed.

Providers and their employees are to continue to follow the registration requirements to create their learner accounts to access required trainings in TRAIN Florida. The APD Training Portal provides tools, information, and resources to learn how TRAIN Florida accounts are created which are located at <https://apd.myflorida.com/providers/training/>.