

PROVIDER ADVISORY #2023-028
ICONNECT NEW SYSTEM FUNCTIONALITY LAUNCHES TODAY – BEHAVIOR SERVICE PROVIDERS AND REPORTING REACTIVE STRATEGIES
ACTION REQUIRED

EFFECTIVE DATE: OCTOBER 16, 2023

The Agency for Persons with Disabilities (APD) is excited to announce that beginning today, October 16, 2023, the following functionalities are live in the iConnect system for service providers:

- Behavior Analysis Service Providers
 - Provider documentation including service logs, behavior analysis assessments, behavior analysis service plans, behavior analysis quarterly reports, behavior analysis services eligibility, reactive strategies, and the communications necessary to ensure the plans and services are approved.
- Behavior Assistant Service Providers
 - Behavior services provider documentation including service logs, quarterly reports, and reactive strategies forms and communications.
- Providers live in iConnect who are also using Reactive Strategies
 - Reactive strategies forms and communications.
- Behavior service functionalities for Waiver Support Coordinators
 - All items listed above, new provider selections for these providers, new workflow wizards and communications using new note types within iConnect.

The iBudget Waiver Handbook requires that once functionality has been implemented into the iConnect system, providers are required to enter documentation for these services prior to billing. As referenced in [Provider Advisory 2023-027 APD iConnect Upcoming New System Functionality Launch - Behavior Service Providers and Reporting Reactive Strategies](#), APD will assess the needs of our stakeholders 30 days after implementation to allow for additional training and technical assistance opportunities, before transitioning to compliance monitoring for the new functionality within the iConnect system.

As part of training and communication, Behavior Health Providers have been notified to inform the WSC network when onboarding is complete.

Reactive Strategies

All providers who are authorized to implement reactive strategies and are actively using the iConnect system will need to complete the Reactive Strategies form within the consumer's record to begin reporting the use of Reactive Strategies using iConnect. Providers are required to take the Reactive Strategies training (as referenced in [Provider Advisory 2023-025 Upcoming APD iConnect Training for Behavior Service Providers and Reporting Reactive Strategies](#)) to begin documenting these Reactive Strategy forms.

Providers that are new to the iConnect system and are actively in process of onboarding will continue to document and submit Reactive Strategies per usual business operations.

Provider Selection Update for Waiver Support Coordinators (WSC):

WSCs will now create provider selections for Behavior Service providers. Once a provider has been selected for a Behavior Service, team members within that organization will be able to complete their documentation requirements. Please see the [Provider Selection Catalog](#) in the WSC Library.

Please refer to [WSC Advisory 2023-028 APD iConnect Upcoming New System Functionality Launch for WSCs – Behavior Services and Reporting Reactive Strategies](#) for instructions on what WSCs will need to do within the consumer records.

Please refer to [Provider Advisory 2023-027 APD iConnect Upcoming New System Functionality Launch - Behavior Service Providers and Reporting Reactive Strategies](#) for additional information.

APD continues to appreciate the commitment from its partners, providers, and stakeholders to serve Floridians with unique abilities. Should you have any navigation or training related questions regarding the new functionality, please don't hesitate to reach out to your designated iConnect trainer.