

**PROVIDER ADVISORY #2023-030**  
**UPCOMING APD ICONNECT TRAINING FOR SPECIFIC PROVIDER GROUPS WHOSE FUNCTIONALITY IS ALREADY EXISTNG IN ICONNECT**

**EFFECTIVE DATE: NOVEMBER 17, 2023**

In preparation for continued phased implementation of iConnect, the Agency for Persons with Disabilities (APD) is excited to announce that training is currently available through the [TRAIN Florida website](#) for the following provider types:

- Occupational Therapy Service Providers
- Physical Therapy Service Providers
- Respiratory Therapy Service Providers
- Speech Therapy Service Providers
- Dietician Service Providers
- Specialized Mental Health Counseling Service Providers
- Consumable Medical Supply Providers
- Durable Medical Equipment and Supply Providers
- Personal Emergency Response System Providers
- Environmental Accessibility Adaptation Service Providers
- Transportation Service Providers

This functionality initially launched in March 2023 as indicated in [Provider Advisory 2023-003 iBudget Florida Developmental Disabilities Waiver iConnect Pilot Program for Select Cohort of APD Providers](#). As referenced in this advisory, providers who did not participate in the pilot program would go live at a later date. APD appreciates the engagement of providers who participated in phase one of the implementation of this functionality.

Any providers listed above who are not currently utilizing iConnect as part of the pilot are required to complete the following trainings, based on service.

APD will announce upcoming live in-person training dates in the near future. Training is available now regarding how to enter provider documentation using iConnect for all the service providers listed below:

- Occupational Therapy Service Providers
  - Training regarding how to enter provider documentation including daily progress notes, quarterly, and annual summaries into iConnect and attaching assessments and prescriptions to notes.
  - Service specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
    - [APD iConnect Provider Documentation for Therapeutic Providers](#)
- Physical Therapy Service Providers
  - Training regarding how to enter provider documentation including daily progress notes, quarterly, and annual summaries into iConnect and attaching assessments and prescriptions to notes.

- Service specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
  - [APD iConnect Provider Documentation for Therapeutic Providers](#)
- Respiratory Therapy Service Providers
  - Training regarding how to enter provider documentation including daily progress notes, quarterly, and annual summaries into iConnect and attaching assessments and prescriptions to notes.
  - Service specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
    - [APD iConnect Provider Documentation for Therapeutic Providers](#)
- Speech Therapy Service Providers
  - Training regarding how to enter provider documentation including daily progress notes, quarterly, and annual summaries into iConnect and attaching assessments and prescriptions to notes.
  - Service specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
    - [APD iConnect Provider Documentation for Therapeutic Providers](#)
- Dietician Service Providers
  - Training regarding how to enter provider documentation including daily progress notes, quarterly, and annual summaries into iConnect and attaching assessments and prescriptions to notes.
  - Service specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
    - [APD iConnect Provider Documentation for Therapeutic Providers](#)
- Specialized Mental Health Counseling Service Providers
  - Training regarding how to enter provider documentation including daily progress notes, monthly summaries into iConnect and attaching assessments, treatment plan and prescriptions to notes.
  - Service specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
    - [APD iConnect Provider Documentation for Therapeutic Providers](#)
- Consumable Medical Supply Providers
  - Training regarding how to attach service logs (also referred to as invoices) to notes.
  - Service specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
    - [APD iConnect Provider Documentation for Adaptations, Equipment, Supplies, and Response Systems](#)
- Durable Medical Equipment and Supply Providers
  - Training regarding how to attach service logs (also referred to as invoices) to notes.
  - Service specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
    - [APD iConnect Provider Documentation for Adaptations, Equipment, Supplies, and Response Systems](#)
- Personal Emergency Response System Providers

- Training regarding how to attach service logs (also referred to as invoices) to notes.
- Service specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
  - [APD iConnect Provider Documentation for Adaptations, Equipment, Supplies, and Response Systems](#)
- Environmental Accessibility Adaptation Service Providers
  - Training regarding how to attach service logs (also referred to as invoices) to notes.
  - Service specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
    - [APD iConnect Provider Documentation for Adaptations, Equipment, Supplies, and Response Systems](#)
- Transportation Service Providers
  - Training regarding how to enter provider documentation including trip logs into iConnect.
  - Service Specific training includes the pre-requisite courses listed on page three (3) of this advisory and the following course module:
    - [APD iConnect Provider Documentation for Transportation Providers](#)

As a necessary step for utilizing the outlined functionality, providers are required to establish their training accounts in the [TRAIN Florida website](#) and to complete the following course modules. These videos are ready and available currently. Please see below:

**Agency Owner/Designee Course Prerequisite:**

- [APD iConnect Overview of Provider Record for agency owners](#) (required for all agency owners)

**Course Prerequisites for all APD iConnect users:**

- [APD iConnect Basics](#) (required for all users)
- [APD iConnect Roles, Permissions, Security, Multifactor Authentication](#) (required for all users)
- [APD iConnect Overview of the Consumer Record](#) (required for all users)

**Service Specific Training (available now):**

- [APD iConnect Provider Documentation for Adaptations, Equipment, Supplies, and Response Systems](#) (required for consumable medical supply providers, durable medical equipment and supply providers, personal emergency response system providers, environmental accessibility adaptation service providers)
- [APD iConnect Provider Documentation for Therapeutic Providers](#) (required for occupational therapy service providers, physical therapy service providers, respiratory therapy service providers, speech therapy service providers, dietician service providers, specialized mental health counseling service providers)
- [APD iConnect Provider Documentation for Transportation Providers](#) (required for transportation providers)

APD encourages all provider agency owners to remind their employees of the TRAIN Florida requirements and to review the linked Provider Advisories found below:

<https://apd.myflorida.com/providers/advisories.htm>.

If a provider does not have an existing TRAIN Florida account, please refer to the [Provider Account Instructions](#) for account creation. If the provider does have a TRAIN Florida account, but is not able to access due to an incorrect or lost password, please refer to the [Password Recovery Instructions](#).

If the provider attempts to sign into TRAIN Florida and receives an alert indicating that the individual has multiple accounts, please refer to the [Multiple Account Instructions](#) to obtain resolution.

#### Access to iConnect/Provisioning:

Once initial training is completed, providers are encouraged to complete the user provisioning process outlined within this section. Providers should communicate with the Waiver Support Coordinator requesting Provider Selections once access to iConnect is established.

APD Regional offices will begin immediately working with providers who are not yet using the iConnect system to establish iConnect access. Providers will need to supply verification of an active Medicaid Waiver Services Agreement and proper identification. APD Regional staff will schedule the provisioning meetings via Microsoft Teams.

Once the user account request is entered, the provider will receive an email at the email address provided to APD during provisioning. This email will contain a link for the provider to complete the registration process for APD iConnect access. Once the link is accessed, providers must complete the registration process in its entirety. Providers who click on the link and do not complete the registration process at that time will be unable to return to that link to register. Please note, this link will expire five days after it has been sent, so it is important that the provider accesses this link in a timely manner.

- If a provider (owner/designee) allows their link to expire, or if they (for any reason) do not complete the process of creating a user account, please contact the APD IT Help Desk (833-400-3420, M-F 7:30 a.m. - 6:00 p.m. Eastern time).
- If a provider (owner/designee) does not create their user account within 2 months, please call the APD Regional enrollment staff for assistance.
- If an agency provider's employees allow their link to expire, they need to contact their employer to have a new link sent to them. However, if they have an actual problem creating the user account, they will call the APD IT Help Desk (833-400-3420, M-F 7:30 a.m.-6:00 p.m. Eastern time).

Enrolled providers of these services who do not have current service authorizations, will need to contact the APD Regional provider enrollment staff to be provisioned and receive iConnect access once a service authorization has been issued.

Providers are encouraged to review the iConnect FAQ for additional information beyond the eLearning resources: <https://apd.myflorida.com/waiver/icontect/faq/faqlanding.htm>

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 this functionality, please don't hesitate to reach out to your designated iConnect trainer.