

**PROVIDER ADVISORY #2024-003**  
**UPCOMING ICONNECT LAUNCH FOR RESIDENTIAL SERVICES PROVIDER GROUPS**

EFFECTIVE DATE: JANUARY 18, 2024

The Agency for Persons with Disabilities (APD) is excited to announce that all providers with active service authorizations for Residential Services will go live in iConnect on **February 1, 2024**, including:

- Intensive Behavior and Enhanced Intensive Behavior Residential Habilitation
- Standard and Behavior Focus Residential Habilitation
- Residential Nursing

As a reference, please see [Provider Advisory #2023-031](#) that was provided on November 20, 2023, for information previously provided regarding implementation, training prerequisites, access to iConnect, and user provisioning.

While working closely with our stakeholder community, APD continues to assess provider and partner feedback related to the use of iConnect and will provide additional training, and enhanced technical assistance, including the availability of in-person customized assistance. As a direct result of feedback provided, and in an effort to align with upcoming functionality that works to streamline administrative activities, APD is announcing a grace period extending the effective date of compliance monitoring to **April 1, 2024**, for the service providers listed above.

**Effective April 1, 2024, we will transition into compliance monitoring for the new functionality within the iConnect system.**

As indicated above, APD is extending this grace period due to upcoming, planned, enhanced functionality through a multi-option External Provider Interface (EPI). The EPI functionality implementation has been accelerated for implementation, as a direct result from feedback provided by our stakeholders. The current EPI functionality is actively being tested with a select group of providers and our vendor, WellSky. This extended grace period will allow service providers to continue to work diligently to onboard and familiarize their organizations with the iConnect functionality now available and plan appropriately in anticipation of the EPI implementation. Please see [Provider Advisory #2023-032](#) and our [EPI page](#) for more information on the EPI.

As part of a continued effort to create efficiencies within the iConnect system, and as indicated in [Provider Advisory 2023-034](#), system upgrades are also available as of January 8, 2024.

Providers are encouraged to review the [iConnect FAQ](#) for additional information beyond the eLearning resources.

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.