

PROVIDER ADVISORY #2024-008
UPCOMING ICONNECT TRAINING FOR QUALITY ASSURANCE FUNCTIONALITIES

EFFECTIVE DATE: FEBRUARY 8, 2024

In preparation for the implementation of the upcoming functionality described below becoming available in the iConnect system, the Agency for Persons with Disabilities (APD) will provide iConnect training to all service providers for Quality Assurance which includes the following functions:

- Plans of Remediation
- Event Notifications

Please note, this functionality will impact all service providers including Qualified Organizations.

In addition to the self-paced training that will be available in the TRAIN Florida platform, APD will provide live webinar and classroom iConnect Training from February 19 – March 8, 2024, to train impacted providers on the new functionality and in anticipation of Quality Assurance functionality going live in the system soon after.

As stated above, all providers (including Qualified Organizations) will be impacted by the upcoming functionality that will be implemented. Changes include the following:

- Plans of Remediation identifying and responding to new note types and new ticklers in addition to updating the Corrective Action Plan (CAP) tab and items subpage, which houses the plans of remediation.
- Event Notifications identifying and responding to new note types.
 - These training manuals can be located here:
<https://apd.myflorida.com/waiver/iconnect/qalib.htm>

APD Regional trainers will offer training for providers between February 19 – March 8, 2024, in live webinar and classroom formats. Training invitations with specific details will be disseminated by the APD Regional trainers immediately following this advisory.

Please refer to previously released provider advisories on the [provider advisory site](#) for detailed information and resources regarding service specific training requirements, access to iConnect, and user provisioning.

Providers are also encouraged to review the iConnect FAQ for additional information beyond the eLearning resources: <https://apd.myflorida.com/waiver/iconnect/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 the new functionality, please don't hesitate to reach out to your designated iConnect trainer.