

PROVIDER ADVISORY #22-006
NEW SERVICE CODE FOR PERSONAL SUPPORTS AND RESPITE PROVIDERS

EFFECTIVE DATE: IMMEDIATELY

The purpose of this advisory is to alert Personal Supports and Respite providers of the establishment of a new service code. The service code 0000-WVR was developed for providers to document service delivery when rendering services beyond the authorized units on the service authorization and the provider does not intend to bill for these services.

APD has identified an issue in APD iConnect with providers of daily Personal Supports or Respite running out of units of service in APD iConnect if the service is being rendered using more than one shift of providers per day. This is recording as one unit being utilized per shift even though the shifts are being provided within one 24-hour period. APD is working with the vendor to resolve this issue. However, in the interim, APD is requesting that providers of daily Personal Supports and Respite who have run out of service units in APD iConnect use 0000-WVR when submitting provider documentation. **Providers who have remaining units should continue to document using the regular service code for the service until units are exhausted.**

Instructions are provided below:

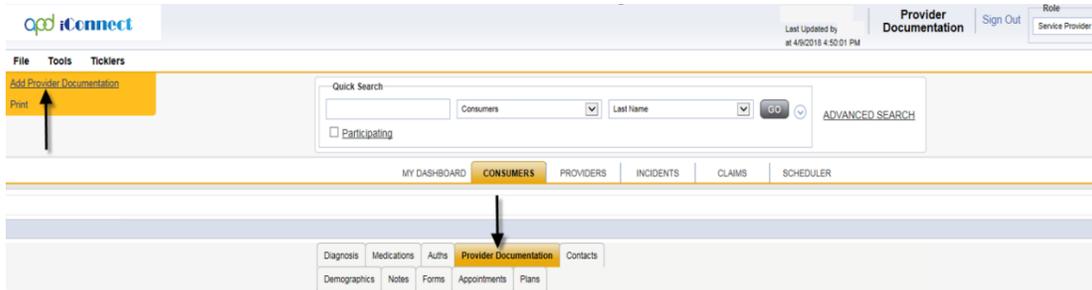
Temporary Workaround – Provider Documentation for Personal Support (EVV Exemptions) and Respite Day Rates

The steps contained in this document are to be completed by Respite Providers and Personal Support Providers (who meet the EVV exemptions) that are authorized for the Day Rate. These providers are documenting services within the Provider Documentation tab of the consumer's record.

This code will NOT work for Manual EVV activities.

*This **temporary workaround** is to be used when the Personal Support or Respite Provider has utilized all the authorized Day Rate units and can no longer save additional Service Logs due to providing services using multiple shifts.*

1. To begin, log into APD iConnect and set Role = Service Provider or Service Provider Worker. Click **Go**
2. Navigate to the consumer's record and click the **Provider Documentation** tab > click **File > Add Provider Documentation**



NOTE: You must create a new record for each day. There can be only one date on a Provider Documentation record.

3. The Provider Documentation Details page is displayed. Update the following fields:
 - a. Start Date: Defaults to today and is editable
 - b. Start Time: Enter start time.
 - c. End Date: Defaults to today and is editable
 - d. End Time: Enter end time.
 - e. Click Add
 - i. If you have **multiple times within the same day** (morning shift and evening shift for example), you can add more rows in the Activity Times section
 - ii. Remember, each day must be entered as a separate Provider Documentation record.

Activity Times					
Start Date *	Start Time	End Date *	End Time	Total Minutes	
02/19/2022	06:00 AM	02/19/2022	09:00 AM	180	Delete
02/19/2022		02/19/2022			Add

f. **DO NOT CHOOSE AN AUTHORIZATION!!!!**

02/19/2022

Authorization

Auth ID

Activity Details

Skip this!

Units *	1
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- n. Provider Documentation Type = Select the type of Documentation being added.
- o. Add Text to the Note Text box.



File

- Spell Check
- Save Provider Documentation
- Save and Close Provider Documentation
- Print
- Close Provider Documentation

Time	End Date *	End Time	Total Minutes	
00 AM	02/19/2022	09 00 AM	180	Delete
	02/22/2022			Add

Auth ID: PA Number:

Activity Details

Division: APD Worker*: Worker, Test
 Provider: A Test Provider Status: Pending

Activity Services

Service *: 0000-WVR Provider Additional Documentation Total Cost: \$0.00
 Units *: 1
 Rate: \$0.00
 Secondary Code: 0000-WVR
 Unit Type: Units

Documentation

Provider Documentation Type:

Service Log

Note *:

Document the details of the service provision here.

4. Click **File > Save and Close Provider Documentation.**