

**PROVIDER ADVISORY #2022-030**  
**TRAIN FLORIDA PROVIDER UPDATES**

**INFORMATIONAL**

**EFFECTIVE DATE: IMMEDIATELY**

The Agency for Persons with Disabilities (APD) encourages all provider agency owners to remind staff of the following provider training and TRAIN Florida requirements. We also encourage all providers to review the linked Provider Advisories. If you have any questions or concerns, please contact us at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org).

**TRAIN Florida Provider Accounts Requirements**

Per TRAIN.org requirements, TRAIN Florida learners can only have one account. All providers must follow the TRAIN Florida account creation instructions and are required to enter accurate provider information into the learner account profile. Please review [Provider Advisory 2022-025 TRAIN Florida Provider Account Creation](#) for additional information and provider account creation instructions. When learner account profiles are entered with inaccurate information they do not appear on the agency roster, and it may impact the Qlarant Provider Discovery Review (PDR).

**TRAIN Florida Provider Accounts Locked Due to Inactivity**

If the provider or provider staff person attempts to log in to TRAIN Florida and receives the message “Your account is locked due to inactivity,” please review [Provider Advisory 2022-028 TRAIN Florida Provider Account Update: Account Locked Due to Inactivity](#) and [Provider Advisory 2022-024 TRAIN Florida Password Requirements](#) for additional information and assistance.

**TRAIN Florida Provider with Multiple Accounts**

When providers and their staff create duplicate accounts, they do not have access to their accounts or all required trainings. The provider’s completed courses are required to be in one account. If the provider has multiple accounts, it may impact the Qlarant PDR. Please review [Provider Advisory 2022-026 TRAIN Florida Provider Multiple Accounts](#).

**APD Required Basic Training Requirements**

All providers must comply with the requirements regarding APD Basic Required Trainings by completing: 1) Direct Care Core Competency (once), 2) Zero Tolerance (every three years), and 3) APD HIPAA training (annually).

Below are links to the APD Training Plans. Click on the link and you will be re-directed to the TRAIN Florida Login page. Once you sign in, you will be on the APD Training Plan page.

- [APD - Direct Care Core Competencies](#)
- [APD - Zero Tolerance](#)
- [APD - HIPAA Basics](#)

## **The Requirements for All Waiver Providers Course is in TRAIN Florida**

Effective November 1, 2022, the Requirements for All Waiver Providers training course must be completed through TRAIN Florida. This training course is required for all providers and provider staff who render services through the iBudget waiver.

Below is the link to the Requirements for All Waiver Providers training course. Click on the link and you will be re-directed to the TRAIN Florida Login page. Once you sign in, you will be on the page that has the link to launch the course.

- [Requirements for All Waiver Providers](#)

## **The APD HIPAA Course is in TRAIN Florida**

[Effective August 1, 2022](#), all providers must take the APD Health Insurance Portability and Accountability Act (HIPAA) Basics training course annually in TRAIN Florida. New hires must complete the training within 30 days of providing services. Agency owners can use the staff TRAIN Florida transcript to help monitor this requirement.

## **Training Course Completions in TRAIN Florida**

All providers are required to review training presentations (videos) in their entirety, including the Florida Department of Health trainings and other public health trainings related to providing client services. APD and Qlarant have access to the TRAIN Florida Course Completion report, which shows if a provider does not watch the training presentations in their entirety prior to obtaining certificates.

## **Provider TRAIN Florida Contact Information**

We are available to help Monday - Friday, 8:00 a.m. – 5:00 p.m., except holidays. Email us at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org). If you are an APD provider or staff, please include your provider ID number in the body of the email.

Please **do not contact** the Public Health Foundation (PHF) or the Florida Department of Health regarding TRAIN Florida website questions. They will not respond to your emails. Instead, they will forward your inquiry to the TRAIN Florida APD Support Team, which delays getting a timely response to you.

Please visit the [APD Training Portal](#) for additional information and assistance.