

PROVIDER ADVISORY #2023-020
APD ICONNECT UPCOMING NEW SYSTEM FUNCTIONALITY AND GO-LIVE

ACTION REQUIRED

EFFECTIVE DATE: JULY 24, 2023

The Agency for Persons with Disabilities (APD) is excited to announce upcoming functionality that will be in APD iConnect on **August 21, 2023**. This functionality involves Life Skills Development Services. APD will initiate a full launch with all providers **with active service authorizations** for services noted below. These providers shall begin using APD iConnect for service delivery on August 21, 2023:

- Life Skills Development 1 – Companion
- Life Skills Development 2- Supported Employment
- Life Skills Development 3- Adult Day Training
- Life Skills Development 4- Prevocational

Per Appendix A in the iBudget Waiver Handbook, services provided after the implementation of APD iConnect must be entered into APD iConnect prior to billing. Upon the service implementation Go-Live date, Qlarant will review documentation of service delivery in APD iConnect.

Required Training:

Providers going live in APD iConnect should ensure they have completed the APD iConnect training modules in TRAIN Florida as indicated below:

- [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)
- [APD iConnect Overview of Provider Record for agency owners](#) (required for all agency owners)
- [APD iConnect Provider Documentation for Life Skills Development 1](#)
- [APD iConnect Provider Documentation for Life Skills Development 2](#)
- [APD iConnect Provider Documentation for Life Skills Development 3 and 4](#)
- Additional training for providers will be offered by the APD Regional trainers. Training invitations with specific details will be disseminated by the APD Regional trainers.

APD encourages all provider agency owners to remind staff 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 APD iConnect/Provisioning:

To plan for the implementation of Life Skills Development Services in APD iConnect on **August 21, 2023**, APD Regional provider enrollment staff will begin immediately working with providers who are not yet using the APD iConnect system to establish APD 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 the link to register. Additionally, 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 7:30-6:00pm 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 7:30am-6:00pm Eastern time).

Enrolled providers of Life Skills Development Services 1, 2, 3, and 4 who do not have current service authorizations will need to contact the APD Regional provider enrollment staff to be provisioned and receive APD iConnect access once a service authorization has been issued.

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

Providers who have any functionality or training questions can contact their Regional APD iConnect Trainer.