

PROVIDER ADVISORY #2025-012
UPDATE: iCONNECT AZURE MIGRATION AND EXTENDED DOWNTIME & NEW
LINK FOR LICENSED FACILITY APPLICATION REQUEST

ACTION REQUIRED

EFFECTIVE DATE: NOVEMBER 10, 2025

As a follow up to the previous [Provider Advisory 2025-009 iConnect Azure Migration and Extended Downtime](#), the Agency for Persons with Disabilities (APD) is excited to announce that the Azure Migration was completed successfully. It could take about 7 days (11/14/2025) before the iConnect system fully completes the data replication process. Some possible impacts are:

- Authorizations updated by Waiver Support Coordinators (WSCs) after midnight on 11/7/2025 or on 11/10/2025 once access is restored, may not be able to view the authorizations on the report until 11/14/2025. Providers will have access to their authorizations in iConnect; however, WSCs will not be able to send authorizations to Providers until around 11/14/2025.
- All other iConnect reports may not have the most current data until 11/14/2025.

The link to sign in to the [APD Direct User Portal](#), to access iConnect and other APD applications, has not changed. It is recommended to use this User Portal to sign into APD applications.

Effective immediately, as referenced on the [APD Provider Supports](#) website and as a result of this migration, the link to the Online Licensed Facility Application Request form has changed to the following:

<https://hssflapdprod.wellsky.com/assessments/?WebIntake=DE588ADD-286E-47FA-A5FF-06494042E9D8>.

To review the iConnect System updates and enhancements, please visit the [System Enhancements and Updates webpage](#).

APD continues to appreciate the commitment from its partners, providers, and stakeholders to serve Individuals with disabilities.