

PROVIDER ADVISORY #2025-016
/CONNECT DATA REPLICATION AND SERVICE AUTHORIZATION REPORT

ACTION REQUIRED

EFFECTIVE DATE: DECEMBER 23, 2025

The Agency for Persons with Disabilities (APO) is aware of an issue impacting data replication in the iConnect system. As a result, the Service Authorization Report in the APO Reporting Services application does not reflect service authorizations that have been created since December 21, 2025, at 6:30 PM EST. We are working with our vendor to resolve this issue as expeditiously as possible. In the meantime, providers who have access to iConnect can view service authorizations in the iConnect system by navigating to the "Auth" tab of the provider record, and once confirmed the new authorization exists in iConnect, can begin offering services immediately. If a provider has not yet become provisioned to iConnect, they can reach out directly to the client's Waiver Support Coordinator (WSC) to request the WSC share a screenshot or printed copy of the service authorization screen out of iConnect, so providers can begin offering services immediately.

For questions, please contact the client's WSC or APO Regional Waiver Liaison staff. Click [here](#) for APO staff contact information.