

PROVIDER ADVISORY #2026-011
APD INCIDENT MANAGEMENT PROVIDER PORTAL
INFORMATIONAL

EFFECTIVE DATE: IMMEDIATELY

The new Agency for Persons with Disabilities (APD) Incident Management System (IMS) Provider Portal is live and available for incident reporting. More than 1,000 users attended the IMS Provider Portal Training sessions and gave feedback on the new system. Please visit TRAIN Florida to view the [self-paced version of IMS Provider Portal training](#) to learn more about the Portal's features and functions.

The Provider Portal is a new and more efficient way of initiating and submitting incident reports, allowing providers to view active and historical incidents, upload documents, and conduct follow-up tasks assigned by APD. We are excited to bring you this modern and more efficient way of reporting incidents to APD and look forward to it being an important hub for incident reports and follow-ups in your organization.

Accessing the Portal-

Providers with iConnect credentials

- To use the Portal, all providers and their respective staff will need to be set up with new IMS roles through the ID PASS application. [Please see the attached job-aid on how to obtain ID Pass Credentials.](#)
- Once set up, you'll be able to access the Portal **URL** located within **CyberArk**, to get to the IMS Provider Portal landing page.
- Once on the IMS Provider Portal landing page, sign in and click **New Incident Report**.
- Complete the incident report fields and hit **Submit**.
- **Frequently Asked Questions** are located within the menu bar on the left side of the Portal. These are available to assist you with completing the report.

Providers without iConnect credentials

- Please contact your regional APD office to request ID PASS provisioning.

Incident Management System Assistance:

If you experience technical/functionality system-related issues, such as inability to access the system, page loading, system crashes, etc. contact the **APD Help Desk at (833) 400-3420 or at apd.help@apdcares.org**.

If you experience issues related to the process of inputting or submitting an incident report, please contact the State Office Incident Management Team at IMS.Help@apdcares.org.

Incident Reporting Requirements-

In addition to a new IMS Provider Portal, there are new incident reporting requirements in accordance with Section 65G-2.010(6) Florida Administrative Code (F.A.C.).

Critical Incidents

The critical incident categories are:

- **Unexpected Resident/Client Death:** The unexpected death of a resident or a client;
- **Sexual Misconduct:** Any sexual activity, as defined in section 393.135, F.S., between a covered person and a resident or client regardless of the consent of the resident or client, incidents of nonconsensual sexual activity between residents or clients, sexual activity involving any resident or client who is a minor; and nonconsensual sexual activity between a resident or client and any person in the community;
- **Missing Child/Incompetent Adult:** The unexpected absence or unknown whereabouts, beyond one hour, of a resident or client who is a minor or an adult resident or client who has been adjudicated incompetent;
- **Life Threatening Injury/Illness:** A resident or client has sustained a life-threatening injury or illness; A hospital admission as a result of a medication error;
- **Media Involvement:** Negative news media reports regarding the operation of the facility or the care of residents or clients;
- **Violent Crime Arrest:** The arrest of a resident or client for a violent criminal offense;
- **Covered Person Arrest:** The arrest of a covered person for a potentially disqualifying offense specified in section 393.0655, F.S.;
- **Verified Abuse Report:** The Department of Children and Families has made a finding of verified abuse, neglect, exploitation, or abandonment by the provider or the provider's employees;
- **Suspected or Confirmed Human Trafficking:** Suspected or confirmed human trafficking of a resident, participant, or client; or
- **Unattended in Vehicle:** Resident, participant, or client left in vehicle unattended.

Critical incidents must be reported to the Agency within **four hours** of becoming aware of the incident. If the incident is reported via email or phone, a complete Incident must be sent to APD, within one calendar day of the initial notification, via the IMS Provider Portal or Incident Reporting Form located on the APD website.

Reportable Incidents

The Reportable Incident Categories are:

- **Expected Death:** The death of a resident or client that does not constitute an unexpected death;

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- **Altercation:** Physical altercations occurring between a resident or client and a member of the community, a resident or client and direct service providers, or two or more residents or clients, that results in law enforcement contact;
- **Resident/Client Injury:** Any injury to a resident or client due to an accident, act of abuse, neglect or other incident that occurs or allegedly occurs while the resident or client is receiving services from a covered person that requires the resident or client to receive medical treatment in an urgent care center, emergency room or physician office setting due to injury that is being reported currently or requires admission to a hospital;
- **Non-Violent Crime Arrest:** The arrest of a resident or client for a non-violent offense while that resident or client is under the care of a provider or covered person;
- **Missing Competent Adult:** The unexpected absence or unknown whereabouts of a legally competent adult resident or client beyond eight hours;
- **Suicide Attempt:** Any act which clearly reflects the physical attempt by a resident or client to cause his or her own death;
- **Crisis Intervention Through Involuntary Commitment:** The commitment of a resident or client to mental health services pursuant to chapter 394, F.S., also known as the “Baker Act;”
- **Crisis Intervention Through Voluntary Commitment:** The commitment of a resident, participant, or client to mental health services through voluntary commitment;
- **Resident/Client Injury:** Injury of a covered person caused by a resident, participant, or client; or
- **ER/Hospitalization:** Any sudden onset of illness to a resident or client while receiving services from a covered person that requires the resident or client to receive medical treatment in an urgent care center, emergency room or physician office setting due to sudden onset of illness or requires admission to a hospital.

Reportable incidents must be reported to the Agency within **one calendar day** of becoming aware of the incident.

Follow-Up Reporting

All follow-up measures taken by a provider to protect a resident, participant, or client, gain control, remedy, or manage the situation must be noted on APD Incident Reporting Form through the IMS Provider Portal or email. Follow-up reporting must be completed and submitted to the Regional Office no later than **five calendar days** following the date the incident was reported. Ongoing follow-up information must be submitted to the Regional Office until the incident is resolved. If the initial incident report contains all necessary information for the initial and follow-up reporting, an additional follow-up is not necessary.

Follow-up documentation includes, but not limited to:

- All follow-up actions implemented by the provider.
- Preventative measures taken or initiated by the provider to prevent the recurrence of the same type of incident, when applicable.

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- Any follow-up activities related to medical, behavioral, additional support, etc. to ensure ongoing health and safety of the client.