

PROVIDER ADVISORY #2026-016
ICONNECT SERVICE DOCUMENTATION AND SERVICE AUTHORIZATION
GUIDANCE

ICONNECT USERS – ACTION REQUIRED

EFFECTIVE DATE: JULY 01, 2026

This advisory provides guidance for iBudget Waiver providers regarding documenting service provision and retrieving service authorizations from within the iConnect system.

STATUTORY REQUIREMENTS

Chapter 205-199, Laws of Florida, requires, *“As a condition of payment and before billing, persons or entities under contract with the agency to provide services shall use agency data management systems to document service provision to clients or shall maintain such information in its own data management system and electronically transmit it to the agency data management system in an industry standard electronic format designated by the agency. The agency may not require training on the use of agency data management systems by persons or entities that choose to maintain data in their own data management system, provided that they electronically transmit required information in a format and frequency designated by the agency.”*

The 2026-2027, Implementing the General Appropriation Act, requires, *“Waiver service providers will obtain authorizations for services through the current client data management system beginning July 1, 2026. The agency shall not begin compliance monitoring or recoupment of funds during the fiscal year.”*

RETRIEVAL OF SERVICE AUTHORIZATIONS IN ICONNECT

Per statutory requirements, providers are required to obtain service authorizations through iConnect. Providers who do not yet have iConnect access must contact the APD [Regional Provider Enrollment team](#) to complete the user provisioning process prior to October 1, 2026.

Providers can designate [Billing Agents within iConnect](#) so these workers receive automatic notification when service authorizations are added or updated.

APD has partnered with Qlarant and Agency for Health Care Administration (AHCA) on this process. For Provider Discovery Reviews (PDR), Qlarant will review service authorizations inside of iConnect for providers provisioned to access iConnect.

DOCUMENTATION REQUIREMENTS

The following information relates to quality assurance reviews occurring during Fiscal Year 2026-2027:

- Documentation must be maintained by providers pursuant to the [Developmental Disabilities Individual Budgeting Handbook \(iBudget Handbook\)](#), incorporated by reference into Rule 59G- 13.070, Florida Administrative Code.
- The contracted Quality Improvement Organization (QIO), Qlarant, will review and accept documentation found in iConnect or in a provider's own data management system.
- Documentation that supports the standards outlined in the QIO's Provider Discovery Reviews (PDR) is acceptable both in iConnect, or outside of iConnect, and will be considered "Met" with no associated recoupment required during the remediation process.
- If documentation is not found that supports the standards outlined in the QIO's PDRs, either in iConnect, or outside of iConnect, citations will be issued, and recoupment will be required as applicable per the PDR tools.
- Qlarant will issue updated procedures for reviewing documentation during this period.

ELECTRONIC VISIT VERIFICATION (EVV) PROVIDERS

The 21st Century Cures Act requires the use of an EVV system. Under Florida's State-Mandated External Vendor model, the use of iConnect's EVV system for service documentation is a federal requirement.

ICONNECT USE FOR OTHER PROCESSES

Please also note that providers and Waiver Support Coordinators (WSC) are able to use iConnect for processes including but not limited to:

- Remediation of QIO and monitoring reviews
- Notices of Non-Compliance
- Licensing applications
- Residential placement
- Expansion requests
- Reactive strategy reporting

ACTION STEPS FOR PROVIDERS

- Obtain service authorizations from iConnect.
- Providers who do not yet have iConnect access must complete user provisioning by October 1, 2026, as described above.
- Ensure documentation is maintained in accordance with the iBudget Handbook and PDR standards.
- Use iConnect or your own data management system (with required electronic transmission) for service documentation.
- EVV service providers must use iConnect's EVV system.

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For questions regarding service documentation, please contact the APD Regional Quality Assurance Workstream Lead. For questions regarding this advisory or to schedule a user provisioning call, please contact the Regional Provider Enrollment team. For your convenience, [this link directs you to a list of regions](#), where you can select your region to view the corresponding contact list.

More information about iConnect system updates and enhancements can be found here: [System Enhancements and Updates Webpage](#).