ONLINE APPLICATION SYSTEM (OAS) USER GUIDE

Applicant User Guide to Navigating the OAS

An explanation of the Online Application System (OAS)

Contents

Introduction

Pursuant to section 393.065, Florida Statutes, the Agency for Persons with Disabilities (APD) is required to develop and implement an online application system to support paperless, electronic submission of applications for services.

The Online Application System (OAS) has been designed to allow applicants to:

- Apply for services online
- Attach supporting documentation with the online application
- Receive an email confirmation to acknowledge receipt of the submitted application
- Check the status of their submitted application

This User Guide has been developed to assist applicants with the online application process.

User Account Registration

To begin the application process, applicants or their representatives will have to register for a secure account. This section will walk the user through the account registration and confirmation steps.

Note: After the user account has been created, it can be managed using the application link “Manage My User Account”.

APD has developed a Quick Guide to support applicants and their families through the application and crisis request process. Please use the Quick Guide: Applying for APD Services to learn about the documentation needed for an application submission. Please use the Quick Guide: Requesting Crisis Review to learn about the Crisis Waiver Enrollment criteria and documentation requirements.

Applicants or their representatives can access the OAS from any electronic device with internet access and a browser. This includes PCs, Apple devices, laptops, tablets, and Smart Phones.

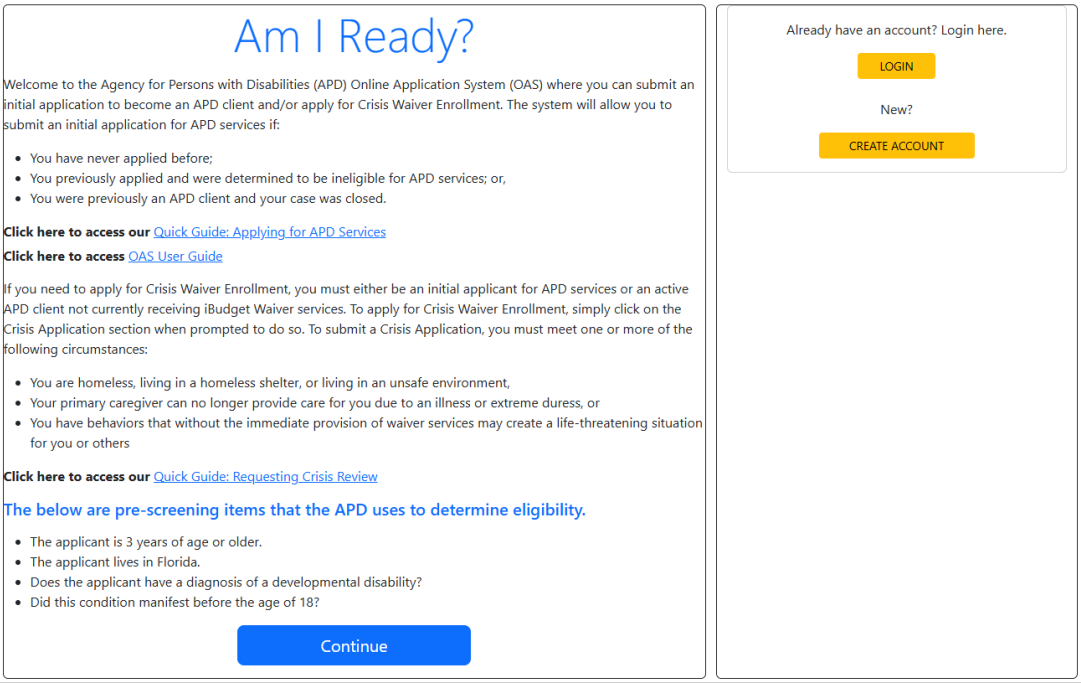
To begin, access the application at https://applynow.apd.myflorida.com/.

On the landing page, the applicant or their representative will see preliminary criteria to help them determine if they are ready to begin the application process.

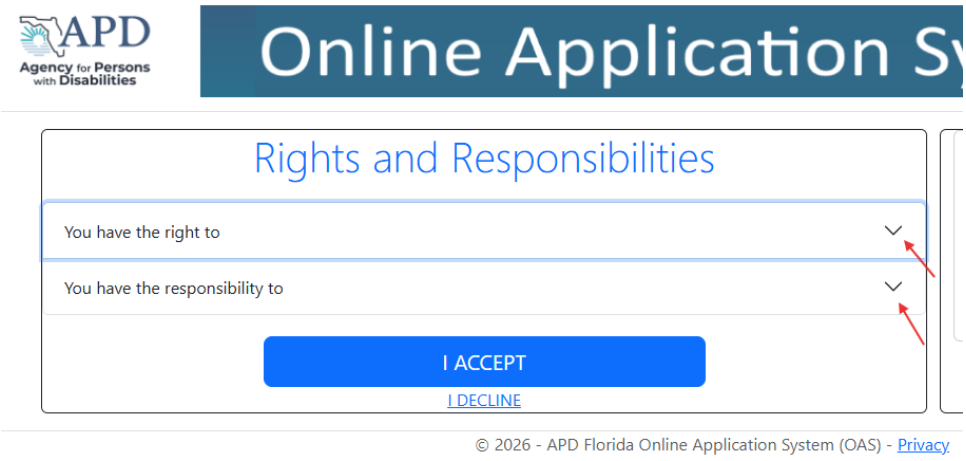
1. The applicant is 3 years or older.
2. The applicant lives in Florida.
    a. Examples of documents that may be used as proof of Florida residency include:
        i. Florida Driver's License or ID Card
        ii. Florida's Voter Registration Card
        iii. Florida's Court Filed Declaration of Domicile
        iv. Homestead exemption filing
        v. Mortgage or lease agreement
        vi. Employment/school records
3. The applicant has a developmental disability that presented prior to the age of 18.
    a. A developmental disability is at least one of the following diagnoses
        i. Intellectual disabilities (Full Scale IQ of 70 or below)
        ii. Severe forms of autism
        iii. Spina bifida cystica or myelomeningocele
        iv. Cerebral palsy
        v. Prader-Willi syndrome
        vi. Down syndrome
        vii. Phelan-McDermid syndrome
        viii. Tatton-Brown-Rahman syndrome, or
        ix. Individuals between the ages of 3-5 at high risk for a developmental disability

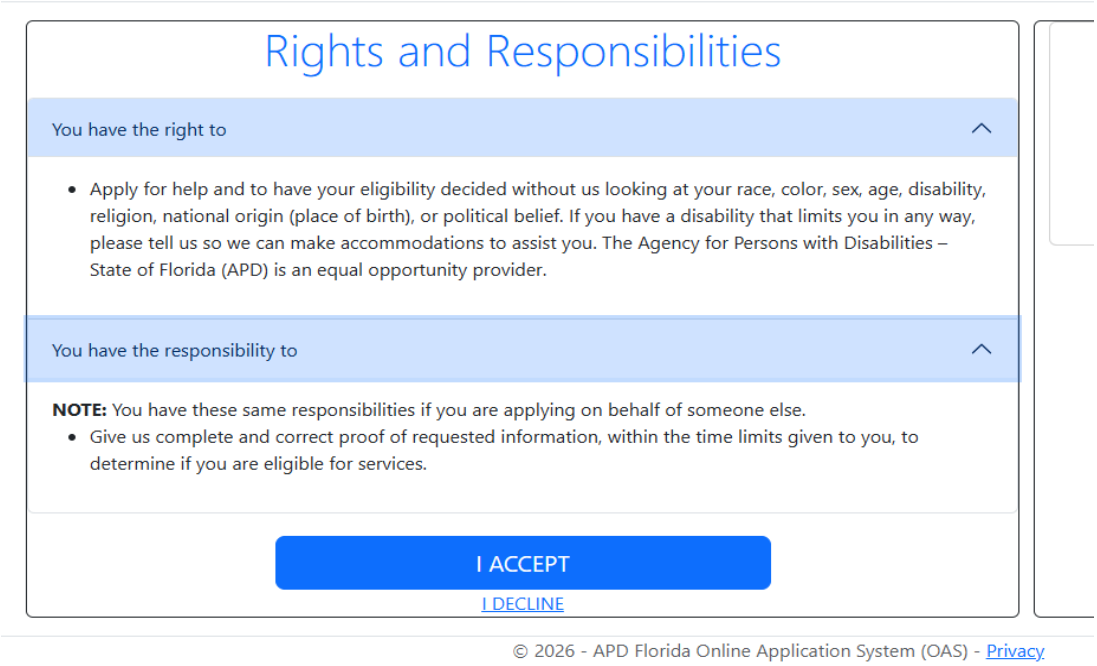
For more information about documentation needed when applying for services, please visit: https://apd.myflorida.com/services/guide.htm.

Upon starting the process, the “Am I Ready?” page will display information about how the application process works. Clicking the links will provide more information.

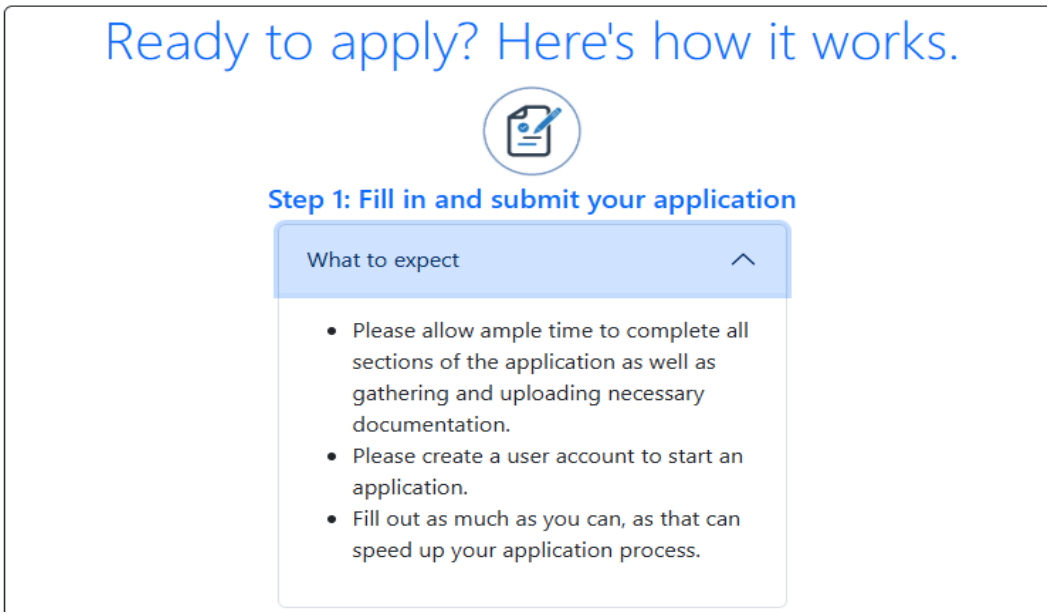


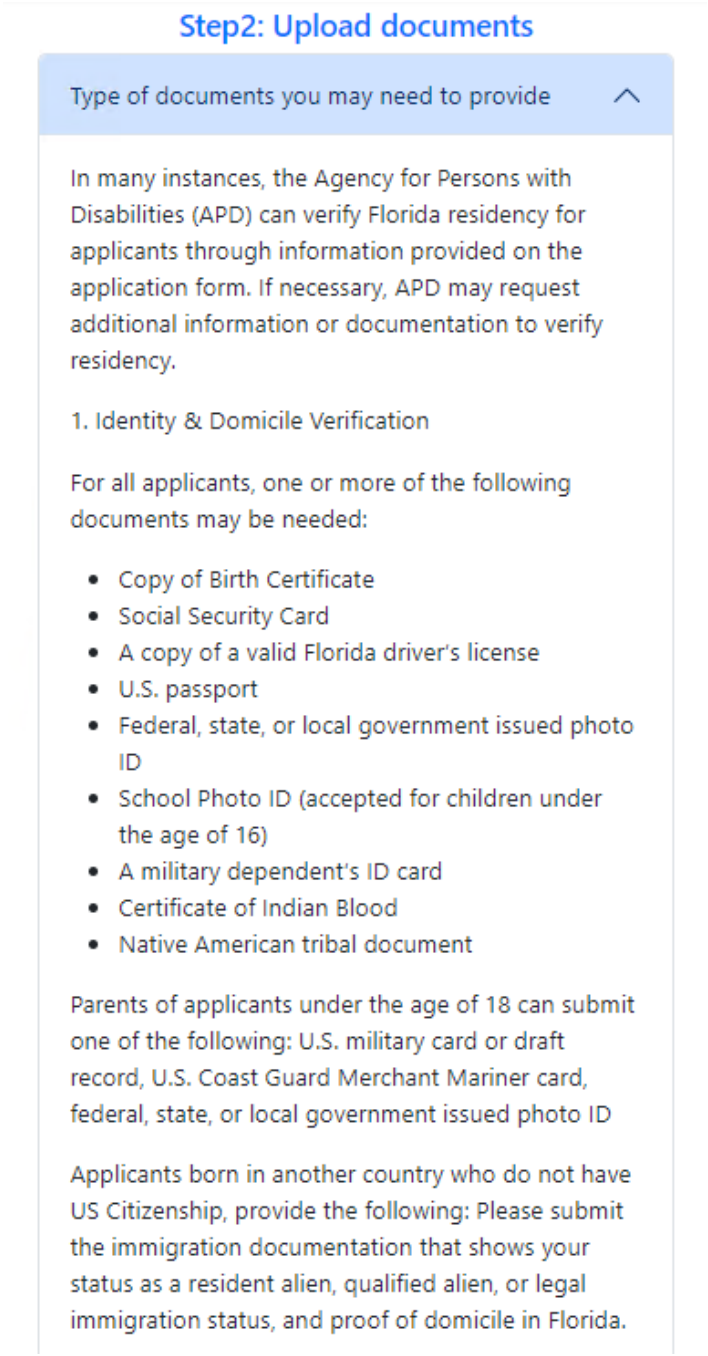
When the applicant or their representative is ready, they can click on the “Continue” button to review the Rights and Responsibilities of applicants. By clicking on the down arrows, the information regarding rights and responsibilities is displayed.

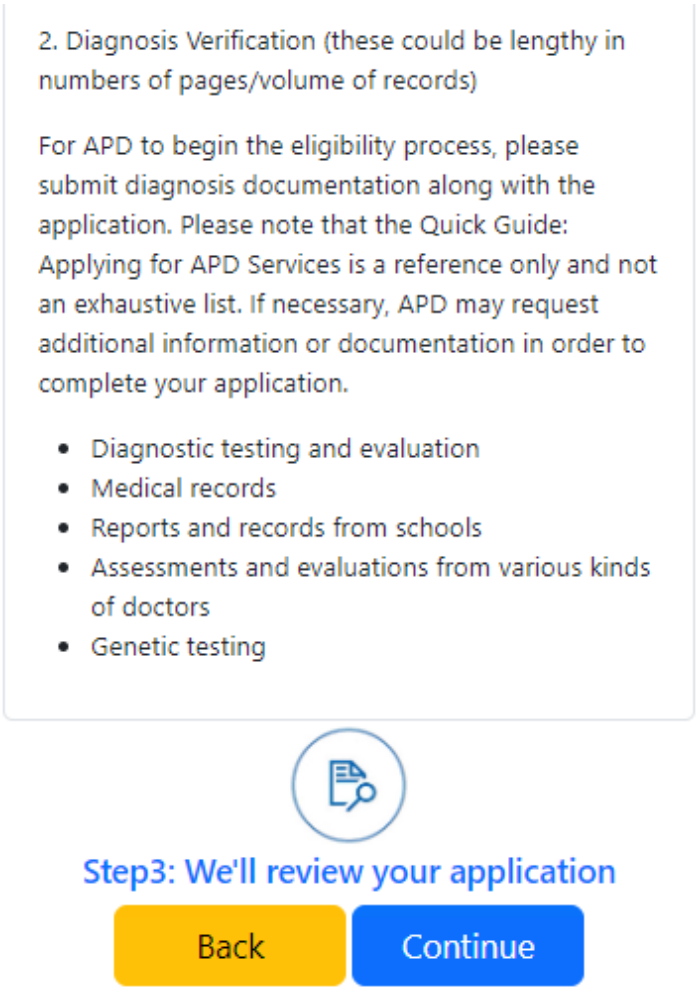




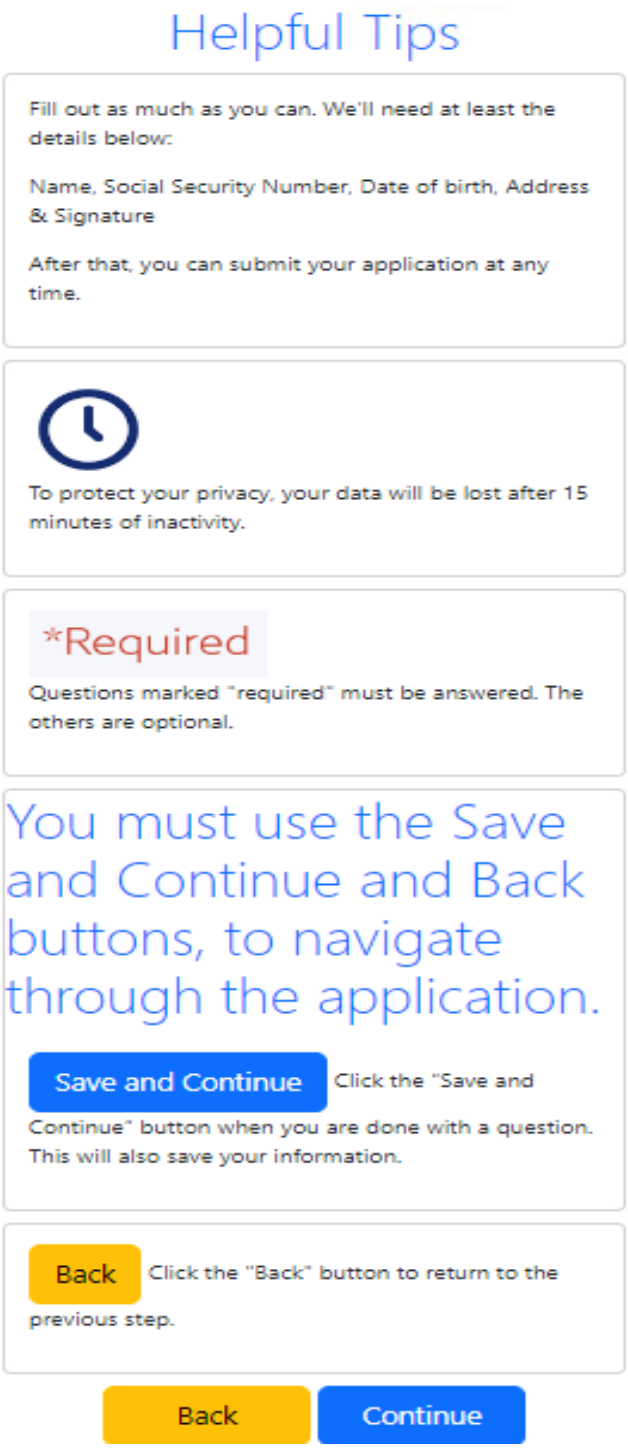
After reviewing this information click “I Accept” to proceed to the “Ready to apply? Here’s How it works.” screen. Clicking “I Decline” will take the user back to the “Am I Ready?” screen.




Step2: Upload documents
Type of documents you may need to provide
In many instances, the Agency for Persons with Disabilities (APD) can verify Florida residency for applicants through information provided on the application form. If necessary, APD may request additional information or documentation to verify residency.
1. Identity & Domicile Verification
For all applicants, one or more of the following documents may be needed:
Copy of Birth Certificate
Social Security Card
A copy of a valid Florida driver's license
U.S. passport
Federal, state, or local government issued photo ID
School Photo ID (accepted for children under the age of 16)
A military dependent's ID card
Certificate of Indian Blood
Native American tribal document
Parents of applicants under the age of 18 can submit one of the following: U.S. military card or draft record, U.S. Coast Guard Merchant Mariner card, federal, state, or local government issued photo ID
Applicants born in another country who do not have US Citizenship, provide the following: Please submit the immigration documentation that shows your status as a resident alien, qualified alien, or legal immigration status, and proof of domicile in Florida.



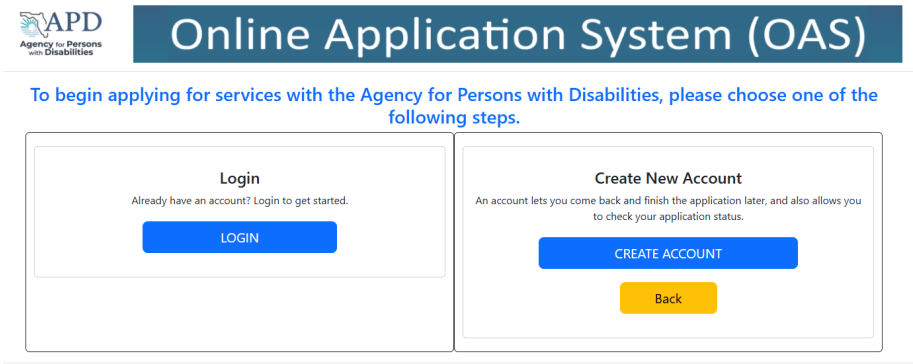
After reviewing all the information, click on the “Continue” button to advance to the “Helpful Tips” page.



After reviewing the “Helpful Tips” page, click the “Continue” button to login if an account has already been created, or click “Create Account” if one does not already exist.

Create a New Account

On the Login/Create New Account page, click the “Create Account” button.

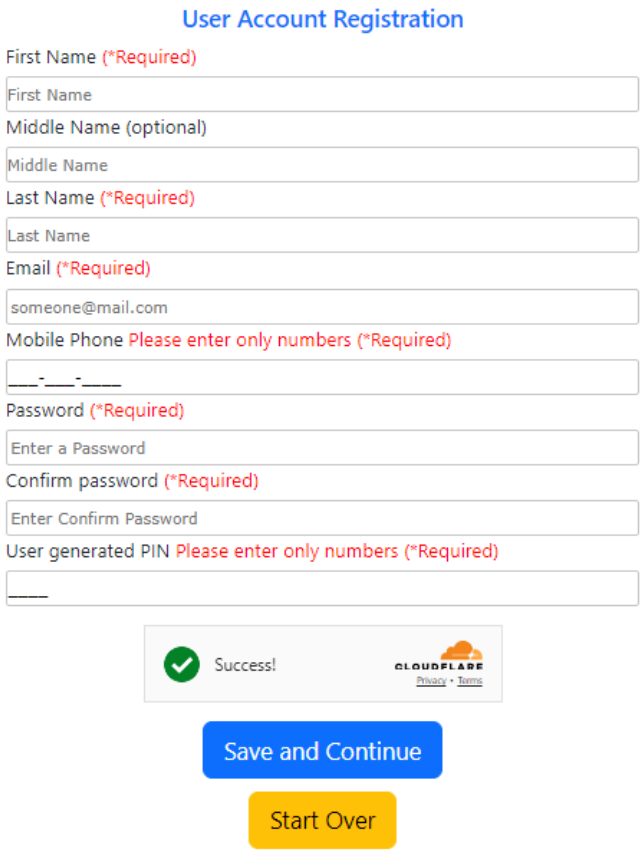


The User Account can be created with either the applicant’s name or the name of their legal representative. It is important that the person who uses the account will have access to the email address that the account is created with because a validation code will be sent to that email address. The validation code will have to be entered before the person requesting the account can move forward.

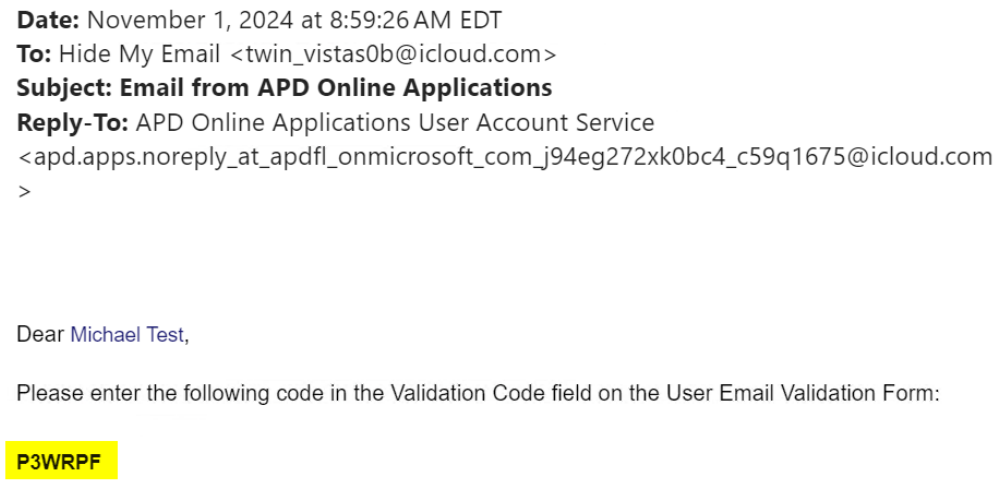
On the User Account Registration page, the account user will fill in all fields.

When completing this page, be sure to save the password so it can be accessed when logging in again.

The account user will need to select a PIN that will be remembered. This will be needed if phone calls are selected as the authentication method, or if assistance is needed with password resets.



The account user will receive an email with the validation code.

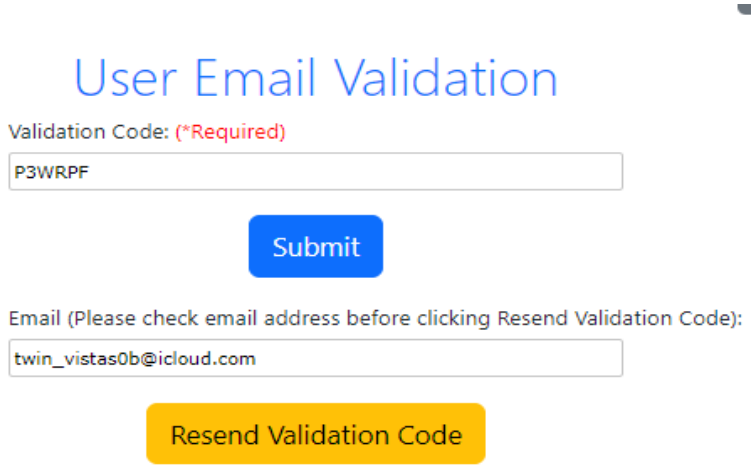


Date: November 1, 2024 at 8:59:26 AM EDT
To: Hide My Email <twin_vistas0b@icloud.com>
Subject: Email from APD Online Applications
Reply-To: APD Online Applications User Account Service <apd.apps.noreply_at_apdfl_onmicrosoft_com_j94eg272xk0bc4_c59q1675@icloud.com>

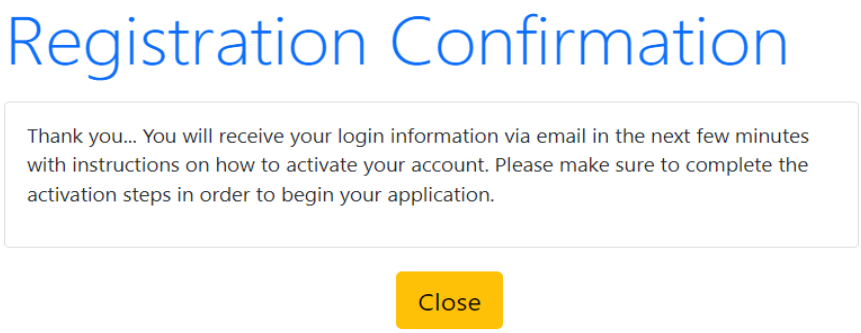
Dear Michael Test,

Please enter the following code in the Validation Code field on the User Email Validation Form:

P3WRPF

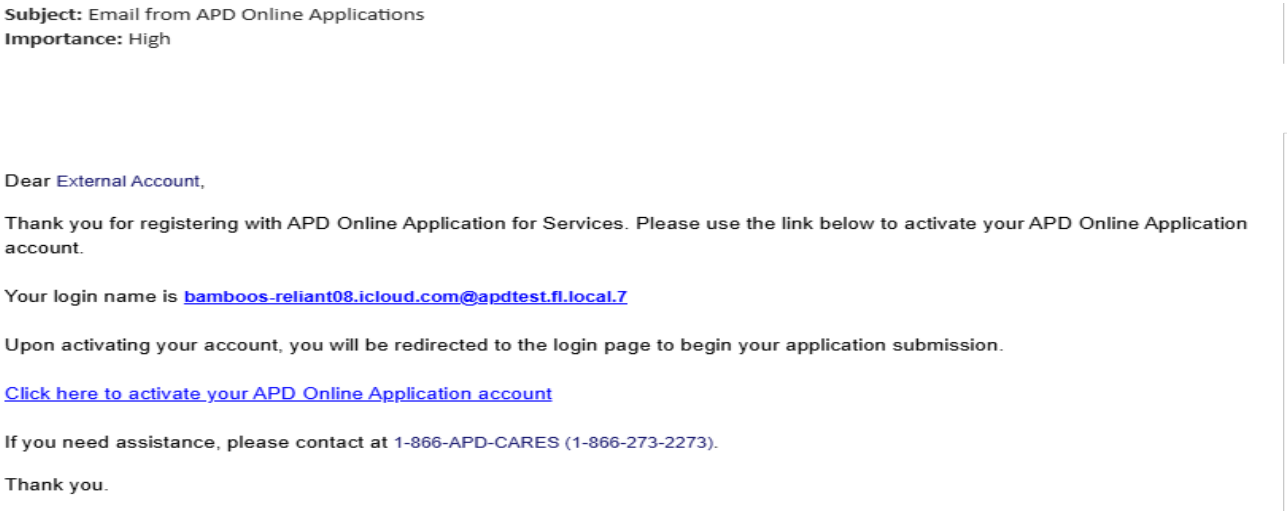


After validating the email, a confirmation screen will appear. This will advise them that they will receive an email with their login information.



The email will include the login name and the link to activate the account.

Follow the link to activate the account.

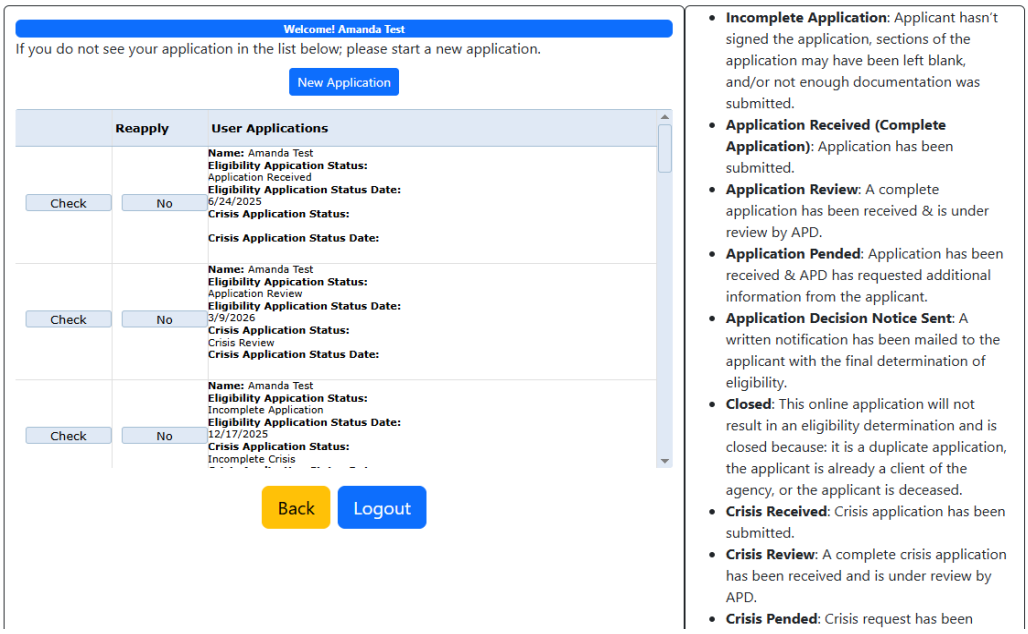


Logging In

Once the account has been activated, the user will be redirected to the User Portal. Enter the username from the email (if it is not pre-populated) and click “Next.”

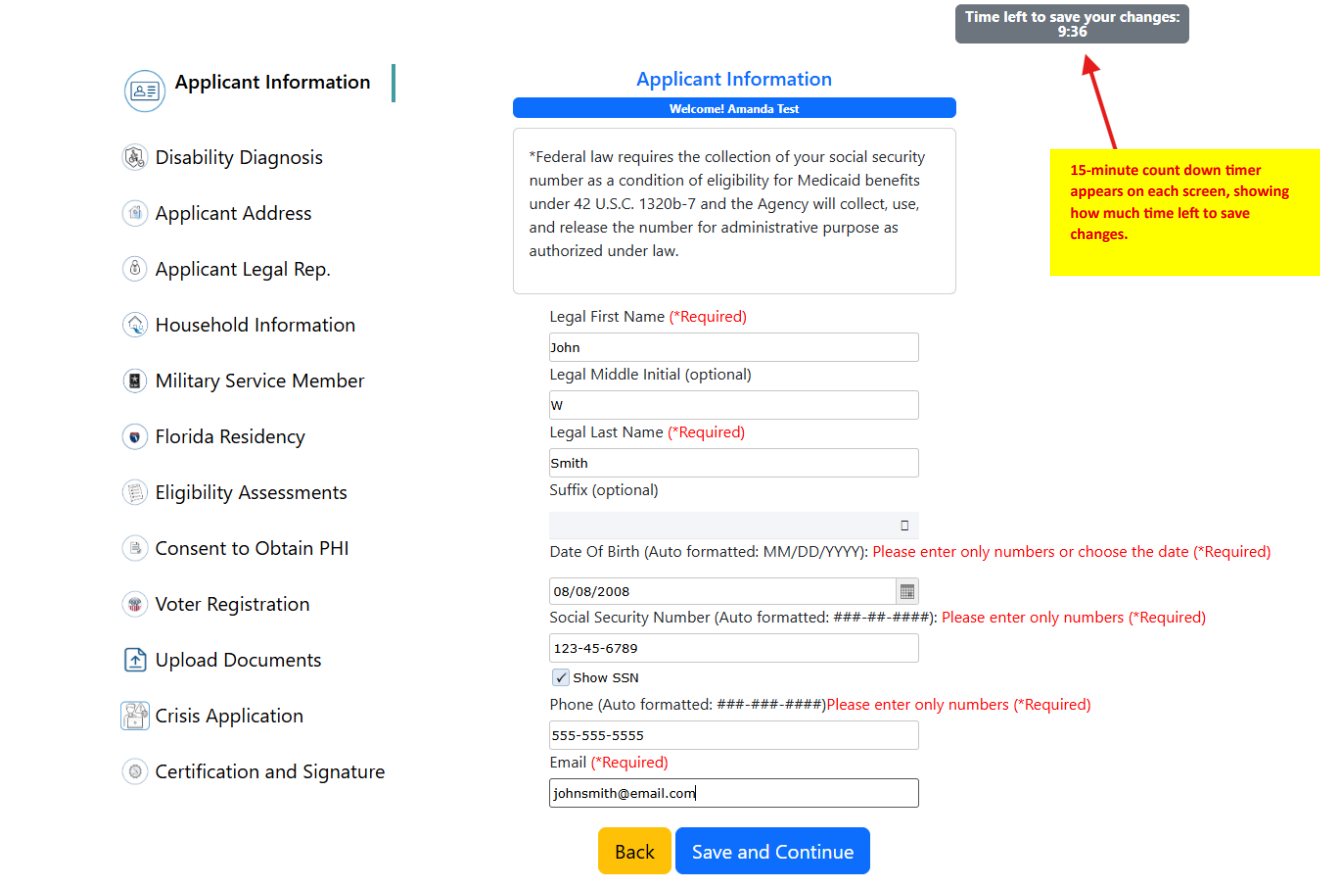
Enter the password created during User Registration and click “Next.”

Successful login will launch the OAS Welcome Page.

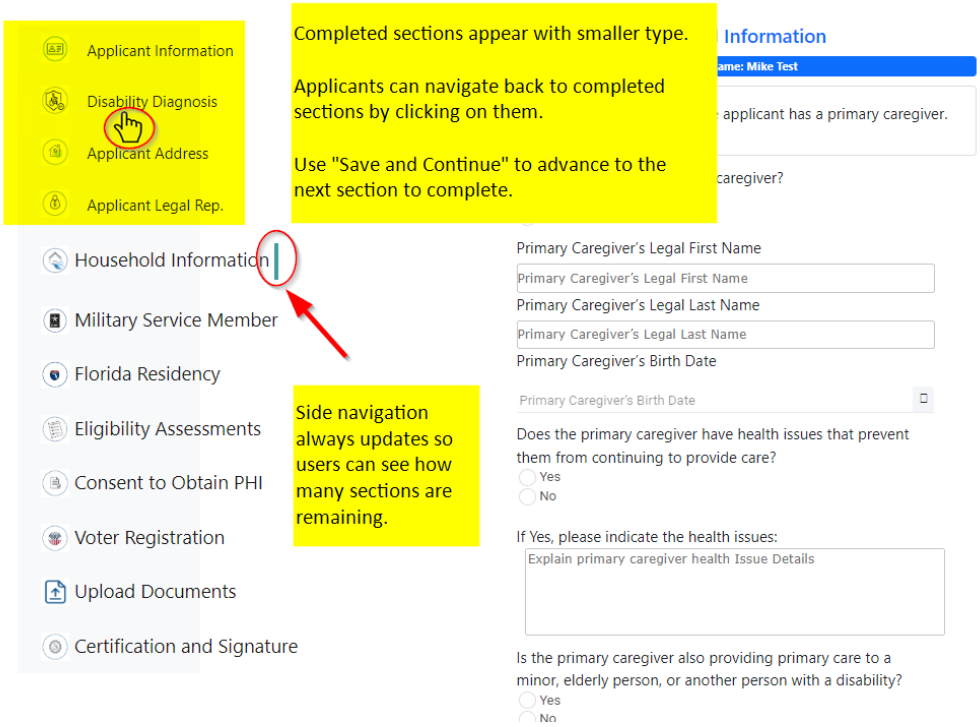


Navigational Tips

Additionally, once the application is started, applicants or their legal representatives will notice the application progress indicator on the left side of the page. This is a way of seeing where the account user is in the application and how many sections are remaining.



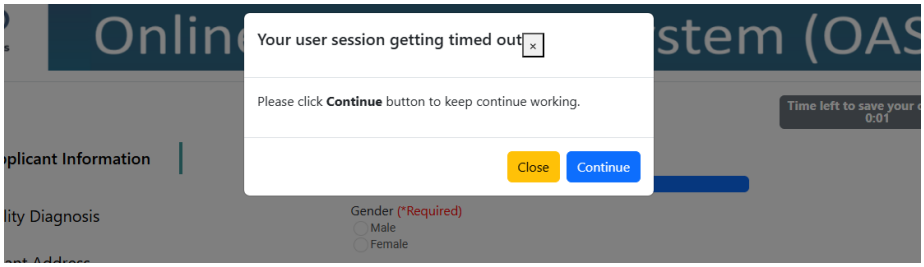
To navigate through the application, use the “Save and Continue” and “Back” buttons.



While completing the application, if the session has been inactive for 15 minutes, a prompt will appear on the screen. Click on the "Continue" button to continue working. The user will be returned to the page they were on to continue, and the timer will reset to 15 minutes.

However, if it has been more than 15 minutes since the last save, the next time the user clicks the "Save and Continue" button, they will be redirected back to the user portal to login again.

The information is saved each time a "Save and Continue" button is clicked. Thus, if any data is lost, it will only be the screen that was in progress at the time of the inactive period.

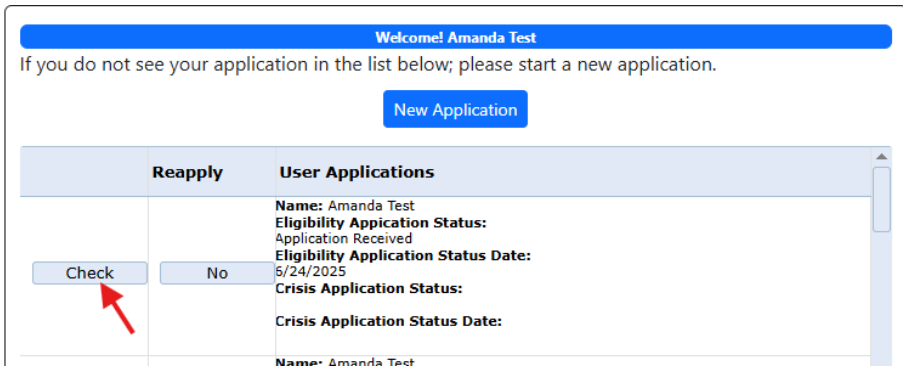


If the session is timed out, the Incomplete Application can be continued on the next login. See the “Returning to Complete an Application In-Progress” section below.

Returning to Complete an Application in Progress

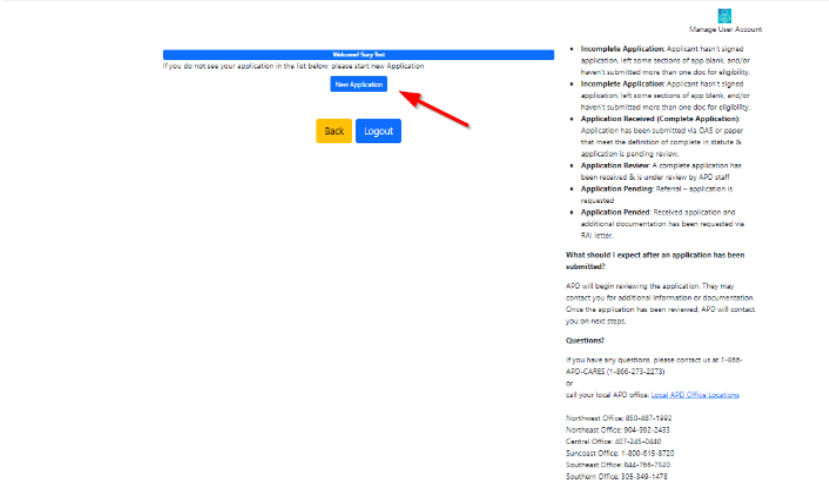
If at any time, the account user needs to step away from the application before submitting it, or they get timed out due to inactivity, they can log back in and pick up the application where they left off.

After logging in, the screen will show the landing page. On the landing page if there are any applications in progress, they will appear here and show their status.



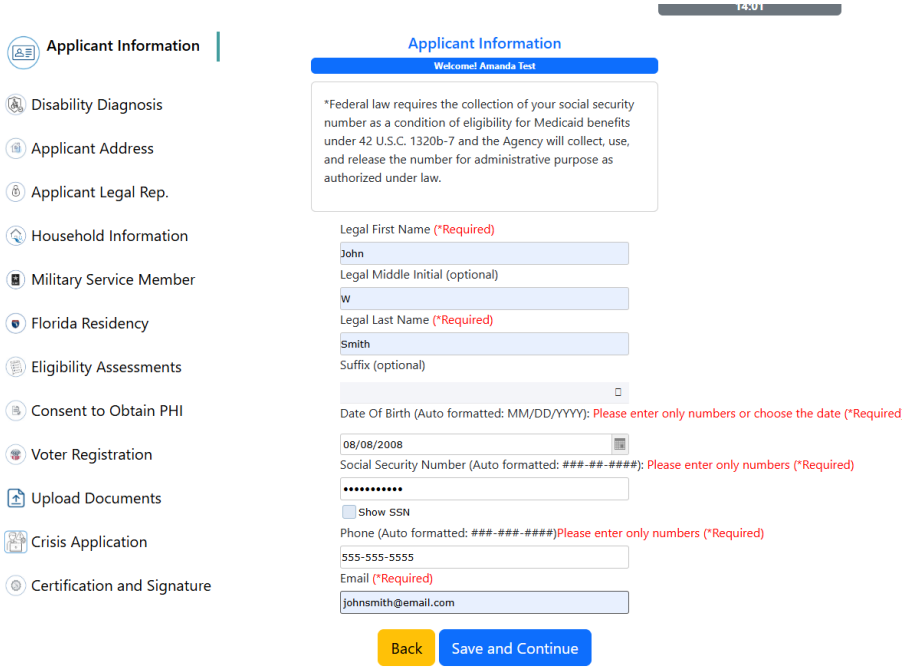
Completing the Application

On the first login to the OAS, users will see a “New Application” button. Click this to start the application. Additional information such as the definitions of the various statuses of an application and APD Regional contact information is listed on the right side of the page.

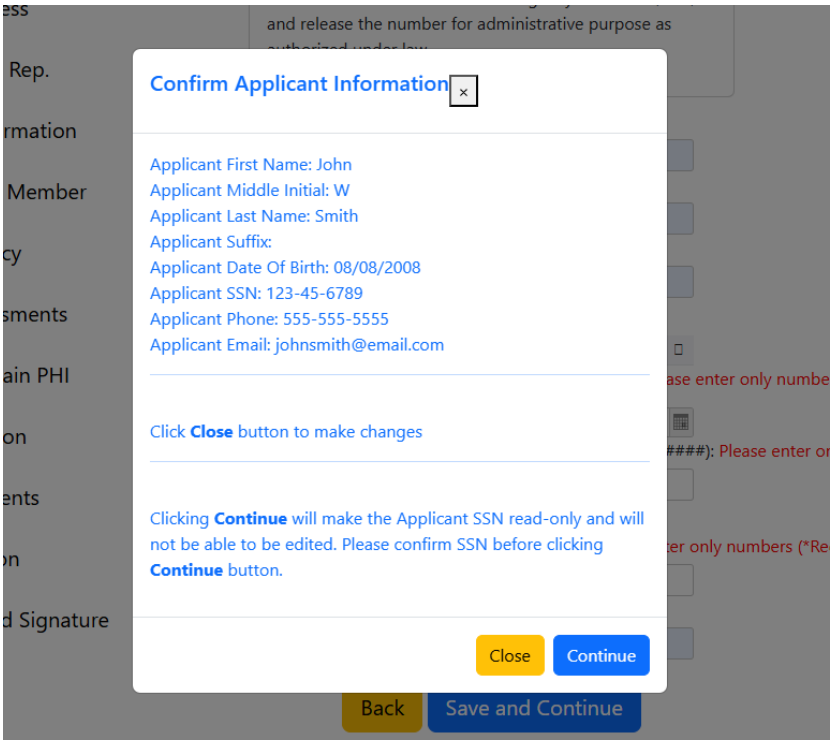


While completing the application, it is important to pay attention to the information being requested. If it is information about the applicant, it is important that the response pertains to the applicant only, not the legal representative who may be completing the application on behalf of someone else.

As each section is completed, click on the “Save and Continue” button.

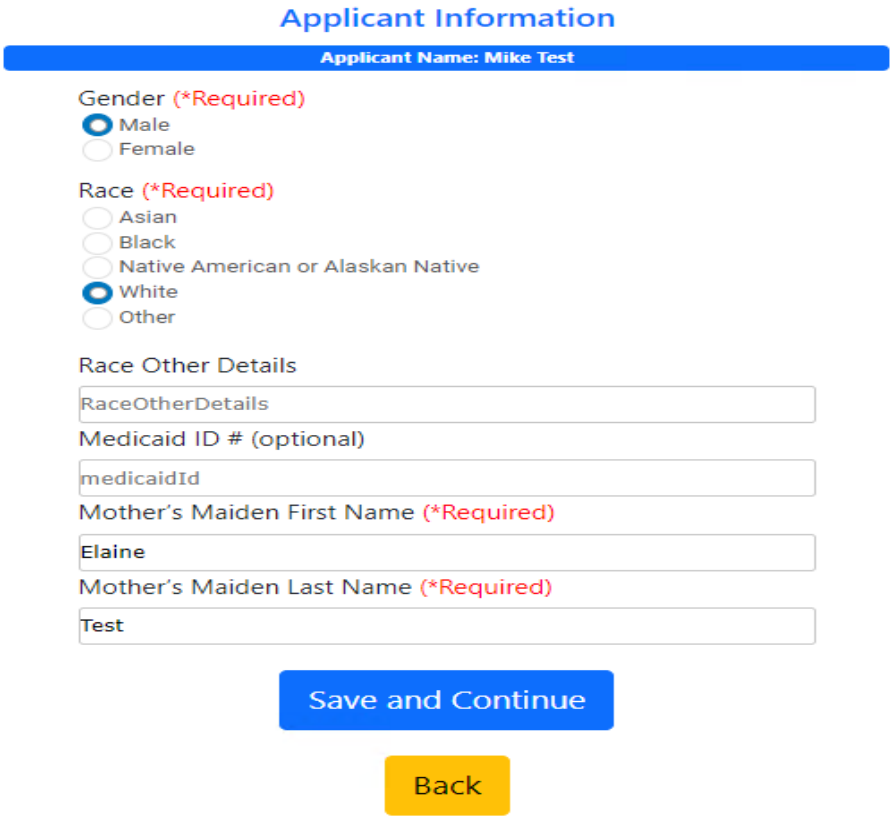


Once the “Save and Continue” button is clicked, the Applicant demographics information is displayed in a pop-up window to review and confirm.

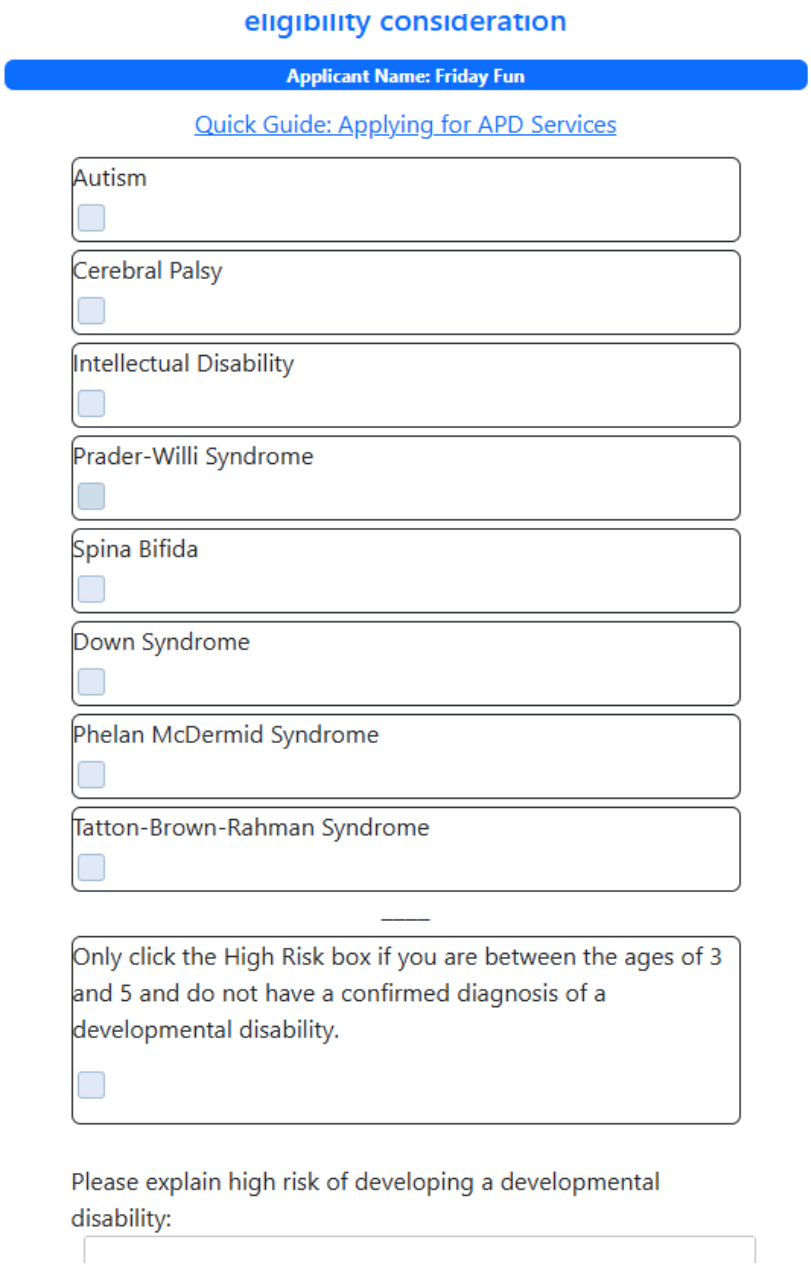


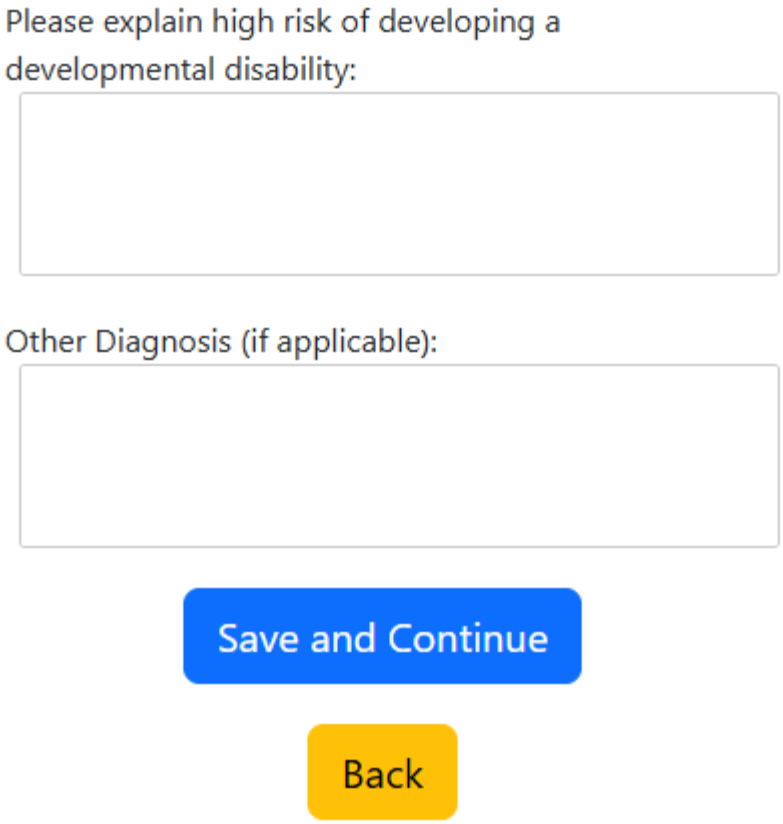
On the next screen, additional information about the applicant will be entered.

Note, gender, race, and the applicant's mother's maiden first and last names are required.

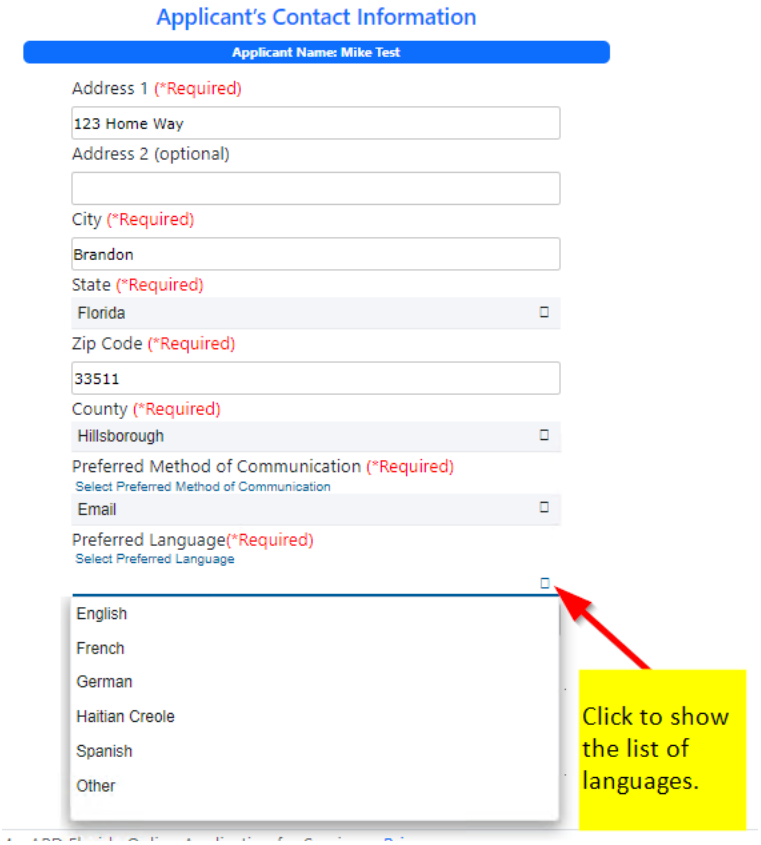


In the Disability Diagnosis section, select the diagnosis under which the applicant is applying. More than one diagnosis can be selected, if applicable.



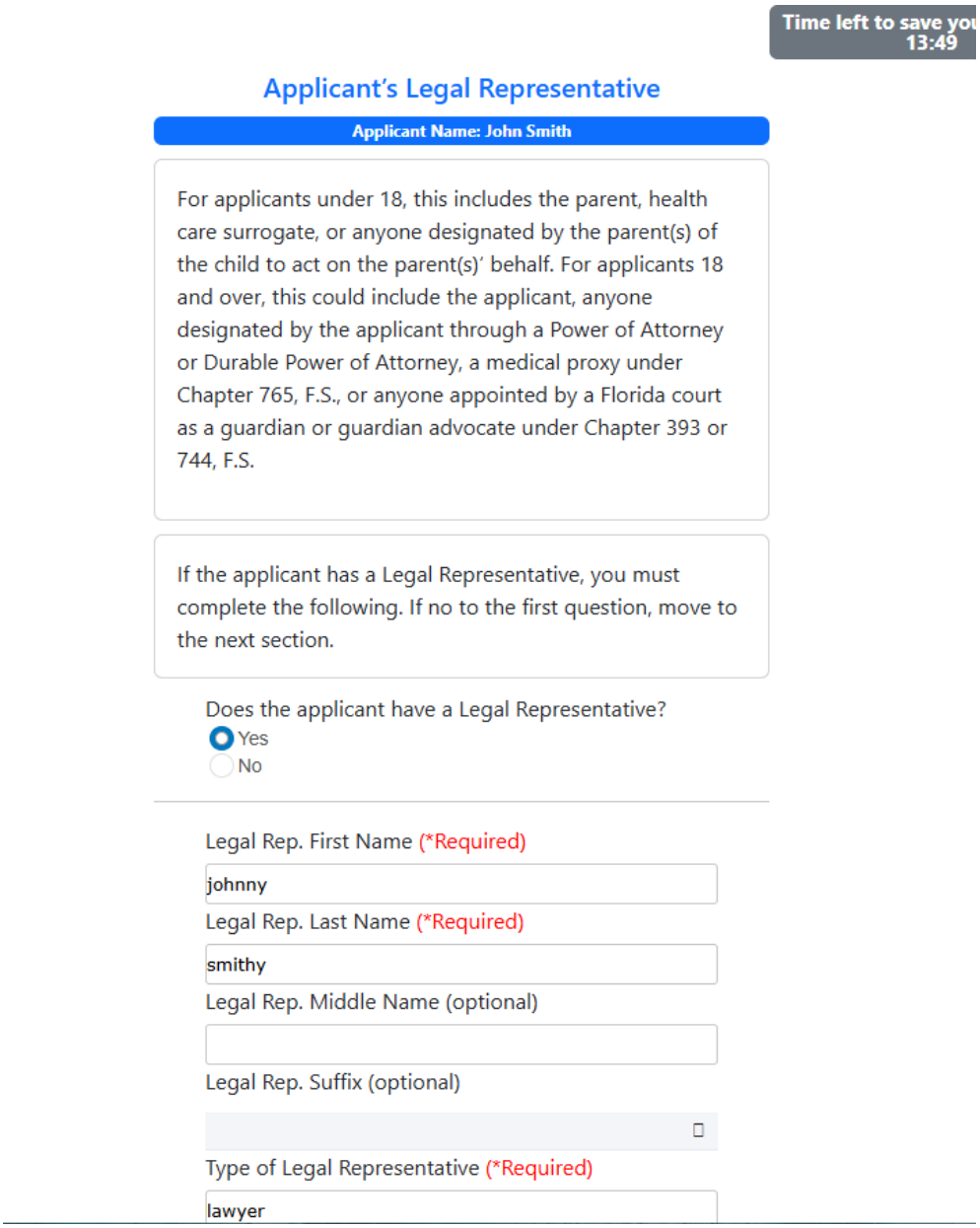

Please explain high risk of developing a developmental disability:
Other Diagnosis (if applicable):
Save and Continue
Back

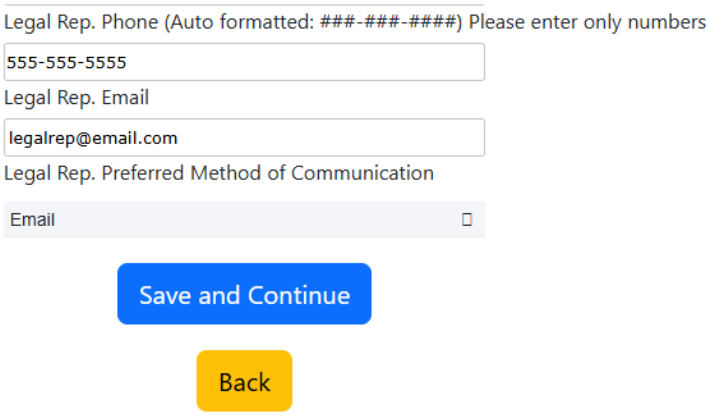
When completing the “Applicant’s Contact Information” page, it is critical to list the address and county where the applicant physically resides.



The “Legal Representative” page is optional, as applicants may be their own representative. If the applicant does not have a legal representative, click the “Save and Continue” button and proceed to the Household Information Section.

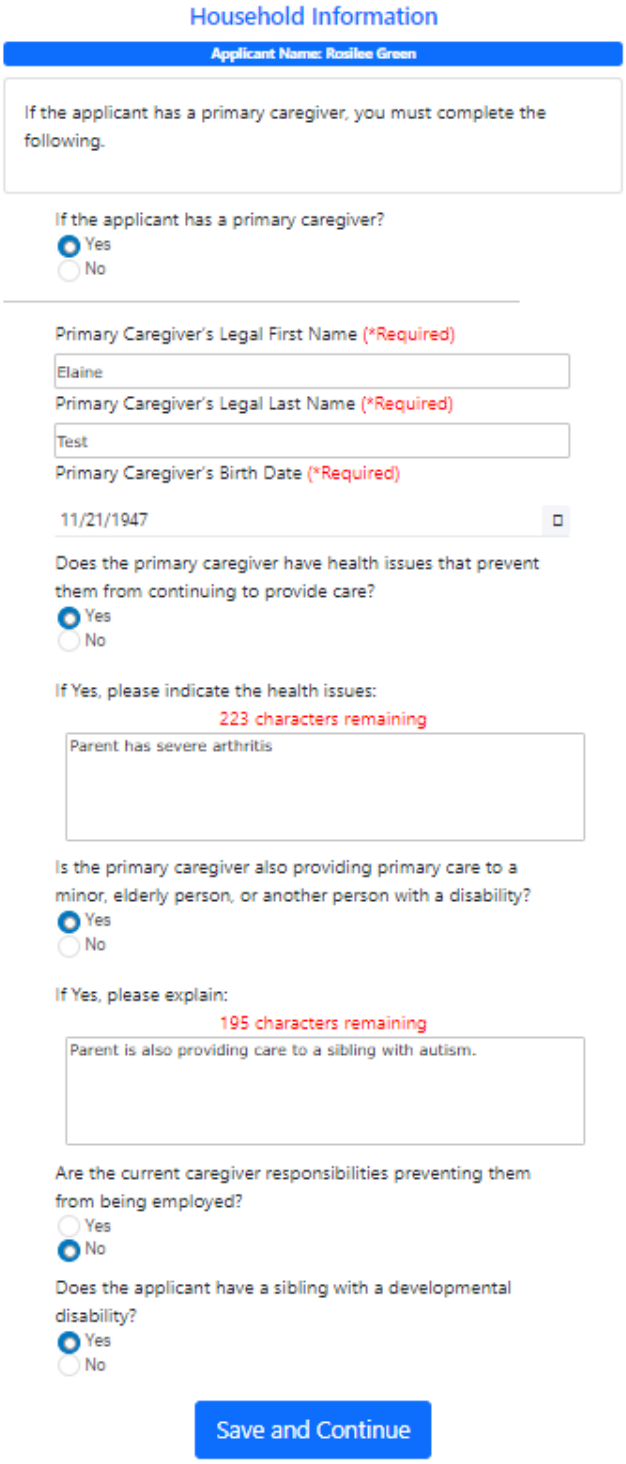
If there is a legal representative, then the first name, last name, representative type, phone, email, and preferred method of communication for the representative is required.



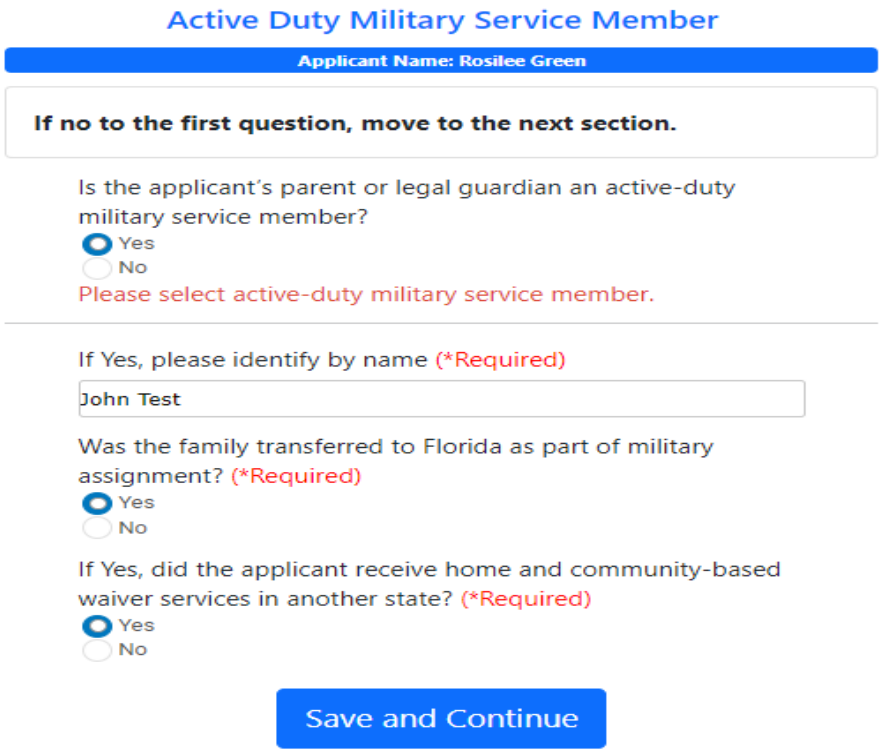


The “Household Information” section requires a response to the first question regarding whether the applicant has a primary caregiver. If the response is “No,” select “No” and then click the “Save and Continue” button to advance to the “Active-Duty Military Service Member” section.

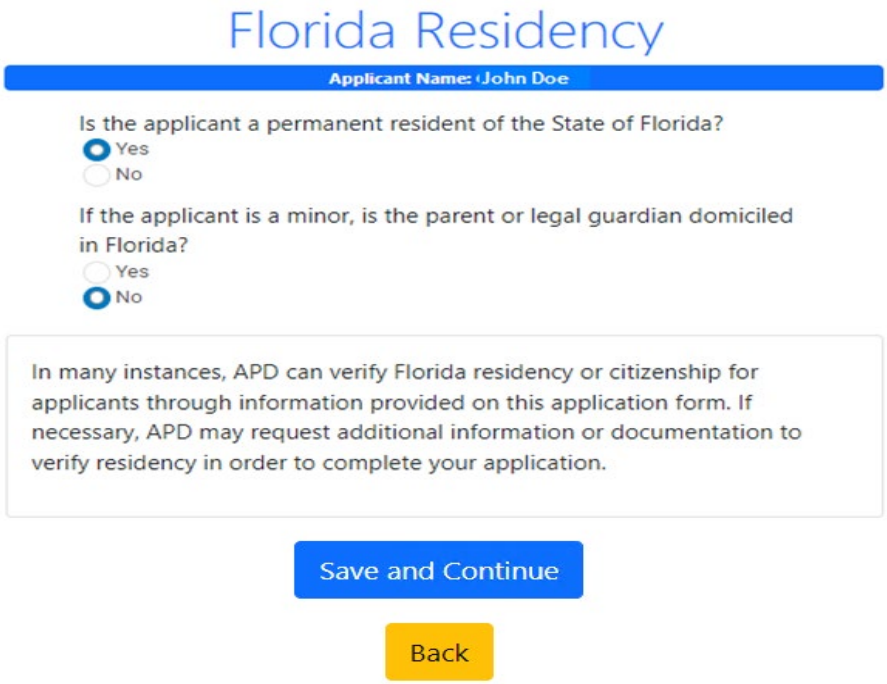
If the response is “Yes,” enter the first and last name of the primary caregiver along with background information about the primary caregiver. Proceed with completing this section, and then click the “Save and Continue” button to advance to the “Active-Duty Military Service Member” section.

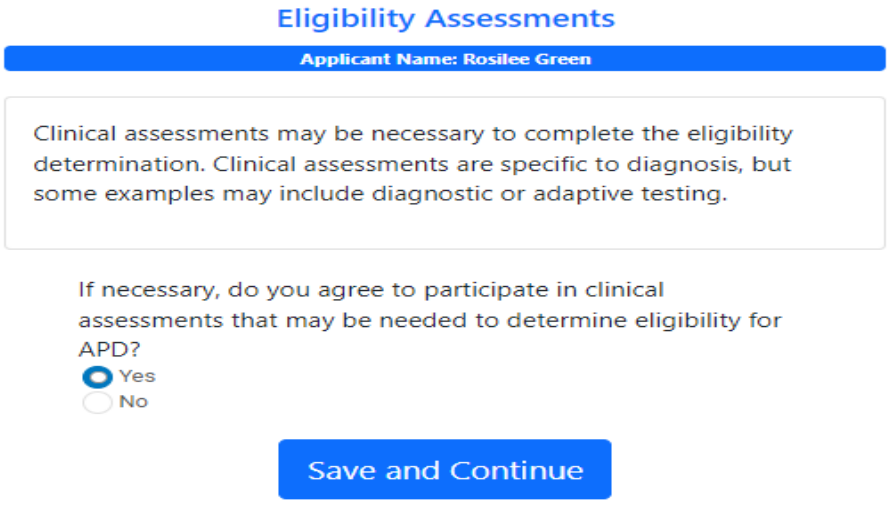

Household Information
Applicant Name: Rosilee Green
If the applicant has a primary caregiver, you must complete the following.
If the applicant has a primary caregiver?
Yes
No
Primary Caregiver's Legal First Name (*Required)
Elaine
Primary Caregiver's Legal Last Name (*Required)
Test
Primary Caregiver's Birth Date (*Required)
11/21/1947
Does the primary caregiver have health issues that prevent them from continuing to provide care?
Yes
No
If Yes, please indicate the health issues:
223 characters remaining
Parent has severe arthritis
Is the primary caregiver also providing primary care to a minor, elderly person, or another person with a disability?
Yes
No
If Yes, please explain:
195 characters remaining
Parent is also providing care to a sibling with autism.
Are the current caregiver responsibilities preventing them from being employed?
Yes
No
Does the applicant have a sibling with a developmental disability?
Yes
No
Save and Continue

The “Active-Duty Military Service Member” section is only to be completed if the response to the first question is “Yes.” Otherwise, click “No” and the “Save and Continue” button to proceed to the “Florida Residency” section.



The “Florida Residency” and “Eligibility Assessments” sections have a couple of questions. Complete each section and click the “Save and Continue” button.

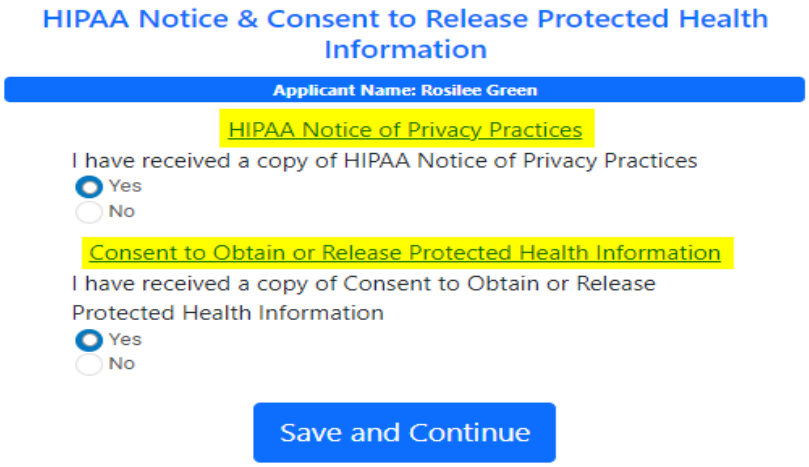




The “HIPAA Notice & Consent to Release Protected Health Information” section includes links to APD’s HIPAA Notice of Privacy Practices and the Consent to Obtain or Release Protected Health Information. These links are highlighted in the screenshot below.

Click on these links and the documents will open in the browser and should be saved to the applicant’s device. Additionally, the Consent to Obtain or Release Protected Health Information form should be completed and uploaded with other documents at the end of the application.

Respond to each question and click the “Save and Continue” button to proceed.

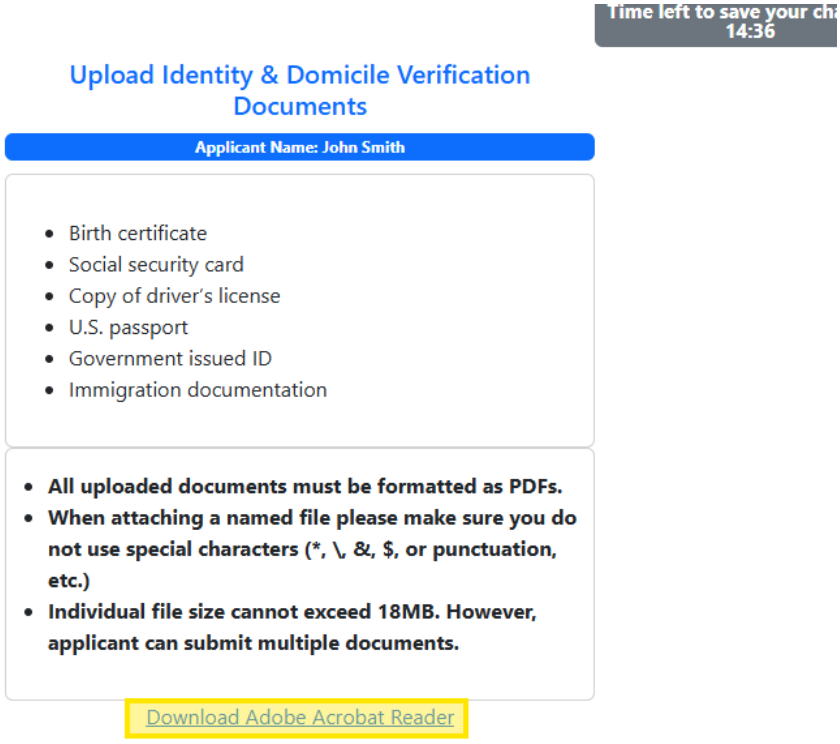


The “Voter Registration” page includes a link to the Voter Registration form. This link is highlighted in the screenshot below.

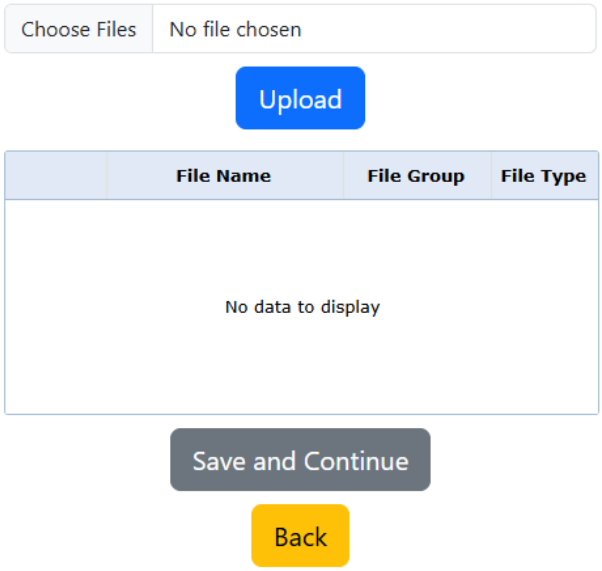
Uploading Documents

There are two to three sections to upload documents to support the application. The first one is the “Identity & Domicile Verification” document section. This is where the applicant or their representative can upload documents that will help APD confirm the identity of the applicant and that they meet the requirements for domicile in the State of Florida.

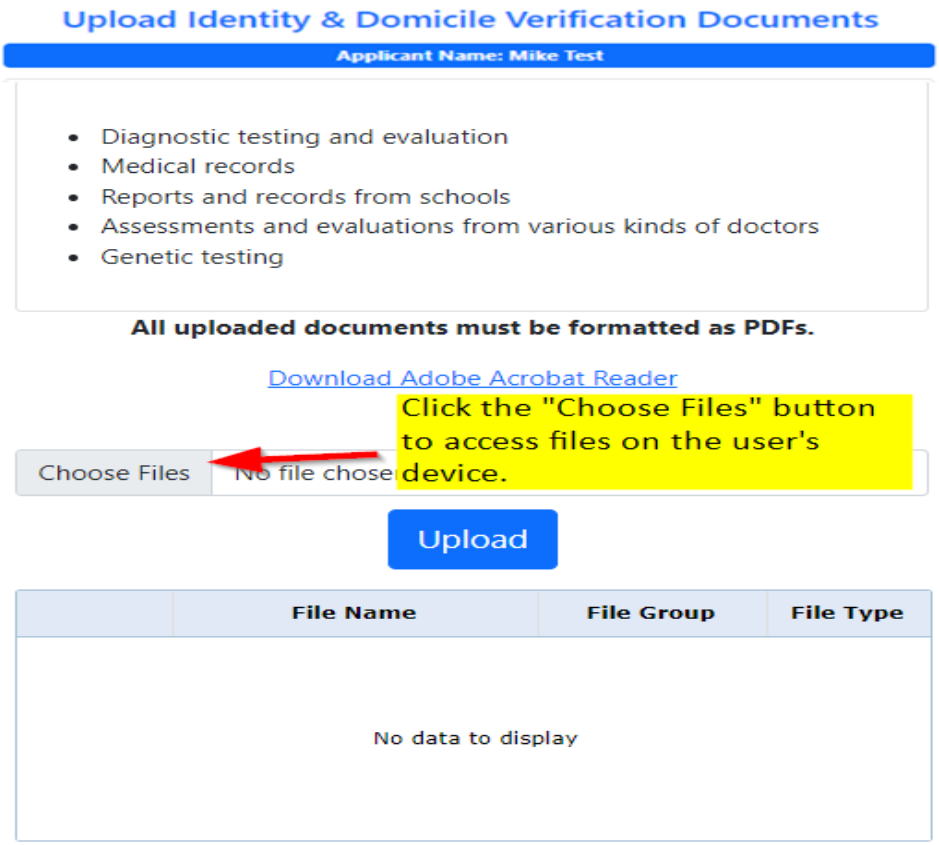
All uploaded documents must be formatted as PDFs. If the applicant’s device does not have Adobe Acrobat Reader, there is a link on the “Upload Documents” page to download the Adobe Acrobat Reader to their device.



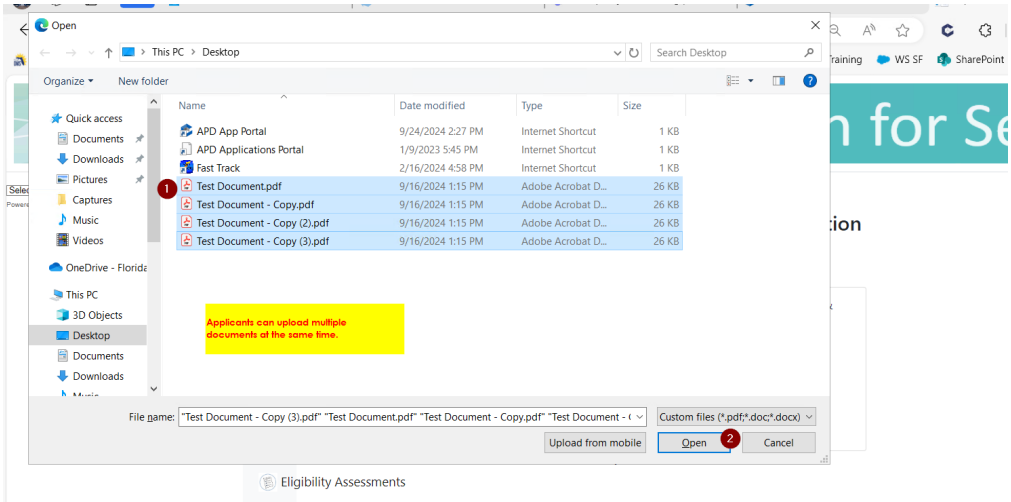
If there are no documents to be submitted, click the “Save and Continue” button to advance to upload “Medical Evaluation” documents.



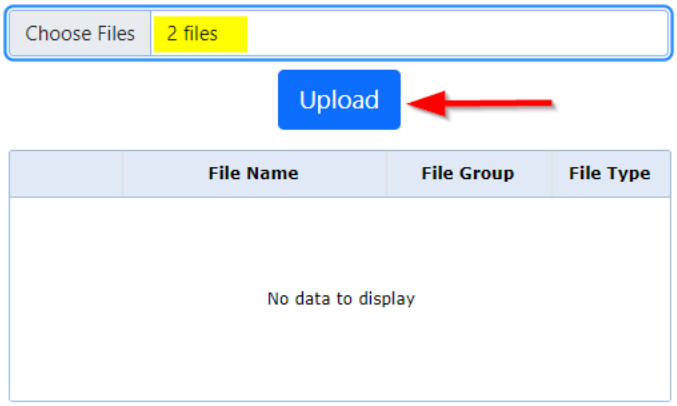
If there are files to upload, click on the “Choose Files” button to access the file manager on the user’s device.



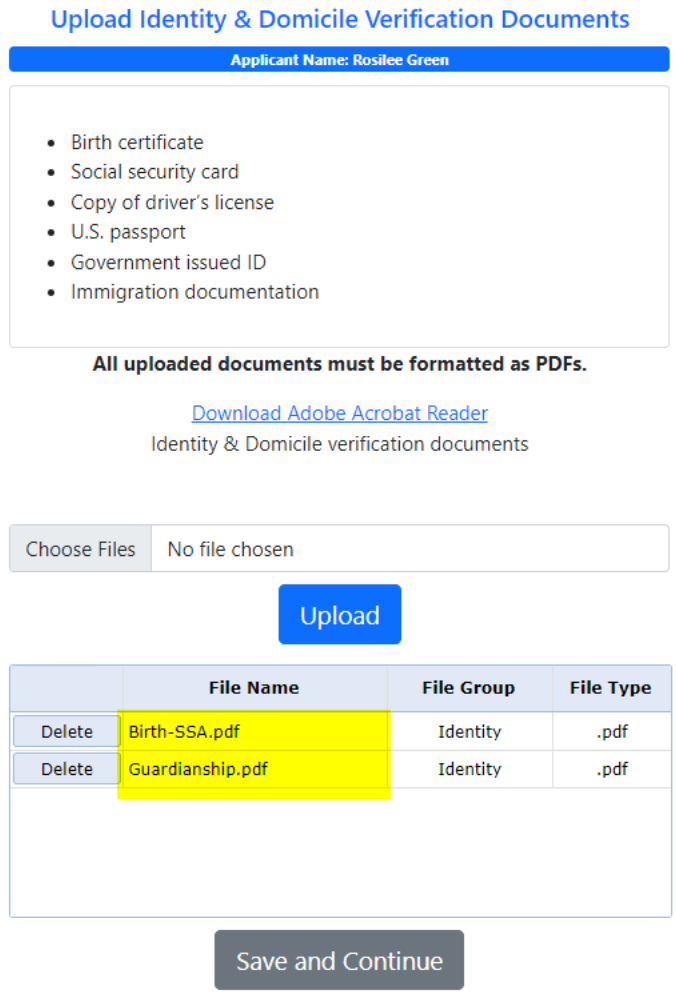
From there, select the files to add to the application. Users can upload multiple files at one time.



The total number of files will be listed. Then click the “Upload” button.

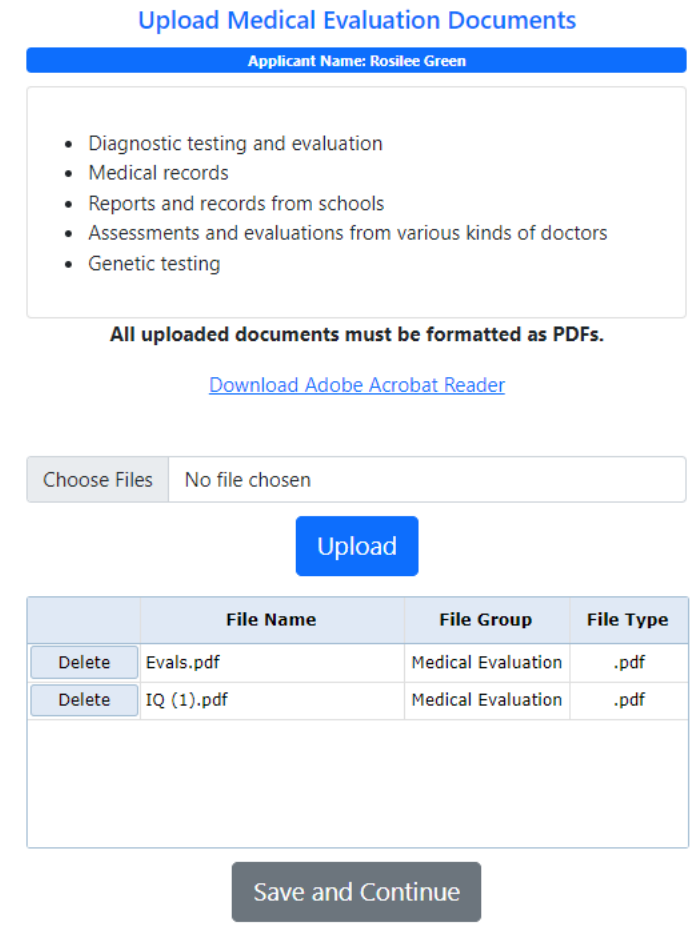


The screen will refresh, and uploaded documents will be listed in the table below the “Upload” button.



Click the “Save and Continue” button and complete the same process for medical and/or evaluation documents.

Medical documents are required. If the account user needs to obtain them, they can come back and upload them once they are obtained. This is necessary before the application can be submitted.



Crisis Application (optional)

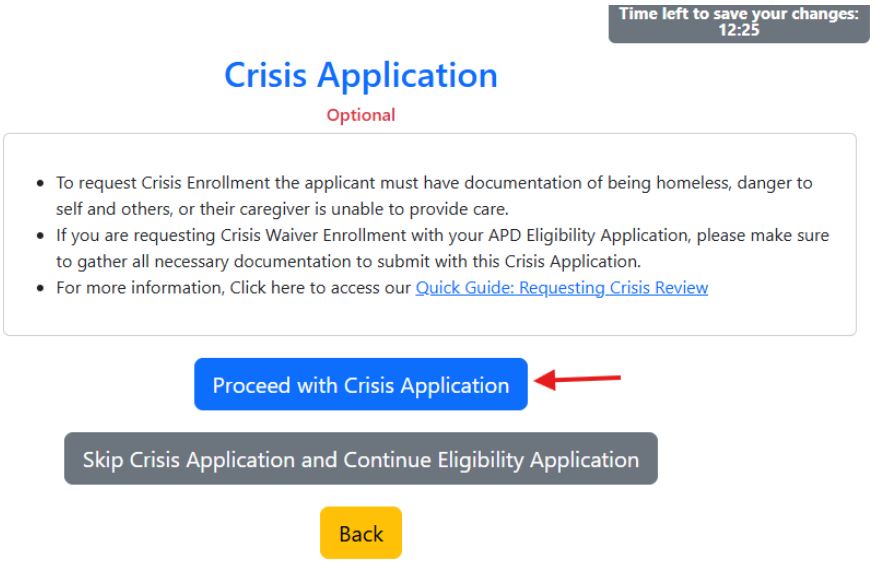
The online Crisis Application is optional and available through the agency's Online Application System (OAS) here: https://applynow.apd.myflorida.com/.

To apply for Crisis Waiver Enrollment (CWE) an individual must:

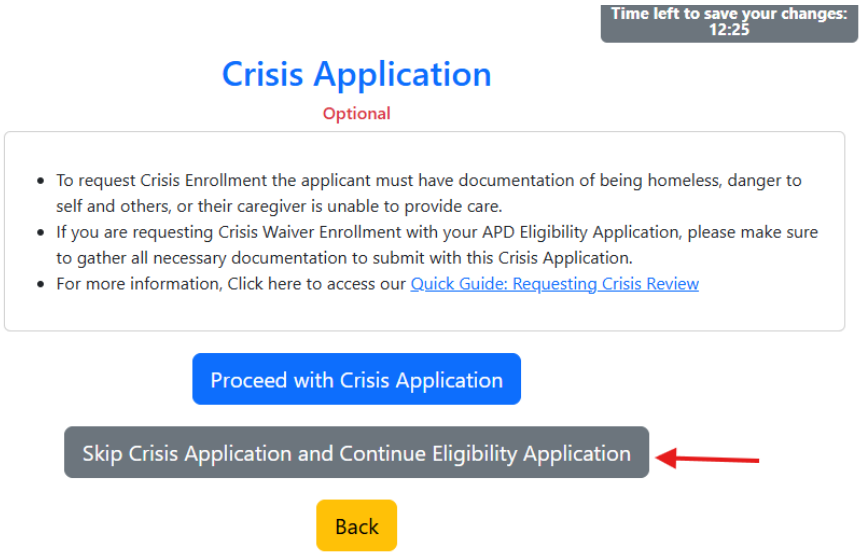
- Be an applicant submitting a new application for APD services, or
- Be an existing APD client in pre-enrollment, and
- Have documentation of being homeless, danger to self and others, or their caregiver is unable to provide care

For more information about the Crisis Waiver Enrollment criteria, please use the Quick Guide: Requesting Crisis Review.

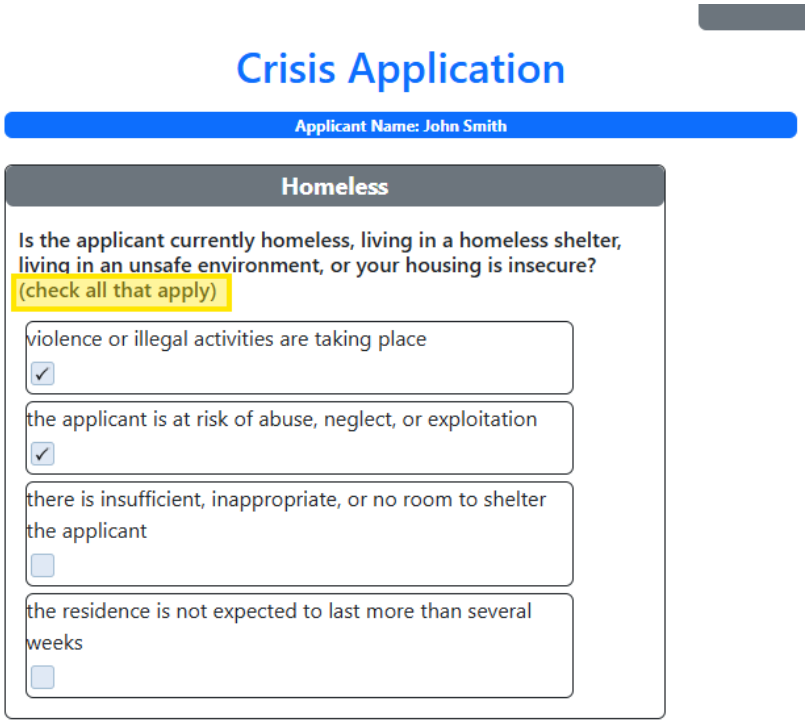
If the applicant meets one or more crisis criteria, then click, "Proceed with Crisis Application."

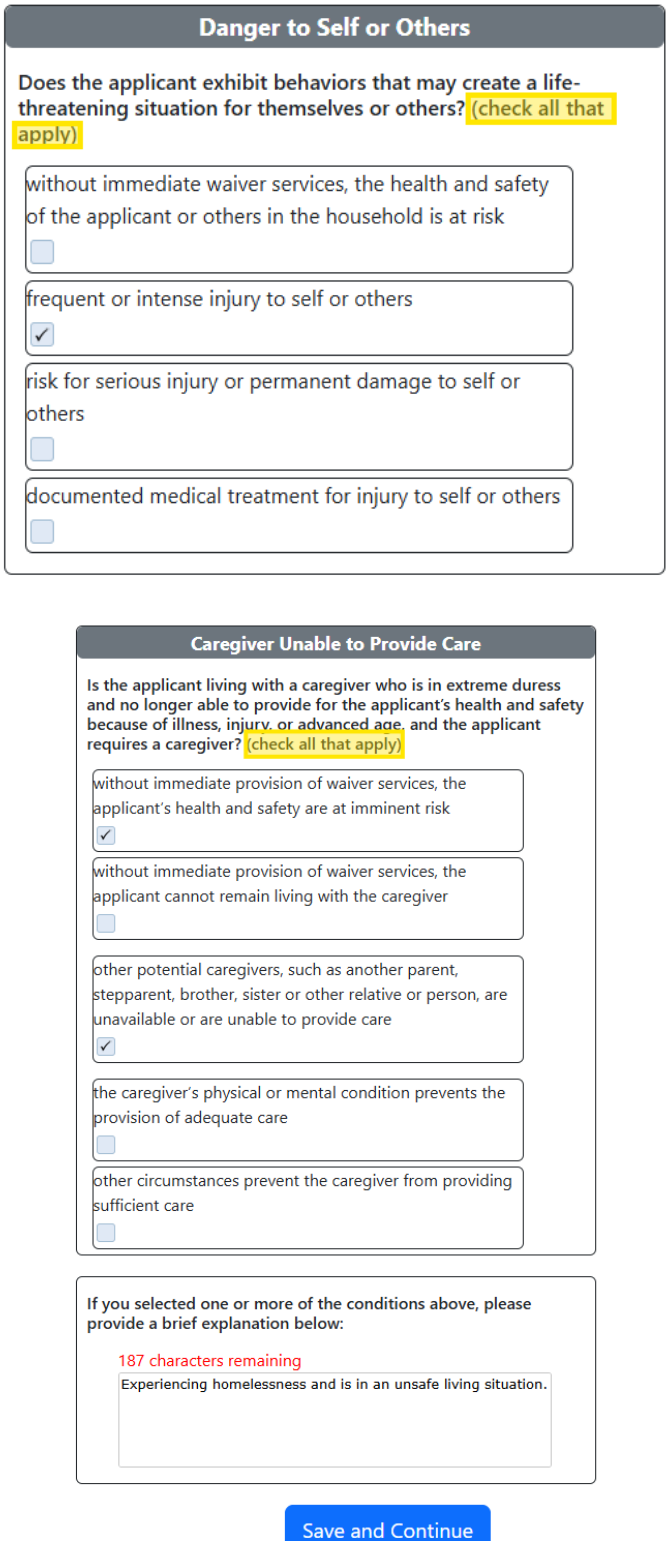


If the applicant does not meet the crisis criteria, then click, “Skip Crisis Application and Continue Eligibility Application.” This will move them onto the Certification and Signature portion of the application discussed on page 39.



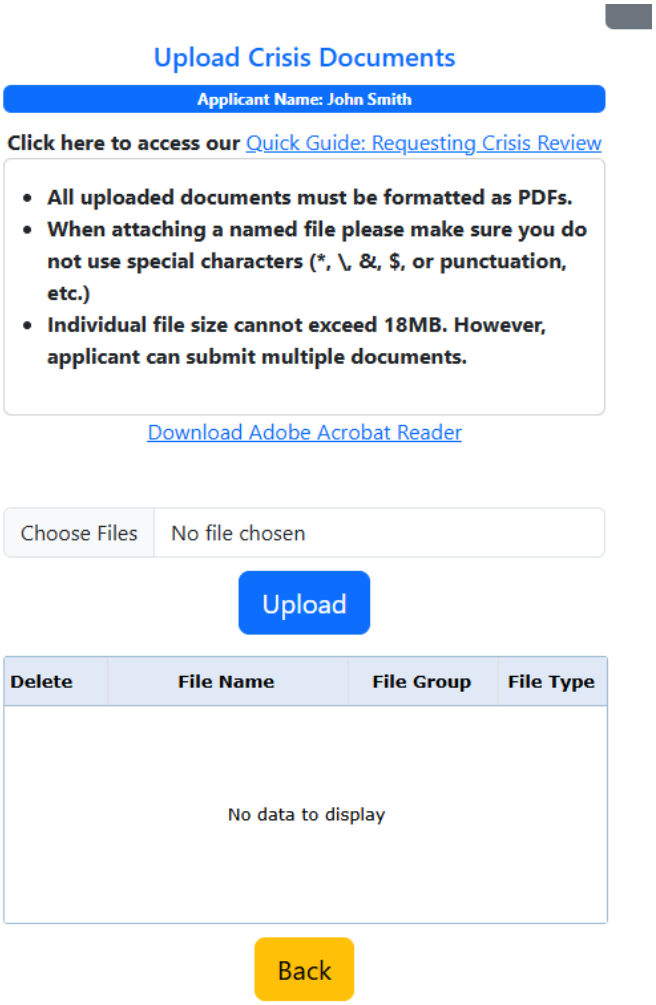
Once an applicant has determined they may meet the crisis criteria and selected “Proceed with Crisis Application” then they will move on to answer the questions about their crisis situation. Check all options that apply.





When completed with the Crisis Application, click “Save and Continue.”

Next, upload documents related to the Crisis Application. For more information about the documentation needed for a crisis review, please visit: https://apd.myflorida.com/services/crisisguide.htm.

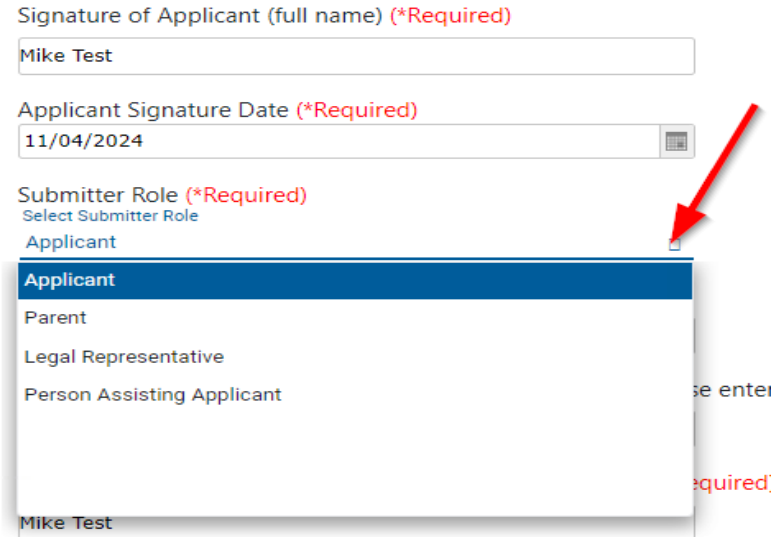


Crisis documents are required to determine if the client meets the agency's criteria for Crisis Waiver Enrollment (CWE). If the user needs to obtain the documents necessary for review, then they can come back and upload them once obtained. This is necessary before the Crisis Application can be submitted.

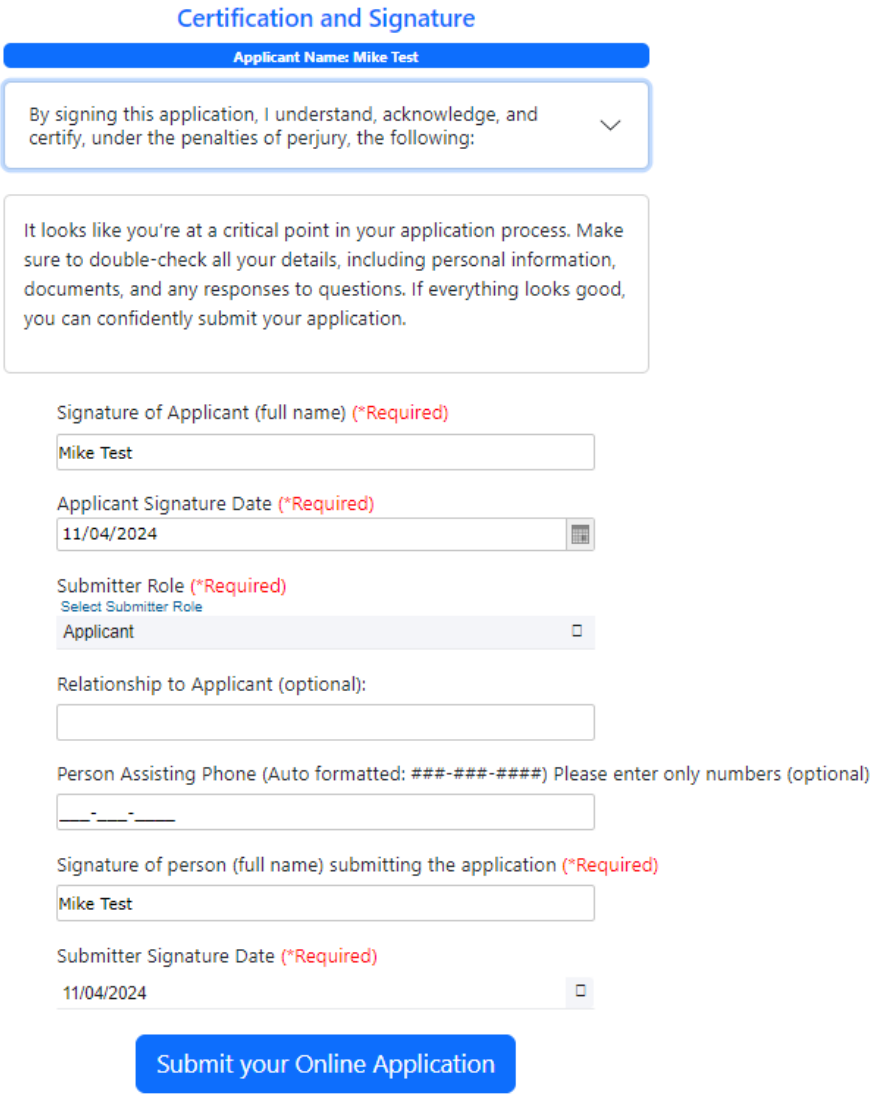
Submitting the Application

Once all documents have been uploaded, the application is ready to be submitted. On the “Certification and Signature” page, click on the arrow at the right of the blue box to review the acknowledgements.

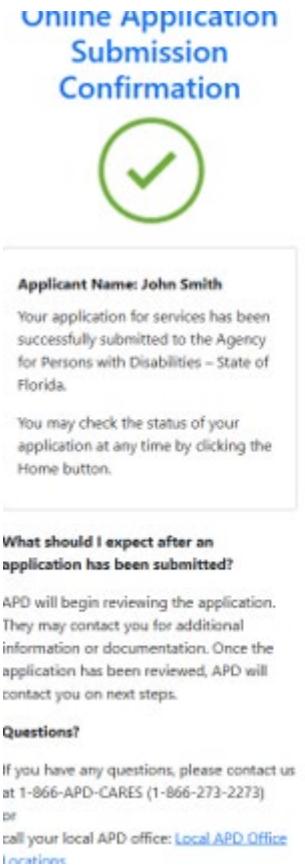
At the “Submitter Role” question, click on the drop-down arrow to display the options.

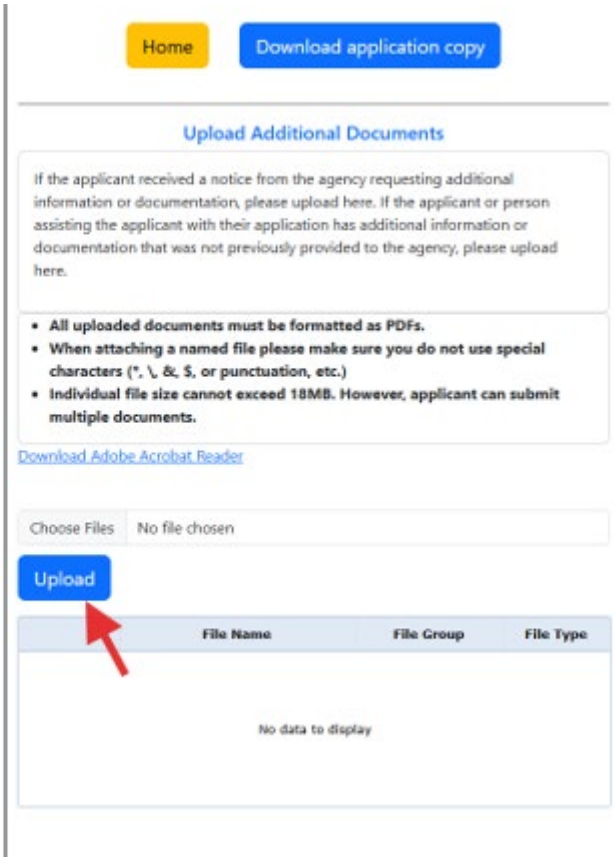


Complete the remainder of this page, verify all information is correct, and then click the “Submit your Online Application” button.



A submission confirmation message will appear. This message will also include information about what to expect after an application has been submitted and contact information for regional APD offices.





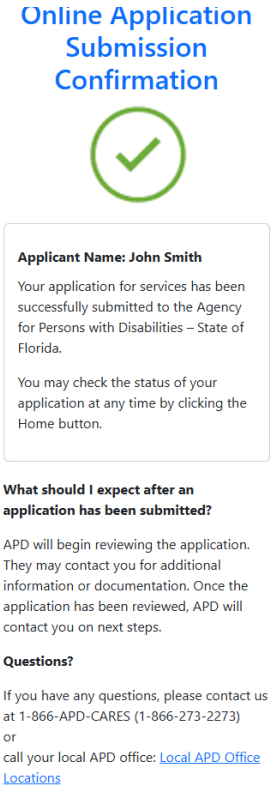
If additional documents are requested by APD, they can be uploaded in OAS here by clicking the “Upload” button.

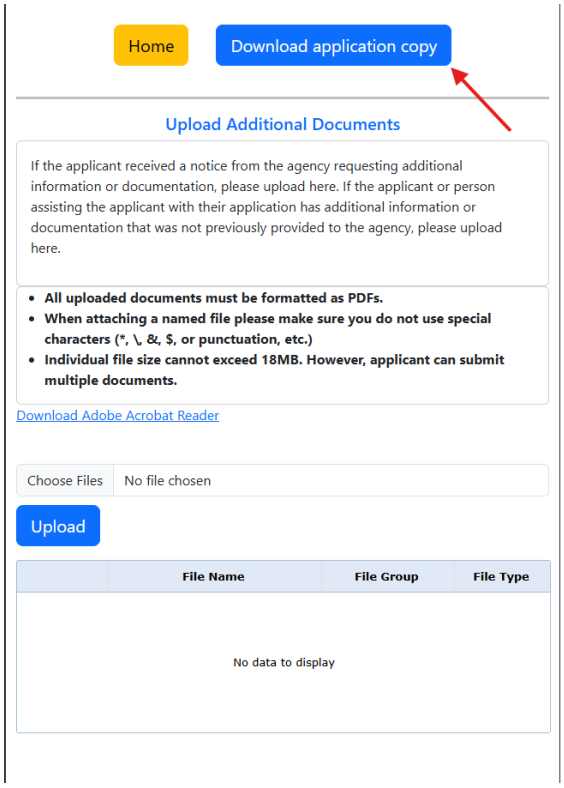
If the application status is:

- “Application Received” then the applicant has 10 days to upload additional information.
- “Application Pended” then the applicant has 10 days to upload additional information.
- “Application Review” then the applicant cannot upload additional information.
- “Decision Notice Sent” then the applicant cannot upload additional information.
- “Closed” then the applicant cannot upload additional information.

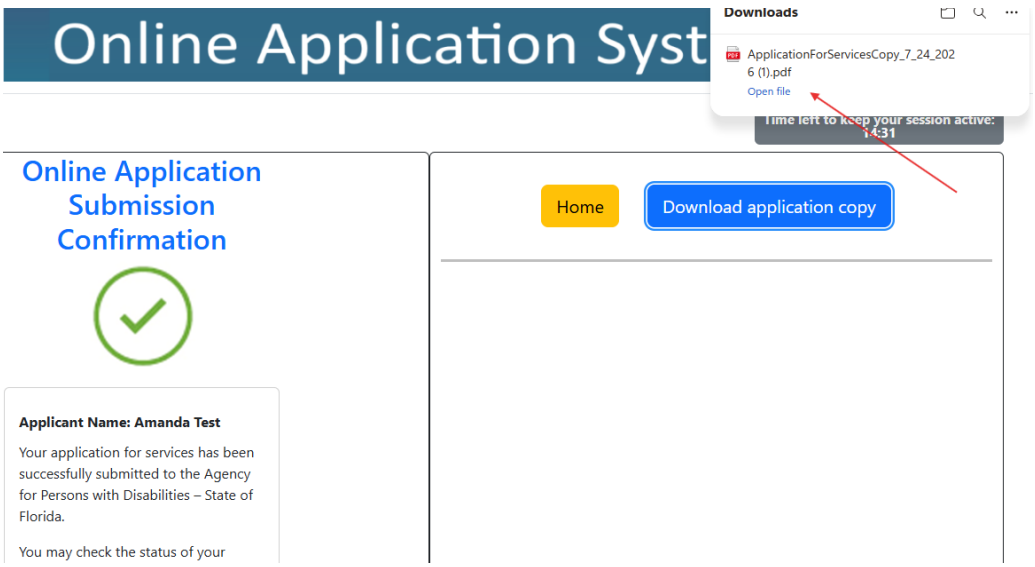
Downloading a Copy of the Submitted Application

From the “Online Application Submission Confirmation” page, a copy of the completed application can be downloaded.





By clicking on the “Download application copy” button, the OAS will automatically download a PDF file to the default download folder on the user’s device. It is recommended to move the file to a permanent folder.



Open the PDF document to review it.

1. Applicant Information

Legal First Name: Mike **Legal Last Name:** Test

Legal Middle Initial: Suffix: Date Of Birth: 1/1/2001 **Sex:** ☑ Male ☐ Female

Social Security Number*: (###)###-##21 **Medicaid ID # (if known):**

Race (for data purposes only): White

Other:

Mother's Maiden Last Name: Test

Mother's Maiden First Name: Elaine

***Federal law requires the collection of your social security number as a condition of eligibility for Medicaid benefits under 42 U.S.C. 1320b-7 and the agency will collect, use, and release the number for administrative purpose as authorized under law.**

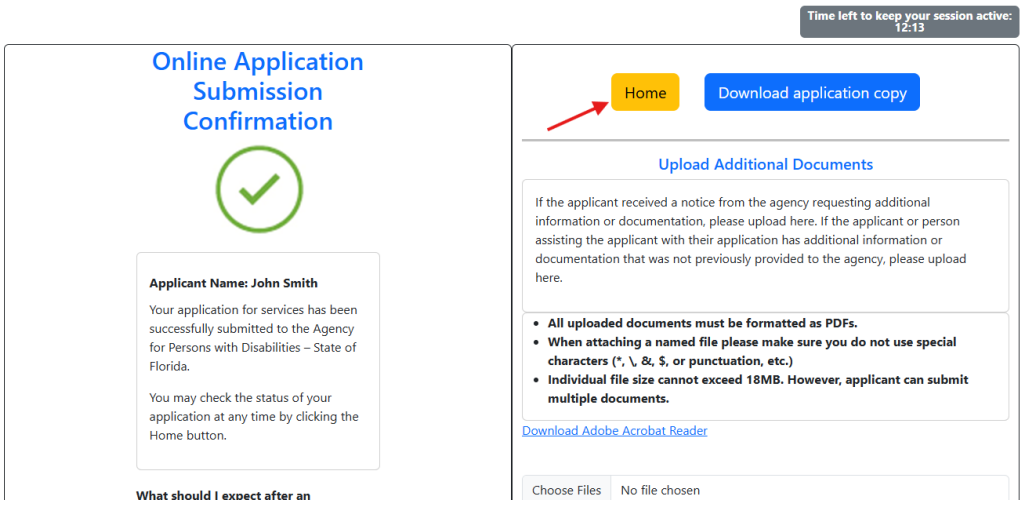
Select at least one Developmental Disability Diagnosis for eligibility consideration:

- ☑ **Autism**
- ☐ **Cerebral Palsy**
- ☐ **Intellectual Disability**
- ☐ **Prader-Willi Syndrome**
- ☐ **Spina Bifida**
- ☐ **Down Syndrome**
- ☐ **Phelan McDermid Syndrome**
- ☐ **Between the ages of 3 and 5 and at High Risk of Developing a Developmental Disability :**

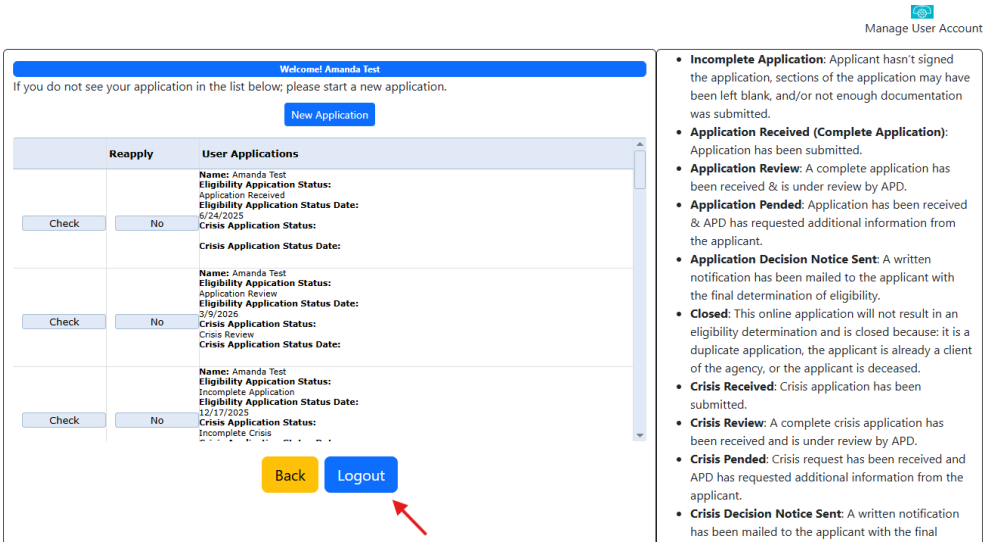
(if selecting this box, please explain):

(Please see Quick Guide: Applying for APD Services to utilize as a reference for proof of diagnosis documentation.)

The user can click on the “Home” button to return to the OAS landing page and logout.



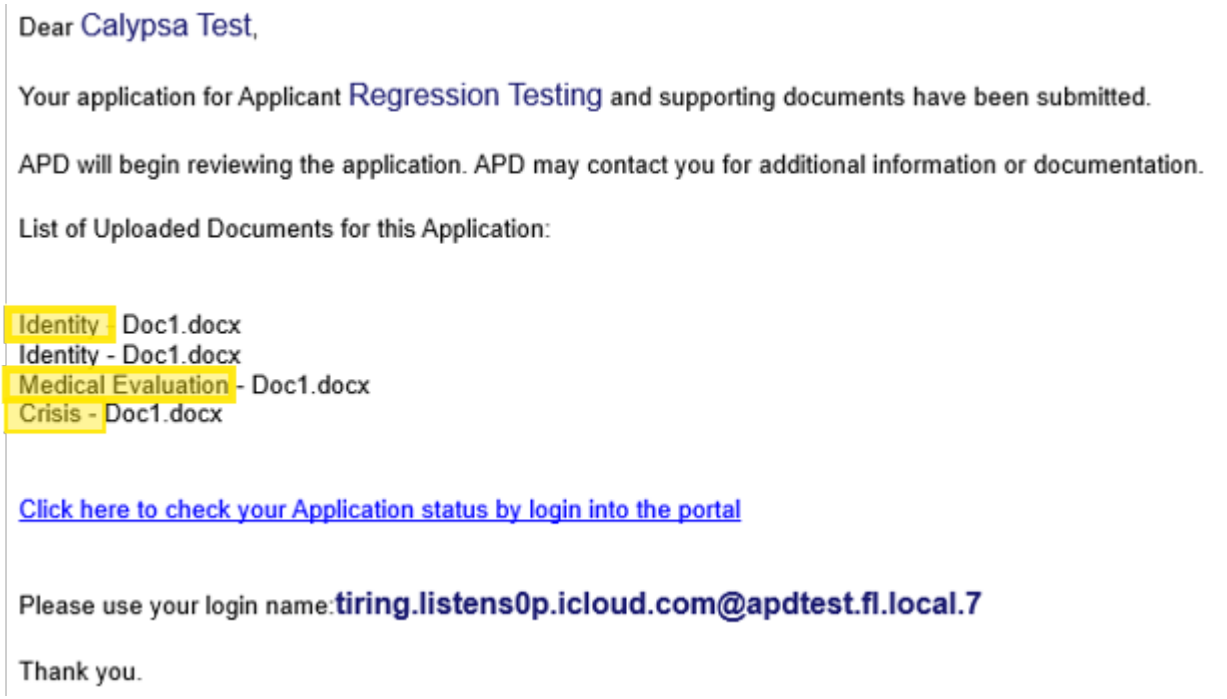
The submitted application will appear in the “User Applications” grid. The user can then proceed to the “Logout” button to log out of their account.



Next Steps

Email Confirmation Acknowledging Submission

Once the application is submitted and in addition to the confirmation message in the OAS, an email will be sent to the account owner. This email will contain a link to go back to the OAS and check the status of the application and will list the documents that were uploaded with the application.



Dear Calypsa Test,

Your application for Applicant Regression Testing and supporting documents have been submitted.

APD will begin reviewing the application. APD may contact you for additional information or documentation.

List of Uploaded Documents for this Application:

Identity - Doc1.docx
Identity - Doc1.docx
Medical Evaluation - Doc1.docx
Crisis - Doc1.docx

Click here to check your Application status by login into the portal

Please use your login name:**tiring.listens0p.icloud.com@apdtest.fl.local.7**

Thank you.

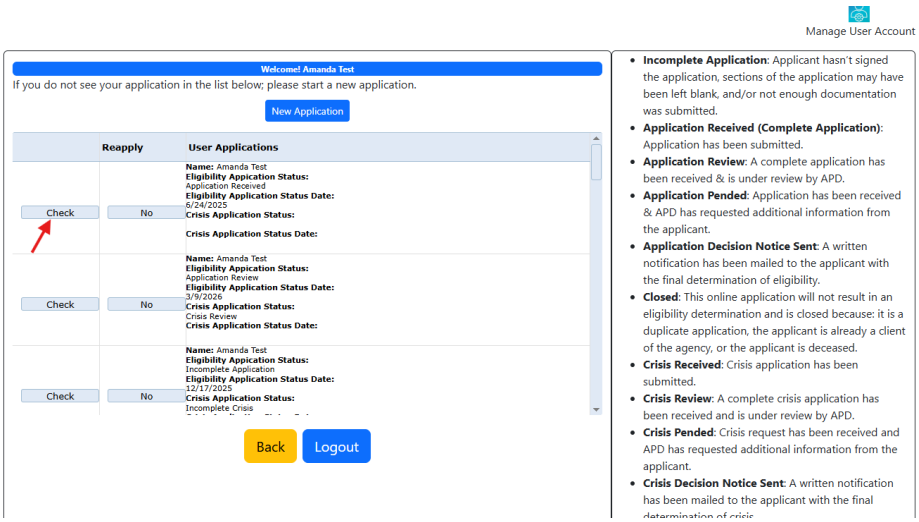
Checking the Application Status

The applicant can check on the status of their application by clicking on the link in the email. They will be taken to the OAS landing page. Click on the “Check” button to check the status of the application.

Application Status Definitions

The definitions below are also listed on the “Welcome” page of OAS:

- **Incomplete Application**: Applicant hasn’t signed application, sections of the application may have been left blank, and/or not enough documentation was submitted.
- **Application Received** (Complete Application): Application has been submitted.
- **Application Review**: A complete application has been received & is under review by APD.
- **Application Pended:** Application has been received & APD has requested additional information from the applicant.
- **Application Decision Notice Sent:** A written notification has been mailed to the applicant with the final determination of eligibility.
- **Closed:** This online application will not result in an eligibility determination and is closed because: it is a duplicate application, the applicant is already a client of the agency, or the applicant is deceased.



Crisis Application Status Definitions

The definitions below are also listed on the “Welcome” page of OAS:

- **Incomplete Crisis**: Crisis request has some sections of it left blank, and/or haven’t submitted more than one document for crisis review.
- **Crisis Received**: Crisis application has been submitted.
- **Crisis Review**: A complete crisis application has been received and is under review by APD.
- **Crisis Pended**: Crisis request has been received and APD has requested additional information from the applicant.
- **Crisis Decision Notice Sent**: A written notification has been mailed to the applicant with the final determination of crisis.
- **Crisis Closed**: This online crisis application is closed because: it is a duplicate application, the crisis application has been withdrawn, or the client is deceased.

Questions?

If you have any questions, please contact us at 1-866-APD-CARES (1-866-273-2273) or contact your local APD office by visiting Local APD Office Locations or calling:

NORTHWEST REGION (850) 487-1992
Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Okaloosa, Santa Rosa, Wakulla, Walton, and Washington counties

NORTHEAST REGION (904) 992-2440
Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Madison, Nassau, Putnam, St. Johns, Suwannee, Taylor, Union, and Volusia counties

CENTRAL REGION (407) 245-0440
Brevard, Citrus, Hardee, Hernando, Highlands, Lake, Marion, Orange, Osceola, Polk, Seminole, and Sumter counties

SUNCOAST REGION 1-800-615-8720
Charlotte, Collier, DeSoto, Glades, Hendry, Hillsborough, Lee, Manatee, Pasco, Pinellas, and Sarasota counties

SOUTHEAST REGION (561) 837-5567
Broward, Martin, Okeechobee, Indian River, St. Lucie, and Palm Beach counties

SOUTHERN REGION (305) 349-1478
Dade and Monroe counties