

**QUALIFIED ORGANIZATION ACTIVITIES- ACTION REQUIRED**

EFFECTIVE DATE: JUNE 9, 2021

As July 1, 2021 approaches and the requirement for Waiver Support Coordinators (WSC)/Consumer Directed Care Plus (CDC+) Consultants to be associated with a Qualified Organization (QO) begins, there are several items that QOs and WSC/CDC+ Consultants need to complete in preparation for the July 1 effective date.

**1. SCORECARD**

APD will be launching QO WSC/CDC+ Consultant Scorecards on the APD website July 1, 2021. In anticipation of this launch, the QO owners will need to go into APD iConnect, navigate to the worker records for each of their WSC employees, and select each county where that particular WSC/CDC+ Consultant will be rendering services. Consumers/legal representatives will use the search function of the scorecard by county, so it is imperative that this information be accurate for each WSC/CDC+ Consultant. To clarify, this is the specific county(ies) where the WSC/CDC+ Consultant will render services and not all the counties served by the QO unless these are the same.

Only existing WSC agencies that have become QOs will be able to complete this activity prior to July 1 for any current WSCs/CDC+ Consultants who will be continuing with the agency after July 1. Newly formed QOs and new WSCs/CDC+ Consultants who will be joining the QOs on July 1, will not be able to complete this activity until July 1, 2021.

Below are the instructions for associating counties with a WSC/CDC+ Consultant:

1. Use Service Provider role and access the QO provider record
2. Navigate to the Workers tab
3. Select a worker record
4. On the Designated Counties field
  - a. Type the first few characters to locate the county
  - b. Click the left arrow
  - c. If there are multiple counties, repeat this step a until all counties have been selected
5. File>Save and Close Worker



## 2. **COST PLANS**

Once the Medicaid Waiver Services Agreement (MWSA) for the QO is signed by both parties, is fully executed, and the region has created the provider record in APD iConnect, the WSC/CDC+ Consultant will need to update and verify the accuracy of the annualization of planned services for Fiscal Year 2021-2022. The WSC/CDC+ Consultant shall add or update the QO as the WSC/CDC provider on the consumer's cost plan and planned services for Fiscal Year 2021-2022. Please refer to pages 3 and 4 of this document for provider selection instructions.

## 3. **VPN**

Currently, VPN connections are needed for a limited set of WSC/CDC+ Consultant functions in iBudget Florida (e.g., review of legacy QSIs, review of service authorizations). Effective July 1, 2021, QOs may choose to limit the VPN connections within the QO to those staff who perform these functions. At a minimum, each QO should have at least one staff person with a VPN connection. New WSCs/CDC+ Consultants will no longer need to request a VPN upon hire.

## Instructions on Adding a WSC Provider Selection in a Consumer's Record

### Introduction

In APD iConnect, there are three conditions that allow a WSC to access a consumer's record.

1. Named as a primary or secondary worker on the APD Division record
2. Have a valid authorization
3. Have an open Provider Selection record

When APD iConnect authorizations come online, all QO Owners will be able to access ("see") records for all consumer records served by the QO.

### Roles Involved

#### WSC / CDC

The steps delineated below must be completed within each consumer's record. They can **only** be completed using the WSC / CDC role. WSC supervisors who are also WSCs (i.e. have the WSC / CDC role), can complete this for consumers on the direct report's caseload.

### Adding the Provider Selection Record

1. Navigate to the Consumer's record and click **Provider Selection > File > Add Provider**. The provider detail page will display.
2. Update the following fields:
  - a. Division = default to APD
  - b. Selected by = defaults to Self
  - c. Selection date = defaults to today
  - d. Provider = select the ellipsis to search for and select the QO
  - e. Referral Type = Waiver Support Coordinator
  - f. Disposition = Open (note: other dispositions may trigger a tickler that is not necessary)
  - g. Disposition Date = defaults to today
  - h. Provider Worker = search for and select the QO owner
  - i. WSC Transfer Effective Date = leave blank
  - j. WSC Transfer End Date = leave blank
  - k. Comments = Add a comment that the selection record is being created to provide QO level access to the consumer's record.
3. Click **File > Save and Close Provider**.

Division *	APD
Selected By	WSC, Owner ... Clear Details
Selection Date	01/14/2019
Provider *	WSC Agency1 ... Clear Details
Referral Type *	Waiver Support Coordinator
Disposition *	Open
Disposition Date	01/14/2019
Provider Worker *	WSC, Best ... Clear Details
WSC Transfer Effective Date	
WSC Transfer End Date	
Comments	Provider selection record being created to allow the WSC Agency Owner access to consumer's record in the absence of an iConnect authorization.