State of Florida
Agency for Persons with Disabilities

WellSky for iConnect
External Provider Interface
V6.0

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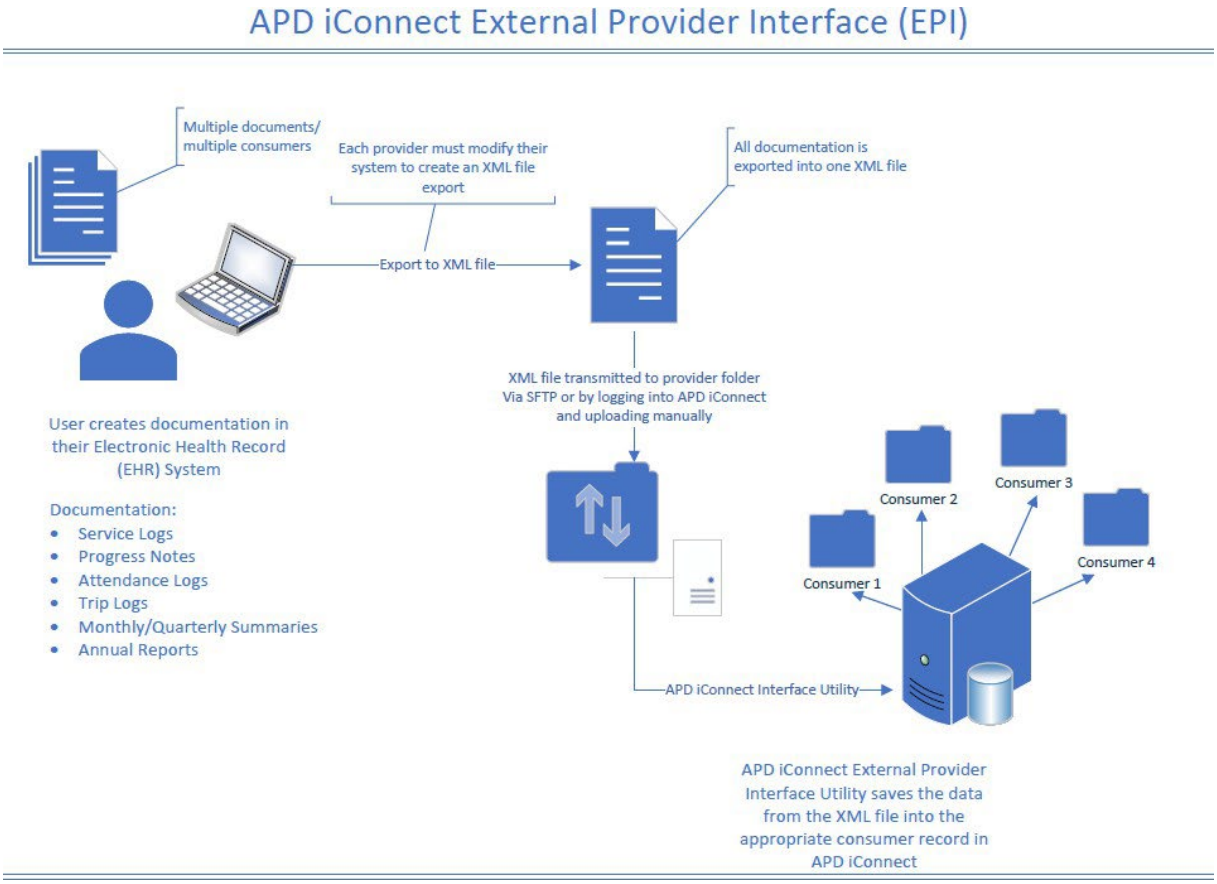
Introduction

FL Agency for the Persons with Disabilities (APD) has contracted with WellSky to allow providers to import select data into iConnect in lieu of keying the data directly into the application. This document provides workflow steps for sending activities data through an XML file for import directly into the iConnect system. This includes service logs, daily attendance logs, daily progress notes, trip logs, monthly/quarterly summaries, and annual reports.



Chapter 1 | Setup

Data Elements, Mapping, and File Layout

Each Provider who will use the External Provider Interface will use the “Provider Activities Import Fields.xls” that outlines what data elements can be included in the XML file that will import into iConnect.

- The Provider may have to update their existing system to incorporate iConnect required fields.
- The Provider will be required to develop their XML file export process to match the system requirements for the EPI.
- The Provider will use this as a guide when coding their XML export file that will export data from their system into the correct XML file format and syntax which will be used to import data into iConnect.

You can use online xml syntax checkers to validate the XML file.
https://onlinexmltools.com/validate-xml

Example 1: Sample XML File

```
<?xml version="1.0" encoding="UTF-8"?>
<activitiesimport submitterID="[redacted]">
   <consumers>
      <caseno caseno="[redacted]"><!--Required. Match Field. -->
         <firstname>[redacted]</firstname><!--Required. Match Field. -->
         <lastname>[redacted]</lastname><!--Required. Match Field. -->
         <activity>
            <activitydatetime>
              <startdate>2020/07/06</startdate><!-- Required. -->
              <starttime>15:30:00</starttime><!-- Required. -->
              <enddate>2020/07/06</enddate><!-- Required. -->
              <endtime>16:30:00</endtime><!-- Required. -->
            </activitydatetime>
            <authorization>233777</authorization><!--Required. Match Field. -->
            <authserviceid>125397</authserviceid><!--Match Field (not required)-->
            <workerid>2486</workerid><!--Required. Match Field. -->
            <location></location>
            <primarydiagnosis></primarydiagnosis>
            <status>Complete</status>
            <program>[redacted]</program><!--Required. Match Field. -->
            <vendorserviceid>166077</vendorserviceid><!--Required. Match Field. -->
            <totalcost></totalcost>
            <units>3</units>
            <placeofservice></placeofservice>
            <groupnote>Creating a single record through file transfer is feasible, but not efficient.</groupnote>
            <contacttype>
                <value>Progress Note</value>
            </contacttype>
         </activity>
      </caseno>
   </consumers>
</activitiesimport>
```

There are several data elements required in the XML file. Some are values supplied by the provider, and others are iConnect generated data elements. A report exists in

iConnect that provides the iConnect generated data elements. See the Generating Reports to Configure External System section of this manual for more information.

Each XML file must include the following:

iConnect Field Label	XML Tag	Required	Notes
Unique Record Identifier	<submitterid>	Y	Contains the iConnect generated ID for the provider plus the first 5 letters of the Provider name.
Case No.	<caseno>	Y	iConnect generated ID number for the consumer
Consumer First Name	<firstname>	Y	Must match iConnect value
Consumer Last Name	<lastname>	Y	Must match iConnect value
Start Date	<startdate>	Y	Sample Date: 2020/12/25. Multiple values can be sent. i.e., Daily Attendance Logs. See Example 2 below.
Start Time	<starttime>	Y	Sample time: 15:30:00
End Date	<enddate>	Y	Sample Date: 2020/12/25. Multiple values can be sent. i.e., Daily Attendance Logs. See Example 2 below.
End Time	<endtime>	Y	Sample time: 15:30:00
Authorization ID	<authorization>	Y	iConnect generated ID number for the authorization
Authorization Service ID	<authserviceid>	Y	iConnect generated ID number for the authorized service
MemberID	<workerid>	Y	iConnect generated ID number for the worker on the submitting Provider's record.
Location	<location>	Y	Do not send a value, but the following placeholder must exist in the file: <location></location>
Primary Diagnosis	<primarydiagnosis>	Y	Do not send a value, but the following placeholder must exist in the file:

			<primarydiagnosis></primarydiagnosis>
Status	<status>	Y	Must equal Complete
Program	<program>	Y	iConnect generated ID number for the provider. An open iConnect Provider Selection record must exist for this provider on the consumer's record.
VServiceID	<vendorserviceid>	Y	iConnect generated ID number for the authorized service for the provider.
Total Cost	<totalcost>	Y	Do not send a value, but the following placeholder must exist in the file: <totalcost></totalcost>
Units	<Units>	Y	Send the total number of units for the activity. iConnect application has logic to validate the number of units based on the start and end times for time-based services.
Place of Service	<placeofservice>	Y	Do not send a value, but the following placeholder must exist in the file: <placeofservice></placeofservice>
Note	<groupnote>	Y	50,000-character limit.
Provider Documentation	<contacttype>	Y	Multiple values can be sent. See Example 3 below.

Example 2: XML file with multiple start/end dates and times.

```
<?xml version="1.0" encoding="UTF-8"?>
<activitiesimport submitterID="[redacted]">
   <consumers>
      <caseno caseno="[redacted]"><!--Required. Match Field. -->
         <firstname>[redacted]</firstname><!--Required. Match Field. -->
         <lastname>[redacted]</lastname><!--Required. Match Field. -->
         <activity>
            <activitydatetime>
              <startdate>2020/07/06</startdate><!-- Required. -->
              <starttime>15:30:00</starttime><!-- Required. -->
              <enddate>2020/07/06</enddate><!-- Required. -->
              <endtime>16:30:00</endtime><!-- Required. -->
            </activitydatetime>
            <activitydatetime>
              <startdate>2020/07/07</startdate><!-- Required. -->
              <starttime>14:30:00</starttime><!-- Required. -->
              <enddate>2020/07/07</enddate><!-- Required. -->
              <endtime>15:30:00</endtime><!-- Required. -->
            </activitydatetime>
            <authorization>233777</authorization><!--Required. Match Field. -->
            <authserviceid>125397</authserviceid><!--Match Field (not required)-->
            <workerid>2486</workerid><!--Required. Match Field. -->
            <location></location>
            <primarydiagnosis></primarydiagnosis>
            <status>Complete</status>
            <program>[redacted]</program><!--Required. Match Field. -->
            <vendorserviceid>166077</vendorserviceid><!--Required. Match Field. -->
            <totalcost></totalcost>
            <units>3</units>
            <placeofservice></placeofservice>
            <groupnote>Creating a single record through file transfer is feasible, but not efficient.</groupnote>
            <contacttype>
                <value>Progress Note</value>
            </contacttype>
         </activity>
      </caseno>
   </consumers>
</activitiesimport>
```

Example 3: XML file with multiple Provider Documentation types.

```
<?xml version="1.0" encoding="UTF-8"?>
<activitiesimport submitterID="[redacted]">
   <consumers>
      <caseno caseno="[redacted]"><!--Required. Match Field. -->
         <firstname>[redacted]</firstname><!--Required. Match Field. -->
         <lastname>[redacted]</lastname><!--Required. Match Field. -->
         <activity>
            <activitydatetime>
              <startdate>2020/07/04</startdate><!-- Required. -->
              <starttime>15:30:00</starttime><!-- Required. -->
              <enddate>2020/07/04</enddate><!-- Required. -->
              <endtime>16:30:00</endtime><!-- Required. -->
            </activitydatetime>
            <authorization>233777</authorization><!--Required. Match Field. -->
            <authserviceid>125397</authserviceid><!--Match Field (not required)-->
            <workerid>2486</workerid><!--Required. Match Field. -->
            <location></location>
            <primarydiagnosis></primarydiagnosis>
            <status>Complete</status>
            <program>[redacted]</program><!--Required. Match Field. -->
            <vendorserviceid>166077</vendorserviceid><!--Required. Match Field. -->
            <totalcost></totalcost>
            <units>3</units>
            <placeofservice></placeofservice>
            <groupnote>Creating a single record through file transfer is feasible, but not efficient.</groupnote>
            <contacttype>
                <value>Progress Note</value>
                <value>Quarterly Summary</value>
            </contacttype>
         </activity>
      </caseno>
   </consumers>
</activitiesimport>
```

Example 4: XML File With Multiple Consumers.

```
<?xml version="1.0" encoding="UTF-8"?>
<activitiesimport submitterID="[redacted]">
   <consumers>
      <caseno caseno="12345"><!--Required. Match Field. -->
         <firstname>Tony</firstname><!--Required. Match Field. -->
         <lastname>Doe</lastname><!--Required. Match Field. -->
         <activity>
            <activitydatetime>
              <startdate>2020/07/10</startdate><!-- Required. -->
              <starttime>15:30:00</starttime><!-- Required. -->
              <enddate>2020/07/10</enddate><!-- Required. -->
              <endtime>16:30:00</endtime><!-- Required. -->
            </activitydatetime>
            <authorization>233777</authorization><!--Required. Match Field. -->
            <authserviceid>125397</authserviceid><!--Match Field (not required)-->
            <workerid>2486</workerid><!--Required. Match Field. -->
            <location></location>
            <primarydiagnosis></primarydiagnosis>
            <status>Complete</status>
            <program>[redacted]</program><!--Required. Match Field. -->
            <vendorserviceid>166077</vendorserviceid><!--Required. Match Field. -->
            <totalcost></totalcost>
            <units>4</units>
            <placeofservice></placeofservice>
            <groupnote>Creating a single record through file transfer is feasible, but
            not efficient.</groupnote>
            <contacttype>
                <value>Progress Note</value>
            </contacttype>
         </activity>
      </caseno>
      <caseno caseno="54321"><!--Required. Match Field. -->
         <firstname>Luz</firstname><!--Required. Match Field. -->
         <lastname>Doe</lastname><!--Required. Match Field. -->
         <activity>
            <activitydatetime>
              <startdate>2020/07/06</startdate><!-- Required. -->
              <starttime>15:30:00</starttime><!-- Required. -->
              <enddate>2020/07/06</enddate><!-- Required. -->
              <endtime>16:30:00</endtime><!-- Required. -->
            </activitydatetime>
            <authorization>230525</authorization><!--Required. Match Field. -->
            <authserviceid>91338</authserviceid><!--Match Field (not required)-->
            <workerid>2486</workerid><!--Required. Match Field. -->
            <location></location>
            <primarydiagnosis></primarydiagnosis>
            <status>Complete</status>
            <program>[redacted]</program><!--Required. Match Field. -->
            <vendorserviceid>445288</vendorserviceid><!--Required. Match Field. -->
            <totalcost></totalcost>
            <units>4</units>
            <placeofservice></placeofservice>
            <groupnote>Creating a single record through file transfer is feasible, but
            not efficient.</groupnote>
            <contacttype>
                <value>Progress Note</value>
            </contacttype>
         </activity>
      </caseno>
   </consumers>
</activitiesimport>
```

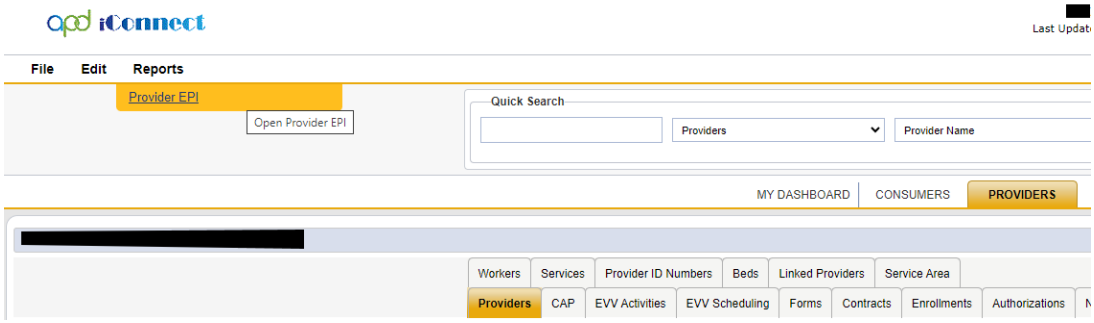
The XML File name must follow the required naming convention:
ProviderID_First5LettersofProviderLastName_mmddyyyy_hhmmAM_ActivitiesImport.xml

Example:
12345_EXAMP_09022019_1020AM_ActivitiesImport.xml

Generating Reports to Configure External System

FL APD service providers who intend to use the External Provider Interface functionality must submit a valid XML file of service activity data. There are several iConnect generated data elements required in the XML File. The service providers or designated worker will run the report from iConnect that will supply the required data for each provider.

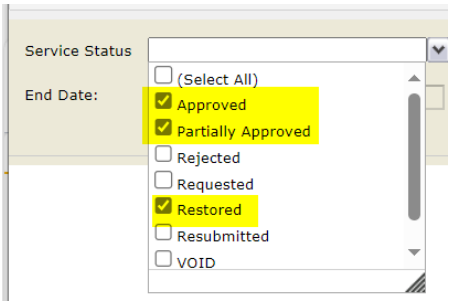
1. Navigate to the Provider record and select the Providers tab.
2. From the Report menu, select the appropriate report.
    a. Provider EPI report will show information related to active authorizations. An open iConnect Provider Selection record must exist for this provider on the consumer's record.

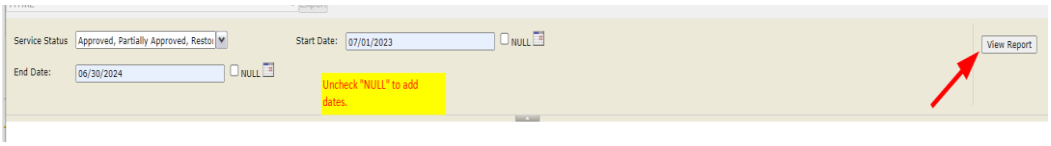


3. To generate the authorization report, click on Provider EPI report. The report parameters window opens.

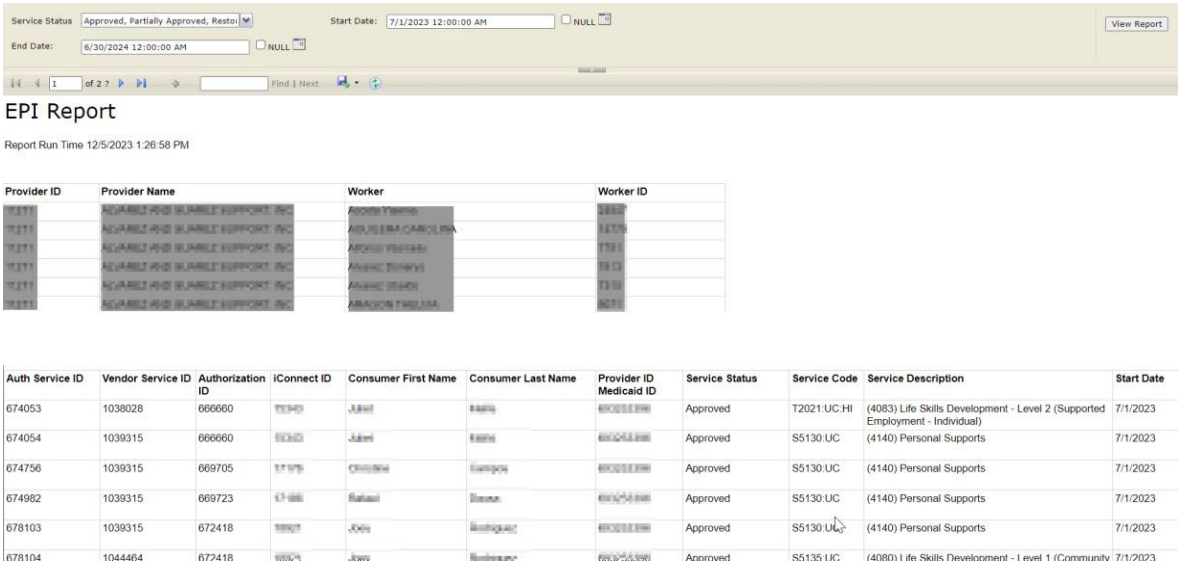
    a. Select the Authorization Start Date and Authorization End Date from the calendar. This is usually the first and last day of the fiscal year

    b. Typically, providers will only be interested in approved authorizations.

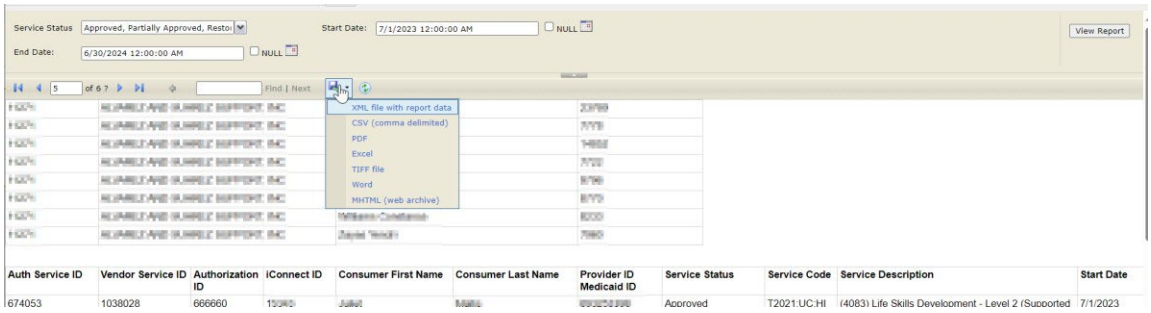




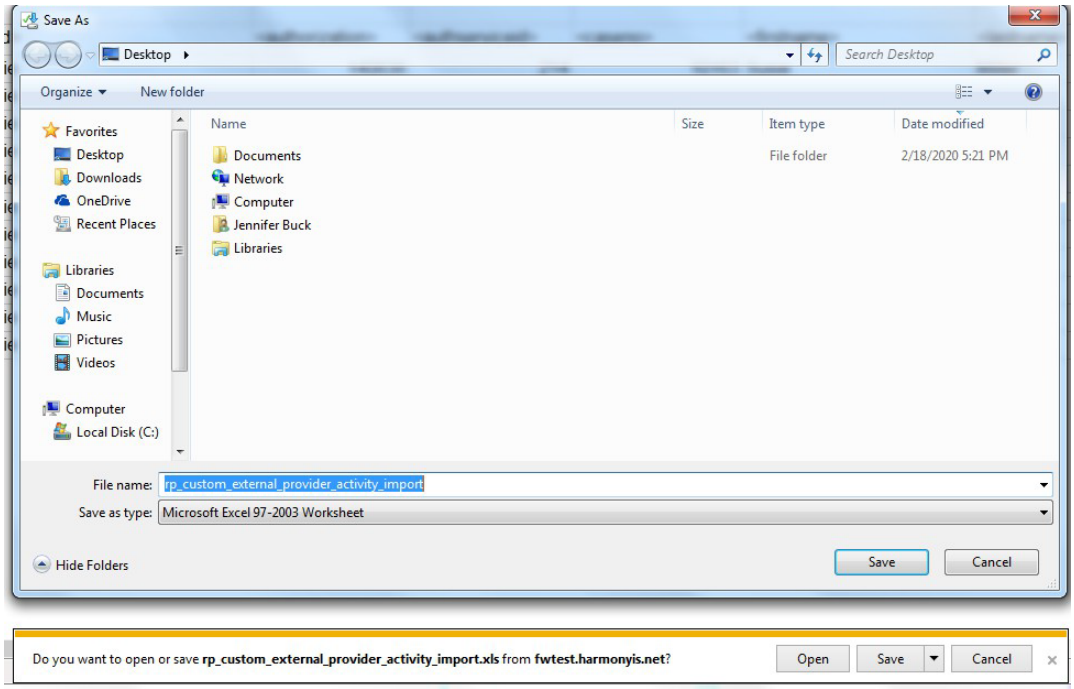
c. Select View Report. The results are displayed.
   i. The report has two sections. The top section will list all workers from the Provider's Workers tab and their Worker ID, which is the data needed for the Member ID field on the XML file.
   ii. The bottom section is the authorization report.



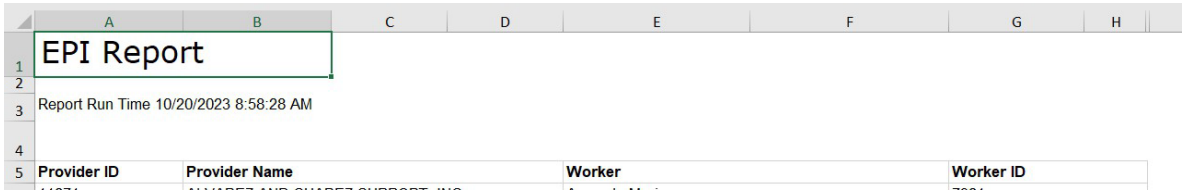
d. Save this report in your preferred format, likely .csv or Excel.



e. Select Save As, name the report file, and designate the location on your device where the report will be saved.



f. Select Open to view the report results in the selected format.



Updates to Provider's Non-iConnect System

Given that provider non-iConnect systems are broad and varied, this section will give general guidance for updates that will be required, to make use of the iConnect External Provider Interface.

> ***Please note, APD cannot advise a provider regarding modifications to their system. APD can only provide the information required to utilize the External Provider Interface. Each provider will need to work with their IT Department or vendor to make any necessary modifications to their system.***
>
> Providers with questions about XML files and/or XML file mapping are encouraged to research resources on the internet and YouTube.

In the previous section, instructions regarding how to get the requisite data out of iConnect was provided. Using that information, providers will want to ensure that their system is able to generate an XML file with this information. Failure to include required data elements, will result in aborted or failed imports into iConnect.

The best practices for modification of non-iConnect systems includes the following steps.

1. Review existing system and determine if all required fields already exist.
    a. Determine if existing fields should be relabeled to conform to the XML file requirements.
    b. Determine which fields need to be added to the non-iConnect system.
2. Make modifications to non-iConnect database structure.
    a. Map non-iConnect data fields to XML fields.
3. Create the export functionality to generate the XML file.
    a. Include a means by which to identify only new records to avoid exporting duplicate records, which will cause an import failure.

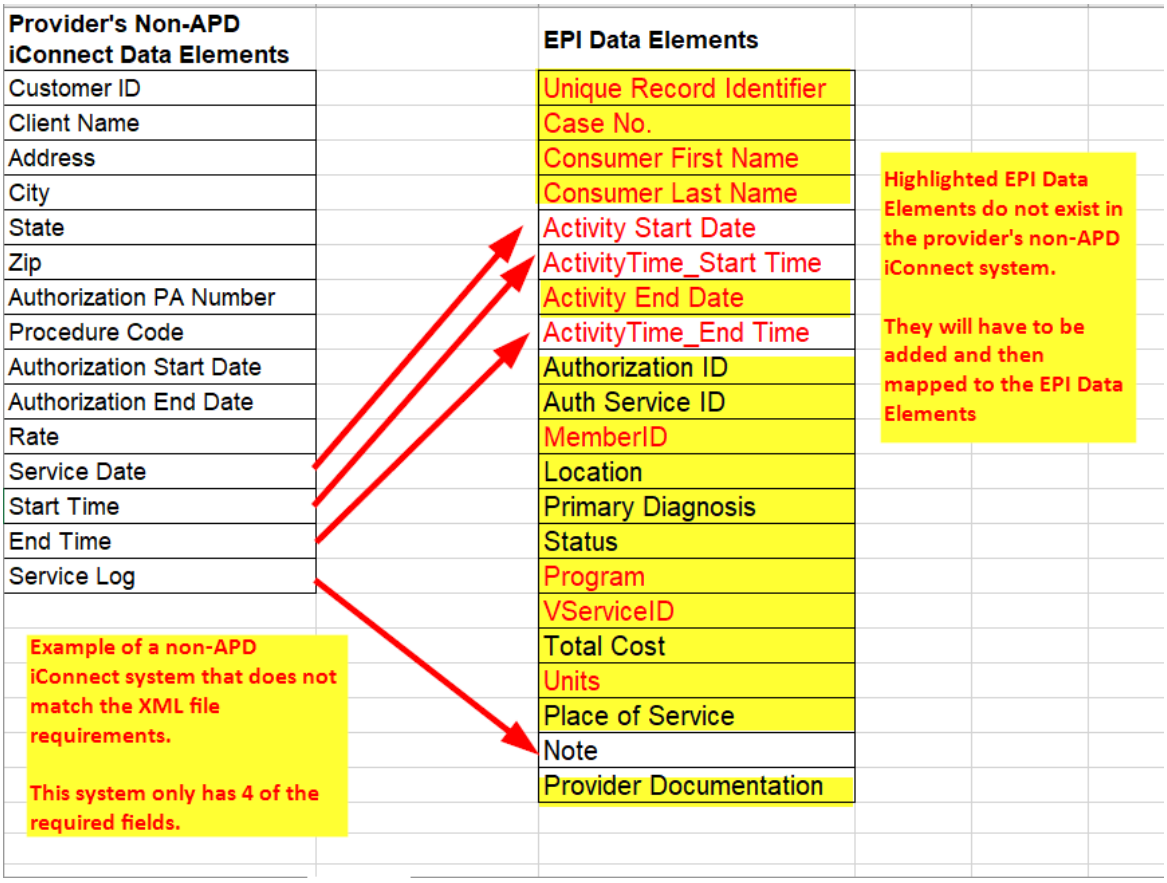
Example of a provider system that would need to be modified:

Scenario: ABC Provider has a documentation system that is external to iConnect. Their system includes the following data fields:

- Customer ID (this is an internal number specific to this provider and their system)

- Client Name
- Address
- City
- State
- Zip
- Authorization PA Number
- Procedure Code
- Authorization Start Date
- Authorization End Date
- Rate
- Service Date
- Start Time
- End Time
- Service Log (text field to add all handbook required service log information)

ABC Provider uses the XML Schema Definition for the EPI and discovers their system does not have all the necessary fields to be able to use the EPI.

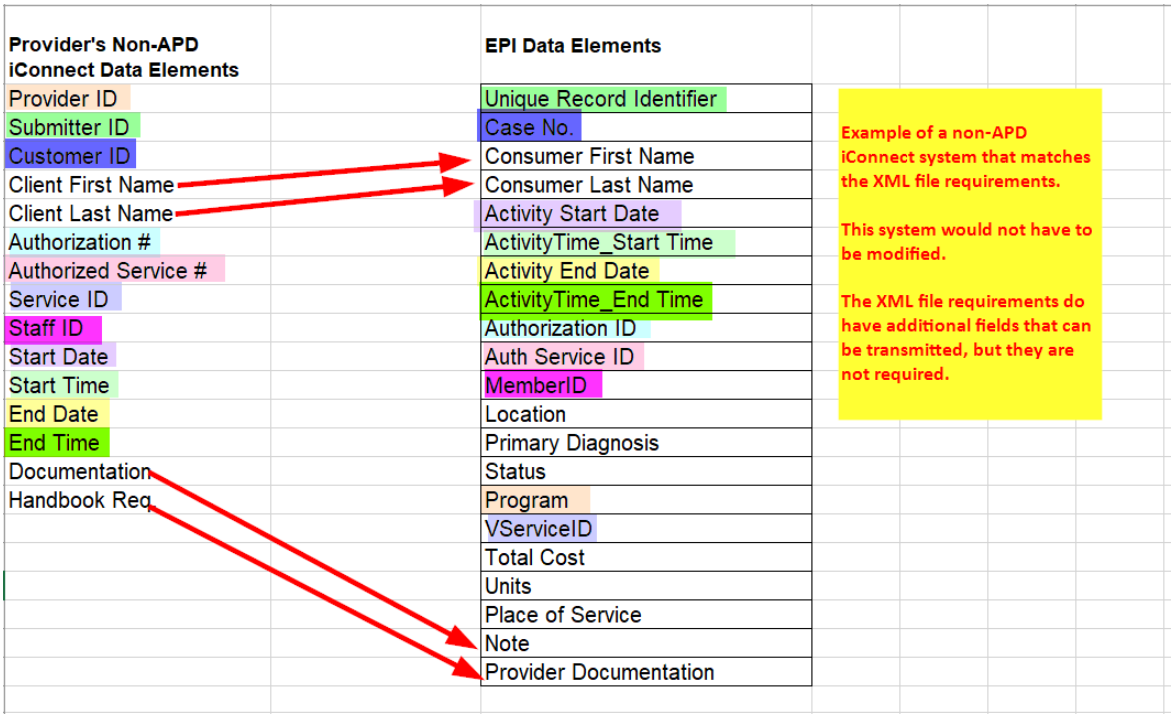


ABC Provider will have to modify their system to add the additional data elements (fields).

Example of a provider system that would not need to be modified:

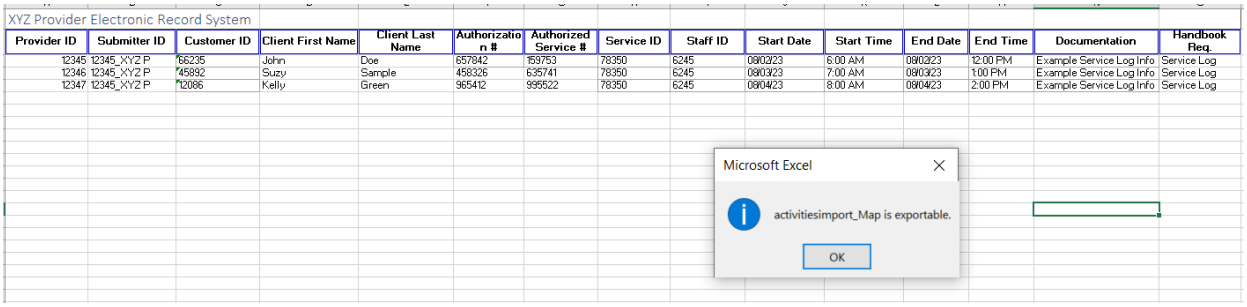
Scenario: XYZ Provider has a documentation system that is external to iConnect. Their system includes the following data fields:

- Provider ID (matches the iConnect Provider ID)
- Submitter ID (matches the Sender ID in the iConnect Provider Record)
- Customer ID (this is the consumer's iConnect ID displayed on the authorization)
- Client First Name
- Client Last Name
- Authorization #
- Authorized Service #
- Service ID
- Staff ID (matches the employee's Member ID in iConnect)
- Start Date
- Start Time
- End Date
- End Time
- Documentation
- Handbook Req



XYZ Provider will not have to modify their system because there is one to one correspondence between their system and the required fields in the XML file

format. When they complete their XML mapping, they will validate to confirm their file is exportable.



Explanation of the Importance of the XML Mapping

When providers submit their data via the EPI, the iConnect interface utility will receive the data and parse it out to the correct consumer record(s). If the data submitted by the provider does not match the XML requirements, iConnect cannot interpret the data.

The XML file:

```
<?xml version="1.0" encoding="UTF-8"?>
<activitiesimport submitterID="54321_DEMO ">
   <consumers>
      <caseno caseno="12345"><!--Required. Match Field. -->
         <firstname>Tony</firstname><!--Required. Match Field. -->
         <lastname>Doe</lastname><!--Required. Match Field. -->
         <activity>
            <activitydatetime>
              <startdate>2023/05/03</startdate><!-- Required. -->
              <starttime>08:00:00</starttime><!-- Required. -->
              <enddate>2023/05/03</enddate><!-- Required. -->
              <endtime>14:00:00</endtime><!-- Required. -->
            </activitydatetime>
            <authorization>591201</authorization><!--Required. Match Field. -->
            <authserviceid>589214</authserviceid><!--Match Field (not required)-->
            <workerid>816</workerid><!--Required. Match Field. -->
            <location></location>
            <primarydiagnosis></primarydiagnosis>
            <status>Complete</status>
            <program>54321</program><!--Required. Match Field. -->
            <vendorserviceid>166077</vendorserviceid><!--Required. Match Field. -->
            <totalcost></totalcost>
            <units>5</units>
            <placeofservice></placeofservice>
            <groupnote>Typical LSD 3 Attendance Log/Service Log information.</groupnote>
            <contacttype>
                <value>Daily Attendance Log</value>
                <value>Progress Note</value>
            </contacttype>
         </activity>
      </caseno>
   </consumers>
</activitiesimport>
```

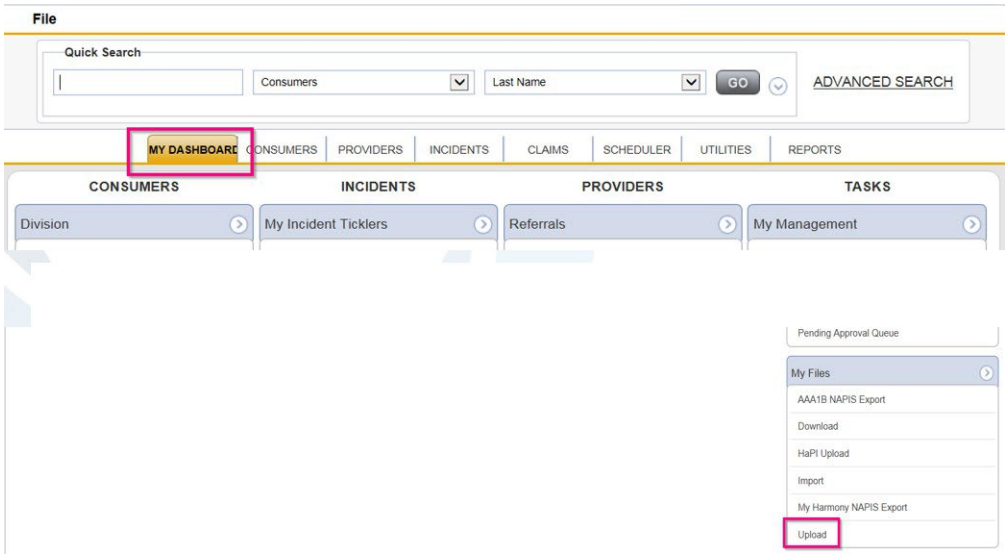
The Viewing the Activity (Consumer's Provider Documentation) Record section will show how the data in the XML file populates in the consumer record.

Application Configuration

The tasks described below are completed as a one-time setup. They are completed by the Service Provider.

My Dashboard > My Files > Upload

1. This access is defined at the provider > worker level. Once given access, the worker will be able to manually Upload and/or Download files for the associated Provider via My Dashboard > My Files > Upload. This step will make the link visible to the user on My Dashboard to upload the Provider's Activity XML file.



2. For each applicable worker, navigate to the **Providers chapter**. Search for and select the worker's Provider record. Select the **Worker** tab. Search for and select the applicable worker. Select the **worker record** to open. Select the **Providers** subpage. Select the applicable Provider record > the Worker Provider details page displays. Check the **Upload HIPAA Files and Download HIPAA Files** checkboxes. From the **File** menu, select **Save and Close**. This worker can now upload and download files for this provider in iConnect.

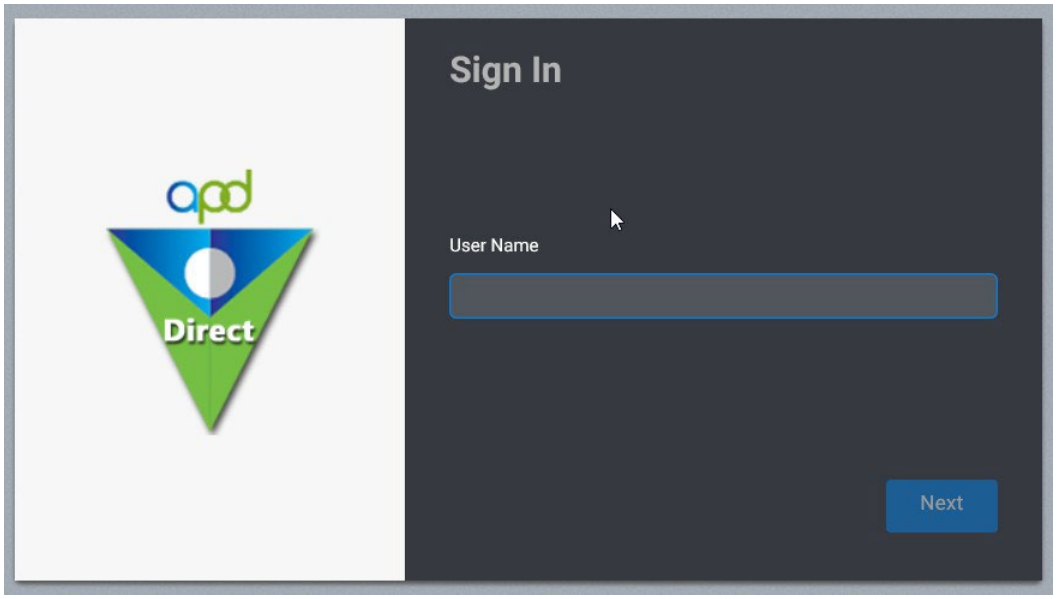
File
Workers
Providers
Filters
Provider Worker Active
Equal To
Worker Name
31 Workers record(s) returned - now view
Worker Name
Application, Harmony
Buck, Jennifer
Coleman, Steve
Cruz, Myriame
Fulcher, Lorena
Gephart, Lori
FL APD Sandbox - Internet Explorer
https://fwtest.harmonyis.net/FLAPDSandbox/Pages/Harmony.aspx?ChapterID=241&ViewType=SubPageView&PageID=35499&ChapterEntityID=10002&EntityID=
iConnect
A TEST Provider | Providers
8/7/2019 1:28 PM
File
Worker
Providers
Supervisors
Background Check/Experience
Credentials
Positions
Languages
Filters
Search
Reset
9 Providers record(s) r
APD Test Provider
Mary's Exceptional H
ResCare For You
APD Waiver
A TEST Provider
WSC Agency1
WSC Agency2
FL APD Sandbox - Internet Explorer
https://fwtest.harmonyis.net/FLAPDSandbox/Pages/Harmony.aspx?ChapterID=241&ViewType=SubPageView&F
iConnect
A TEST Provider | Worker Provider
Last Updated by jbuck
at 4/13/2018 12:38:34 PM
File
Worker Provider
Worker Provider
Provider Name *
APD Test Provider
Active
Upload HIPAA Files
Download HIPAA Files
Primary Provider

Chapter 2 | Manual Upload

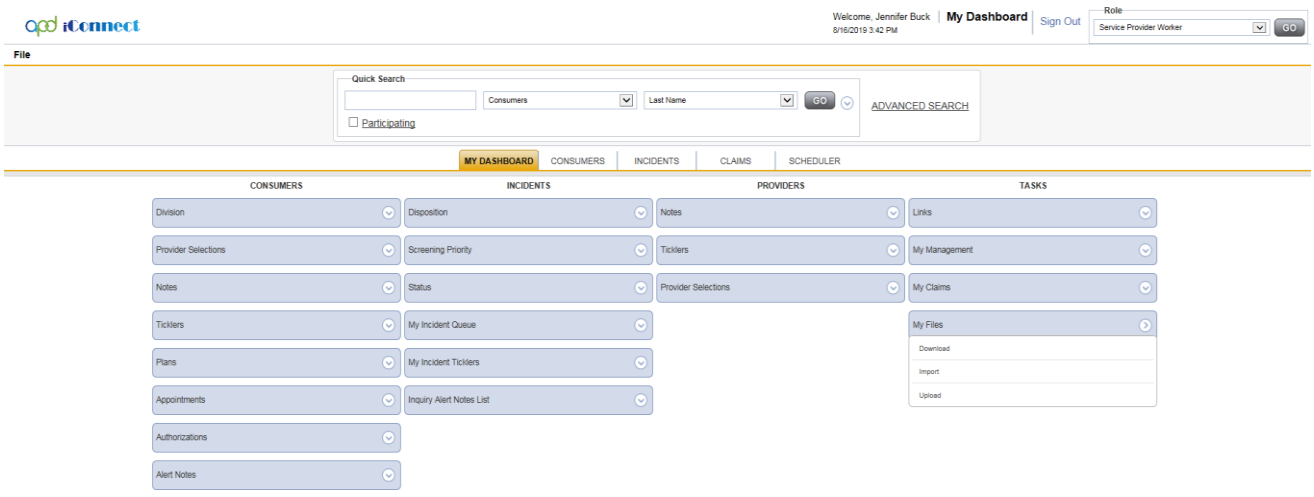
The provider will be provisioned through FL APD's ID PASS system. The provider or designated worker will log into iConnect and upload the Activities Import XML file from My Dashboard.

Upload the XML File

1. Log into iConnect using the ID PASS credentials provided by APD IT.

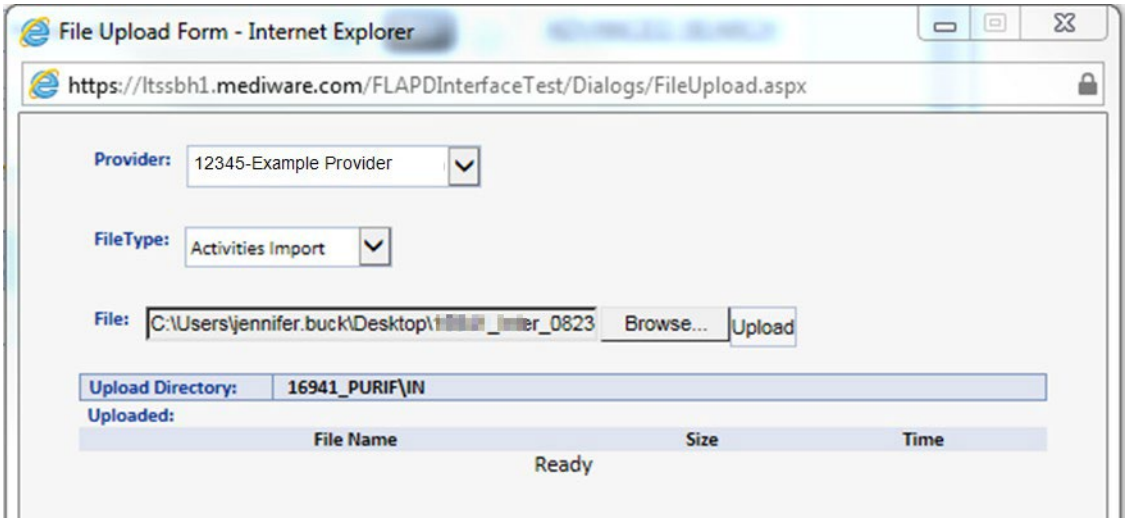


2. Using Role = Service Provider or Service Provider Worker, navigate to **My Dashboard** > **Tasks** > **My Files** > **Upload**.

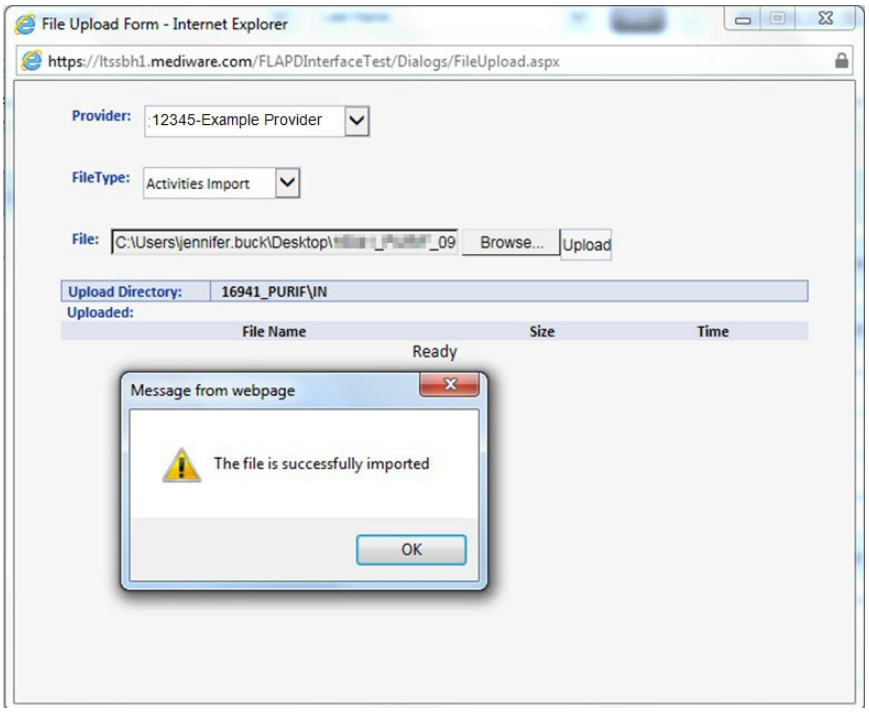


3. The File Upload window displays. Update the following fields:

a. Provider = Select the provider that is uploading the XML file. Only the providers the worker is associated to will display.
b. File type = Activities Import
c. File = browse to the location of the XML file on your computer and select to upload.
d. Click Upload.



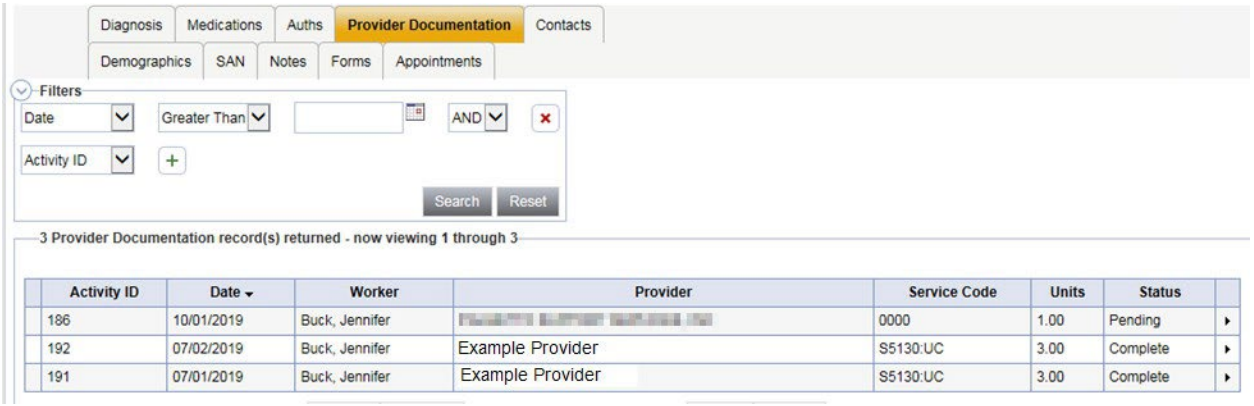
4. Receive import success notification. Select OK.



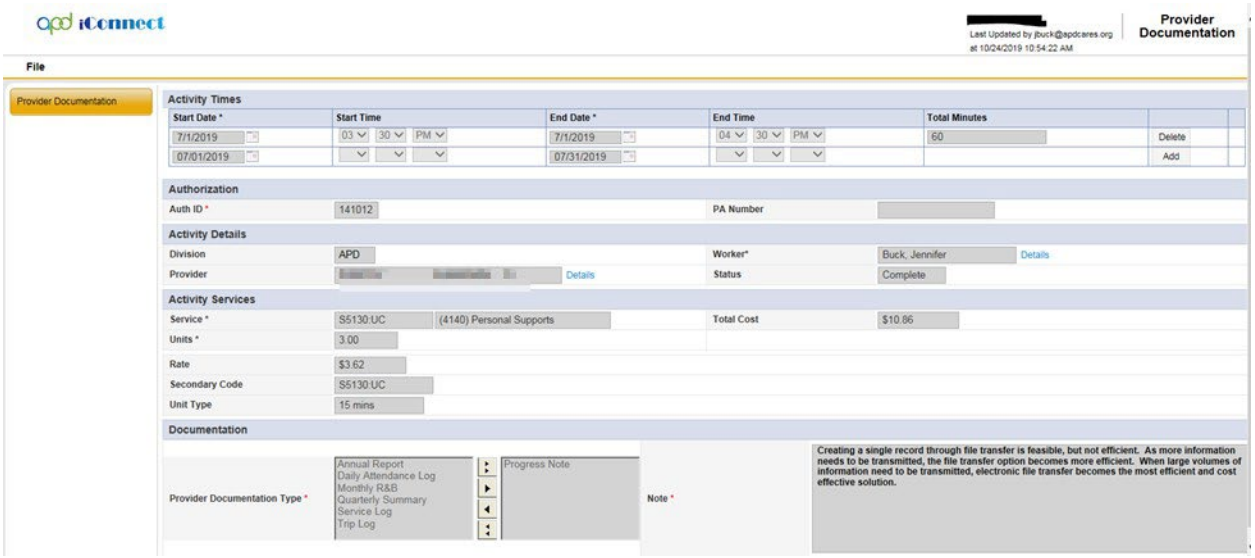
Viewing the Activity (Consumer's Provider Documentation) Record

1. Navigate to the Consumer's record that was in the XML file.

2. Select the **Provider Documentation** tab. From the list view, select the Activity (Provider Documentation) record.



3. The Details page displays and is read only because Status = Complete.



4. Below is a comparison of the data in the XML file and the data in the Activity (Provider Documentation) record in the application.

[redacted]

I.MIU00-0,rM -eot
•1 ...:o,,,:,,s. ,,.,,,,

Pt'ovlder
Oocum♦ntation

Activity Times
Start Date *
Start Time
End Date *
7/1/2019
07/31/2019
Authorization
Auth ID *
U.l()'12
Activity Details
Division
Provider
Activity Services
Service *
Units *
,00
$3.62
S5130:UC
15 mins
Secondary Code
Unit Type
Docllffitn.tltlon
Provider Documentation Type *
Annual Report
Daily Attendance Log
Monthly R&B
Quarterly Summary
Service Log
Trip Log
MOG"
WOllo:..
St#ltJt
$1086
Creating a single record through file transfer is feasible, but not efficient. As more information needs to be transmitted, the file transfer option becomes more efficient. When large volumes of information need to be transmitted, electronic file transfer becomes the most efficient and cost

Chapter 3 | Secure File Transfer Protocol (SFTP)

Some providers may choose to not login to iConnect and manually upload their XML file. Providers do have the option to transmit their XML files via Secure File Transfer Protocol (SFTP). This process can be as simple as manually logging in to their File Transfer Protocol solution and connecting to the iConnect SFTP site. Providers can also choose to automate the process by developing their own program to transmit from their system to the iConnect SFTP site.

Please note, APD cannot advise a provider regarding how to setup their SFTP access. APD can only work with the provider regarding EPI Certificate Management.

EPI Certificate Management

The transmission of personal health information (PHI) outside of iConnect requires additional layers of security, especially since access is outside of the APD Single Sign-On (SSO) multifactor authentication process. This section will provide the steps necessary for providers to receive their EPI Certificate.

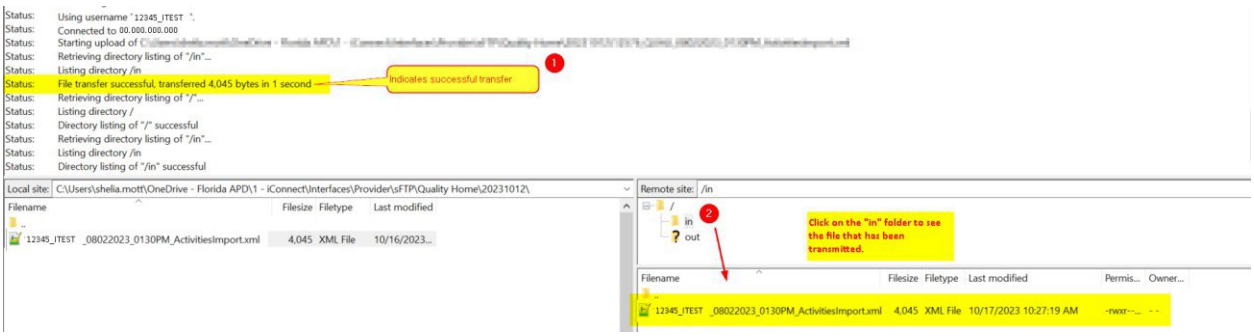
1. Providers interested in utilizing the iConnect EPI SFTP site will need two things to start the process.
    i. An email address that can receive encrypted emails.
    ii. Their IPv4 Internet Protocol (IP) address. This information can be found by accessing What Is My IP Address - See Your Public Address - IPv4 & IPv6
2. When the provider is ready to contact APD to receive their EPI SFTP Certificate, they should send an email to iConnectepi@apdcares.org to request their EPI SFTP Certificate.
3. An APD IT representative will contact the sender and schedule a video conference via Teams for the purpose of identity verification and provide an opportunity for the provider to ask any questions.
    i. The provider will need to be on camera and have their photo ID available.
4. Once this process is completed, APD IT will send the iConnect EPI Certificate to the provider via an encrypted email.
5. The provider will test their access to the iConnect SFTP site and respond to the encrypted email with confirmation of successful connection.

Submitting Files & Retrieving Log Files

Once a provider determines how they will access the iConnect EPI SFTP site, they will place all files in the “In” folder. The example below uses FileZilla and is intended to be only an example. Each provider’s solution may appear different.

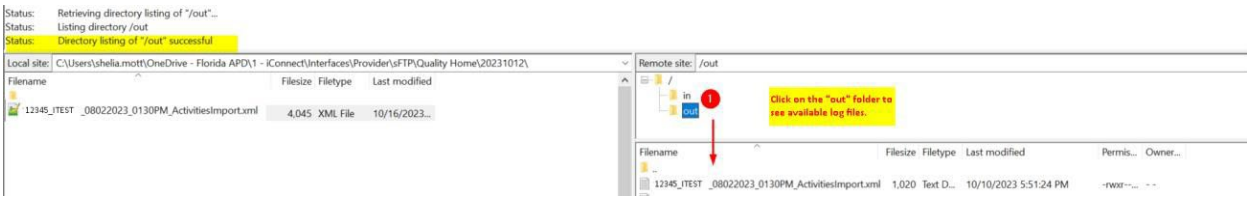
1. Place the file in the “in” folder.

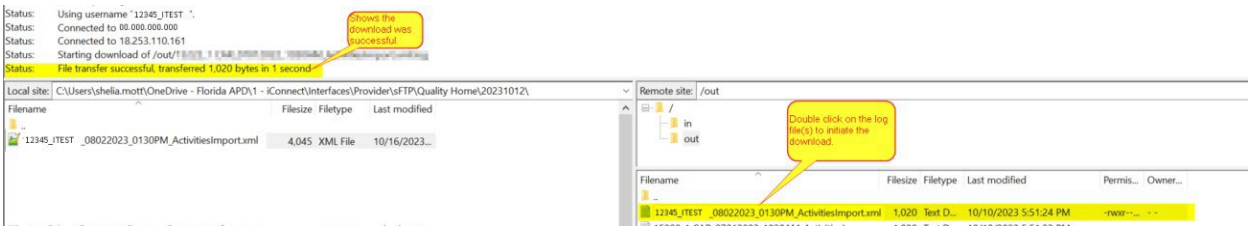
2. Verify the successful transmission.



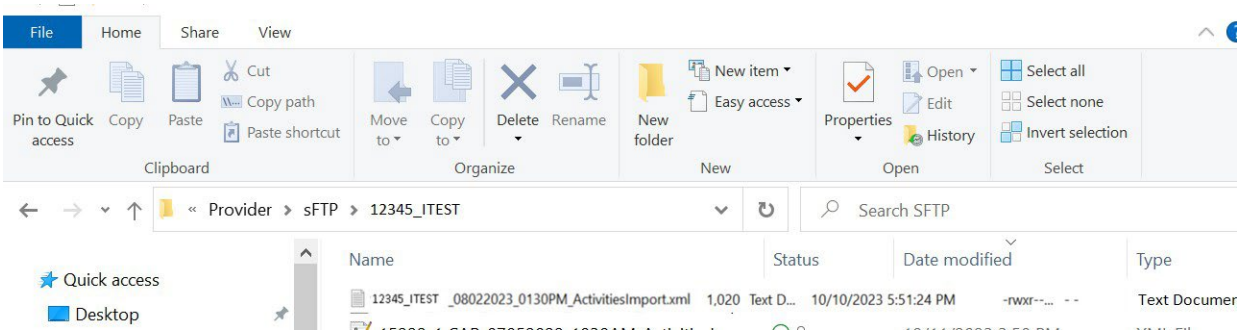
3. Retrieve the Log File

Log files will be available for viewing within an hour of submission and will be available in the “out” folder.





4. Access the log file from within the system where the files are stored. This step is determined by how providers set up their log retrieval process within their systems.



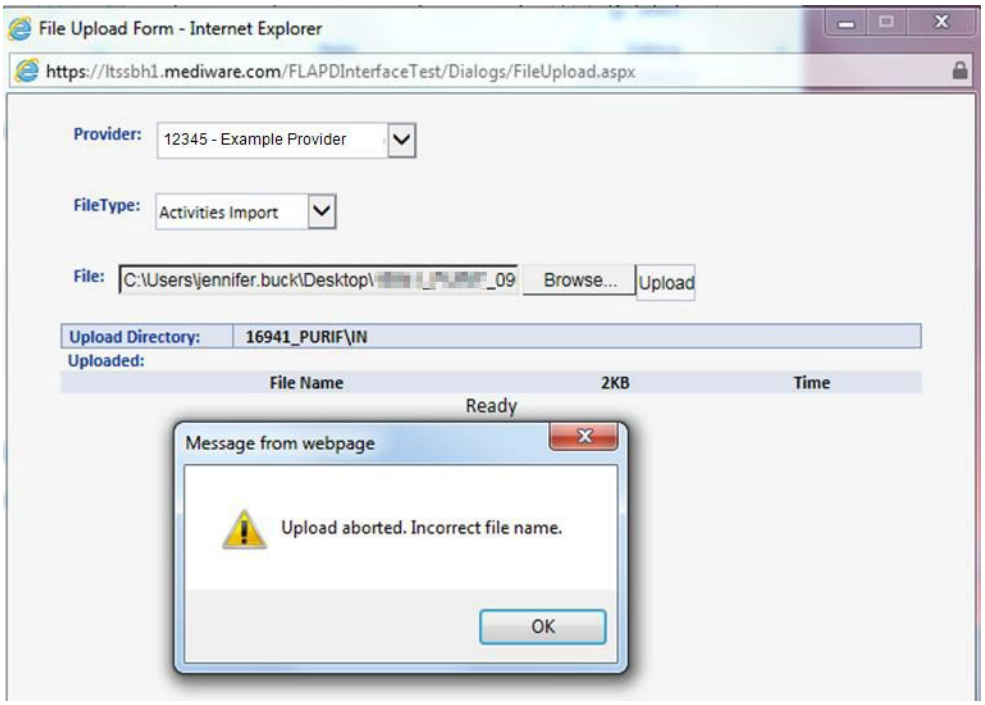
Chapter 4 | File Upload Errors

There may be times in which the file upload fails. The user will receive an error message.

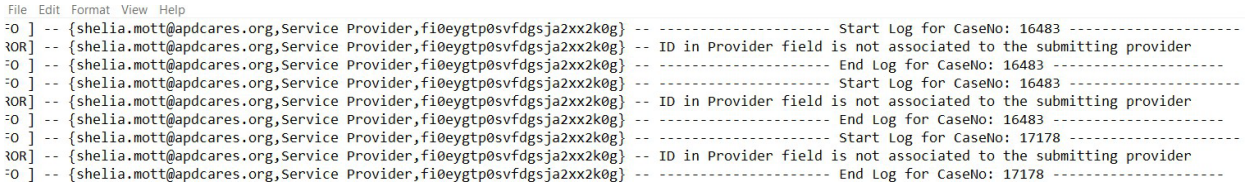
1. **Incorrect File Name**: From the File Upload window, select Upload to upload the XML file > receive an error message about incorrect file name. The XML file is not uploaded, and the Provider Documentation (Activity) records are not created in iConnect.
    a. **How to Correct:** The file name must match the required naming convention.

    [Submitter ID]_ MMDDYYYY_HHMMAM or HHMMPM_ActivitiesImport.xml

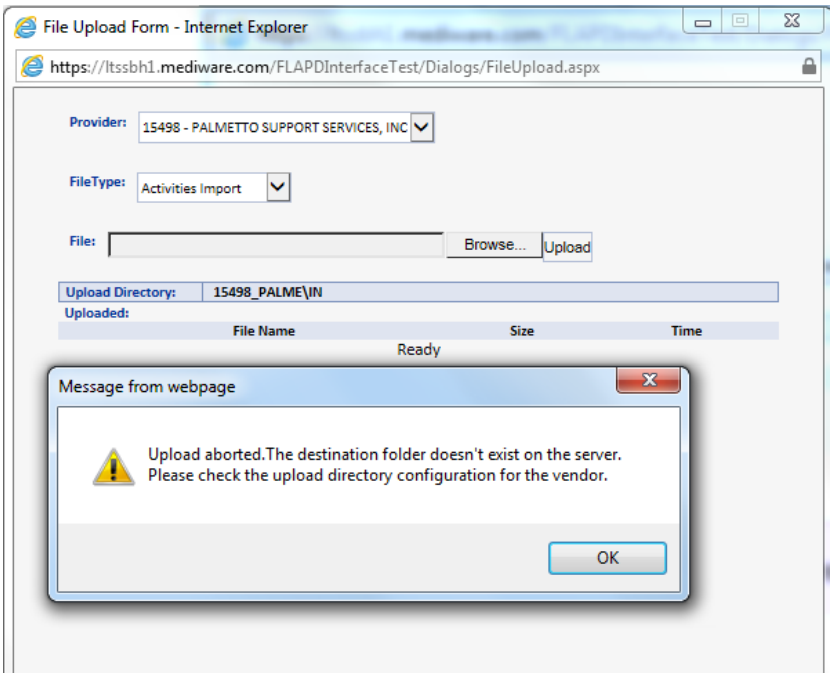
    Example filename: 12345_EXAMP_ 09022019_1020AM_ActivitiesImport.xml



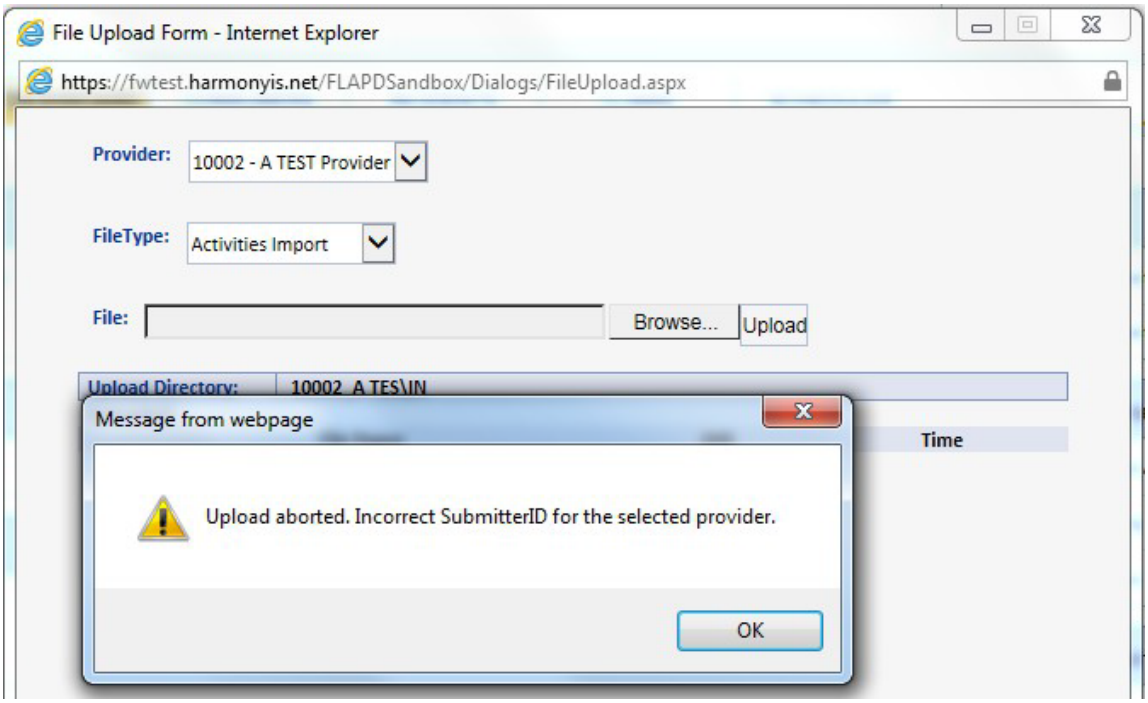
2. **ID in Provider Field:** Download log indicates that the import failed due to “ID in the Provider field is not associated to the submitting Provider.”
    a. **How to correct:** Contact the WSC for the consumer and request that they create a Provider Selection record in the consumer’s record.


File Edit Format View Help
=O] -- {shelia.mott@apdcares.org,Service Provider,fi0eygtp0svfdgsja2xx2k0g} -- ---------- Start Log for CaseNo: 16483 ----------
XOR] -- {shelia.mott@apdcares.org,Service Provider,fi0eygtp0svfdgsja2xx2k0g} -- ID in Provider field is not associated to the submitting provider
=O] -- {shelia.mott@apdcares.org,Service Provider,fi0eygtp0svfdgsja2xx2k0g} -- ---------- End Log for CaseNo: 16483 ----------
=O] -- {shelia.mott@apdcares.org,Service Provider,fi0eygtp0svfdgsja2xx2k0g} -- ---------- Start Log for CaseNo: 16483 ----------
XOR] -- {shelia.mott@apdcares.org,Service Provider,fi0eygtp0svfdgsja2xx2k0g} -- ID in Provider field is not associated to the submitting provider
=O] -- {shelia.mott@apdcares.org,Service Provider,fi0eygtp0svfdgsja2xx2k0g} -- ---------- End Log for CaseNo: 16483 ----------
=O] -- {shelia.mott@apdcares.org,Service Provider,fi0eygtp0svfdgsja2xx2k0g} -- ---------- Start Log for CaseNo: 17178 ----------
XOR] -- {shelia.mott@apdcares.org,Service Provider,fi0eygtp0svfdgsja2xx2k0g} -- ID in Provider field is not associated to the submitting provider
=O] -- {shelia.mott@apdcares.org,Service Provider,fi0eygtp0svfdgsja2xx2k0g} -- ---------- End Log for CaseNo: 17178 ----------

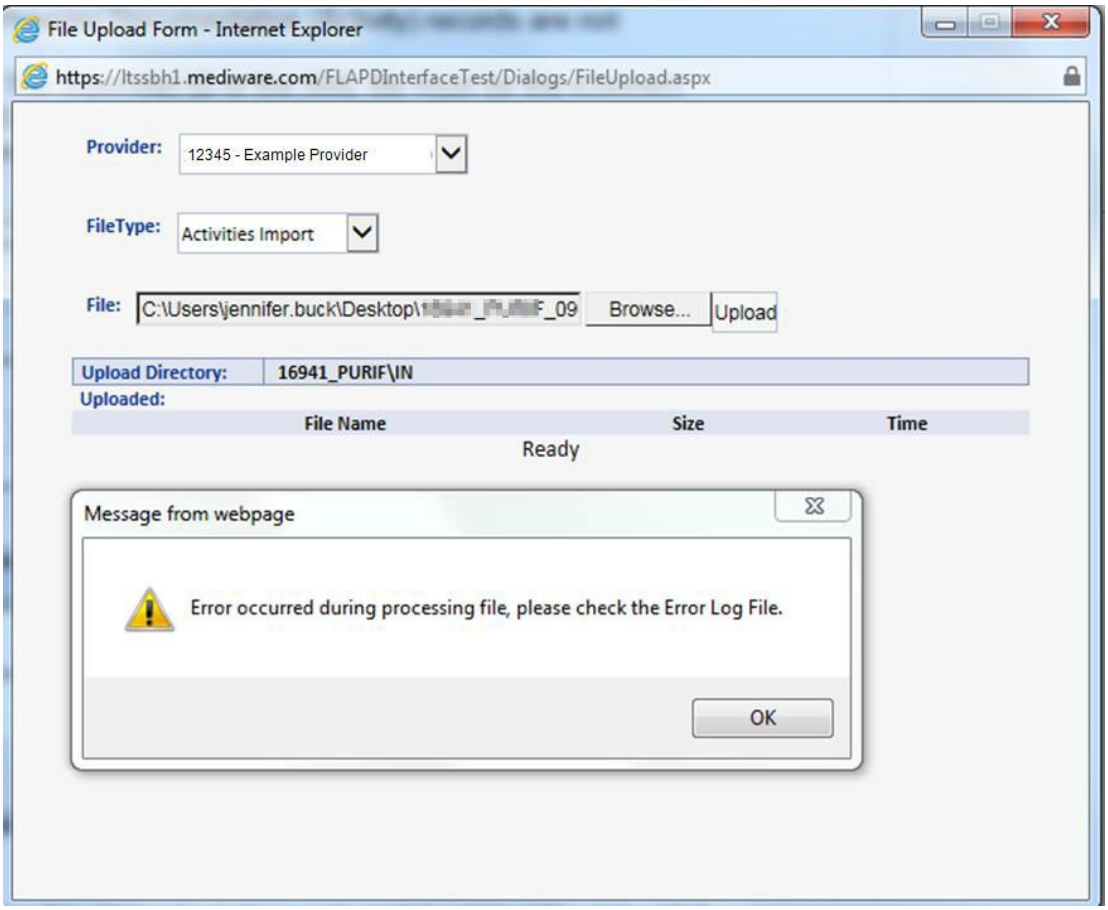
3. **Destination Folder:** From the File Upload window, select Upload to upload the XML file > receive an error message about a missing destination folder. The XML file is not uploaded, and the Provider Documentation (Activity) records are not created in iConnect.
    a. **How to correct:** Contact iConnect Support Desk at 800-400-3240.

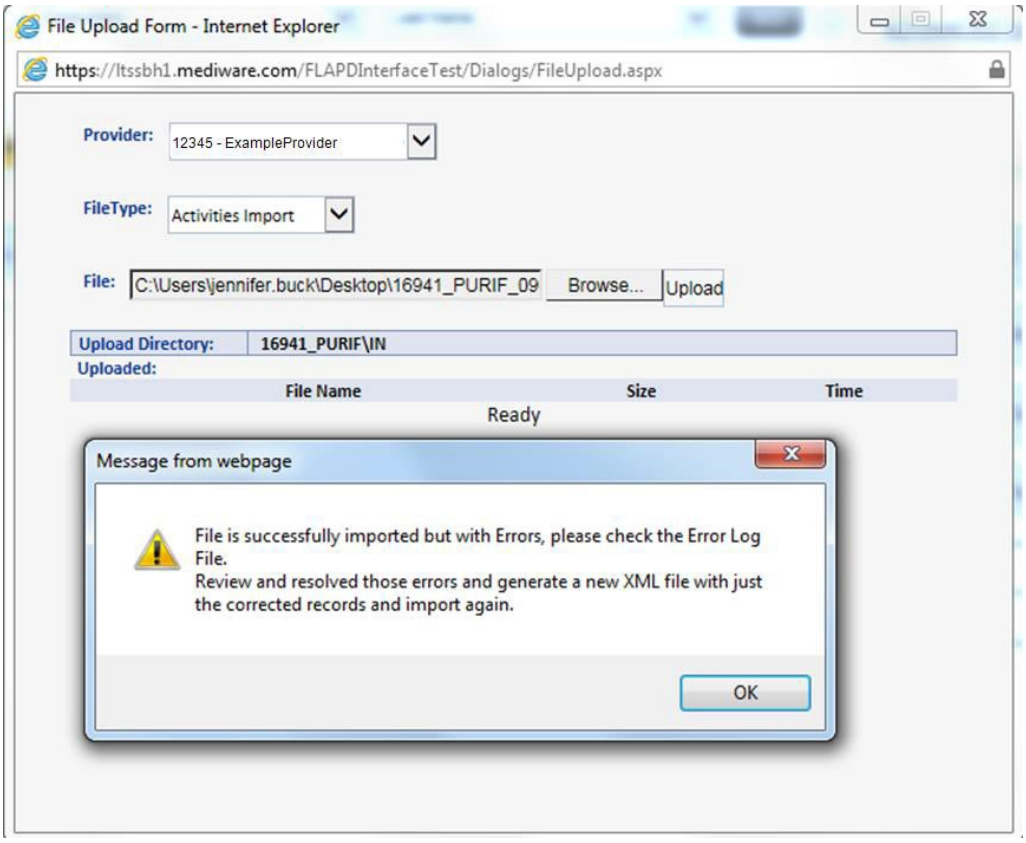


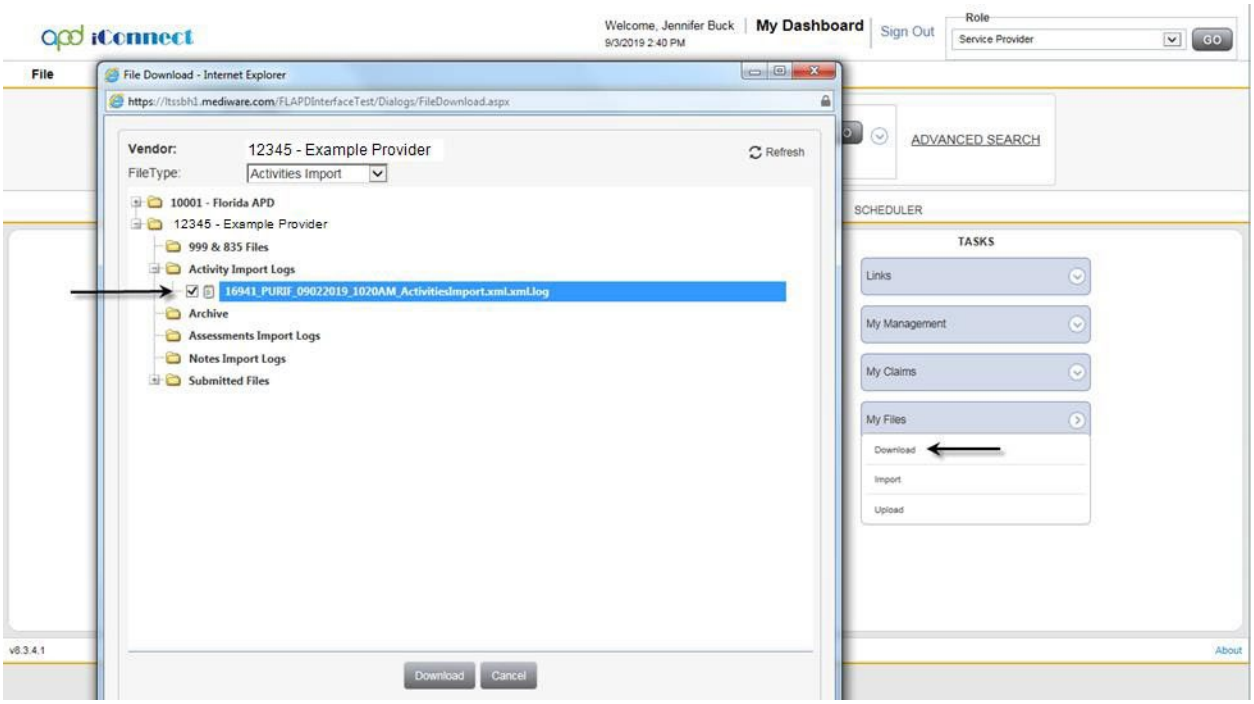
4. **Submitter ID:** From the File Upload window, select Upload to upload the XML file > receive an error message about mis-matching Submitter ID. The XML file is not uploaded, and the Provider Documentation (Activity) records are not created in iConnect.
    a. **How to correct:** The Submitter ID in the XML file must be the iConnect Provider/Vendor ID plus the first 5 characters of the Providers last name and be the same as the Provider selected in the “Provider” field on the File Upload page.



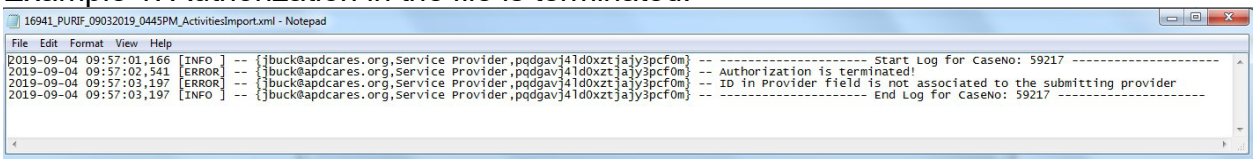
5. **Error Occurred.** From the File Upload window, select Upload to upload the XML file > receive an error message about an error processing the file. The XML file is not uploaded, and the Provider Documentation (Activity) records are not created in iConnect.
    a. **How to correct**: Check the Downloads folder on My Dashboard for the error log. Select the correct log file and click Download. Update the XML file for each error and resubmit the file.


File Upload Form - Internet Explorer
https://ltssbh1.mediware.com/FLAPDInterfaceTest/Dialogs/FileUpload.aspx
Provider:
12345 - Example Provider
FileType:
Activities Import
File:
C:\Users\jennifer.buck\Desktop\
Browse...
Upload
Upload Directory:
16941_PURIF\IN
Uploaded:
File Name
Size
Time
Ready
Message from webpage
Error occurred during processing file, please check the Error Log File.
OK

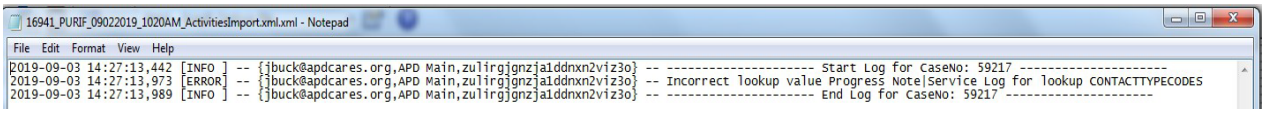

File Upload Form - Internet Explorer
https://ltssbh1.mediware.com/FLAPDInterfaceTest/Dialogs/FileUpload.aspx
Provider:
12345 - ExampleProvider
FileType:
Activities Import
File:
C:\Users\jennifer.buck\Desktop\16941_PURIF_09
Browse...
Upload
Upload Directory:
16941_PURIF\IN
Uploaded:
File Name
Size
Time
Ready
Message from webpage
File is successfully imported but with Errors, please check the Error Log File.
Review and resolved those errors and generate a new XML file with just the corrected records and import again.
OK


iConnect
Welcome, Jennifer Buck
9/3/2019 2:40 PM
My Dashboard
Sign Out
Role
Service Provider
GO
File
File Download - Internet Explorer
https://ltssbh1.mediware.com/FLAPDInterfaceTest/Dialogs/FileDownload.aspx
Vendor:
12345 - Example Provider
FileType:
Activities Import
Refresh
10001 - Florida APD
12345 - Example Provider
999 & 835 Files
Activity Import Logs
16941_PURIF_09022019_1020AM_ActivitiesImport.xml.xmlLog
Archive
Assessments Import Logs
Notes Import Logs
Submitted Files
Download
Cancel
ADVANCED SEARCH
SCHEDULER
TASKS
Links
My Management
My Claims
My Files
Download
Import
Upload
v8.3.4.1
About

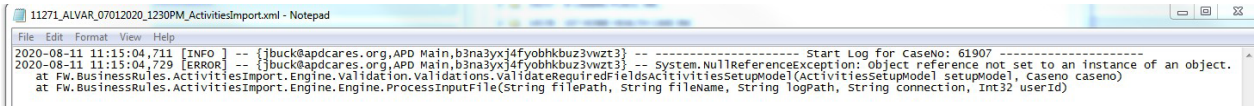
Example 1: Authorization in the file is terminated.



Example 2: The value sent for Contact Type (Provider Documentation) does not match one of the enforced values.



Example 3: Null Reference Exception. The XML file does not contain all of the required placeholders. i.e. place of service, location, primary diagnosis.



Example 4: AuthService ID is a require field. The XML file may contain an AuthService ID, but the Authorization must be a 'valid' auth. Activities should only be sent for approved authorizations. Unable to Send, Terminated, Rejected.

2020-12-29 14:31:03,318 [INFO] -- {rama.macherla@apdcares.org,Service Provider,euytfsz5zjfwwn0x2pnugg42} -- ---------- Start Log for CaseNo: 78488 ----------
2020-12-29 14:31:03,335 [ERROR] -- {rama.macherla@apdcares.org,Service Provider,euytfsz5zjfwwn0x2pnugg42} -- AuthServiceID is required field
2020-12-29 14:31:03,339 [ERROR] -- {rama.macherla@apdcares.org,Service Provider,euytfsz5zjfwwn0x2pnugg42} -- AuthServiceID is required field
2020-12-29 14:31:03,343 [ERROR] -- {rama.macherla@apdcares.org,Service Provider,euytfsz5zjfwwn0x2pnugg42} -- AuthServiceID is required field
2020-12-29 14:31:03,355 [INFO] -- {rama.macherla@apdcares.org,Service Provider,euytfsz5zjfwwn0x2pnugg42} -- ---------- End Log for CaseNo: 78488 ----------

How to correct: Review the authorization in the provider record and if the status is Unable to Send, Terminated, or Rejected contact the consumer's WSC.