

Question Asked	Answer Given
What if I was not part of the pilot group. How will I get my email to get access to the system?	As providers are invited to Go Live in iConnect, they will be sent an email with the link to complete identity proofing. For providers who participated in the webinar on 12/7/20, this email will be sent Tuesday 12/8/2020 in the afternoon.
Can we log out after starting service and log back in to end service?	Yes, the design of the APD iConnect EVV mobile site is that you start the delivery and put the device away until it is time to end the delivery.
So that I can make sure I recognize the email with my link to iConnect, who will it be coming from?	APD Online Applications User Account Service <a href="mailto:apd.apps.noreply@apdf.onmicrosoft.com">apd.apps.noreply@apdf.onmicrosoft.com</a>
So for those providers who were not part of the two pilot groups, will we be using EVV starting 12/8/20 or are we just uploading the service logs until we are able to use EVV?	Non-pilot members will be using APD iConnect to create service logs for respite and personal support. You will not upload service logs. Providers who go live using iConnect on 12/8/20 will be alerted when you will begin to use the EVV mobile site.
How do we bill 3/1 ratio?	Billing/Claims is not going live in APD iConnect at this time. For consumers who have a 1:2 or 1:3 ratio, you will create a service log for each consumer in their record. Please refer to the Adding Service Logs to Consumer Records video in the <a href="#">Providers Library</a> .
Do WSCs need to verify receiving documents in order to receive payment.	No the WSCs have access to the consumer records and can view service logs as soon as you create them. They are not "receiving" them. However, because providers are just beginning to use iConnect for service delivery documentation, providers are encouraged to alert the WSC prior to billing that documentation has been submitted in iConnect.
SOME WSCs have no idea how to view documents	WSCs are adding their documentation in the same place providers will be adding service logs. They will be able to view them. If they have difficulty reviewing service logs, they can contact their regional staff. Providers are encouraged to notify WSC when documentation is submitted into iConnect initially so that WSCS will know to review.
Why does it take time after I assign roles to staff to see the staff in my workers list.	You will not see your employees in your Workers tab until they complete their identity proofing and login to APD iConnect.
Once you created your daily notes in the system can you print a copy for yourself to keep in your files just in case ?	Yes you can use the File menu to print.
Are we clocking in with the Mobile EVV tomorrow?	No the APD iConnect EVV mobile site is not launching on 12/8/2020.
Although I have current service authorizations, I am not currently working with anyone. What do I do?	Providers to go live in this phase were based on those having active service authorizations. Because you do currently have an active authorization, you do need to proceed with getting access to the iConnect system in anticipation of resumption of service delivery in the future .
Does EVV mobile site go live tomorrow or just APD iConnect for personal support and respite?	APD iConnect goes live on 12/8/2020 for Personal Supports and Respite for providers who were invited to attend the 12/7/2020 webinar.

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Do we have to wait for the email in order to go live tomorrow on EVV	Providers who were part of the two pilots have already been provided iConnect access and should have already been putting documentation of service delivery in iConnect. Providers who were invited to be a part of this iConnect implementation will need to wait until you receive your email to gain access.
If I also provide Companion Services, do I continue to provide this documentation to the WSC in paper form?	Yes for any service other than respite or personal supports providers will continue to send the WSC documentation via paper/email.
Do we have to enter the information in iConnect every day?	Providers can choose when they/their staff will add the service logs. Just remember that per the new handbook providers cannot bill for services live in APD iConnect until the documentation has been entered. Additionally each date of service delivery must be made as a separate entry.
Do we still have to have a paper copy of the personal support log? Or does the service log on iConnect work	The service logs created in APD iConnect will replace the paper version. However, APD is working to create a report so providers can export their documentation for Qlarant reviews. More information will be coming on that in the future. In the interim, if Qlarant conducts a provider review, the provider will need to be prepared to show Qlarant documentation which is retained in iConnect at time of review.
I only do supported living coaching. Will I be doing the EVV mobile? I was doing personal supports but stopped in September.	No. The only current EVV services are Respite and Personal Supports. Supported Living Coaching is not an EVV service.
Can you cut and paste?	Yes you can cut and paste your service log information from another format into the Note field of a Provider Documentation (service log) record in APD iConnect.
Can you go into the EVV mobile site and do a step by step?	Please review the How to Use the APD iConnect EVV Mobile Site and Deliver a Service self-paced webinar in the Providers Library.
If you see a client in the morning and evening. do we need to put in 2 separate notes	You will use one Provider Documentation record per day, and add the times. Once the APD iConnect EVV mobile site goes live, you will create a new delivery each time (morning and evening). For more information please check the EVV FAQs and review the Adding Service Logs to Consumer Records video in the APD iConnect library.
I have a check list that I do every day for my client and I do his note once a month is it ok to upload the check list when I am ready to bill every two weeks?	You will need to create a Provider Documentation (service log) record for each day. You can copy from your existing document/form and paste into the Note field on the Provider Documentation record.
When you are logging in at the consumer's home and your GPS is on and you have to go on out or in a doctors appointment do you log out or stay log in?	Once you start the delivery, you will leave it running until you are finished providing the service and end the delivery.
Since we are going live 12/8/2020 is our staff required to use the system tomorrow?	Yes, your staff who provide respite and personal supports will also need to begin working in APD iConnect on 12/8/2020.
Question are workers unloading the documentation tomorrow or the administrator?	There is no uploading of paper service logs. The service logs will need to be created directly in the Provider Documentation tab of the consumer's record.
Can staff use their tablet for documentation and then copy and paste?	Yes you can copy and paste into the Note field of the Provider Documentation record.

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Does a live in Personal Support Provider need to use EVV or just iConnect. Is there something I need to do or someone I need to contact regarding this?	APD has sent this inquiry to CMS. Providers will be notified as soon as we receive a response.
I am a solo provider how do I do iConnect for Companion Services?	Companion services have not been scheduled to go live yet in iConnect.
Having to open each tab is a bit time consuming. Please tell me where is there a FAQ on a Word Doc?	FAQs related to iConnect are posted on the APD webpage for each reference for the provider.
When inputting logs in the I Connect system do you put the entire week in for Notes or do we do one day at a time	A new provider documentation record is required for each day the service is delivered.
Do we register for both personal support and respite at the same time?	Personal Supports and Respite are live in APD iConnect for providers who have authorizations for these services and who have been notified they are going live, will go live with both services concurrently.
What do you mean by EVV activities?	Please refer to the training material in the Providers Library. An EVV activity is the record created from the EVV mobile site, once that goes live. EVV refers to Electronic Visit Verification which is a requirement for providers of specific services.
Will caregivers input notes on mobile EVV device? If so will we be able to see them in case we need to follow up on something.	Yes, service logs are completed in the mobile site, uploaded into iConnect and will be in a pending status for review
What happens when someone forgets to clock in?	Once EVV goes live, if a worker forgets to start an EVV delivery, they will have to record the documentation on paper and give it to the Provider EVV Manager, who will manually create an EVV activity record in iConnect.
Are Generations, Clearcare, Ally, etc. able to submit service logs directly?	If a provider uses a 3rd party vendor or has their own Electronic Health Record (EHR) system, they can review the material regarding the External Provider Interface (EPI) to determine if they wish to explore modifying their EHR to export an XML file of service log for import into APD iConnect. There is NO interface for EVV service delivery. The only way to deliver an EVV service is by using the APD iConnect EVV mobile site once it goes live.
As an owner, can we copy provider documentation into the iConnect for them	Prior to when the EVV mobile site goes live, owners can enter documentation on behalf of the worker (employee), providing that the owner maintains the original documentation from the employee. Once EVV mobile site goes live, the worker must put the documentation of service delivery directly into the EVV mobile site.
In case I have two services of the consumer personal support and companion services how I can program this EVV services on the staff.	Companion is not an EVV service. Only personal supports will be delivered via the APD iConnect EVV mobile site.
How are we going to comply with this at this time when we do not have access to iConnect to upload the information in iConnect and to have the employee phone, or tablets ready for them to clock in and out?	The transition to APD iConnect on 12/8/2020 allows providers and their staff to add Provider Documentation (service logs) after the service has been provided. When EVV goes live, then the workers will need to create the new delivery at the time the service starts. Providers will be provided with the link to iConnect to be able to enter the information

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How do providers and support coordinators go back later in the month to read and print service log notes.	Go into iConnect, locate the service log, file and print
When will GPS start?	When the APD iConnect EVV mobile site goes live for a provider, they will see an iConnect EVV icon on their iDaptive dashboard.
I'm pilot 1. I'm live now for EVV I Connect. but when does GPS start.... this email that you are talking about- is that for new provider or everyone.	You are live for APD iConnect. The EVV mobile site is not live yet. Only new providers will receive the email. Pilot providers already received the email and are logging in to APD iConnect.
How does EVV affect for clients who receives Personal Supports and are picked up or dropped off at work at not at home?	Please review the How to Use the APD iConnect EVV Mobile Site and Deliver a Service self-paced webinar in the Providers Library.
Are paper service logs no longer needed?	Paper service logs will not be needed for respite and personal supports because you will be creating them in APD iConnect.
does the service logs need to be submitted everyday or at your own pace as long as it is before you bill?	Service logs are to be recorded for each day of service delivery. You can put them in at your own pace but It must be only one entry per day in order to bill and must be submitted into iConnect prior to billing .
One service log per day but you can submit logs at the end of the week for the whole week?	Yes, you can do all your documentation at once at the end of the week as long as it is before you submit billing.
Do we submit service logs on a daily basis???are we just submitting logs for now and start EVV later?	You will begin submitting service logs on 12/8/2020. Providers will be notified when they go live using the EVV mobile site
What if we are late submitting service log this week because we just getting started	You can do all your documentation at once at the end of the week as long as it is before you submit billing.
Ciera R: So all information needing to be turned in to coordinators prior to the go live date of 12/8/2020 can still be turned in the old traditional way?	Yes
Will APD provide us with the electronics to work? We are in a difficult year for everyone to make us buy expensive electronics because clearly the are the only ones that work with this program. I think they should think about their workers a little more, in the end we are the ones who really go out to give everything for our clients and family. Thanks for your attention.	Providers will provide their employees with the devices needed to deliver the service.
When does EVV go live?	Providers will work in APD iConnect for a period of time before the APD iConnect EVV mobile site will be launched for them.
What if we have to take them into the community for appointment's etc.	Service delivery times start and end just as you do now. Taking them to an appointment can be recorded in the mobile site and indicate the address. See the EVV section on the website for more information.
So tomorrow Solo Providers go live on iConnect?	Everyone invited to the 12/7/2020 webinar will be live in APD iConnect on 12/8/2020. Providers of the two pilots should have already gone live in iConnect.
Since the email will not come to us until tomorrow, do we continue to manually document our service log for tomorrow?	Yes, you continue to follow your manual process until you are able to login to APD iConnect.
Just want to be clear. Will the EVV be live for tomorrow if we're doing Personal Support?	APD iConnect EVV mobile site is not going live 12/8/2020. However you will go live using iConnect on 12/8/20.

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If EVV system is not online due to not having service in an area is the system available to log in and log out OFFLINE	Please review the Creating a Manual EVV Activity video in the Providers Library.
If there is a change in the EVV activity not picking up from a home address is there a way to amend it?	Please review the How to Use the APD iConnect EVV Mobile Site and Deliver a Service self-paced webinar in the Providers Library.
Is there an example on how to do split shifts with multiple EVV workers what does that day look like is there going to be an example on how to bring in multiple logs on same day?	Please review the How to Use the APD iConnect EVV Mobile Site and Deliver a Service self-paced webinar in the Providers Library.