REMINDER

The State of Florida's Fiscal Year begins July 1 and ends on June 30. With the new fiscal year, new Authorizations are issued for of APD's Consumers.

Provider EVV Managers must ensure that they have assigned an end date on the previous Authorizations using the EVV Scheduling Tab of the Provider Record. The Provider EVV Manager will also need to assign workers to the Consumers with New Authorizations using the EVV Scheduling tab.

The EVV Worker will need to ensure that they sync the data using the EVV Mobile website on their device. EVV Workers must sync data every day to ensure they are accessing up to date information.

To ensure that the correct Authorization ID is used during service, after the EVV Worker uploads the EVV Activity, the Provider EVV Manager needs to verify the Authorization ID along with the notes of that EVV service log.

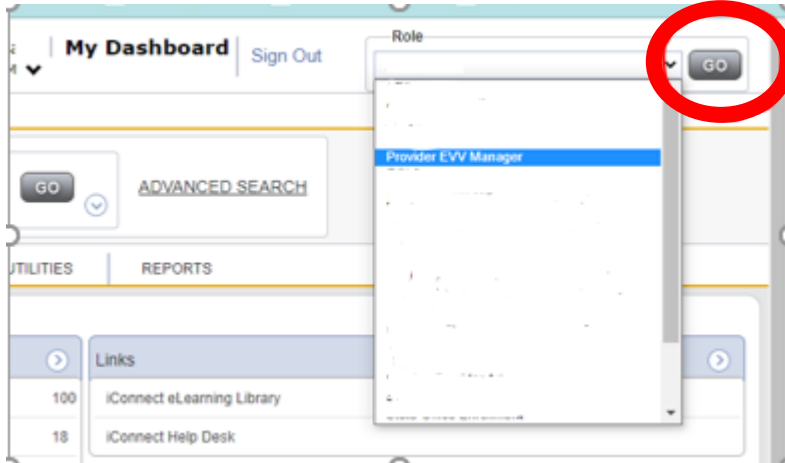## Contents (click on each topic to proceed to that page)

Updating the EVV Scheduling tab to add an End Date
## (APD iConnect Application)

1. The Provider EVV Manager will sign into APD iConnect.

iConnect

2. Update the Role to Provider EVV Manager and press GO.

3. Navigate to the Provider Record.
   a. Leave the text field on the left blank. Select Providers using the center dropdown menu, then press GO.
   ***Hint: click on the Provider Record from the list view grid if it does not automatically display the provider demographics screen.
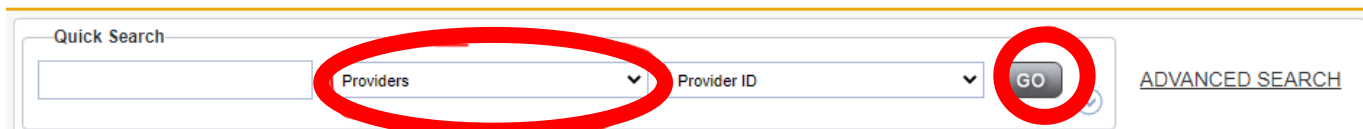
4. Navigate to the EVV Scheduling tab.

5. If there is no end date on the Worker End Date field, check the box on the far right.

Service Code	Auth Svc ID	Service	Service Start Date	Service End Date	Primary EVV Worker	Worker Start Date	Worker End Date	
S5130:UC	154190	(4140) Personal Supports	07/01/2020	06/30/2021	Baer, Sylvia	08/01/2021		☐
S5130:UC	155644	(4140) Personal Supports	07/01/2020	06/30/2021	Baer, Sylvia	07/01/2021		☑
T1000:UC	155988	(4161) Private Duty Nursing - LPN	06/13/2022	06/30/2022	Baer, Sylvia	06/13/2022	06/30/2022	☐

6. Use File on the top left and select Assign/Change EVV Worker. The Assign/Change EVV Worker dialog box will be displayed.

a. Select the appropriate role for the EVV Worker by clicking on the bubble next to the desired role.
b. Select the worker's name in the dropdown menu.
c. Add the appropriate Start Date and End Date.
    i. The End Date will match the Service End Date if the EVV Worker works with the consumer for the entire authorized period.
    ii. The End Date will not match the Service End Date if the EVV Worker does not work with the consumer through the end of the authorized period.

d. Then select Update Records.

7. A popup will display confirming the changes. Click OK.

8. Verify the changes made in the EVV Scheduling tab under the Worker End Date field.

				Service Start	Service End	Primary EVV	Worker Start	Worker End
256268	S5130:UC	155644	(4140) Personal Supports	07/01/2020	06/30/2021	Baer, Sylvia	07/01/2021	06/30/2022

9. To view Backup and Alternate EVV Worker's End Date, click the plus sign on the left side of the list view grid. Review the new fields that appear for an End Date. If there is no End Date repeat steps 5-7 using the appropriate role and dates.

⊞	09730	Kastner,Martin	ORLANDO	FL	32806	ORANGE	CENTRAL	250134	S5130:UC	154190	(4140) Personal Supports	07/01/2020	06/30/2021	Baer, Sylvia	08/01/2021	
⊟	09730	Kastner,Martin	ORLANDO	FL	32806	ORANGE	CENTRAL	256268	S5130:UC	155644	(4140) Personal Supports	07/01/2020	06/30/2021	Baer, Sylvia	07/01/2021	06/30/2022

Worker	Start Date	End Date
Worker_2, Training	07/01/2021	06/30/2022

10. Ensure that the EVV Worker syncs data on their device using the EVV Mobile Site upon log in.

Assign/Unassign EVV Workers to EVV service authorizations (APD iConnect Application)

Each EVV authorized service will be assigned a primary and backup worker. Provider EVV Managers can assign their EVV Workers(the individuals that will render the services to consumers) to EVV service authorizations from the EVV Scheduling tab. Assigning an EVV Worker from the EVV Scheduling tab controls which consumers are visible to the EVV Workers in the Mobile Site.

1. Navigate to the Provider record and click on the EVV Scheduling tab.
2. If desired, filter to see the desired consumer(s).
3. Select the box to the right of each EVV authorization for which an EVV Worker needs to be assigned, modified, or removed.
   a. Selecting the box at the top of the list view grid will select all service authorizations on the screen.

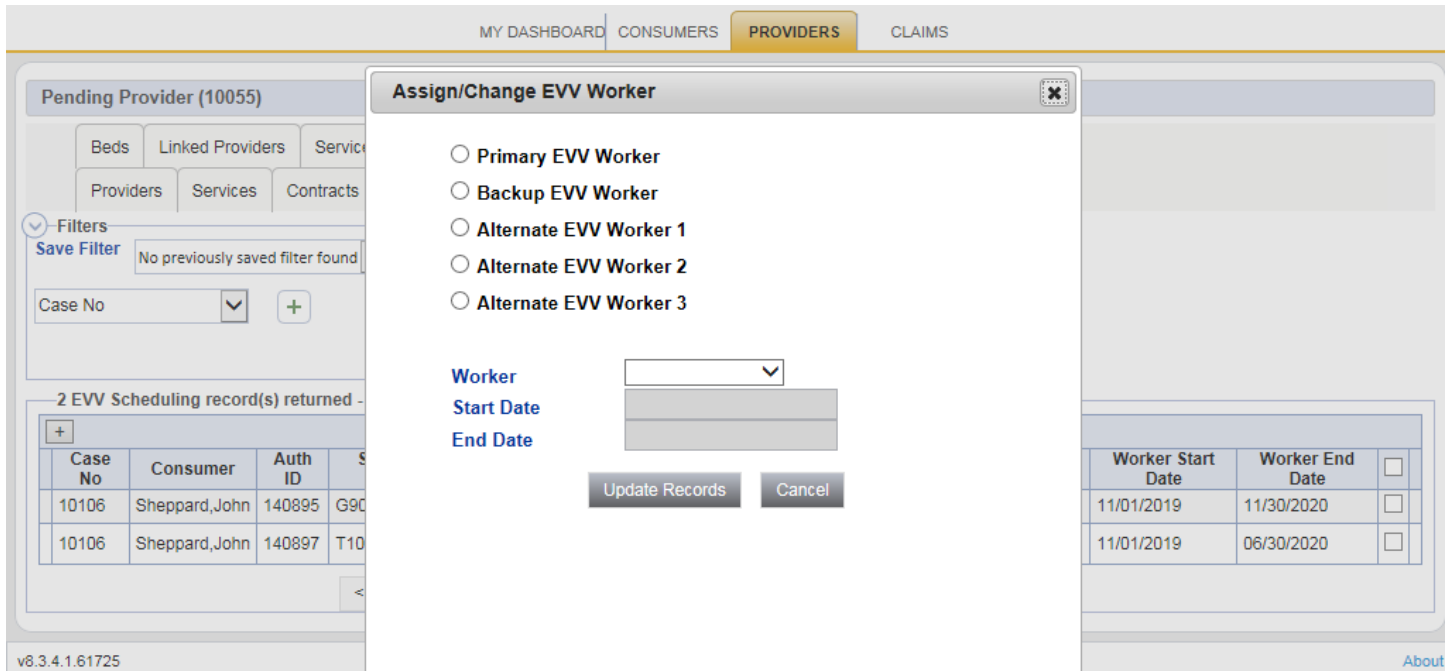3 EVV Scheduling record(s) returned - now viewing 1 through 3

	iConnect ID	Consumer Name	Consumer Street Adddress	Consumer City	Consumer State	Consumer Zip Code	Consumer County	Consumer Region	Auth ID	Auth Svc ID	Service Code	Service	Service Start Date	Service End Date	Primary EVV Worker	Worker Start Date	Worker End Date	☑
⊞	10050	Duck,Daisy	9874 Pond Dr.,	MIAMI	FL	33101	MIAMI-DADE		140901	290	T1000:UC	(4161) Private Duty Nursing - LPN	01/02/2020	06/30/2020				☑
	10237	Tester,John EVV	123 Home St.,	TAMPA	FL	33601	HILLSBOROUGH	SUNCOAST	140900	289	T1000:UC	(4161) Private Duty Nursing - LPN	12/01/2019	04/01/2020				☑
⊞	10172	Sheppard,Violet	123 Florida St,	ALACHUA	FL	32615	ALACHUA	NORTHEAST	140903	292	S5130:UC	(4140) Personal Supports	02/01/2020	06/30/2020				☑

<< First   < Previous   Retrieve 15 Records at a time   Next >   Last >>

4. Select Assign/Change EVV Worker from the File menu.

Tools

Assign/Change EVV Worker

| | Providers | | Provider Name | | GO | | ADVANCED SEARCH |

MY DASHBOARD   CONSUMERS   **PROVIDERS**   INCIDENTS   CLAIMS   SCHEDULER   UTILITIES   REPORTS

Geographic Agency Provider (10052)

Workers | Services | Provider ID Numbers | Contracts | Beds | Linked Providers | Aliases | Conditions | Service Area | Admin Actions

Providers | Divisions | EVV Activities | Forms | Enrollments | Authorizations | Notes | Credentials | **EVV Scheduling** | CAP | Appointments | Provider A

∨ Filters
Save Filter

| Primary EVV Worker ∨ | Blank ∨ | ∨ | AND ∨ | ✕ |
| iConnect ID ∨ | ➕ |

Search   Reset

3 EVV Scheduling record(s) returned - now viewing 1 through 3

	iConnect ID	Consumer Name	Consumer Street Adddress	Consumer City	Consumer State	Consumer Zip Code	Consumer County	Consumer Region	Auth ID	Auth Svc ID	Service Code	Service	Service Start Date	Service End Date	Primary EVV Worker	Worker Start Date	Worker End Date	☑
⊞	10050	Duck,Daisy	9874 Pond Dr.,	MIAMI	FL	33101	MIAMI-DADE		140901	290	T1000:UC	(4161) Private Duty Nursing - LPN	01/02/2020	06/30/2020				☑
	10237	Tester,John EVV	123 Home St.,	TAMPA	FL	33601	HILLSBOROUGH	SUNCOAST	140900	289	T1000:UC	(4161) Private Duty Nursing -	12/01/2019	04/01/2020				☑

5. The Assign/Change EVV Worker dialog box will be displayed.

a. Select the appropriate role for the EVV Worker by clicking on the bubble next to the desired role.
b. Select the worker's name in the dropdown menu.
c. Add the appropriate Start Date and End Date.
   i. The End Date will match the Service End Date if the EVV Worker works with the consumer for the entire authorized period.
   ii. The End Date will not match the Service End Date if the EVV Worker does not work with the consumer through the end of the authorized period.
d. Then select Update Records.

6. When you press Update Records, you will get a confirmation pop up. Select OK.

Verifying Authorization IDs used during EVV Delivery (APD iConnect Application)

The Provider EVV Manager needs to review that notes, dates and, times for each Service Activity are accurate. The Provider EVV Manager should also verify that the correct Authorization ID (Auth ID) is being utilized by the EVV Worker. After an EVV activity is uploaded, the Provider EVV Manager must complete the following steps to verify the Auth ID used for a specific activity.

1. The Provider EVV Manager logs into APD iConnect.
2. Update the Role to Provider EVV Manager and press GO.
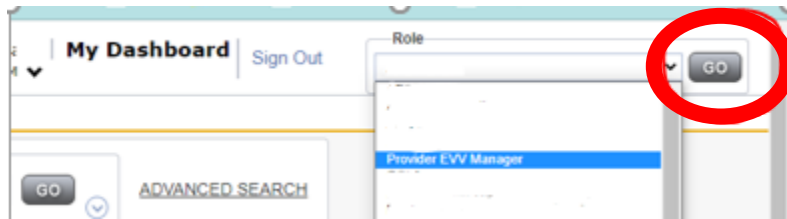
3. Navigate to the Provider Record.
   a. Leave the text field on the left blank. Select Providers using the center dropdown menu, then press GO.
   ***Hint: click on the Provider Record from the list view grid if it does not automatically display the provider demographics screen.

3. Navigate to the EVV Activities tab.

4. Click on the Service Log (now referred to as EVV Activities) to be reviewed. The Activities window will display.
   a. Verify that notes, dates, and times are accurate. Only then can the Provider EVV Manager update the activity to Complete.
   b. Click on the Status menu dropdown and choose Complete.

5. Select File, then Save and Close.

***BE AWARE: If an error message displays stating that the dates are outside of the Authorization, then the wrong Auth ID was picked up from the mobile device.

ltssbhtr1.mediware.com says

Current Activity Time Selection (6/15/2022-6/15/2022) Falls Outside Authorized Service Date Range

OK
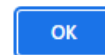
6. Select OK.
   The status of this Activity cannot be updated to Complete.

   ***Steps to correct this:
   1. The Provider EVV Manager should copy and paste the notes from the EVV Details along with the date, time, and location of the delivery.
   2. The Provider EVV Manager will then have to create a Manual EVV Activity using the information from the original EVV Activity.
   3. The Provider EVV Manager will then need to delete the Service Log with the incorrect Auth ID. Make sure that all information is captured, and the proper Activity is deleted. There is no recovery for deleted information.
   4. The EVV Worker should ensure that they sync their data. They may need to clear their data/cache on the web browser/device. Prior to clearing any data, the EVV Worker should make sure that there are no current deliveries on their mobile device. Clearing the browsing history or clearing the data/cache will clear any EVV Deliveries that have not been uploaded to APD iConnect. Once those are cleared, there is no recovery process to retrieve them. That EVV Worker should sync again. The next delivery should capture the current Auth ID.

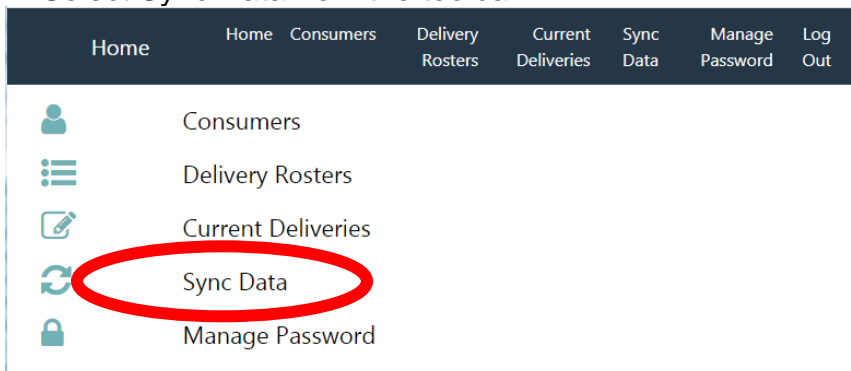# Download/Sync Consumer and Authorization Data
(EVV Mobile Site)

EVV Workers are responsible for delivering EVV services to the consumer. In most cases, EVV Workers will work exclusively in the Mobile Site.

The Mobile Site allows EVV Workers to:
   • Download/sync appropriate consumer and authorization data
   • Create delivery rosters
   • Record service deliveries

To record a service delivery, the Mobile Site must have consumer and authorization data. Workers can sync consumer and authorization data from the iConnect application with their mobile device anytime they have internet connectivity. The sync process downloads all consumer and authorization data that the worker has permission to see to the Mobile Site. It also removes consumer and authorization data that the worker might have been able to see previously, but no longer necessary(e.g., worker is no longer an assigned EVV worker for a given consumer).

1. Click the Mobile Site link from the Centrify home page to log in.
2. Select Sync Data from the toolbar.

3. Select the Sync button.
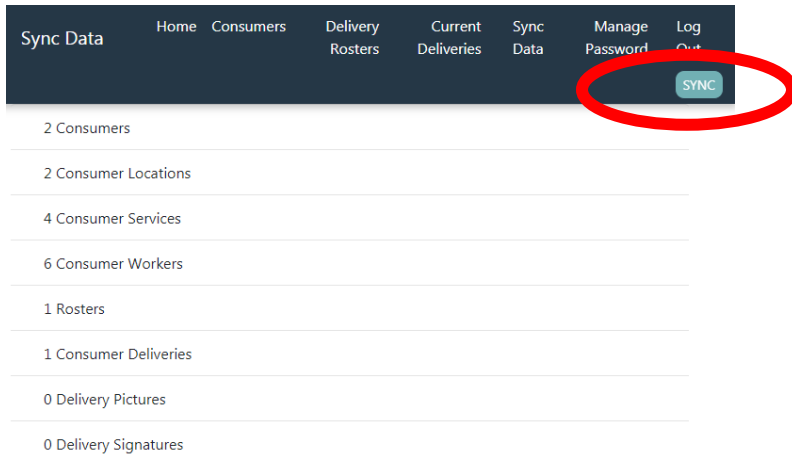
4. The system will:
   A. Download new consumers and their authorization data. New consumers are not automatically added to a delivery roster.
   B. Update existing consumers whose data has been modified in the iConnect application.
   C. Remove consumers and their authorization data for consumers that are no longer associated to the worker.
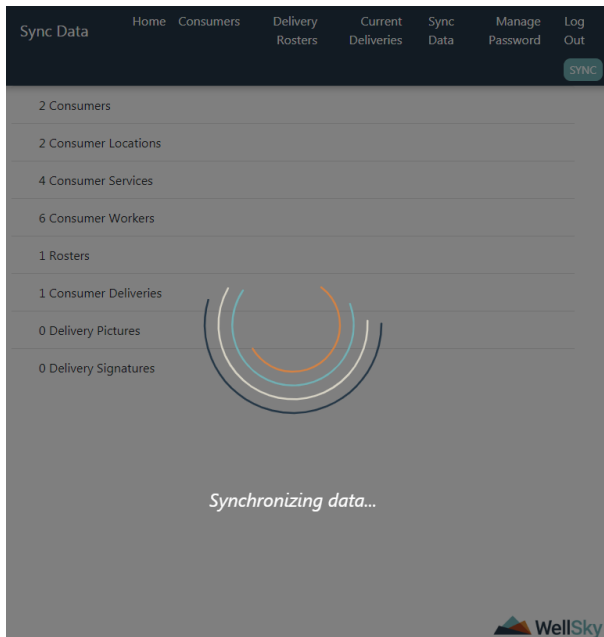
   D. Consumers are also removed from delivery rosters.
   E. Service deliveries that have not been uploaded for consumers that are no longer associated to the worker are not deleted. They can still be completed and uploaded.

Clearing the browsing data on the CyberArk App

When clearing the browsing data on the CyberArk App, ensure there are no current deliveries saved on the mobile device. If the browsing data is cleared and there were current deliveries on the mobile device, they will be deleted. There is no recovery process for deleted notes. Ensure all current delivers have been uploaded onto APD iConnect prior to clearing the Browser Data.
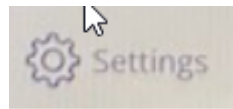
1. Tap the CyberArkIdentity application on your device and sign in.
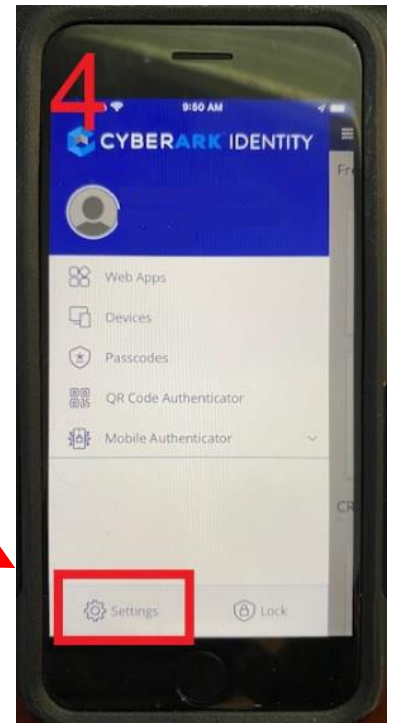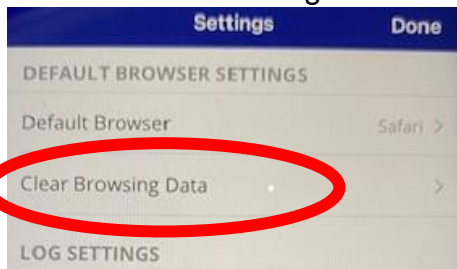
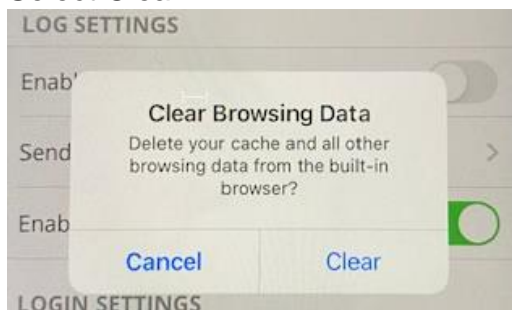2. Select the triple line icon to open the menu options.
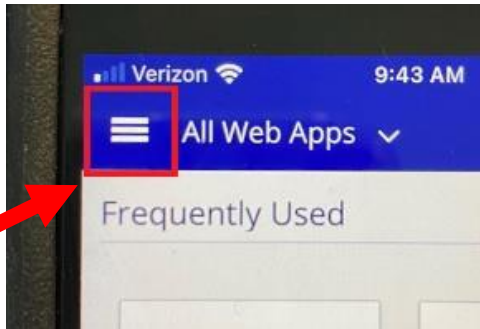
3. Select Settings.

4. Select Clear Browsing Data.

5. A notification to confirm the selection of Clear Browsing Data appears.
6. Select Clear.

7. The EVV Worker should continue to sync data daily.