

Auth Interface Enhancement – Service Authorization Update Ticklers

The purpose of this enhancement is to provide a mechanism for providers to obtain notification of new and changed service authorization directly in iConnect in real time. WSCs will continue to maintain the individuals' service plans and generate service authorizations.

It is important to note that once this enhancement goes into effect, providers will be required to complete a few steps prior to authorizations being updated in order to trigger the tickler to receive notification of authorization updates. Without assigning Biller/Billing Agents, no ticklers will be received by staff with the organization. Additionally, this worker must have the Service Provider Role to access authorizations within the Provider Record.

Step 1: Set up the Worker(s) to receive these ticklers.

Provider business owners with the

- (1) Service Provider Role can sign into iConnect,
- (2) Navigate to their Provider Record,
- (3) Navigate to their **Worker tab** and
- (4) Select the appropriate workers to receive these ticklers from within their **Worker record**.

Opd iConnect	Role Service Pro	vvider V		
	Last Updated by caroline.shorter at 12/9/2022 10:51:0	r@apdcares.org	± [™]	
File			•	
MY DASHBOARD CONSUMERS	PROVIDERS			
Simulation Provider (29876)	FL Training (copy of IT1) - Work	- Microsoft Edge		- 0 X
Workers Services Provider ID Numbers Beds Linked Providers Service Area	https://hssflapdstage.w	rellsky.com/training-humanservic	es/Pages/Harmony.aspx?Chapte	erID=277&ViewTy A [®]
4 ters CAP EVV Activities EVV Scheduling Forms Contracts Enrollmen	opd iConnec	t Last	Simulation Provider Updated by caroline.shorter@apdc at 11/20/2023 9:31:37 AM	Worker
Worner Name ✓ +	File 6			
2 Providers Workers record(s) returned - now viewing 1 through 2	Worker	An asterisk (*) indicates a r	equired field	
Title	Providers	Member ID	2427	
Shorter Caroline iConnect Stakeholder Manager	Supervisors	Last Name *	Shorter	
Tubeck, Lukas	Background Check/Experience	First Name *	Caroline	
First Previous Records per page 15 Nevt L	Credentials	Title	iConnect Stakeholder Mana	g
	Positions	Business Address	1313 N. TAMPA ST	
v8.8.1.4	J	Business Address 2	SUITE 515	
	Languages	City	TAMPA	Clear
		State	FL	Clear
		Zip Code	33602	Clear

- (5) From within the Worker Record, Open the **Positions tab**.
- (6) Use **File** to **Add** Position and fill in the fields:
 - a) Position = Biller/Billing Agent
 - *b)* Start Date = Today's Date (*There's no way to trigger ticklers in the past*)



- c) Provider = Name of Agency/Qualified Organization.
- d) Add Comments (if needed by the Agency Owner)

and iConnect	2	0 ,	Simulation Provider Position 3/14/2024 11:30 AM
File			
An asterisk (*) indicates a required field			
Position			

Position *	Biller/Billing Agent 🗸
Start Date *	03/14/2024
End Date	MM/DD/YYYY
Provider *	Simulation Provider
Comments	Will receive ticklers when authorizations update from Sent to another Status.

Since the system will trigger the tickler when the Auth Status is updated, backdating the Worker's Start Date will not impact tickler receipt, so the date can be defaulted to the date of entry.

Additionally, multiple workers can be set up to receive these ticklers. Workers will need to check iConnect regularly and remember to mark Ticklers as Completed once reviewed.

Step 2: WSCs add, and update Planned services within the Individuals' cost plan as established business practices and workflows. Once the Plans pass validation, WSCs will continue adding Authorizations or updating Authorizations as applicable to transmit the data to FMMIS through the Auth Interface.

Step 3: iConnect will Generate a Tickler for every AuthService record that has a status change from Sent to some other status. The AuthService Import occurs at 5:00AM on weekdays and the system will generate the ticklers daily for the identified AuthServices.

To review these ticklers,

- (1) The Worker identified as the Biller/Billing Agent must log into iConnect.
- (2) Locate the **Tickler panel** under the Consumer Column
- (3) Select the **Ticklers** to open the Tickler list view grid.



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File Reports					
	Quick Search Consumers	• Last Name	• 💿 _©	ADVANCED SEARCH	
	MY DA	ASHBOARD CONSUMERS PROVIDERS			
CONSUMERS		PROVIDERS		TASKS	
Provider Selections	Ticklers			Links	
	Ticster		9	iConnect eLearning Library	
Takian				APD Help Desk	
	- 73			New Updates (April 2024)	
Alast Notes	0			My Management	0
Alert Hotes				Current Active Cases	
Unread Alert Notes	0			DOD OpenClose Open List	

(4) Locate the Ticklers indicating that "The status of the authorization has changed."

Iters US US Equal To Equal To H Poply Alert Days Before Due	V New V	AND V X						
My Dashboard Ticklers record(s)	returned - now viewing 1 iConnect ID	hrough 15	Date Created	Date Due	Date Completed	Status	Assigned To	
Substant Revenue	anitar.	Instruction Property Profile	04/16/2024	04/16/2024		New	Frontier Report	
Contractions and an other	100	THE R. LEWIS CO., LANSING MICH.	04/16/2024	04/16/2024		New	Property Page 1	
Interfact on state	STOR .	the second se	04/16/2024	04/16/2024		New	Citation Region	
*1/15. PROVIDE	10.0	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Charles Name	
North Martine	1948	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Charles Inglish	
and them	-	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Franks Report	
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ter hat	(alone)	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Property Response	
	(Marrow)	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Province Names	
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status land	THE OWNER OF THE OWNER OWNER OF THE OWNER OWNE OWNE OWNER OWNE OWNE OWNER OWNE OWNE OWNE OWNE OWNE OWNE OWNE OWNE	The status of the authorization has changed.	05/09/2024	05/09/2024		New	filmite Ingin	
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						10000	and the second se	

- (5) Select one of the Ticklers to view additional details.
- (6) The additional details window provides the Service code, the consumer's iConnect ID, the Auth Service ID, and the new EDI Status.

opd iConnect		hssflapdstage.wellsky.com	says			5,	/14/2024 8:34 AM	Ticklers
Iters	▼ New ▼	The status of the \$51993UC auth '1===?', Auth Service ID '512109 'Approved'	orization has changed. Ca: and AuthSerivce EDI Stat	se Number tus is now				
	Se	Reset						
3 My Dashboard Ticklers record(s) Consumer Name	returned - now viewing 1 t	hrough 15 Tickler Name	Date Created	Date Due 🔺	Date Completed	Status	Assigned To	
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				hssflapdstage.wellsky.com says
				The status of the 'T4526:UC' authorization has changed. Case Number '28201', Auth Service ID '721196' and AuthSerivce EDI Status is now 'Terminated'
•	New 🗸	AND 🗸	×	
	05/13/2024	AND 🗸	×	OK

- (7) Once the details have been reviewed, navigate to the consumer's record to review the authorization impacted.
- (8) Use the carats on the right to mark the Tickler as Complete in order to remove it from the list of ticklers on My Dashboard.

Consumer Name	iConnect ID	Tickler Name	Date Created	Date Due 🗸	Date Completed	Status	Assigned To
and a second	the local	The status of the authorization has changed.	05/13/2024	05/13/2024		New	Reading Surgers
lana kana	14000	The status of the authorization has changed.	05/13/2024	05/13/2024		New	Rente Auge
State (see	diam'	The status of the authorization has changed.	05/13/2024	05/13/2024		New	Annual Annual Contract
10.00 A 10.00		The status of the authorization has changed.	05/13/2024	05/13/2024		New	PROFESSION NAMES
10.11	1000	The status of the authorization has changed.	05/13/2024	05/13/2024		New	Philip Series
and the second se	and it	The status of the authorization has changed.	05/13/2024	05/13/2024		New	Party Sugar
Franker, Andrew Street	A colored	The status of the authorization has changed.	05/13/2024	05/13/2024		New	Rente Rent
tate (rates	-1	The status of the authorization has changed.	05/13/2024	05/13/2024		New	Annual Annual
and the second	100	The status of the authorization has changed.	05/13/2024	05/13/2024		New	Process Report
And Designed	199	The status of the authorization has changed.	05/13/2024	05/13/2024		New	Provide Name



(9) Navigate to the Provider Tab to review these updated Authorizations.