



State of Florida
Agency for Persons with Disabilities

Harmony for iConnect
Event Notifications/Roster Violations Training Manual

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Chapter 27 | Event Registration Notifications

Introduction

Disqualifying and Potential Disqualifying Events are identified by Department of Children and Families and notification is sent via email. The State Office Worker must review and process an event notification within 24 business hours of receipt. For a pattern of roster violations or other noncompliance concerns, the region may choose to initiate the PAARF process. Otherwise, the regions will initiate a Plan of Remediation for waiver providers or a Notice of Noncompliance for licensed home providers.

Add Employee Event Notification Note

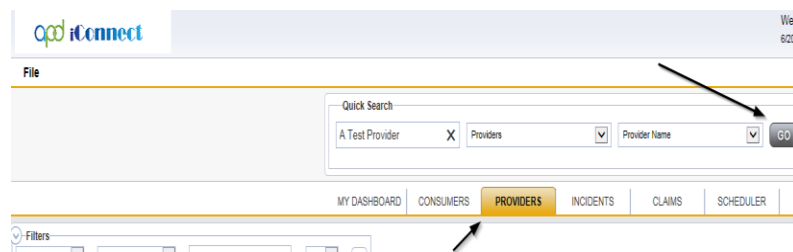


If the Event Notification is for an employee, the State Office Worker will add a note into iConnect to document the Event Notification.

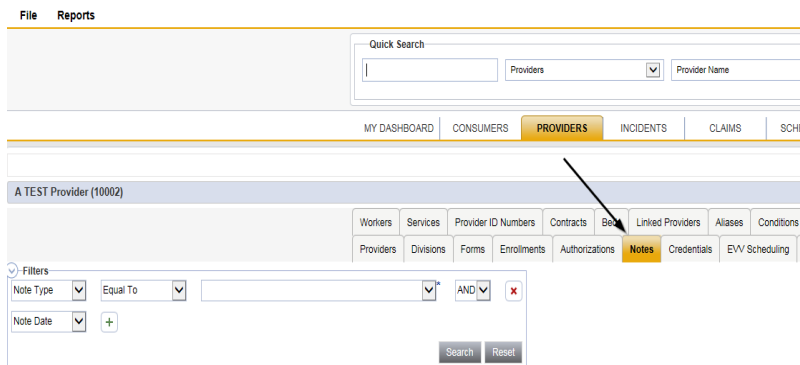
1. Set “Role” = State Office Worker then click **Go**



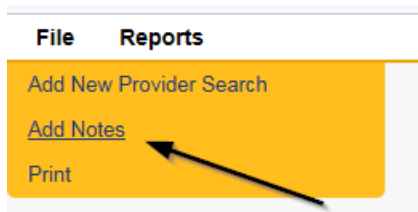
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **Go**



3. The Provider’s record will display. Navigate to the **Providers > Notes** tab



4. Click **File > Add Notes**



5. In the new Note record, update the following fields:

- a. "Note Type" = Provider Event Notification
- b. "Associated Form ID#" = Enter Form ID if applicable
- c. "Description" = Employee Disqualifying or Potential Disqualifying Event
- d. "Note" = Enter Notes
- e. "Status" = Pending
- f. Click "Add Attachment" and search for the copy of the email saved on the user's desktop. Click Upload
- h. Click the ellipsis on the "Add Note Recipient" to add the *QA Workstream Lead* as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
- j. Click the ellipsis on the "Add Note Recipient" to add an additional note recipient – *QA Workstream Worker*
- k. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 11/11/2023

Associated Form ID#

Note Type * Provider Event Notification

Note Sub-Type

Description Employee Disqualifying or Potential Disqualifying Event

Note

Status * Pending

Date Completed

Attachments

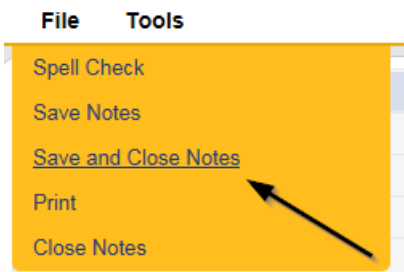
[Add Attachment](#)

Document	Description
There are no attachments to display	

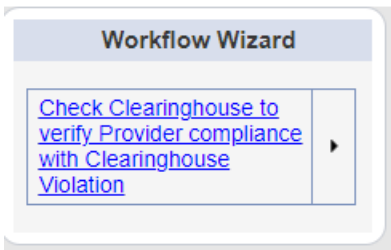
Note Recipients

Add Note Recipient: ... Clear

6. When finished click **File > Save and Close Notes**



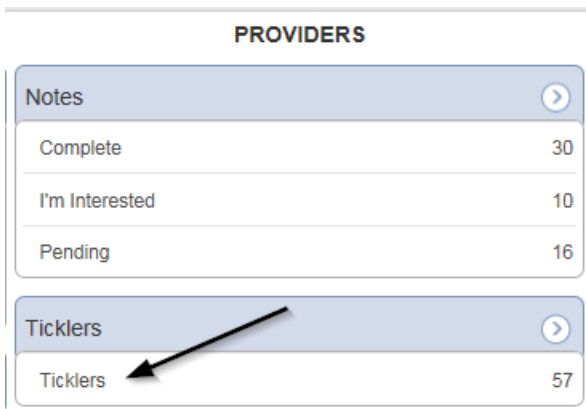
7. Upon saving the note, a Workflow Wizard triggered the reminder tickler that is due in 5 business days



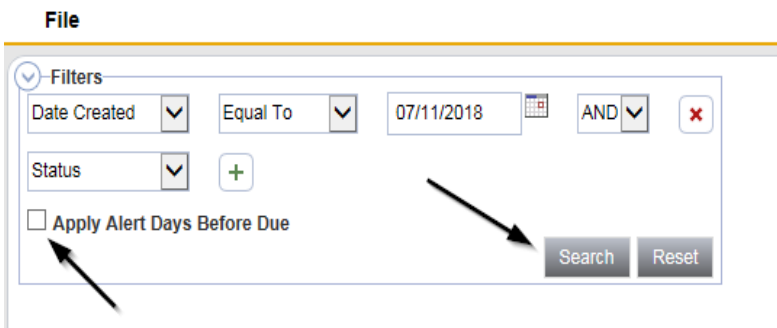
- a. Tickler - “Check Clearinghouse to verify Provider compliance with Clearinghouse Violation”
- b. Assigned to Self
- c. Due in 5 business days from the “Provider Event Notification” pending note

8. The user can access Ticklers via **My Dashboard**.

- a. Click **My Dashboard > Providers** and scroll down to the Ticklers Panel. Click on the **Ticklers** link to open the Tickler Queue:



- b. Use the multi variable search to narrow down the results in the Tickler Queue. Click **Search**.



Tip

When searching for a future Tickler, remember to clear the check box next to Apply Alert Days Before Due prior to clicking **Search**.

Call Owner Operator

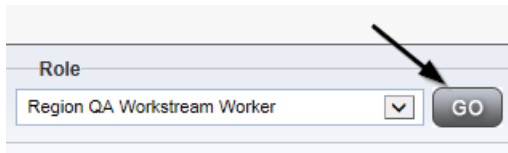


The QA Workstream worker will receive notification of the note on My Dashboard and will immediately call the owner/operator to determine if the employee is still working. If yes, the QA Workstream worker will inform the owner that the employee must be immediately removed from consumer contact, funds, living space, and update their roster.

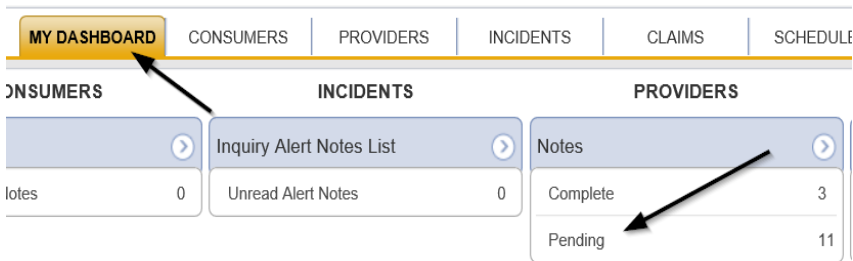
If the employee is not still working and is on the roster, the owner needs to update the roster with an end date.

If the employee was never hired, the process ends. A Provisional hire is still a hire, and the Roster will need to be updated

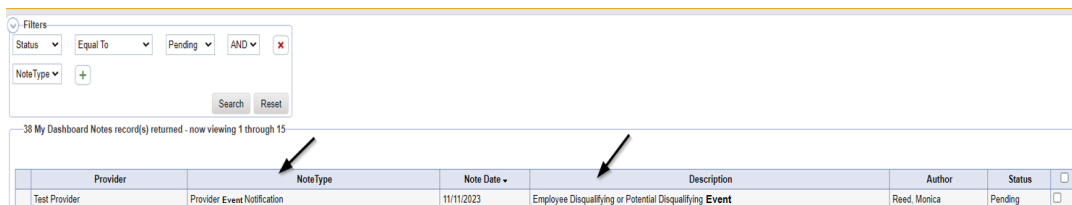
1. Set "Role" = Region QA Workstream Worker then click **Go**



2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



3. Select the **Note Type = Provider Event Notification** and select the pending record via the hyperlink.



4. In the pending Note record, update the following fields:
 - a. "Append Text to Note" = Enter notes regarding the discussion with the Owner/Operator and click Append Text to Note
 - b. "Status" = Update to Complete
 - c. Click the ellipsis on the "Add Note Recipient" to add the [QA Workstream Lead](#) as the Note Recipient
 - d. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
 - e. Click the ellipsis on the "Add Note Recipient" to add an additional recipient – [Service Provider](#)
 - f. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
 - g. Click the ellipsis on the "Add Note Recipient" to add an additional recipient – [State Office Worker](#)
 - h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 11/11/2023

Associated Form ID#

Note Type * Provider Event Notification

Note Sub-Type

Description Employee Disqualifying or Potential Disqualifying Event

Note

New Text

Append Text to Note

Status * Complete

Date Completed 11/11/2023

Attachments

Add Attachment

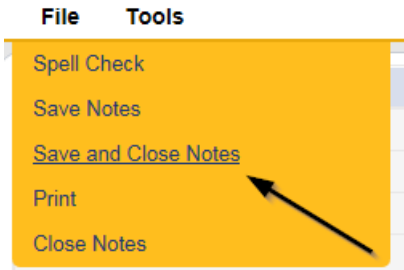
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: ... Clear

- When finished click **File > Save and Close Notes**



Roster Updated

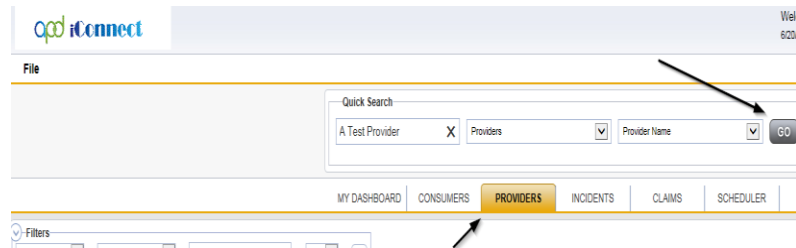


If the Roster has been updated for the evented employee, the State Office Worker will receive notification of the Provider Event Notification note on My Dashboard.

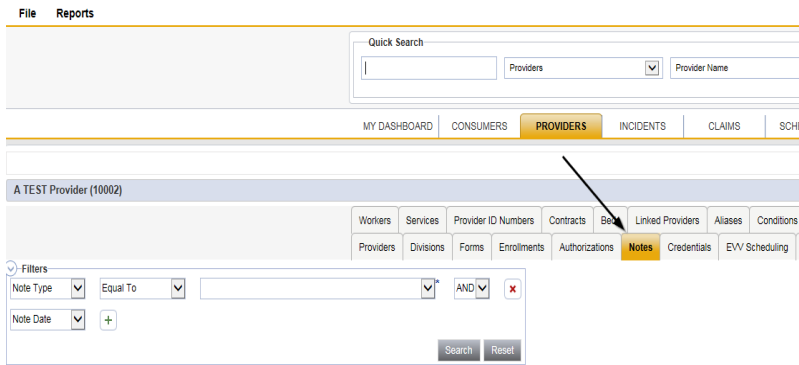
- Set “Role” = State Office Worker then click **Go**



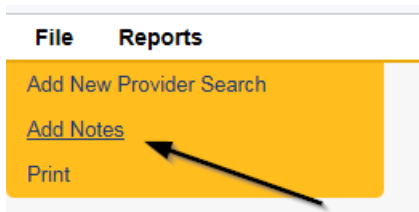
- Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **Go**



- The Provider’s record will display. Navigate to the **Providers > Notes** tab



4. Click **File > Add Notes**



5. In the new Note record, update the following fields:

- a. "Associated Form ID#" = Enter Form ID if applicable
- b. "Note Type" = Roster Updated
- c. "Description" = Enter Description
- d. "Note" = Enter Notes
- e. "Status" = Complete

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 11/11/2023

Associated Form ID#

Note Type * Roster Updated

Note Sub-Type

Description

Note

Status * Complete

Date Completed 11/11/2023

Attachments

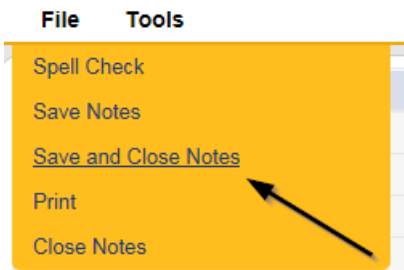
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient: ... Clear

6. When finished click **File > Save and Close Notes**



As Needed: Roster Not Updated



If the Roster has not been updated for the evented employee; the State Office Worker will add a note.

1. Set "Role" = State Office Worker then click **Go**

A screenshot of a web form with a dropdown menu labeled 'Role'. The dropdown is open, showing 'State Office Worker' as the selected option. To the right of the dropdown is a grey button labeled 'GO'. An arrow points to the dropdown arrow.

2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **Go**

A screenshot of the 'Providers' page in the system. At the top, there is a 'Quick Search' section with a text input containing 'A Test Provider', a dropdown menu set to 'Providers', and another dropdown menu set to 'Provider Name'. A 'GO' button is to the right. Below the search is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. An arrow points to the 'GO' button, and another arrow points to the 'PROVIDERS' tab.

3. The Provider’s record will display. Navigate to the **Providers > Notes** tab

A screenshot of the provider record page for 'A TEST Provider (10002)'. The page has a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), 'INCIDENTS', 'CLAIMS', and 'SCHE'. Below the navigation bar is a grid of tabs for the provider record: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Benefits', 'Linked Providers', 'Aliases', 'Conditions', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes' (highlighted), 'Credentials', and 'EVV Scheduling'. Below the tabs is a 'Filters' section with dropdowns for 'Note Type' and 'Note Date', and buttons for 'Search' and 'Reset'. An arrow points to the 'Notes' tab.

4. Click **File > Add Notes**

A screenshot of a yellow sidebar menu with the following items: 'Add New Provider Search', 'Add Notes' (underlined), and 'Print'. An arrow points to the 'Add Notes' link.

5. In the new Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID if applicable
 - b. "Note Type" = Roster Violation
 - c. "Note Subtype" = Employee Event Notification
 - d. "Description" = Enter Employee Event Notification

- e. "Note" = Enter Notes
- f. "Status" = Complete
- g. Click the ellipsis on the "Add Note Recipient" to add an additional recipient – [QA Workstream Worker/Lead](#)
- h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 11/11/2023

Associated Form ID#

Note Type * Roster Violation

Note Sub-Type Employee Event Notification

Description Employee Event Notification

Note

Status * Complete

Date Completed 11/11/2023

Attachments

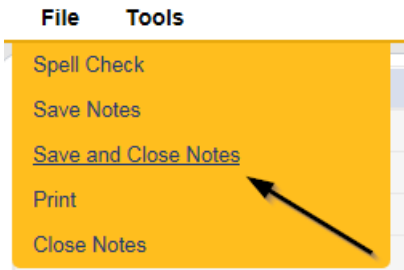
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient: ... Clear

6. When finished click **File > Save and Close Notes**



If the employee works for a Licensed Provider then follow the NNC process. Otherwise, if it is not a licensed Provider then follow the process to create a CAP and initiate the POR process.

Add Owner Operator Event Notification Note

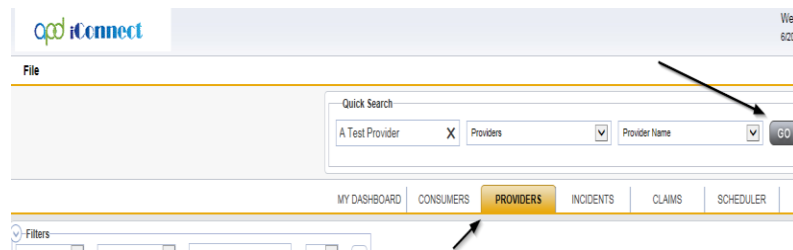


If the Event Notification is for a fully credentialed APD Solo, Owner, Operator or Licensee; the State Office Worker will add a note to advise of the Event Notification.

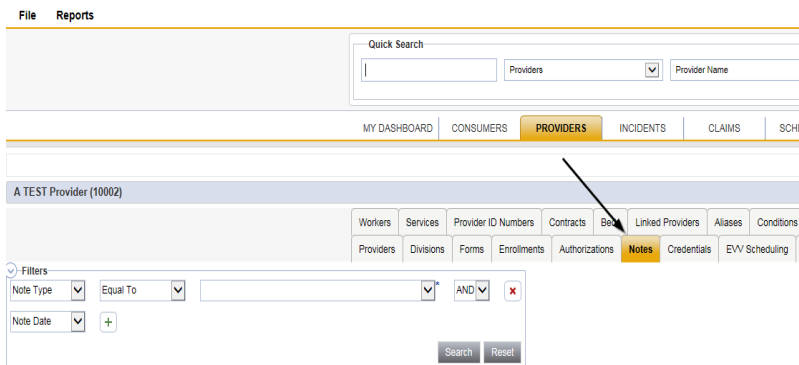
1. Set "Role" = State Office Worker then click **Go**



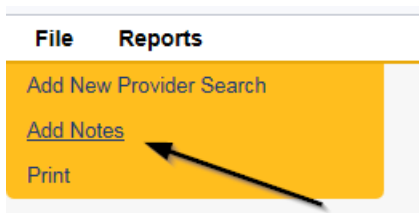
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**



3. The Provider's record will display. Navigate to the **Providers > Notes** tab



4. Click **File > Add Notes**



5. In the new Note record, update the following fields:

- a. "Note Type" = Event Notification/Owner/Operator
- b. "Associated Form ID#" = Enter Form ID if applicable
- c. "Description" = Owner/Operator Disqualifying or Potential Disqualifying Event
- d. "Note" = Enter Notes
- e. "Status" = Complete
- f. Click "Add Attachment" and search for the copy of the email saved on the user's desktop. Click Upload
- h. Click the ellipsis on the "Add Note Recipient" to add the *QA Workstream Lead* as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
- j. Click the ellipsis on the "Add Note Recipient" to add an additional note recipient – *QA Workstream Worker*
- l. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 11/11/2023

Associated Form ID#

Note Type * Event Notification/Owner/Operator

Note Sub-Type

Description Owner/Operator Disqualifying or Potential Disqualifying Event

Note

Status * Complete

Date Completed 11/11/2023

Attachments

[Add Attachment](#)

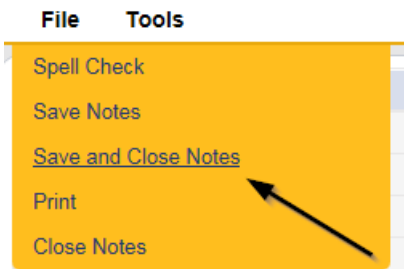
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: ... Clear

6. When finished click **File > Save and Close Notes**



7. Upon saving the note, a Workflow Wizard triggered the reminder tickler that is due in 60 calendar days

oed iConnect

Welcome, Jennifer Buck **Ticklers**
11/28/2023 10:03 AM

File

Filters

Status ▾ Equal To ▾ New ▾ AND ▾ ✕

Status ▾ +

Apply Alert Days Before Due

Search Reset

23 My Dashboard Ticklers record(s) returned - now viewing 1 through 15

Tickler Name	Provider Name	Date Created ▾	Date Due	Date Completed	Status
Verify disposition of event (s), and if event (s) have not been dropped, initiate PAARF process	Test Provider	11/28/2023	01/27/2024		New ▶

- a. Tickler - “Verify disposition of event(s), and if event(s) were pursued, initiate PAARF process”
- b. Assigned to Self
- c. Due in 60 calendar days from the “Event Notification/Owner/Operator” Complete note

8. The user can access Ticklers via **My Dashboard**.

- b. Click **My Dashboard > Providers** and scroll down to the Ticklers Panel. Click on the **Ticklers** link to open the Tickler Queue:

PROVIDERS

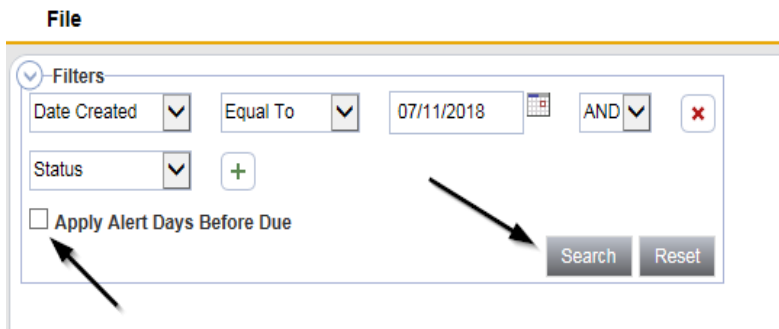
Notes ▶

Complete	30
I'm Interested	10
Pending	16

Ticklers ▶

Ticklers	57
----------	----

- c. Use the multi variable search to narrow down the results in the Tickler Queue. Click **Search**.



Tip

When searching for a future Tickler, remember to clear the check box next to Apply Alert Days Before Due prior to clicking **Search**.

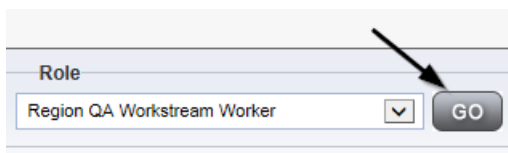
Add Provider Event Notification Note



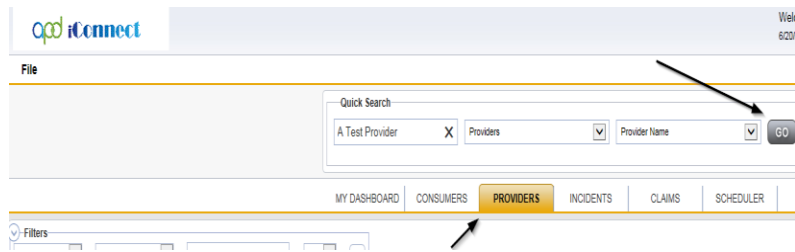
The QA Workstream Worker will immediately call the owner/operator to determine if the owner/operator has staff that are eligible to continue providing services.

If they do, the agency is allowed to assume responsibility and the owner/operator is immediately removed from consumer contact outside of iConnect, access to consumer funds/personal property/living space while the judicial process is pursued (max 60 days). This call is documented in a note

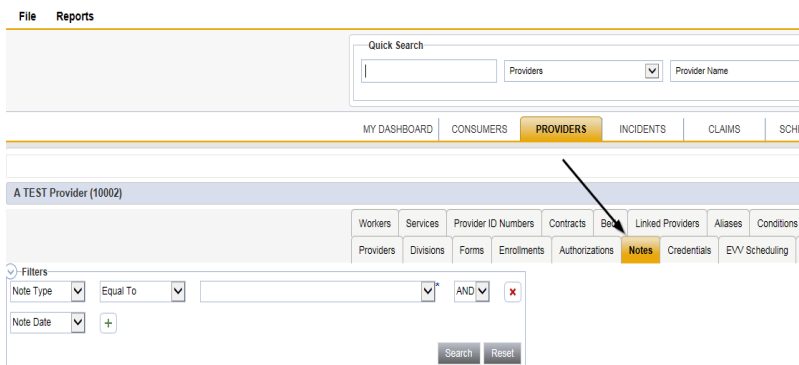
1. Set "Role" = QA Workstream Worker then click **Go**



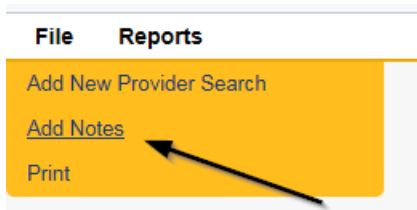
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**



3. The Provider’s record will display. Navigate to the **Providers > Notes** tab



4. Click **File > Add Notes**



5. In the new Note record, update the following fields:

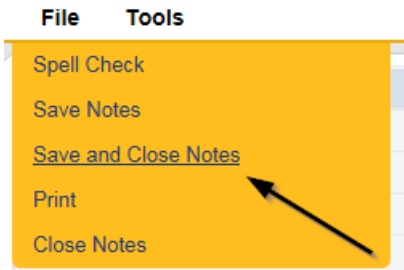
- a. "Note Type" = Provider Event Notification
- b. "Associated Form ID#" = Enter Form ID if applicable
- c. "Description" = Enter "Owner Operator Disqualifying or Potential Disqualifying Event"
- d. "Note" = Enter Notes
- e. "Status" = Pending
- f. Click "Add Attachment" and search for the copy of the email saved on the user's desktop. Click Upload
- g. Click the ellipsis on the "Add Note Recipient" to add the *QA Workstream Lead* as the Note Recipient

- h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
- i. Click the ellipsis on the "Add Note Recipient" to add an additional note recipient – *State Office Worker*
- j. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
- k. Click the ellipsis on the "Add Note Recipient" to add an additional note recipient – *Service Provider*
- l. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

The screenshot shows a 'Notes Details' form with the following fields and sections:

- Notes Details** (Section Header)
- Division ***: APD (dropdown)
- Note By ***: Reed, Monica (text)
- Note Date ***: 11/11/2023 (calendar icon)
- Associated Form ID#**: (empty text field)
- Note Type ***: Provider Event Notification (dropdown)
- Note Sub-Type**: (dropdown)
- Description**: Owner Operator Disqualifying or Potential Disqualifying Event (text)
- Note**: (Large text area with a rich text editor toolbar above it. An arrow points to this area.)
- Status ***: Pending (dropdown. An arrow points to this field.)
- Date Completed**: (empty text field)
- Attachments** (Section Header. An arrow points to this section.)
- Add Attachment**: (link)
- Document** / **Description** (Table Headers)
- There are no attachments to display** (Text)
- Note Recipients** (Section Header. An arrow points to this section.)
- Add Note Recipient:** (Text) [Input Field] ... Clear (Buttons)

6. When finished click **File > Save and Close Notes**



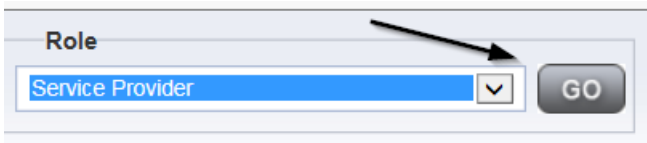
NOTE: If this is a Solo provider owner/operator event notification, APD will need to initiate the Service Plan impact process in Chapter 24 first then initiate the PAARF.

Event Not Pursued

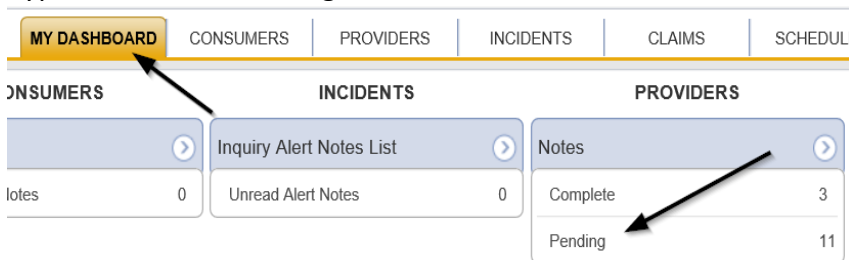


The Service Provider will receive notification of the Provider Event Notification note on My Dashboard. If the event(s) were not pursued, they will update the existing note to indicate the final order.

1. Set "Role" = Service Provider then click **Go**



2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



3. Select the **Note Type = Provider Event Notification** and select the pending record via the hyperlink.

Filters

Status Equal To Pending AND

Search Reset

21 My Dashboard Notes record(s) returned - now viewing 1 through 15

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Provider Event Notification	11/11/2023	Owner Operator Disqualifying or Potential Disqualifying Event	Reed, Monica	Pending

4. In the pending Note record, update the following fields:
 - a. "Append Text to Note" = Enter "Event(s) not pursued" and then Click Append Text to Note
 - b. "Status" = Leave as Pending
 - c. Click the ellipsis on the "Add Note Recipient" to add the *QA Workstream Worker* as the Note Recipient
 - d. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 11/11/2023

Associated Form ID#

Note Type * Provider Event Notification

Note Sub-Type *

Description Owner Operator Disqualifying or Potential Disqualifying Event

Note

New Text

B I U 12pt A

Append Text to Note

Status * Pending

Date Completed

Attachments

Add Attachment

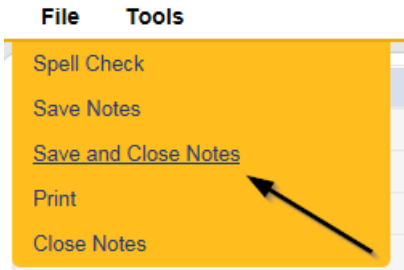
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: ... Clear

- When finished click **File > Save and Close Notes**



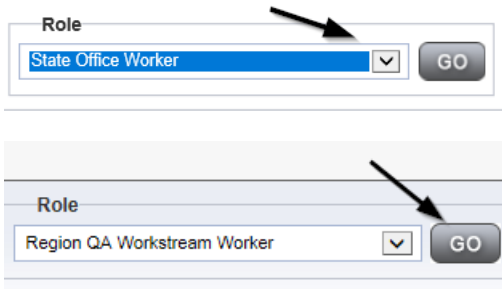
Event Verified as Not Pursued



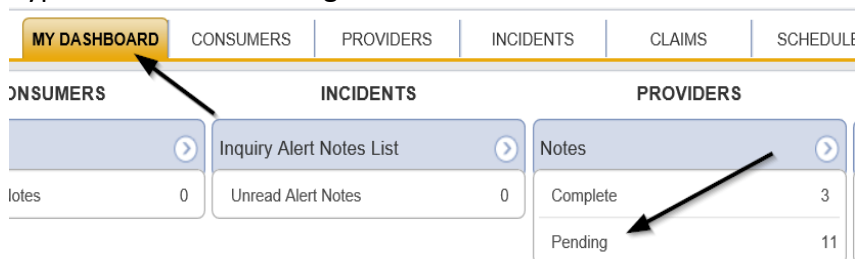
The QA Workstream Worker will receive notification of the Provider Event Notification note on My Dashboard. If the Service Provider stated that the event was not pursued, the QA Workstream Worker or State Office Worker will verify the event was not pursued in CCIS and update the existing note to complete. If event was pursued, proceed to [Event Pursued](#)

Note: If the QA Workstream Worker can't verify the information, they will need to reach out to the State Office to ask for assistance. The State Office Worker would then update the note.

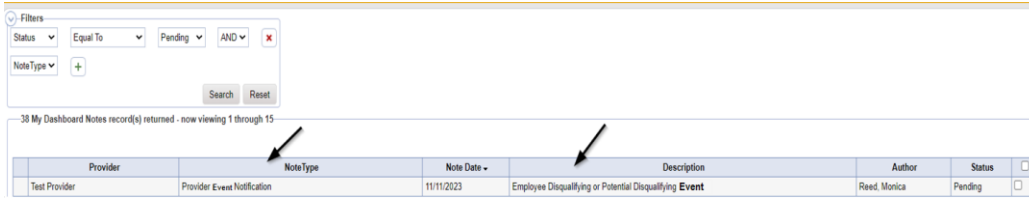
- Set "Role" = QA Workstream Worker or State Office Worker and then click **Go**



- Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.

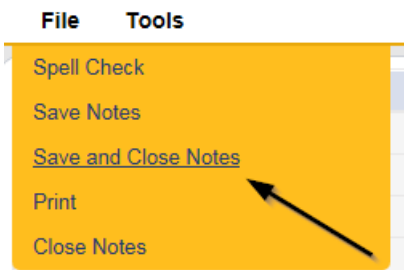


3. Select the **Note Type = Provider Event Notification** and select the pending record via the hyperlink.



4. In the pending Note record, update the following fields:
 - a. "Append Text to Note" = Enter "Event (s) have been verified as not pursued" and then Click Append Text to Note
 - b. "Status" = Update to Complete
 - c. Click the ellipsis on the "Add Note Recipient" to add the [QA Workstream Lead](#) as the Note Recipient
 - d. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
 - e. Click the ellipsis on the "Add Note Recipient" to add an additional recipient – [State Office Worker or QA Workstream Worker](#)
 - f. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

5. When finished click **File > Save and Close Notes**



As Needed: Event Pursued



The State Office Worker will receive notification of the Verify Disposition of event tickler on My Dashboard. They will check the status of the event (outside of iConnect) and if the event was pursued, they will

update the existing pending note. They will then follow the PAARF Process as outlined in Chapter 13.

Additionally, if event remains open after the 60-day timeframe, proceed with this workflow.

1. Set "Role" = State Office Worker then click **Go**

2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.

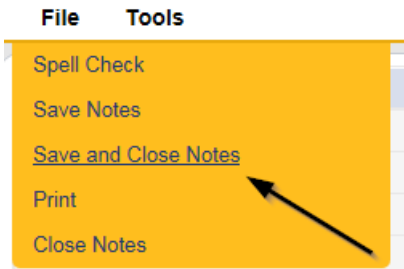
Event Notification/Owner/Operator

3. Select the **Note Type = Provider Event Notification** and select the pending record via the hyperlink.

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Provider Event Notification	11/11/2023	Owner Operator Disqualifying or Potential Disqualifying Event	Reed, Monica	Pending

4. In the pending Note record, update the following fields:
 - a. "Note Type" = Update to Event Notification/Owner/Operator
 - b. "Description" = Disposition = Owner Operator Disqualified
 - c. "Append Text to Note" = Enter "Event(s) pursued no disposition" and Initiate PAARF Process. Click Append Text to Note when finished.
 - d. "Status" = Complete
 - e. Click the ellipsis on the "Add Note Recipient" to add an additional recipient – [QA Workstream Worker/Lead](#)
 - f. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

5. When finished click **File > Save and Close Notes**



Proceed to Chapter 13 to follow the PAARF process