Provider Contact Report by Service

Introduction

Waiver Support Coordinators (WSCs) assist clients in accessing services and choosing providers. WSCs can utilize the Provider Contact Report by Service as a tool to access a current list of active service providers by location to facilitate client choice.
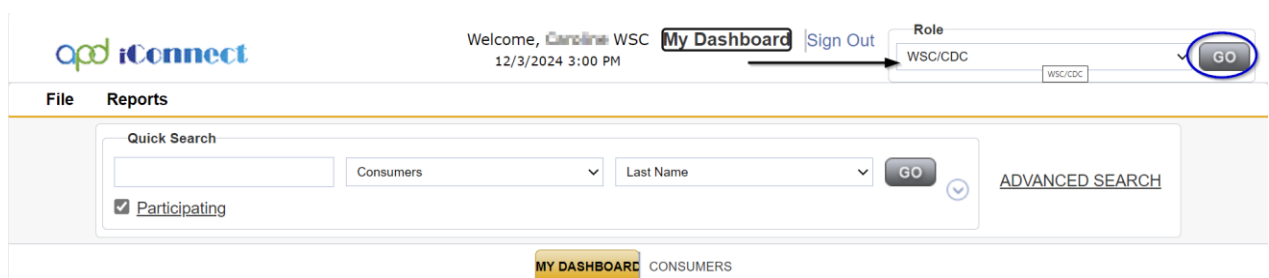
The following Roles in iConnect will have access to this report:
APD Main
APD Admin
State Office Worker
ROM/Deputy ROM
Regional Waiver Workstream Worker
Region Waiver Workstream Lead
Tier 1 Help Desk
Tier 2 Help Desk
WSC/CDC

## Pulling the Provider Contact Report by Service

Once the client, legal representative (as applicable), and WSC have identified potential services a client needs, the WSC can pull the Provider Contact Report by Service to obtain a list of providers that provide those specific services.

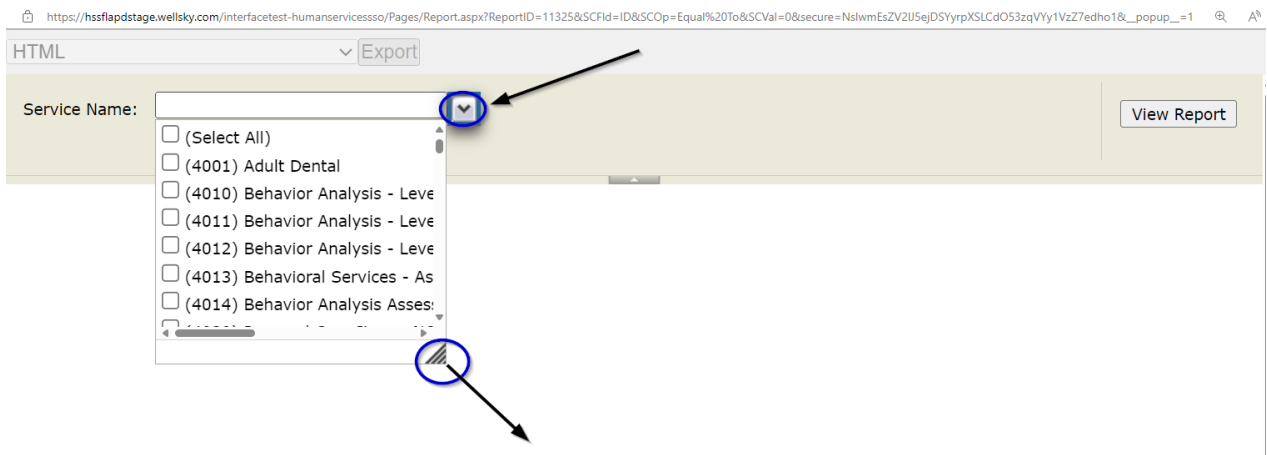1. To begin, log into iConnect and set Role = **WSC/CDC**. Click **Go.**
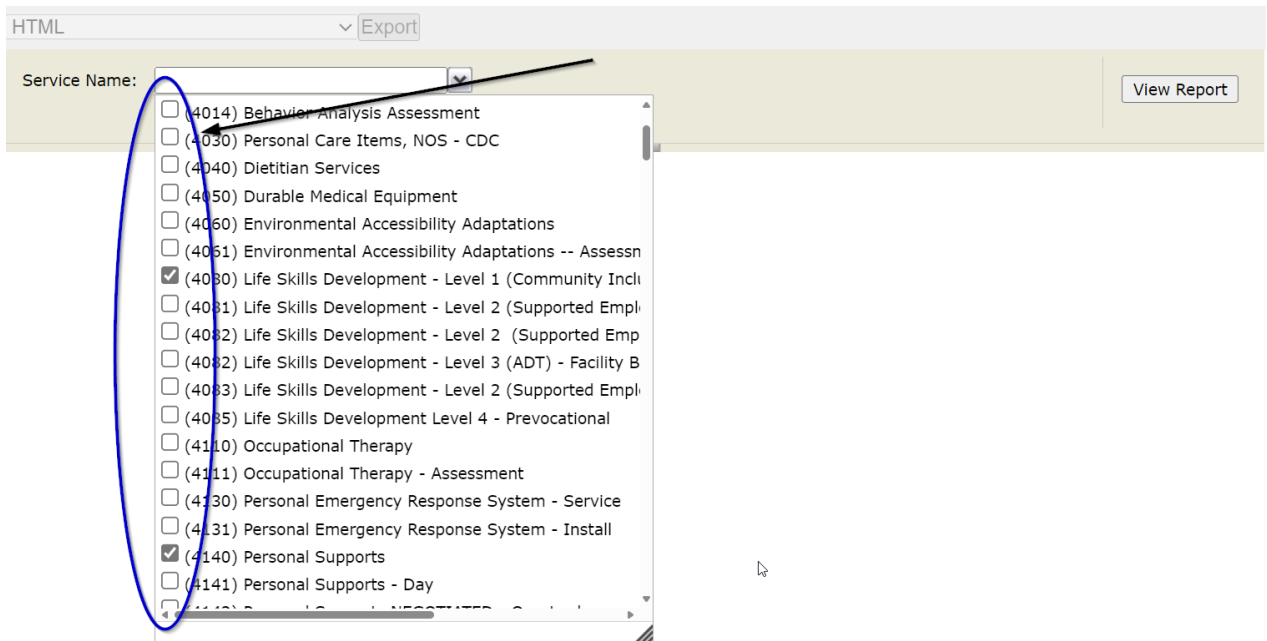

2. On **My Dashboard,** navigate to the Reports menu and select **Provider Contact Report by Service.**
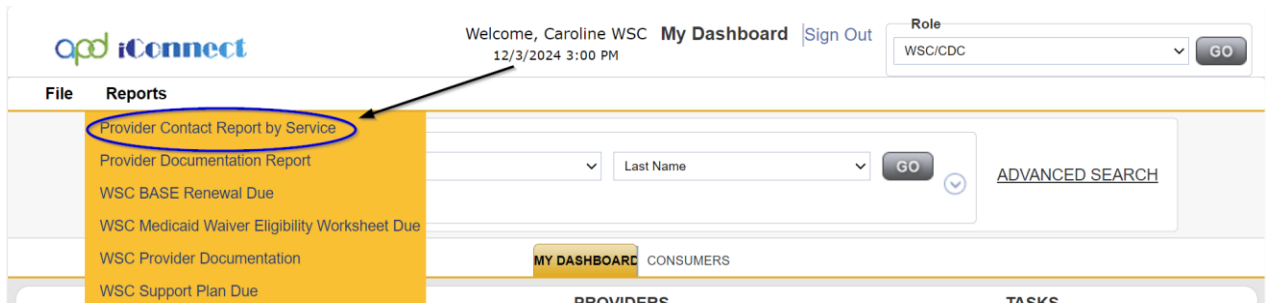
3. In the Service Name dropdown, select the service(s) needed.
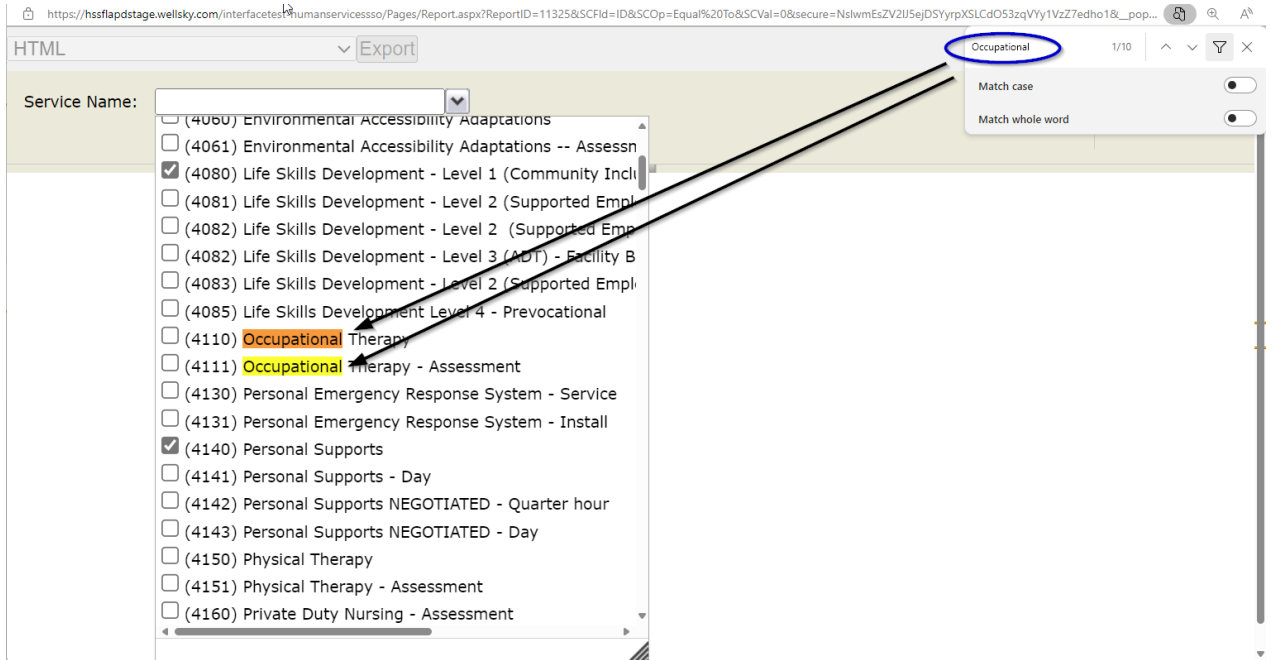

   a. To expand the box to view additional services, click and drag the bottom right corner of the dropdown menu.
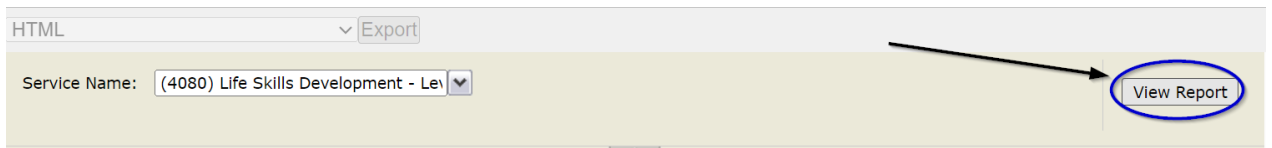

   b. On the keyboard, press **Ctrl + F**, and type in the service or service code needed. Utilize the arrows to locate multiple

uses of the service or service code.

4. Click **View Report** to execute the search.

5. A report will generate on the screen. Export the report by going to the caret next to the Save icon.

6. Select Excel.

7. The Excel report will download. Click the report from the computer's downloads.
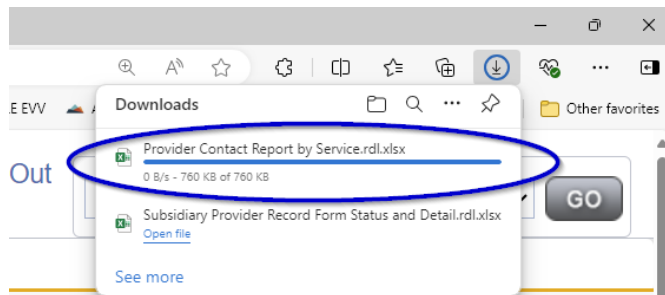
8. To edit and filter the report, click the **Enable Editing** button at the top of the screen.
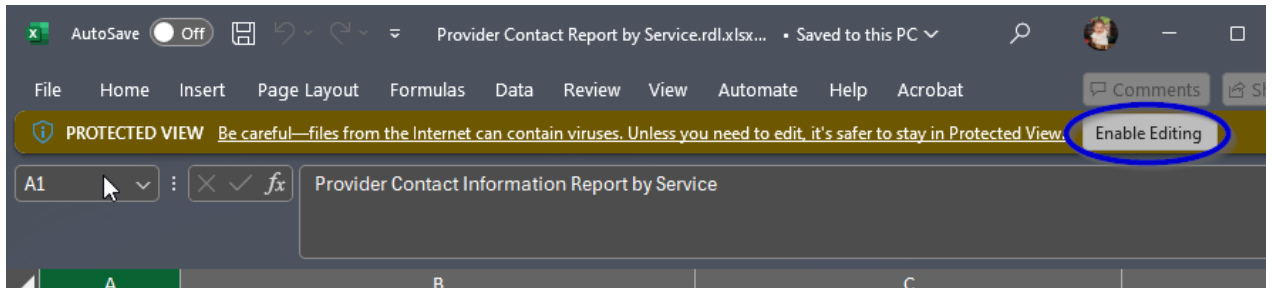
9. Review/filter report as needed. Utilize the [How to Add Filters to iConnect Reports Job Aid](#) for additional assistance in filtering an iConnect report.