

May 1, 2024

## Identifying Multiple Workers with the Same Name

Do you have a hard time identifying between multiple workers with the same name? Are you a user who works for multiple organizations? Ask your manager/supervisor with the Service Provider Role to assign a title to your Worker Record within iConnect! They can use the Agency name to help identify the correct record.

The screenshot displays the iConnect web application interface. At the top, the iConnect logo is on the left, and the user's role is set to "Service Provider" on the right. The main navigation bar includes "MY DASHBOARD", "CONSUMERS", and "PROVIDERS". The "PROVIDERS" section is active, showing a list of providers. The "Worker" tab is selected, displaying a form for a worker record. The form includes fields for Member ID, Last Name, First Name, Title, Business Address, City, State, and Zip Code. The Title field is circled in blue, and an arrow points to it from the right side of the form. The form also includes a "Clear" button next to the City, State, and Zip Code fields.

Member ID	Last Name *	First Name *	Title	Business Address	Business Address 2	City	State	Zip Code
2427	Shorter	Caroline	Provider - 18915	1313 W. TAMPA ST	SUITE 515	TAMPA	FL	33602

## Missing EVV Activities/Provider Documentation Activities

Have you identified missing Provider Documentation Activities? The Service Provider Role has the necessary permissions to delete existing documentation records. As an agency owner, if you feel that these permissions are unnecessary for your staff, manage their user accounts and remove the Service Provider role from their profile.

opd iConnect

Blonde Simulation  
Last Updated by caroline.shorter@apdcares.org  
at 2/15/2024 8:37:08 AM

**Provider Documentation**

File

- History
- Spell Check
- Save Provider Documentation
- Save and Close Provider Documentation
- Print
- Close Provider Documentation
- Delete Provider Documentation**

Start Time	End Date *	End Time	Total Minutes	
1:00 PM	8/25/2023	2:00 PM	60	Delete
	08/25/2023			Add

PA Number

Activity Details

Division: APD Worker\*

Provider: Simulation Behavior Provider Status

Have you identified missing EVV Activities? The Provider EVV Manager Role has the necessary permissions to delete existing EVV records. As an agency owner, if you feel that these permissions are unnecessary for your staff, manage their user accounts and remove the Provider EVV Manager role from their profile.

opd iConnect

Simulation EVV Provider 2022  
Last Updated by evvinfo.burns@apdcares.org  
at 3/31/2023 2:24:28 PM

**Activities**

File

- History
- Save
- Save and Close
- Spell Check
- Delete**
- Print
- Close Activities

Start Time	End Date *	End Time	Total Minutes	
2:24 PM	3/31/2023	2:24 PM	0	Delete
	03/31/2023			Add

257503 Consumer First Name \* Holly

209648 Consumer Last Name \* Bohi

Activity Details

## Need to Update a Record in Complete Status?

Have you made a mistake when entering a note, form, or provider documentation and saved it in Complete Status in error? The Service Provider Role has the necessary permissions to “Unlock Record,” “Reverse Status,” or “Reverse Disposition.” This option changes the status back to “Draft” or “Pending” so that edits can be made.

opd iConnect

Blonde Simulation  
Last Updated by behavior.simulation@apd.direct  
at 9/19/2023 4:48:36 AM

**Notes**

File Tools

- History
- Spell Check
- Unlock Record**
- Print

APD

Simulation, Behavior

09/19/2023

**qpd iConnect** Blonde Simulation Forms  
Last Updated by caroline.shorter@epdcanes.org  
at 2/15/2024 9:22:38 AM

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**File**

History  
 Duplicate Forms  
Reverse Status  
 Print  
 Close Forms

Division \* APD  
 Approved By Shorter, Caroline [Details](#)

Worker \* Shorter, Caroline [Details](#)  
 Status \* Complete  
 Provider/Program \* HelloFreshly [Details](#)  
 Approved Date 02/15/2024

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**qpd iConnect** Blonde Simulation Provider Documentation  
Last Updated by Behavior.Simulation@apd.direct  
at 8/26/2023 5:53:35 PM

---

**File**

History  
 Spell Check  
Reverse Disposition  
 Print  
 Close Provider Documentation

Start Time	End Date *	End Time	Total Minutes	Rounded #
4:00 PM	7/29/2023	7:00 PM	180	180
	07/29/2023			

## Using Filters

Have you been using iConnect for some time and are having challenges in locating specific records? Use the Filter Options available within most tabs/pages in iConnect. If performing a word search, update the criteria to “Contains” and type the word that is being searched.... Or type the first three letters of what needs to be searched, then click “Search”.

MY DASHBOARD CONSUMERS

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Simulation, Barbie (215485)

◀

Diagnosis Eligibility Medications Auths Provider Documentation Contacts Consumer Mod

Demographics Divisions Consumer Budgets Programs Provider Selections SAN Notes

**Filters**

Key Word Legal Representative

Contains AND

X

Note Date +

Search
Reset

11 Consumers Notes record(s) returned - now viewing 1 through 11

The screenshot shows the iConnect application interface. At the top right, it says "Welcome, Caroline Shorter Ticklers" and "2/15/2024 8:50 AM". Below the header, there is a "File" menu. A search filter is applied: "Tickler Name" contains "Support Plan". There are buttons for "Search" and "Reset". Below the filter, it says "48 My Dashboard Ticklers record(s) returned - now viewing 1 through 15". A table with the following columns is visible: Consumer Name, IConnect ID, Tickler Name, Date Created, Date Due, Date Completed, Status, and Assigned To.

## Identifying where the Support Plan is from the Waiver Support Coordinator (WSC)

The WSC must send providers the Support Plan using a note in iConnect. In the My Dashboard chapter, under the Consumers column is a section for Notes for either Pending or Complete. Open the hyper link in the Notes section to view the Notes. There should be a note with the Note Type: Support Plan and Note Sub-Type: Provider Copy. Once you, as the provider, retrieve that Support Plan, leave this Note as unread so that you may refer back to that attached Support Plan whenever you need it. Leave the Note in Pending if it was sent in Pending.

The screenshot shows the "My Dashboard" section of the iConnect application. Under the "CONSUMERS" column, there is a "Notes" link circled in black. Below the "Notes" link, there is a table with the following data:

Notes	
Complete	1
Pending	8



Do you see an Alert Note pop-up every time you open a consumer's record? Evaluate the Note to see if it is for a consumer death or change in WSC. If it is not for either of those cases, then the Note needs to be updated to "Complete" Status. This update be completed by all roles. If you are unsure if the Note should be updated, contact your regional trainer.

The screenshot shows the iConnect system interface. At the top, the user is logged in as 'Capt'n Crunch' with the email 'caroline.shorter@apdcare.org'. The main menu includes 'File', 'Edit', 'Tools', and 'Reports'. The consumer record for 'Crunch, Capt'n (215479)' is displayed, with tabs for 'Demographics', 'Notes', and 'Forms'. The 'Demographics' tab is active, showing fields like 'iConnect ID', 'Salutation', 'Last Name', 'First Name', 'Consumer Photo', 'Marital Status', and 'Living Setting'. An 'Alert Notes' pop-up window is overlaid on the record, showing details for a note dated 02/15/2024, created by 'Caroline Shorter', with the subject 'Service Provider Supporting Documentation' and 'Provider Documentation for the month of May'. The note was last updated on 2/15/2024 at 11:44:24 AM by 'caroline.shorter@apdcare.org'.

The screenshot shows the iConnect system interface with a 'Notes' pop-up window. The window title is 'Capt'n Crunch' and it shows the note details. The 'Status' dropdown menu is open, and the 'Complete' option is selected. The 'Date Completed' field is empty. The 'Attachments' section shows 'Add Attachment'. The background shows the 'My Dashboard' and 'Sign Out' buttons.

**June 1, 2024**

## **Need to Know There Is A Provider Selection for Your Organization**

Have you contacted the Waiver Support Coordinator and are eagerly waiting for the provider selection record to be added to the consumer's record? Once the provider selection record is created, you will see the record from My Dashboard as a "Provider Selection" and from the Provider Chapter within the "Enrollments Tab".



Welcome, Caroline Shorter  
2/15/2024 11:33 AM

My Dashboard | Sign Out

Role: Service Provider

File Reports

Quick Search: [ ] Consumers [ ] Last Name [ ] GO ADVANCED SEARCH

MY DASHBOARD CONSUMERS PROVIDERS

CONSUMERS

Provider Selections

Provider Selections	
Admitted	2
Closed	5
Open	29

PROVIDERS

TASKS

Links

- Connect Learning Library
- Connect Help Desk

Simulation Provider  
Last updated by caroline.shorter@apdcares.org  
at 12/19/2022 10:51:02 AM

Enrollments | Sign Out

File

Quick Search: [ ] Providers [ ] Provider Name [ ] GO ADVANCED SEARCH

MY DASHBOARD CONSUMERS PROVIDERS

Simulation Provider (29978)

Workers Services Provider ID Numbers Beds Linked Providers Service Area

Providers CAP EVV Activities EVV Scheduling Forms Contracts **Enrollments** Authorizations Notes Appointments Credentials

Filters

Disposition [ ] Not Equal To [ ] Closed [ ] AND [ ]

Enrollment Date [ ] +

Search Reset

4 Providers (Enrollments records) returned - now viewing 1 through 4

Division	iConnect ID	Consumer	Enrollment Date	Worker	Disposition	Discharge Date	Expected Discharge Date
APD	215652	Demonstrations, Lyle		Shorter, Caroline	Open		
APD	259394	Hassett, Cecile		Deane, Beatrice	Admitted		
APD	215410	Pizza, Pepperoni		Shorter, Caroline	Open		
APD	215485	Simulation, Barbie	10/01/2023	Shorter, Caroline	Open		

## How Can I Change a Note in iConnect That Is Grayed Out?

If you see a Note in iConnect and you need to respond; however, you are unable to make any edits, you will want to check the status of that Note. If the Note is in Draft status, only the creator can make edits. Reach out to the creator of that Note and notify them that the Note needs to be in Pending status if a response is required. If the Note is in Complete status, a Help Desk Ticket will need to be created to determine if the status can be reversed. Depending on the workflow, a new Note may be required to be made. Not all Notes will be reversed if they are in the Complete status.

File Tools

**Notes**

An asterisk (\*) indicates a required field

**Notes Details**

Division *	APD ▼
Note By *	Provider, Sylvia
Note Date *	02/19/2024
Program/Provider	1 CARE LLC ▼ Details
Note Type *	Supported Living ▼ *
Note Sub-Type	Signed Implementation Plan ▼
Description	Signed Implementation Plan
Note	<p>On 2/19/2024 at 10:04 AM, Sylvia Provider wrote: Notes</p>
Status *	Draft ▼
Date Completed	

optiConnect

File Tools

**Notes**

An asterisk (\*) indicates a required field

**Notes Details**

Division *	APD
Note By *	Provider, Sylvia
Note Date *	02/19/2024
Program/Provider	1 CARE LLC Details
Note Type *	Supported Living *
Note Sub-Type	Signed Implementation Plan
Description	Signed Implementation Plan
Note	<p>On 2/19/2024 at 10:04 AM, Sylvia Provider wrote: Notes</p>
Status *	Complete
Date Completed	02/19/2024
Provider Referral Response	
Referred Provider	
<b>Attachments</b>	

## How To Know if Notes Have Been Read




If you want to ensure a Note has been “Read,” navigate to the Notes Tab of the record you want to verify (Provider Notes will be in the Provider Record and Consumer Notes will be in the Consumer Record). Open the Note and scroll down until you come to the Note Recipients. Listed under the Note Recipients you will see a list of names and their Status. In the Status, you can verify if the Note was “Read” or still “Unread.” The grid also informs you of when the Note was marked as “Read” and when it was “Sent.” If you notice that the Note was marked “Read” and you need that recipient to respond again, it is very crucial that you add them as a Note Recipient again.

\*It is important that users mark Notes as “Read” when they have read/completed the needed task associated with the Note. This way the users can add them as a Note Recipient again if needed. **If you mark a Support Plan or Support Plan Provider Copy Note as “Read,” you will no longer have access to that Note.**

Note Recipients					
Add Note Recipient:		<input type="text"/>	<input type="button" value="Clear"/>		
Name	Date Sent	Date Read	Status	Date Signed	
Appleton, Susan	02/19/2024		Unread		<a href="#">Remove</a>
Baer, Sylvia	08/30/2022	02/19/2024	Read		
Baer, Sylvia	2/19/2024		Unread		<a href="#">Remove</a>

## How To Get Rid of Ticklers On Your Dashboard

To remove a tickler from the Dashboard, click on the tickler pane to open the list view grid, on the right, hover the mouse cursor over the carat to open the menu of options, select Cancel or Complete and the Tickler will be removed from the my Dashboard count.


Welcome, Caroline Shorter
3/5/2024 2:44 PM
Ticklers

---

File

Filters

Status

Equal To

New

AND

iConnect ID

☒ Apply Alert Days Before Due

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

Consumer Name	iConnect ID	Tickler Name	Date Created	Date Due	Date Completed	Status	Assigned To
Cats, HoneyBunches	215475	Send Application Acknowledgement Letter - Additional Info Needed	02/02/2022	02/02/2022		New	
Consumer, New	215481	Approved Professional Application Review is Complete - Close the Plan Record	02/03/2022	02/03/2022		New	
Consumer, New	215481	Assign Initial QSI	02/03/2022	02/03/2022		New	
Church, Captn	215479	Intake and/or Update the Cost Plan	02/08/2022	02/08/2022		New	

Cancel

Complete

View Consumers Record

## Need A Transcript of TRAIN Course Modules in Writing

If you want to review the “Script”, aka Transcript of the TRAIN Florida Course Module, you can navigate to the Resources and locate the document with “Script” in the Title. Download, open and/or that pdf to follow along with the training course.

[About](#)

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Resource	Date Posted
<a href="#">APDiConnectTherapeuticProviderScript.pdf</a>	27 Feb 2023
<a href="#">APDiConnectTherapeuticSimulationAid.pdf</a>	8 Feb 2024
<a href="#">ProviderDocumentationJobAid.pdf</a>	8 Feb 2024
<a href="#">AssessmentsJobAid.pdf</a>	8 Feb 2024

**July 1, 2024**

### **Attaching Documents From Outside of iConnect**

Do you have additional information that you need to include in the Consumer or Provider record? Use the Note tab in either record to add a new note. Complete the required fields in accordance to the workflow you are following. Use the Add Attachment link to open the File Upload Form window. Click “Choose File” and locate the document from your device. Attachments can only be added within Notes.

Notes Details

Division \*

APD

Note By \*

Shorter, Caroline

Note Date \*

03/12/2024

Program/Provider \*

Simulation Provider

Details

Note Type \*

Service Provider Supporting Documentation

Note Sub-Type

Description

Prescription

B I U 16px A

Note

Status \*

Date Completed

Attachments

Add Attachment

Attachments Grid

Document

Description

Category

Action

File Upload Form - Work - Microsoft Edge

https://hssflapstage.wellsky.com/training-humanservices/Dialogs/FileUploadForm.aspx?Chapte...

File

Choose File

LOCK DOC.docx

File Name

☒ from uploaded file

☐ create new

Description

Category

Upload

Upload and Add Another

Note: Maximum size for attachment is set to 18.46 MBytes.

## Viewing History in iConnect

Is there a way to review the history of a page within iConnect? Use the “History” option under File on most screens within iConnect to see how changes were made. The example below shows the history of a planned service. There are two records within the history screen. Toggle through the pages to see what changes were made to the planned service.

It is important to note that you will only see the toggle to view different pages in the history if the item has been saved more than once.

**File**

Spell Check  
History  
Print  
Close Planned Service

(\*) indicates a required field

Services

APD

2022

Begin Date 11/12/2021

End Date 06/30/2022

Index/SubObject Code \*

Index / SubObject			
Index Code	Index Description	SubObject	SubObject Description
SunCoast	SunCoast Region	Waiver	Budget Waiver

Service Ratio

Consumer County \* HILLSBOROUGH

Geographic Differential \* Non-Geographic

Provider Rate Type \* Agency

Service Code \* G9012 UC

Service Description (4276) Support Coordination

Unit Type Month

Units Per \* 1

Units of Measure \* Month - Round Up

**File**

Service Description (4276) Support Coordination

Unit Type Month

Units Per \* 1

Units of Measure \* Month - Round Up

Total No of Units 8

Annualized Units \*

Provider ID \* 28927

Provider Suncoast Region Specific Agency

Rate \* \$148.69

Max Amount \* \$1,185.52

Amount Requested

Authorization Notes/Comments \* comments

Contract Number

Non-Taxable False

Planned Service Status State Review Approved

Allow EVV Delivery False

EVV Comments

Disable False

First Previous Record 1 of 2 Next Last

## Unable to See Workers in iConnect

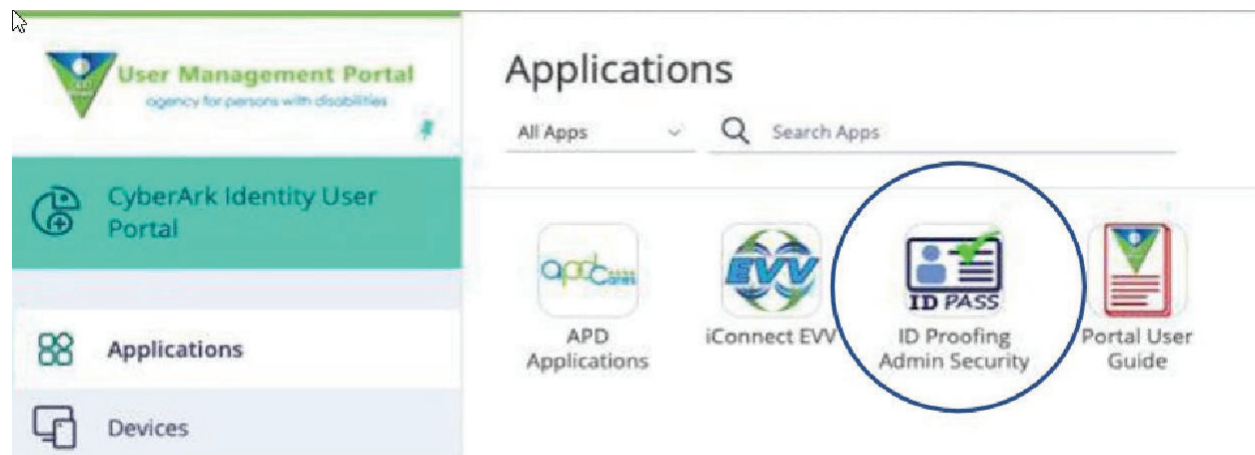
When reviewing the list of workers within my Provider Record, I'm not able to see an employee. The employee reports as having signed into iConnect. What is going on? It is likely that your employee has multiple employments and may be signing into an account created by another organization. You will need to use the ID Proofing Admin

Security to grant this employee access through your organization.

The screenshot shows the iConnect web application interface. At the top, there's a header with the 'apd iConnect' logo, user information ('Simulation Provider', 'Last updated by caroline.shorten@apdcare.org at 12/4/2023 7:14:39 PM'), and navigation links ('Workers', 'Sign Out', 'Role'). Below the header, a 'File' bar is visible. The main content area is titled 'Simulation Provider (29081)' and features a tabbed interface with 'Workers' selected. Other tabs include 'Services', 'Provider ID Numbers', 'Beds', 'Linked Providers', 'Service Area', 'Providers', 'CAP', 'EVV Activities', 'EVV Scheduling', 'Forms', 'Contracts', 'Enrollments', 'Authorizations', 'Notes', 'Appointments', and 'Credentials'. A 'Filters' section on the left allows searching by 'Worker Name'. Below the filters, a message states '4 Providers Workers record(s) returned - now viewing 1 through 4'. A table displays the following data:

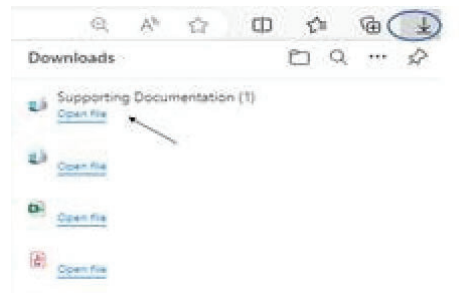
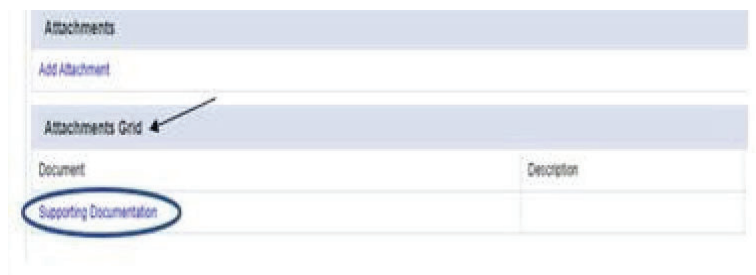
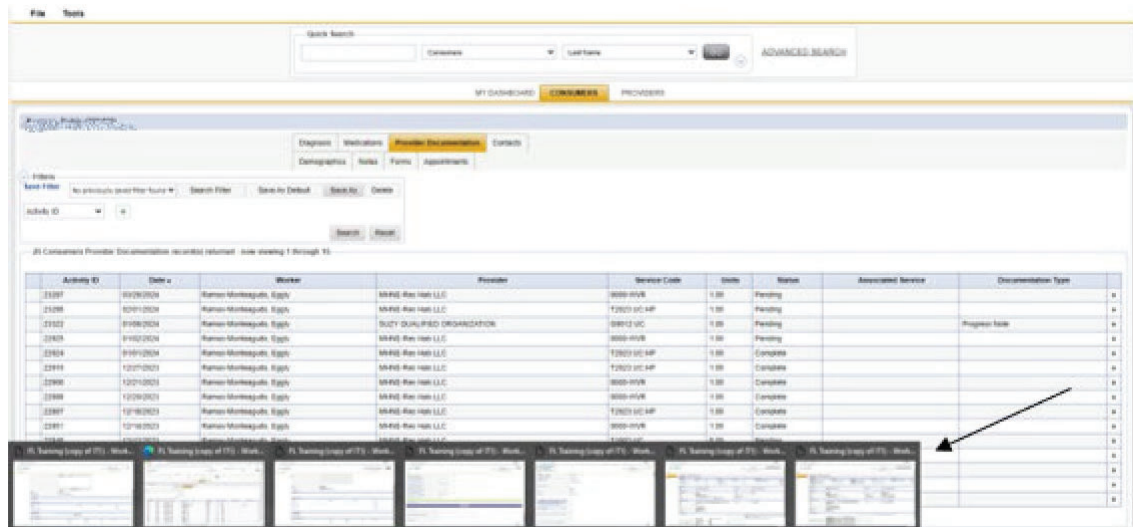
Worker Name	Title	Phone Number
Test User		
Test User	Test User	123-456-7890
Test User		
Test User		

At the bottom of the table, there are pagination controls: 'First', 'Previous', 'Records per page 15', 'Next', and 'Last'.



## Time-Out Feature in iConnect

Have you been timed out of iConnect while you have several windows open, causing you to complete the authentication steps again? iConnect system will time-out if no activity has been detected after 90 minutes. When working in iConnect, close those windows that are not in use and download to your device those documents that need to be reviewed.



**August 1, 2024**

## **Division Tab – Locating WSC’s Contact Information for Client**

A new enhancement has been implemented in iConnect that now allows the Service Provider and Service Provider Worker roles to access the Division tab of the clients that they have authorizations for in iConnect. This will allow the Service Provider and the Service Provider Worker to find details of the WSC for that client. The Division tab is maintained by APD staff. The WSC’s information in iConnect is maintained by the Service Providers of the Qualified Organization that employs the WSC. To locate the



details for the client's WSC, navigate to the client's record in iConnect. Then click the Divisions tab. The list view grid will display the "APD Eligible – Waiver" hyperlink. Once the hyperlink is clicked, a pop-up will display with the Primary Worker. Click "Details" next to the Primary Worker's name. A pop-up will display the business phone number, and the email address of the WSC.

The image illustrates a four-step process in the iConnect software:

- Step 1:** The user navigates to the 'Divisions' tab in the top navigation bar.
- Step 2:** The 'Divisions' list view grid is displayed, showing a list of divisions. The 'APD Eligible - Waiver' division is highlighted.
- Step 3:** A pop-up window displays the details for the Primary Worker (WSC, Sylvia). The 'Details' link next to the Primary Worker's name is highlighted.
- Step 4:** A 'Harmony Entity Viewer' pop-up displays the detailed information for the worker, including contact details and address.

## Characters Available on Form Text Fields in iConnect

Is there a way to see the character limits within iConnect?

When working within a form, there is usually an indicator of how many characters are available within a text field. This is not available within the Notes but IS available with provider documentation. As you type into the boxes, these characters remaining will countdown to zero.

Blonde Simulation Forms  
3/15/2024 6:07 PM

File

Preliminary statement of problem behaviors, relevant consumer description, living situation, daily routine, health issues, other relevant details: \*

4000 characters remaining

Blonde Simulation Provider Documentation  
3/15/2024 6:10 PM

File

**Activity Details**

Division
Worker\* Shorter, Caroline
Lookup Clear Details

Provider
Status Pending

**Activity Services**

Service \*
Units \*
Rate
Secondary Code
Unit Type

Clear Total Cost

**Documentation**

Provider Documentation Type \*

Annual Report
Daily Attendance Log
Monthly R&B
Monthly Summary
Progress Note
Quarterly Summary
Service Log...

Note

50000 characters remaining

## How do I access the Service Desk Ticket that my staff has submitted?

When your employee signs into the Service Desk to add a new Ticket, they can include you as the cc: and then you will receive a copy of the ticket and subsequent updates

through your e-mail.

opod itConnect

CC

Size: Thomas, 2nd

Department: APD Emergency

Requester Type: Not Set

Requester Phone

Consumer iConnect ID

Provider iConnect ID

Cancel Create

## Can I generate a tickler?

WSCs and APD Staff have the opportunity to generate reminder ticklers of their own to manage their work. To do so, open the consumer's record, select the Ticklers menu option to open the list view grid. Use File to Add Ticklers Detail and complete the fields, then save to trigger the tickler for the Due Date selected.

opod itConnect

File Edit Tools Reports **Ticklers** Word Merge

Quick Search: Consumers Last Name

ADVANCED SEARCH

Simulation, Barbie (215488)

File

An asterisk (\*) indicates a required field

Manual Tickler

Tickler: Self Generated Reminder

Frequency: Quarterly

Date Due: 06-28-2024

Assigned To: Shorter, Caroline

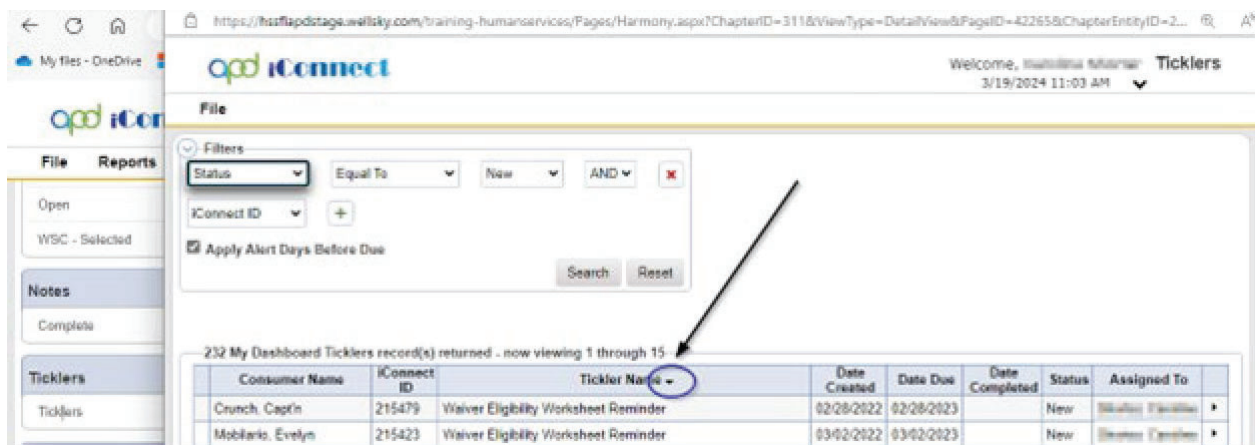
Message: Victim... Quarterly

## How do I sort through my Ticklers?

Have you allowed your tickler list view to grow and now are having a challenge in prioritization? Use the sort feature and the filters to locate and prioritize your list of ticklers. You can sort the list by clicking on one of the headings (Consumer Name, iConnect ID, Tickler Name, Date Created, Due Date, Date Completed, Status, Assigned to).

The caret (▲) indicates that the list is in alphabetical order/oldest to newest/largest to smallest.

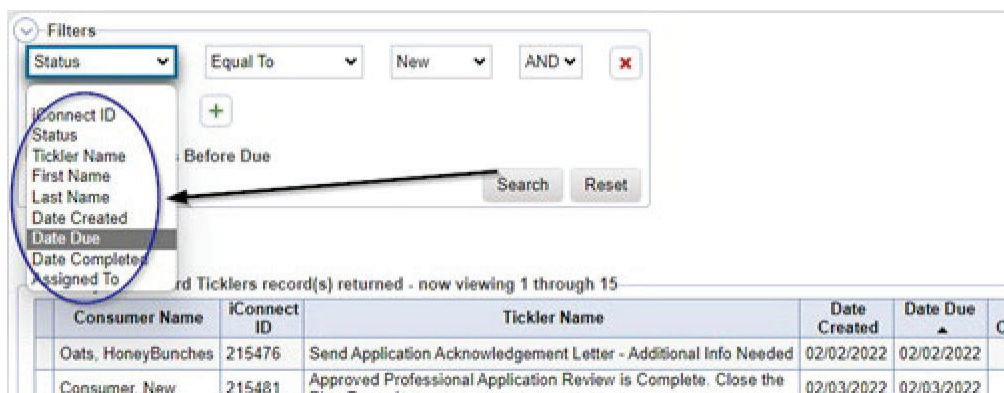
The caret (▼) opposite of alphabetical/newest to oldest/smallest to largest.



The screenshot shows the iConnect Ticklers interface. The top navigation bar includes the iConnect logo, a welcome message, and the date/time. The left sidebar has tabs for File, Reports, Open, WSC - Selected, Notes, Complete, Ticklers, and Ticklers. The main area displays a filters section with a dropdown menu for Status, Equal To, New, AND, and a search button. Below the filters, a table shows 232 My Dashboard Ticklers record(s) returned, now viewing 1 through 15. The table has columns: Consumer Name, iConnect ID, Tickler Name, Date Created, Date Due, Date Completed, Status, and Assigned To. An arrow points to the Tickler Name column header, which has a small downward arrow (▼) indicating it is sorted descending.

Consumer Name	iConnect ID	Tickler Name	Date Created	Date Due	Date Completed	Status	Assigned To
Crunch, Cap'n	215479	Waiver Eligibility Worksheet Reminder	02/08/2022	02/08/2023		New	Sharon Frazier
Mobilario, Evelyn	215423	Waiver Eligibility Worksheet Reminder	03/02/2022	03/02/2023		New	Sharon Frazier

In addition, use filters to sort the data made available on the list view grid.



The screenshot shows the iConnect Ticklers interface with the filters section expanded. The dropdown menu lists the following options: iConnect ID, Status, Tickler Name, First Name, Last Name, Date Created, Date Due, Date Completed, and Assigned To. An arrow points to the Date Due option, which has a small upward arrow (▲) next to it, indicating it is sorted ascending.

Consumer Name	iConnect ID	Tickler Name	Date Created	Date Due	Date Completed	Status	Assigned To
Oats, HoneyBunches	215476	Send Application Acknowledgement Letter - Additional Info Needed	02/02/2022	02/02/2022		New	Sharon Frazier
Consumer, New	215481	Approved Professional Application Review is Complete. Close the	02/03/2022	02/03/2022		New	Sharon Frazier

**September 1, 2024**

## Deleting Provider Documentation

Is there a way to delete provider documentation?

Yes, if the record is in pending status, you are able to use the File menu to Delete Provider Documentation when you are using the Service Provider Role.

The screenshot shows the iConnect application interface. At the top, the logo 'opd iConnect' is on the left, and 'Blonde Simulation' with 'Last Updated by caroline.shorten@apdcare.org at 2/15/2024 8:37:09 AM' is on the right. A 'Provider Documentation' tab is active. The 'File' menu is open, showing options: 'Hist', 'File', 'Spell Check', 'Save Provider Documentation', 'Save and Close Provider Documentation', 'Print', 'Close Provider Documentation', and 'Delete Provider Documentation'. An arrow points to 'Delete Provider Documentation'. The form fields include 'Start Time' (1:00 PM), 'End Date \*' (08/25/2023), 'End Time' (2:00 PM), and 'Total Minutes' (60). Below these are 'Activity Details' (Division: APD, Provider: Simulation Behavior Provider, Worker\*: Simulation Behavior, Status: Pending) and 'Activity Services' (Service \*: 0000-WVR, Units \*: 1.00, Rate: \$0.00, Secondary Code: 0000-WVR, Unit Type: Units). A 'Documentation' section is at the bottom.

**October 1, 2024**

**Can I save Provider documentation while I'm in the middle of working on it?**

Yes, when working within iConnect, as long as the required fields are completed, the provider documentation record can be saved in case the user needs to step away to answer a phone call or attend to another matter.

Once the user is ready to finish the notes, return to the record and continue typing into the Note Field.

Blonde Simulation  
Last Updated by caroline.shorfer@opdconnect.org  
at 3/15/2024 8:28:36 PM

Provider Documentation

File

Provider Documentation

Claims

An asterisk (\*) indicates a required field

Activity Times

Rounding Rule

Nearest 15 min

Start Date *	Start Time	End Date *	End Time	Total Minutes	Rounded Minutes	
03-15-2024	1:00 PM	03-15-2024	2:00 PM	60	60	Delete
03-15-2024		03-15-2024				Add

Authorization

Auth ID: 257949 PA Number:

Activity Details

Division: APD Worker\*: Shorfer, Caroline Lookup Clear Details

Provider: Simulation Behavior Provider Details Status: Pending

Activity Services

Service \*: Administration Units: 4 Total Cost: \$75.00

Rate:

Secondary Code:

Unit Type:

Documentation

Provider Documentation Type \*

Annual Report  
Daily Attendance Log  
Monthly R&S  
Monthly Summary  
Progress Note  
Quarterly Summary  
Toolbox

Service Log

Note

**November 1, 2024**

## How do I clear out Notes that are listed on my Dashboard Screen?

Open the Notes list view grid from my Dashboard. Select the notes by using the check boxes on the right side of the list view grid. Use the Tool menu dropdown to mark the note as read

**IMPORTANT: Service Providers that “Mark as Read” the Note containing the Support Plan will no longer have access to that Support Plan Note. They will need**



to reach out to the WSC to retrieve that Support Plan Note.

The screenshot shows the iConnect system interface. On the left sidebar, the 'Notes' tab is selected and highlighted with a red box and arrow labeled '2'. At the top right, the 'MY DASHBOARD' tab is selected, highlighted with a red box and arrow labeled '1'. Below the dashboard tabs, a message box says 'Welcome, Sylvia Baer' with a 'Notes' link, highlighted with a red box and arrow labeled '4'. In the center, a 'Mark as Read' button is highlighted with a red box and arrow labeled '6'. Above this button, the 'iConnect' logo is highlighted with a red box and arrow labeled '5'. Below the 'Mark as Read' button, there are filters for 'Status' and 'iConnect ID', with a red box and arrow labeled '3' pointing to the 'Status' dropdown. The main content area displays a table of notes with 4 records. The table has columns: iConnect ID, Consumer, Note Type, Note Sub Type, Note Date, Subject, Author, Status, and a checkbox. The data rows are as follows:

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status	Checkbox
215832	Bud, Grandpa	APD Waiver Eligibility Verification	LOC Met/ Medicaid Eligible	08/15/2024		DDMC Worker4	Complete	<input checked="" type="checkbox"/>
215834	Fritz, Uncle	Support Plan	Documentation	08/15/2024	Disaster Plan	DDMC Worker6	Complete	<input checked="" type="checkbox"/>
215834	Fritz, Uncle	Confidential Documentation		08/15/2024	DDMC iConnect Scavenger Hunt -	DDMC Worker6	Complete	<input checked="" type="checkbox"/>
215831	Robinson, Franny	Support Plan	Documentation	08/15/2024	Disaster Plan	DDMC Worker3	Complete	<input checked="" type="checkbox"/>

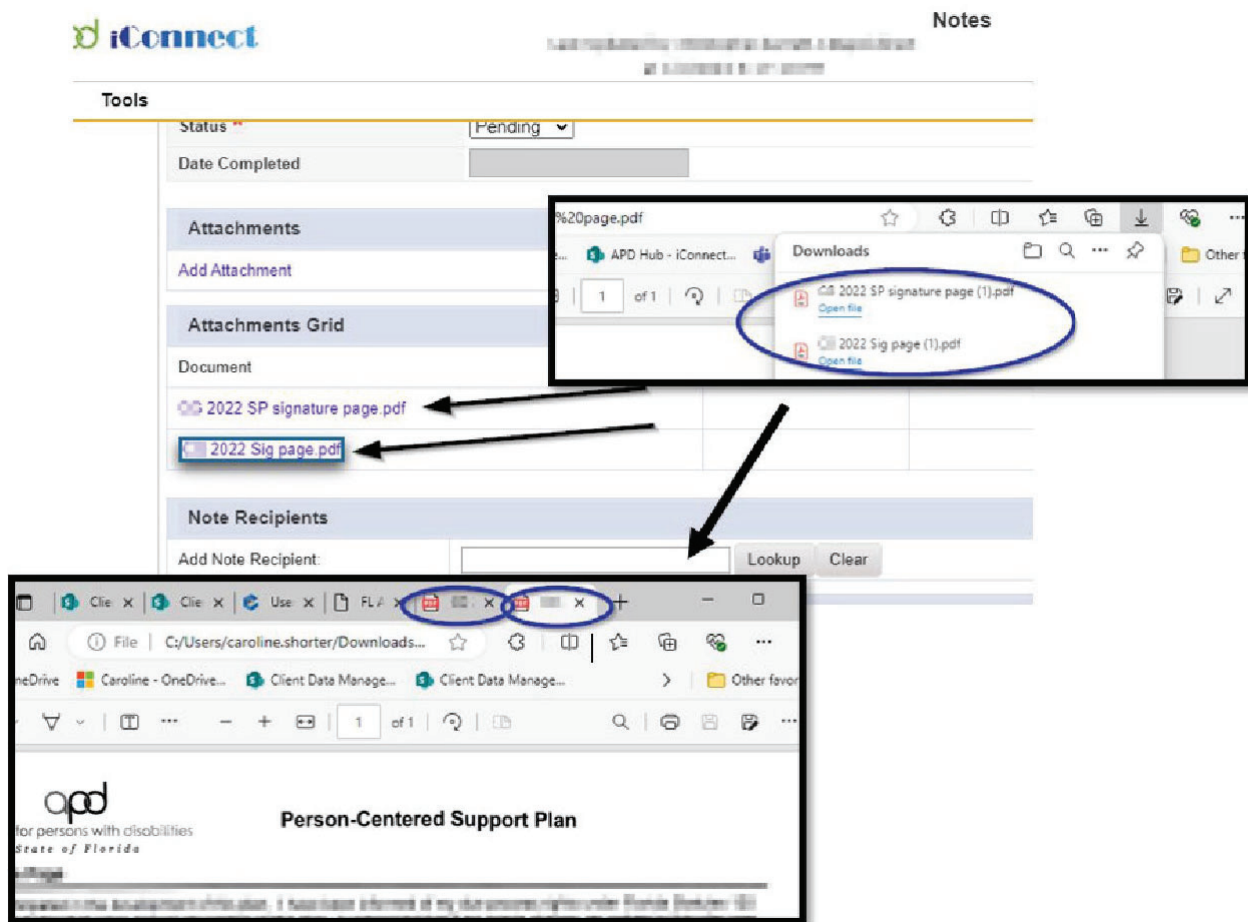
December 1, 2024

### Opening Multiple Attachments That Are Within the Notes Tab

When there is a need to review all the attachments within one Note, are users required to open each attachment then close that attachment to then open another?

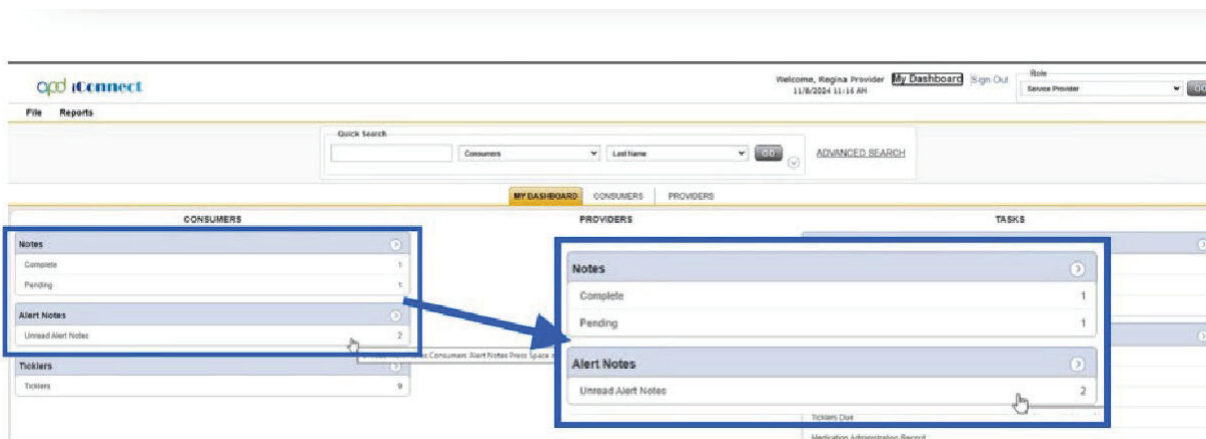
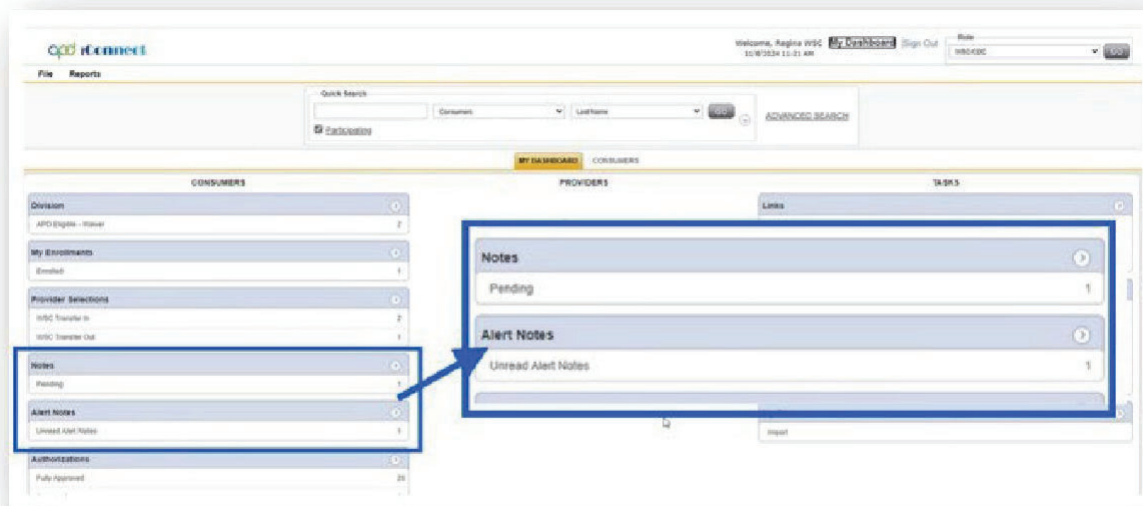
No, when the user clicks on one attachment, the file will download onto their device, so the user can open multiple files at one time by downloading all the files and opening them from the device. This allows for multiple documents to remain open at the same

time until the user closes them.



## Where do we find Alert Notes?

Alert Notes are important Notes to inform the providers of a significant change regarding their client. Based upon user feedback, the Alert Note pane within the Consumer column is now below the Note pane, so all Note types are in close proximity to each other in order to save users time and prevent confusion when reviewing for unread Notes.

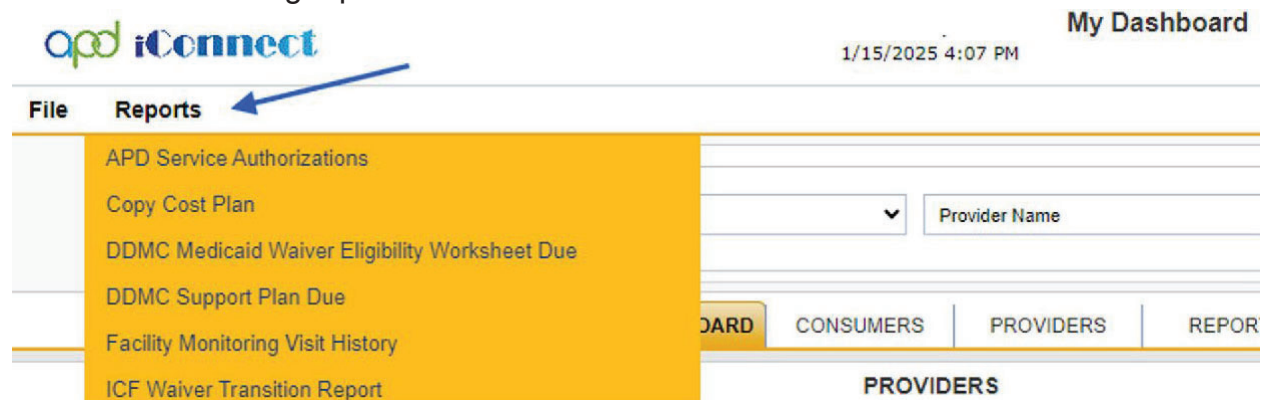


**February 1, 2025**

## Where do I find reports in iConnect?

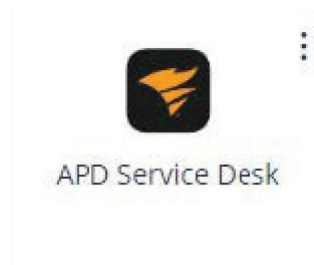
Reports are found in different screens within iConnect depending on their usage and workflow. Locate the Reports menu dropdown on the screen to see what reports are available for you to use. Remember to refer to the job aids available for detailed

instructions on using reports.



### How do I create a service desk ticket through CyberArk?

1. Sign into the user portal (aka CyberArk) and click on the “APD Service Desk” icon.
  - a. Click on the icon to open the application.

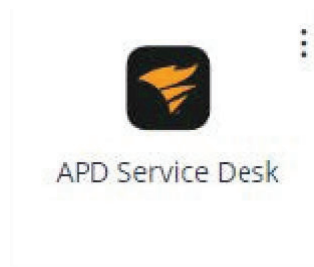


2. Click the “New Ticket” button located on the upper right side of the screen to open the new ticket window and fill out the required fields in order to open a new helpdesk ticket.

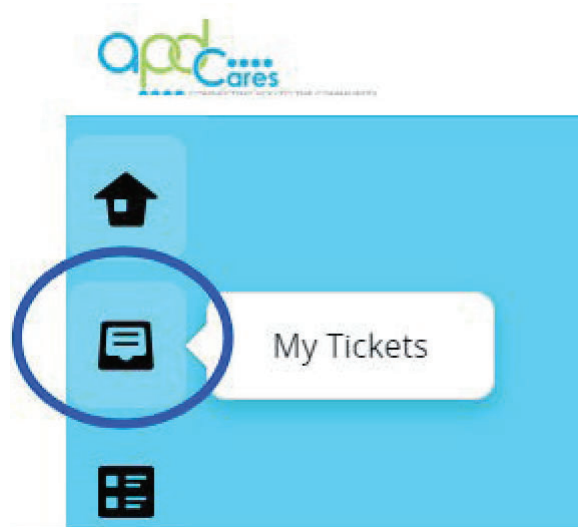


### How do I access a service desk ticket already created?

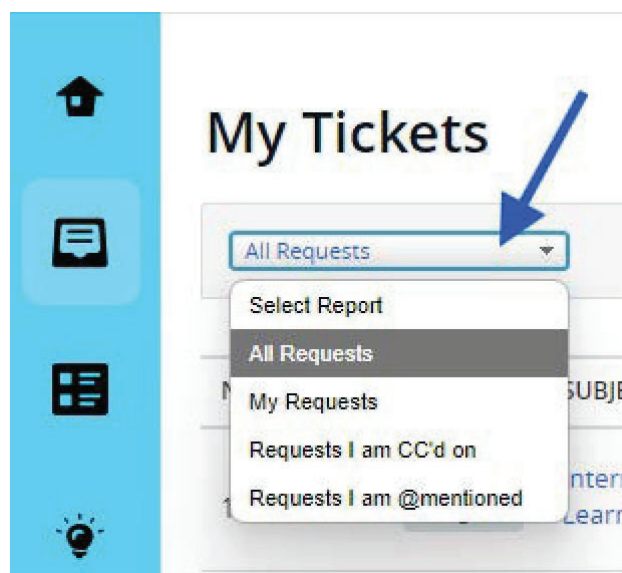
1. Sign into the user portal (aka CyberArk) and click on the “APD Service Desk” icon.
  - a. Click on the icon to open the application.



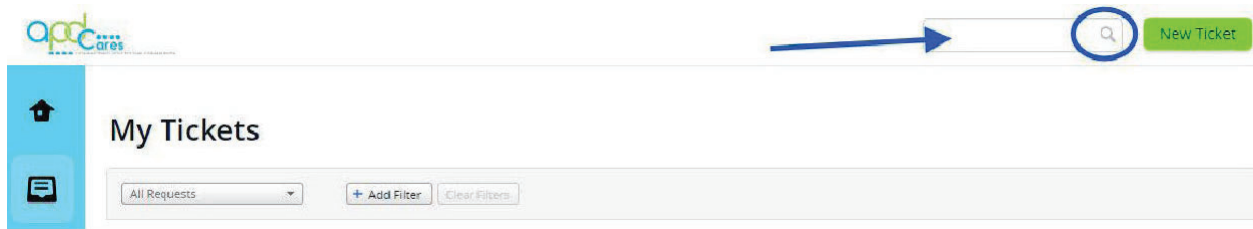
2. Click the ticket icon on the left side of the screen.
  - a. If you hover over the ticket icon it will display "My Tickets."



3. A list of all tickets associated with the account will display. The list can be filtered, using the dropdown menu, to show tickets that were requested by the user or tickets where the user was copied or mentioned.



- Use the search engine at the top of the screen to locate a specific ticket. Search by ticket number or key words to locate a specific ticket. Click the magnifying glass to execute the search.



**March 1, 2025**

### How long does it take for the preauthorization (PA) Number to show on service authorizations?

A Waiver Support Coordinator (WSC) initiates the approval process for a service authorization when the WSC creates or updates an existing service authorization in iConnect. This creates a PA number, so that services rendered may be billed. This process involves the iConnect interface with the Florida Medicaid Management Information System (FMMIS). When the WSC creates a new service authorization or updates an existing service authorization, the interface with FMMIS runs as follows:

- Service authorization information is sent outbound to FMMIS at 01:00 a.m.
- Additional information is then returned to iConnect at 05:00 a.m.

Once the inbound information is received, the PA number is assigned to the authorization in iConnect.

Example of an authorization in “Ready to Send” status:

File Reports Ticklers View Consumer Incident

Diagnosis Eligibility Medications **Auths** Provider Documentation Contacts Consumer Module User

Demographics Divisions Consumer Budgets Programs Provider Selections SAN Notes Forms Appointments Plans Pre-enrollment Payers

Filters  
Division: [v] [Search] [Reset]

13 Auths record(s) returned - now viewing 1 through 13

Division	Provider	Auth ID	Start Date	End Date	Auth Service EDI Status	Max Unit	Status	Rate	Amount Approved	Cancelled	Provider Rate Type	Consumer County	Service Ratio
APD	Pending Provider	232432	06/05/2019										
APD		232433	06/05/2019										
APD	A Test Provider	232434	05/01/2019	06/30/2019	Ready to Send	14	Approved	\$16.02	\$2,242.80	No	Agency	Hernando	1:1
					Ready to Send	172	Approved	\$3.82	\$657.04	No	Agency	Hernando	1:1

**Auth Service EDI Status**  
Ready to Send  
Ready to Send



Example from iConnect of an authorization in “Approved” status from the Auth tab, within the list view grid, after opening the authorization, and opening the AuthService tab:

The top screenshot displays a list view grid for the 'Auth' tab. The grid shows 13 records. The first row is highlighted, showing an authorization for 'A Test Provider' with a status of 'Approved'. The bottom-left screenshot shows the 'Authorization' form, where the 'Status' is set to 'Fully Approved'. The bottom-right screenshot shows the 'AuthService' form, where the 'Auth Service EDI Status' is set to 'Approved'.

April 1, 2025

## How are the list view grids used in iConnect?

All tabs within the Consumer or Provider Records within iConnect will contain a list view grid to show all the items saved within the tab. Clicking on the heading of a column sorts the list in ascending or descending order. The text box at the bottom of the screen allows users to adjust the number of records displayed in the list view grid that they would like to have populated.

File

Quick Search

apr Consumers Last Name GO ADVANCED SEARCH

☐ Participating

MY DASHBOARD CONSUMERS

10 Consumers Quick Search Result record(s) returned - now viewing 1 through 10

	iConnect ID	Last Name ▲	First Name	Status	Region	
+	215544	AprilSC_1	Jeanine	Active	SUNCOAST	▼
+	215556	AprilSC_10	Joan	Active	SUNCOAST	▼
+	215547	AprilSC_2	Laura	Active	SUNCOAST	▼
+	215548	AprilSC_3	Nadene	Active	SUNCOAST	▼
+	215549	AprilSC_4	Daniela	Active	SUNCOAST	▼
+	215550	AprilSC_5	Rehana	Active	SUNCOAST	▼
+	215552	AprilSC_6	Stephanie	Active	SUNCOAST	▼
+	215553	AprilSC_7	Gloria	Active	SUNCOAST	▼
+	215554	AprilSC_8	Taushia	Active	SUNCOAST	▼
+	215555	AprilSC_9	Shannon	Active	SUNCOAST	▼

First Previous Records per page 15 Next Last

## Can iConnect users print the list view grids?

Yes, printing is available using the Menu File > Print option, only after clicking on a heading.

opd iConnect

File

Print

FL Training (copy of IT1) - Work - Microsoft Edge

https://hssflapdstage.wellsky.com/training-humanservices/Pages/PrintView.aspx

Print

Total: 1 sheet of paper

Printer

Copies

1

Layout

☐ Portrait

☐ Landscape

Pages

☐ All

Print Cancel

10 Consumers Quick Search Result record(s) returned - now viewing 1 through 10

	iConnect ID	Last Name ▲	First Name	Status	Region	
+	215544	AprilSC_1	Jeanine	Active	SUNCOAST	▼
+	215556	AprilSC_10	Joan	Active	SUNCOAST	▼
+	215547	AprilSC_2	Laura	Active	SUNCOAST	▼
+	215548	AprilSC_3	Nadene	Active	SUNCOAST	▼
+	215549	AprilSC_4	Daniela	Active	SUNCOAST	▼
+	215550	AprilSC_5	Rehana	Active	SUNCOAST	▼
+	215552	AprilSC_6	Stephanie	Active	SUNCOAST	▼
+	215553	AprilSC_7	Gloria	Active	SUNCOAST	▼
+	215554	AprilSC_8	Taushia	Active	SUNCOAST	▼
+	215555	AprilSC_9	Shannon	Active	SUNCOAST	▼

Records per page 15

21554 21555 21554

215555 AprilSC\_9 Shannon

May 1, 2025

## Verifying the dates of a service authorization

One of the fields that the worker completes when documenting services in the Provider Documentation tab of the Consumer's record or through the EVV Mobile site is the authorization associated with the service being rendered along with the time frame for in which that service was rendered.

Prior to selecting the authorization, the worker should verify the dates associated with that authorization.

### EVV Mobile Site

On the EVV Mobile site, the date that the authorization is valid for is under the name of the service. It is important to select the correct authorization, since this field cannot be edited once the EVV Activity is started.



### iConnect

On the Provider Documentation tab of the Consumer's record in iConnect, the worker must click the ellipses to view the authorizations. As shown below, all the authorizations are visible for that provider. The last option is in not always the correct authorization.

The worker will need to verify the Start Date and End Date of the authorization.

In this example below, the worker is documenting services for the 2024-2025 fiscal year. The authorizations listed show the next fiscal year authorizations. The worker will need to review the dates to select the correct authorization.

**File**

An asterisk (\*) indicates a required field

**Activity Times**

Start Date \* Start Time

04/14/2025

**Authorization**

Auth ID

**Activity Details**

Division

Provider

Worker\* Provider: Sylvia

**Activity Services**

Service \*

Units \*

Rate

Secondary Code

Unit Type

**Documentation**

**Filters**

Auth Service EDI Status Contains Approved AND

Auth ID

Search Reset

7 Consumers Auth Search record(s) returned - now viewing 1 through 7

8 Consumers Auth Search record(s) returned - now viewing 1 through 8

Auth ID	Auth Date	Provider	Start Date	End Date
	07/03/2020		07/03/2020	06/30/2021
	08/04/2020		08/01/2020	06/30/2021
	07/01/2021		07/01/2021	06/30/2022
	07/01/2022		07/01/2022	06/30/2023
	07/01/2023		07/01/2023	06/30/2024
	05/23/2024		05/01/2024	06/30/2024
	07/01/2024		07/01/2024	06/30/2025
	07/01/2025		07/01/2025	06/30/2026

Clicking the plus sign next to the authorization will give additional information on that authorization. In the example below, the 2023-2024 fiscal year authorization had Personal Supports only valid through 04/30/2024. That was verified by clicking the plus sign to see each specific service's Start Date and End Date.

[-]	586123	07/01/2022		07/01/2022	06/30/2023			
	Auth Service ID	Service Code	Service	Start Date	End Date	Max Units	Auth Service EDI Status	Max Amount
	80389	S5130:UC	(4140) Personal Supports	07/01/2022	06/30/2023	3492	Approved	\$19,101.24
	80388	S5135:UC	(4080) Life Skills Development - Level 1 (Community Inclusion)	07/01/2022	06/30/2023	4764	Approved	\$24,153.48
[-]	7	07/01/2023		07/01/2023	06/30/2024			
	Auth Service ID	Service Code	Service	Start Date	End Date	Max Units	Auth Service EDI Status	Max Amount
	71512	S5130:UC	(4140) Personal Supports	07/01/2023	04/30/2024	2915	Approved	\$15,945.05
	71513	S5135:UC	(4080) Life Skills Development - Level 1 (Community Inclusion)	07/01/2023	06/30/2024	5222	Approved	\$26,475.54
+	511000	05/23/2024	A	05/01/2024	06/30/2024			

June 1, 2025

## Sorting the List View Grid in iConnect

Users may find it beneficial to sort the list view grid when looking for a particular client, form, provider documentation, note, etc. within iConnect

Utilizing the Quick Search on the My Dashboard, you can then generate a list view grid with related information to the variable you searched for. The following is an example, of searching by the variable: Consumer's Last Name containing an S.

30 Consumers Quick Search Result record(s) returned - now viewing 1 through 15

	iConnect ID	Last Name	First Name	Status	Region	
⊞	225915	Santiago	Jorge	Active	SOUTHEAST	▼
⊞	210034	Schlabach	Tonya	Active	SUNCOAST	▼
⊞	209943	Schumann	Tina	Active	SUNCOAST	▼
⊞	209707	Schweizer	Cassidy	Active	CENTRAL	▼
⊞	209814	Shedd	Ricardo	Active	SUNCOAST	▼
⊞	209938	Sheikh	Eduardo	Active	SOUTHERN	▼
⊞	209640	Sherwin	Danielle	Active	CENTRAL	▼
⊞	209646	Sherwin	Julie	Active	CENTRAL	▼
⊞	209720	Shim	Brandi	Active	CENTRAL	▼
⊞	209956	Shivers	Jill	Active	NORTHEAST	▼
⊞	209952	Shivers	Jillian	Active	CENTRAL	▼
⊞	209645	Shumate	Delaney	Active	CENTRAL	▼
⊞	209865	Sigala	Alexis	Active	SOUTHEAST	▼
⊞	215485	Simulation	Barbie	Active	SUNCOAST	▼
⊞	225956	Simulation	Paul	Active	SOUTHERN	▼

Each column within the list view grid contains a header (i.e. iConnect ID, Last Name, First Name, and so on, depending on the specific list view grid). These Headers are clickable and can be used to sort data.

30 Consumers Quick Search Result record(s) returned - now viewing 1 through 15

	iConnect ID	Last Name	First Name	Status	Region	
⊞	225915	Santiago	Jorge	Active	SOUTHEAST	▼
⊞	210034	Schlabach	Tonya	Active	SUNCOAST	▼
⊞	209943	Schumann	Tina	Active	SUNCOAST	▼
⊞	209707	Schweizer	Cassidy	Active	CENTRAL	▼
⊞	209814	Shedd	Ricardo	Active	SUNCOAST	▼
⊞	209938	Sheikh	Eduardo	Active	SOUTHERN	▼
⊞	209640	Sherwin	Danielle	Active	CENTRAL	▼
⊞	209646	Sherwin	Julie	Active	CENTRAL	▼
⊞	209720	Shim	Brandi	Active	CENTRAL	▼
⊞	209956	Shivers	Jill	Active	NORTHEAST	▼
⊞	209952	Shivers	Jillian	Active	CENTRAL	▼
⊞	209645	Shumate	Delaney	Active	CENTRAL	▼
⊞	209865	Sigala	Alexis	Active	SOUTHEAST	▼
⊞	215485	Simulation	Barbie	Active	SUNCOAST	▼
⊞	225956	Simulation	Paul	Active	SOUTHERN	▼

To sort data, click inside the header of the variable you are choosing to sort by. Clicking on the header will put the information in ascending order (A-Z; oldest to newest; 1-10) or in descending order (Z-A; Newest to Oldest; 10-1) depending on where you click.

32 Consumers Quick Search Result record(s) returned - now viewing 1 through 15

	iConnect ID	Last Name ▲	First Name	Status	Region	
☐	225915	Santiago	Jorge	Active	SOUTHEAST	▼
☐	210034	Schlabach	Tonya	Active	SUNCOAST	▼
☐	209943	Schumann	Tina	Active	SUNCOAST	▼
☐	209707	Schweitzer	Cassidy	Active	CENTRAL	▼
☐	209814	Shedd	Ricardo	Active	SUNCOAST	▼
☐	209938	Shelkh	Eduardo	Active	SOUTHERN	▼
☐	215514	Shell	Sea	Active	CENTRAL	▼
☐	209640	Sherwin	Danielle	Active	CENTRAL	▼
☐	209646	Sherwin	Julie	Active	CENTRAL	▼
☐	209720	Shim	Brandi	Active	CENTRAL	▼
☐	209952	Shivers	Jillian	Active	CENTRAL	▼
☐	209956	Shivers	Jill	Active	NORTHEAST	▼
☐	209645	Shumale	Delaney	Active	CENTRAL	▼
☐	209865	Sigala	Alexis	Active	SOUTHEAST	▼
☐	215485	Simulation	Barbie	Active	SUNCOAST	▼

32 Consumers Quick Search Result record(s) returned - now viewing 1 through 15

	iConnect ID	Last Name ▼	First Name	Status	Region	
☐	209942	Swiger	Katrina	Active	SOUTHERN	
☐	210021	Sweatt	Karen	Active	NORTHWEST	
☐	209961	Sturdivant	Pedro	Active	SUNCOAST	
☐	215837	Studwell	Rip	Active	CENTRAL	
☐	209805	Strachan	Christy	Active	SUNCOAST	
☐	215902	Storm	Brain	Active	SOUTHERN	
☐	209869	Stiltner	Micheal	Active	SOUTHEAST	
☐	209991	Spindler	Krystal	Active	SUNCOAST	
☐	209995	Spindler	Derrick	Active	NORTHWEST	
☐	209999	Spindler	Micheal	Active	NORTHEAST	
☐	209632	Spiers	Raymond	Active	CENTRAL	
☐	209727	Soileau	Kristen	Active	CENTRAL	
☐	225914	Smith	Clare	Active	SOUTHEAST	
☐	215891	Slide	Brock	Active	SOUTHEAST	
☐	215846	Sitter	Tootie	Active	CENTRAL	

List view grids are also found within the Notes and Forms tabs of both the Consumers and Provider Records in iConnect. You can utilize the same sort function in those areas. With this list view grid in the Notes section, you can sort information by Note Date, Note By, Note Type, Description, Status, Date Completed, and Attachments. To sort the information click within the header of the variable you want to sort by:



Diagnosis	Medications	Provider Documentation	Contacts
Demographics	Divisions	Notes	Forms

Filters
 

Note Date
 

+

Search
 Reset

2 Consumers Notes record(s) returned - now viewing 1 through 2

Note Date	Note By	Note Type	Note Sub-Type	Description	Status	Date Completed	Attachment
10/29/2024	worker_19496, Training	Support Plan		training practice	Pending		Yes
10/29/2024	worker_19496, Training	Support Plan	Documentation	client IP documentations	Pending		Yes

First
 Previous
 Records per page 15
 Next
 Last

With the list grid view in the Forms tab, you can sort forms by Form (name), Form ID, Review, Review Date, Worker, Division, and Status. To sort the information, click within the header of the variable you want to sort by.

Diagnosis	Medications	Provider Documentation	Contacts
Demographics	Divisions	Notes	Forms

Filters
 

Form
 

+

Search
 Reset

2 Consumers Forms record(s) returned - now viewing 1 through 2

Form	Review	Review Date	Worker	Division	Status
Implementation Plan	Initial	10/29/2024	worker_19496, Training	APD	Complete
Employment Stability Plan (ESP)	As Needed	10/29/2024	worker_19496, Training	APD	Draft

First
 Previous
 Records per page 15
 Next
 Last

July 1, 2025

## FMMIS Provider Interface Updates in iConnect

The Florida Medicaid Management Information System (FMMIS) Provider Interface exchanges provider-related data with iConnect so that both systems have up-to-date and synchronized records for service delivery and billing. Some of the data elements that are updated every night by the FMMIS Provider Interface are as follows:

- Provider Name
- Medicaid ID
- Contact Address
- Email
- Mailing Address

Providers need to edit their information in [FMMIS](#), since the FMMIS Provider Interface will update the Provider's information every night in iConnect. If edits are made directly into iConnect, the FMMIS Provider Interface will override those edits nightly.

### FMMIS Provider Interface Data Elements' Location:

Provider Name, Medicaid ID, Contact Address, Email and Mailing Address are located on the **Providers** tab of the Providers record.

MY DASHBOARD CONSUMERS PROVIDERS

Provider - 19452 (19452)

Workers Services Provider ID Numbers Beds Linked Providers Service Area

Providers CAP EVV Activities EVV Scheduling Forms Contracts Enrollments Authorizations Notes Appointments Credentials

**Basic Information**

Provider Name	Provider - 19452	Residential Monitor	worker_19452, Training
DBA (if applicable)/Facility Name		Licensing Specialist	worker_19452, Training
Licensed Home licensed for capacity		Area Behavior Analyst	
Active	Yes	Licensed Home/ADT # of workers	
External	Yes	Licensed Facility	
Exclude from Selection	No	Medicaid Provider ID	5678919452
QA Workstream Worker	worker_19452, Training	Provider EIN	12-3456789

**Contact Information**

Contact Name	Agency Owner	County	Leaon
Street	123 Provider St.	Phone	(850)259-7788
Street 2		Extension	
City	TALLAHASSEE	Fax Number	
State	FL	Email	email@email.com
Zip Code	32301	Website	
Region	NORTHWEST	Cell Phone	(753)222-3456

**Mailing Address**

Mailing Street	123 Provider St.	Mailing State	FL
Mailing Street 2		Mailing Zip Code	32301
Mailing City	TALLAHASSEE	Mailing Phone	(850)259-7788

Medicaid ID can also be located on the **Provider ID Numbers** tab of the Providers record. This is the data element that the interface matches on and is restricted to APD staff to update.

MY DASHBOARD CONSUMERS PROVIDERS

Provider - 19452 (19452)

Workers Services **Provider ID Numbers** Beds Linked Providers Service Area

Providers CAP EVV Activities EVV Scheduling Forms Contracts Enrollments Authorizations Notes Appointments Credentials

Filters  
Identifier +  
Search Reset

2 Providers Provider ID Numbers record(s) returned - now viewing 1 through 2

Division	Identifier	Type	Category	Start Date	End Date	Active
APD	5678919452	Medicaid ID		01/01/2019		Yes
APD	19452_Prov	SenderID		01/01/2019		Yes

**August 1, 2025**

## Obtaining Notifications of New and Updated Authorizations in iConnect

Receiving notifications of new and updated authorizations in iConnect will enable providers to make the necessary adjustments so that the services being provided are in line with the current authorization. In order to receive notifications of changes or creation of new authorizations, the provider must assign a worker in iConnect to receive the “The status of the authorization has changed.” tickler.

The agency owner or delegate will identify specific worker(s) to obtain the service authorization creation/update ticklers. The identified workers will need to have their worker profile modified. The [Job Aid for Service Authorization Update Ticklers](#) will give detailed instructions on how to modify the identify workers’ profiles to obtain the creation/update ticklers.

File 8/14/2024 9:34 AM

Filters  
Status Equal To New AND  
iConnect ID  
Apply Alert Days Before Due  
Search Reset

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

Consumer Name	iConnect ID	Tickler Name	Date Created	Date Due	Date Completed	Status	Assigned To
Davidson, Alexander	01102	Service/Response Profile	04/16/2024	04/16/2024		New	Provider: Reopen
Davidson, Alexander	01102	Service/Response Profile	04/16/2024	04/16/2024		New	Provider: Reopen
Davidson, Alexander	01102	Service/Response Profile	04/16/2024	04/16/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen
Davidson, Alexander	01102	The status of the authorization has changed.	05/09/2024	05/09/2024		New	Provider: Reopen

hssflapdstage.wellsky.com says

The status of the 'T4526:UC' authorization has changed. Case Number '20240811', Auth Service ID '721196' and AuthService EDI Status is now 'Terminated'

OK