

**WAIVER SUPPORT COORDINATOR ( W S C ) ADVISORY #2024-001**  
**UPCOMING ICONNECT LAUNCH FOR RESIDENTIAL PROVIDER GROUPS,**  
**SPECIFIC PROVIDER GROUPS WHOSE FUNCTIONALITY IS ALREADY EXISTING IN**  
**ICONNECT, AND THE EXTERNAL PROVIDER INTERFACE**  
**UPDATE FOR WSCS**

**EFFECTIVE DATE: JANUARY 18, 2024**

The Agency for Persons with Disabilities (APD) is excited to announce that all providers with active service authorizations for services listed below, as well as the External Provider Interface (EPI) functionality will go live in iConnect on **February 1, 2024**. Functionality in iConnect will be available for providers of the following services:

Residential provider groups:

- Intensive Behavior and Enhanced Intensive Behavior Residential Habilitation
- Standard and Behavior Focus Residential Habilitation
- Residential Nursing

Specific provider groups whose functionality is already existing in iConnect:

- Occupational Therapy Service Providers
- Physical Therapy Service Providers
- Respiratory Therapy Service Providers
- Speech Therapy Service Providers
- Dietician Service Providers
- Specialized Mental Health Counseling Service Providers
- Consumable Medical Supply Providers
- Durable Medical Equipment and Supply Providers
- Personal Emergency Response System Providers
- Environmental Accessibility Adaptation Service Providers
- Transportation Service Providers

External Provider Interface:

- Multi Option EPI - See [Provider Advisory# 2023-032](#) for details.

While working closely with our stakeholder community, APD continues to assess provider and partner feedback related to the use of iConnect and will provide additional training, and enhanced technical assistance, including the availability of in-person customized assistance. As a direct result of feedback provided, and in an effort to align with upcoming functionality that works to streamline administrative activities, APD is announcing a grace period extending the effective date of compliance monitoring to **April 1, 2024**, for the service providers listed above.

**Effective April 1, 2024, we will transition into compliance monitoring for the new functionality within the iConnect system.**

As indicated above, APD is extending this grace period due to upcoming, planned, enhanced functionality through an External Provider Interface (EPI). The EPI functionality implementation has been accelerated for implementation, as a direct result from feedback provided by our stakeholders.

The current EPI functionality is actively being tested with a select group of providers and our vendor, WellSky. This extended grace period will allow service providers to continue to work diligently to onboard and familiarize their organizations with the iConnect functionality now available and plan appropriately in anticipation of the EPI implementation. Please see [Provider Advisory #2023-032](#) and our [EPI page](#) for more information on the EPI.

As part of a continued effort to create efficiencies within the iConnect system, and as indicated in [Provider Advisory 2023-034](#), system upgrades are also available as of January 8, 2024.

As a resource, Waiver Support Coordinators (WSC) may utilize the following refresher training on entering providers selections, via the TRAIN Florida course module here: [APD – iConnect – Provider Selection](#).

### **Provider Selection Process**

Effective February 1, 2024, providers of the services listed above will begin using the iConnect system once they complete the required training and are provisioned, which will allow for WSCs to review documentation of service provision within iConnect after the functionality goes live.

To ensure services are appropriately documented, it is critical for WSCs to begin entering Provider Selections in iConnect for the above referenced service providers who are actively in iConnect and authorized to provide these services. WSCs can begin to add these provider selections in iConnect immediately so that these providers may begin completing their provider documentation.

WSCs must add providers using iConnect to the Provider Selection tab for consumers served by the WSCs so the provider can view the consumer's record and document their service delivery. WSCs can reference the [Provider Selection Catalog](#) for step-by-step instructions on adding provider selections for this group of providers. These providers cannot complete these tasks without the WSC adding them to the Provider Selection tab. When a consumer selects a change in providers, the WSC is also responsible for deactivating Provider Selection records from the previous provider.

Please note, as a part of training and communication, any providers that are not yet in iConnect, have been informed to notify the WSC network when onboarding is complete.

WSCs are encouraged to review the [iConnect FAQ](#) for additional information beyond the eLearning resources provided.

APD continues to appreciate the commitment from its partners, providers, and stakeholders to serve Floridians with unique abilities. Should you have any navigation or training related questions regarding the new functionality, please don't hesitate to reach out to your designated iConnect trainer.