

Frequently Asked Questions – Qualified Organizations

Question	Answer
Chapter 2020-71, Laws of Florida Implementation	
What is “Chapter 2020-71, Laws of Florida”?	Chapter 2020-71, Laws of Florida, formerly referred to as Senate Bill 82, is legislation that revised components of the iBudget Waiver program, including the new requirement that all support coordination services be provided by Qualified Organizations (“QO”).
When does Chapter 2020-71, Laws of Florida go into effect?	The legislation has an effective date of July 1, 2021.
Can the effective date be postponed?	The effective date is written into law; therefore, the Agency cannot postpone the implementation.
When will the Agency terminate existing solo and agency provider agreements who are not part of a Qualified Organization?	The Agency will terminate support coordinators who are not a member of a Qualified Organization on July 1, 2021.
Dual Employment	
If a Waiver Support Coordinator (“WSC”) intends to only serve 10 clients, do they still need to submit a dual employment plan?	Yes, dual employment plans are required for any support coordinator who is dually employed, regardless of caseload size.
How will a Waiver Support Coordinator know if the Dual Employment plan is approved or denied?	The Home Region where the Dual Employment plan was submitted will notify the waiver support coordinator and the qualified organization of the approval/ denial of the Dual Employment Plan.
Qualified Organization Requirements	
Do consultants who provide services for the Consumer Directed Care Plus (“CDC+”) program need to work for a Qualified Organization as well?	Yes, all consultants are support coordinators as defined in section 393.063, Florida Statutes (F.S.), which means they must be a member of a Qualified Organization by July 1, 2021, to continue providing services.
How many support coordinators are required to be associated with a Qualified Organization?	All Qualified Organizations must have a minimum of four (4) support coordinators associated with them. Any approved Qualified Organization that is reduced to having fewer than four support coordinators for longer than 90 days may have its contract with the Agency terminated, meaning it may not provide support coordination services.

<p>Do independent contractors count towards the minimum requirement of four (4) support coordinators?</p>	<p>No, the requirement in Chapter 2020-71, Laws of Florida, is Qualified Organizations must “employ four or more support coordinators.” Section 393.0663(2)(b)1., F.S. Additionally, sections 393.0663(42) and 393.0663(1), F.S., require all support coordinators be employees of a Qualified Organization.</p>
<p>Do mentees count toward the minimum of four support coordinators?</p>	<p>Yes, mentees count toward the requirement.</p>
<p>Will there be a “grace period” if the Qualified Organization loses one of the four required support coordinators?</p>	<p>The rule allows Qualified Organizations a 90-day period to re-establish the minimum of four support coordinators if they fall below the threshold. However, Qualified Organizations are encouraged to consider hiring more than the minimum number of support coordinators to avoid disqualification due to falling below the minimum of four support coordinators. Refer to Rule 65G-14.002, Florida Administrative Code.</p>
<p>Are Qualified Organizations required to have a physical building for the business, or can support coordinators work from their homes?</p>	<p>No, a Qualified Organization is not required to have an office building in which all employees must report or work. However, all Qualified Organizations are responsible for appropriate storage of confidential files/material in accordance with Chapter 393, F.S., the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook (“iBudget Handbook”), and the Health Insurance Portability and Accountability Act (“HIPAA”).</p>
<p>Are there minimum and maximum caseload sizes for each member of the Qualified Organization?</p>	<p>All support coordinators are held to the maximum caseload of 43 as described in the iBudget Handbook. To be considered toward the four support coordinator minimum requirement to be a Qualified Organization, each support coordinator must be actively rendering services to at least one client.</p>
<p>What are the specific requirements to be a QO?</p>	<p>The requirements to be a QO can be found in section 393.0663, F.S., and chapter 65G-14, Florida Administrative Code.</p>
<p>If I have 5 WSCs in Southeast Region, do I need an additional 4 qualified WSCs in the Southern Region for the QO to operate in the Southern Region?</p>	<p>To be enrolled as a QO, the QO must have at a minimum four support coordinators total, not four in each region where they wish to become enrolled. QOs seeking to provide services in more than one region will only need to submit one application to the home region for processing. If QOs want to serve more than one region, they need to reflect on the table of organization which WSCs will be serving which region. QOs must also consider that WSCs must be available 24/7 if rendering full support coordination and must be available to have ready access to clients. The expectation is that a WSC</p>

	selected by a client is the support coordinator that will be rendering face to face services to the client.
How does a QO handle WSCs as employees since they have to be on call 24/7?	Being on call 24/7 is consistent with being an employee. As employees of the QO, the QO has substantial control over each WSC's job commitments, including availability.
What is APD's definition of full-time versus part-time work for a support coordinator?	The Agency considers the commonly understood meaning to be sufficient. The Agency requires a prospective or approved Qualified Organization to indicate whether a support coordinator is full or part time to ascertain their anticipated caseload size.
Qualified Organization Application Process	
When will the QO application be available?	The application document has been posted on the QO webpage and is available for use as of February 9, 2021.
Do current support coordinators need a new Medicaid number?	Most support coordinators who currently hold an appropriate Medicaid ID will not need a new Medicaid ID number although they will be required to link their Medicaid ID number to the Medicaid group number of the Qualified Organization. All Qualified Organizations must have a Medicaid group number. Existing WSC agencies who become enrolled as a Qualified Organization may retain their current group Medicaid provider number. A Medicaid Help Guide has been posted on the Qualified Organization webpage with more information concerning Medicaid numbers
Do current WSCs need to apply again with APD?	Currently enrolled WSCs will not need to submit a WSC application to APD. All organizations interested in becoming Qualified Organizations must apply with and be approved by APD using the new Qualified Organization Application form incorporated by reference in Rule 65G-14.002, F.A.C. and posted on the Qualified Organization webpage. All support coordinators who are dually employed must provide a dual employment plan to their Qualified Organization who will submit the plan to the Agency for review. The Qualified Organization webpage has an application help guide and toolkits that will provide further information and instruction on applying to become a Qualified Organization.
Is APD going to streamline the provider enrollment process due to the new law?	APD is making every effort to streamline the application process as much as possible. This includes developing and posting on the Qualified Organization webpage templates for the mentoring program, the code of ethics, the disciplinary process, and the required policies and procedures that the Qualified Organization applicant may use in lieu of developing their own. APD has also developed checklists for the QO to use when submitting the application. These checklists will also be used by

	regional staff when reviewing the application so that any missing information can be easily communicated back to the QO applicant for submission. APD is committed to prioritizing and processing complete applications as quickly as possible to meet the July 1, 2021 deadline.
How will I know if an agency has become an approved Qualified Organization and can provide support coordination services?	The APD regional office will notify the applicant once review of the application is complete. After the Qualified Organization is approved, the Qualified Organization will be allowed to operate based on the effective date of the Medicaid Waiver Services Agreement (MWSA).
To what physical address should certified college transcripts be mailed?	The APD Regional Office will accept sealed college transcripts, as is the current practice. Sealed college transcripts will only be required for those Qualified Organization leadership team and/or new support coordinator applicants who have not been previously reviewed. It will not be necessary for college transcripts to be requested for existing WSCs whose transcripts have already been reviewed by the Agency.
If a prospective Qualified Organization wants to operate in multiple regions, will it need to submit multiple applications and sign multiple Medicaid Waiver Services Agreements (“MWSA”)?	No, the Qualified Organization applicant will indicate the regions in which they are applying to operate on the Qualified Organization Application form. Existing WSC agencies, solo waiver support coordinators and CDC+ consultants wishing to enroll as a Qualified Organization should submit their application to the region where they originally became enrolled. The Qualified Organization will only need to sign one Medicaid Waiver Services Agreement.
Will the requirements be different for WSC agencies in good standing with APD?	The requirements to become a Qualified Organization are the same for everyone. All existing agencies interested in continuing to provide support coordination services must apply to become a Qualified Organization; no one is exempt from the new law and proposed rules (no grandfathering).
Will the Agency consider any existing WSC provider agencies to be Qualified Organizations?	If an existing WSC agency wants to become a Qualified Organization, it must submit the Qualified Organization Application. No existing WSC agencies will be automatically determined qualified.
Can a WSC work for two Qualified Organizations at the same time?	No, WSCs may only be employed by one Qualified Organization at a time.
Who completes the application if there is more than one owner of a prospective Qualified Organization?	The organization can decide who completes the application. There should be a single application submitted per QO. However, at time of application submission every owner or the applicant on behalf of each owner must submit information specific to the owner(s) such as a copy of identification and SSN card if that information is not already on file at the APD office. The QO webpage has an application help guide and toolkits that will provide further information and

	instructions on applying to become a Qualified Organization.
Does leadership for a Qualified Organization need to be enrolled as a WSC?	No, although the Agency is requiring directors, supervisors, owners, operators, and managers who directly oversee the operations of any Qualified Organization in the State of Florida to have at least a bachelor's degree from an accredited college or university and two years of experience providing services to persons with developmental disabilities, regardless of whether or not that individual is an active support coordinator. Qualified Organization Leadership must also complete Level 1 online training and must also attend six monthly meetings each year to ensure they remain informed of support coordinator requirements and issues.
Is the information being requested in Section 7 of the application intended to be for each WSC or just the QO owner?	Section 7 "Required documents of the Qualified Organization" is referencing documents needed from the Qualified Organization and the QO business owner, not the individual waiver support coordinators. Please note, for new WSC applicants, the QO must submit the WSC application as well as associated documents referenced on the WSC application.
If APD already has transcripts, will the QO need to request transcripts again?	No, if the Waiver Support coordinator has previously submitted a transcript to the region at time of initial enrollment, a new transcript is not required.
What is the last day that APD will accept an application to become a QO?	The QO application process does not end on July 1, 2021 as new QOs can be enrolled after that point. However, it is critically important to understand that on July 1, 2021, all clients must receive WSC services from support coordinators employed by a Qualified Organization. APD has 90 days to review the application once a complete application is submitted. If the application is late in being submitted, there may not be sufficient time process the application and enroll the provider by July 1, 2021. As a result, APD will need to make plans to have the existing clients for these support coordinators transitioned to a QO prior to July 1, 2021.
After transition to a QO, will the support coordinator relinquish his/her MWSA and Medicaid number?	No, the WSC will retain the Medicaid provider number, which must be linked to the QO's Medicaid group number. Each WSC will also retain an individual MWSA.
After applying to become a QO, how long will it take to process?	The regions are prioritizing the process of reviewing the QO applications. The region has 90 days from receipt of a complete application to process the application pursuant to the proposed rule. If documentation is missing, APD will send the applicant written notice of which specific item(s) is missing and the applicant will

	<p>have 45 days to get the correction(s) or supplement(s) back to APD for review. APD has provided a number of resources on the website to expedite this process:</p> <ol style="list-style-type: none"> a. A checklist that details exactly what needs to be submitted. b. Templates for many of the new requirements, such as the code of ethics, disciplinary process, mentoring program, policies and procedures. These documents can be used in their existing format or modified by the QO.
<p>If solo WSCs are joining together to form a QO, will their application take longer to process?</p>	<p>The process of reviewing the application should not take longer if the solo WSCs forming a QO are already existing WSCs. Things to consider:</p> <ul style="list-style-type: none"> • A Qualified organization must have a minimum of four actively enrolled WSCs. • Each QO must have at least one designated mentor. The mentor must have been a WSC for a minimum of two years prior to submitting the QO application and meet the qualifications described in Rule 65G-14.0043, which are also described in the mentoring program template available on the website. • A group of support coordinators developing a QO must apply to Medicaid and obtain a Medicaid group number. While we are working closely with Medicaid and trying to streamline this process as much as possible, it will take longer to credential a newly created QO compared to an agency who already has a Medicaid group number. Please consider this when submitting the application.
<p>Suppose a new person is applying to be a WSC for a QO applicant and they don't have a Medicaid number yet, do you list them on the application?</p>	<p>Yes, and also submit their WSC application along with the QO application.</p>
<p>If a current solo support coordinator plans to retire between now and July 1, 2021, how long after July 1, 2021 can the WSC continue to work with their caseload as usual?</p>	<p>Effective July 1, 2021, WSC services may only be provided by WSCs that are employed by a Qualified Organization. WSCs who are planning to retire will need to inform the Agency as soon as possible so that clients can be safely transitioned to a new WSC by July 1, 2021. The Agency appreciates the years of service for those WSCs who are retiring.</p>
<p>Will existing solo support coordinators who are going to</p>	<p>No, solo support coordinators joining a QO do not need to submit an expansion request.</p>

<p>transition to a Qualified Organization need to submit an expansion request?</p>	
<p>Will current support coordinators with existing Medicaid numbers need to apply for and obtain a new Medicaid number by July 1, 2021?</p>	<p>No, however currently enrolled waiver support coordinators joining a QO will need to link their individual Medicaid number to the QO group number for billing purposes.</p>
<p>Will current support coordination provider agencies need to apply for and obtain a new Medicaid group number by July 1, 2021?</p>	<p>No, as long as the current provider agency is using the same name under which they are currently enrolled with AHCA.</p>
<p>What is a table of organization?</p>	<p>A table of organization is a list of a Qualified Organization’s personnel along with details pertaining to each individual. A table of organization should reflect the name of all of your staff, designate the name and title of the owner(s)/operator(s) as well as any supervisors and managers (clearly reflect the line of supervision), and the designated mentor(s) for your organization. The table of organization must also reflect the region where each individual operates.</p>
<p>Why are Qualified Organizations required to have WSCs as employees and not 1099s?</p>	<p>As a state agency, APD has an obligation to ensure we are in full compliance with all laws. Section 393.0663(2)(b)1., Florida Statutes (2020), specifically states “in order to be qualified, an organization must employ four or more support coordinators.” In addition, section 393.063(42) amends the definition of “support coordinator” to mean “an employee of a QO as provided in s. 393.0663 designated by the agency to assist individuals and families in identifying their capacities, needs, and resources. . .” The Legislative intent stated in s. 393.0663(1) also provides that all WSCs should be employees of a QO. This is specific to WSCs and not other Medicaid Waiver providers.</p>
<p>When is the deadline for WSCs to inform the Agency of their intention before Chapter 2020-71 goes into effect on July 1, 2021?</p>	<p>Waiver support coordinators must submit either their qualified organization application, request for expansion if the waiver support coordinator wants to render services other than waiver support coordination or their voluntary termination request and its effective date to the APD Regional office by April 16, 2021.</p>

<p>For solo support coordinators joining a QO, will the support coordinator need a new MWSA signed?</p>	<p>No, solo support coordinators joining a qualified organization will not need to sign a new agreement unless the WSC is dually employed. WSCs dually employed will need to sign a new MWSA.</p>
<p>If the QO applicant is approved before July 1, 2021, do they operate as a Qualified Organization at time of enrollment?</p>	<p>No, Qualified Organizations are not considered approved until the Medicaid Waiver Services Agreement is signed by both parties. The Effective Date of the Qualified Organization MWSA is July 1, 2021. APD will post Qualified Organizations who have successfully completed the application process to the Qualified Organization webpage as these are completed.</p>
<p>How will APD notify the QO applicant if their application is approved?</p>	<p>Once APD has reviewed the QO application, the home region will notify the applicant. APD and the newly approved QO will then sign a QO MWSA, which will become effective on or after July 1, 2021.</p>
<p>What if I am hiring an existing WSC to my agency/Qualified Organization and the WSC wants to begin working before 7/1/21?</p>	<p>The WSC would need to notify APD and the clients of the date they will be starting with the QO. At the point that the Solo WSC officially joins the QO as an employee, the WSC would need to link the individual number to the QO's group number.</p>
<p>If I am hiring an existing solo support coordinator who will be joining my agency/Qualified Organization, what would be the effective date of their employment?</p>	<p>The hire date is between the existing solo support coordinator and the agency/Qualified Organization; however Qualified Organizations may not provide support coordination services until authorized by the Agency per agreement in the MWSA</p>
<p>If I am hiring a new support coordinator who does not have a current Medicaid waiver service agreement or provider number, do I attach their completed application with the QO application?</p>	<p>Yes, Qualified Organization applicants should submit a copy of the MWSA and Medicaid number for all existing WSCs who will be employed by the QO and the support coordination application for any support coordinator applicants.</p>
<p>How do we apply for a Medicaid group number for solos that are merging to form a Qualified Organization?</p>	<p>The solo support coordinators wanting to form a QO would need to submit the QO application to the region. The Region will provide the QO with the draft letter to submit to AHCA for the Medicaid group number.</p>
<p>Do WSC applicants have to submit the WSC application to go along with the QO application?</p>	<p>WSC applications are only needed for those individuals who are not currently enrolled as support coordinator and would be submitted by the QO at time of the QO application submission.</p>

<p>Do all staff working at a Qualified Organization require a college degree? For example, office assistants or office managers who are not WSCs?</p>	<p>Owners, operators, managers, supervisors, and Waiver Support Coordinators must all have a college degree as well as two years of experience. This is not required for administrative support staff.</p>
<p>If an applicant for a new qualified organization is for some reason not approved by July 1, 2021, what happens then, do the files all have to be turned back in to APD?</p>	<p>Before July 1, 2021, clients who have a support coordinator who has not completed the QO application process or joined a QO will be sent selection packets to choose a new WSC or will temporarily be assigned to another WSC who is part of an approved QO until the client is able to choose. The files would be transitioned to the new WSC.</p>
<p>Can the QO application be submitted without all support coordinators having completed the Level 1 and Level 2 training pursuant to Chapter 65G-10, Florida Administrative Code?</p>	<p>Yes, the requirement to complete the Level 1 training and associated competency-based assessment is 120 days from July 1, 2021. This training and associated competency-based assessment are referenced in Chapter 65G-10. Existing Support Coordinators who have completed the statewide pre-service training and the associated region-specific training can submit their applications for processing now. Any new WSCs that are currently being hired should complete the current statewide pre-service training and the current region-specific training. New WSCs that are completely enrolled prior to July 1, 2021 will not have to take the Level 2 training nor the Level 2 competency-based assessment but will be required to take the Level 1 training and the competency-based assessment within 120 days of July 1, 2021.</p>
<p>For those that were in the process of expanding to an agency provider, do we continue this effort, or should we fill out a QO application instead?</p>	<p>The Agency recommends submitting the Qualified Organization application instead because, effective July 1, 2021, there will no longer be WSC agencies as they have existed before then. This will also save you some time as the documents you are asked to submit are streamlined.</p>
<p>Do we have to submit a declaration page for each existing WSC?</p>	<p>No, only for the Qualified Organization itself prior to signing the MWSA.</p>
<p>What happens if I submit a QO application and while it is being processed, another WSC joins the agency?</p>	<p>The QO applicant would need to submit an amended table of organization that includes the additional WSC. If the person joining is a currently enrolled WSC, the QO applicant would need to submit the WSC's Medicaid Waiver Service Agreement. If the WSC is not currently enrolled, the QO applicant would need to submit the WSC application for the WSC applicant.</p>

<p>I am interested in joining a QO. How do I know which QOs have been approved?</p>	<p>The regional office can provide you with a list of Qualified Organizations who have been determined to meet the criteria to be enrolled as a QO.</p>
<p>If using the APD developed template for the application process, can the QO change it later? What will the process be?</p>	<p>Yes, if the QO utilizes the APD templates and submits them with the application but subsequently wants to amend any required document, the QO will need to send any amendments to the region enrollment staff for review.</p>
<p>Which region will process the new waiver support coordinator applications that are submitted at the time of the Qualified Organization application submission if the waiver support coordinator will be working in another region than the region where the application was submitted?</p>	<p>New WSC applications submitted at time of the Qualified Organization application submission, will be processed in the Home region where the QO application was submitted, even if the waiver support coordinator working for the Qualified Organization, will be working in another region. However the Medicaid Waiver Services Agreement will be processed by the region where the waiver support coordinator renders services.</p>
<p>Mentoring</p>	
<p>How does a support coordinator become a mentor?</p>	<p>Chapter 65G-14.0043, F.A.C., outlines the minimum requirements necessary for a support coordinator to become a mentor. The prospective or approved Qualified Organization must review and verify the requirements have been met prior to designating a support coordinator as a mentor.</p>
<p>Will all support coordinators who have less than 12 months' experience working as a support coordinator need to complete the Qualified Organization's mentoring program? Are brand new support coordinators treating the same as support coordinators who have some but not 12 months' worth of experience?</p>	<p>Yes, all support coordinators lacking the required 12 months experience will need to successfully complete their Qualified Organization's mentoring program. Support coordinators who have some experience may complete the mentoring program in less than 90 days if their mentor verifies that each required activity was completed. Support coordinators with some experience can also receive credit for completing activities prior to joining the Qualified Organization by providing proof of completing those activities prior to joining the Qualified Organization. New support coordinator applicants with no prior support coordinator experience must complete the full 90-day mentoring program.</p>
<p>Can mentees serve clients while they are participating in the mentoring program?</p>	<p>Yes, provided a qualified mentor provides oversight to ensure quality services are provided.</p>

<p>If a mentee's or mentor's clients do not require one of the tasks required to complete the mentoring program, can the mentee get that experience with another support coordinator?</p>	<p>Yes, the Rule permits mentees to obtain experience from other non-mentor support coordinators within the Qualified Organization for certain activities. Most activities should occur within a 90-day period (the minimum length of a mentoring program for new support coordinators).</p>
<p>How can mentees complete tasks in iConnect when they do not have access until after becoming enrolled as support coordinators?</p>	<p>Mentees can shadow or observe their mentor complete tasks in iConnect to successfully complete their mentoring program.</p>
<p>How many mentors can a Qualified Organization have? If all of the support coordinators associated with a Qualified Organization have sufficient experience, can a Qualified Organization operate without a designated mentor?</p>	<p>A Qualified Organization must always maintain a minimum of one mentor even when the Qualified Organization does not have a new hire requiring participation in the mentoring program. However, designating additional mentors is strongly encouraged, as this will ensure the Qualified Organization remains in compliance in the event one of its mentors must take a leave of absence, leaves the Qualified Organization, or otherwise becomes unavailable.</p>
<p>Penalties</p>	
<p>Why are there monetary penalties associated with failing to comply with applicable rules and statutes?</p>	<p>The Agency is authorized to impose an administrative fine pursuant to section 393.0663, F.S., and believes fines may be necessary to ensure compliance with applicable laws and rules.</p>
<p>How does the Agency expect individual support coordinators to afford to pay monetary penalties?</p>	<p>Penalties will only be imposed in the event that the Qualified Organization fails to comply with applicable laws and regulations. In other words, the Agency will not require fines unless the Qualified Organizations or its support coordinators commit a violation(s). Generally, and as described in the disciplinary action chart in Proposed Rule 65G-14.005, F.A.C., the Agency will require a corrective action plan before imposing a penalty. In addition, fines are issued to the Qualified Organization, not individual support coordinators.</p>
<p>Where is the appeal process for Qualified Organizations described?</p>	<p>Sections 120.569 and 120.57, F.S., and their implementing rules govern agency action. Each administrative complaint will include instructions on how to appeal the Agency's decision.</p>
<p>How can individual support coordinators contest the Agency's decision to issue an administrative complaint proposing disciplinary action?</p>	<p>The administrative complaint is applied to the Qualified Organization. The Qualified Organization has the right to dispute the Agency's findings of fact and conclusions of law in an administrative hearing. Individual support coordinators can participate in this process, such as by providing testimony.</p>

Client Transitions	
What happens to the clients that a Solo WSC serves on July 1, 2021?	All WSCs will be required to discuss the law changes with clients they serve and assist in the transition, as necessary. The Agency will be tracking WSC status from now through June 30, 2021 and asking WSCs for updates on their future plans. Any clients who have not chosen a support coordinator that is associated with a Qualified Organization will be provided with a selection list to ensure they are able to select a new support coordinator by the 7/1/21 deadline. Clients will be given the option to remain with their current WSC if he/she is affiliated with a Qualified Organization.
Do solo WSCs continue to function as such until July 1, 2021 (doing their own billing, etc.) or once the QO application is approved do they immediately migrate to working with the QO?	The existing solo support coordinators who are joining a QO will continue to render services and bill for services until July 1, 2021, as a solo support coordinator unless the agency and the solo WSC decide to begin the employment relationship prior to that time. When that time occurs, the solo support coordinator will link the WSC individual Medicaid number to the QO group number and the QO will begin billing for WSC services rendered.
Can a current WSC or WSC agency take its clients with them when applying for or as a Qualified Organization?	The agency will be sending out notification of the requirements that WSCs must be employed by a QO by July 1, 2021 and inform the individuals that they may continue to work with their existing WSC, if that WSC is employed by a QO by July 1, 2021. The notification will also explain the process of choosing a new WSC if that is the client's preference.
Training	
Can Qualified Organizations provide Level 1 and Level 2 Training to their staff?	The Level 1 and Level 2 Training specified in Rule 65G-10.004, F.A.C., is provided exclusively by APD.
Will any support coordinators in good standing with APD be exempt from having to take the competency-based exam?	No, all currently approved support coordinators will be required to take Level 1 online training as well as take and pass the associated competency-based assessment. However, existing support coordinators will not be required to take the Level 2 training and assessment unless it is required as part of a corrective action plan.
Are the six meetings that Qualified Organization leadership must attend in addition to the monthly support coordinator meetings?	No, the six meetings referenced in the Rule are the support coordinator monthly meetings.

What is the estimated duration to complete Level 1 Training?	The estimated time to complete Level 1 Training is 9-12 hours This does not include the competency-based exam associated with the training.
Can Qualified Organization leadership send a representative to attend the six meetings on their behalf?	No, leadership is required to attend to ensure that they remain conversant with current issues affecting support coordination services.
When will the Level 1 Training be available?	APD anticipates the Level 1 Training will be available in May. WSCs will be notified of its availability and will be encouraged to take the training once it becomes available.
Client Notice	
Will WSCs who plan to join a Qualified Organization be required to send a 30 day notice to clients?	No, WSCs will not be required to give a 30 day notice to clients if the WSC will be joining a Qualified Organization. However, they will need to notify the clients of their change and the effective date of the change.
How will clients be notified of the change to Qualified Organizations?	APD will be sending notices out to all waiver clients and their legal representatives to alert them of this change. Clients/ legal representatives who wish to remain with the current WSC upon their employment by the Qualified Organization, will not need to take any further action.
Miscellaneous	
Will support coordinators receive a raise/increase in payment to accommodate these changes?	No, the Agency for Health Care Administration establishes provider rates, and it has not proposed a rate increase for support coordinators relating to Chapter 2020-71, Laws of Florida.
Regarding Qlarent reviews, how will our annual review time be changed? Will we get a new review date?	APD is currently working with Qlarent on the new review tool for QOs and the process of reviews being conducted.