

**WSC ADVISORY #2020-002**  
**VALIDATING CONSUMERS' ADDRESSES IN APD iCONNECT**

**MANDATORY ACTION REQUIRED**

**EFFECTIVE DATE: JANUARY 17, 2020**

Since November 2018, Waiver Support Coordinators (WSCs) have been maintaining consumer demographics in APD iConnect, with the understanding that contact information for all consumers **MUST** always be kept current. The Agency for Persons with Disabilities (APD), WSCs, and providers rely on current contact information to ensure all APD consumers can be contacted and located during an emergency and/or natural disaster, or at any given time.

In preparation for financial features and Electronic Visit Verification (EVV) going live, WSCs must double-check that addresses for all consumers are correct on the Demographics tab. The Residence Address must be where the consumer physically lives. **If this address is not correct in APD iConnect, the provider cannot render services at a consumer's residence after the EVV system goes live.**

**By Monday, February 17, 2020**, all WSCs must verify and update (if needed) the Residence Address section on the Demographics Tab, and any other addresses, for each of their consumers. The WSC needs to check for the following:

- Is the Residence Address the **physical location** where the consumer lives?
- Are the street, city, county, and state spelled correctly?
- Does the consumer live in an apartment, suite, lot, etc.? If so, is that included in the Address 2 field?
- Remove any P.O. Box information. A P.O. Box can never be used as a Residence Address, because a person cannot live there, but it can be recorded as another address type.
- Remove any extra spaces, commas, parentheses, etc.
- Remove any information that would not normally be printed on a mailing label.

Other addresses may be listed and could be indicated as their primary address, such as a mailing address or temporary address.

**Once the WSC has entered the addresses, the WSC must click the CASS (Coding Accuracy Support System) Validation button for each address. Please complete Residence Address verification and CASS Validation for every consumer on your caseload by Monday, February 17, 2020.**

While you are checking the Residence Address, please also verify the following sections on the Edit Demographics page:

1. Basic Demographics
  - a. Living Setting: New fields have been added for DCF-licensed homes, so please select the appropriate setting for any consumer in a DCF-licensed home.

- 2. Physical Description
  - a. Language, Med Administration Capacity
- 3. Additional Information
  - a. Social Security Benefits
  - b. Employment Information

If you have any questions or concerns, email [iConnect@apdcares.org](mailto:iConnect@apdcares.org).

**Use the screenshots below to complete the CASS Validation task:**

Before the CASS Validation is complete, in the Contact Information section of the Edit Demographics page you will see a green checkmark next to the ZIP code field, as well as the Address Valid box unchecked and Date Address Validated unfilled. When clicking this button, the feature will cross-check the address with the United States Postal Service to better ensure accuracy.

Contact Information	
Address Type *	Residence Address
Address *	18605 NW 27th Ave
Address 2	
City *	MIAMI GARDENS
State *	FL
Zip Code *	33056
County *	MIAMI-DADE
Field Office *	11
Region *	SOUTHERN
Main Phone	(205)854-9875
Business Phone	(559)874-4894
Extension	
Cell Phone	(258)484-8914
Fax Number	
Email	info@wellsky.com
Address Valid	<input type="checkbox"/>
Date Address Validated	<input type="text"/>

If the CASS Validation identifies an unknown address, you will see a pop-up box. Please use professional judgment and your knowledge of the consumer to either change the address or use it as originally entered.

The screenshot shows a 'Contact Information' form with fields for Address Type, Address, Address 2, City, State, Zip Code, and County. A pop-up box is overlaid on the form, displaying the message: 'YOU ENTERED AN UNKNOWN ADDRESS: 186 NW 27th Ave Miami Gardens FL 33056-3106'. Below the message are two buttons: 'Go back' and 'Use as it is'.

Once the CASS Verification has been completed or is identified as a known address, the button will change from gray to green, the Address Verified field will be checked, and the date will be automatically added. Remember to click File > Save and Close when you are done validating all addresses.

The screenshot shows the 'Contact Information' form with the following data: Address Type: Residence Address; Address: 18605 NW 27th Ave; City: Miami Gardens; State: FL; Zip Code: 33056; County: MIAMI-DADE; Field Office: 11; Region: SOUTHERN; Main Phone: (205)854-9875; Business Phone: (559)874-4894; Extension: ; Cell Phone: (258)484-8914; Fax Number: ; Email: info@wellsky.com. A green 'Verified' button is visible next to the Zip Code field. At the bottom, the 'Address Valid' checkbox is checked, and the 'Date Address Validated' is 1/7/2020.