ACTION REQUIRED

EFFECTIVE DATE: OCTOBER 6, 2023

The Agency for Persons with Disabilities (APD) is excited to announce new functionality that will be in APD iConnect effective **October 16, 2023.** As a network, we will utilize a 30-day timeframe from the date of go live (October 16, 2023) to provide a suite of opportunities to ensure you, as our valued partners, have the support you need as you utilize the outlined functionality for the first time. These opportunities include additional guided virtual training, availability for question and answer as well as on-site technical assistance. After this 30-day period is complete, we will reassess the needs of our stakeholders before transitioning into compliance monitoring for the new functionality within the iConnect system.

APD will initiate a full launch with all providers **with active service authorizations** for Behavior Services as noted below. These providers shall begin using APD iConnect for service delivery beginning October 16, 2023.

- Behavior Analysis Service Providers
  - Functionality will be for provider documentation including service logs, behavior analysis assessments, behavior analysis service plans, behavior analysis quarterly reports, behavior analysis services eligibility, reactive strategies, and the communications necessary to ensure the plans and services are approved by APD.

- Behavior Assistant Service Providers
  - Functionality will be for behavior services provider documentation including service logs, quarterly reports, and reactive strategies forms and communications from APD.

- Providers live in APD iConnect who are also using Reactive Strategies
  - Functionality will be for reactive strategies forms and communications from APD.

- Behavior service functionalities for WSCs
  - Functionality will be for all items listed above, new provider selections for these providers, new workflow wizards and communications using new note types within APD iConnect.

Provider Selection Process for Behavior Service Providers

Effective October 16, 2023, providers of the services listed above will begin using the APD iConnect system. WSCs will be able to review documentation of service provision within APD iConnect after October 16, 2023.

To ensure services are documented in APD iConnect, it is critical for WSCs to begin entering Provider Selections in APD iConnect for Behavior Service providers who are actively in APD iConnect and authorized to provide these services. WSCs can begin to add these provider selections in APD iConnect immediately, for providers currently using APD iConnect so that these providers may begin completing their provider documentation on October 16, 2023.

WSCs must add providers using APD 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. 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, there are a small number of Behavior Service providers not yet in APD iConnect. APD is actively working with these providers to onboard them into the iConnect system. As part of training and communication, Behavioral Health Providers have been notified to inform WSC network when onboarding is complete.

Review the resources in the APD iConnect WSC Library for details on how to complete the Provider Selection process. Please reference the APD iConnect Behavioral Services Training Guide, and the Provider Selection Catalog for step-by-step instructions.

Training:

Training is available for WSCs to familiarize themselves with the Behavior Services workflows along with their responsibilities in completing specific tasks within this workflow. Behavior Services for WSCs

Additional, in depth training for WSCs as indicated in Provider Advisory #2023-025 Upcoming APD iConnect Training for Behavior Service Providers and Reporting Reactive Strategies continues to be offered by the APD Regional trainers.

Training resources are available for all functionalities and located on the APD iConnect WSC Library or Support Coordination Page of the APD website.

Please refer to the following new manual found in the APD iConnect Case Management Training Manual Section of the WSC Library for step-by-step instructions to complete the workflows:

- APD iConnect Behavior Services Training Guide

Please refer to Provider Advisory 2023-027 APD iConnect Upcoming New System Functionality Launch - Behavior Service Providers and Reporting Reactive Strategies here for additional information.

WSCs are encouraged to review the APD iConnect FAQ for additional information beyond the eLearning resources.

WSCs who have any functionality or training questions should contact their Regional APD iConnect Trainer.