

WAIVER SUPPORT COORDINATOR (W S C) ADVISORY #2023-010
UPCOMING APD ICONNECT TRAINING FOR SPECIFIC PROVIDER GROUPS WHOSE
FUNCTIONALITY IS ALREADY EXISTING IN ICONNECT
UPDATE FOR WSCS

ACTION REQUIRED

EFFECTIVE DATE: NOVEMBER 17, 2023

In preparation for continued phased implementation of iConnect, the Agency for Persons with Disabilities (APD) is excited to announce that training is currently available through [TRAIN Florida website](#) for the following provider types:

- 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

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

Provider Selection Process

APD is actively working with these providers that were not part of the initial pilot group, to onboard them into the iConnect system.

Providers of the services listed above can begin using the iConnect system once they complete the required training and are provisioned. WSCs will be able to review documentation of service provision within iConnect once the provider completes training and begins using iConnect.

As part of training and communication, these providers have been notified to inform WSC network when onboarding is complete.

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.

Review the resources in the [APD iConnect WSC Library](#) for details on how to complete the Provider Selection process. Please reference the [Provider Selection Catalog](#) for step-by-step instructions.

Additional, in-person training for WSCs will be offered by the APD Regional trainers and will be announced soon.

Please refer to [Provider Advisory #2023-030](#) for additional information.

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

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.