

WAIVER SUPPORT COORDINATOR (W S C) ADVISORY #2023-011
UPCOMING ICONNECT TRAINING FOR RESIDENTIAL PROVIDER GROUPS
UPDATE FOR WSCS

ACTION REQUIRED

EFFECTIVE DATE: NOVEMBER 20, 2023

In preparation for the implementation of the upcoming functionality in the iConnect system, the Agency for Persons with Disabilities (APD) will begin a series of advisories that feature the following elements:

- Residential Services
 - Intensive Behavior and Enhanced Intensive Behavior Residential Habilitation
 - Standard and Behavior Focus Residential Habilitation
 - Residential Nursing
- Multi Option External Provider Interface
- System Build Update (includes a series of technology solutions to previously identified tickets)

Specifically relating to Advisory [Provider Advisory #2023-029](#), APD will provide iConnect Training from December 4, 2023 – January 5, 2024, in anticipation of Residential Services functionality going live in the system soon after. The provider types impacted are listed below, as well as additional details on the training and expected functionality rollout:

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

Resources

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.

Please refer to [Provider Advisory #2023-031 Upcoming iConnect Training For Residential Services Provider Groups](#) for additional information.

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

In addition to the links listed, the above referenced training will be provided by the APD Regional trainers in live webinar and classroom formats.

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.