

WSC ADVISORY #2019-016
iCONNECT NOTES AND TICKLERS

ACTION REQUIRED

EFFECTIVE DATE: APRIL 8, 2019

The APD iConnect system is the system for Waiver Support Coordinators (WSCs) to manage their clients' cases. WSCs should be logging in daily to check for any notifications. Communication to WSCs will continue through iConnect. APD staff will no longer send out courtesy emails about iConnect tasks; please be sure you are keeping track of your duties within iConnect.

Check these two sections of your dashboard every day:

- **Notes** – This section is where you will find notifications like an updated QSI or a new WSC assignment. Be sure to check all note queues (Completed, Pending, and Draft), as each note has needed information. Notes will remain on the dashboard until you mark them as “read.”
- **Ticklers** – This section is where you find time-sensitive tasks like cost plan reviews. Be sure to complete each task by the deadline.

For more information regarding managing your Notes and Ticklers, please refer to the iConnect User Manual and other training materials.

The screenshot shows the iConnect dashboard with the following sections and data:

CONSUMERS	INCIDENTS	PROVIDERS	TASKS
Division APD Eligible - Non Waiting List: 1	Alert Notes Unread Alert Notes: 0		Links iConnect eLearning Library iConnect Help Desk
Notes Complete: 4			My Management Current Active Cases Pending Plans Ticklers Due
Alert Notes Unread Alert Notes: 0			My Claims Bulk Void and Replace Batch Claim Entry Single Claim Entry Resubmission Queue Pending Approval Queue
Ticklers Ticklers: 7			My Files Import
Appointments Scheduled: 1			