

WSC ADVISORY #2022-019
UPDATING CLIENT DEMOGRAPHICS

ACTION REQUIRED

EFFECTIVE DATE: SEPTEMBER 7, 2022

The iBudget Waiver Handbook, Rule 59G-13.070, Florida Administrative Code (F.A.C.) requires all Waiver Support Coordinators (WSCs) and Consumer Directed Care Plus (CDC+) Consultants to maintain accurate client and legal representative demographics in APD iConnect. Additionally, the Qualified Organization Rule, 65G-14.003, F.A.C., considers it a “violation of ethical or professional conduct” when a WSC or CDC+ Consultant fails to maintain accurate contact and demographic information for clients and legal representatives in APD iConnect.

WSCs and CDC+ Consultants must maintain the client address, county of residence, living setting, employment information, type of benefits received, and, if applicable, the name and address of the legal representative. The WSC or CDC+ Consultant should update changes to this information within seven days of the date they are made aware.

Written instructions on updating client demographics and contact information can be found under the documents section on the APD website at <https://apd.myflorida.com/waiver/iconnect/wsc.htm>.

WSCs and CDC+ Consultants who have questions on how to maintain this information in APD iConnect should contact their APD Regional Office for assistance.