

WSC ADVISORY #2025-002
MEDICAID ELIGIBILITY FOR IBUDGET WAIVER CLIENTS

ACTION REQUIRED

EFFECTIVE DATE: FEBRUARY 19, 2025

The Agency for Persons with Disabilities (APD) appreciates the partnership with our provider network, including Qualified Organizations (QOs) and Waiver Support Coordinators (WSCs) to accomplish our unified mission to serve Floridians with disabilities in living, learning, and working within their communities by creating multiple pathways to possibilities. Your role and the positive contributions you make are critical to the success of this unified focus.

For individuals receiving services through the iBudget Florida Waiver, the [iBudget Waiver Handbook](#) outlines the roles and responsibilities of WSCs when assisting clients to maintain Medicaid coverage, as individuals must undergo a redetermination annually to maintain that coverage. The iBudget Handbook states that WSCs must “Assist the recipient in maintaining Medicaid eligibility by providing all necessary assistance to the recipient to maintain Medicaid benefits. With the recipient’s permission, the WSC must review the recipient’s personal funds to determine if funds are properly accounted for and are not in excess of the Medicaid asset limit. Notify APD and providers when Medicaid eligibility lapses.”

APD remains committed to supporting WSCs and QOs in the above activities through onboarding, continuing education and training, monthly provider calls, and personalized technical assistance.

Included in onboarding, all WSCs are required to participate, and pass a competency evaluation, for pre-service training. During pre-service training, WSCs learn information regarding core competencies related to person-centered planning, including Medicaid eligibility. More information on pre-service trainings is available on the APD website at [Support Coordination | Waivers](#), specifically [Medicaid Eligibility and Medicaid Services, Supplemental Resources](#).

In the month prior to the end of each renewal period, the Department of Children and Families (DCF) system will attempt to automatically renew the individual’s Medicaid coverage. Enhancements to the system have been implemented which help with the automated verification. When there is not sufficient information to automatically determine Medicaid eligibility, a notice is sent to the individual informing them that a renewal is required for continued Medicaid eligibility.

In anticipation of this process, an *ESS Representative Role* within the MyACCESS system was created for QOs and WSCs to enhance access and utility within the MyACCESS system, which is the online DCF system utilized to assist individuals with applying and renewing their government assistance, including Medicaid. Specifically, the enhanced role allows WSCs to assist all their clients in checking status, reviewing notices, and uploading necessary documentation for Medicaid eligibility determination. To register for the ESS Representative Role, the QO owner must contact [Susie Siets](mailto:susie.siets@apdcares.org) at susie.siets@apdcares.org. Additionally, multiple lists, which included client’s Medicaid renewal dates have been shared by APD to each QO to proactively assist WSCs in managing their existing workload.

In continued partnership with DCF, ongoing Professional Development trainings on the ESS Representative Role within the MyACCESS System will be offered. The first training will be on Thursday, February 20, 2025, from 12 p.m. to 1 p.m. This training will be recorded and available on the APD website. For those who are able to participate in this live training on Thursday, February 20, 2025, in-service credits will be available. 1 hour of in-service credit will be awarded upon both registration and attendance of the training.

The link to the Teams Webinar can be accessed [here](#).

To register, please use the above link. After registering, a calendar invite will be sent which can be used to access the training on February 20, 2025. Please note, the link in the calendar invite will not be able to be shared, attendees must register using the above link.

Additionally, as part of our continued efforts to support clients and assist QOs and WSCs with this process, APD is:

- Continuing to proactively provide lists to QOs of their clients and the correlating Medicaid renewal at regular intervals as an additional prompt for WSCs working with clients to ensure Medicaid is maintained for eligible clients.
- Co-hosting virtual and in-person local community events, with DCF, to answer questions and assist in navigating the Medicaid renewal process.
- Sending text messages and emails to clients prompting action and sharing critical information.
- Continuing offering training, in partnership with DCF, for the ESS Representative Role access within the MyACCESS system regarding the Medicaid renewal process.
- Establishing regional points of contact for escalations and technical assistance for Medicaid renewal inquiries. For the points of contact in your area, please contact [Susie Siets](#) at susie.siets@apdcares.org.

More information will continue to be circulated regarding upcoming events, training, and technical assistance available through APD. For questions related to the information included in this advisory, please contact [Susie Siets](#) at susie.siets@apdcares.org.