

WSC ADVISORY #2018-042
FIRST ROLL OUT OF iCONNECT

ACTION REQUIRED

EFFECTIVE DATE: NOVEMBER 19, 2018

The first phase of iConnect, APD's online central client and provider data system, will be launching Tuesday, December 4, 2018. It will be a major change in the way we do business and it will take some time to get used to the system, but it will help you better serve your clients.

In preparation for the launch of iConnect, the ABC system will be down for data migration beginning 8 p.m. ET November 21. Starting the morning of December 4, ABC screens ACLM 1-5 will be view-only and any changes for the data in these screens will need to be made through iConnect. Other ABC functionality will resume December 4, 2018 until further notice. WSCs are required to maintain all demographic information in the iConnect system.

Once we go live on December 4, expect an email from APD Online Applications User Account Service no.reply@apdcares.org with a link and instructions for creating your iConnect account. You will have five calendar days to create your account before the link expires. If you don't receive an email or have trouble logging in, please call the iConnect Support desk at 1- 800-353-5168.

All WSCs will continue using iBudget for cost plan development as usual for the first phase of iConnect implementation. ***Person-Centered Support Plan, cost plans, service authorizations, and progress notes will not be implemented in this first phase of iConnect.***

Please make sure that your clients' demographic information in ABC is correct, as the data will feed into the QSI report. Through November 30, QSIs will be entered and Synopsis Reports will be available in the QSI System. Effective December 4, QSI assessments will be entered in APD iConnect, where WSCs will then be able to obtain clients' Synopsis Reports. Depending on the date the QSI assessments were completed, WSCs will need to use the QSI system or APD iConnect to access their clients' Synopsis Reports. Please contact your regional office if you have QSI-specific questions.

Please note: You are still required to have your VPN in active status to access APD systems, although you will not use the VPN to access iConnect. There is no need to log out of your VPN to access iConnect.

Remember, help is just a call away – any time you have a question after the launch, you can refer to the training manual posted [here](#) or call our iConnect Support desk at 1- 800-353-5168. If you have questions before December 4, please email iConnect@apdcares.org.

Additional Information

Task to Complete	System to Use
Support Plan	Paper Forms
Client Demographic Information	iConnect
Case Notes	WSC internal processes
Medications	iConnect
Required Contacts	WSC internal processes
Cost Plans	iBudget
Service Authorizations	iBudget