

**WSC ADVISORY #2020-043**  
**WSC PROGRESS NOTES**

**ACTION REQUIRED**

**EFFECTIVE DATE: NOVEMBER 25, 2020**

This advisory is to remind Waiver Support Coordinators and Consumer-Directed Care Plus (CDC+) Consultants to enter all case notes in APD iConnect. Case notes for any contacts that occur on or after December 1, 2020 must be in APD iConnect. Prior to that date, case notes may be in APD iConnect or within the central record. APD iConnect identifies WSC case notes as “Progress Notes” and “Provider Documentation.” In accordance with the Developmental Disabilities iBudget Waiver Services Coverage and Limitation Handbook, pg. 2-9 states, “Documentation required in accordance with Appendix A shall be entered into APD iConnect confirming that a service has been rendered. When a service is rendered, the provider must document the service and submit billing documentation in APD iConnect in accordance with Appendix A.”

Please remember the following items when completing your Progress Notes:

- WSCs must complete and input all Progress Notes in the Provider Documentation tab (under “Progress Notes”) within the client’s APD iConnect record.
- Until billing occurs in APD iConnect, WSCs can only use the Auth ID and WSC Service Code for one Progress Note a month. All other Progress Notes need to be entered using service code 0000.
- WSCs are not required to enter Progress Notes in APD iConnect that were completed before December 1, 2020.
- The only time WSC Progress Notes need to be entered in the Notes tab is if attachments or supporting documentation is needed. The WSC will use **Note Type = Consumer Contact** or, if confidential information is being provided, the WSC will use the **Note Type = Confidential**. WSCs must have a corresponding Provider Documentation record for a progress note or Confidential Documentation Note.
- The **Note Type = Confidential** is only seen by the WSC, APD staff, and Qlarant.
- CDC+ Consultants are required to submit Progress Notes in APD iConnect in accordance with the CDC+ monthly Progress Note criteria outlined in the Handbook. If a WSC attaches the optional CDC+ Participant Review Form in the Notes tab, CDC+ Consultants must have a corresponding Provider Documentation record.
- Per CDC+ Consultant Advisory 2019-010 (dated July 1, 2019), the CDC+ Participant Review Form is no longer required for monthly Progress Notes.

Training videos and resources are available for all APD iConnect functionalities in the [APD iConnect eLearning Library](#) or on the [Support Coordination Page](#) of the APD website.

APD thanks you for your hard work and dedication during this transitional time!