

WSC ADVISORY #2020-47
SERVICE AUTHORIZATION RATIO UPDATES CRITICAL FOR EVV
MANDATORY ACTION

EFFECTIVE DATE: DECEMBER 21, 2020

This advisory informs Waiver Support Coordinators (WSCs) of critical actions to take in APD iConnect for clients who receive Personal Supports and Respite services. The Agency for Persons with Disabilities is implementing the use of Electronic Visit Verification (EVV) in the APD iConnect system for Personal Supports and Respite providers in a series of waves. This implementation began with two pilot groups in early November 2020. This continued with a third group of providers who went live December 8, 2020 and will continue until all providers have been transitioned.

In order for EVV to be successful for Personal Supports and Respite providers, the service ratio must be accurate on the planned service and service authorization. Please work closely with your Regional office and take the following steps for clients on your caseload who receive Personal Supports or Respite.

1. Determine if any client is receiving Personal Supports or Respite at the same time as another client with the same provider. This is common for clients who live together.
2. If so, ensure that the ratio is accurate. For example, if two clients are receiving Personal Supports from the same provider at the same time, the ratio must be 1:2.
3. Edit the planned service screen to correct any ratios, update the dates of service to end the incorrect ratio and begin the correct ratio, then run plan validation. For Personal Supports, if a client receives the service at varying ratios, the WSC can create two planned services: **one** for the **higher ratio (1:2 or 1:3)** AND **one** for **Personal Supports Negotiated Rate (for the 1:1 ratio)**. Please note that the negotiated rate option is only available for Personal Supports.
4. For individuals whose Personal Supports or Respite service is rendered at different ratios, the WSC will need to add a planned service for the ratio most frequently used.
5. Update service authorizations. When updating service authorizations:
 - a. ONLY update the authorizations for the services that have been adjusted. Do not update any authorization for a service that was not changed.
 - b. Ensure that the service authorization has the correct service date range for any service plan that is ending.
 - c. Ensure that the service authorization is generated for any new or updated service plan with the correct date range.

WSCs who need instructions to make cost plan changes in APD iConnect can view instructions on the [WSC APD iConnect Library](#). Please refer to the links below.

- [Cost Planning Videos](#)
- [Updating Plans, Planned Services, and Authorizations](#)
- [APD iConnect – Updating Plans, Planned Services, and Authorizations – May 29, 2020](#)

Reminder: CDC+ participants and their employees will be using a different EVV system. Visit <https://apd.myflorida.com/cdcplus/cdcevv.htm> for more information on CDC+ EVV.