<p style="text-align:center">**WSC ADVISORY #2021-029**
DISCONTINUATION OF VPNS</p>

<p style="text-align:center">**MANDATORY ACTION**</p>

EFFECTIVE DATE: SEPTEMBER 13, 2021

Effective immediately, Virtual Private Network (VPN) accounts will no longer be needed by Waiver Support Coordinators (WSCs) and Consumer Directed Care Plus (CDC+) Consultants.

Please remember that the Department of Management Services (DMS) does not prorate VPN invoices. As a result, beginning September 15, 2021, DMS will disconnect VPNs when your current six-month billing cycle ends. New VPN accounts will no longer be established for WSCs and CDC+ Consultants. All existing outstanding invoices must be paid in full to DMS, following DMS payment protocol.

If not already in the Central Record, the WSC or CDC+ Consultant should obtain a hard copy of the client's most recent QSI Synopsis Report if dated before December 4, 2018. Please complete this task before your current VPN expires.

WSCs and CDC+ Consultants must obtain service authorization reports by logging into the APD.Direct user portal (https://apddirect.my.idaptive.app), going to the APD applications portal, and using the new "APD Reports" service. Listed below are detailed instructions on how to access "APD Reports."

**Directions for Access to iBudget Service Authorization and Paid Claims Reports**

1. Log in to the user portal (https://apddirect.my.idaptive.app), and then click on the "APD Applications" icon
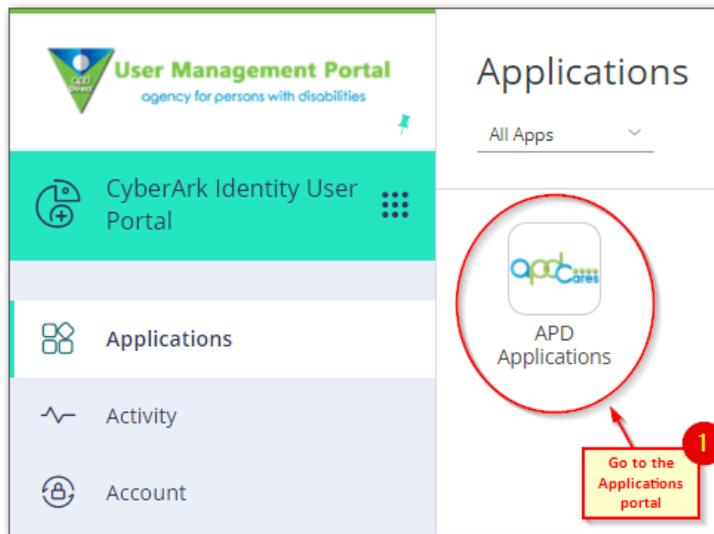
2. At the applications portal, you'll see two new icons next to the "iConnect" icon:
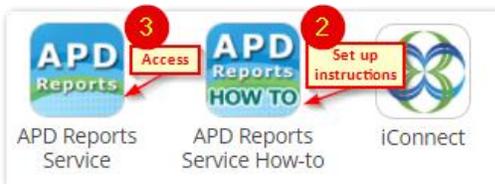
3. Click the "APD Reports Service How To" icon and follow the instructions on how to setup the service. You will be prompted to install a browser extension for secure access to client information.

4. Once the browser extension is installed, click the "APD Reports Service" icon to access the Service Authorization Report and Paid Claims Report. These are the same reports once found in the iBudget system.
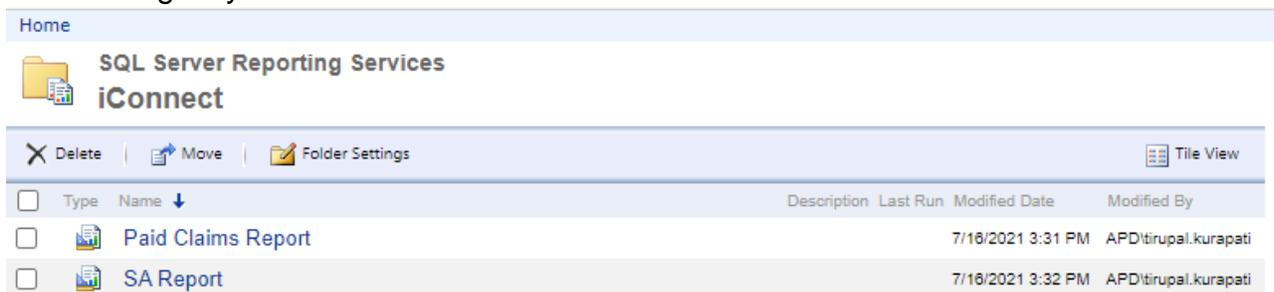
Password management for these reports will be competed through the Idaptive/CyberArk portal. Use your current iBudget username and password. Your credentials should be entered once, the first time you set up the service, and only later if/when you complete password resets.