State of Florida
Agency for Persons with Disabilities

Harmony for APD iConnect
Admin Actions – New Services Provider Expansion Training Manual

Updated: June 09, 2023

Table of Contents

Chapter 11 | Expansions – New Services

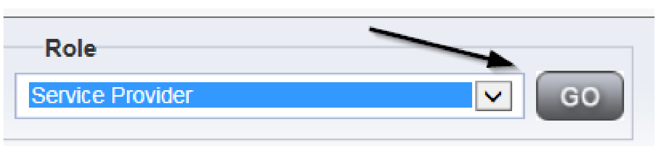
Introduction

FL APD allows active providers to request 3 different types of expansions: expansion of a solo provider to become an agency provider, expansion to provide additional services, and expansion to provide services in additional geographic (service) areas. All expansions follow the same general business process as new provider applications: providers indicate what they'd like to expand, complete/submit required documentation and data, APD reviews and either approves or denies request. The differences in the process are in the documentation/data that the provider must submit and the criteria by which they are evaluated. Unique requirements for each expansion type are described in the following section.

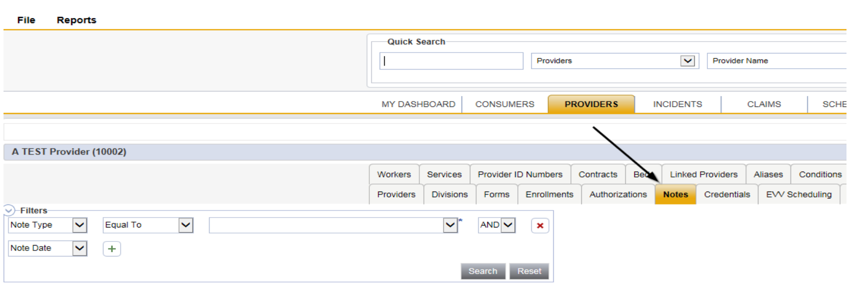
New Service Expansion Note

The Solo Service Provider decides that they want to expand services. They will create a note to contact the QA Workstream Worker to determine what the next steps need to be. When an expansion note is received, they will review provider notes to see if there have been any prior expansion requests that have been denied or approved.

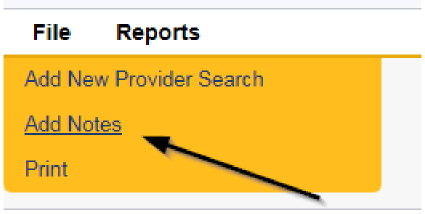
1. Set "Role" = Service Provider then click **Go.**



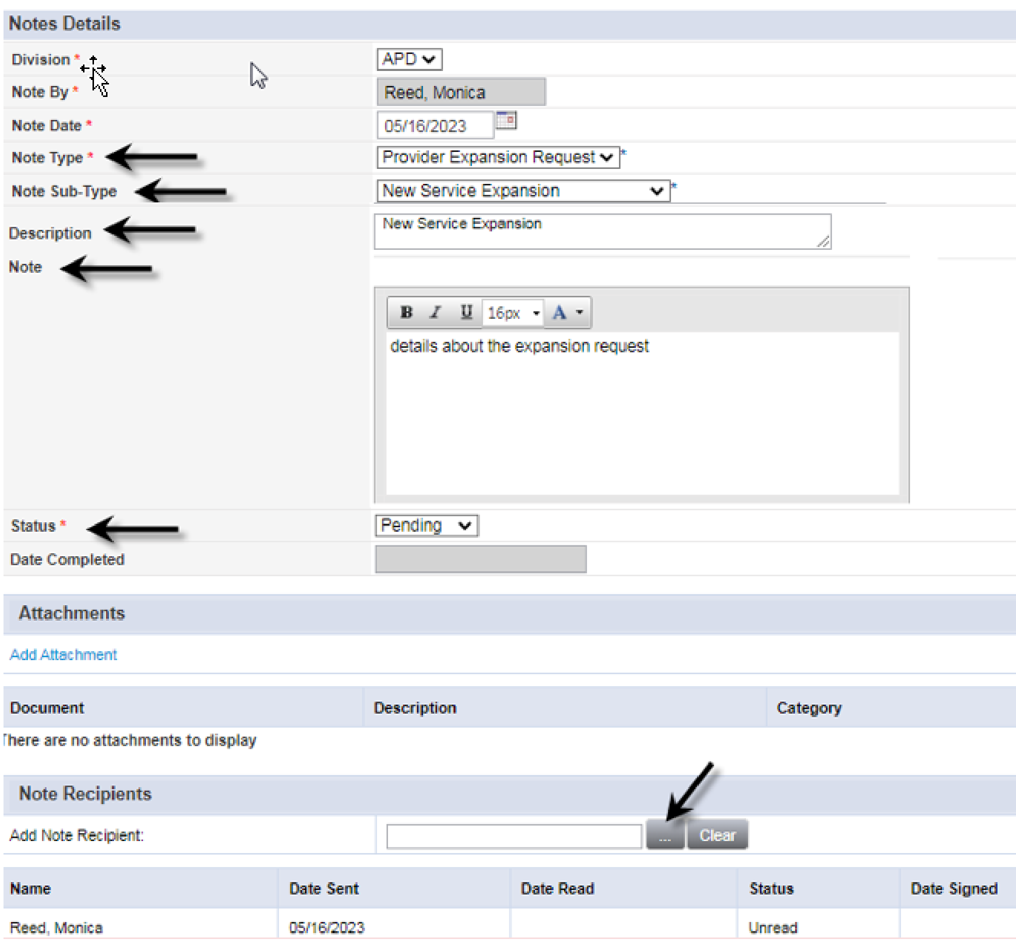
2. Navigate to the **Providers > Notes** tab.



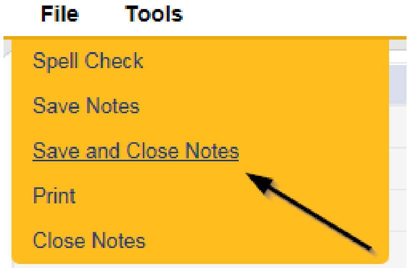
3. Click **File > Add Notes.**



4. In the new Provider Note record, update the following fields:
    a. "Division" = APD
    b. "Note Type" = Provider Expansion Request
    c. "Note Subtype" = New Service Expansion
    d. "Description" = New Service Expansion
    e. "Note" = Enter details about the expansion request
    f. "Status" = Pending
    g. Click the ellipsis on the "Add Note Recipient" to add the *QA Workstream Worker* as the Note Recipient
    h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note



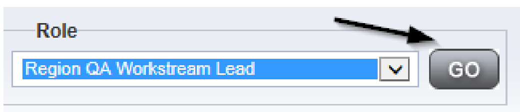
5. When finished click **File > Save and Close Notes.**



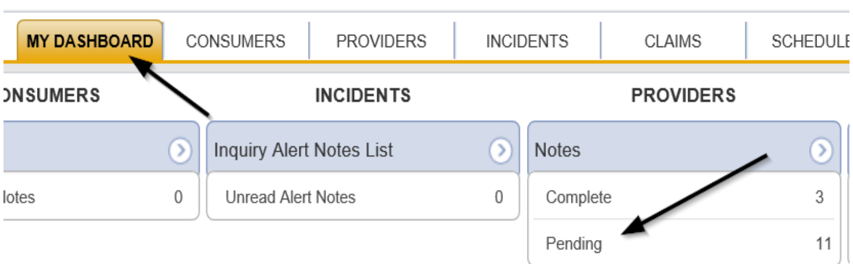
Expansion Request Response

The QA Workstream Worker will determine if the Provider qualifies and will update the pending note with any questions or requests for documentation pertinent to the new service expansion.

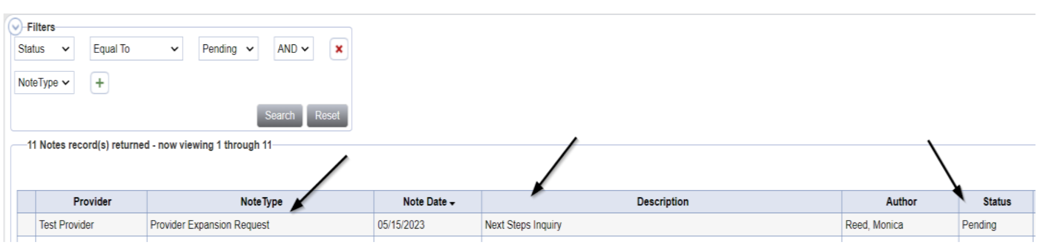
1. Set “Role” = Region QA Workstream Worker/Lead then click **Go.**



2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.

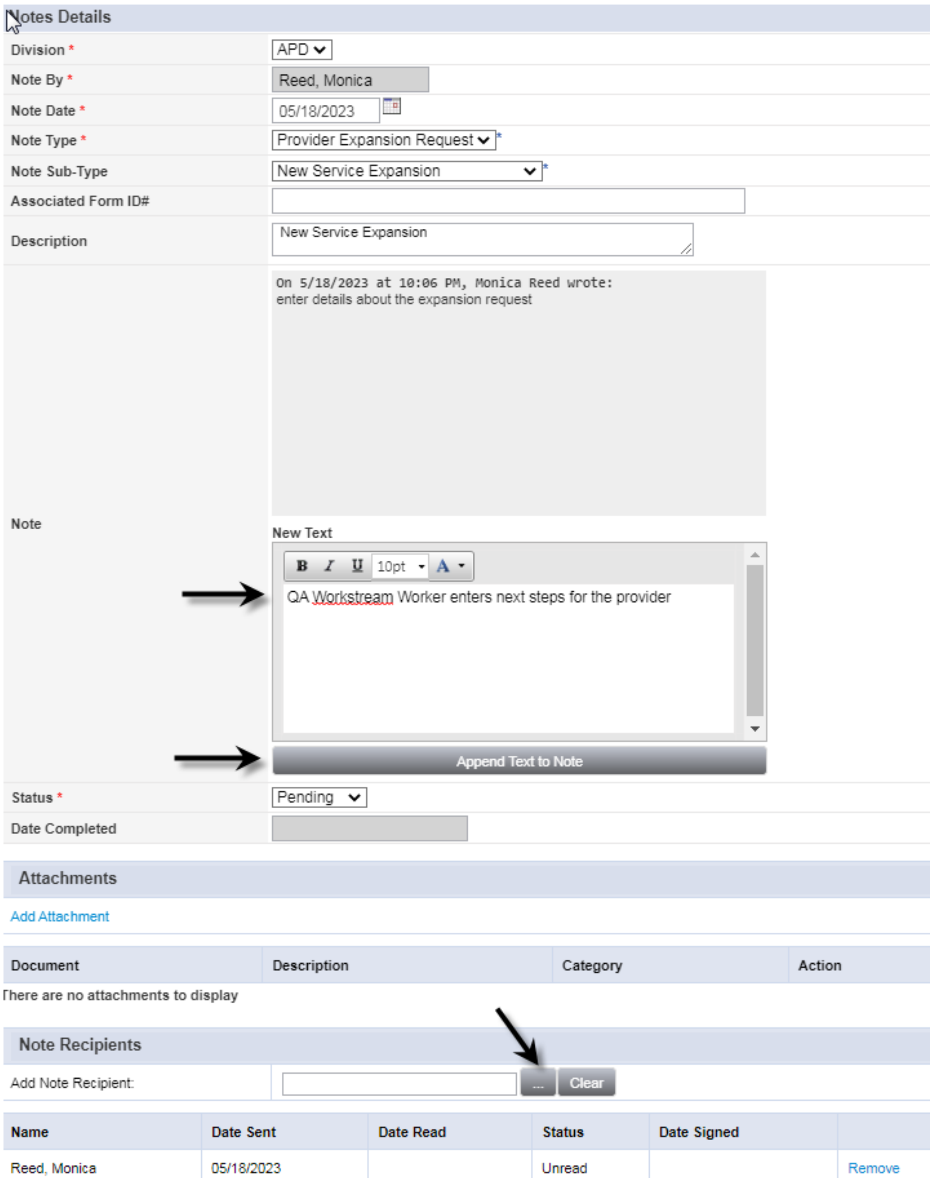


3. Select the **Note Type = Provider Expansion Request** and **Description = New Service Expansion** and select the pending record via the hyperlink.

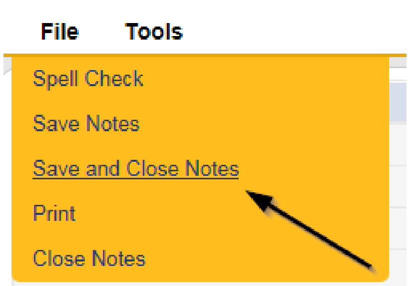


4. In the pending Note record, update the following fields:
   a. "Append Text to Note" = Enter details on the next steps the provider must take such as completing the Provider Expansion Request form.

b. "Status" = Leave as *Pending*
c. Click the ellipsis on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
d. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

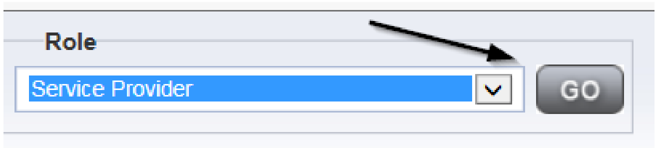


5. When finished click **File > Save and Close Notes.**

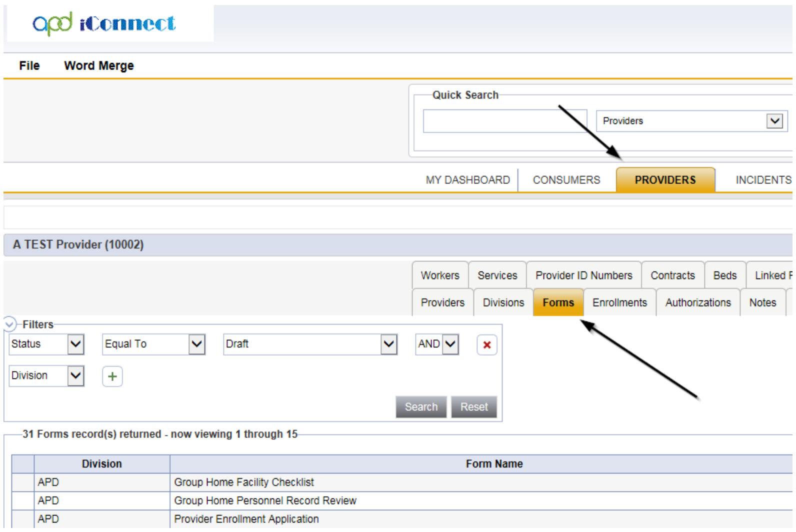


Complete Provider Expansion Request Form

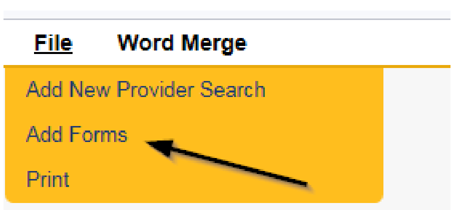
1. Set "Role" = Service Provider then click **Go.**



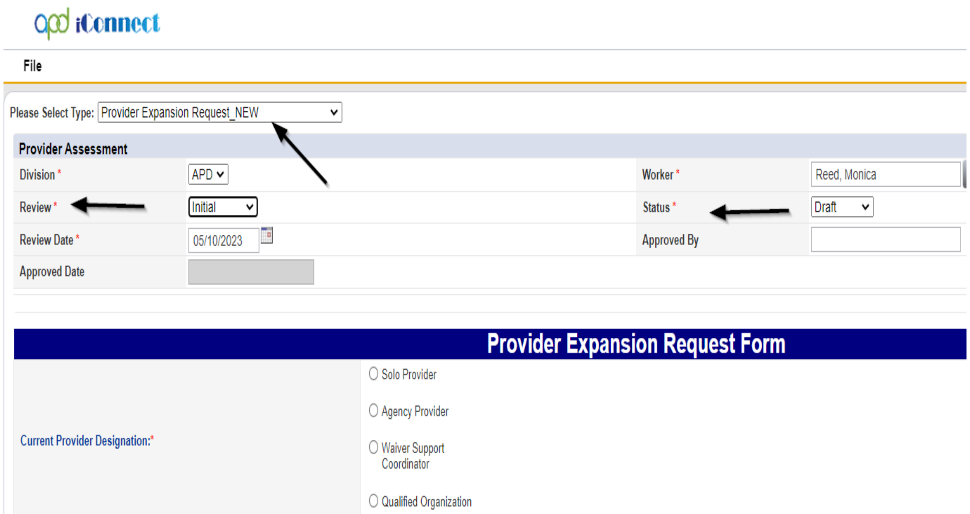
2. Navigate to the **Providers > Forms** tab.



3. Click **File > Add Forms.**

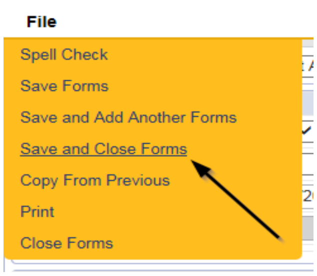


4. Select "Please Select Type" as "Provider Expansion Request" from the drop-down list.



5. Update the following Header fields on the form:
    a. "Division" = APD
    b. "Review" = Initial
    c. “Status” = Update to Complete when finished
    d. Complete all fields on the Provider Expansion Request Form

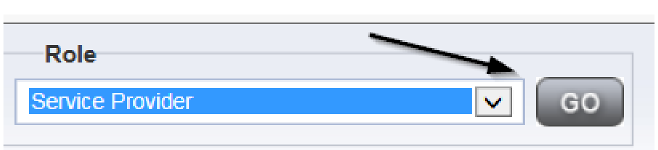
6. When finished, click **File > Save and Close Forms**



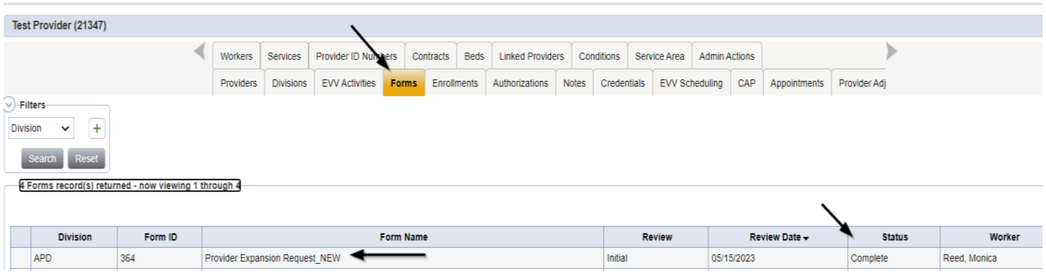
Sign Provider Expansion Request Form

The Service Provider will print, sign, scan and attach the Provider Expansion Request form to the existing note.

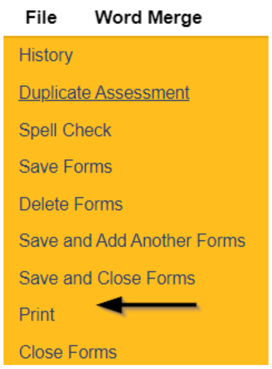
1. Set “Role” = Service Provider then click **Go.**



2. Navigate to the **Providers > Forms** tab and click the hyperlink for the Provider Expansion Request form.

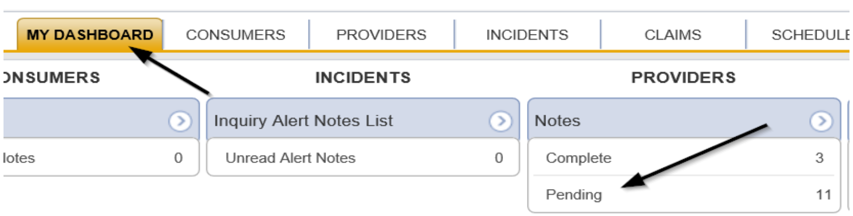


3. Select **File > Print** from within the completed form.

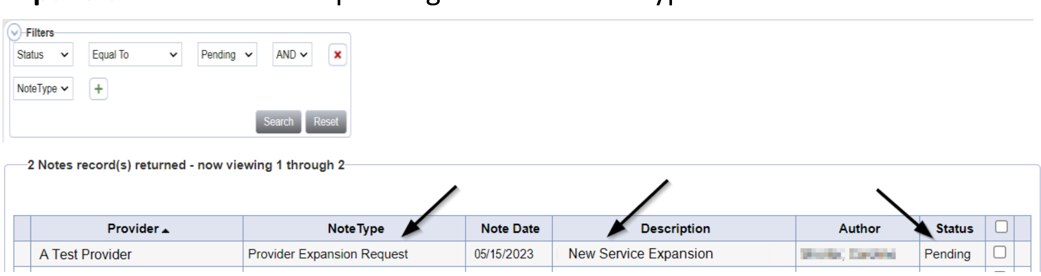


4. The Service Provider will print, sign and scan the hard copy and then attach it to the Provider Expansion Request pending note

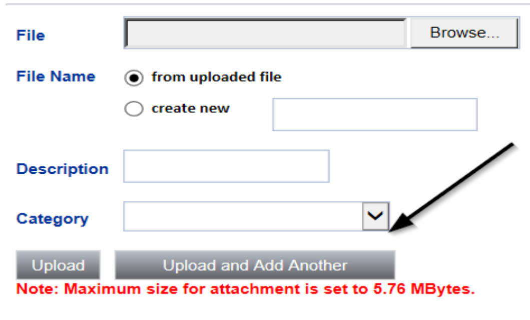
5. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



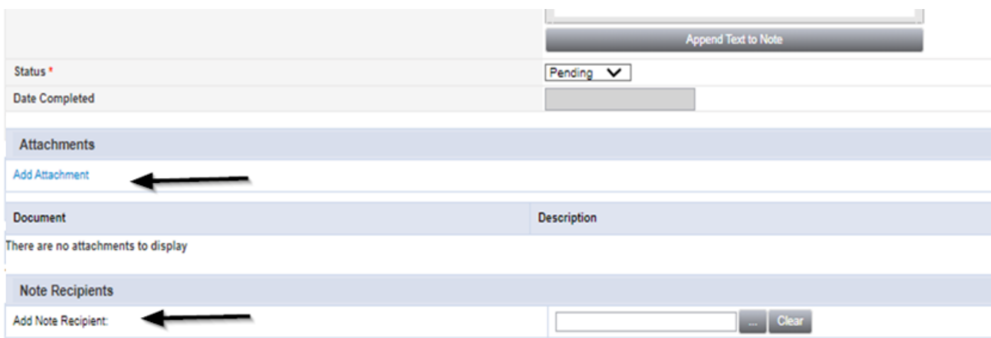
6. Select the **Note Type = Provider Expansion Request** and **Description = New Service Expansion** and select the pending record via the hyperlink.



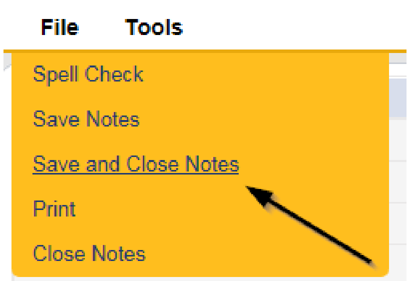
7. In the pending Note record, complete the following fields:
   a. "Status" = Leave as Pending
   b. Click "Add Attachment" and search for the copy of the signed Provider Expansion Request form on the user's device. Click Upload.



c. Click the ellipsis on the "Add Note Recipient" to add the *QA Workstream Worker* as the Note Recipient
d. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note



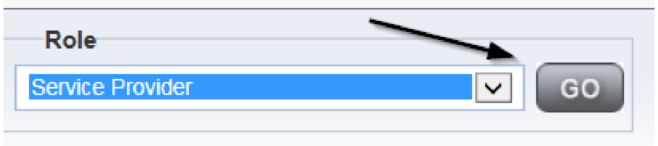
8. When finished click **File > Save and Close Notes.**



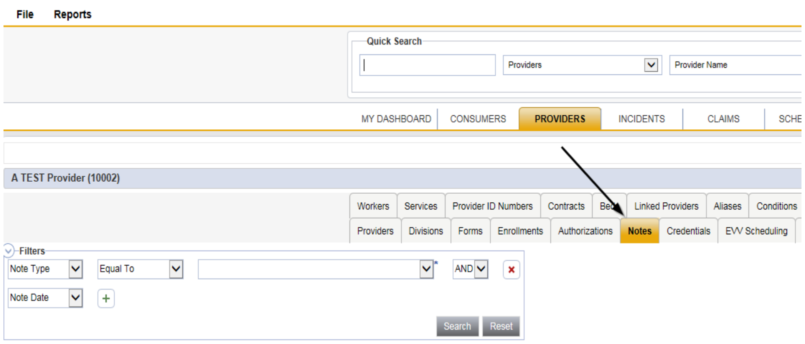
Expansion Intake Documentation Note

Expansion Intake documentation can include requisite documentation for a qualifying worker. The Service Provider will scan and save a copy of the intake or qualifying worker documentation to their device and attach it to an individual Provider note.

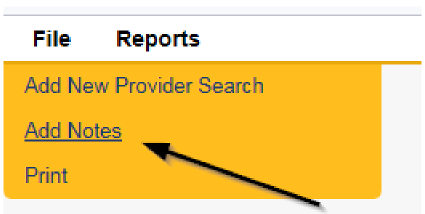
1. Set "Role" = Service Provider then click **Go**



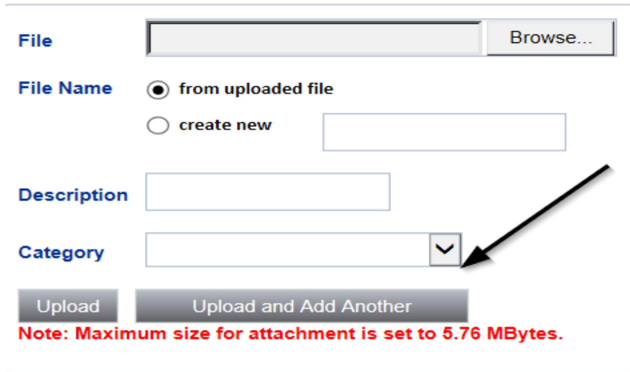
2. Navigate to the **Providers > Notes** tab



3. Click **File > Add Notes**



4. In the new Provider Note record, update the following fields:
    a. "Division" = APD
    b. "Note Type" = Expansion Intake
    c. "Note Subtype" = Select as appropriate or Qualifying Worker Documentation (if applicable)
        i. Attestation of Good Moral Character
        ii. Attestation of Policies/Procedures
        iii. Final APD iBudget Waiver Sign-off
        iv. Level II Background Screening
        v. Org Chart
        vi. Professional Liability Insurance – naming APD as certificate holder
        vii. Provider Signed MWSA
        viii. Qlarant Review
        ix. Qualifying Worker Documentation
        x. SS4/W9
        xi. Transportation Council Approval
        xii. Vehicle Registration/Insurance
    d. "Description" = same as note subtype
    e. "Note" = Enter notes
    f. "Status" = Complete
    g. Click "Add Attachment" and search for the copy of the supporting documentation on the user's device. Click Upload



Note

Each attachment must be under 5.76 MB. A note can have up to 10 attachments. Total size 18MB.

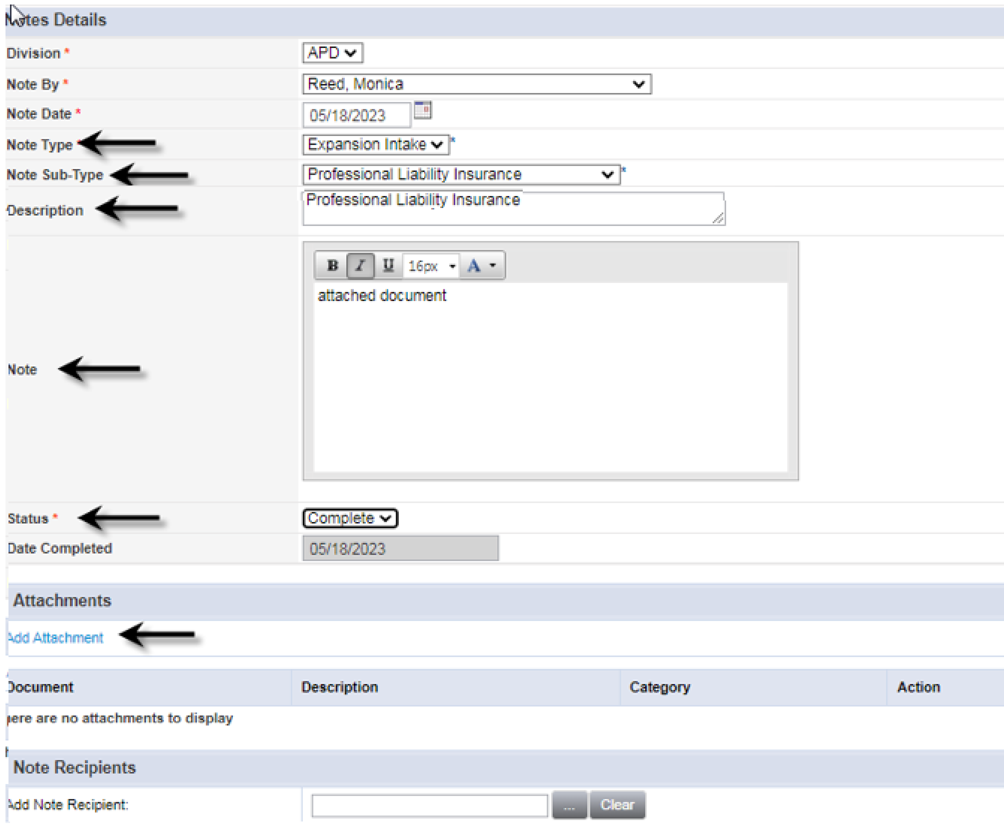
CAUTION

File names can only include letters, numbers, hyphens, underscores, and spaces. File Names cannot include special characters. You will not be able to open it and view the file.

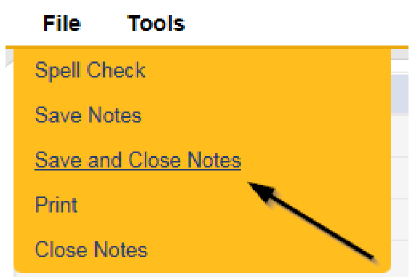
Note

The accepted file types include:

- Images: bmp, dot, gif, jpg, jpeg, pict, png, tif, tiff and xps
- Documents: doc, docx, txt, ppt, pptx, and pdf
- Spreadsheet: xls, xlsx
- Sound: wav



5. When finished click **File > Save and Close Notes.**

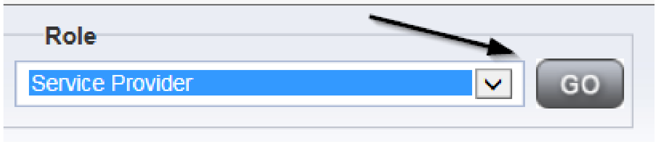


6. Repeat steps 3 – 5 for to add a new note for each documentation type.

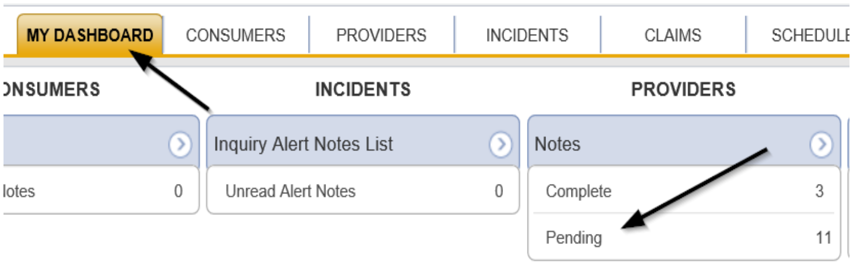
Submit Expansion Request Note

When the Service Provider has completed the expansion request and attached all required intake documentation, they will create a note to submit the request to the QA Workstream Worker.

1. Set “Role” = Service Provider then click **Go.**

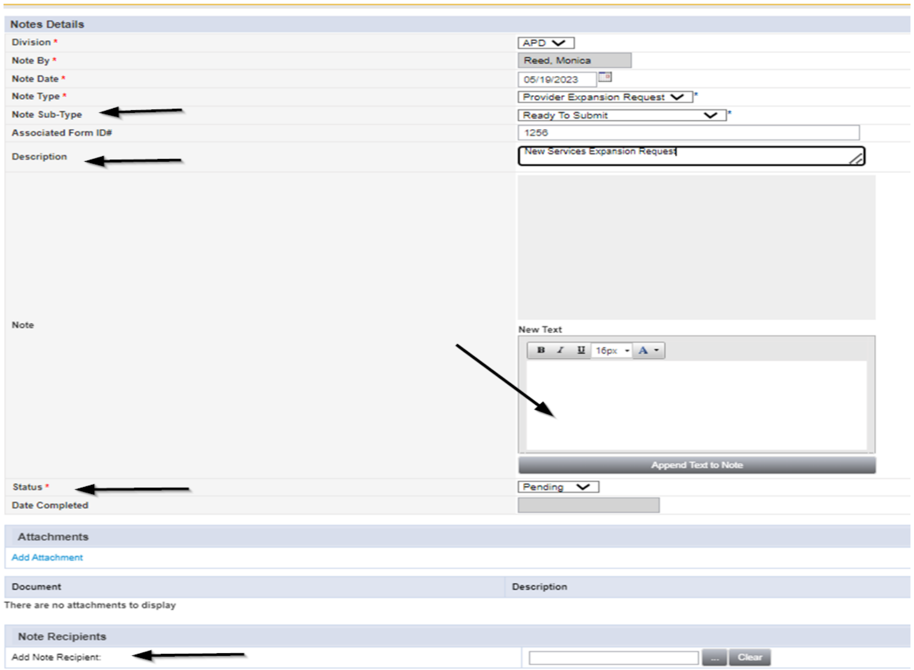


2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.

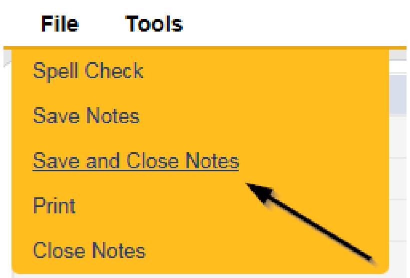


3. Select the **Note Type = Provider Expansion Request** and **Description = New Service Expansion** and select the pending record via the hyperlink.

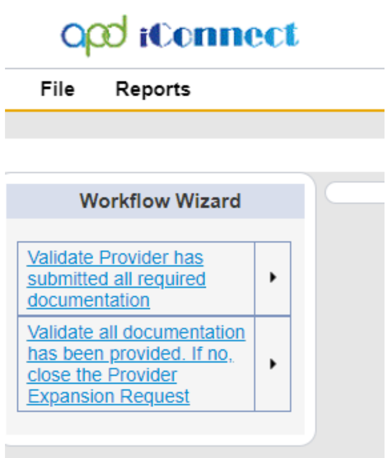
7. In the pending Note record, update the following fields:
   a. "Note Subtype" = *Update to Ready to Submit*
   b. "Description" = *Update to New Services Expansion Request*
   c. "Append Text to Note" = Enter notes
   d. "Status" = Pending
   e. Click the ellipsis on the "Add Note Recipient" to add the *QA Workstream Worker* as the Note Recipient for each region into which they wish to expand
   f. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note



8. When finished click **File > Save and Close Notes**



9. Upon saving the note, two Workflow Wizards are triggered. One is due in 30 calendar days, the second is due 75 days from the note creation date.



   a. Tickler - "Validate Provider has submitted all required documentation"
      i. Due on the ***30th*** calendar day from the "Provider Expansion Request/Ready to Submit" completed note

b. Tickler – “Validate all documentation has been provided. If not, close the Provider Expansion request
    i. Due on the **75*th*** calendar day from the “Provider Expansion Request/Ready to Submit” completed note
c. Assigned to the Specialist/Liaison (Monitor 1)

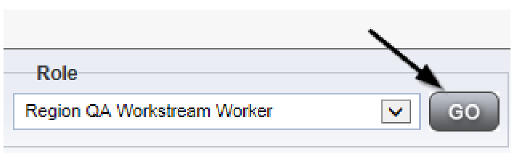
10. The QA Workstream Worker will access Ticklers via **My Dashboard**.

Go to **My Dashboard > Providers** and scroll down to the Ticklers Panel. Click on the **Ticklers** link to open the Tickler Queue:

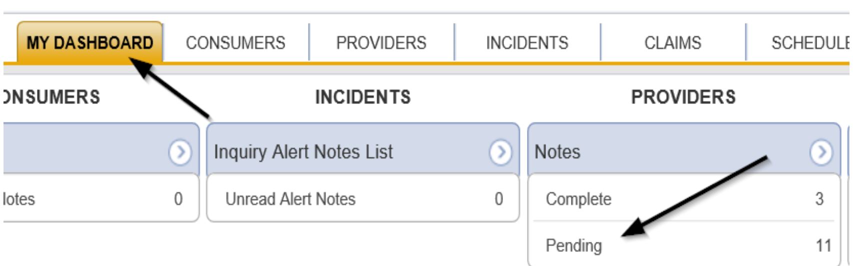
Submit Expansion Complete Note

The QA Workstream Worker will review the Provider record, forms and all documentation. If not complete, they will respond accordingly and update the Pending Note requesting information. If complete, they will update the existing note to inform the Service Provider that the request will be reviewed.

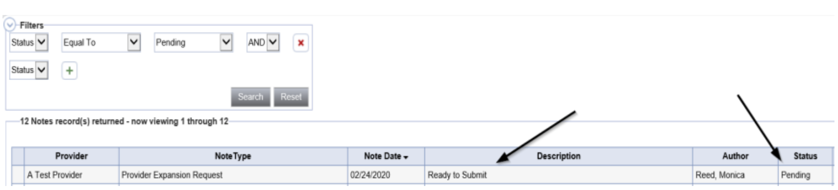
1. Set “Role” = Region QA Workstream Worker then click **Go.**



2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



3. Select the **Note Type = Provider Expansion Request** and **Description = Ready to Submit** and select the pending record via the hyperlink.



4. In the pending Provider Note record, update the following fields:

a. "Note Subtype" = Update to *Request Complete* or leave as *Ready to Submit* if all information has not been provided

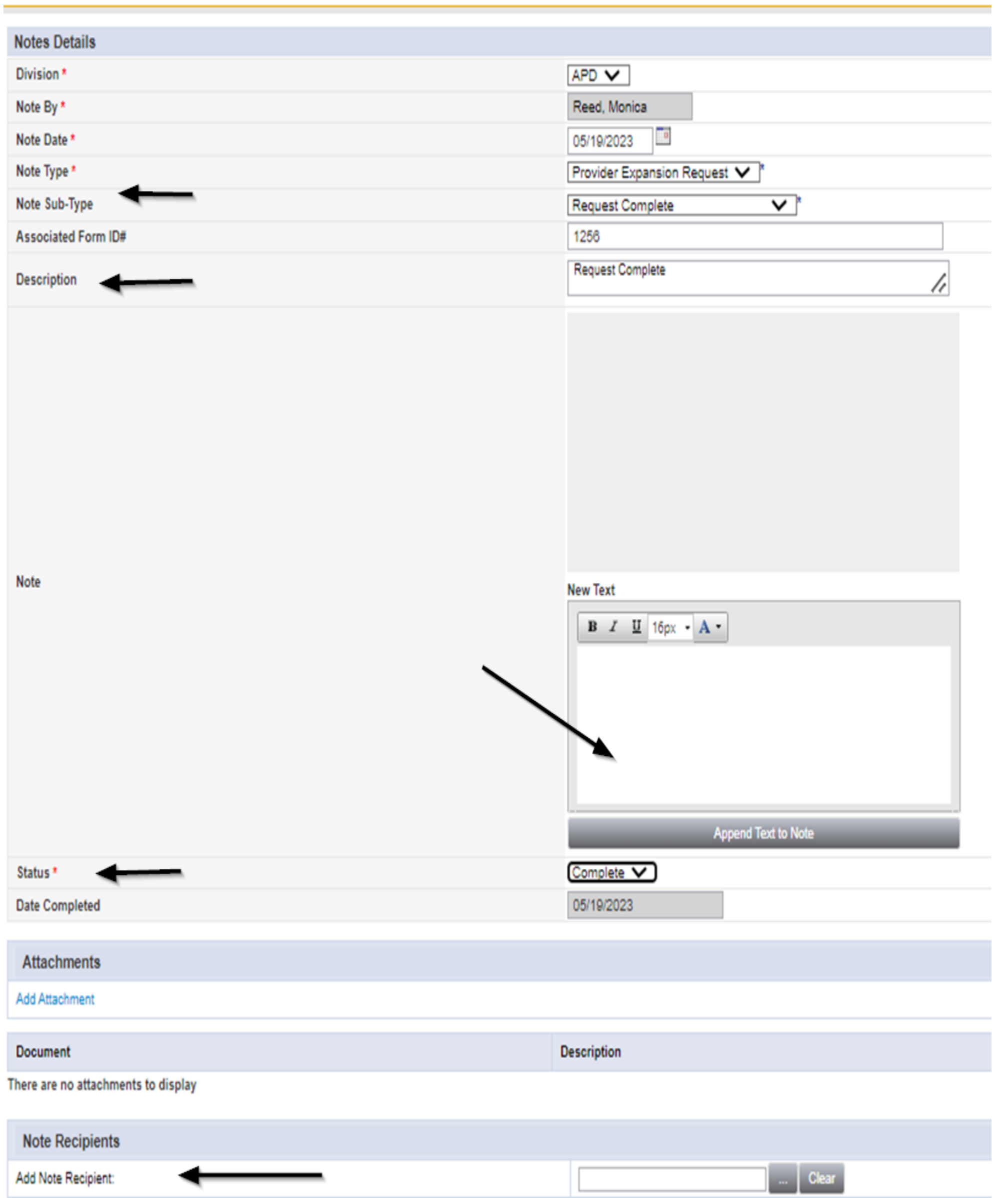
b. "Description" = Update to *Request Complete* only if all information has been provided

c. "Append Text to Note" = Enter notes and list any missing documentation or if any corrections need to be made when leaving as Ready to Submit.

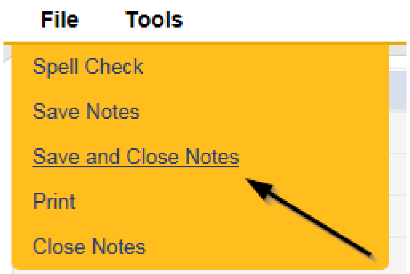
d. "Status" = Update to *Complete* only if applicable

e. Click the ellipsis on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient

f. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note



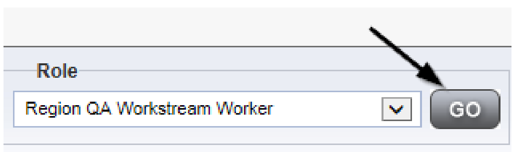
5. When finished click **File > Save and Close Notes.**



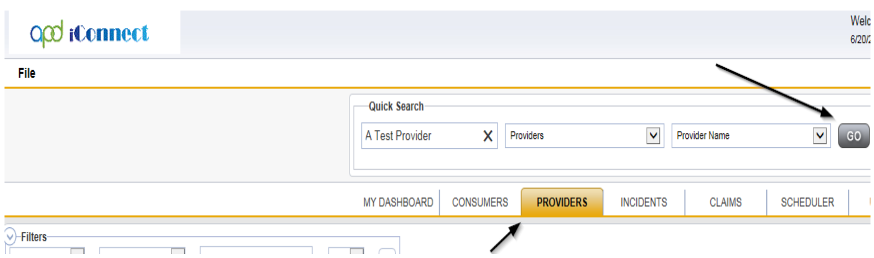
ROM Review

If the New Service expansion request is approved, The QA Workstream Worker will generate the Final APD iBudget Waiver Sign-off form.

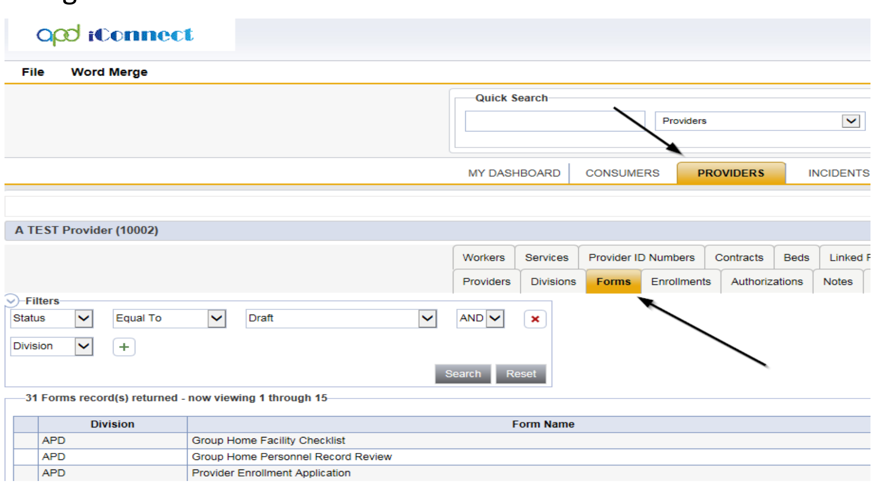
1. Set “Role” = Region QA Workstream Worker then click **Go.**



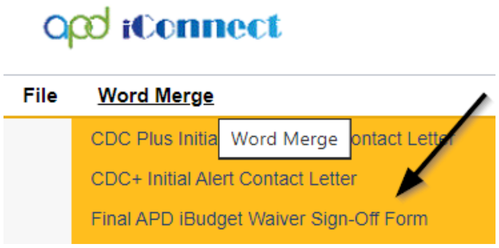
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click Go.



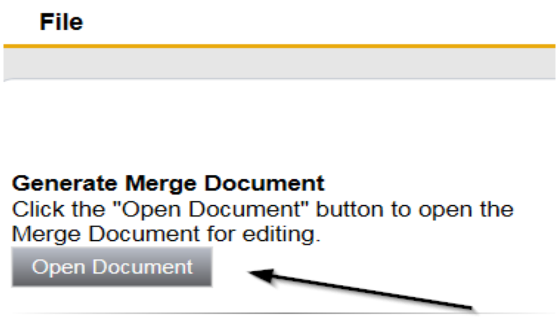
3. Navigate to the **Providers > Forms** tab.



4. Select **Word Merge > Final APD iBudget Waiver Sign-Off Form.**

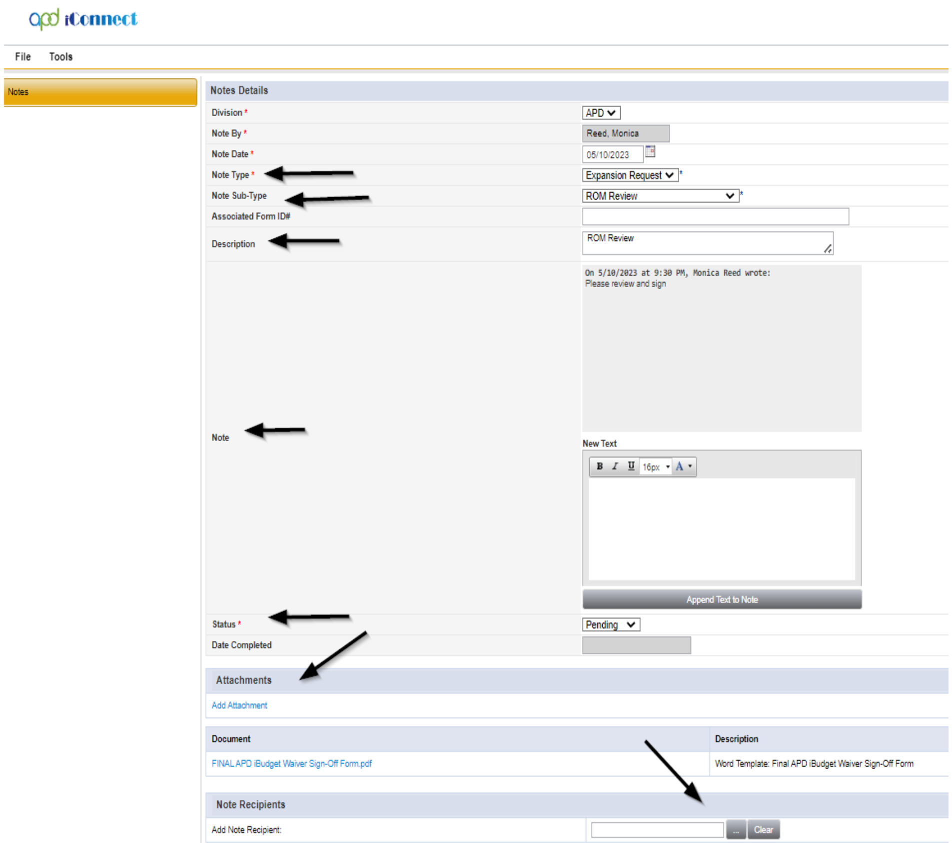


5. Generate and Open the Word Merge document for editing.

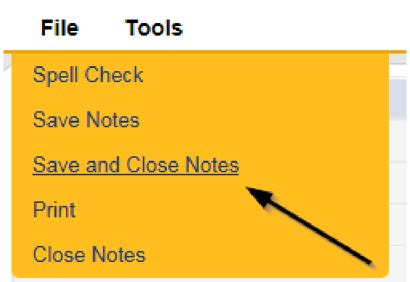


6. Save the Word Merge Document and Click **Upload and Save to Note.**

7. Update the following fields on the Notes Detail Screen
   a. "Division" = APD
   b. "Note Type" = Expansion Request
   c. "Note Subtype" = ROM Review
   d. "Description" = ROM Review
   e. "Note" = Enter notes to direct the ROM to review and sign
   f. "Status" = Pending
   g. Click the ellipsis on the "Add Note Recipient" to add the *ROM/Designee* as the Note Recipient
   h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note



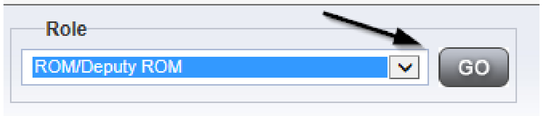
8. When finished, click **File > Save and Close Notes.**



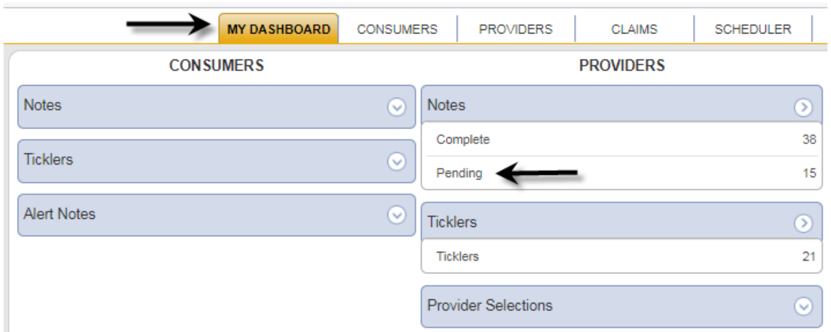
ROM Signature

The ROM/Designee will print, sign, and attach a copy of the Final APD iBudget Waiver Sign-off form to the existing pending note.

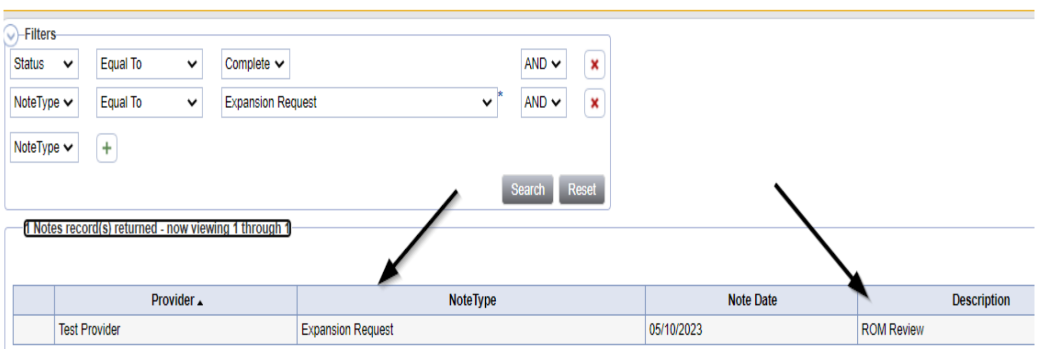
1. Set "Role" = ROM/Deputy ROM then click **Go.**



2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



3. Select the **Note Type = Expansion Request and Description = ROM Review** and select the record via the hyperlink



4. Click on the attachment within the ROM Review note and then click **Open** on the pop-up message box.

Document	Description
FINAL APD iBudget Waiver Sign-Off Form.pdf	Word Template: Final APD iBudget Waiver Sign-Off Form

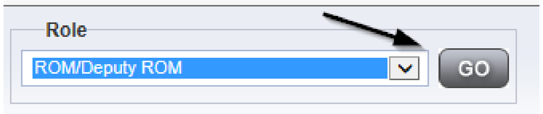
5. The attachment will open and then Print

6. The ROM will sign the printed copy

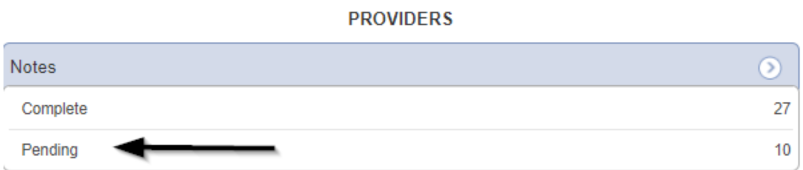
ROM Approval

Once the ROM/Designee signs the Final APD iBudget Waiver Sign-off form, they will scan and save an electronic copy to a specified folder on their device. They will then update the existing pending note to advise the QA Workstream Worker and Supervisor that the expansion has been approved.

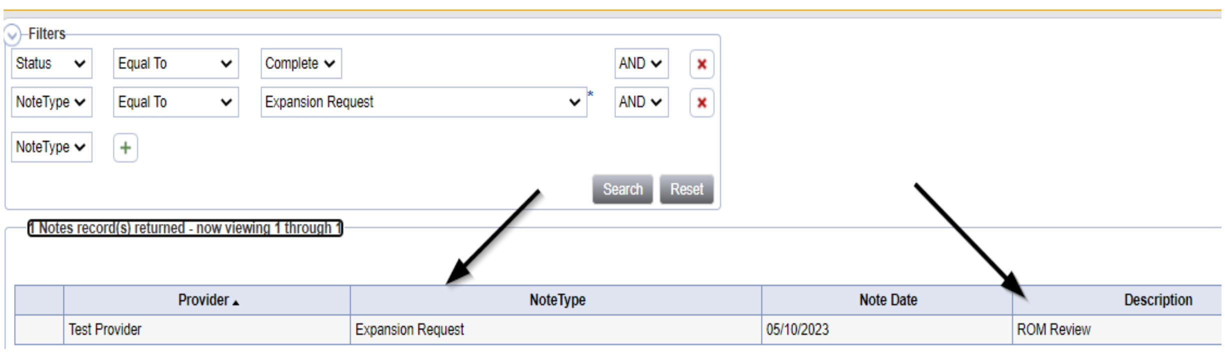
1. Set “Role” = ROM/Deputy ROM then click **Go.**



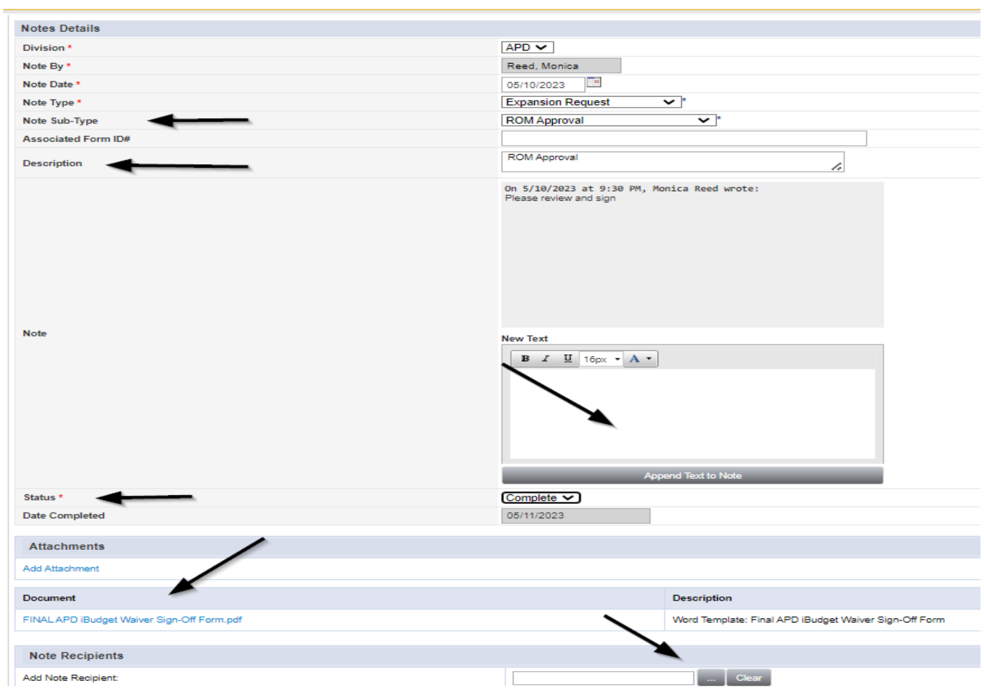
2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



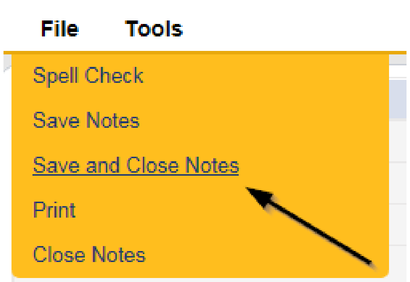
3. Select the **Note Type = Expansion Request and Description = ROM Review** and select the record via the hyperlink.



4. In the existing Note record, update the following fields:
   a. "Note Subtype" = *Update to ROM Approval*
   b. "Description" = *Update to ROM Approval*
   c. "Note" = Enter notes
   d. "Status" = Complete
   e. Click "Add Attachment" and search for the copy of the signed Final APD iBudget Waiver Sign-off form on the user's device. Click Upload
   f. Click the ellipsis on the "Add Note Recipient" to add the *QA Workstream Worker/Lead* as the Note Recipient
   g. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

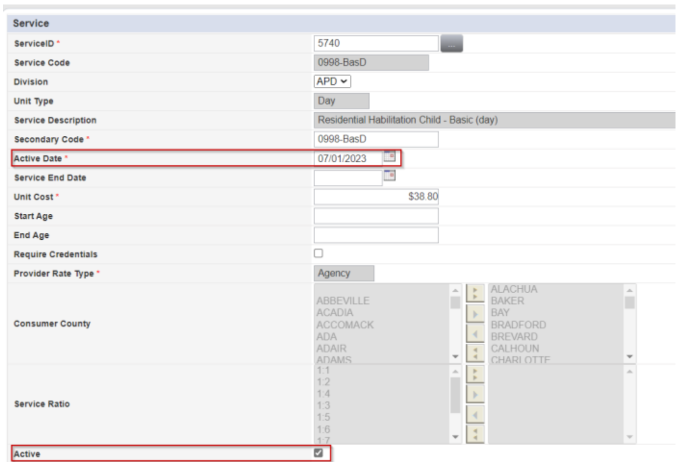


5. When finished click **File > Save and Close Notes.**

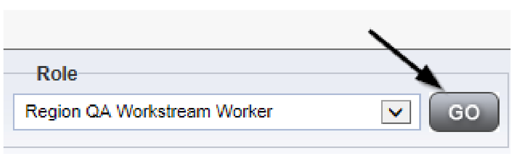


Add Services

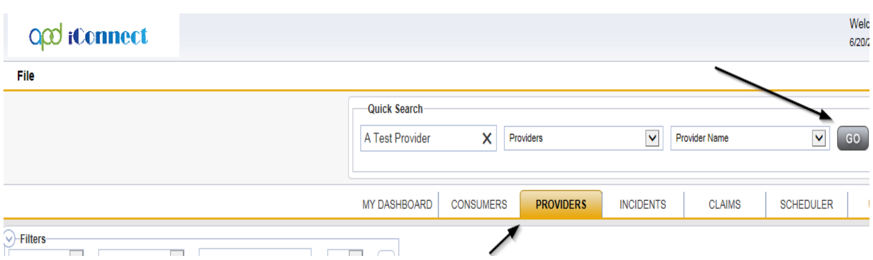
The QA Workstream Worker will add new services for the new service expansion. If this expansion request is in conjunction with a Behavior Focused, Intensive Behavioral, Enhanced Intensive Behavior or Medical Enhanced Intensive Behavior service level designation, the QA Workstream Worker will need to add the services, but disable the "active" checkbox. Additionally, the Active date will need to be in the future to allow time for the designation approval.



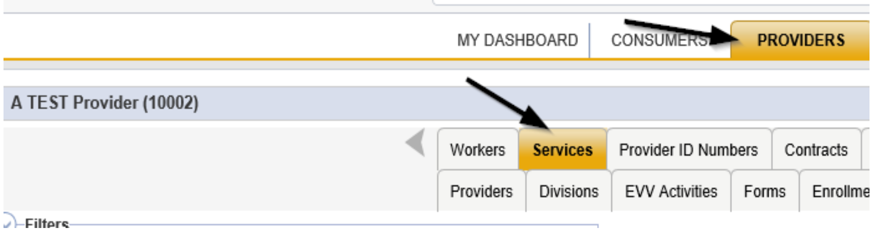
1. Set "Role" = Region QA Workstream Worker then click **Go.**



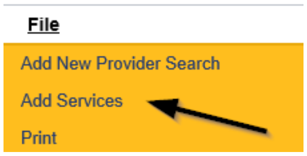
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click Go.



3. Navigate to the **Providers > Services** tab.



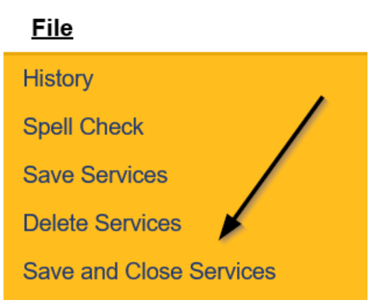
4. Select **File > Add Services.**



5. In the new Services record, update the following fields:
    a. "ServiceID" = Select the approved Service Code
    b. "Division" = APD
    c. "Active Date" = the effective date of Final APD iBudget Waiver Sign-Off Form

NOTE: The '0000 – WVR' service code MUST BE ADDED for providers to create non-billable notes.

6. When finished, click **File > Save and Close Services.**



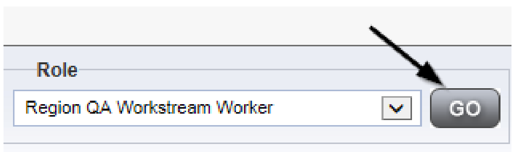
6. Repeat steps 4 – 6 to add additional services

If the New Service expansion is for an LSD 3 or 4 or Residential Habilitation services then the QA Workstream Worker will need to notify the CMS Compliance Reviewer. The CMS Compliance Reviewer will then follow the CMS Review process.

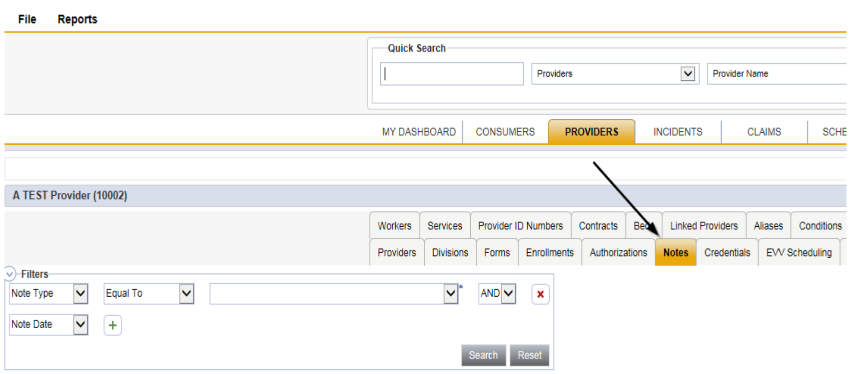
Provider Notification

After ROM approval and services are added, the QA Workstream Worker will send the signed Final APD iBudget Waiver Sign-Off form to the provider by attaching it to a note.

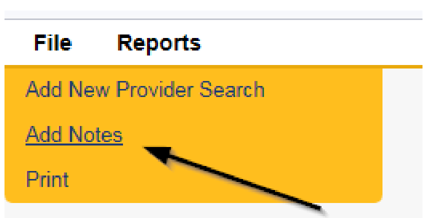
1. Set “Role” = Region QA Workstream Worker then click **Go.**



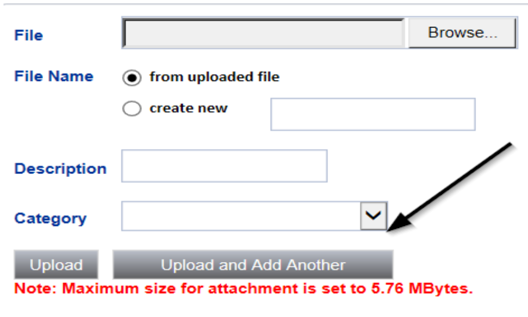
2. Navigate to the **Providers > Notes** tab.



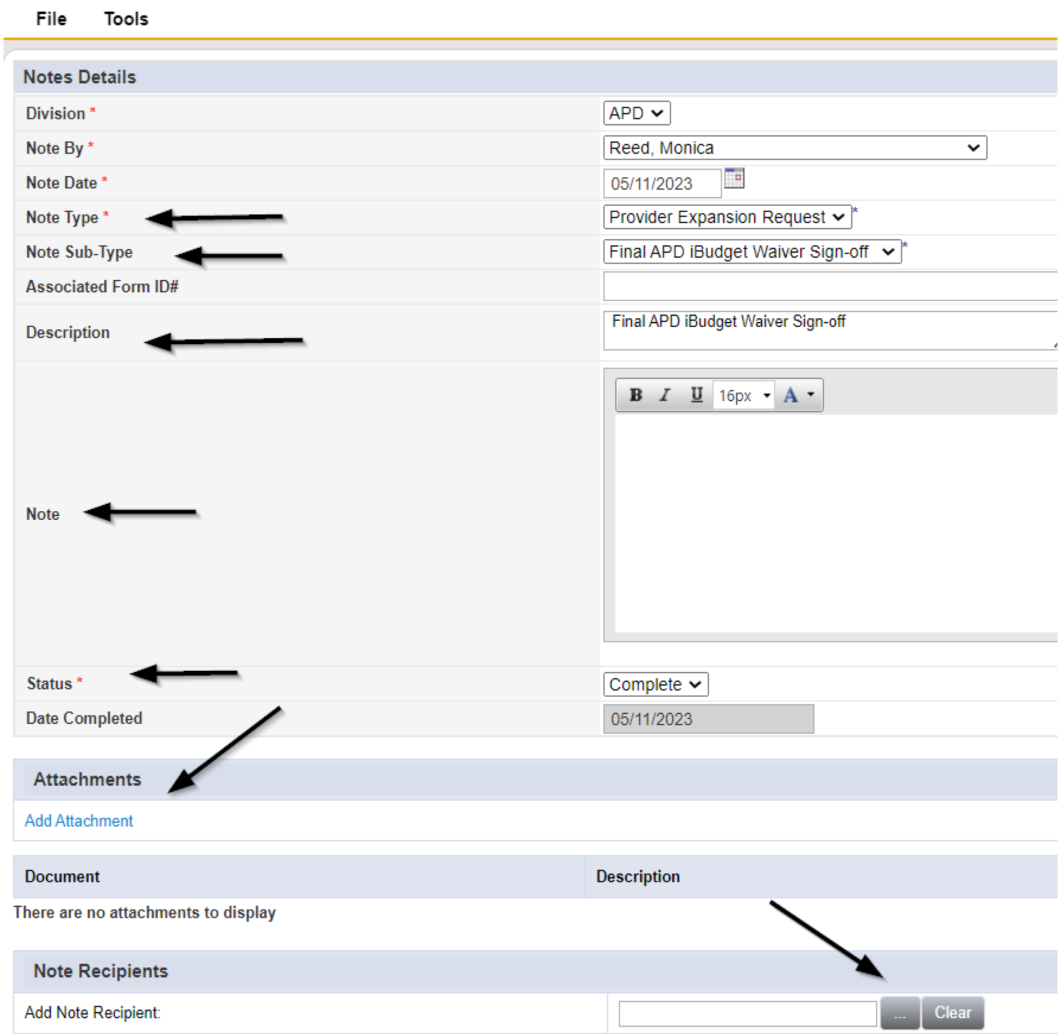
3. Click **File > Add Notes**



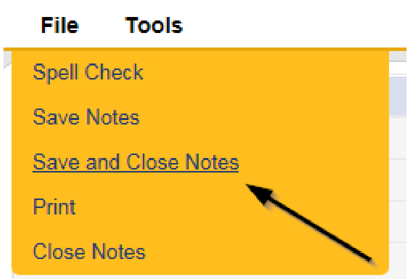
4. In the new Note record, update the following fields:
    a. "Division" = APD
    b. "Note Type" = Provider Expansion Request
    c. "Note Subtype" = Final APD iBudget Waiver Sign-Off
    d. "Description" = Final APD iBudget Waiver Sign-Off
    e. "Note" = Enter notes
    f. "Status" = Complete
    g. Click "Add Attachment" and search for the copy of the signed Final APD iBudget Waiver Sign-off form on the user's device. Click Upload.



    h. Click the ellipsis on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient for each region into which they wish to expand
    i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note



5. When finished click **File > Save and Close Notes.**



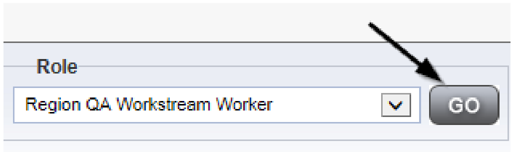
As Needed: Generate PAARF

If the new service expansion is denied and it is a without cause denial, the QA Workstream Worker will proceed to Chapter 25 to follow the PAARF process for issuing the without cause expansion denial.

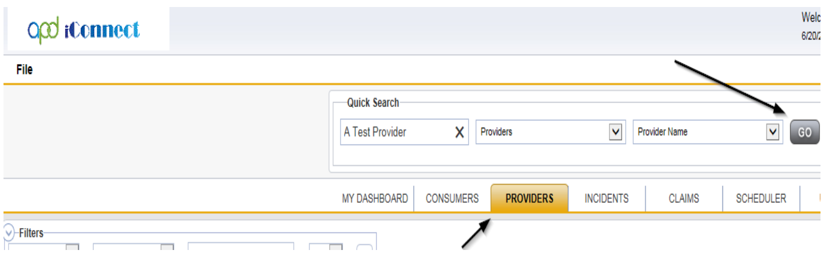
As Needed: Send With Cause Denial Letter

If the new services request is denied due to with cause, the QA Workstream Worker will generate the handbook denial notice and attach it to a note in the Provider record.

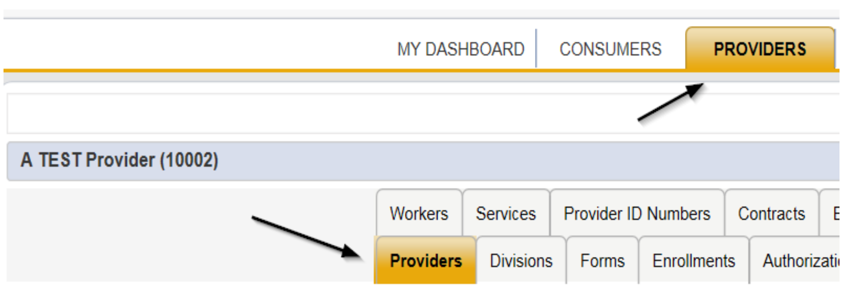
1. Set “Role” = Region QA Workstream Worker then click **Go.**



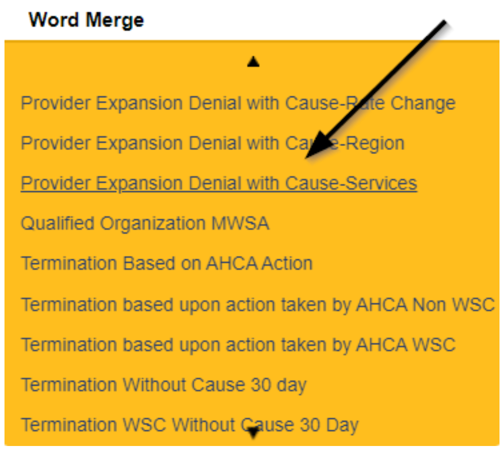
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click Go.



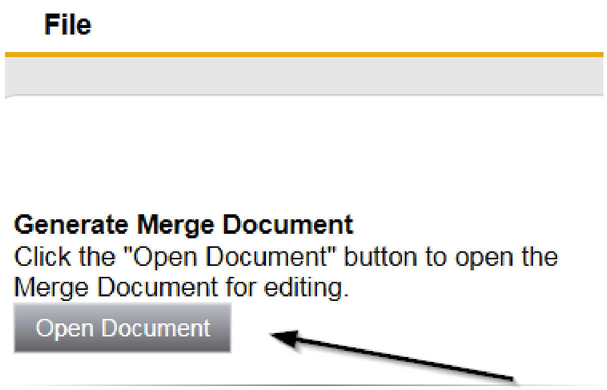
3. The Provider’s record will be displayed. Navigate to the **Providers > Providers** tab.



4. Generate the **Word Merge > Provider Expansion Denial with Cause – Services.**



5. Select **Open Document** to open the Word Merge document for editing.



6. Save the Word Merge Document to the device by clicking the **Save** button and then **Open.**

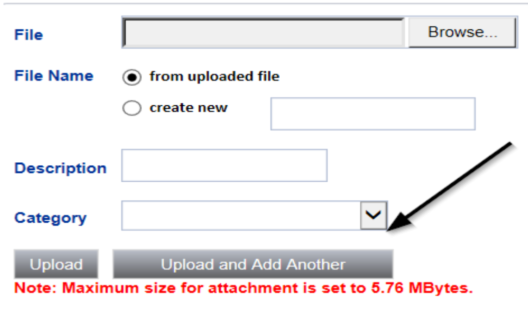
7. **Edit** the Word Merge Document as necessary.

8. When finished with editing the Word Merge Document, click **File > Save as** to save the updated Word Merge to a specified folder on the user's device.

9. In APD iConnect, Click **Upload and Save to Note** after saving the word document.

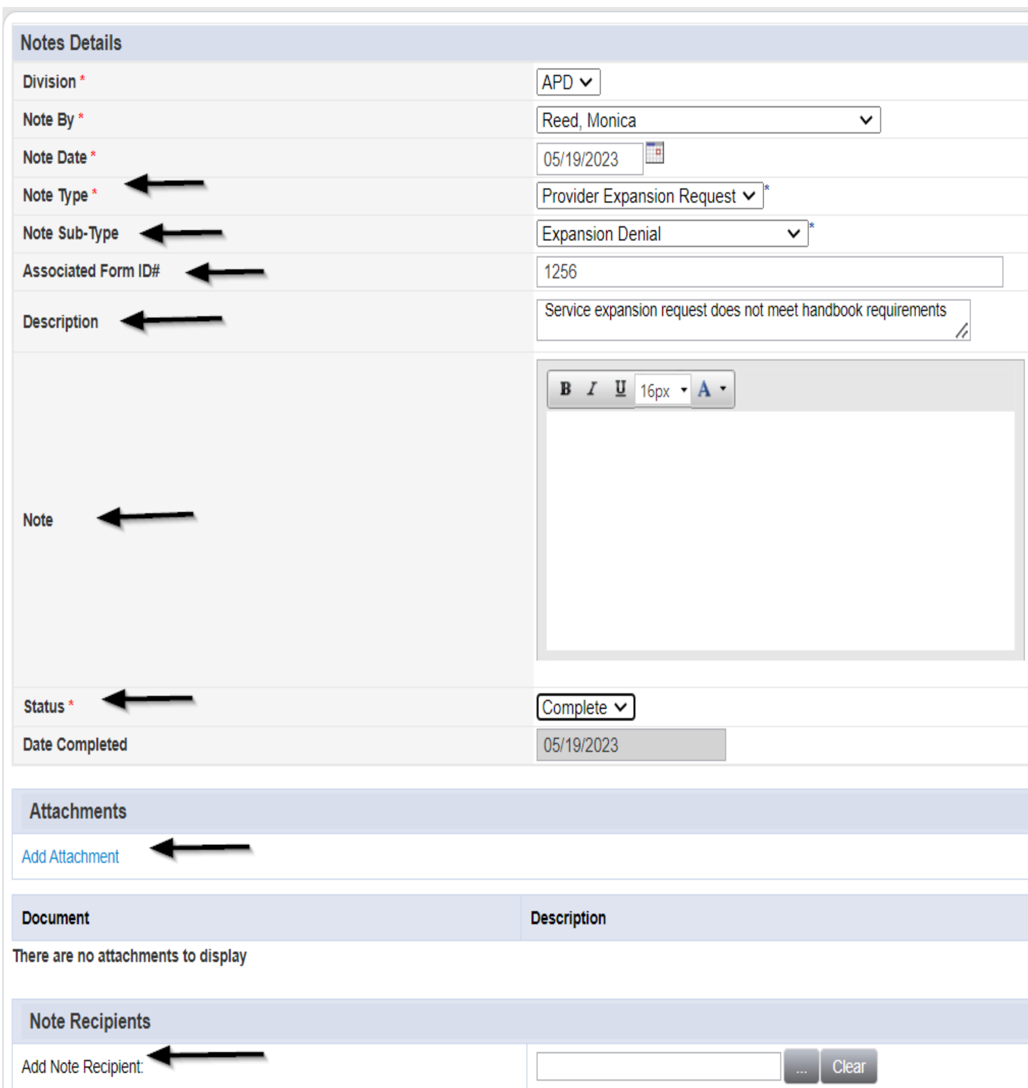
10. Update the following fields on the Notes Detail Screen
    a. "Division" = APD
    b. "Note Type" = Provider Expansion Request
    c. "Note Subtype" = Expansion Denial
    d. "Description" = Service expansion request does not meet handbook requirements
    e. "Note" = Enter notes
    f. "Status" = Complete

g. Click "Add Attachment" and search for the copy of the signed *Provider Expansion Denial with Cause* - Services form on the user's device. Click Upload

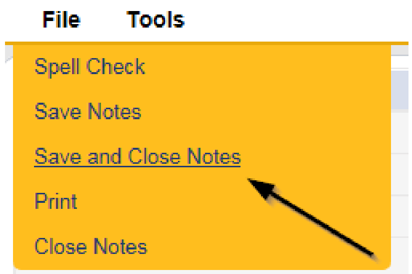


h. Click the ellipsis on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient

i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note



11. When finished, click **File > Save and Close Notes.**


File
Tools
Spell Check
Save Notes
Save and Close Notes
Print
Close Notes