

Introduction

The Agency for Persons with Disabilities (APD) adopted the iConnect Electronic Visit Verification (EVV) mobile site as its designated EVV system. Provider EVV Managers are responsible for scheduling and verifying EVV Workers for clients who have an active authorization for a qualifying EVV service.

EVV Scheduling is required in the following circumstance:

- When a new Authorization for an EVV service is issued for an APD client
 - New Authorizations are issued for APD’s clients at the beginning of the State of Florida’s new fiscal year of July 1st.
 - Changes to services provided, including a new provider, frequency of service, units, location, or other service details.
- When an EVV Worker must be added or removed from a consumer.

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Verify EVV Scheduling Automation

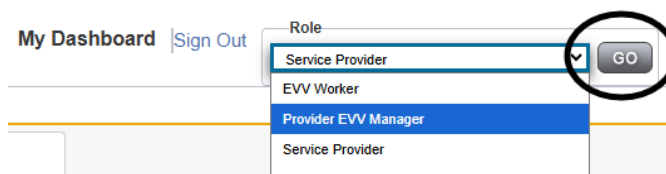
With the implementation of the automation of EVV Scheduling, the Provider EVV Manager no longer needs to manually reschedule EVV Workers in the EVV Scheduling tab if the following conditions have been met:

- Workers currently in the EVV Scheduling tab have an “End Date” of June 30th of the current fiscal year.
- The new fiscal year authorization is “approved”.
- The worker is active in iConnect for the provider that has the authorization.
- If an EVV Worker is assigned to a role with the new fiscal year authorization prior to the automation, the EVV Worker assigned in the previous fiscal year authorization will not carry over.

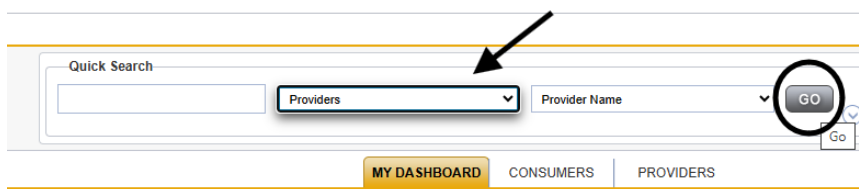
1. Sign into iConnect.



2. Update Role to **Provider EVV Manager** and press **GO**.

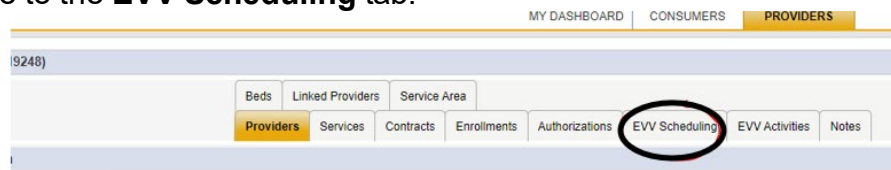


3. Navigate to the Provider Record.
 - a. Leave the text field on the left blank. Select Providers using the center dropdown menu, then press **GO**.



PRO TIP: Click on the Provider Record from the list view grid if it does not automatically display the provider demographics screen.

4. Navigate to the **EVV Scheduling** tab.



- In the list view grid, verify that the EVV Workers have been assigned. Click the large plus sign (+) on the header to display all back up and alternative EVV Workers. Press the small plus sign (+) near the consumer's name to view the back up and alternative EVV Workers for just that consumer.

NOTE: To update an assigned EVV Worker or to add an additional EVV Worker, proceed to [Assign/Unassign EVV Workers to EVV Service Authorizations.](#)

122 Providers EVV Scheduling record(s) returned - now viewing 1 through 15

Connect ID	Consumer Name	Consumer City	Consumer State	Consumer Zip Code	Consumer County	Consumer Region	Auth ID	Service Code	Auth Svc ID	Service	Service Start Date	Service End Date	Primary EVV Worker	Worker Start Date	Worker End Date		
+	210020	Hixson, Alec	PUNTA GORDA	FL	33982	CHARLOTTE	SUNCOAST	259086	S5130:UC	161198	(4140) Personal Supports	07/01/2024	06/30/2025	Shorter, Caroline	07/01/2024	06/30/2025	<input type="checkbox"/>
+	210795	Augustine, Alexia	GRAND RIDGE	FL	32442	JACKSON	NORTHWEST	258560	S5130:UC	160140	(4140) Personal Supports	07/01/2024	06/30/2025	Wilkerson, Travin	07/01/2024	06/30/2025	<input type="checkbox"/>
+	210795	Augustine, Alexia	GRAND RIDGE	FL	32442	JACKSON	NORTHWEST	258559	S5130:UC	160139	(4140) Personal Supports	07/01/2023	06/30/2024	Wilkerson, Travin	06/19/2024	06/30/2024	<input type="checkbox"/>
	210001	Carruth, Andres	PORT SAINT	FL	34983	SAINT LUCIE	SOUTHEAST	269183	S5130:UC	171375	(4140) Personal	07/01/2024	06/30/2025	Davis, Joshua	07/01/2024	06/30/2025	<input type="checkbox"/>

- Click the minus sign (-) to collapse.

122 Providers EVV Scheduling record(s) returned - now viewing 1 through 15

Connect ID	Consumer Name	Consumer City	Consumer State	Consumer Zip Code	Consumer County	Consumer Region	Auth ID	Service Code	Auth Svc ID	Service	Service Start Date	Service End Date	Primary EVV Worker	Worker Start Date	Worker End Date		
-	210020	Hixson, Alec	PUNTA GORDA	FL	33982	CHARLOTTE	SUNCOAST	259086	S5130:UC	161198	(4140) Personal Supports	07/01/2024	06/30/2025	Shorter, Caroline	07/01/2024	06/30/2025	<input type="checkbox"/>
Worker														Start Date		End Date	
						Davis, Joshua		02/18/2025				02/28/2025					
-	210795	Augustine, Alexia	GRAND RIDGE	FL	32442	JACKSON	NORTHWEST	258560	S5130:UC	160140	(4140) Personal Supports	07/01/2024	06/30/2025	Wilkerson, Travin	07/01/2024	06/30/2025	<input type="checkbox"/>
Worker														Start Date		End Date	
						Onwuka, David		07/01/2024				06/30/2025					
-	210795	Augustine, Alexia	GRAND RIDGE	FL	32442	JACKSON	NORTHWEST	258559	S5130:UC	160139	(4140) Personal Supports	07/01/2023	06/30/2024	Wilkerson, Travin	06/19/2024	06/30/2024	<input type="checkbox"/>
Worker														Start Date		End Date	

- [EVV Workers will need to sync data using the EVV Mobile website on their device.](#)

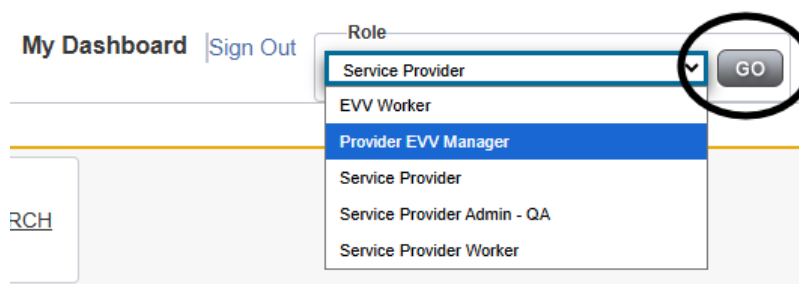
Updating the EVV Scheduling Tab to Add an End Date

For EVV Scheduling to successfully copy over to the next fiscal year, EVV Scheduling must have an “End Date” of the last day of the fiscal year. It may also be necessary to update the “End Date” if a new authorization has been received. Neglecting to have accurate “End Dates” can lead to the EVV Worker’s mobile device capturing the incorrect authorization.

1. The Provider EVV Manager will sign into iConnect.

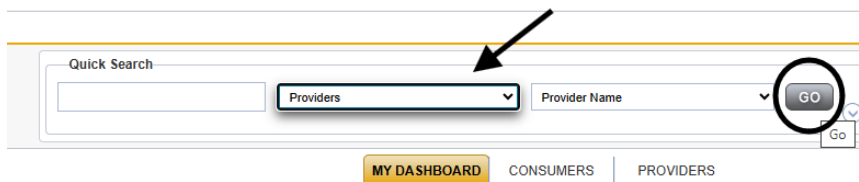


2. Update Role to **Provider EVV Manager** and press **GO**.



The screenshot shows the 'My Dashboard' page with a 'Role' dropdown menu open. The 'Provider EVV Manager' option is highlighted in blue. A 'GO' button is circled in red to the right of the dropdown.

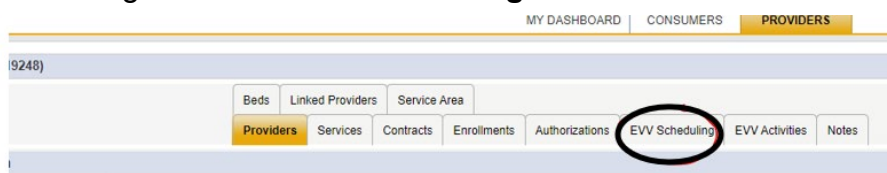
3. Navigate to the Provider Record.
 - a. Leave the text field on the left blank. Select Providers using the center dropdown menu, then press **GO**.



The screenshot shows the search interface with a 'Quick Search' section. A dropdown menu is set to 'Providers' and is circled in red. A 'GO' button is also circled in red. An arrow points to the dropdown menu.

PRO TIP: Click on the Provider Record from the list view grid if it does not automatically display the provider demographics screen.

4. Navigate to the **EVV Scheduling** tab.

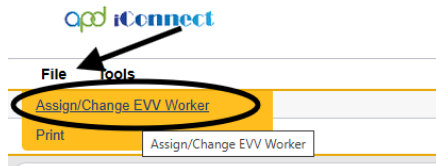


The screenshot shows the 'PROVIDERS' tab selected in the navigation bar. Below it, the 'EVV Scheduling' tab is circled in red.

5. Click the check box of the EVV Scheduling record with no “Worker End Date”.

Service	Service Start Date	Service End Date	Primary EVV Worker	Worker Start Date	Worker End Date	<input type="checkbox"/>
(4140) Personal Supports	07/01/2020	01/31/2021				<input type="checkbox"/>
(4140) Personal Supports	09/16/2025	06/30/2026	Provider, Sylvia	09/16/2025		<input checked="" type="checkbox"/>

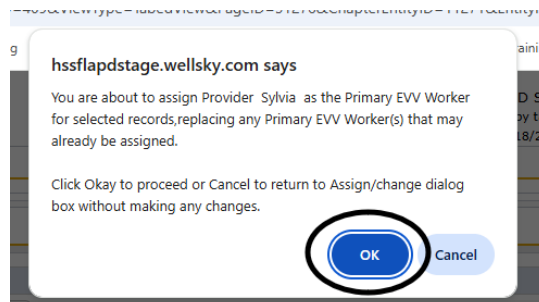
6. Navigate to **File** on the top left and select **Assign/Change EVV Worker**. The Assign/Change EVV Worker dialog box will be displayed.



- a. Select the appropriate role for the EVV Worker by clicking on the bubble next to the desired role.
- b. Select the worker’s name in the dropdown menu.
- c. Add the appropriate Start Date and End Date.
 - i. The End Date will match the Service End Date if the EVV Worker serves the consumer for the entire authorized period.
 - ii. The End Date can be updated to the actual end date, if the EVV Worker does not serve the consumer through the end of the authorized period.
- d. Select **Update Records**.

The image shows the 'Assign/Change EVV Worker' dialog box. It has two radio buttons: 'Alternate EVV Worker 12' (selected) and 'Alternate EVV Worker 13'. Below these are three input fields: 'Worker' (dropdown menu with 'Provider, Sylvia' selected), 'Start Date' (calendar icon, value '03/09/2026'), and 'End Date' (calendar icon, value '06/30/2026'). At the bottom, there are two buttons: 'Update Records' (highlighted with a black circle) and 'Cancel'.

7. A popup will display confirming the changes. Click **OK**.



- Verify the changes made in the EVV Scheduling tab under the Worker End Date field.

Service	Service Start Date	Service End Date	Primary EVV Worker	Worker Start Date	Worker End Date
(4140) Personal Supports	09/01/2025	06/30/2026	[REDACTED]	09/01/2025	06/30/2026
(4140) Personal Supports	07/01/2025	06/30/2026	[REDACTED]	07/01/2025	06/30/2026
(4140) Personal Supports	09/16/2025	06/30/2026	Provider, Sylvia	03/09/2026	06/30/2026

- To view Backup and Alternate EVV Worker's End Date, click the plus sign on the left side of the list view grid. Review the new fields that appear for an End Date. If there is not an End Date repeat steps 5-7 using the appropriate role and dates.

2 Providers EVV Scheduling record(s) re

	iConnect ID	Consumer Name	Cor
+	209730	Kastners, Martin	ORL
		Baer, Sylvia	
		Colon, Nancy	
		EVV Worker, Nancy Colon	
+	209730	Kastners, Martin	ORL

- Verify that the EVV Worker syncs data on their device using the EVV Mobile Site upon log in.

Assign/Unassign EVV Workers to EVV Service Authorizations

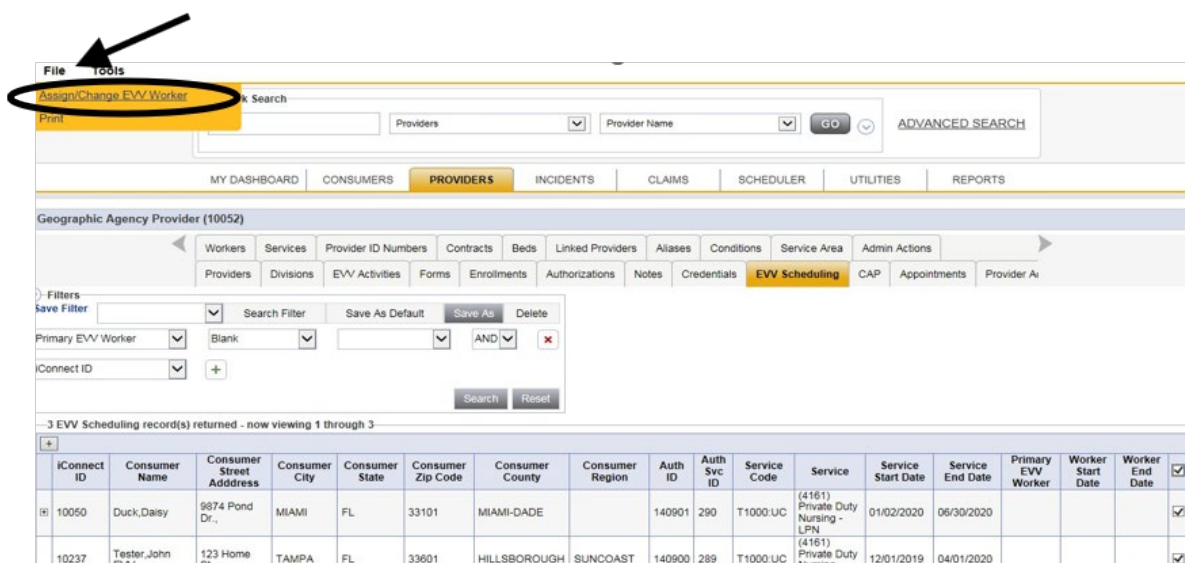
Each EVV authorized service can be assigned primary, backup, and alternate EVV workers. Provider EVV Managers can assign EVV Workers (the individuals that will render the services to consumers) to EVV service authorizations from the EVV Scheduling tab.

Assigning an EVV Worker from the EVV Scheduling tab controls which consumers are visible to the EVV Workers in the Mobile Site.

1. Navigate to the Provider record and click on the **EVV Scheduling** tab.
2. If desired, filter to see the desired consumer(s).
3. Select the box to the right of each EVV authorization for which an EVV Worker needs to be assigned, modified, or removed.
 - a. Selecting the box at the top of the list view grid will select all service authorizations on the screen.

iConnect ID	Consumer Name	Consumer Street Address	Consumer City	Consumer State	Consumer Zip Code	Consumer County	Consumer Region	Auth ID	Auth Svc ID	Service Code	Service	Service Start Date	Service End Date	Primary EVV Worker	Worker Start Date	Worker End Date	<input type="checkbox"/>
<input type="checkbox"/>	10050	Duck,Daisy	9874 Pond Dr.,	MIAMI	FL	33101	MIAMI-DADE	140901	290	T1000:UC	(4161) Private Duty Nursing - LPN	01/02/2020	06/30/2020				<input type="checkbox"/>
<input type="checkbox"/>	10237	Tester,John EVV	123 Home St.,	TAMPA	FL	33601	HILLSBOROUGH	SUNCOAST	140900	289	T1000:UC	(4161) Private Duty Nursing - LPN	12/01/2019	04/01/2020			<input type="checkbox"/>
<input type="checkbox"/>	10172	Sheppard,Violet	123 Florida St.	ALACHUA	FL	32615	ALACHUA	NORTHEAST	140903	292	S5130:UC	(4140) Personal Support	02/01/2020	06/30/2020			<input type="checkbox"/>

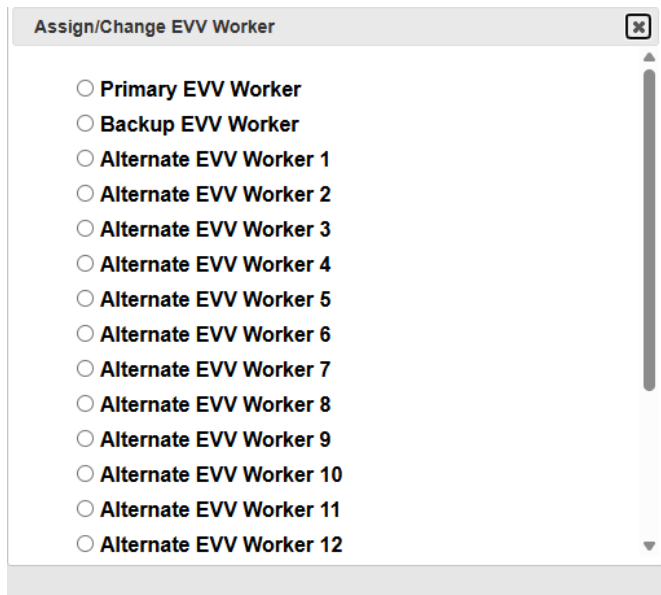
4. Select **Assign/Change EVV Worker** from the **File** menu.



-3 EVV Scheduling record(s) returned - now viewing 1 through 3 -

iConnect ID	Consumer Name	Consumer Street Address	Consumer City	Consumer State	Consumer Zip Code	Consumer County	Consumer Region	Auth ID	Auth Svc ID	Service Code	Service	Service Start Date	Service End Date	Primary EVV Worker	Worker Start Date	Worker End Date	<input type="checkbox"/>
<input type="checkbox"/>	10050	Duck,Daisy	9874 Pond Dr.,	MIAMI	FL	33101	MIAMI-DADE	140901	290	T1000:UC	(4161) Private Duty Nursing - LPN	01/02/2020	06/30/2020				<input type="checkbox"/>
<input type="checkbox"/>	10237	Tester,John	123 Home St.,	TAMPA	FL	33601	HILLSBOROUGH	SUNCOAST	140900	289	T1000:UC	(4161) Private Duty Nursing - LPN	12/01/2019	04/01/2020			<input type="checkbox"/>

5. The Assign/Change EVV Worker dialog box will be displayed.

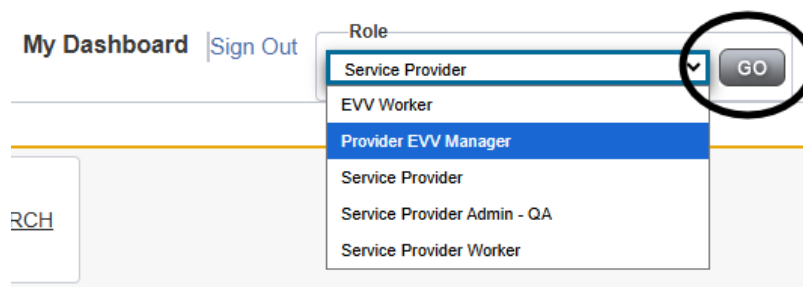


- a. Select the appropriate role for the EVV Worker by clicking on the bubble next to the desired role.
- b. Select the worker's name from the dropdown menu.
- c. Add the appropriate Start Date (cannot be a past date) and End Date.
 - i. The End Date will match the Service End Date if the EVV Worker serves the consumer for the entire authorized period.
 - ii. The End Date can be updated to the actual end date, if the EVV Worker does not serve the consumer through the end of the authorized period.
- d. Select **Update Records**.
- e. A confirmation pop up will display. Click **OK**.

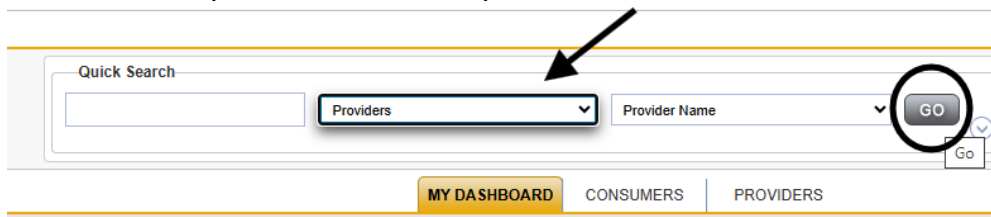
Verifying Authorization IDs used during EVV Delivery

The Provider EVV Manager reviews provider documentation, dates, times, and violations for each Service Activity for accuracy. The Provider EVV Manager should verify that the correct Authorization ID (Auth ID) is utilized by the EVV Worker. After an EVV activity is uploaded, the Provider EVV Manager can complete the following steps to verify the Auth ID:

1. The Provider EVV Manager logs into iConnect.
2. Update the Role to **Provider EVV Manager** and press **GO**.

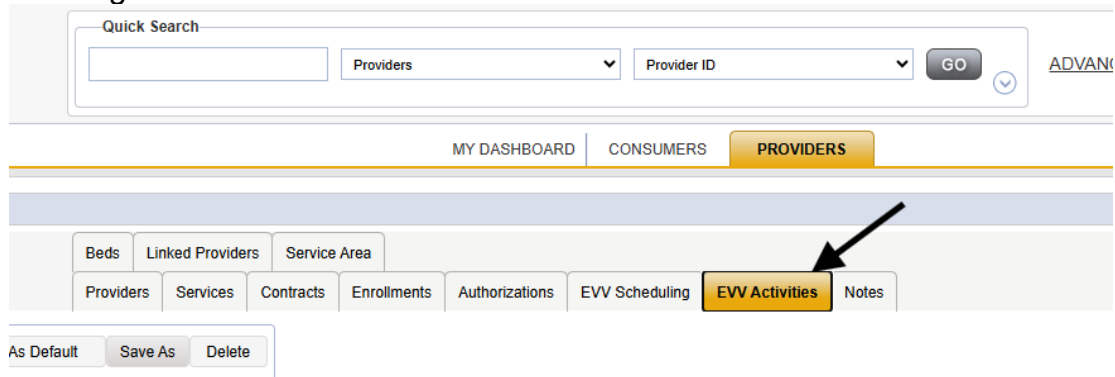


3. Navigate to the Provider Record.
 - a. Leave the text field on the left blank. Select Providers using the center dropdown menu, then press **GO**.

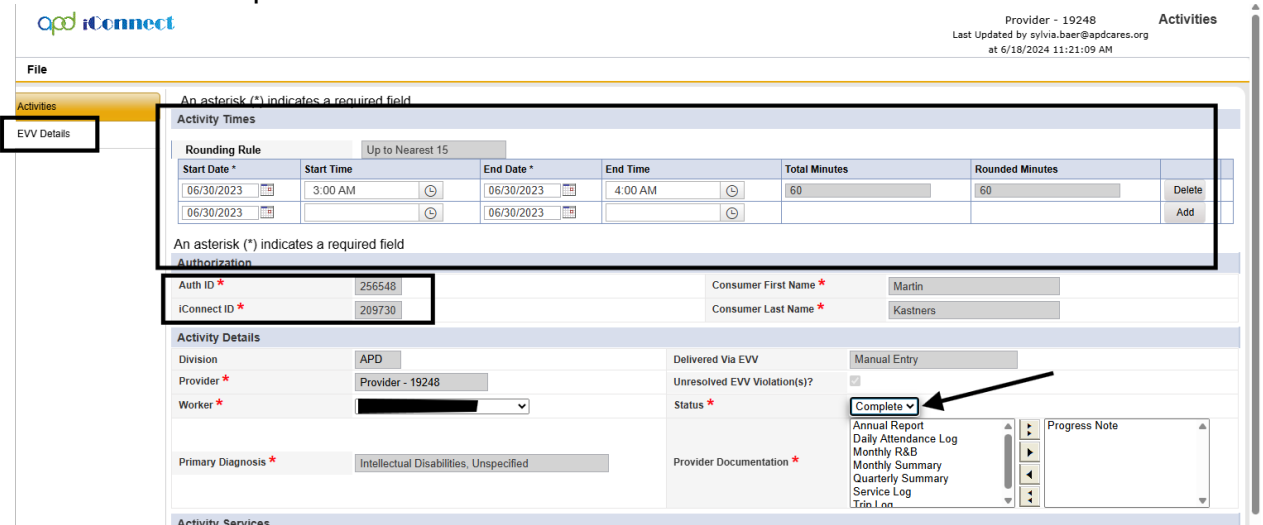


PRO TIP: Click on the Provider Record from the list view grid if it does not automatically display the provider demographics screen.

4. Navigate to the **EVV Activities** tab.



5. Click on the EVV activity to be reviewed. The Activities window will display.
 - a. Verify that notes, dates, and times are accurate.
 - b. Once verified, click on the Status menu dropdown and choose Complete.



Provider - 19248
 Last Updated by sylvia.baer@apdcares.org at 6/18/2024 11:21:09 AM

File

Activities

EVV Details

An asterisk (*) indicates a required field

Activity Times

Rounding Rule Up to Nearest 15

Start Date *	Start Time	End Date *	End Time	Total Minutes	Rounded Minutes	
06/30/2023	3:00 AM	06/30/2023	4:00 AM	60	60	Delete
06/30/2023		06/30/2023				Add

An asterisk (*) indicates a required field

Authorization

Auth ID * 256548 Consumer First Name * Martin

iConnect ID * 209730 Consumer Last Name * Kastners

Activity Details

Division APD Delivered Via EVV Manual Entry

Provider * Provider - 19248 Unresolved EVV Violation(s)?

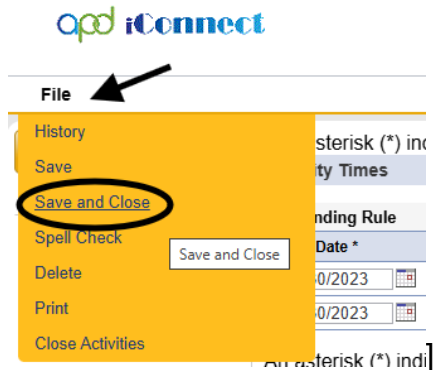
Worker * [Redacted] Status * Complete


Primary Diagnosis * Intellectual Disabilities, Unspecified

Provider Documentation * [List of reports]

Progress Note

6. Select **File**, then **Save and Close**.





File

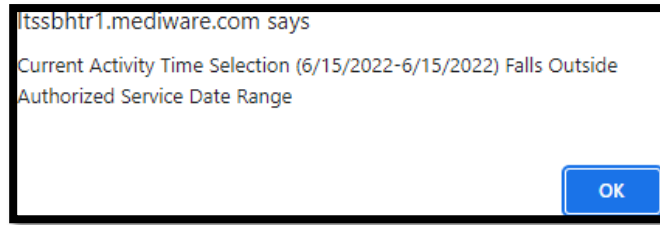
- History
- Save
- Save and Close
- Spell Check
- Delete
- Print
- Close Activities

BE AWARE: If an error message displays stating that the dates are outside of the Authorization, then the wrong Auth ID was picked up from the mobile device. Proceed to [Remediating “Current Activity Time Selection \(dates\) Falls Outside Authorized Service Date Range” Error Message](#) section of this job aid.

Remediating “Current Activity Time Selection (dates) Falls Outside Authorized Service Date Range” Error Message

The “Current Activity Time Selection (dates) Falls Outside Authorized Service Date Range” error message indicates that the incorrect Auth ID may have been utilized or the service was provided outside of the authorized dates. The status of this Activity cannot be updated to Complete with this error.

Follow the steps below to remediate that issue:



1. The Provider EVV Manager should copy and paste the notes from the EVV Details along with the date, time, and location of the delivery into another document.
2. The Provider EVV Manager will then have to create a Manual EVV Activity using the information from the original EVV Activity. For detailed instructions on how to create an Manual EVV Activity refer to the [“Reviewing and Manually Entering EVV Activities Provider Documentation in iConnect”](#) job aid.
3. The Provider EVV Manager will delete the Service Log with the incorrect Auth ID., verify that all information is captured, and the proper Activity is deleted. There is no recovery for deleted information.
4. The EVV Worker should verify that they sync their data when logged into iConnect EVV.
5. Clear Data/Cache: If needed, the EVV Worker will clear their data/cache on the web browser/device.
 - a. Prior to clearing any data, the EVV Worker should verify that there are no current deliveries on their mobile device. **Clearing the browsing history or clearing the data/cache will clear any EVV Deliveries that have not been uploaded to iConnect.**
 - b. Once those are cleared, there is no recovery process to retrieve them.
 - c. The EVV Worker should sync again.
 - d. The next delivery should capture the current Auth ID.

Download/Sync Consumer and Authorization Data

EVV Workers are responsible for delivering EVV services to their consumer(s). In most cases, EVV Workers will work exclusively on the Mobile Site.

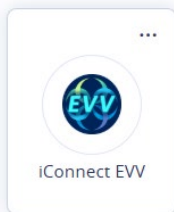
The Mobile Site allows EVV Workers to:

- Download/sync appropriate consumer and authorization data
- Create delivery rosters
- Record service deliveries

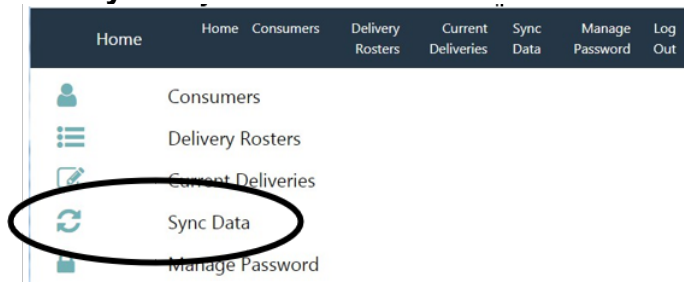
Record a service delivery: The Mobile Site must have consumer and authorization data. Workers can sync their data when they have internet connectivity to update their Mobile Site with the most current information.

To sync data the EVV Worker will:

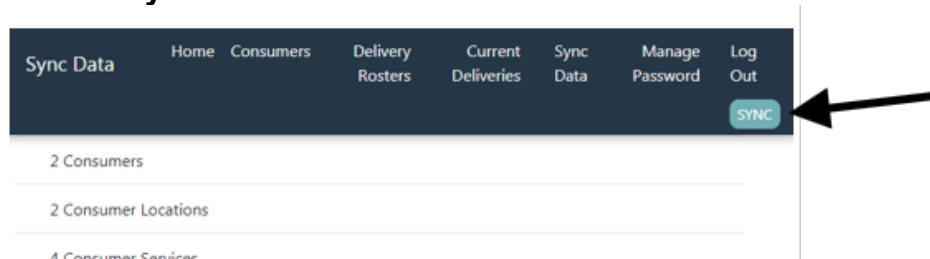
1. Click **iConnect EVV** icon from the Centrifly home page to log in.



2. Click **Sync Data** from the toolbar.



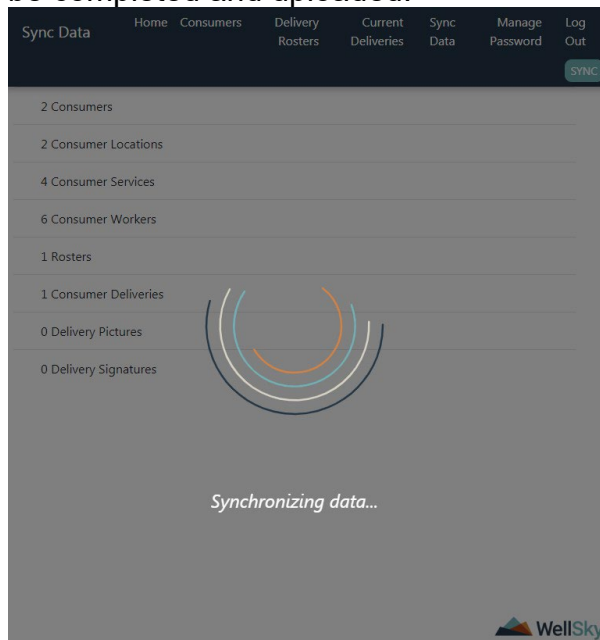
3. Click the **Sync** button.



4. The system will:
 - a. Download new consumers and their authorization data.
 - b. Update existing consumers whose data has been modified in the

iConnect application.

- c. Remove consumers and their authorization data for consumers that are no longer associated to the Worker.
- d. Consumers are also removed from delivery rosters.
- e. Service deliveries that have not been uploaded for consumers that are no longer associated to the Worker are not deleted. They can still be completed and uploaded.



Clearing the browsing data on the CyberArk App

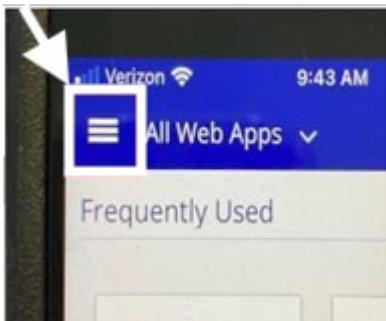
Before clearing browsing data in the CyberArk app, verify that no current deliveries are stored on the mobile device.

Note: Clearing browsing data will permanently remove any deliveries saved locally, and deleted notes cannot be recovered. Confirm that all current deliveries have been successfully uploaded to iConnect prior to proceeding.

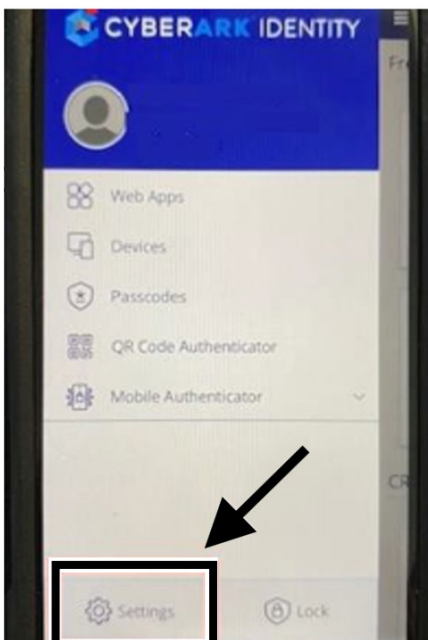
1. Tap the **CyberArkIdentity** application on your device and sign in.



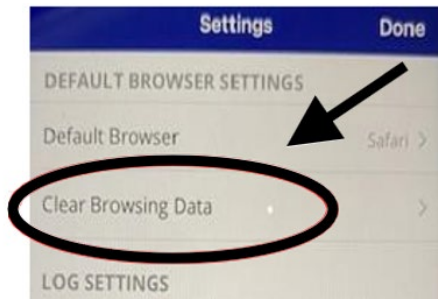
2. Select the triple line icon to open the menu options.



3. Select **Settings**.

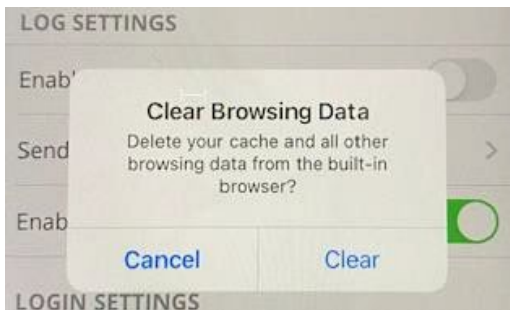


4. Select **Clear Browsing Data**.



5. A notification to confirm the selection of Clear Browsing Data appears.

6. Click **Clear**.



7. The EVV Worker should continue to sync data daily.