

**UPDATED!** Chapter 12 | Non- Standard APD Waiver

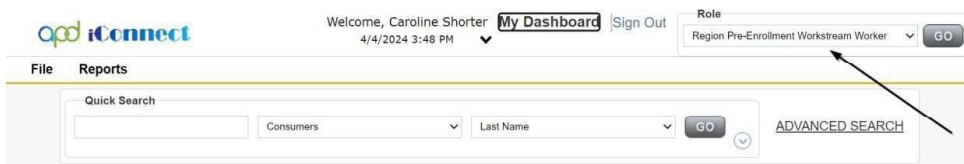
**Enrollments Introduction**

There are various methods to initiate an enrollment into the APD iBudget Waiver. Amongst those methods are non-standard types of enrollments such as Crisis, Transition from ICF/SNF, CBC Pre-Enrollment, Military Family, and/or Phelan McDermid Syndrome. These enrollments often warrant a more expeditious process to accommodate the Consumers 'need(s). There are independent prerequisite processes relative to each entry. The Non-Standard Waiver Enrollments and their respective prerequisite processes are outlined in this Chapter. Upon completion of the respective prerequisites, the user will continue the process of Waiver Enrollment.

**IMPORTANT: If a client was previously denied a crisis or previously had a crisis request withdrawn, a new program will need to be added for each crisis attempt.**

**APD Waiver Enrollment – Crisis**

1. To begin, the Pre-Enrollment Support Coordinator will log into iConnect and set Role = Region Pre-Enrollment Workstream Worker. Click **Go**.



2. To begin the crisis request process, navigate to the consumer's record and click on the **Programs** tab and click **File > Add Program**.
3. On the new Program record, update the following fields:
  - a. For existing clients on the Pre-Enrollment list or for new applicants during the application process
    - Division = Defaults to APD
    - Worker = search for and Select the Pre-Enrollment Workstream Lead
    - Program = APD Crisis
    - Disposition = Crisis Received
    - Disposition Date = the date the Agency first became aware of the potential crisis and must be entered the same day the request was made. It will need to match the date of crisis request on the Crisis Identifications Tool
    - Enrollment Type = Crisis
    - Program Begin Date = Update as appropriate

4. When finished, click **File > Save and Close Program**
5. Upon saving the APD Crisis Program record with Disposition = Crisis Received and Enrollment Type = Crisis, a Workflow Wizard will trigger with the following Ticklers, all due immediately:

**Assigned to the Primary Worker (Program) Pre-Enrollment Workstream Lead:**

- a. Initiate or Verify QSI, Primary Worker (Program) *Assigned to Pre-Enrollment Workstream Lead*, Due Immediately
- b. Verify Allocation Algorithm Amount (via EZ iBudget), *Assigned to Primary Worker (Program) Pre-Enrollment Workstream Lead*, Due Immediately

**Assigned to Self (Pre-Enrollment Support Coordinator):**

- c. Complete Crisis Identification Tool

**Assigned to the Primary Worker (Division) Pre-Enrollment Support Coordinator**

- d. Note to ABA/MCM as indicated by crisis situation to complete their portion
  - e. Notify ROM to Review Case for possible home visit
  - f. Verify Eligibility for APD
  - g. Verify Consumer is not enrolled in another Waiver
  - h. Complete LOC
  - i. Convene Crisis Committee
6. The Pre-Enrollment Workstream Lead will monitor their **My Dashboard** for Ticklers related to Crisis. To begin, log into iConnect and set Role = Pre-Enrollment Workstream Lead. Click **Go**.
  7. To access the Crisis Ticklers, the Pre-Enrollment Workstream Lead will locate the Consumers Section and scroll down to the **Ticklers** Panel.

8. Click on the **Ticklers Due** link to access the Tickler Queue:

The screenshot shows a vertical navigation menu with three main sections: 'Alert Notes', 'Ticklers', and 'Plans'. Under 'Alert Notes', there is a sub-item 'Unread Alert Notes' with a count of 0. Under 'Ticklers', there is a sub-item 'Ticklers' with a count of 11, which is highlighted by a black arrow. Under 'Plans', there are sub-items 'Approved' (count 1) and 'Pending' (count 1).

a. Use the multi variable search to narrow down the results in the Tickler Queue. Click **Search**.

The screenshot shows the 'File' section of the application. It features a search filter interface with the following fields: 'Status' (dropdown), 'Equal To' (dropdown), 'New' (dropdown), 'AND' (dropdown), 'Last Name' (dropdown), 'Equal To' (dropdown), 'smith' (text input), 'AND' (dropdown), 'iConnect ID' (dropdown), and a '+' button. There is also a checkbox for 'Apply Alert Days Before Due'. A 'Search' button and a 'Reset' button are located at the bottom right of the filter section. Below the filters, a message states '8 Ticklers record(s) returned - now viewing 1 through 8'. A table displays the search results with columns: Consumer Name, iConnect ID, Ticker Name, Date Created, Date Due, Date Completed, Status, and Assigned To. The first row is highlighted, and a mouse cursor is over the 'Date Completed' column of the second row. At the bottom, there are navigation controls: '<< First', '< Previous', 'Retrieve 15 Records at a time', 'Next >', and 'Last >>'.



**Tip**

*When searching for a future Tickler, remember to clear the check box next to Apply Alert Days Before Due prior to clicking **Search**.*

9. In the search results, click to open the Tickler called Initiate or Verify QSI

10. The consumer’s Forms List View Grid will open.

11. In the Forms List View grid, open the most recent QSI Assessment to review results. If these forms have not yet been completed, refer to the process outlined in the [Chapter on QSI Assessment](#) to complete these forms.



12. When finished, click **File > Close Forms** and **File > Close Workflow Wizard**

13. Hover over the arrow next to the Tickler to click **Complete**



14. Back in the Tickler Queue, click to open the Tickler called Verify Allocation Algorithm Amount (via EZ iBudget)

**IMPORTANT:** This tickler should be dismissed if the individual has been denied. This tickler is for clients that have been approved for crisis waiver enrollment.

15. The consumer’s Forms List View Grid will open.

16. In the Forms List View grid, open the most recent EZ iBudget to review the Allocation Algorithm Amount

17. When finished, click **File > Close Forms** and **File > Close Workflow Wizard**

18. Hover over the arrow next to the Tickler to click **Complete**

**Assigned to the Primary Worker (Division) Pre-Enrollment Support Coordinator:**

19. The Pre-Enrollment Support Coordinator will monitor their **My Dashboard** for the remaining Crisis Ticklers. To do so, log into iConnect and set Role = Region Pre-Enrollment Workstream Worker. Click **Go**.

20. Click on the **Ticklers Due** link to access the Tickler Queue:

Alert Notes >

Unread Alert Notes 0

Ticklers >

Ticklers 11

Plans >

Approved 1

Pending 1

a. Use the multi variable search to narrow down the results in the Tickler Queue. Click **Search**.

Filters

Status  Equal To

Last Name  Equal To

iConnect ID

Apply Alert Days Before Due

7 Ticklers record(s) returned - now viewing 1 through 7

Consumer Name	iConnect ID	Tickler Name	Date Created	Date Due	Date Completed	Status	Assigned To
Smith, Marianne	10043	view and Document Health and Safety Checklist for Completion	03/30/2018	03/30/2018		New	Reed, Monica
Smith, Marianne	10043	Notify ROM to review case for possible home visit	04/03/2018	04/03/2018		New	Reed, Monica
Smith, Marianne	10043	Verify Eligibility for APD	04/03/2018	04/03/2018		New	Reed, Monica
Smith, Marianne	10043	Complete LOC	04/03/2018	04/03/2018		New	Reed, Monica
Smith, Marianne	10043	Verify Consumer is not enrolled in another Waiver	04/03/2018	04/03/2018		New	Reed, Monica
Smith, Marianne	10043	Convene Crisis Committee	04/03/2018	04/03/2018		New	Reed, Monica
Smith, Marianne	10043	Complete Crisis Identification Tool	04/03/2018	04/03/2018		New	Reed, Monica

Retrieve  Records at a time



**Tip**

*When searching for a future Tickler, remember to clear the check box next to Apply Alert Days Before Due prior to clicking **Search**.*

21. In the search results, click to open the Tickler called Complete Crisis Identification Tool to open it.

22. A new Crisis Identification Tool form will open.

23. Complete all relevant sections of the Crisis Identification Tool.

24. In the header, update Review = Initial and Status = Draft

25. Fill out the appropriate information. If additional information is requested, update the Crisis Identification Tool with the date the request was made and [update the Program](#) record to Disposition = "Crisis Pended." Update the [Crisis Identification Tool](#) when the additional documentation has been received.

26. When finished, click **File > Save Forms** and **File > Close Workflow Wizard**

The screenshot shows a software interface for a 'Crisis Identification Tool'. At the top, there is a 'Workflow Wizard' sidebar with a button labeled 'Complete Crisis Identification Tool'. The main area is titled 'Please Select type: Crisis Identification Tool'. Below this, there are several input fields and buttons:

- Consumer Forms:**
  - Review: dropdown menu with 'initial' selected.
  - Review Date: date field with '04/04/2018' and a calendar icon.
  - Division: dropdown menu with 'APD' selected.
  - Approved By: empty text field.
- Worker:**
  - Worker: dropdown menu with 'Reed, Monica' selected.
  - Status: dropdown menu with 'Draft' selected.
  - Program: empty dropdown menu.
  - Approved Date: empty text field.

Below these fields is a blue header bar that reads 'CRISIS IDENTIFICATION TOOL'. Underneath, there are more input fields:

- Date of Crisis Request: date field with '04/04/2018' and a calendar icon.
- CONSUMER'S NAME:
  - First Name: text field with 'Mananne'.
  - Middle Name: text field with 'M'.
  - Last Name: text field with 'Smith'.
  - Suffix: dropdown menu with 'Sr.' selected.
  - Region: dropdown menu with 'Central' selected.

27. In the Tickler Queue, select the Tickler called MCM/ABA Crisis Report Request to open it

28. A new Consumer Note record will open. In the Note, update the following fields:

- Division = APD
- Note Type = Crisis
- Note Subtype = MCM/ABA Crisis Report Request
- Note = Detail the request to complete sections of the Crisis Identification Tool
- Status = Pending
- Route the Note record to the MCM or the ABA by clicking the **Lookup** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

29. When finished, click **File > Save Notes** and **File > Close Workflow Wizard**

30. The MCM will proceed to the next section, MCM Crisis Report Request.

File Tools

Workflow Wizard

**MCM/ABA Crisis Report Request**

**Notes Details**

Division \* APD ▼

Note By \* WaiverWSL, Stanley ▼

Note Date \* 04/04/2018 📅

Program/Provider ▼

Note Type \* Crisis ▼\*

Note Sub-Type MCM/ABA Crisis Report Request ▼

Description

Note

Please complete X section of the "Crisis Identification Tool"

Status \* Pending ▼

31. Back in the Tickler Queue, click to open the Tickler called Notify ROM to Review Case for possible home visit

32. A new Consumer Note record will open. Update the following fields:

- a. Division = APD
- b. Plan = Crisis
- c. Note Subtype = ROM Review
- d. Note = Detail the request to review the case for a possible home visit
- e. Route the Note to the ROM by clicking the **Lookup** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.
- f. Status = Pending

33. When finished, click **File > Save Notes** and **File > Close Workflow Wizard**

34. Back in the Tickler Queue, click to open the Tickler called Verify Eligibility for APD.

35. The consumer’s Forms List View Grid will open

36. In the Forms List View Grid, click to open and review all relevant Forms to verify if the Consumer is eligible for APD

37. If the Consumer is not APD eligible, proceed to [Chapter 2 – Application Review](#)

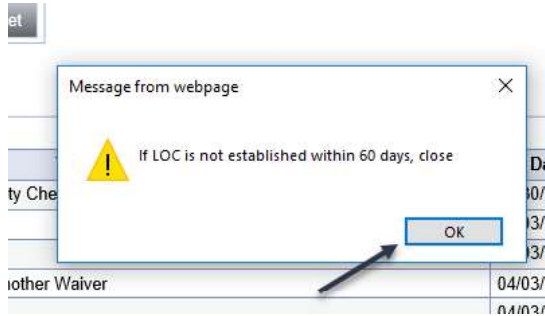
38. When finished, click **File > Close Forms** and **File > Close Workflow Wizard**

Form	Review	Review Date	Worker	Division	Status
Crisis Identification Tool	Initial	04/04/2018	Reed, Monica	APD	Draft
HCBS Waiver Eligibility Worksheet	Annual	04/03/2018	Regional, Jim	APD	Complete
Questionnaire Situational Information	Initial	03/27/2018	ClinicalWSL, Tony	APD	Complete
EZ iBudget Calculator	Initial	03/26/2018	State, Worker	APD	Draft
HCBS Waiver Eligibility Worksheet	Initial	03/23/2018	Reed, Monica	APD	Complete
Support Plan Short Form	Initial	03/23/2018	WaiverWSL, Stanley	APD	Draft
Family Risk Factors	Initial	03/23/2018	WaiverWSL, Stanley	APD	Draft

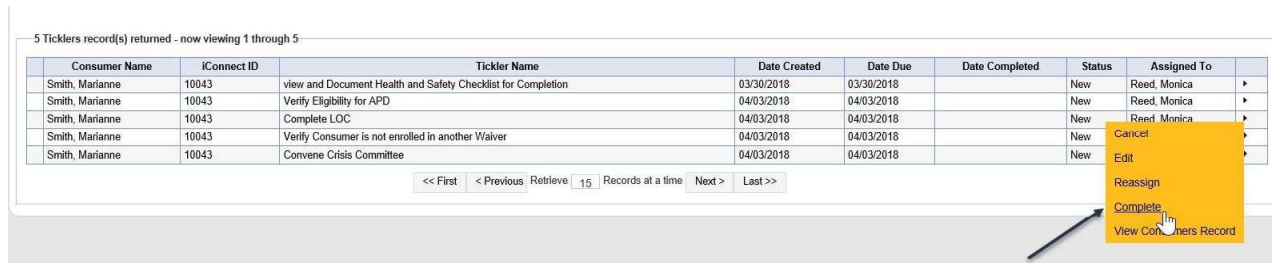
39. Back in the Tickler Queue, click to open the Tickler called Complete LOC

40. Upon doing so, a Message Tickler will open that says If LOC is not established within 60 Days, close Case

41. To complete LOC, proceed to [Chapter 7 | Level of Care](#).



42. When finished, hover over the arrow next to the Tickler to click **Complete**.

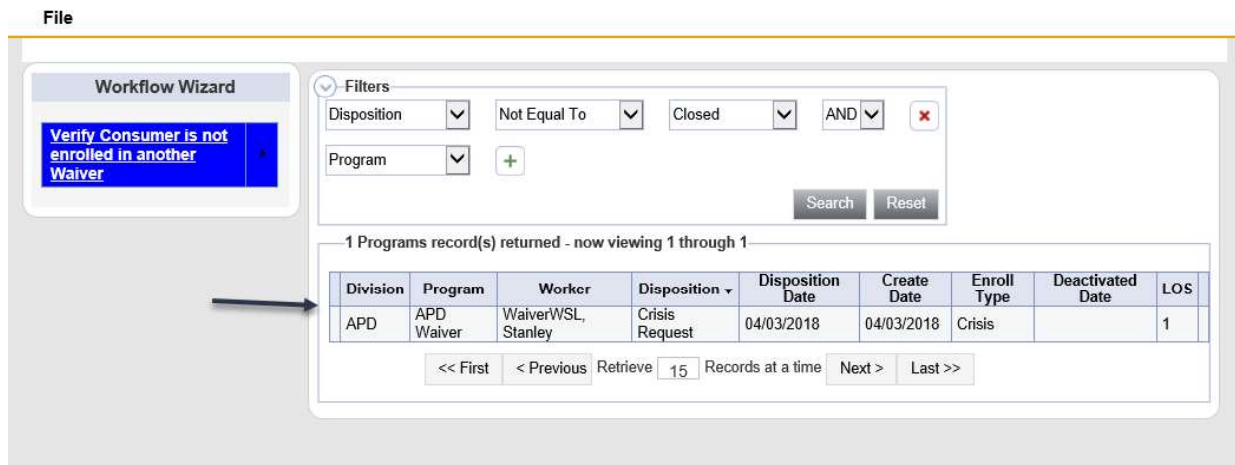


43. Back in the Tickler Queue, click to open the Tickler called Verify Consumer is not enrolled in another Waiver.

44. Upon doing so, the consumer’s Program List View Grid will open.

45. In the consumer’s Program List View Grid, ensure that the Consumer does not have any other active Waiver Program enrollment records.

46. When finished, click **File > Close Programs** and **File > Close Workflow Wizard**.



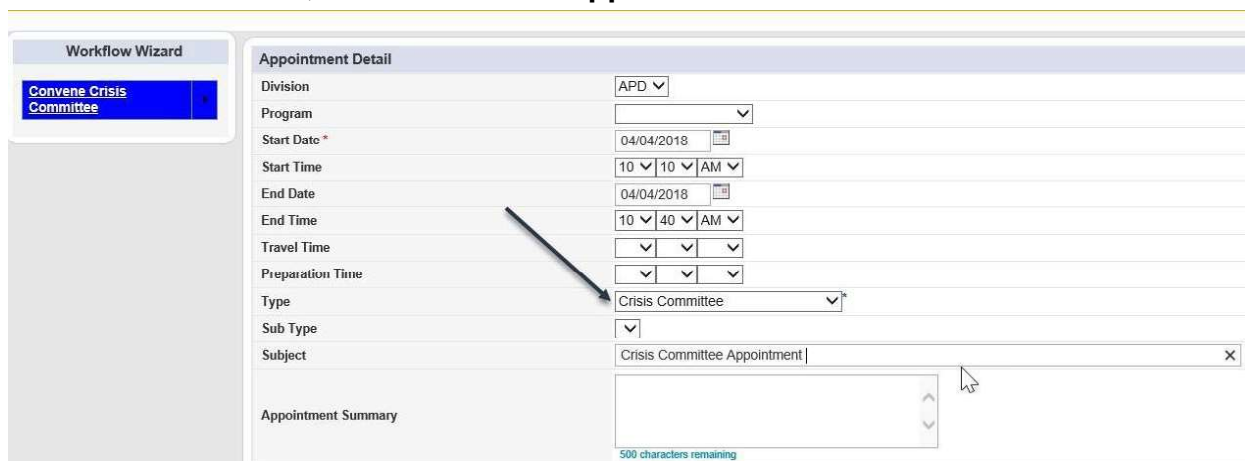
47. Hover over the arrow next to the Tickler to click **Complete**.

48. Back in the Tickler Queue, click to open the Tickler called Convene Crisis Committee.

49. Upon doing so, the consumer's Appointment List View Grid will open allowing the user to add a new Appointment record.

50. In the Appointment List View Grid, click **File > Add Appointment**. Set Type = Crisis Committee.

51. When finished, click **File > Save Appointment** and **File > Close Workflow Wizard**.



The screenshot shows the 'Appointment Detail' form within a 'Workflow Wizard'. The 'Convene Crisis Committee' tickler is selected in the left sidebar. The form fields are as follows:

Appointment Detail	
Division	APD
Program	
Start Date *	04/04/2018
Start Time	10:10 AM
End Date	04/04/2018
End Time	10:40 AM
Travel Time	
Preparation Time	
Type	Crisis Committee
Sub Type	
Subject	Crisis Committee Appointment
Appointment Summary	

An arrow points to the 'Type' dropdown menu, which is currently set to 'Crisis Committee'. The 'Subject' field contains the text 'Crisis Committee Appointment'. The 'Appointment Summary' field is empty and shows '500 characters remaining'.

52. If the Consumer is APD Eligible but there is not enough information to determine if the Consumer is in crisis, update the consumer's APD Crisis Program record accordingly.

53. To do so, navigate to the consumer's record and click on the **Programs** tab and open the consumer's APD Crisis Program record. Update the following fields:

- Enrollment Type = Crisis
- Disposition = Crisis Pended

54. When finished, click **File > Save and Close Programs**.

55. Continue to gather information to make determination if Consumer is in crisis.

An asterisk (\*) indicates a required field

Division *	APD
Referral Date	09/08/2025
Create Date *	09/08/2025
Program *	APD Crisis <a href="#">Details</a>
Disposition *	Crisis Pended
Disposition Date *	09/08/2025
Enrollment Type	Crisis
Primary Worker *	WSC, Sylvia <a href="#">Lookup</a> <a href="#">Clear</a> <a href="#">Details</a>
Program Begin Date *	09/01/2025
Expected Deactivated Date	MM/DD/YYYY

### MCM Crisis Report Request

1. The MCM/ABA will monitor their **My Dashboard** for Pending Notes related to MCM Crisis Report Requests. To do so, log into iConnect and set Role = Clinical Workstream Worker Role. Click **Go**.
2. On the **My Dashboard**, find the Consumers Section and scroll down to the Notes Panel. Click on the **Pending** link to open the Notes Queue:

**CONSUMERS**

- Division: APD Eligible - ICF/IID (1)
- My Enrollments: Admitted (2), Closed (1)
- Notes: Pending (1)
- Alert Notes: Unread Alert Notes (0)
- Ticklers: Ticklers (1)

3. Use the multi variable search to find the Note with Note Type = Crisis and Note Subtype = MCM/ABA Crisis Report Request

File

1 filters

Status: [dropdown] Equal To: [dropdown] Pending [dropdown] AND [dropdown] [x]

iConnect ID: [dropdown] +

[Search](#) [Reset](#)

1 Notes record(s) returned - now viewing 1 through 1

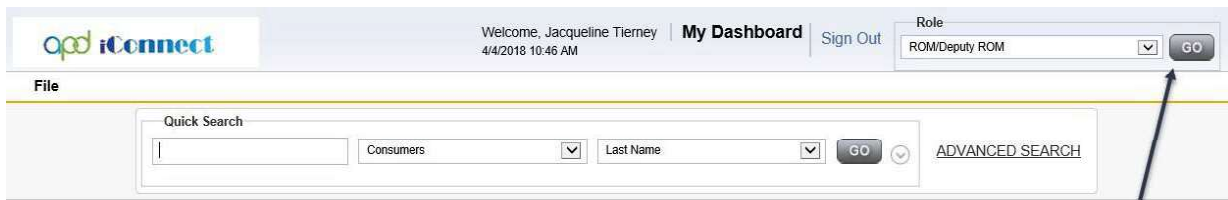
iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status
10043	Smith, Marianne	Crisis	MCM/ABA Crisis Report Request	04/04/2019		WaiverWSL, Stanley	Pending

<< First | < Previous | Retrieve 10 Records at a time | Next > | Last >>

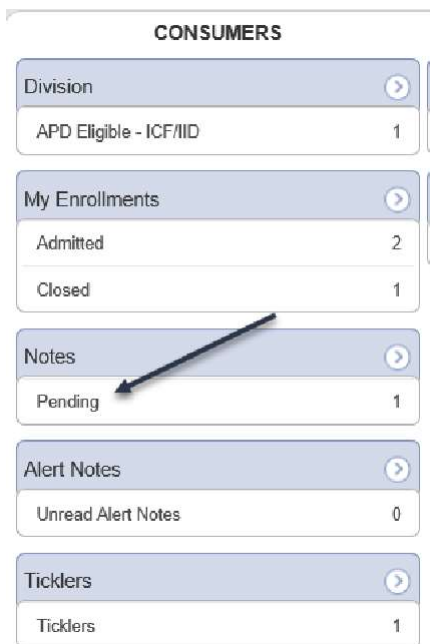
4. Review the contents of the Note.
5. Navigate to the consumer’s record and click on the **Forms** tab.
6. In the List view grid, locate the existing **Crisis Identification Tool**. Click to Open.
7. Complete all relevant sections of the Form and set Status = Draft
8. When finished, click **File > Save and Close Forms**

**ROM Review - Crisis**

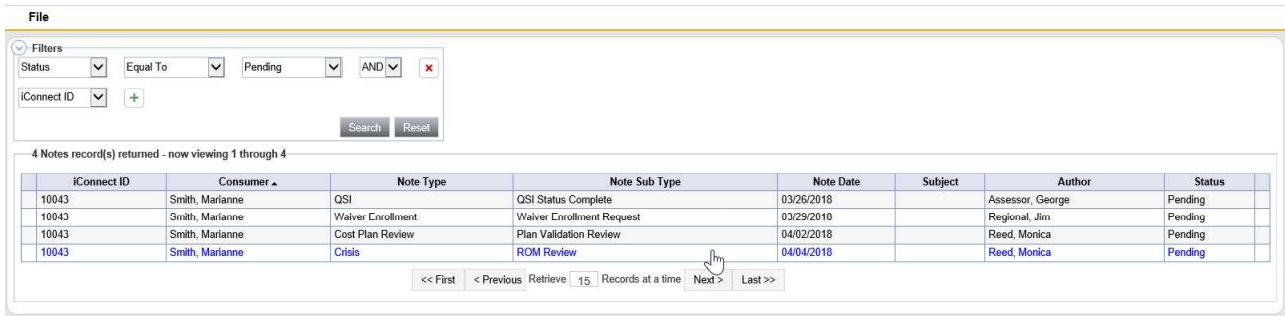
1. The Region Operations Manager (ROM) will also monitor their **My Dashboard** for Pending Notes related to crisis committee. To begin, log into iConnect and set Role = ROM/Deputy ROM. Click **Go**.



2. On the **My Dashboard**, find the Consumers Section and scroll down to the Notes Panel. Click on the **Pending** link to open the Notes Queue:



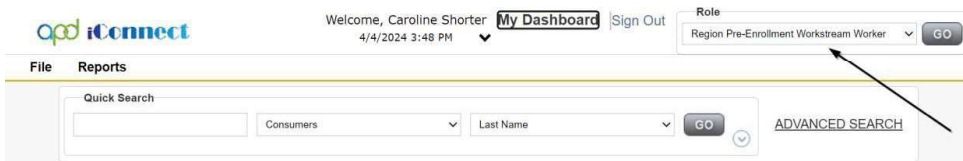
- Use the multi variable search to find the Note with Note Type = Crisis and Note Subtype = ROM Review:



- Review the contents of the Note.
- Navigate to the consumer’s record and review all relevant tabs to determine if a Home Visit is required.
- Return to the Notes tab. Select the Note Type = Crisis and Sub Type = ROM Review to open the Note.
- Append Text to the note with details about the Home Visit.
- Search for and select the Pre-Enrollment Support Coordinator as a Note recipient as needed.
- The note will stay in Pending status (editable) until Complete. When complete, change the Note Status = Complete.

### Crisis Committee Process

- The Crisis Committee will convene and decide if the Consumer is in Crisis.
- To begin, the Pre-Enrollment Support Coordinator will log into iConnect and set Role = Region Pre-Enrollment Workstream Worker. Click **Go**.



- The Pre-Enrollment Support Coordinator will record the Crisis Committee’s decision in a Consumer Note record. To do so, navigate to the consumer’s record and click **Notes > File > Add Note**.
- In the new Note record, update the following fields:

- a. Division = APD
- b. Note Type = Crisis
- c. Note Subtype = Crisis Committee Decision
- d. Note = Detail request for ROM approval
- e. Status = Pending
- f. Route the Note record to the ROM by clicking the **Lookup** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

5. When finished, click **File > Save and Close Note**

6. The Region Operations Manager (ROM) will also monitor their **My Dashboard** for Pending Notes related to Crisis Committee Decisions. To begin, log into iConnect and set Role = ROM/Deputy ROM. Click **Go**.

7. On the **My Dashboard**, find the Consumers Section and scroll down to the Notes Panel. Click on the **Pending** link to open the Notes Queue:

**CONSUMERS**

- Division: 1 (APD Eligible - ICF/IID)
- My Enrollments: 2 (Admitted), 1 (Closed)
- Notes: 1 (Pending)
- Alert Notes: 0 (Unread Alert Notes)
- Ticklers: 1

- a. Use the multi variable search to find the Note with Note Type = Crisis and Note Subtype = Crisis Committee Decision

Filters: Status Equal To Pending AND

5 Notes record(s) returned - now viewing 1 through 5

iConnect ID	Consumer	Note Type	Note Sub Type	Note Date	Subject	Author	Status
10043	Smith, Marianne	OSI	OSI Status Complete	03/26/2018		Assessor, George	Pending
10043	Smith, Marianne	Waiver Enrollment	Waiver Enrollment Request	03/29/2018		Regional, Jim	Pending
10043	Smith, Marianne	Cost Plan Review	Plan Validation Review	04/02/2018		Reed, Monica	Pending
10043	Smith, Marianne	Crisis	ROM Review	04/04/2018		Reed, Monica	Pending
10043	Smith, Marianne	Crisis	Crisis Committee Decision	04/04/2018		Reed, Monica	Pending

8. Review the contents of the Note. Update the following fields:
  - a. Note: Denote the approval/disapproval of the Crisis Committee's Decision.
  - b. Status = Complete
  - c. Route the Note back to the appropriate Pre-Enrollment Support Coordinator by clicking the **Lookup** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

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

10. The ROM or DROM will also mark the Crisis Identification Tool form as complete. To do so, navigate to the **Forms** Tab.

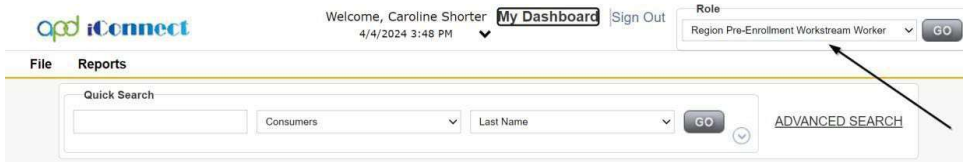
11. Select the existing **Crisis Identification Tool** form.

Form	Review	Review Date	Worker	
Crisis Identification Tool	Initial	11/14/2018	Buck, Jennifer	APD
EZ Budget Calculator	Initial	11/09/2018	Buck, Jennifer	APD
Residential Planning Referral	Initial	10/15/2018	Buck, Jennifer	APD

12. Update the Crisis Identification Tool
- Regional Operations Manager – Final Decision: = Yes or No
  - Regional Operations Manager Date: = date of final decision
  - In the header, change the **Status** = Complete. This makes the form read only.

13. Click **File > Save and Close Forms**.

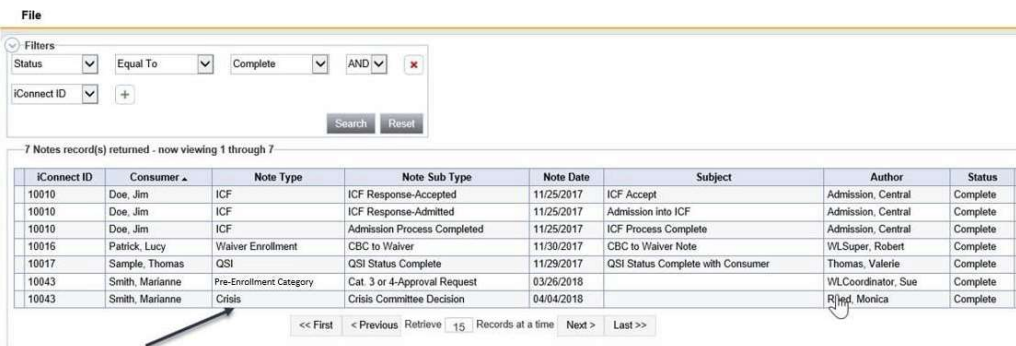
14. The Pre-Enrollment Coordinator will monitor their **My Dashboard** for Complete Notes related to the Crisis Committee Decision approval or disapproval. To do so, log into iConnect and set Role = Region Pre-Enrollment Workstream Worker. Click **Go**.



15. On the **My Dashboard**, find the Consumers Section and scroll down to the Notes Panel. Click on the **Pending** link to open the Notes Queue:



a. Use the multi variable search to find the Note with Note Type = Crisis and Note Subtype = Crisis Committee Decision



16. Review the contents of the Note to view the ROM’s approval or disapproval of the Crisis Committee’s decision:

- If the Consumer is in Crisis, proceed below.
- If the Consumer is NOT in Crisis, proceed to the Section below called Crisis Committee Concludes Consumer Not in Crisis

### Crisis Committee Concludes Consumer in Crisis



#### Remember!

*If the Consumer is on the Pre-Enrollment and is now in Crisis, he/she will be removed from the Pre-Enrollment after the crisis is approved and the enrollment is completed by the State Office. This occurs via system automation when the APD waiver Program enrollment record disposition is changed to Enrolled.*

1. If the Crisis Committee and ROM agree that the Consumer is in Crisis and is eligible for Crisis Waiver enrollment, the Pre-Enrollment Support Coordinator will navigate to the consumer’s record and click on **Programs** > click to open the appropriate Program record > **Word Merge** and select the **Notice of Approval of CWE**

The screenshot shows the iConnect interface. A tooltip at the top says "Open and fill the word merge template Notice of Approval of Crisis Waiver Enrollment". Below it, a yellow button labeled "Notice of Approval of Crisis Waiver Enrollment" is highlighted. A hand cursor points to this button. The form below contains the following data:

Program	APD
Program Workers	State, Worker
Notes	
Events	
Track Disposition	
Worker	State, Worker
Referral Date	03/01/2018
Create Date *	04/03/2018
Program *	APD Crisis
Disposition *	Crisis Request
Disposition Date *	04/03/2018
Enrollment Type	Crisis
Program Begin Date	04/03/2018
Expected Deactivated Date	

2. The Notice of Approval of Crisis Waiver Enrollment letter will open in the Word Merge preview screen.

3. Click **Open Document** to open and edit the letter in Microsoft word.

The screenshot shows a "Preview (read-only)" window. The text inside reads "This is a preview of your merge document and is not editable." Below this is a toolbar with icons for print, zoom in, zoom out, and refresh. The logo for "agency for persons with disabilities State of Florida" is visible. At the bottom, the text "NOTICE OF APPROVAL OF CRISIS WAIVER ENRC" is displayed. On the left sidebar, under "Generate Merge Document", there is an "Open Document" button with an arrow pointing to it. Below that, under "Save to Note", there are instructions about saving changes.

4. When finished, print and mail the letter to the Consumer, and save the letter to your desktop

- 5. Back in the Word Merge preview screen, click **Upload and Save to Note**. In the new Consumer Note record, update the following fields:
  - a. Division = APD
  - b. Note Type = Crisis
  - c. Note Subtype = Notice of Crisis Approval
  - d. Status = Complete

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

The screenshot shows a web-based form titled "Notes Details". At the top, there are navigation tabs for "File", "Tools", and "Reports". On the left, there is a "Notes" sidebar. The form fields are as follows:

- Division \***: APD (dropdown)
- Note By \***: Tierney, Jacqueline (text input)
- Note Date \***: 04/04/2018 (calendar icon)
- Program/Provider**: APD Waiver (dropdown) with a "Details" link
- Note Type \***: Crisis (dropdown)
- Note Sub-Type**: Notice of Crisis Approval (dropdown)
- Description**: Word Merge Template (text input)
- Note**: A large text area with "New Text" label and an "Append Text to Note" button at the bottom.
- Status \***: Complete (dropdown)

- 7. Then, click on the consumer’s **Demographics** tab > **Word Merge** to generate these letters. Follow the process outlined above to edit the documents in Microsoft Word, print and mail them to the Consumer, and upload them to Consumer Note records.
  - a. Waiver Support Coordination Selection Packet
  - b. WSC Selection Form

8. Navigate to the consumer’s record and click on the **Programs** tab and click on the APD Crisis Program record.

9. Update the following fields:

- a. Program = APD Crisis
- b. Disposition = Crisis Approved
- c. Enrollment Type = Crisis
- d. Program Begin Date = Update as appropriate

File Tools Word Merge	
<b>Program</b>	An asterisk (*) indicates a required field
Program Workers	Division * APD
Notes	Referral Date MM/DD/YYYY
Track Disposition	Create Date * 08/20/2025
	Program * APD Crisis <a href="#">Details</a>
	Disposition * Crisis Approved
	Disposition Date * 09/05/2025
	Enrollment Type Crisis
	Program Begin Date * 08/22/2025
	Expected Deactivated Date MM/DD/YYYY

10. When finished, click **File > Save and Close Programs**

11. Create a new Program. **File > Add Programs**

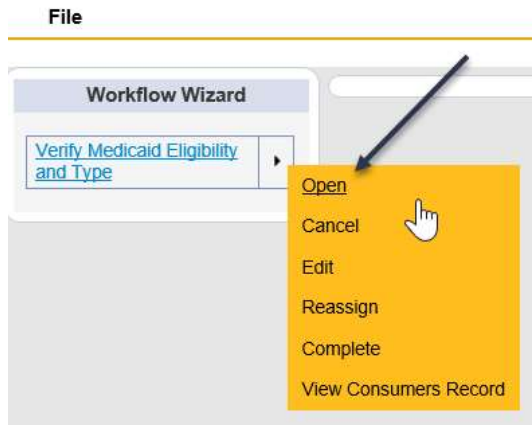
- a. Program = APD Waiver
- b. Disposition = Pursuing APD waiver Services
- c. Enrollment Type = Crisis
- d. Program Begin Date = Update as appropriate

File Tools Word Merge	
<b>Program</b>	Division * APD
Program Workers	Worker State, Worker <a href="#">Clear</a> <a href="#">Details</a>
Notes	Referral Date 03/01/2018
Events	Create Date * 04/03/2018
Track Disposition	Program * APD Waiver <a href="#">Details</a>
	Disposition * Pursuing APD Waiver Services
	Disposition Date * 04/04/2018
	Enrollment Type Crisis
	Program Begin Date 04/03/2018
	Expected Deactivated Date

12. When finished, click **File > Save and Close Programs**

13. Upon saving the Program record, a Workflow Wizard with the following Ticklers:
  - a. Verify Medicaid Eligibility and Type - *Assigned to Pre-Enrollment Support Coordinator, Due Immediately*

14. Click to open the Tickler called Verify Medicaid Eligibility and Type



15. The consumer's Pay List View Grid will open. Confirm that the Consumer has a Medicaid Payer record
16. When finished, hover over the arrow next the Tickler to click **Complete**
17. Click File > Close Workflow Wizard
18. Once confirmed, proceed to [As Needed: Community Medicaid Confirmed](#) to complete the note.
19. If the Consumer is Medicaid eligible, send a Waiver Enrollment Approval Request to the State Office Worker. To do so, navigate to the consumer's record and click **Notes > File > Add Note:**
20. In the new Note record, update the following fields:
  - a. Division = APD
  - b. Note Type = Waiver Enrollment
  - c. Note Subtype = Waiver Enrollment Request
  - d. Note = Include details of Waiver enrollment
  - e. Status = Pending
  - f. Route the Note record to the State Office Worker by clicking the **Lookup** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

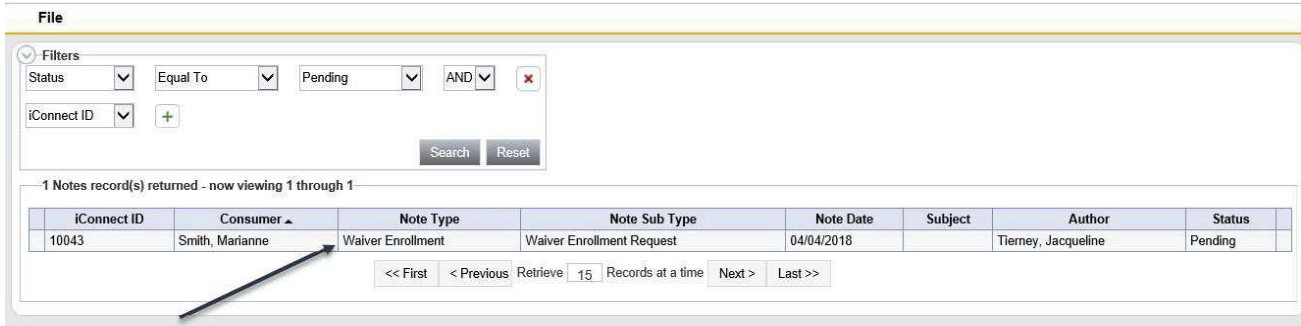
21. When finished, click **File > Save and Close Note**

22. The State Office Worker will monitor their **My Dashboard** for Pending Notes related to Waiver Enrollment. To do so, log into iConnect and set Role = State Office Enrollment. Click **Go**.

23. On the **My Dashboard**, find the Consumers Section and scroll down to the Notes Panel. Click on the **Pending** link to open the Notes Queue:

CONSUMERS	
Division	1
APD Eligible - ICF/IID	
My Enrollments	2
Admitted	
Closed	1
Notes	1
Pending	
Alert Notes	0
Unread Alert Notes	
Ticklers	1
Ticklers	

24. Use the multi variable search to find the Note with Note Type = Waiver Enrollment and Note Subtype = Waiver Enrollment Request



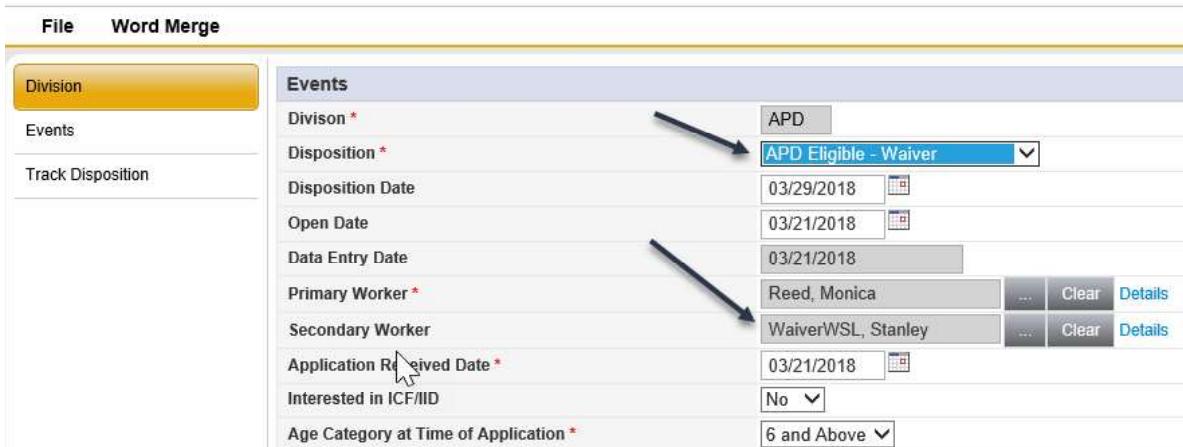
25. In the Notes Queue, open the Note record with Note Type = Waiver Enrollment and Note Subtype = Waiver Enrollment Request. Review the contents of the Note and then click **File > Close Notes**.

26. Navigate consumer’s record and click on the **Divisions** tab. In the Divisions List View Grid, open the consumer’s APD Division record:

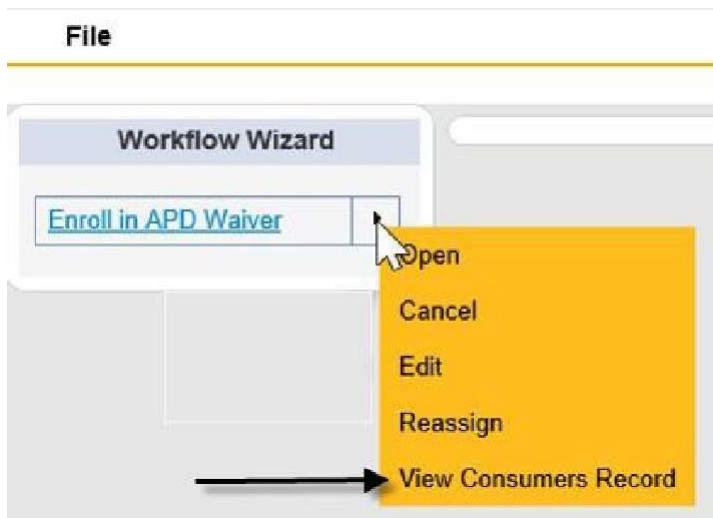


27. In the APD Division record, update the following fields:
- Primary Worker = Waiver Support Coordinator (or designated regional worker if the Consumer has not yet selected a WSC)
  - Secondary Worker = Waiver Workstream Lead
  - Disposition = APD Eligible – Waiver

28. When finished, click **File > Save and Close Division**



29. Upon saving the APD Division record with Disposition = APD Eligible - Waiver, a Workflow Wizard triggers with the following Tickler:
  - a. Enroll in APD waiver - *Assigned to the State Office Worker, Due Immediately*
30. Select the tickler to open. A message tickler displays: Create/Update the APD waiver Program Record with Disposition = Enrolled.
31. Hover over the arrow next to the Tickler called Enroll in APD waiver to and click View consumer's Record:



32. The consumer record opens in a new window.
33. Select the Programs tab to locate the APD waiver program record and click to Open. Update the following fields:
  - a. Program = APD waiver
  - b. Disposition = Enrolled
  - c. Enrollment Type = Crisis  
NOTE: The Enrollment type can vary depending on the type of enrollment: Crisis, ICF/IDD, etc.
  - d. Primary Worker on the Division tab = Waiver Support Coordinator
  - e. Program Begin Date = update as appropriate
34. When finished, click **File > Save and Close Program**.

The screenshot shows the 'Program' record form in the iConnect system. The form is titled 'Program' and is located under the 'Word Merge' menu. The form fields are as follows:

Division *	APD
Referral Date	
Create Date *	05/23/2018
Program *	APD Waiver <a href="#">Details</a>
Disposition *	Enrolled
Disposition Date *	09/18/2018
Enrollment Type *	Crisis
Program Begin Date	05/23/2018
Expected Deactivated Date	
Comments	
LOC Completed Prior To Enrollment	<input type="checkbox"/>

35. Return to the Open Workflow Wizard window. From the tickler flyout menu select Complete.

36. Also, upon saving the Program record, a Workflow Wizard triggers with six Ticklers assigned to the Waiver Support Coordinator and will be outlined in the section on [Cost Plans. and Support Plan](#)

- a. Initiate Cost Plan - *Assigned to WSC, Due Immediately*
- b. Complete Person-Centered Support Plan - *Assigned to WSC, Due Immediately*
- c. Complete Amount Implementation Meeting - *Assigned to WSC, Due Immediately*
- d. Upload Support Planning Collateral Documents to Note - *Assigned to WSC, Due Immediately*
- e. Complete Cost Plan - *Assigned to WSC, Due in 45 Days*
- f. Eligibility Worksheet Reminder - *Assigned to WSC, Due in 45 Days*

37. Navigate to the Notes tab and go to **File > Add Notes**. In the new Note record, update the following fields:

- a. Division = APD
- b. Note Type = Waiver Enrollment
- c. Note Subtype = Crisis Enrollment
- d. Status = Complete
- e. **File > Save and Close Notes**

38. If the Consumer is NOT Medicaid eligible, initiate the process to help the Consumer to become Medicaid eligible –

## Crisis Withdrawal Requests

39. If the Consumer will never be Medicaid eligible or when a client/legal rep changes their mind and asks to withdraw their crisis request, the staff needs to update the program record to “Withdrawn”. The Pre-Enrollment worker will ask for the request to be in writing. Then the written withdrawal request will be uploaded into a note. If a written request is not sent, a note will be added in the client’s record with that information.

**IMPORTANT:** Only the applicant or legal representative if applicable can request to withdraw the crisis request. If the applicant or legal representative does not respond to the request for additional information, that does NOT constitute a reason for withdrawal. [The Denial for Crisis process](#) will be followed if the additional information has not been received.

40. Navigate to the consumer’s record, click **Programs** > click to open the APD Program Enrollment record. Update the following fields:

- a. Enrollment Type = Crisis
- b. Disposition = Withdrawn
- c. Disposition Date = Date the request was withdrawn

41. Navigate to the Forms tab and open the Crisis Identification Tool from the list view grid. Update the Crisis Identification Tool with the following:

- a. Indicate that the Crisis has been withdrawn
- b. The Date of the Withdrawal
- c. Update the status to “Complete”
- d. **File > Save and Close Forms**

42. Navigate to the consumer’s record, click **Notes > File > Add New Note**. Update the following fields:

- a. Division = APD
- b. Note Type = Crisis
- c. Note Subtype = leave blank
- d. Description = “Crisis request Withdrawn”
- e. Note = Brief summary describing the circumstance surrounding the withdrawal
- f. Attachment = Written Withdrawal request if received
- g. Status = Complete

43. **File > Save and Close Notes.**

44. When finished, click **File > Save and Close Programs**

**Crisis Committee Concludes Consumer is in Not Crisis**

1. If the Crisis Committee and ROM agree that the Consumer is NOT Crisis and is not eligible for Crisis Waiver enrollment, the Pre-Enrollment Support coordinator will navigate to the consumer’s record and click on **Programs** and open the consumer’s APD Crisis program record with Disposition = Crisis Received.



2. Click **Word Merge** and generate the **Notice of Denial of CWE** letter
3. The Notice of Denial of CWE letter will open in the Word Merge preview screen.
4. Click **Open Document** to open and edit the letter in Microsoft word.
5. When finished, print and mail the letter to the Consumer, and save the letter to your desktop
6. Back in the Word Merge preview screen, click **Upload and Save to Note**. In the new Consumer Note record, update the following fields:
  - a. Division = APD
  - b. Note Type = Crisis
  - c. Note Subtype = Notice of Crisis Denial
  - d. Status = Complete
7. When finished, click **File > Save and Close Notes**
8. Navigate to the consumer’s record and click on the **Programs** tab and click on the APD Crisis Program record.

9. Update the following fields:
  - a. Program = APD Crisis
  - b. Disposition = Crisis Denied
  - c. Enrollment Type = Crisis

An asterisk (\*) indicates a required field

Division *	APD
Referral Date	MM/DD/YYYY
Create Date *	08/20/2025
Program *	APD Crisis <a href="#">Details</a>
Disposition *	Crisis Denied
Disposition Date *	09/02/2025
Enrollment Type	Crisis
Program Begin Date *	08/22/2025
Expected Deactivated Date	MM/DD/YYYY

10. When finished, click **File > Save and Close Programs**

11. Upon saving the program record, a Workflow Wizard will trigger with the following Ticklers:

- a. Close Crisis Waiver Request Program - *Assigned to Pre-Enrollment Support Coordinator*, Due in 35 days after date the Program Disposition changed to Crisis Denied

12. The Pre-Enrollment Support Coordinator can access this Tickler via the **My Dashboard**.

13. Find the Consumers Section and scroll down to the Ticklers Panel. Click on the **Ticklers** link to open the Tickler Queue:

Alert Notes	
Unread Alert Notes	0
Ticklers	
Ticklers	37
Plans	
Draft	5
Pending	1

- a. Use the multi variable search to narrow down the results in the Tickler Queue. Click **Search**.



**Tip**

*When searching for a future Tickler, remember to clear the check box next to Apply Alert Days Before Due prior to clicking **Search**.*

- 14. In the search results, click to open the Tickler called Close Crisis Waiver Request Program.
- 15. Upon doing so, the consumer’s Program List View Grid will open.
- 16. Click to open the APD Crisis Program record and update Disposition = Closed. This will close the APD Crisis Program enrollment record created by the Pre-Enrollment Support Coordinator to initiate the Crisis request process.
- 17. When finished, click **File > Save and Close Program**.

The screenshot shows a software interface for editing a 'Program' record. The form includes the following fields:

- Division: APD
- Referral Date: MM/DD/YYYY
- Create Date: 08/20/2025
- Program: APD Crisis (with a 'Details' link)
- Disposition: Closed (indicated by an arrow)
- Disposition Date: 09/02/2025
- Enrollment Type: Crisis
- Program Begin Date: 08/22/2025
- Expected Deactivated Date: MM/DD/YYYY

A note at the top of the form states: 'An asterisk (\*) indicates a required field'. The 'Disposition' field is highlighted with a black arrow.

- 18. If the Consumer elects to exercise Due Process, proceed to [Chapter on Due Process](#).

**NEW: As Needed: Request/Received Additional Documentation for Crisis**

If additional information is needed for the Crisis, the Crisis Identification Tool and the Program will need to be updated to reflect the request. The Crisis Identification Tool will need to be updated when the documentation was received.

**Updating the Crisis Identification Tool**

1. Navigate to the Forms tab from the Consumer record.
2. Search for and the Crisis Identification Tool from the list view grid.
3. Update the appropriate fields
  - a. Request Additional Information:
    - i. Date Additional Information Requested for crisis = enter date of the request
    - ii. Additional Information Required? = select Yes (this will extend the deadline for the Crisis)
    - iii. Date Agency Received Missing information for Crisis = enter date once received
    - iv. Fill out form as needed.
    - v. **File > Save and Close Forms**

CRISIS REQUEST TRACKING	
Date of Crisis Request:	08/21/2025
Date Additional Information Requested for Crisis:	08/22/2025
Date Agency Received Missing Information for Crisis:	MM/DD/YYYY
Due Date of Crisis Notice (45 days, or 60 if additional info. required)	Mon Oct 20 2025 00:00:00 G
Date of Crisis Determination:	Thu Aug 28 2025 00:00:00 G
Meets Waiver Eligibility Level of Care?	<input type="checkbox"/>
Additional Information Required?	Yes
Forensic Case:	<input type="radio"/> Yes <input type="radio"/> No

- b. Received Additional Information:
  - i. Date Agency Received Missing information for Crisis = enter date once received
  - ii. Fill out form as needed.
  - iii. **File > Save and Close Forms**

CRISIS REQUEST TRACKING	
Date of Crisis Request:	08/21/2025
Date Additional Information Requested for Crisis:	08/22/2025
Date Agency Received Missing Information for Crisis:	09/02/2025
Due Date of Crisis Notice (45 days, or 60 if additional info. required)	Mon Oct 20 2025 00:00:00 G
Date of Crisis Determination:	Thu Aug 28 2025 00:00:00 G

### Updating the Programs tab

1. Navigate to the Programs tab from the Consumer record.
2. Open up the Program = APD Crisis and update the following fields:
  - c. Request Additional Information:
    - i. Disposition = Crisis Pended
    - ii. **File > Save and Close Programs**

The screenshot shows the iConnect software interface. At the top, there is a navigation menu with 'File', 'Tools', and 'Word Merge'. Below this is a sidebar with tabs for 'Program', 'Program Workers', 'Notes', and 'Track Disposition'. The main area displays a form for updating a program. A note at the top states: 'An asterisk (\*) indicates a required field'. The form fields are as follows:

Division *	APD
Referral Date	MM/DD/YYYY
Create Date *	08/20/2025
Program *	APD Crisis <a href="#">Details</a>
Disposition *	Crisis Pended
Disposition Date *	08/22/2025
Enrollment Type	Crisis
Program Begin Date *	08/22/2025
Expected Deactivated Date	MM/DD/YYYY

### As Needed: Attach Supporting Documentation to a Note

If Supporting Documentation needs to be attached to the consumer’s record in iConnect, the Pre-Enrollment Workstream Worker will upload attachments into iConnect using the Notes tab.

1. The Pre-Enrollment Workstream Worker will navigate to the consumer’s record and click **Notes > File > Add Note**.
  - a. In the new Note record, update the following fields:
    - i. Division = APD
    - ii. Note Type = Crisis
    - iii. Note Subtype = Additional Documents
    - iv. Note = Describe the attached documents
    - v. Status = Complete
  - b. Attach the documents



### Remember!!

*If the Documentation that is being attached is Confidential, then use a separate note, updating the following fields:*

- a. Note Type = **Confidential Documentation**
- b. Note Subtype = N/A
- c. When finished, click File > Save and Close Notes

*An example of Confidential Documentation is DCF Abuse Reports.*

Notes Details	
Division *	APD ▾
Note By *	Samantha ▾
Note Date *	01/25/2022 📅
Program/Provider	▾
Note Type *	Confidential Documentation ▾
Note Sub-Type	▾
Description	DCF Abuse Reports
<div style="border: 1px solid #ccc; padding: 2px;"> <span>B</span> <span>I</span> <span>U</span> 10pt <span>A</span> ▾         </div>	

### Forensic Discharge to APD Waiver Enrollment – Crisis

1. Facilities will notify the State Office Forensic Coordinator of Consumers that require Waiver services upon discharge. These Consumers will enter the APD waiver via the Crisis Enrollment Process
2. The State Office Forensic Coordinator will begin by logging into iConnect and setting Role State Office Process Owner Then click **Go**.
3. Confirm if the Consumer is already an APD Consumer. To do so, click on the **Consumers** chapter and use the **Advanced Search** to search for the individual by First Name, Last Name, DOB, SSN, etc.

Quick Search

Consumers Last Name GO ADVANCED SEARCH

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER UTILITIES REPORTS

Filters

Last Name Begins With smith AND

First Name Begins With m AND

iConnect ID +

Search Reset

6 Advanced Search record(s) returned - now viewing 1 through 6

iConnectID	Last Name	First Name	DOB	Status
10003	Smith	Alan	01/29/1983	Active
10008	Smith	June	10/14/1975	Active
10027	Smith	Jennifer	10/26/1960	Active
10031	Smith	Landon	07/11/2009	Active
10042	Smith	Mary	03/11/2006	Active
10043	Smith	Marianne	03/04/2004	Active

<< First < Previous Retrieve 15 Records at a time Next > Last >>

4. In the search results, verify if the Consumer has a matching record in the system and if the Consumer is open to APD:

*If the Consumer has a record and is an APD Consumer:*

5. If the search returns a matching result and that Consumer is already in APD, click on the match to open consumer’s record and click **Notes > File > Add Note**.

6. In the new Note record, update the following fields:

- a. Division = APD
- b. Note Type = Forensic
- c. Note Subtype = Forensic Transition
- d. Status = Pending
- e. Attach any documents received from the Facility
- f. Route the Note to the appropriate Region Forensic Worker

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

File Tools

**Notes Details**

Division *	APD ▼
Note By *	Tierney, Jacqueline ▼
Note Date *	04/04/2018
Program/Provider	▼
Note Type *	Forensic ▼*
Note Sub-Type	Forensic Transition ▼
Description	
Note	Request for Regional Forensic Worker to review Consumer's record.
Status *	Pending ▼
Date Completed	

8. If all required documentation is complete, proceed to the [Chapter on APD waiver Enrollment - Crisis](#).

*If the Consumer has a record but is NOT an APD Consumer:*

9. If the search returns a matching result and that Consumer is NOT already in APD, click on the match to open consumer's record and click **Divisions > File > Add Division**.
10. Update the following fields:
  - a. Division = APD
  - b. Disposition = Forensic to Crisis Transition
  - c. Primary Worker = Region Pre-Enrollment Workstream Worker
11. When finished, click **File > Save and Close Division**.

The screenshot shows the 'iConnect' system interface. At the top right, it displays the user 'Marianne Smith', 'Last Updated by WLLWorker', and the timestamp 'at 4/3/2018 10:23:13 AM'. Below this is a 'Division' label. The main menu includes 'File' and 'Word Merge'. On the left, there is a sidebar with 'Division' (highlighted in orange), 'Events', and 'Track Disposition'. The main content area is titled 'Events' and contains a form with the following fields:

Division *	APD
Disposition *	Forensic to Crisis Transition
Disposition Date	04/04/2018
Open Date	
Data Entry Date	03/21/2018
Primary Worker *	Regional, Jim
Secondary Worker	Tierney, Jacqueline
Application Pended Due Date	

12. Navigate to the consumer's record and click on **Notes > File > Add Note**. In the new Note record, update the following fields:
- Division = APD
  - Note Type = Forensic
  - Note Subtype = Forensic Transition
  - Status = Pending
  - Attach any documents received from the Facility
  - Route the Note to the appropriate Region Forensic Worker by clicking the **Lookup** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.
13. When finished, click **File > Save and Close Notes**

**Notes**

Marianne Smith | 4/4/2018 1:51 PM

**File Tools**

**Notes Details**

Division \* APD

Note By \* Tierney, Jacqueline

Note Date \* 04/04/2018

Program/Provider

Note Type \* Forensic

Note Sub-Type Forensic Transition

Description

Note

Request for Regional Forensic Worker to review this Consumer for Forensic Transition

Status \* Pending

Date Completed

14. If all required documentation and the application process is complete, proceed to the [Chapter on Eligibility Determination](#) and then to the [Chapter APD waiver Enrollment - Crisis](#)

*If the Consumer is not found in the Search:*

15. If the search results do not return a matching Consumer, click on **File > Add New Consumer People Search**.

**File**

Add New Consumer People Search

Print

Consumers

Last Name

GO

MY DASHBOARD **CONSUMERS** PROVIDERS INCIDENTS CLAIMS SCHEDULER U

Filters

Last Name Begins With AND

iConnect ID +

Search Reset

v8.3.1.0

16. Search for the Consumer and then click **Add New**

**File**

Filter

First Name  Equal To  AND

People ID

**Search Results for Harmony People**

People ID	First Name	Last Name	Middle Name	Suffix	Race	SSN	Person Type
No records to display.							

17. On the consumer's new record, update all Demographic fields and set Initial Division = APD

**File Tools Reports**

**Basic Demographics**

Salutation

Last Name \*

First Name \*

Consumer Photo

Middle Name

Suffix

Alias

Title

Date of Birth \*

Age

Date of Death

Cause of Death

DOD Action

DOD File Number

Gender \*

Race

Ethnicity

Suspected Developmental Disability

Competency

Marital Status

Living Setting

Referral Source

SSN \*

Medicaid ID

Medicare ID

Medicare Type

Initial Division \*

ABC PIN

CBC Flag

Demographics Verified On

18. When finished, click **File > Save and Close Demographics**

19. Upon saving, the consumer's Division page will open with Division = APD.

20. Update the following fields:

- a. Disposition = Forensic to Crisis Transition

21. When finished, click **File > Save and Close Division**

NOTE: The Application process needs to be completed to see if the Consumer meets eligibility criteria. If they are found to meet eligibility criteria, the forensic transition to crisis process would resume. However, if they are found ineligible, the notice of ineligibility needs to be sent and the due process time frames observed. If the applicant does not exercise due process, the facility would have to make alternative discharge arrangements, and proceed to closing the APD Division record.

File Word Merge

Events	
Division *	APD
Disposition *	Forensic to Crisis Transition
Disposition Date	04/04/2018
Open Date	04/04/2018
Data Entry Date	04/04/2018
Primary Worker *	Tierney, Jacqueline
Secondary Worker	
Application Pended Due Date	

The image shows a screenshot of a software interface for managing events. The 'Events' section is active, and the 'Disposition' field is set to 'Forensic to Crisis Transition'. A blue arrow points to this field. The 'Primary Worker' field is populated with 'Tierney, Jacqueline', and there are 'Clear' and 'Details' buttons next to it. The 'Secondary Worker' field is empty, with a 'Clear' button next to it. The 'Application Pended Due Date' field is empty. The interface includes a sidebar with 'Division', 'Events', and 'Track Disposition' options, and a top menu with 'File' and 'Word Merge'.

22. Navigate to the consumer's record and click on **Notes > File > Add Note**.

23. In the new Note record, update the following fields:

- a. Division = APD
- b. Note Type = Forensic
- c. Note Subtype = Forensic Transition
- d. Status = Pending
- e. Attach any documents received from the Facility
- f. Route the Note to the appropriate Region Forensic Worker by clicking the **Lookup** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

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

The screenshot shows the 'Notes Details' form in the APD iConnect system. The form is titled 'Notes' and is associated with user 'Marianne Smith' on '4/4/2018 1:51 PM'. The form includes a 'File' and 'Tools' menu. The 'Notes Details' section contains the following fields:

- Division \*: APD
- Note By \*: Tierney, Jacqueline
- Note Date \*: 04/04/2018
- Program/Provider: [Empty]
- Note Type \*: Forensic
- Note Sub-Type: Forensic Transition
- Description: [Empty]
- Note: Request for Regional Forensic Worker to review this Consumer for Forensic Transition
- Status \*: Pending
- Date Completed: [Empty]

25. If all required documentation is complete, proceed to [APD waiver Enrollment - Crisis](#)

### CBC Pre-Enrollment to Waiver

1. The process for moving a CBC Consumer from the Pre-Enrollment to Waiver begins with a Court Order for Permanency, adoption, reunification, permanent guardianship, or documentation that the Consumer is turning 18.
2. Once it is determined that the Consumer meets the criteria to come off the Pre-Enrollment, the CBC will notify the Region at least 90 days prior to achieving permanency or immediately upon receipt of a Court Order. The request will be documented in a new note.
3. Navigate to the Notes tab and select **File > Add Notes**. The Notes details page opens. Update the following fields:
  - Division = APD
  - Note Type = Waiver Enrollment
  - Note Subtype = CBC Enrollment Request
  - Notes = Enter details of the follow up
  - Status = Complete
  - Attachment = as needed

**File Tools**

An asterisk (\*) indicates a required field

**Notes Details**

Division \*

Note By \*

Note Date \*

Program/Provider

Note Type \*

Note Sub-Type

Description

Note 

B I U 16px A

Status \*

Date Completed

**Attachments**

4. When finished, **File > Save and Close Notes**

5. To begin, the Pre-Enrollment Workstream Lead will log into iConnect and set Role = Region Pre-Enrollment Workstream Lead. Click **Go**.

Welcome, Caroline Shorter 4/4/2024 3:48 PM **My Dashboard** Sign Out

Role:

**File Reports**

Quick Search  Consumers   [ADVANCED SEARCH](#)

6. Navigate to the consumer's record and click **Notes > File > Add Note**.

**File Tools Reports Ticklers**

Add New Demographics Search

Add Notes

Print

MY DASHBOARD **CONSUMERS** PROVIDERS

Kastner, Martin (209730)

Diagnosis Eligibility Medications Auths Provider Documentation Contacts Consumer Module User

Demographics Divisions Consumer Budgets Programs Provider Selections SAN **Notes** Forms Appointments Plans Pre-Enrollment Paye

Filters: Note Date

208 Consumers Notes record(s) returned - now viewing 1 through 15

Note Date	Note By	Note Type	Note Sub-Type	Description	Status	Date Completed	Attachment
04/08/2024	Baer, Sylvia	ICF	Reason Timeline Unmet		Complete	04/08/2024	No

7. In the new Note record, update the following fields:  
November 2025

- a. Division = APD
- b. Note Type = Waiver Enrollment
- c. Note Subtype = CBC to Waiver
- d. Status = Pending
- e. Attach all documentation including the Court order
- f. Route the Note record to the Pre-Enrollment Support Coordinator and the State Office Enrollment Coordinator by clicking the **Lookup** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.

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

File Tools

---

**Notes Details**

Division \*

Note By \*

Note Date \*

Program/Provider

Note Type \*

Note Sub-Type

Description

Note 

CBC to Waiver

Status \*

Date Completed

---

**Attachments**

[Add Attachment](#)

Document	Description	Category	Action
There are no attachments to display			

---

**Note Recipients**

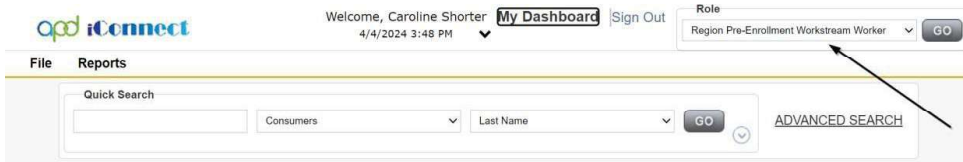
Add Note Recipient:

Name	Date Sent	Date Read	Status	Date Signed	
Tiemey, Jacqueline	4/6/2018		Unread		<a href="#">Remove</a>
WLCoordinator, Sue	4/6/2018		Unread		<a href="#">Remove</a>

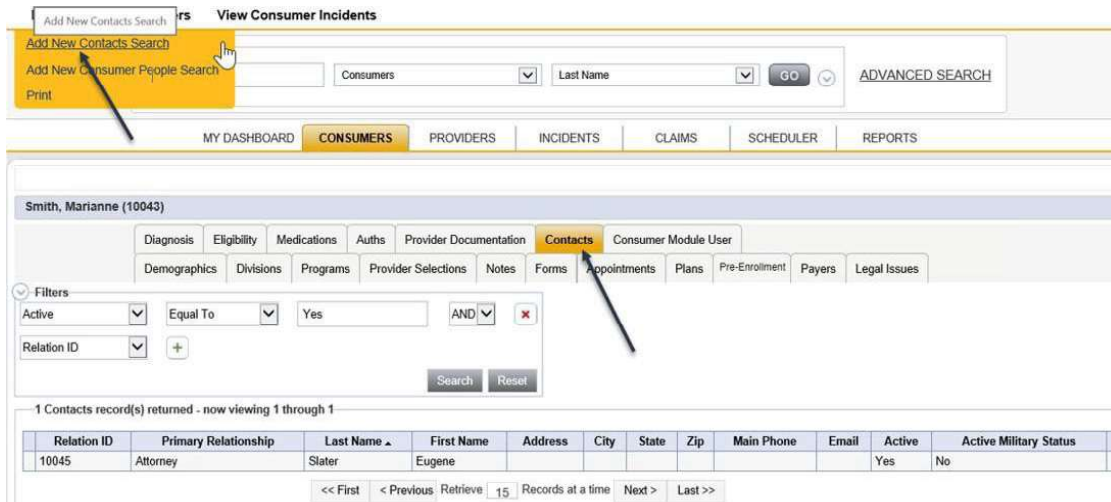
- 9. Proceed to the [Chapter on Pre-Enrollment processes](#) to proceed with the Waiver Enrollment Process

### Military Family Application

- 1. Upon receiving an application from a potential Military to Waiver Candidate, the Eligibility Determination Specialist will review the application and all collateral documents to ensure that the applicant is a dependent of an active duty military service member, and that the applicant received waiver services in the state that they moved from
- 2. To begin, log into iConnect and set Role = Region Pre-Enrollment Workstream Worker. Click **Go**.



- 3. Create a Contact record for the applicant's Legal Representative.
- 4. To do so, navigate to the consumer's record and click **Contacts > File > Add New Contacts Search**. iConnect requires the user to first search the database for existing contact records before being able to add a new record.



- a. Use the multi variable search to verify if the Legal Representative already has a record in iConnect. Click **Search**.

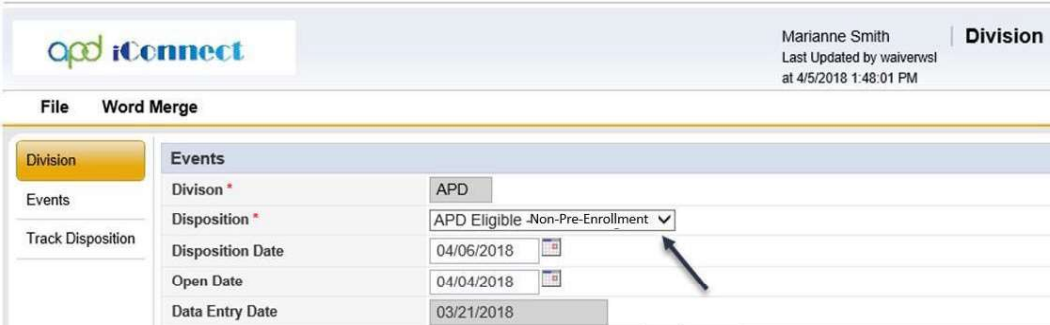
The screenshot shows the iConnect search interface. At the top, there is a 'File' menu. Below it, there is a 'Filters' section with three rows of search criteria. The first row has 'Last Name' set to 'Ramsey' with an 'Equal To' operator. The second row has 'First Name' set to 'L' with a 'Begins With' operator. The third row has 'Last Name' with a '+' sign. There are 'AND' and 'OR' operators between the rows, and a 'Search' button at the bottom. Below the search criteria, it says '0 record(s) returned'. An arrow points to the 'Add New' button.

- i. If the search returns a matching result, click on the matching record to add it as a Contact on the consumer’s record
- ii. If the search does not return a matching result, click Add New to create a new Contact on the consumer’s record

- 5. In the Legal Representative's Contact record, update the following fields:
  - a. Primary Relationship = select Legal Representative
  - b. Relationship(s) = select a value if multiple relationships exist
  - c. Active Military status = checked
  - d. Active = checked (this activates/inactivates the Contact record in iConnect)

The screenshot shows the 'Contact Detail' form in iConnect. The 'Primary Relationship' is set to 'Legal Representative'. The 'Relationship(s)' dropdown is open, showing a list of relationship types: Advocate, Attorney, Aunt, Boyfriend, Brother, Care Planning Participant, and Care Provider. The 'Active Military Status' and 'Active' checkboxes are checked. An arrow points to the 'Relationship(s)' dropdown.

6. When finished, click **File > Save and Close Contacts**.
7. Update the consumer's Division record. To do so, navigate to the consumer's record and click on the **Divisions** tab > open the APD Division record.
8. Update the following fields:
  - a. Disposition = APD Eligible – Bypass PE
  - b. Primary Worker = Pre-Enrollment Workstream Lead
  - c. Secondary Worker = Clinical Workstream Lead
9. When finished, click **File > Save and Close Division**.



The screenshot shows the APD iConnect interface. At the top right, it displays the user name 'Marianne Smith' and the last update information: 'Last Updated by waiverwsl at 4/5/2018 1:48:01 PM'. The main content area is titled 'Division' and contains a table with the following data:

Events	
Division *	APD
Disposition *	APD Eligible -Non-Pre-Enrollment
Disposition Date	04/06/2018
Open Date	04/04/2018
Data Entry Date	03/21/2018

10. Upon saving the APD Division record with Disposition = APD Eligible Bypass PE, a Workflow Wizard will trigger:
  - a. Merge/Mail Applicable Notice – *Assigned to Eligibility Determination Specialist, Due Immediately*

- b. Assign Initial QSI – *Assigned to Clinical Work Stream Lead, Due Immediately*
- c. Complete Family Risk Factor - *Assigned to Clinical Workstream Lead, Due in 45 days*
- d. Complete Waiver Eligibility Worksheet – *Assigned to Pre-Enrollment Workstream Lead – Due in 45 Days*
- e. Complete Support Plan Short Form - *Assigned to Pre-Enrollment Workstream Lead – Due in 45 Days*
- f. Verify Mental Health Diagnosis - *Assigned to Pre-Enrollment Workstream Lead – Due in 45 Days*

11. Add a Note to the consumer’s record. **Notes > File > Add Note.**

12. In the following Note record, update the following fields

- a. Division = APD
- b. Note Type = Waiver Enrollment
- c. Note Subtype = Military Verification
- d. Status = Complete
- e. Attach any supporting documentation

File Tools

An asterisk (\*) indicates a required field

**Notes Details**

Division \*

Note By \*

Note Date \*

Program/Provider

Note Type \*  ←

Note Sub-Type  ←

Description

Note 

**B** *I* U 16px **A**

Status \*

Date Completed

**Attachments**

[Add Attachment](#)

**Attachments Grid**

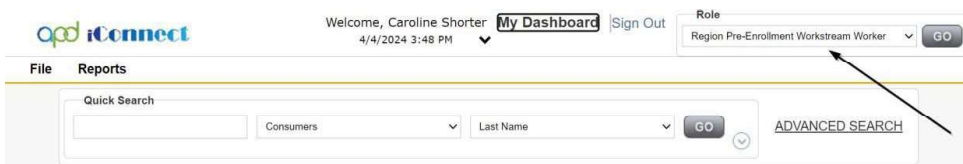
Document	Description	Category	Action
Military Verification Doc			<a href="#">Remove</a>

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

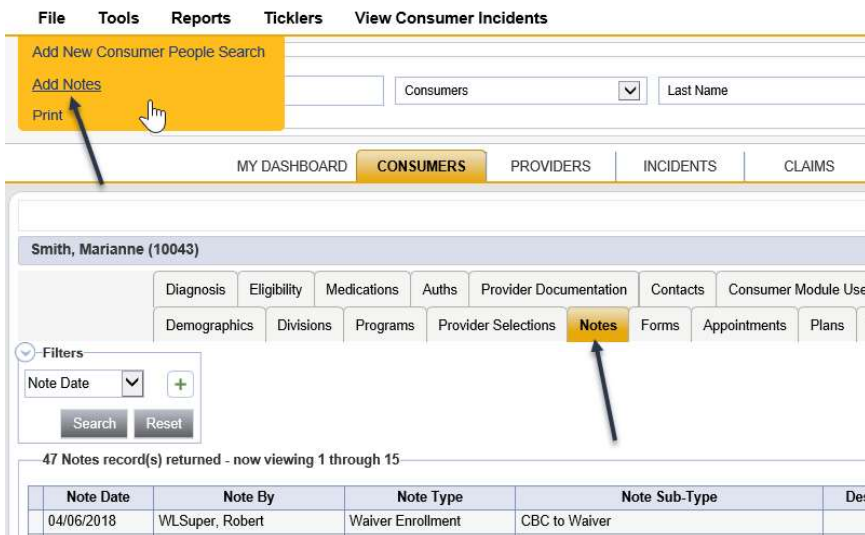
14. Proceed to [Chapter 3 | Applicant Deemed Eligible and Bypasses Pre-Enrollment](#), to complete these enrollment ticklers.

### Phelan McDermid

1. Upon receiving an application from an applicant considered to have Phelan McDermid Syndrome, the Eligibility Determination Specialist will review the application to ensure that it includes documentation from an approved professional
2. To begin, log into iConnect and set Role = Region Pre-Enrollment Workstream Worker. Click **Go**.



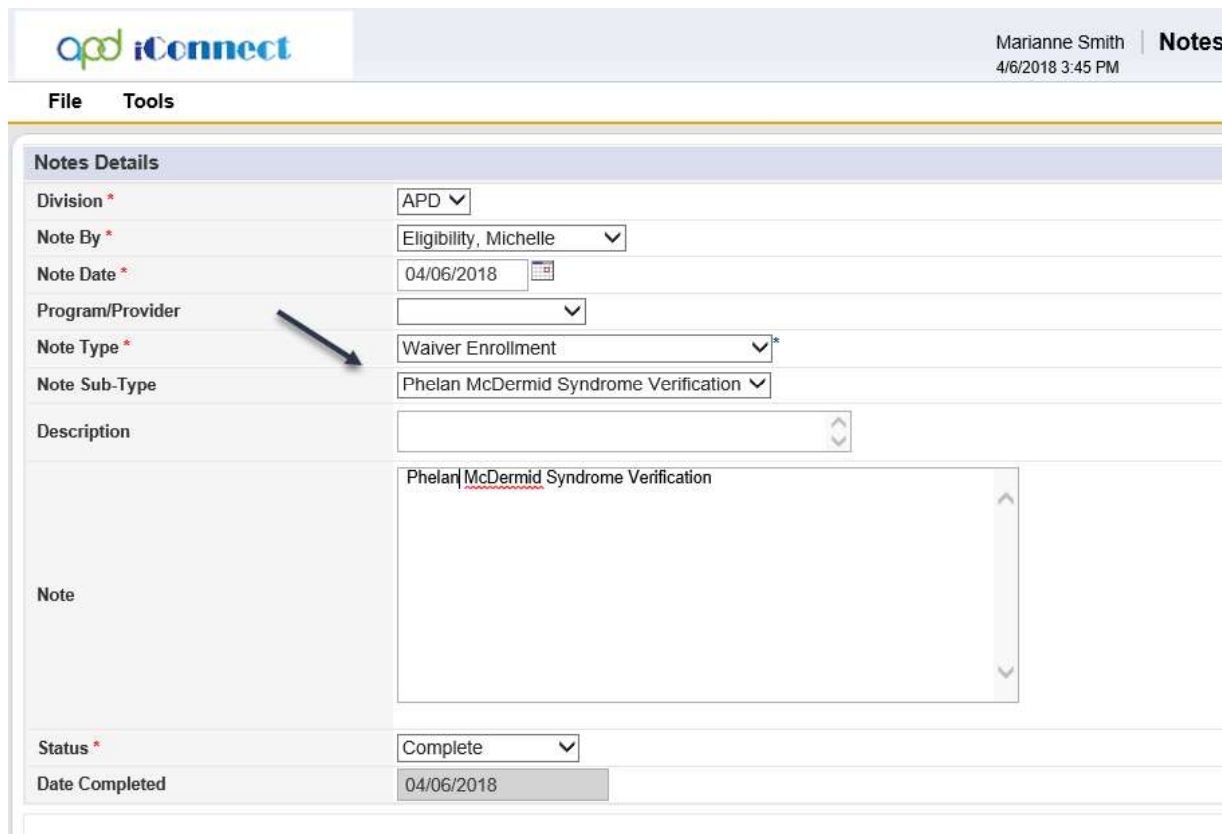
3. Navigate to the consumer's record and click **Notes > File > Add Note**.



4. In the new Note record, update the following fields:

- a. Division = APD
- b. Note Type = Waiver Enrollment
- c. Note Subtype = Phelan McDermid Syndrome Verification
- d. Status = Complete
- e. Attach any supporting documentation

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



The screenshot shows the 'Notes Details' form in the iConnect system. The form is titled 'Notes Details' and has a header with the iConnect logo and the user name 'Marianne Smith' and the date '4/6/2018 3:45 PM'. The form is divided into several sections: 'Notes Details', 'Description', and 'Note'. The 'Notes Details' section contains the following fields: 'Division \*' (APD), 'Note By \*' (Eligibility, Michelle), 'Note Date \*' (04/06/2018), 'Program/Provider', 'Note Type \*' (Waiver Enrollment), 'Note Sub-Type' (Phelan McDermid Syndrome Verification), 'Description', 'Note' (Phelan McDermid Syndrome Verification), 'Status \*' (Complete), and 'Date Completed' (04/06/2018). A blue arrow points to the 'Note Type \*' dropdown menu.

6. Update the consumer's Division record. To do so, navigate to the consumer's record and click on the **Divisions** tab > open the APD Division record.

7. Update the following fields:

- a. Disposition = APD Eligible - Non-Pre-Enrollment
- b. Primary Worker = Pre-Enrollment Workstream Lead
- c. Secondary Worker = Clinical Workstream Lead

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

iConnect		Marianne Smith	Division
File Word Merge		Last Updated by wahrenvs1	
		at 4/5/2018 1:49:01 PM	
Division	Events	APD	
Events	Track Disposition	APD Eligible - Non Pre Enrollment	
		04/06/2018	
		04/04/2018	
		03/21/2018	

9. Upon saving the APD Division record with Disposition = APD Eligible Bypass PE, a Workflow Wizard will trigger:
  - a. Merge/Mail Applicable Notice – *Assigned to Eligibility Determination Specialist, Due Immediately*
  - b. Assign Initial QSI – *Assigned to Clinical Work Stream Lead, Due Immediately*
  - c. Complete Family Risk Factor - *Assigned to Clinical Workstream Lead, due in 45 days*
  - d. Complete Waiver Eligibility Worksheet – *Assigned to Pre-Enrollment Workstream Lead – Due in 45 Days*
  - e. Complete Support Plan Short Form - *Assigned to Pre-Enrollment Workstream Lead – Due in 45 Days*
  - f. Verify Mental Health Diagnosis - *Assigned to Pre-Enrollment Workstream Lead – Due in 45 days*
  
10. Proceed to [Chapter 3 | Applicant Deemed Eligible and Bypasses Pre-Enrollment](#), to complete the Waiver Eligible Bypass PE Process

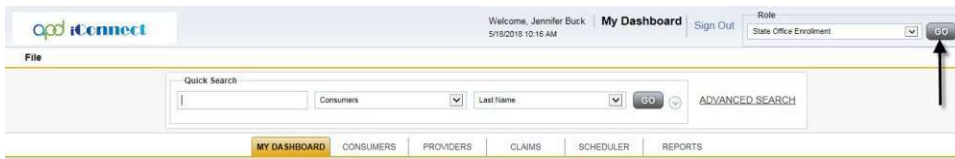
### CDC+ Enrollment

1. A Consumer can express interest in the CDC+ Program. If the consumer's current Waiver Support Coordinator is not a CDC+ Consultant, the Consumer can contact the Region Office to obtain a list of CDC+ Consultants who are available. If the Consumer cannot direct their own services, the decision on who will act on their behalf as their CDC+ Representative will be made.
  
2. The Consumer or their Representative must take and pass the Readiness Review by 85% before completing and submitting the Application to enroll in CDC+.
  
3. Upon receiving the consumer's application, the CDC+ staff will review all application documentation for accuracy. The CDC+ Enrollment staff then enters application information into the CDC+ System (not iConnect).

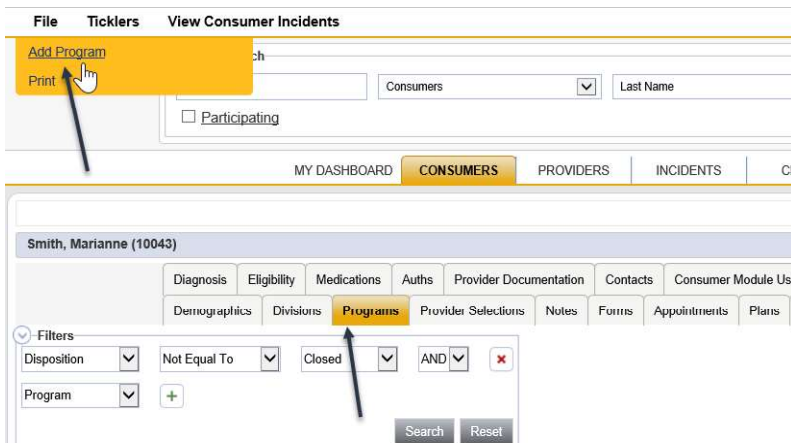
4. Upon submitting a new Start Purchasing Plan and all required documentation, the CDC+ staff will review the documentation and determine who will be enrolled each month.

### CDC+ Program Enrollment

1. To enroll a Consumer in the CDC+ Program in iConnect, the CDC+ staff member will log in and set Role = State Office Enrollment. Click **Go**.



2. Navigate to the consumer’s record and click on **Programs > File > Add Program**.



3. In the new Program record, update the following fields:
  - a. Program = CDC+
  - b. Disposition = Enrolled in CDC+
  - c. Referral Date = Date that APD received notification of interest in CDC+
  - d. Enrollment Type = leave blank. NA for CDC+
  - e. Primary Worker = Waiver Support Coordinator (CDC+ Consultant)
  - f. Program Begin Date = Projected effective date for CDC program to begin.
4. When finished, click **File > Save and Close Programs**.
  - a. This consumer will now have one APD waiver Program record and one CDC+ program record.

The screenshot shows the iConnect software interface. At the top left is the logo "apd iConnect". Below it is a menu bar with "File", "Tools", and "Word Merge". On the left side, there is a sidebar with a "Program" tab selected, and other options: "Program Workers", "Notes", "Events", and "Track Disposition". The main area contains a form with the following fields:

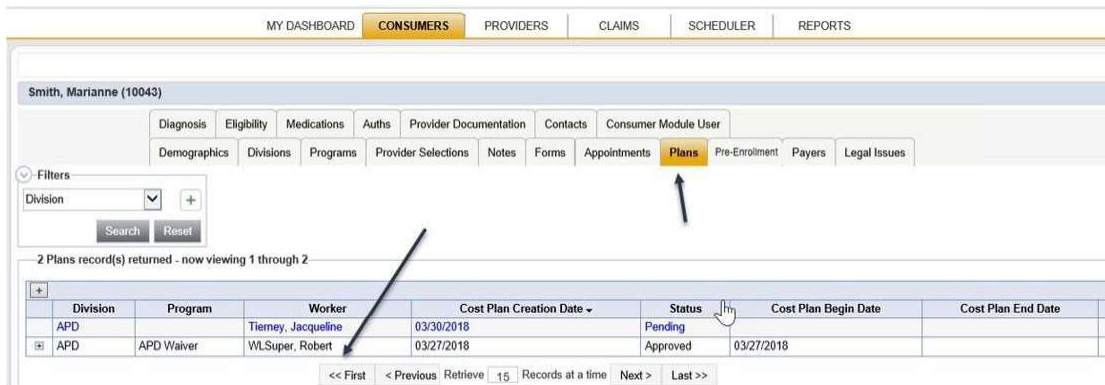
Division *	APD
Referral Date	<input type="text"/>
Create Date *	07/18/2018
Program *	CDC+ <a href="#">Details</a>
Disposition *	Enrolled in CDC+
Disposition Date *	06/10/2019
Enrollment Type	N/A - Enrolled onto Waiver Prior to iConnect
Program Begin Date *	06/01/2019
Expected Deactivated Date	<input type="text"/>
Comments	<input type="text"/>
LOC Completed Prior To Enrollment	<input type="checkbox"/>

5. Navigate to the consumer's record and click on **Notes > File > Add Note**.
6. In the new Note record, update the following fields:
  - a. Division = APD
  - b. Program = CDC+
  - c. Note Type = CDC+
  - d. Note Subtype = New Start
  - e. Status = Pending
  - f. Route the Note record to the CDC+ Consultant by clicking the **Lookup** button next to Add Note Recipient. In the pop-up window, type in the Worker's Last Name and click **Search**. In the Search results, click on the matching Worker Name to route the note to that recipient.
7. When finished, click **File > Save and Close Notes**

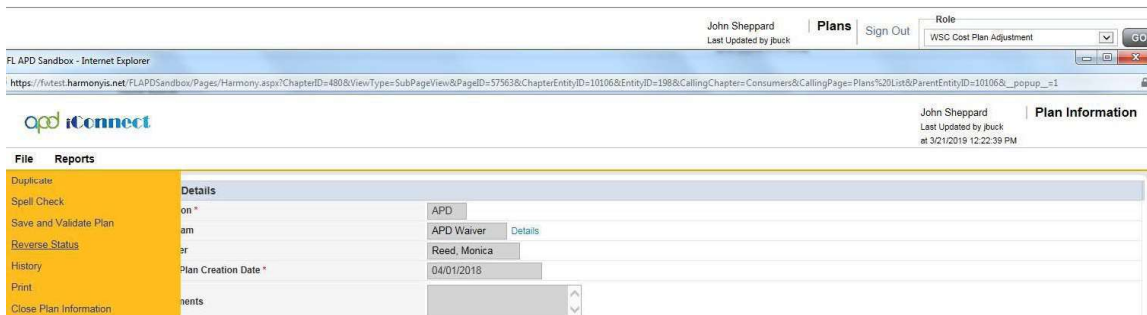
Notes Details	
Division *	APD ▼
Note By *	Tierney, Jacqueline ▼
Note Date *	04/09/2018
Program/Provider	CDC+ ▼ <a href="#">Details</a>
Note Type *	CDC+ ▼ <sup>A</sup>
Note Sub-Type	New Start ▼
Description	<input type="text"/>
Note	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>
Status *	Pending ▼
Date Completed	<input type="text"/>

### End Date APD waiver Plan and Services

1. The CDC+ Consultant will monitor their **My Dashboard** for Note records related to CDC+. To begin, log into iConnect and set Role = WSC/CDC. Click **Go**.
2. On the **My Dashboard**, find the Consumers section and scroll down to the Notes Panel. Click on the **Pending** link to open the Notes Queue
3. In the Notes Queue, open the Note record with Note Type = CDC+ and Note Subtype = New Start and review the contents of the Note.
4. The CDC+ Consultant confirms what has been billed and what is yet to be billed on the APD waiver authorizations.
5. The CDC+ Consultant will update each planned service. On the consumer's record, click on the **Plans** tab > open the existing APD waiver Plan.



- If the Plan has already been validated and reviewed by the Region and/or State, the Status will equal Approved or No Review Required and the Plan will be read only. The CDC+ Consultant will need to Reverse the Status of the Plan before editing the Planned Services and/or adding new.
- To do so, the CDC+ Consultant must use the WSC Cost Plan Adjustment Role.
- Select the APD waiver Plan record with status = Approved or No Review Required. The Plan Information Page displays.
- Click **File > Reverse Status**.



- The record is now editable, and the **Plan Status** equals Draft.
- Click the **Planned Services** subpage.

Filters

Max Amount [v] +

Search Reset

5 Planned Services record(s) returned - now viewing 1 through 5

Provider	Service Code	Service Description	Total No of Units	Unit Type	Rate	Max Amount	Begin Date	End Date	Auth ID	
	4250	Specialized Mental Health Counseling Assessment	1.0000	Units	\$128.21	\$128.21	04/01/2018	06/30/2018		<input type="checkbox"/>
APD Test Provider	4083	Life Skills Development - Level 2 (Supported Employment - Individual)	260.0000	15 mins	\$9.56	\$2,485.60	04/01/2018	06/30/2018		<input type="checkbox"/>
Generic CDC+ Provider	4446	Consumable Medical Supplies (non-CDC)	36.0000	Item	\$2.00	\$72.00	04/01/2018	04/09/2018		<input type="checkbox"/>
Generic CDC+ Provider	4400	Consultant - CDC	3.0000	Month	\$148.69	\$446.07	04/02/2018	06/30/2018		<input type="checkbox"/>

12. For each planned service, select to open the details page. Update the following fields:

- a. End Date = date before the CDC+ start date.
- b. Ensure there are adequate units left in the APD waiver planned service falling within the start date and the new end date that has been updated.
- c. Planned Service Status = do not change.

13. When finished, click **File > Save and Close Planned Service.**

John Sheppard | Plan Information

Last Updated by j buck at 3/21/2019 1:31:58 PM

File Reports

Plan Information

Planned Services

QSI Needs

Plan Notes

**Plan Details**

Division \* APD

Program APD Waiver Details

Worker Reed, Monica

Cost Plan Creation Date \* 04/01/2018

Comments

Status \* Draft

Cost Plan Begin Date \* 07/01/2018

Cost Plan End Date \* 06/30/2019

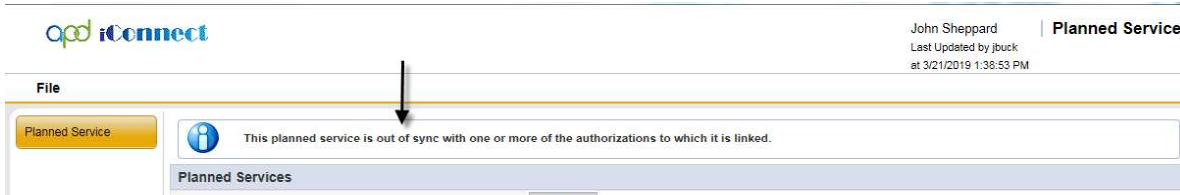
14. Select the **Plan Information** subpage. Update the following fields:

- a. Cost Plan End Date = date before the CDC+ start date.

15. Click **File > Save and Validate Plan.**

16. Complete [Plan Validation](#).

- 17. Once the plan has passed validation, the changes must also be made to the authorization using the **Update Authorization** functionality in iConnect. This will end date authorizations and update the amount unauthorized on the budget details screen.
- 18. On the planned services details page, a message will display to the user until this update is completed.



- 19. Navigate to the Planned Services subpage.
- 20. Click the checkbox next to the planned service that was updated.
- 21. Click **File > Update Authorization**. A success notification window displays, and the authorization is updated. Only after passing Plan Validation, will the Update Authorization menu option appear on the Planned Services tab.

### Create the CDC+ Plan and Services

- 1. Create a new plan record to house the CDC+ services. To do so, in the existing APD waiver Plan, click **File > Duplicate** to duplicate the Plan. This copies the APD waiver plan and planned services.



- 2. The new copied plan record will automatically open. Update the following fields:
  - a. Program = CDC+

- b. Cost Plan Begin Date = CDC+ program begin date
- c. Cost Plan End Date = End of Fiscal Year
- d. Status = Draft

3. When finished, click **File > Save Plan.**

The screenshot shows the 'Plan Details' form. On the left is a navigation menu with 'Plan Information' selected. The form fields are as follows:

Division *	APD
Program	CDC+ <a href="#">Details</a>
Worker	Tierney, Jacqueline
Cost Plan Creation Date *	04/09/2018
Comments	
Status *	Draft
Cost Plan Begin Date	04/09/2018
Cost Plan End Date	

4. The CDC+ Consultant will link the CDC+ Plan to the Budget. Navigate to the **Consumer Budget** tab. Open the current budget. Update the following fields:
- a. Program: APD Waiver is already selected. Make no changes to that. In addition, add CDC+.



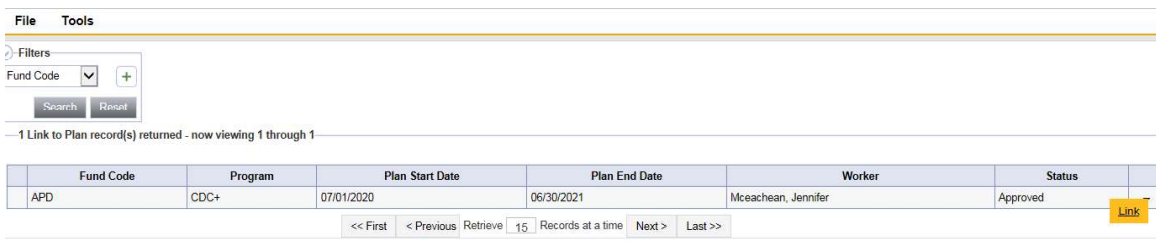
The screenshot shows the 'Budget' form. The fields are as follows:

Budget ID	35279
Approval Date	04/22/2020
Fiscal Year *	2021
Program(s)	CDC+ APD Waiver

- 5. From the **File** menu, select **Save.**
- 6. Select the **Linked Plans** subpage.
- 7. The APD waiver plan will be displayed. Make no changes to that.
- 8. From the File menu, select Link to Plan.



9. The Link to Plan window displays and the CDC+ plan is listed. Select the CDC+ plan for the same fiscal year by clicking on the carat at the end of the row and click **Link**.



10. The page refreshes and both plans are now linked to this budget. You can close the Linked Plans page.

11. Return to the CDC+ plan. If there are any planned services not being continued on the CDC+ plan, use the WSC Cost Plan Adjustment role to delete them. (i.e. – remove Res. Hab.) See the [Remove Planned Services section](#).

12. Using the WSC/CDC+ role, update all other planned services. For each planned service, update the following fields:

- a. Start Date: the same as the cost plan begin date
- b. End Date: the same as the cost plan end date
- c. Index/SubObject Code = CDC+ ISO
- d. Unit of Measure = Year
- e. Units Per = Total units needed for a full year
- f. Provider ID = Generic CDC+ Provider for all services except CDC Consultant.

13. When finished, click **File > Save and Close Planned Service**.

14. If necessary, add any new planned services not included in the copied APD waiver plan. From the File menu, select Add Planned Services.

15. The Planned Service details page display. Update the following fields:

- a. Start Date: the same as the cost plan begin date

- b. End Date: the same as the cost plan end date
- c. Index/SubObject Code = CDC+ ISO
- d. Unit of Measure = Year
- e. Units Per = Total units needed for a full year
- f. Provider ID = Generic CDC+ Provider for all services except CDC Consultant.

16. When finished, click **File > Save and Close Planned Service**.

17. In the CDC+ Plan, perform Plan Validation. Click the Plan Information subpage and proceed to the [Plan Validation](#) section of this manual.

18. Once the plan has passed validation, authorizations for the CDC+ services will be created. When authorizations are created, the amount unauthorized on the budget details screen is updated.

19. Only the authorization for CDC Consultant services will be sent to AHCA via the FMMIS Authorization interface.

20. Once the Planned services have passed Plan validation or have been reviewed by the Region or State Office reviewer and approved, the Create Authorization option will be visible to the user. The WSC will create the authorizations.

21. Click the **Planned Services** subpage.

22. Add a check next to each **Planned Service** that has been validated and is ready to be pushed to an Authorization.

23. Click **File > Create Authorizations**.

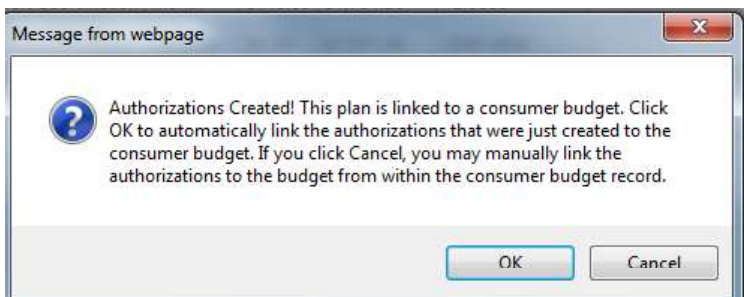


24. The message Authorization Created will display if it was successful and an Auth ID will be assigned. The details of the Authorization are visible on the Planned Service and the Authorization tab.

2 Planned Services record(s) returned - now viewing 1 through 2

Provider	Service Code	Service Description	Unit Type	Rate	Max Amount	Total No. of Units	Amount Requested	Begin Date	End Date	Provider Rate Type	Service Ratio	Consumer County
Achieving Independence	G9012-UC	(4270) Support Coordination	Month	\$148.69	\$1,734.28	12.0000		07/01/2020	08/30/2021	Agency		LEON
140908	298	07/31/2020	06/30/2021	Approved	07/01/2020	08/30/2021	Approved	Ready to Send				
ResCare For You	S5151-UC	(4221) Respite - Quarter Hour	15 mins	\$3.39	\$7,071.54	2006.0000		07/01/2020	08/30/2021	Agency	1:1	LEON
140909	298	07/01/2020	06/30/2021	Approved	07/01/2020	08/30/2021	Approved	Ready to Send				
				\$0.0359.82	2680.0000							

25. The message also describes the plan is linked to a budget and the application will automatically link these authorizations to the budget.

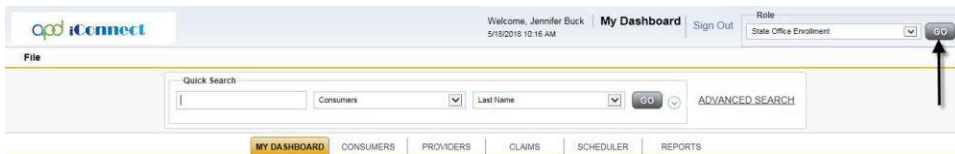


26. iConnect IT staff will pull the amount unauthorized from the budget details screen to get the Reserve Amount. This is used to prorate the anticipated budget in CDC+ system.

27. The rest of the workflow to manage CDC+ services is handled outside of iConnect in the CDC system.

### Remove Consumer from CDC+ Program

1. Should a Consumer no longer need to participate in the CDC+ Program, the CDC+ Staff will log into iConnect and set Role = State Office Enrollment. Click **Go**.



2. Navigate to the consumer’s record and click on **Programs** tab > open the CDC+ Program Enrollment record.

- a. In the record, update the following fields:
  - i. Disposition = Disenrolled
- b. The Deactivation Data section displays. Update the following fields:
  - i. Deactivated To
  - ii. Deactivated Date

- iii. Deactivated: enter notes
- iv. Deactivation Reason

**File Tools Word Merge**

<b>Program</b>	Division *	APD
Program Workers	Worker	Tierney, Jacqueline <input type="button" value="Clear"/> <a href="#">Details</a>
Notes	Referral Date	04/09/2018 <input type="button" value="Calendar"/>
Events	Create Date *	04/09/2018 <input type="button" value="Calendar"/>
Track Disposition	Program *	CDC+ <a href="#">Details</a>
	Disposition *	Disenrolled <input type="button" value="v"/>
	Disposition Date *	04/09/2018 <input type="button" value="Calendar"/>
	Enrollment Type	<input type="button" value="v"/>
	Program Begin Date	04/09/2018 <input type="button" value="Calendar"/>
	Expected Deactivated Date	04/09/2018 <input type="button" value="x"/> <input type="button" value="Calendar"/>

↓

<b>Deactivation Data</b>	
Deactivated To	<input type="button" value="v"/>
Deactivated Date *	08/25/2018 <input type="button" value="Calendar"/>
Deactivated	<input type="button" value="v"/>
Deactivation Reason	<input type="button" value="v"/>

c. When finished, click **File > Save and Close Programs.**

3. Navigate to the consumer's record and click on **Notes > File > Add Note.** The Note details page displays. Update the following fields:
  - a. Division = APD
  - b. Note Type = CDC+
  - c. Note Subtype = CDC+ Disenrollment
  - d. Status = Pending
  - e. Route the Note record to the WSC (CDC+ Consultant)
4. When finished, click **File > Save and Close Note.**

**File Tools**

**Notes Details**

Division \*

Note By \*

Note Date \*

Program/Provider  [Details](#)

Note Type \*

Note Sub-Type

Description

Note   
 -Please approve the decision to disenroll this Consumer from the CDC+ Program

Status \*

Date Completed

5. The CDC+ Consultant will navigate to the consumer’s record, click on the **Plans** tab > open the existing CDC+ Plan:

MY DASHBOARD **CONSUMERS** PROVIDERS CLAIMS SCHEDULER REPORTS

Smith, Marianne (10043)

Diagnosis Eligibility Medications Auths Provider Documentation Contacts Consumer Module User

Demographics Divisions Programs Provider Selections Notes Forms Appointments **Plans** Pre-Enrollment Payers Legal Issues

Filters  
 Division

3 Plans record(s) returned - now viewing 1 through 3

	Division	Program	Worker	Cost Plan Creation Date	Status	Cost Plan Begin Date	Cost Plan End Date
<input type="checkbox"/>	APD	CDC+	Tierney, Jacqueline	04/09/2018	Draft	04/09/2018	
<input type="checkbox"/>	APD	CDC+	Tierney, Jacqueline	03/30/2018	Pending		
<input type="checkbox"/>	APD	APD Waiver	WLSuper, Robert	03/27/2018	Approved	03/27/2018	

<< First < Previous Retrieve 15 Records at a time Next > Last >>

6. In the CDC+ Plan, click on the **Planned Services** tab. For each planned service, select to open the details page. Update the following fields:

- a. End Date = the CDC+ end date.
- b. Planned Service Status = do not change.

7. When finished, click **File > Save and Close Planned Service**.

John Sheppard | Plan Information  
Last Updated by j buck  
at 3/21/2019 1:31:58 PM

File Reports

Plan Information

Planned Services

QSI Needs

Plan Notes

**Plan Details**

Division \* APD

Program APD Waiver Details

Worker Reed, Monica

Cost Plan Creation Date \* 04/01/2018

Comments

Status \* Draft

Cost Plan Begin Date \* 07/01/2018

Cost Plan End Date \* 06/30/2019

8. Select the **Plan Information** subpage. Update the following fields:
  - a. Cost Plan End Date = the CDC+ end date.
9. Click **File > Save and Validate Plan**.
10. Complete [Plan Validation](#).
11. Once the plan has passed validation, the changes must also be made to the authorization using the **Update Authorization** functionality in iConnect. This will end date authorizations and update the amount unauthorized on the budget details screen.
12. On the planned services details page, a message will display to the user until this update is completed.

John Sheppard | Planned Service  
Last Updated by j buck  
at 3/21/2019 1:38:53 PM

File

Planned Service

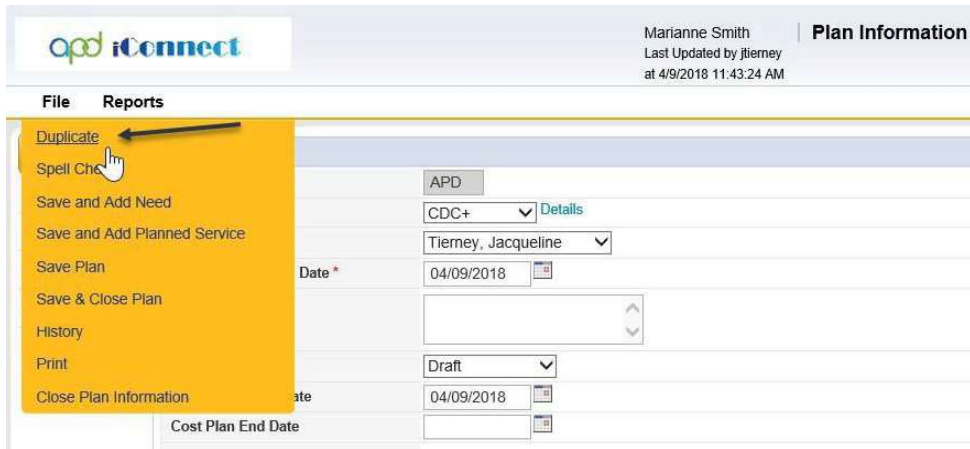
This planned service is out of sync with one or more of the authorizations to which it is linked.

Planned Services

13. Navigate to the Planned Services subpage.
14. Click the checkbox next to the services that were updated.
15. Click **File > Update Authorization**. A success notification window displays, and the authorization is updated. Only after passing Plan Validation, will the Update Authorization menu option appear on the Planned Services tab.

16. If the Consumer no longer needs APD services, proceed to the [Chapter on Case Closures](#).

17. If the consumer will continue to receive APD services, the CDC+ Consultant will create a new plan record to house the APD waiver services. To do so, in the existing CDC+ plan, click **File > Duplicate** to duplicate the Plan. This copies the CDC+ plan and planned services.

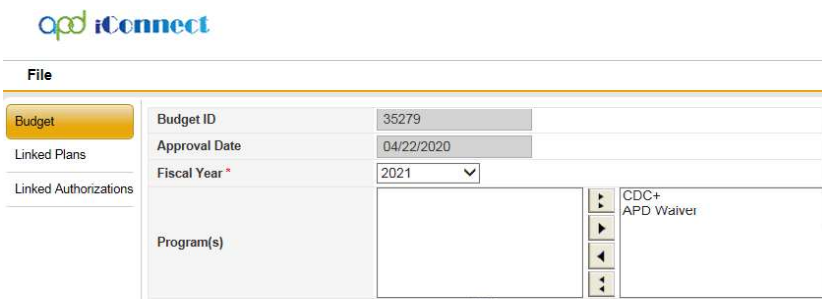


18. The new copied plan record will automatically open. Update the following fields:

- Program = APD Waiver
- Cost Plan Begin Date = day after the CDC+ program end date
- Cost Plan End Date = End of Fiscal Year
- Status = Draft

19. When finished, click **File > Save Plan**.

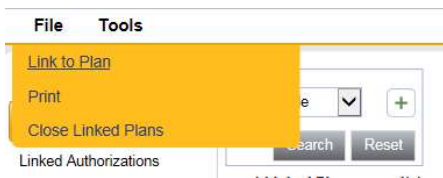
20. The CDC+ Consultant will link the APD waiver plan to the Budget. Navigate to the **Consumer Budget** tab. Open the current budget. Notice in the Program field, APD Waiver and CDC+ are already selected. Make no changes.



21. Select the **Linked Plans** subpage.

22. The original APD waiver plan and the CDC+ plan will be displayed. Make no changes.

23. From the **File** menu, select **Link to Plan**.



24. The Link to Plan window displays and the new APD waiver plan is listed. Select the APD waiver plan for the same fiscal year by clicking on the carat at the end of the row and click **Link**.



25. The page refreshes and all three plans are now linked to this budget. You can close the Linked Plans page.

26. Return to the new APD waiver plan. If there are any planned services not being continued on the APD waiver plan, use the WSC Cost Plan Adjustment role to delete them. See the [Remove Planned Services section](#).

27. Using the WSC/CDC+ role, update all other planned services. For each planned service, update the following fields:

- a. Start Date: the same as the cost plan begin date
- b. End Date: the same as the cost plan end date
- c. Index/SubObject Code = Waiver ISO
- d. Unit of Measure = select based on the service selected
- e. Units Per = Total units needed for each unit of measure
- f. Provider ID = search for and select the waiver provider.

28. When finished, click **File > Save and Close Planned Service**.

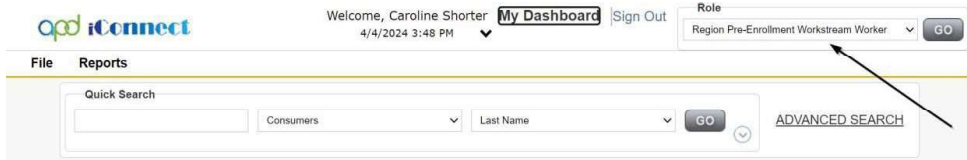
29. If necessary, add any new planned services not included in the copied CDC+ plan. From the File menu, select Add Planned Services.
30. The Planned Service details page display. Update the following fields:
  - a. Start Date: the same as the cost plan begin date
  - b. End Date: the same as the cost plan end date
  - c. Index/SubObject Code = Waiver ISO
  - d. Unit of Measure = select based on the service selected
  - e. Units Per = Total units needed for each unit of measure
  - f. Provider ID = search for and select the waiver provider.
31. When finished, click **File > Save and Close Planned Service**.
32. In the new APD waiver plan, perform Plan Validation. Click the Plan Information subpage and proceed to the [Plan Validation](#) section of this manual.
33. Once the plan has passed validation, authorizations for the APD waiver services will be created. When authorizations are created, the amount unauthorized on the budget details screen is updated.
34. Once the Planned services have passed plan validation or have been reviewed by the Region or State Office reviewer and approved, the Create Authorization option will be visible to the user. The WSC will create the authorizations.
35. Click the **Planned Services** subpage.
36. Add a check next to each **Planned Service** that has been validated and is ready to be pushed to an Authorization.
37. Click **File > Create Authorizations**.



38. The message Authorization Created will display if it was successful and an Auth ID will be assigned. The details of the Authorization are visible on the Planned Service and the Authorization tab.

### Chapter 13 | Other Non-Waiver Eligible Settings – Admission

1. The Waiver Support Coordinator or Pre-Enrollment Support Coordinator will document the consumer’s admission to a jail, nursing home, rehab center, hospital. To begin, log into iConnect and set Role = WSC/CDC or Region Pre-Enrollment Workstream Worker. Click **Go**.



2. Navigate to the consumer’s record and click on the Notes tab. Click **File** > Add Note.
3. In the new Note record, update the following fields:
  - a. Division = APD
  - b. Note Type = Facility Placement
  - c. Note Subtype = Consumer Admitted
  - d. Status = Alert
  - e. Enter details about the facility placement
  - f. Then click **File** > **Save and Close Notes**
4. Saving a Note with Note Type = Facility Placement and Sub Type = Consumer Admitted, triggers a Workflow Wizard with two ticklers for the secondary worker on the Division record:
  - a. Change the living setting on the demographics page (due immediately)
  - b. Verify Consumer to Remain on Wavier (due in 60 days and visible via My Dashboard).
5. Click the Change the living setting on the demographics page tickler to open the demographics list view page.
6. From the **Edit** menu in the top toolbar > select **Edit Demographics**.



- 7. Update the following fields:
  - a. Living Setting = select applicable value

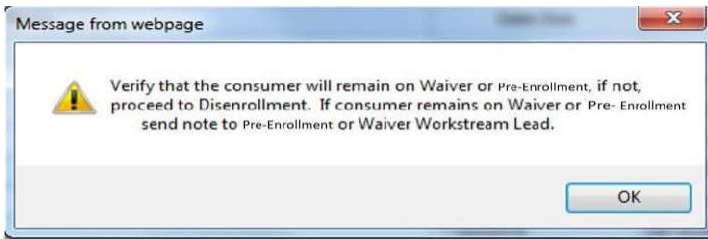
The screenshot shows the 'Demographics' section of the iConnect system. The 'Living Setting' field is selected, and a dropdown menu is displayed with the following options: AHCA Licensed Adult Family Care Home, AHCA Licensed Assisted Living, AHCA Licensed ICF/DD, AHCA Licensed Nursing Home, APD Developmental Disabilities Center, APD Developmental Disabilities Defendant Program, APD Licensed Facility - Comprehensive Transitional Education Program (CTEP), APD Licensed Facility - Foster Home (Capacity 1-3), APD Licensed Facility - Large Group Home (Capacity 7-15), APD Licensed Facility - Residential Habilitation Center, APD Licensed Facility - Small Group Home (Capacity 4-6), DCF Licensed Foster or Group Home, Department of Juvenile Justice Facility, Family Home, Hospital - Non-Psychiatric (highlighted), Hospital - Psychiatric, Independent Living, Jail/Prison, and Supported Living.

- 8. When complete, click **File > Save and Close Demographics**.
- 9. Return to the open Workflow Wizard window. From the tickler flyout menu > Select Complete.
- 10. The Verify Consumer to Remain on the Waiver tickler will be visible via My Dashboard because it is not due for 60 days.
- 11. From My Dashboard > select Consumers > ticklers to open the Tickler queue.
- 12. Select the Verify Consumer to Remain on the Waiver tickler.

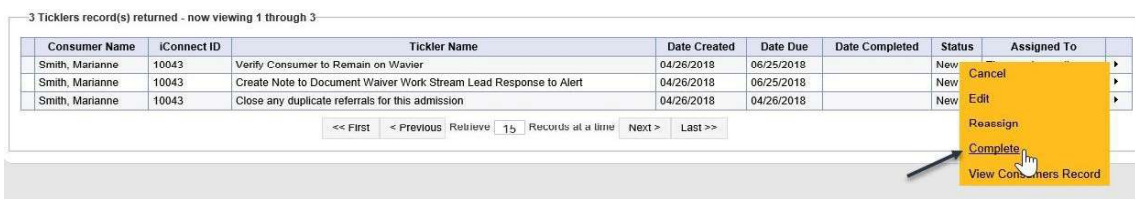
The screenshot shows the 'Ticklers' section of the iConnect system. A table displays the following data:

Consumer Name	iConnect ID	Tickler Name	Date Created	Date Due	Date Completed	Status	Assigned To
Sheppard, John	10106	Verify Consumer to Remain on Wavier	08/25/2018	10/24/2018		New	Buck, Jennifer

- 13. A message tickler displays: Verify that the consumer will remain on Waiver or Pre-Enrollment, if not, proceed to Disenrollment. If consumer remains on Waiver or Pre-Enrollment send note to Pre-Enrollment or Waiver Workstream Lead.



14. Navigate to the consumer’s record to verify that the Consumer is Medicaid eligible and all other criteria have been met to enroll in the waiver.
15. Once confirmed, proceed to [As Needed: Community Medicaid Confirmed](#) to complete the note.
16. If the consumer will not remain on the Pre-Enrollment or Waiver, proceed to the [Waiver Disenrollment](#) section.
17. If the consumer will remain on the Pre-Enrollment or Waiver, send a note to the Pre-Enrollment or Waiver Workstream Worker.
18. Navigate to the consumer’s record and click **Notes > File > Add Note**.
19. In the new Note record, update the following fields:
  - a. Division = APD
  - b. Note Type = Facility Placement
  - c. Description = Remain on the Waiver
  - d. Note = enter details
  - e. Note Status = Complete
  - f. Note Recipient – search for and select the Pre-Enrollment or Waiver Workstream worker.
20. When finished, click **File > Save and Close Notes**



21. In the Tickler Queue, hover over the arrow next to the Tickler to click **Complete**.

22. The Waiver Workstream Worker will view this note via My Dashboard > Consumers > Notes.

## Chapter 14 | WSC Reassignment

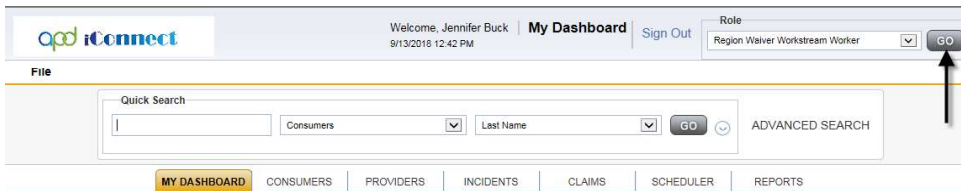
### Introduction

In some instances, a change in the assigned Waiver Support Coordinator is warranted. These instances can be initiated by the Consumer, the WSC, or circumstances that generated a need for the change. This Chapter outlines the required steps to reassign WSCs for an individual Consumer or a group of Consumers.

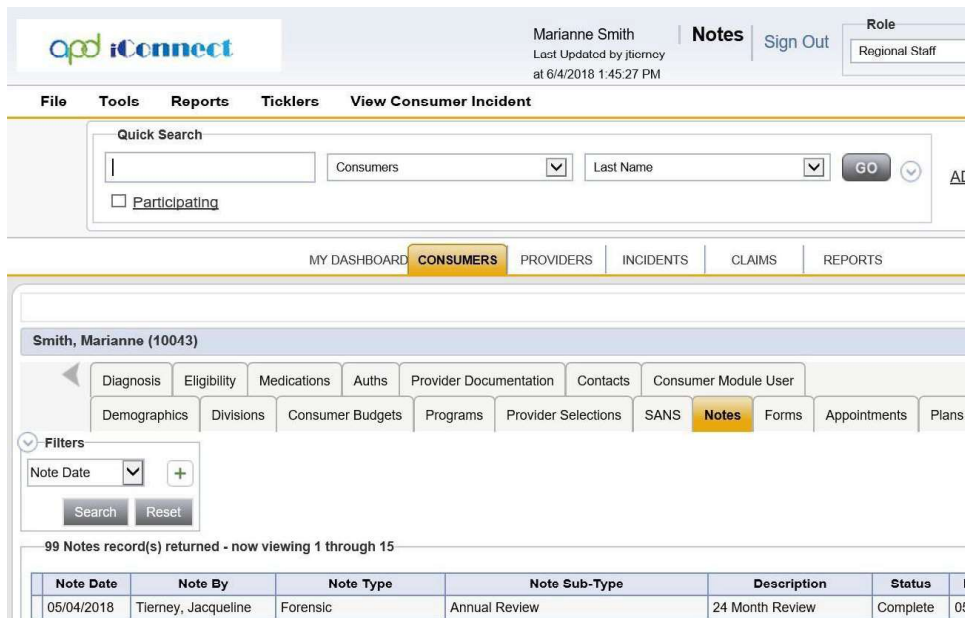
### Reassignment Notification

Consumer notifies the local regional office of his/her desire to change Waiver Support Coordinators. Upon receiving a notification of a Consumers desire to change Waiver Support Coordinators, Region Staff initiate the process by adding a Note in iConnect.

1. To begin, log into iConnect and set Role = Region Waiver Workstream Worker. Click **Go**.



2. Navigate to the Consumers record and click the **Notes** tab > click **File** > **Add Notes**.



- 3. The Note Details page is displayed. Update the following fields:
  - a. Division = APD
  - b. Note Type = WSC Change Request  
NOTE: WSC and Service Providers cannot see this Note Type
  - c. Note Subtype = Consumer Requested Selection Form Sent
  - d. Note recipient = click the **Lookup** button to search for and select Waiver Workstream Lead worker record.
  - e. Status = Complete
  - f. Attach all supporting documentation

The screenshot shows the 'Notes Details' page in the iConnect system. The header includes the iConnect logo, the user name 'Alice Sheppard', and the date '5/4/2018 12:28 PM'. The form contains the following fields:

- Division \*: APD
- Note By \*: Buck, Jennifer
- Note Date \*: 05/04/2018
- Program/Provider: (empty)
- Note Type \*: WSC Change Request
- Note Sub-Type: Consumer Requested Selection Form Sent
- Description: (empty)
- Note: sent the form to the consumer
- Status \*: Complete
- Date Completed: 05/04/2018

Arrows in the image point to the 'Note Type', 'Note Sub-Type', and 'Status' fields, indicating they are the focus of the update steps.

- 4. Click **File > Save and Close Notes**
- 5. The WSC Selection Form and other supporting documents will be printed and mailed to the Consumer.

### WSC Selection – New Agency/Provider

The Consumer notifies the local regional office of his/her newly selected Waiver Support Coordinator agency or solo provider. Upon receiving the notification, the Region Staff will add a Note in iConnect to begin the reassignment process.