



Quarterly Report on the iConnect System
First Quarter
(July, August, September)
Fiscal Year 2024-25

Purpose

As directed by the General Appropriations Act for Fiscal Year 2024-25, the Agency for Persons with Disabilities (Agency) shall submit quarterly project status reports to the Executive Office of the Governor's Office of Policy and Budget, Chair of the Senate Committee on Appropriations, and Chair of the House of Representatives Appropriations Committee within 30 days after the last business day of the preceding quarter. Each status report must include relevant copies of each task order, contract(s), purchase orders, and invoices. The Agency must include a monthly spend plan that identifies all project work and costs budgeted for Fiscal Year 2024-25, the progress made to date for each project milestone, deliverable, and task order, planned and actual deliverable completion dates, planned and actual costs incurred, and any project issues and risks. Additionally, the report must also include a complete list of issues and/or help desk tickets that details the reporting entity, the date the issue was reported, a description of the issue, resolution and/or anticipated resolution, and the date of resolution and/or anticipated resolution. The list of issues must be inclusive of those reported by internal and external stakeholders.

Reporting Period Progress

Overview of Progress During Reporting Period

The iConnect Program's goal is to provide a system and supports that elevate the client by uncovering opportunities to increase quality engagements and service delivery, enabling the system of care to achieve a state of thriving. iConnect is used by APD Staff, Waiver Support Coordinators (WSC), Direct Service Providers, and contracted entities.

During this reporting period, the iConnect Program achieved the following significant milestones:

- ❖ Competitively Procured and Executed Contract for Testing/Quality Assurance Vendor
 - Contract Executed with iLAB
- ❖ Competitively Procured and Executed Contract for iConnect Operations & Maintenance (O&M)
 - Contract Executed with WellSky
- ❖ Created, developed and provided training curriculum and instruction for Managed Care Pilot Program Contracted Vendor, Florida Community Care (FCC), Care Coordinators
- ❖ Resolved/Closed/Identified a solution for 6,453 tickets within this reporting period
- ❖ Successfully implemented a series of enhancements/reports to directly respond to stakeholder feedback for purposes of streamlining information, providing performance management tools to increase stakeholder capacity as detailed in the following Significant Additional Accomplishments section
 - WSC Provider Documentation Report, Service Provider Documentation Report, WSC Support Plan Due Report, WSC BASE Renewal Due Report, WSC Medicaid Waiver Eligibility Worksheet Due Report, Division Tab Access to All Providers
- ❖ Provided the following intensive, customized iConnect training sessions as detailed in the following Significant Additional Accomplishments section
 - July: 22 training sessions
 - August: 16 training sessions
 - September: 14 training sessions

Planned and Actual Completion Dates (Current and Next Reporting Periods)

Deliverable, Milestone, Task Description Progress and Dates						
<i>Planned/actual completion dates, progress, and any significant variance or comment for milestone, deliverable, task orders.</i>						
D M T	Deliverable / Milestone / Task Description	Planned Start Date	Planned Finish Date	Actual Finish Date (completed)	Status (C=Completed IP= In Progress F=Future)	Variance Explanation / Comment
M	iConnect Operations & Maintenance (O&M) Contract executed with WellSky	07/01/2024	07/01/2024	07/04/2024	C	APD posted a Request for Quotes, competitive procurement, on 04/05/2024; on 06/25/2024 provided notice of intent to award to WellSky; contract executed on 07/04/2024.
D	O&M Contract Deliverable #2: Monthly Status Meeting <i>Vendor shall conduct a monthly meeting with a performance scorecard in the manner the Parties agree upon and consistent with practice of the Parties to review support tickets, resolution, upcoming releases, and timing, and tracking of submitted Change Orders held between the Parties by the 10th of each month, following the month of service delivery or as otherwise agreed upon by the Parties.</i>	07/09/2024	06/30/2025		IP	The meeting(s) during the reporting quarter held on 07/09/2024, 08/07/2024 and 09/04/2024.

Deliverable, Milestone, Task Description Progress and Dates

Planned/actual completion dates, progress, and any significant variance or comment for milestone, deliverable, task orders.

D M T	Deliverable / Milestone / Task Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
D	<p>O&M Contract Deliverable #3: Monthly Managed Services Hours Usage Report</p> <p><i>This report shall be submitted to the Contract Manager within 5 business days of the end of the month, for the previous month to include details on the managed services hours requested and used.</i></p>	08/01/2024	06/30/2025		IP	The vendor provided the reports during the reporting quarter on 08/01/2024 and 09/03/2024.
D	<p>O&M Contract Deliverable #5: Monthly System Monitoring Report</p> <p><i>The Vendor shall submit unredacted external vulnerability scanning reports to the Contract Manager within 10 business days of each month via a secure file share, following the month of service delivery.</i></p>	08/01/2024	06/30/2025		IP	The vendor provided the reports during the reporting quarter on 08/08/2024 and 09/05/2024.
D	<p>O&M Contract Deliverable #18: Disaster Recovery Plan</p> <p><i>The Vendor shall provide to the Agency Contract Manager, a copy of the</i></p>	07/04/2024	08/15/2024	08/15/2024	C	The vendor provided the report on 08/15/2024.

Deliverable, Milestone, Task Description Progress and Dates

Planned/actual completion dates, progress, and any significant variance or comment for milestone, deliverable, task orders.

D M T	Deliverable / Milestone / Task Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
	<i>WellSky Disaster Recovery Plan within 30 business days of contract execution.</i>					
M	iConnect Testing/Quality Assurance (QA) Contract executed with iLAB	08/01/2024	08/01/2024	08/01/2024	C	APD posted a Request for Quotes, competitive procurement, on 06/17/2024; provided notice of intent to award to iLAB on 07/19/2024; contract executed on 08/01/2024.
D	Testing/QA Contract Deliverable #1: Project Plan <i>See attached Appendix C-05</i>	08/01/2024	08/21/2024	08/21/2024	C	The vendor submitted the deliverable on 08/21/2024.
D	Testing/QA Contract Deliverable #2: Schedule <i>See attached Appendix C-05</i>	08/01/2024	09/03/2024		IP	The vendor delivered the initial version of the schedule on 09/03/2024. Note: The schedule is updated monthly at a minimum, through the duration of the contract and is a living document.

Deliverable, Milestone, Task Description Progress and Dates

Planned/actual completion dates, progress, and any significant variance or comment for milestone, deliverable, task orders.

D M T	Deliverable / Milestone / Task Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
D	Testing/QA Contract Deliverable #3: Monthly Status Report <i>See attached Appendix C-05</i>	08/01/2024	09/16/2024	09/13/2024	IP	The vendor provided the first monthly status report on 09/13/2024.
T	Testing by the Testing/QA Vendor– Batch 1, consisting of 48 of 237 System Requirements	09/24/2024	10/21/2024		IP	Hurricane Helene and Milton impacted the timing of meetings of this testing. An additional week was added to the project schedule. Please note, the vendor assessment is that the additional schedule time will not impact the delivery of the final assessment.
T	Created, developed and provided training curriculum and instruction for Managed Care Pilot Program Contracted Vendor, Florida Community Care (FCC), Care Coordinators	07/1/2024	08/15/2024	08/15/2024	C	The DDMC iConnect role for FCC went live 7/1/2024 and FCC training specific to the DDMC user role was completed 8/15/2024. FCC staff were trained on the use of iConnect

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						as well as care coordination and provisioned as they were onboarded to access iConnect using this role.
T	Ongoing reoccurring weekly Provider Assistance Technical Calls (PTAC) with APD and stakeholders to solicit feedback regarding iConnect work in progress, ticket submissions from users, general feedback, and Q/A opportunities.	07/01/2024	06/30/2025		IP	Forum provides additional opportunity for designated time to discuss a wide array of iConnect-related topics. These technical assistance calls are scheduled every week with one of the following (5) iConnect user groups: APD staff, behavioral service providers, Electronic Visit Verification (EVV) Service providers, residential service providers, and Waiver Support Coordinators.
T	Dedicated forum, weekly support call with the iConnect O&M vendor to provide technical assistance and	07/01/2024	06/30/2025		IP	The weekly support call forum provides additional opportunities for APD, the

Deliverable, Milestone, Task Description Progress and Dates

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	to enhance availability for addressing critical issues identified.					iConnect vendor (and as needed, provider and WSC users) to discuss, troubleshoot, and collect additional information on technical tickets and issues that may arise.
M	<p>Significant Additional Accomplishments – System Enhancement(s)</p> <p><i>Configuration to allow additional provider access to helpful and timely WSC contact information. Developed and deployed reports to streamline management duties and reduce administrative burden by consolidating all necessary information in a summary format. Improved the notification process to end users regarding system enhancements and updates.</i></p>	07/01/2024	09/30/2024	09/30/2024	C	<ul style="list-style-type: none"> Based on direct feedback from stakeholders and to meet the needs of providers who requested that iConnect display contact information for the WSC who serves their consumers, providers were granted read-only access to the Divisions tab in iConnect to provide more holistic coordinated care for clients.

Deliverable, Milestone, Task Description Progress and Dates

Planned/actual completion dates, progress, and any significant variance or comment for milestone, deliverable, task orders.

D M T	Deliverable / Milestone / Task Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
						<ul style="list-style-type: none"> Based on direct feedback from agency owners, Qualified Organization (QO) owners, WSCs, and provider workers, the Service Provider Documentation and WSC Provider Documentation reports were developed and deployed to allow these users to review provider documentation activities in one place, rather than requiring them to click on each activity individually in the iConnect User Interface. Based on direct feedback from QO owners and WSCs, the

Deliverable, Milestone, Task Description Progress and Dates

Planned/actual completion dates, progress, and any significant variance or comment for milestone, deliverable, task orders.

D M T	Deliverable / Milestone / Task Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
						<p>WSC Support Plan Due, the WSC Medicaid Waiver Eligibility Worksheet Due, and the WSC BASE Renewal Due reports were developed and deployed to allow users to ensure Person Centered Support Plans, Waiver Eligibility Worksheets, and the initiation of BASE renewals are completed in a timely manner.</p> <ul style="list-style-type: none"> Improved the notification process for informing iConnect users of monthly updates and enhancements. These updates and enhancements are posted monthly to

Deliverable, Milestone, Task Description Progress and Dates

Planned/actual completion dates, progress, and any significant variance or comment for milestone, deliverable, task orders.

D M T	Deliverable / Milestone / Task Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
						<p>APD’s website, and this page is conveniently linked to users directly from the iConnect application.</p> <ul style="list-style-type: none"> Presented overview of iConnect enhancements and features for Providers and APD Staff at the Florida Association of Behavior Analysis (FABA) Conference in September that addressed previously raised items and identified solutions.
M	Significant Additional Accomplishments – intensive, customized iConnect training activities with end users.	7/01/2024	09/30/2024	09/30/2024	C	<ul style="list-style-type: none"> In July 2024, 22 training sessions were delivered by the iConnect training team, with a total of 122 trainees. This includes

Deliverable, Milestone, Task Description Progress and Dates

Planned/actual completion dates, progress, and any significant variance or comment for milestone, deliverable, task orders.

D M T	Deliverable / Milestone / Task Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
	<p><i>The Agency’s iConnect training team delivers an ongoing cadence of training sessions for various iConnect user groups. These sessions are offered regionally and dependent on the specific training material, many are offered in both in-person and virtual attendance options.</i></p>					<p>Level 2 WSC in-person training delivered in all 6 regions. Other training sessions included service-specific training, training for new providers, and quality assurance training.</p> <ul style="list-style-type: none"> • In August 2024, 16 training sessions were delivered by the iConnect training team, with a total of 104 trainees. This includes service-specific training, training for new providers, and quality assurance training. • In September 2024, 14 training sessions were delivered by the iConnect training team with a total of 70

Deliverable, Milestone, Task Description Progress and Dates

Planned/actual completion dates, progress, and any significant variance or comment for milestone, deliverable, task orders.

D M T	Deliverable / Milestone / Task Description	Planned Start Date	Planned Finish Date	Actual Finish Date <i>(completed)</i>	Status <i>(C=Completed IP= In Progress F=Future)</i>	Variance Explanation / Comment
						<p>trainees. This includes WSC Significant Additional Needs (SANs) training, service-specific training, training for new providers, and quality assurance training.</p>

Significant Issues and Risks

Issues <i>Significant issues identified, open, occurring, or closed during this reporting period.</i>					
Issue Description	Status <i>(Open / Closed)</i>	Impact <i>(H, M, L)</i> and Description of Impact	Resolution Approach	Resolution Date	Owner
<i>None this reporting period</i>					

Risks <i>Significant risks identified, open, occurring, or closed during the reporting period.</i>					
Risk Description	Status (Open / Occurring / Closed)	Impact (H, M, L) and Description of Impact	Mitigation Strategy	Mitigation Status	Owner
<i>None this reporting period.</i>					

Glossary of Key Terms

Agency	Florida State Agency for Persons with Disabilities (APD).
iConnect	APD client data management system and federally required electronic visit verification for personal care and home healthcare services.
iLAB	Agency contracted vendor to perform iConnect Testing/QA in accordance with the Fiscal Year 2024-25 General Appropriations Act.
O&M	Refers to the Operations and Maintenance contract referenced above with WellSky for continued support of the iConnect system.
WellSky	Agency contracted vendor to provide iConnect O&M services.

Appendix A

Appendix A includes the monthly spending plan identifying all project work and costs budgeted for Fiscal Year 2024-25.

Appendix A-APD iConnect Spend Plan

Appendix B

Appendix B includes a complete list of issues and/or help desk tickets and required corresponding information.

Appendix B-iConnect Ticket Data

Appendix C

Appendix C includes the following relevant contract(s), purchase orders, and invoices.

Appendix C- 01 Combined POs for Contracted Staff

Appendix C- 02 Combined Invoices for Contracted Staff

Appendix C- 03 Operations and Maintenance Contract WellSky

Appendix C- 04 Operations and Maintenance PO (C40C4D)

Appendix C- 05 iLAB RFQ Response

Appendix C- 06 iLAB Testing/QA PO (C42BB9)

APD iConnect Spend Plan - FY 2024-25

Reporting Date - 10/09/2024

#	Item	July		August		September		October		November		December		January		February		March		April		May		June		GRAND TOTAL		
		Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	YTD Actual	
1	Contracted Staff & Trainers	\$ 108,543	\$ 29,200	\$ 108,543	\$ 100,542	\$ 108,543	\$ 106,261	\$ 108,543	\$ -	\$ 108,543	\$ -	\$ 108,543	\$ -	\$ 108,543	\$ -	\$ 108,543	\$ -	\$ 108,543	\$ -	\$ 108,543	\$ -	\$ 108,543	\$ -	\$ 108,547	\$ -	\$ 1,302,520	\$ 236,003	
2	QA and Testing Contract (LAB, Requisition No. PR566245-V2, 08/07/2024)																											
2-A	Payment Milestone: D1 - Project Plan	\$ -	\$ -	\$ 64,008	\$ 64,008	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 64,008	\$ 64,008	
2-B	Payment Milestone: D2 - Schedule	\$ -	\$ -	\$ -	\$ -	\$ 32,004	\$ 32,004	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 32,004	\$ 32,004	
2-C	Payment Milestone: D3 - Monthly Status Report	\$ -	\$ -	\$ -	\$ -	\$ 91,440	\$ 91,440	\$ 91,440	\$ -	\$ 91,440	\$ -	\$ 91,440	\$ -	\$ 91,440	\$ -	\$ 91,440	\$ -	\$ 91,440	\$ -	\$ 91,440	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 640,080	\$ 91,440
2-D	Payment Milestone: D4 - Final Assessment Report DRAFT	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 166,080	\$ -	
2-E	Payment Milestone: D5 - Final Assessment Report FINAL	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 92,380	\$ -
3	iConnect Operations & Maintenance (O&M) Contract (WellSky, Contract No. AC102, 07/04/2024)																											
3-A	Payment Milestone: Professional Services (One-Time)	\$ 516,630	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 516,630	\$ -	
3-B	Payment Milestone: Cloud Services (Annual)	\$ 1,837,500	\$ -	\$ -	\$ -	\$ -	\$ 1,837,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,837,500	\$ 1,837,500	
3-C	Payment Milestone: Professional Services (includes 1,000 Managed Services hours) (Annual)	\$ 390,000	\$ -	\$ -	\$ -	\$ -	\$ 390,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 390,000	\$ 390,000	
3-D	Payment Milestone: Interface Maintenance Services (Assurance Services) (Annual)	\$ 81,375	\$ -	\$ -	\$ -	\$ -	\$ 81,375	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 81,375	\$ 81,375	
TOTAL		\$ 2,934,048	\$ 29,200	\$ 172,551	\$ 164,550	\$ 231,987	\$ 2,538,580	\$ 199,983	\$ -	\$ 199,983	\$ -	\$ 199,983	\$ -	\$ 199,983	\$ -	\$ 366,063	\$ -	\$ 292,363	\$ -	\$ 108,543	\$ -	\$ 108,543	\$ -	\$ 108,547	\$ -	\$ 5,122,577	\$ 2,732,330	

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
134485	Resolved	cost plans are not showing up to print	Authorizations	Katherine Czech	07/01/2024 09:33:38 AM	Waiver Support Coordinator	Resolved (Permanently)	10/24/2024 09:31:11 AM
134580	Resolved	CANNOT CREATE AUTHORIZATION	Authorizations	DAndre McClain-Franklin	07/01/2024 11:17:38 AM	Service Provider	Resolved (Permanently)	10/24/2024 09:35:58 AM
134721	Resolved	Employee's consumer do not show in my reports manager	Reports	Shelly Beckwith	07/01/2024 02:17:28 PM	Waiver Support Coordinator	Resolved (Permanently)	10/24/2024 09:38:14 AM
136710	Resolved	Billing Discru	Claims	Sherrena Lashane Mcknight	07/10/2024 02:45:45 PM	Service Provider	Resolved (Permanently)	10/25/2024 04:38:47 PM
136722	Resolved	Unable to sign in to reports	Reports	Roberta Greene	07/10/2024 03:22:22 PM	Waiver Support Coordinator	Resolved (Permanently)	10/24/2024 10:03:21 AM
142298	Resolved	Request to add admin action note type	Enhancement	Kimberly Walsh	08/14/2024 08:21:06 AM	APD Employee	Resolved (Permanently)	10/23/2024 11:45:03 AM
143374	Resolved	Duplicating Provider Documentation	Provider Documentation	Donna Johnson	08/21/2024 09:41:52 AM	Service Provider	Resolved (Permanently)	10/23/2024 02:44:32 PM
135814	Closed	Unable to create of duplicate forms	System Performance	SymonLorraine	07/06/2024 06:42:16 PM	Waiver Support Coordinator	Resolved by Requester	07/15/2024 12:30:09 PM
136492	Closed	Rejected auths	Authorizations	Deana Roberts	07/09/2024 05:03:40 PM	Waiver Support Coordinator	Resolved by Requester	07/09/2024 05:28:11 PM
138432	Closed	DS Waiver Not Approved	Claims	Malcolm Turner	07/19/2024 03:30:57 PM	Service Provider	Resolved by Requester	07/19/2024 04:03:30 PM
139907	Closed	PROVIDER DOCUMENTATION ISSUES	Provider Documentation	Karl Powell	07/29/2024 04:14:09 PM	Service Provider	Resolved by Requester	07/30/2024 08:29:32 AM
141308	Closed	Paul Burnell July 2024 attendance log	Provider Documentation	Lucy A Duncan	08/07/2024 10:35:12 AM	Service Provider	Resolved by Requester	08/07/2024 11:46:48 AM
141312	Closed	Samuel Seymour July 2024 Attendance log	Provider Documentation	Lucy A Duncan	08/07/2024 10:46:55 AM	Service Provider	Resolved by Requester	08/07/2024 11:47:03 AM
149083	Closed	daily attendance	Provider Documentation	Henreitta Bryant	09/27/2024 01:15:00 PM	Service Provider	Resolved by Requester	09/27/2024 01:45:01 PM
141727	Closed	iConnect Enhancement Request	Reports	Amanda McCoy	08/09/2024 11:07:19 AM	Service Provider	Resolved (Work Around)	08/15/2024 10:52:16 AM
134384	Closed	Not able to access/open any person centered plans	Forms - PCSP	Veronica Neria	07/01/2024 12:29:52 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:44:01 AM
134385	Closed	Not able to open service plans to update changes	Plans	Veronica Neria	07/01/2024 12:31:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 02:23:02 PM
134386	Closed	cant get past login page	System Performance	Kenneth Roper	07/01/2024 01:07:16 AM	Service Provider	Resolved (Permanently)	07/01/2024 10:44:02 AM
134387	Closed	Assigning Eavv worker and signing in	System Performance	Deedric Straughter	07/01/2024 01:07:35 AM	Service Provider	Resolved (Permanently)	07/01/2024 10:44:04 AM
134388	Closed	Clock in	Unable to Start/End	Melinda Foskey	07/01/2024 01:26:19 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 07:28:26 AM
134389	Closed	iconnect	Data Sync	Nancy Vickers	07/01/2024 03:18:38 AM	Service Provider	Resolved (Permanently)	07/01/2024 10:44:05 AM
134390	Closed	not able to add and attach to note	Plans	Karen Massay-Brank	07/01/2024 04:20:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:57:44 AM
134391	Closed	iConnect Issues	System Performance	Daniella Font	07/01/2024 04:53:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:44:06 AM
134393	Closed	Provider documentation - missing Activity services	Provider Documentation	Susana Almarza	07/01/2024 06:27:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 08:48:56 AM
134394	Closed	not able to access consumer on Ewv	Data Sync	Corrine Rathery	07/01/2024 06:35:59 AM	Service Provider	Resolved (Permanently)	07/01/2024 09:08:50 AM
134395	Closed	Bcannot access consumer's record on Iconnect	Dashboard	Breanna Damkoehler	07/01/2024 06:42:06 AM	Service Provider	Resolved (Permanently)	07/01/2024 10:44:07 AM
134396	Closed	No service afte stync data	Data Sync	Angelia Kallen	07/01/2024 06:50:28 AM	Service Provider	Resolved (Permanently)	07/01/2024 09:16:05 AM
134397	Closed	Staff ewv issues	Data Sync	Devon Shorter	07/01/2024 07:13:01 AM	Service Provider	Resolved (Permanently)	07/03/2024 02:25:03 PM
134398	Closed		32315 Plans	Ellen Stokey	07/01/2024 07:20:53 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:57:20 AM
134399	Closed	Support Plan	Forms	Isabel Broome	07/01/2024 07:22:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 12:25:32 PM
134402	Closed	EVV SCHEDULING ISSUES	Unable to Start/End	Shelethea Harris	07/01/2024 07:36:49 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 07:36:49 AM
134403	Closed	PLAN VALIDATION REPORT	Plans	Subecca E Flores	07/01/2024 07:41:49 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:51:08 AM
134404	Closed	Unable to see consumers	Other	betty pittman	07/01/2024 07:42:09 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 07:42:09 AM
134405	Closed	UNABLE TO WORK ON FORMS	Forms - PCSP	Stephanie Arnold	07/01/2024 07:47:52 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:56:52 AM
134407	Closed	EVV SCHEDULING ISSUES	Data Sync	Ruth Calhoun	07/01/2024 07:49:23 AM	Service Provider	Resolved (Permanently)	07/01/2024 07:49:23 AM
134408	Closed	Form Report not rendering	Reports	Sebena Masline	07/01/2024 07:52:48 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:56:29 AM
134409	Closed	Bariatric SA is in rejected status	Authorizations	Ivy Lofton	07/01/2024 08:02:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:52:24 AM
134412	Closed	I am unable to download SP	Forms - PCSP	MELISSA MCCORMICK	07/01/2024 08:05:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:56:06 AM
134415	Closed	Forms Report Not working	Reports	Sebena Masline	07/01/2024 08:06:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:55:41 AM
134416	Closed	NO PLUS SIGN	Provider Documentation	Kandy Wagner	07/01/2024 08:08:58 AM	Service Provider	Resolved (Permanently)	07/01/2024 04:43:58 PM
134418	Closed	Plan Validation Error Report is not displaying	Reports	Sophia Torres	07/01/2024 08:14:37 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:55:19 AM
134419	Closed	Sync Data	Data Sync	Mirem Rivera	07/01/2024 08:15:00 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 08:15:00 AM
134421	Closed	Unable to see consumer	Other	phyllis allums	07/01/2024 08:20:29 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 08:20:29 AM
134425	Closed	Unable to see consumer	Unable to Start/End	Myrlande Dor	07/01/2024 08:30:21 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 08:30:21 AM
134427	Closed	Unable to access the cost plans	Plans	Karen Massay-Brank	07/01/2024 08:32:26 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:54:54 AM
134428	Closed	EVV SCHEDULING ISSUES	Data Sync	Mary Ann Taylor	07/01/2024 08:32:58 AM	Service Provider	Resolved (Permanently)	07/01/2024 08:32:58 AM
134429	Closed	EVV Worker Can Not Choose Service-Screen Is Blank	Unable to Start/End	Nichole Dawkins	07/01/2024 08:33:56 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 07:51:57 PM
134430	Closed	Consumer eligibility	Eligibility	Paula Bryant	07/01/2024 08:35:16 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:19:52 AM
134431	Closed	Can't see validation error reports	Reports	Fanny Chulig	07/01/2024 08:36:10 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:54:21 AM
134433	Closed	Unable to see consumer	Other	maria n mejja	07/01/2024 08:39:16 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 08:39:16 AM
134434	Closed	Consumer name not showing	Data Sync	Theresa L Bates	07/01/2024 08:39:41 AM	Service Provider	Resolved (Permanently)	07/01/2024 08:42:04 AM
134435	Closed	EVV SCHEDULING ISSUES	Data Sync	Camille Americ	07/01/2024 08:39:57 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 08:39:58 AM
134438	Closed	can not print a SA	Reports	Dinna Andrews	07/01/2024 08:40:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:53:56 AM
134439	Closed	cost plan reports	Reports	Leigh Soles	07/01/2024 08:44:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:53:32 AM
134441	Closed	iConnect - Plans Information Report	Reports	Carolyn Dennis	07/01/2024 08:45:12 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:53:02 AM
134442	Closed	EVV SCHEDULING ISSUES	Data Sync	MAURICE ROSE	07/01/2024 08:45:15 AM	Service Provider	Resolved (Permanently)	07/01/2024 08:45:15 AM
134443	Closed	Cost Plan Validation.	Reports	Joyce George	07/01/2024 08:45:59 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:52:37 AM
134444	Closed	Unable to see consumer	Other	Angelyne Cezaire	07/01/2024 08:46:15 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 08:46:15 AM
134445	Closed	Plan validation reports	Reports	Juneen Johnson	07/01/2024 08:47:25 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:52:12 AM
134446	Closed	unable to bill	Claims	Dinna Andrews	07/01/2024 08:47:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 01:01:04 PM
134448	Closed	Validation report Issues	Plans	Josue Otero	07/01/2024 08:52:37 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:51:51 AM
134449	Closed	NO APPROVED SERVICES on EVV	Data Sync	Tricia Taijeron	07/01/2024 08:53:17 AM	Service Provider	Resolved (Permanently)	07/01/2024 09:06:05 AM
134451	Closed	iC Validation Report is not loading. Only has a very large " ok or cancel"	Plans	Kathleen Lopez	07/01/2024 08:56:14 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:51:29 AM
134452	Closed	Auth Interface Enhancement	Authorizations	Tanisha Fuller	07/01/2024 08:57:21 AM	Service Provider	Resolved (Permanently)	07/01/2024 01:07:02 PM
134454	Closed	EVV SCHEDULING ISSUES	Data Sync	Francy Josefina Blanco	07/01/2024 08:59:16 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 08:59:17 AM
134455	Closed	Unable to get validation report screen	Request for Override	Phyllis A Brown	07/01/2024 09:01:44 AM	APD Employee	Resolved (Permanently)	07/01/2024 09:25:24 AM
134460	Closed	CANNOT SEE CONSUMERS	Data Sync	Gerardo A Fojo	07/01/2024 09:07:24 AM	Service Provider	Resolved (Permanently)	07/01/2024 11:31:23 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
134461	Closed		44646	Notes	07/01/2024 09:09:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 09:16:20 AM
134462	Closed	Validation Report	Reports	Maria Goris	07/01/2024 09:09:35 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:51:00 AM
134465	Closed	SA incorrect	Authorizations	Kevin Moore	07/01/2024 09:18:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 01:15:36 PM
134466	Closed	Rejection	Authorizations	Ronald McCauley	07/01/2024 09:19:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 09:28:31 AM
134467	Closed	EVV SCHEDULING ISSUES	Data Sync	Zeneyda Barturen	07/01/2024 09:20:52 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 09:20:52 AM
134468	Closed	Unable to see consumers	Data Sync	Dana Ogles	07/01/2024 09:20:57 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 09:20:58 AM
134470	Closed	Unable to see consumer on EVV	Data Sync	Andy Walker	07/01/2024 09:23:38 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 02:49:52 PM
134472	Closed	Divine Grace companion one to two ratio	Authorizations	Katherine Czech	07/01/2024 09:25:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 01:21:12 PM
134473	Closed	EVV SCHEDULING ISSUES	Data Sync	Mariblanca Sanchez	07/01/2024 09:26:11 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 09:26:11 AM
134478	Closed	Unable to see consumers	Data Sync	Sherney Lamar McKay	07/01/2024 09:28:25 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 09:28:25 AM
134486	Closed	Can't create service authorization	Authorizations	Sarah Gallivan	07/01/2024 09:33:52 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 01:32:00 PM
134488	Closed	Unable to see consumers	Data Sync	Elsa Francis	07/01/2024 09:36:09 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 09:36:09 AM
134490	Closed	Validation Report	Reports	Maria Goris	07/01/2024 09:38:27 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:50:40 AM
134496	Closed	monthly provider documentation note for WSC	Provider Documentation	Jared Dickerson	07/01/2024 09:47:12 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 09:58:53 AM
134497	Closed	Unable to clock in	Unable to Start/End	Glamour Yveline Legros	07/01/2024 09:47:58 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 09:47:59 AM
134500	Closed	plan validation report	Plans	Juneen Johnson	07/01/2024 09:52:11 AM	APD Employee	Resolved (Permanently)	07/01/2024 01:44:16 PM
134501	Closed	could not access the save and validate	Plans	Josephine Hunt	07/01/2024 09:52:37 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:15:38 AM
134502	Closed	Dialog Vendor Service Select Pop Up - No Service code showing	Provider Documentation	Florida Thomas	07/01/2024 09:52:53 AM	Service Provider	Resolved (Permanently)	07/01/2024 03:06:23 PM
134505	Closed	Cannot open validation reports	Plans	Aric McFartane	07/01/2024 09:54:29 AM	APD Employee	Resolved (Permanently)	07/01/2024 11:23:50 AM
134506	Closed	Trying to build daily rate auth, providers not populating.	Provider Selection	Jamie Boyd	07/01/2024 09:54:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:22:44 PM
134507	Closed	Approved services	Unable to Start/End	Marilyn William	07/01/2024 09:57:52 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:14:05 AM
134508	Closed	No validation reports	Reports	Johanna Sharp	07/01/2024 09:58:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 01:45:41 PM
134509	Closed	UNABLE TO PUT IN NOTES	Documentation	Nancy Vickers	07/01/2024 09:59:35 AM	Service Provider	Resolved (Permanently)	07/02/2024 11:12:36 AM
134513	Closed	duplicate note	Notes	Vickie Scarbrough	07/01/2024 10:06:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:39:11 AM
134515	Closed	Not able to update SAs	Authorizations	Amy Maxhimer	07/01/2024 10:07:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 11:11:34 AM
134516	Closed	Unable to print Support Plans	Forms - PCSP	Chanda Mayes	07/01/2024 10:07:53 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:24:21 PM
134517	Closed	Access to WSC	Provider Documentation	Marilyn D Cole	07/01/2024 10:10:31 AM	Service Provider	Resolved (Permanently)	07/02/2024 09:50:42 AM
134519	Closed	SANs not validating	SAN	Amanda Soule	07/01/2024 10:10:51 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:49:34 AM
134522	Closed	I connect	Provider Documentation	Theresa L. Bates	07/01/2024 10:15:23 AM	Service Provider	Resolved (Permanently)	07/02/2024 07:11:22 AM
134523	Closed	Status completed to change pending.	Provider QIO, POR, NNC, CAP	Jacqueline Reyes	07/01/2024 10:16:53 AM	APD Employee	Resolved (Permanently)	07/02/2024 10:31:05 AM
134526	Closed	validation says over budget	Consumer Budget	Tressie Wimberly	07/01/2024 10:25:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 02:06:10 PM
134528	Closed	Unable to crease service authorization.	Authorizations	Gladys Minino	07/01/2024 10:26:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:42:08 AM
134535	Closed	Validation Errors	Request for Override	Stephanie Waters	07/01/2024 10:32:33 AM	APD Employee	Resolved (Permanently)	07/01/2024 01:50:01 PM
134536	Closed	Validation error message	Request for Override	Sheri Goodman	07/01/2024 10:33:07 AM	APD Employee	Resolved (Permanently)	07/01/2024 10:47:15 AM
134537	Closed	Unable to see consumers	Data Sync	Herline Medard Sajousse	07/01/2024 10:35:30 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 10:35:31 AM
134538	Closed	Fix my hours	Provider Documentation	Nickson Bernadin	07/01/2024 10:37:46 AM	Service Provider	Resolved (Permanently)	07/01/2024 10:52:19 AM
134540	Closed	Unable to see consumer	Unable to Start/End	Buraq Qasim Aboaldibis	07/01/2024 10:38:25 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 10:38:25 AM
134541	Closed	unable to add deliveries	Enhancement	Chenoa Payne	07/01/2024 10:39:53 AM	Service Provider	Resolved (Permanently)	07/10/2024 01:15:20 PM
134542	Closed	LSD3 and Transportation	Authorizations	Marilou Macato Burden	07/01/2024 10:41:16 AM	Service Provider	Resolved (Permanently)	07/01/2024 04:08:36 PM
134543	Closed	Unable to find delivery on EVV	Data Sync	SONIA NUNEZ	07/01/2024 10:42:39 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 05:13:56 PM
134547	Closed	Assigning an EVV worker	Data Sync	Angela Towe	07/01/2024 10:49:21 AM	Service Provider	Resolved (Permanently)	07/01/2024 11:01:23 AM
134550	Closed	Unable to validate The Cost Plan 2024-2025	Consumer Budget	Siomara El-sabbagh	07/01/2024 10:50:55 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 11:55:43 AM
134551	Closed	Authorization	Authorizations	Krystal Witkowski	07/01/2024 10:51:02 AM	Service Provider	Resolved (Permanently)	07/01/2024 05:16:16 PM
134554	Closed	Sync Data/User Portal PW Reset	Data Sync	Yannieris PeA*ate	07/01/2024 10:52:05 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 10:52:05 AM
134555	Closed	no create auth or update button for consumer in iconnect	Authorizations	Ebony Mensah	07/01/2024 10:52:27 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 10:57:43 AM
134558	Closed	CLIENT IS ELIGIBLE FOR MEDICAID SINCE 6/1/24	Authorizations	Sergio Comas	07/01/2024 10:55:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 11:24:03 AM
134559	Closed	Unable to see consumers	Data Sync	Phyllis Smith	07/01/2024 10:56:24 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 10:56:24 AM
134562	Closed	units exceed message at the time of confirm visits	Provider Documentation	Norys Nodarse	07/01/2024 11:03:45 AM	Service Provider	Resolved (Permanently)	07/01/2024 01:01:16 PM
134564	Closed	Unable to create PDF of Support Plan	Forms - PCSP	Kristina Donley	07/01/2024 11:05:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 11:14:56 AM
134565	Closed	Geolocation Issues	Geolocation/GPS	Christopher Douglas Scott	07/01/2024 11:05:52 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 11:09:15 AM
134567	Closed	Unable to see consumer	Wrong Authorization	Delores A Palmer	07/01/2024 11:06:34 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 11:06:34 AM
134568	Closed	Word Merge Error	Forms - Word Merges	Kristina Donley	07/01/2024 11:06:42 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:39 AM
134570	Closed	EVV SCHEDULING ISSUES	Data Sync	Ebony Ward	07/01/2024 11:08:06 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 11:08:06 AM
134571	Closed	Provider Documentation	WSC Progress Notes	Susan Sculles	07/01/2024 11:10:19 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 11:22:47 AM
134576	Closed	unable to search consumer	System Performance	Ashley Whitaker	07/01/2024 11:13:44 AM	Service Provider	Resolved (Permanently)	07/17/2024 12:16:48 PM
134579	Closed	New Fiscal Year Authorization	Authorizations	Florence Y Wilkerson	07/01/2024 11:17:36 AM	Service Provider	Resolved (Permanently)	07/01/2024 11:19:49 AM
134582	Closed	ewv	Data Sync	dania morejon	07/01/2024 11:18:59 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 11:18:59 AM
134583	Closed	New Fiscal Year Authorization	[-] Tier II Review -	Florence Y Wilkerson	07/01/2024 11:20:12 AM	Service Provider	Resolved (Permanently)	07/01/2024 11:28:26 AM
134586	Closed	New Fiscal Year Authorization	Authorizations	Florence Y Wilkerson	07/01/2024 11:24:01 AM	Service Provider	Resolved (Permanently)	07/01/2024 11:36:16 AM
134587	Closed	Update service authorization	Authorizations	Kimberly Scalf	07/01/2024 11:24:22 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 12:35:06 PM
134590	Closed	Still need claification~	[-] Tier II Review -	Anastarsia Martinez	07/01/2024 11:25:12 AM	Service Provider	Resolved (Permanently)	07/02/2024 03:28:13 PM
134592	Closed	Update Service Authorizations	Authorizations	Kimberly Scalf	07/01/2024 11:25:41 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 12:22:17 PM
134594	Closed	Person Centered Support Plan	Forms - PCSP	Susan Sculles	07/01/2024 11:28:10 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 12:17:55 PM
134595	Closed	Current authorization exceeds units authorized	Provider Documentation	Karyan Cotto	07/01/2024 11:28:35 AM	Service Provider	Resolved (Permanently)	07/02/2024 08:34:25 AM
134596	Closed	SA in rejected due to loss of Medicaid	Authorizations	Margaret OConnor	07/01/2024 11:30:21 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 11:42:28 AM
134597	Closed	Billing won't go through.	Claims	Sarah Gallivan	07/01/2024 11:30:53 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:58:09 AM
134600	Closed	consumer 25817 rejected SAs	Authorizations	Marisa Caroline Krueger	07/01/2024 11:31:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 11:38:27 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
134602	Closed	Unable to select service to start delivery	Other	Dania Rodriguez	07/01/2024 11:32:07 AM	Service Provider Worker	Resolved (Permanently)	07/01/2024 05:20:59 PM
134603	Closed	Validation Error	Planned Services	Veronica Gomez	07/01/2024 11:33:19 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 12:15:23 PM
134604	Closed	Eligibility status	Eligibility	Hortense Walker	07/01/2024 11:33:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 11:55:21 AM
134606	Closed	Billing Error	Provider Documentation	Kevin Hansen	07/01/2024 11:36:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:30:17 AM
134608	Closed		25800 Plans	Joan Samuel	07/01/2024 11:38:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 03:04:23 PM
134609	Closed	Unable to add the Provider Documentation to my assigned consumers	WSC Progress Notes	Clarissa Lizardi	07/01/2024 11:41:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:14:08 AM
134612	Closed	authorization giving error	Provider Documentation	Annie D Williams	07/01/2024 11:43:14 AM	Service Provider	Resolved (Permanently)	07/02/2024 08:33:55 AM
134616	Closed	Plan Validation Error Consumer's plan dates do not fall within the consumers budget dates	Consumer Budget	Sophia Torres	07/01/2024 11:48:56 AM	APD Employee	Resolved (Permanently)	07/01/2024 12:13:29 PM
134618	Closed	Unable to link cost plans	Plans	Anita Braun-Luria	07/01/2024 11:50:49 AM	Service Provider	Resolved (Permanently)	07/01/2024 12:07:50 PM
134619	Closed	Sync	Data Sync	Shawnie Harrell	07/01/2024 11:52:48 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 09:27:34 AM
134620	Closed	Unable to select service to start delivery	Other	Odalys Montero	07/01/2024 11:55:49 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:32:02 AM
134624	Closed	EVV not allowing correction of worker time	Edit Documentations	Marlesa Whitney-Curtis	07/01/2024 11:59:56 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 10:20:38 AM
134625	Closed	Unable to put in documentation	Provider Documentation	Rose A Hill Clarke	07/01/2024 12:01:29 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 08:58:40 AM
134628	Closed	iConnect ID 37476 - Activity ID 11356574	Provider Documentation	Clarissa Lizardi	07/01/2024 12:05:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 12:15:59 PM
134629	Closed	Unable to bill units worked	Provider Documentation	Angela Edwards	07/01/2024 12:08:21 PM	Service Provider	Resolved (Permanently)	07/01/2024 02:38:17 PM
134630	Closed	iconn NNC word merge not working (producing blank document)	Forms - Word Merges	Charles Steen	07/01/2024 12:08:37 PM	APD Employee	Resolved (Permanently)	07/01/2024 02:09:48 PM
134633	Closed	System Error message	Request for Override	Jennifer Vazquez	07/01/2024 12:12:25 PM	APD Employee	Resolved (Permanently)	07/01/2024 02:23:24 PM
134634	Closed	Unable to update service authorization	Authorizations	Chanda Mayes	07/01/2024 12:13:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:41:48 PM
134635	Closed	Cannot update/create service authorization	Authorizations	Mira Lane	07/01/2024 12:14:24 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 12:26:36 PM
134636	Closed	Rejected authorization	Authorizations	Gretel Llanes Perez	07/01/2024 12:16:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 12:24:29 PM
134638	Closed	NO CREATE OR UPDATE AUTH BUTTON	Authorizations	Ebony Mensah	07/01/2024 12:19:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 01:16:26 PM
134639	Closed	SA REJECTED FOR PROVIDER WITH ICONNECT# 14692	Authorizations	Kwame Lumumba	07/01/2024 12:21:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:59:07 AM
134640	Closed	customer iconnect #80768	Authorizations	EDUARDO MIYAR	07/01/2024 12:21:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 12:41:21 PM
134641	Closed	Ev Activities lost	EVV Activities	Alonzo Lamar Queen	07/01/2024 12:24:35 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 12:21:19 PM
134642	Closed	Respite provider unable to link consumer-worker for fiscal year 2025	Documentation	Janet Batet	07/01/2024 12:26:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:36:39 AM
134644	Closed	Notes Issues	Notes	Gladis Celene Osorio	07/01/2024 12:29:05 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:10:00 AM
134645	Closed	Files with passwords	Notes	Marcia Lamkin	07/01/2024 12:30:10 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 12:21:20 PM
134646	Closed	Staff assignment	Other	Hattie May Williams	07/01/2024 12:30:49 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 09:15:22 AM
134647	Closed	Rejected Authorization	Authorizations	Lindsey Vick	07/01/2024 12:32:55 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 12:53:53 PM
134649	Closed	Unable to update cost plan for fiscal year 2023-2024	Plans	Jenny Whitely	07/01/2024 12:35:07 PM	APD Employee	Resolved (Permanently)	07/01/2024 04:24:14 PM
134652	Closed	Iconnect Issues	System Performance	Tameka Smith	07/01/2024 12:41:35 PM	APD Employee	Resolved (Permanently)	07/22/2024 12:25:34 PM
134654	Closed	Units exceeded	Provider Documentation	Mariana Abraham	07/01/2024 12:41:43 PM	Service Provider	Resolved (Permanently)	07/01/2024 04:05:47 PM
134655	Closed	unable to access authorization	Authorizations	Jenny Whitely	07/01/2024 12:41:52 PM	APD Employee	Resolved (Permanently)	07/08/2024 09:28:35 AM
134656	Closed	Note	Notes	Ulrica Green	07/01/2024 12:44:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 02:47:25 PM
134657	Closed	Consumer assigned as of 7/1/24, can't terminate old WSC	Authorizations	James Corn	07/01/2024 12:45:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 02:27:27 PM
134658	Closed	Cost plans not validating	Plans	Anita Braun-Luria	07/01/2024 12:46:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 02:40:09 PM
134659	Closed	Billing Issues	Claims	Olivia Miles-Duncan	07/01/2024 12:48:54 PM	Service Provider	Resolved (Permanently)	07/02/2024 08:44:37 AM
134660	Closed	Unable to see consumer	Other	Evelin Mendez	07/01/2024 12:48:58 PM	Service Provider	Resolved (Permanently)	07/01/2024 12:48:58 PM
134661	Closed	Provider Documentation	Provider Documentation	Ronald McCauley	07/01/2024 12:50:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 04:06:48 PM
134662	Closed	Rejected LSD 3 SA	Authorizations	Pamela Silva	07/01/2024 12:51:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 01:02:48 PM
134664	Closed	Provider Documentation Error	Provider Documentation	sharon lynch	07/01/2024 12:52:20 PM	Service Provider	Resolved (Permanently)	07/01/2024 01:02:22 PM
134665	Closed	unable to create authorization - 24-25yr	Authorizations	Andrea Jackson	07/01/2024 12:54:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 01:08:31 PM
134666	Closed	Unable to add provider for consumer 68808 plan 2025	Plans	Kibel Quesada-dominguez	07/01/2024 12:56:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:54:55 PM
134669	Closed	Error when logging in to service log	Data Sync	Tiffany Renee Evans	07/01/2024 01:00:49 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 12:11:41 PM
134670	Closed	APD Health and Safety Checklist	Forms - Word Merges	Alicia Booker	07/01/2024 01:03:15 PM	Service Provider	Resolved (Permanently)	08/08/2024 09:14:41 AM
134673	Closed	Provider documentation	Provider Documentation	Helen Ottey	07/01/2024 01:06:48 PM	Service Provider	Resolved (Permanently)	07/02/2024 03:20:14 PM
134674	Closed	Exceeded Units	Provider Documentation	Ileana Zamora	07/01/2024 01:07:49 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 01:09:11 PM
134676	Closed	provider not showing up in notes	Provider Selection	Vanessa Falcon	07/01/2024 01:10:45 PM	Service Provider	Resolved (Permanently)	07/01/2024 01:29:28 PM
134677	Closed	Notes	Request for Status Change	Deborah Satterfield	07/01/2024 01:14:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 01:21:32 PM
134679	Closed	Unable to see consumers	Data Sync	Claire Jean	07/01/2024 01:21:13 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 01:21:14 PM
134681	Closed	Tamara Garcia	Unable to Start/End	Tamara Garcia	07/01/2024 01:22:21 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 01:24:27 PM
134682	Closed	Cannot update authorization	Authorizations	Sean Moreau	07/01/2024 01:23:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:56:45 PM
134683	Closed	Issue locating provider - LSD L2	LSD Services	Maria Schwarz	07/01/2024 01:26:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:52:35 PM
134685	Closed	No consumer available	Other		07/01/2024 01:28:37 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 01:28:38 PM
134687	Closed	Rejected status	Authorizations	Betty Harvey	07/01/2024 01:30:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 02:51:42 PM
134689	Closed	Provider Selection	Provider Selection	Rachel Phillips	07/01/2024 01:32:19 PM	Service Provider	Resolved (Permanently)	07/01/2024 03:32:13 PM
134693	Closed	Provider Documentation Error	Provider Documentation	Ernestine Brewer	07/01/2024 01:37:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 01:41:11 PM
134695	Closed	Issue clocking in	Other	Josue Lahens	07/01/2024 01:38:42 PM	APD Employee	Resolved (Permanently)	07/01/2024 01:41:33 PM
134696	Closed	Unable to update SA for Personal Support for consumer ID: 61786 for plan 2025.	Authorizations	Kibel Quesada-dominguez	07/01/2024 01:42:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:27:09 PM
134697	Closed	EVV SCHEDULING ISSUES	Unable to Start/End	Diana Rodriguez	07/01/2024 01:47:14 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 07:57:48 PM
134698	Closed	iconnect	Provider Documentation	Rosaura Melendez	07/01/2024 01:47:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 02:21:51 PM
134699	Closed	Exceeds units	Provider Documentation	Maria Rosabal	07/01/2024 01:47:35 PM	Service Provider	Resolved (Permanently)	07/01/2024 02:20:50 PM
134700	Closed	Time selection falls outside date range	Provider Documentation	Lev Frederick Ragsdale	07/01/2024 01:48:46 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 01:57:10 PM
134702	Closed	Unable to see consumer on EVV	Other	Melissa Winn	07/01/2024 01:53:16 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 02:27:40 PM
134703	Closed	Unable to see consumers	Data Sync	Palua Lemley	07/01/2024 01:53:38 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 01:53:57 PM
134705	Closed	EVV SINC DATA ISSUES	Data Sync	Monica Torres	07/01/2024 01:55:12 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 01:55:12 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
134706	Closed	Syncing data issue	Data Sync	Yuriani Julian	07/01/2024 01:58:02 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:06:17 AM
134707	Closed	SA rejected	Authorizations	Jessica Smith	07/01/2024 01:59:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 02:11:15 PM
134708	Closed	UNITS EXCEEDED	Provider Documentation	Teresa Sartora	07/01/2024 02:01:03 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 02:22:35 PM
134709	Closed	UNITS EXCEEDED	Provider Documentation	Teresa Sartora	07/01/2024 02:01:09 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 02:20:21 PM
134710	Closed	Provider added worker in EVV scheduling and it did not show up on EVV worker phone	Data Sync	Ralph Douglas	07/01/2024 02:01:45 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:02:00 PM
134712	Closed	Missing Inputs	Provider Documentation	Quintania Robinson	07/01/2024 02:03:53 PM	Service Provider	Resolved (Permanently)	07/02/2024 08:25:44 AM
134713	Closed	Create authorization not available	Authorizations	Jessica Smith	07/01/2024 02:05:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 02:23:52 PM
134714	Closed	Provider added EVV worker in EVV scheduling when EVV worker synced data it did not show on phone	Data Sync	Ralph Douglas	07/01/2024 02:05:46 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 12:24:31 PM
134717	Closed	Unable to Create Auths	Request for Override	Aric Gustafson	07/01/2024 02:08:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 02:44:46 PM
134718	Closed	Because of the mess over Friday, Sat. and Sun, I don't have my June notes in	WSC Progress Notes	Patricia Haverfield	07/01/2024 02:10:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:35:47 PM
134720	Closed	URGENT: INCORRECT NUMBER OF HOURS ENTERED ON A PROGRESS NOTE THAT WAS COMPLETED	Provider Documentation	Petronia Parker	07/01/2024 02:16:54 PM	Service Provider	Resolved (Permanently)	07/23/2024 07:29:12 AM
134722	Closed	EVV SYNCING ISSUES	Data Sync	Kety Pomarez	07/01/2024 02:17:34 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 12:18:25 PM
134725	Closed	Clocking in	Unable to Start/End	Darnikka Alona Cannon	07/01/2024 02:19:56 PM	APD Employee	Resolved (Permanently)	07/03/2024 02:57:55 PM
134728	Closed	Unable to open reports to retrieve SAs	Authorizations	Robin Satchell	07/01/2024 02:26:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:16:24 PM
134730	Closed	CANNOT CREATE SA FOR PS SERVICE WITH NEW PROVIDER EFFECTIVE 07/01/24	Authorizations	Pedro Herrera	07/01/2024 02:29:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:39:41 PM
134731	Closed	EVV Activities Issue	EVV Activities	Jasmine watson	07/01/2024 02:29:40 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 10:30:18 AM
134735	Closed	Service Authorization in rejected status	Authorizations	Charshus Terry	07/01/2024 02:32:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:08:52 PM
134739	Closed	CANNOT SEE CONSUMERS	Data Sync	Elisa Bland	07/01/2024 02:42:25 PM	Service Provider	Resolved (Permanently)	07/31/2024 10:26:59 AM
134740	Closed	Unable to create cost plan	Plans	LAZARA ACOSTA	07/01/2024 02:42:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:12:52 PM
134741	Closed	SA expired	Data Sync	Ivan Ross	07/01/2024 02:43:19 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 02:43:19 PM
134747	Closed	All services rejected	Authorizations	Aric Gustafson	07/01/2024 02:48:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 02:54:19 PM
134749	Closed	Unable to see consumer	Unable to Start/End	Otisha Jefferson	07/01/2024 02:50:45 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 02:50:45 PM
134751	Closed	unable to create and update authorization	Authorizations	LAZARA ACOSTA	07/01/2024 02:52:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:18:56 PM
134753	Closed	why is companion one to three ratio companion rejected	Authorizations	Katherine Czech	07/01/2024 02:55:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:44:20 PM
134754	Closed	Do not see one of my clients in IConnect	Provider Related Issues	Bridget StGeorge	07/01/2024 02:55:29 PM	Service Provider	Resolved (Permanently)	07/02/2024 08:36:31 AM
134755	Closed	all services in reject status	Authorizations	Juanita Wild	07/01/2024 02:56:02 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:04:40 PM
134756	Closed	Unable to see consumer	Unable to Start/End	Tanja Jackson	07/01/2024 02:57:01 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 02:57:02 PM
134758	Closed	all services in reject status	[-] Tier II Review -	Juanita Wild	07/01/2024 02:57:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:41:20 PM
134761	Closed	Ready to send status since last week	Authorizations	Mira Lane	07/01/2024 03:00:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:51:16 AM
134762	Closed	Unable to see consumer on EVV	Data Sync	Tansheka Riggins	07/01/2024 03:03:44 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 12:20:19 PM
134763	Closed	Cost Plan failed Validation	Request for Override	Tangee Hinson	07/01/2024 03:06:18 PM	APD Employee	Resolved (Permanently)	07/01/2024 03:18:23 PM
134766	Closed	Sync Data	Data Sync	Norbert Baugh	07/01/2024 03:09:06 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 03:09:06 PM
134768	Closed	provider documentation update No auth selected . Correct Service seem below Keep getting error	Provider Documentation	Evelyn Smith	07/01/2024 03:16:05 PM	Service Provider	Resolved (Permanently)	07/02/2024 12:10:19 PM
134771	Closed	Rejected service authorization 1038932 need corrected	Authorizations	Chanda Mayes	07/01/2024 03:22:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:24:17 AM
134773	Closed	current selection exceeds units authorized	Provider Documentation	Shiquitta N Mathis	07/01/2024 03:26:20 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 03:27:01 PM
134775	Closed	Fiscal Year Instructions	Other	marchellar butler	07/01/2024 03:26:54 PM	Service Provider	Resolved (Permanently)	07/01/2024 03:26:55 PM
134776	Closed	Unable to see consumer on EVV	Data Sync	Tracena Studmire	07/01/2024 03:30:53 PM	Service Provider	Resolved (Permanently)	07/03/2024 02:45:32 PM
134778	Closed	Unable to see consumers	Data Sync	Angelia Delores Thompkins	07/01/2024 03:33:55 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 03:33:55 PM
134784	Closed	short form support plan	Forms - PCSP	Jasmine SaintPreux	07/01/2024 03:43:27 PM	APD Employee	Resolved (Permanently)	07/17/2024 12:16:50 PM
134787	Closed	Current Selection Exceeds Units Authorized	Provider Documentation	Jose Lopez-casanova	07/01/2024 03:47:02 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:55:25 PM
134788	Closed	Missing consumers	Data Sync	Stacy Fisher	07/01/2024 03:47:42 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 03:47:42 PM
134791	Closed	Authorizations rejected	Authorizations	Lauryn Whitcomb	07/01/2024 03:52:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 03:58:24 PM
134793	Closed	accidental 2 HV	[-] Tier II Review -	Patricia Haverfield	07/01/2024 03:53:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/01/2024 04:04:19 PM
134796	Closed	Unable to see deliveries	Upload Issues	SAMANTHA FERNANDEZ	07/01/2024 03:58:21 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 03:58:21 PM
134804	Closed	Unable to update service authorizations	Authorizations	Yanisha Willis	07/01/2024 04:05:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:14:27 AM
134808	Closed	wrong agency put in for June they were not to start till July	Provider Documentation	Patricia Haverfield	07/01/2024 04:09:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:40:12 AM
134809	Closed	Service Auth at Rejected status	Authorizations	Evelyn Joseph-Laurevil	07/01/2024 04:11:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:40:12 AM
134812	Closed	Unable to see consumers	Data Sync	Virginia Massey	07/01/2024 04:14:06 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:05:12 PM
134814	Closed	SA expired	Data Sync	Virginia Massey	07/01/2024 04:15:38 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 04:15:38 PM
134816	Closed	Unable to start the delivery	Unable to Start/End	Juline Cherichel	07/01/2024 04:17:04 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 07:35:47 AM
134821	Closed	***ERROR MESSAGE WHEN USING WORD MERGE FOR MEDICAID ELIGIBILITIES***	Forms - Word Merges	Maria Paula Loaiza	07/01/2024 04:26:10 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:41 AM
134822	Closed	Geolocation Issues	Geolocation/GPS	Elizabeth Ortiz Vega	07/01/2024 04:29:58 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 04:34:52 PM
134825	Closed	Agency Selection is not coming up on Provider Documentation	Provider Documentation	Kathleen Groskopf	07/01/2024 04:38:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 04:13:27 PM
134827	Closed	Unable to select correct Services	Unable to Start/End	Joyce Marrie Johnson	07/01/2024 04:42:53 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 12:25:14 PM
134829	Closed	Validation	Plans	Joyce George	07/01/2024 04:44:19 PM	APD Employee	Resolved (Permanently)	07/02/2024 08:19:53 AM
134830	Closed	Missing consumers	Data Sync	SELEMA CAMPBELL	07/01/2024 04:44:25 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 04:44:25 PM
134832	Closed	Validation Error	Authorizations	Dawn Schuster	07/01/2024 04:51:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:33:14 AM
134835	Closed	Creating SA's	Authorizations	Yisenia Soto	07/01/2024 04:57:16 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:12:36 AM
134836	Closed	rejected SA for WSC/consultant	Authorizations	Beverly Lawson	07/01/2024 04:57:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:07:05 AM
134838	Closed	cannot create SA	Authorizations	Jamie Dallas	07/01/2024 05:00:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:22:54 AM
134839	Closed	Override needed	Request for Override	Sherry Thomas	07/01/2024 05:02:35 PM	APD Employee	Resolved (Permanently)	07/02/2024 09:18:35 AM
134842	Closed	SA Expired	Data Sync	Sherry Thomas	07/01/2024 05:12:59 PM	Service Provider Worker	Resolved (Permanently)	07/01/2024 05:12:59 PM
134845	Closed	OVERLAPPING AUTHORIZATIONS	Authorizations	Audreka Felix	07/01/2024 05:57:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 10:08:24 AM
134846	Closed	iconnect	Provider Documentation	Rosaura Melendez	07/01/2024 06:17:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 06:23:26 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
134847	Closed	Documentation	Provider Documentation	Keive Jacques	07/01/2024 06:21:15 PM	Service Provider	Resolved (Permanently)	07/02/2024 12:27:26 PM
134848	Closed	Wrong Date for Provider Documentation	Request for Status Change	Patricia Smith	07/01/2024 06:38:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:59:39 AM
134849	Closed	Service Authorization	Authorizations	Patricia Smith	07/01/2024 06:42:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:37:13 AM
134850	Closed	I can't create a service auth for the ADT (4082) Life Skills Development - Level 3 (ADT)	Authorizations	Martha Lorena Parks	07/01/2024 06:47:07 PM	Service Provider	Resolved (Permanently)	07/02/2024 08:28:53 AM
134851	Closed	Unable to create service authorization	Request for Override	Maria Stokes	07/01/2024 07:34:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:07:58 AM
134852	Closed	CANNOT CREATE SA	Authorizations	Debra Vollen	07/01/2024 07:46:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:25:34 AM
134853	Closed	units exceeded	Provider Documentation	Yadi Flores	07/01/2024 07:56:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:05:19 AM
134854	Closed	Please Delete a Provider Note	Notes	Katharine Finken	07/01/2024 08:21:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 10:01:12 AM
134855	Closed	Attendance Log on I Connect	Provider Documentation	PAMELLA JOY RATTRAY	07/01/2024 08:24:00 PM	Service Provider	Resolved (Permanently)	07/03/2024 10:53:43 AM
134856	Closed	uploading notes	Provider Documentation	Victoria Leandra Parker	07/01/2024 08:36:08 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:05:46 AM
134857	Closed	unable to create SA	Request for Override	Mildred Walker	07/01/2024 08:43:16 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 06:33:38 PM
134858	Closed	Need assistance	LSD Services	Julia Bowen	07/01/2024 08:50:09 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 04:01:39 PM
134859	Closed	Rejection status	Authorizations	Scherer Jean Francois	07/01/2024 08:51:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:22:37 AM
134860	Closed	unable to create SA	Authorizations	Mildred Walker	07/01/2024 08:55:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:03:28 AM
134861	Closed	Need assistance	LSD Services	Julia Bowen	07/01/2024 09:12:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 09:04:04 AM
134862	Closed	Add forms section	Forms	AMBER POWELL	07/01/2024 09:18:37 PM	Service Provider	Resolved (Permanently)	07/02/2024 12:50:36 PM
134863	Closed	79038 SANS submission issues	SAN	Molly Mcfadden	07/01/2024 09:20:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:09:11 AM
134864	Closed	re PHPersonal support day	Provider Documentation	Cornelius McKee	07/01/2024 09:26:11 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:33:14 AM
134865	Closed	client 11390	Authorizations	Nancy Vickers	07/01/2024 09:43:32 PM	Service Provider	Resolved (Permanently)	07/02/2024 11:10:12 AM
134866	Closed	2025 Budget	Consumer Budget	Ronald McCauley	07/01/2024 09:45:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 06:26:38 PM
134867	Closed	[-] Unable to sign in at time to provide client services	Unable to Start/End	Yaimara Delgado	07/01/2024 10:00:03 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 07:21:06 AM
134868	Closed	delete note	Notes	Theresa VanPay	07/01/2024 10:06:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:36:53 AM
134869	Closed	clocking adjustment problem .	[-] Tier II Review -	Yesenia Rosado	07/01/2024 10:14:15 PM	APD Employee	Resolved (Permanently)	07/03/2024 08:32:49 AM
134870	Closed	iConnect#: 47847 Budget Short	Consumer Budget	Sophonie Maneus	07/01/2024 10:19:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:03:54 AM
134871	Closed	notes can no imput for may	Authorizations	Yadi Flores	07/01/2024 10:33:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:58:53 AM
134872	Closed	Issues with Provider /program -as a required filed	Provider Selection	Karen W Chambers	07/01/2024 10:40:49 PM	Service Provider	Resolved (Permanently)	07/02/2024 08:00:17 AM
134873	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/01/2024 10:50:34 PM	Service Provider	Resolved (Permanently)	07/02/2024 08:32:30 AM
134874	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/01/2024 10:56:43 PM	Service Provider	Resolved (Permanently)	07/02/2024 07:52:45 AM
134875	Closed	delete duplicate entry	[-] Tier II Review -	Theresa VanPay	07/01/2024 11:00:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:39:08 AM
134876	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/01/2024 11:08:04 PM	Service Provider	Resolved (Permanently)	07/02/2024 07:46:14 AM
134877	Closed	Please delete a Provider Note	Notes	Katharine Finken	07/01/2024 11:09:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:39:50 AM
134878	Closed	2024-2025 Cost Plan in Rejected Status	Authorizations	Jacmiely Guilliani	07/01/2024 11:29:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:58:24 AM
134879	Closed	2024-2025 still in pending status	Plans	Jacmiely Guilliani	07/01/2024 11:33:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:29:11 AM
134880	Closed	iConnect #49148	Worker Issues	Andrea Caballero	07/01/2024 11:51:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:55:37 AM
134881	Closed		32126 Authorizations	Andrea Caballero	07/01/2024 11:58:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:51:08 AM
134882	Closed	31666 iConnect client	Authorizations	Andrea Caballero	07/01/2024 11:59:09 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:48:33 AM
134883	Closed	need to delete provider documentation note	Provider Documentation	Michael Mclean	07/02/2024 12:29:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:58:02 AM
134884	Closed	Provider Documentation delete an activity	Provider Documentation	Josephine Hunt	07/02/2024 01:19:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:56:46 AM
134885	Closed	delete an activity	Provider Documentation	Josephine Hunt	07/02/2024 01:40:19 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:54:56 AM
134886	Closed	Delete activity #8227398	Provider Documentation	Josephine Hunt	07/02/2024 02:00:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:46:09 AM
134887	Closed	save and validate not populating	Plans	Alisha Burns	07/02/2024 03:06:38 AM	Service Provider	Resolved (Permanently)	07/02/2024 11:33:35 AM
134888	Closed	Unable to add Monthly Summaries to record	Provider Selection	EESHAWNNA MATTHEWS	07/02/2024 04:08:34 AM	Service Provider	Resolved (Permanently)	07/03/2024 08:43:02 AM
134889	Closed	Unable to add monthly summary to record	Provider Selection	EESHAWNNA MATTHEWS	07/02/2024 04:12:42 AM	Service Provider	Resolved (Permanently)	07/03/2024 08:47:41 AM
134890	Closed	Documentation	Provider Documentation	Sharon Alexander	07/02/2024 04:21:35 AM	Service Provider	Resolved (Permanently)	07/02/2024 12:55:24 PM
134891	Closed	New provider with consumer	Enhancement	Mary Fuller	07/02/2024 05:52:53 AM	Service Provider Worker	Resolved (Permanently)	07/19/2024 12:26:13 PM
134892	Closed	Provider Selection	Provider Selection	Daniella Font	07/02/2024 05:53:57 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:12:50 PM
134893	Closed	Provider Selection	Provider Selection	Daniella Font	07/02/2024 05:59:22 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:57:31 PM
134894	Closed	VALIDATION ERROR	Request for Override	Brenda Sanchez	07/02/2024 06:05:08 AM	APD Employee	Resolved (Permanently)	07/02/2024 07:24:28 AM
134895	Closed	Error Message Duplicate PA	Authorizations	Jane Whelan	07/02/2024 07:24:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 12:11:11 PM
134899	Closed	UNABLE TO SEE CLIENT	Other	Andy Walker	07/02/2024 07:53:26 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 10:39:49 AM
134900	Closed	ID Consumer 24013-I can not send the Service Authorization to provider ...	Authorizations	Mayte Lopez	07/02/2024 07:53:35 AM	Service Provider	Resolved (Permanently)	07/02/2024 08:52:25 AM
134903	Closed	EVV SCHEDULING ISSUES	Data Sync	Brenda Gibbs	07/02/2024 08:04:13 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:04:13 AM
134908	Closed	Unable to see consumer	Unable to Start/End	Blondel Jarrett	07/02/2024 08:14:05 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:14:06 AM
134909	Closed	EVV SCHEDULING ISSUES/SYNC DATA	Data Sync	Elizabeth c Dorado Salez	07/02/2024 08:16:57 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:16:57 AM
134912	Closed	Missing Deliveries	Unable to Start/End	jacob DaJuan kendrick	07/02/2024 08:27:07 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:27:07 AM
134916	Closed	EVV SCHEDULING ISSUES	Data Sync	Sandra Pagan Rodriguez	07/02/2024 08:32:32 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:32:32 AM
134917	Closed	employee cannot login to iconnect or sharepoint	Other	Pamela Romack	07/02/2024 08:33:08 AM	APD Employee	Resolved (Permanently)	07/02/2024 09:05:25 AM
134918	Closed	Please Delete	Provider Documentation	Michael Jeffrey Mann	07/02/2024 08:34:24 AM	Service Provider	Resolved (Permanently)	07/02/2024 08:37:28 AM
134921	Closed	Provider ID not active during service date	Provider Related Issues	Deron Reed	07/02/2024 08:41:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:10:04 AM
134922	Closed	EVV SCHEDULING ISSUES	Data Sync	Carolyn Wallace	07/02/2024 08:42:03 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:42:04 AM
134923	Closed	Plan Validation Error -- WSC service exceeded the maximum units per	Request for Override	Sophia Torres	07/02/2024 08:45:12 AM	APD Employee	Resolved (Permanently)	07/02/2024 08:52:05 AM
134924	Closed	SA generate 2023-2024 (May-June) & 2024-2025 cost plan year	Authorizations	Paula Bryant	07/02/2024 08:49:57 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:01:48 AM
134926	Closed	Unable to select service to start delivery	Other	Andrefew Garner	07/02/2024 08:53:18 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 03:23:54 PM
134932	Closed	EVV SCHEDULING ISSUES	Unable to Start/End	Gloria Sanchez	07/02/2024 08:57:55 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 09:00:31 AM
134933	Closed	right authorization sign	Authorizations	Tammy Sylvester-Beavers	07/02/2024 08:58:20 AM	Service Provider	Resolved (Permanently)	07/02/2024 09:23:10 AM
134934	Closed	IT override	Request for Override	Jude Paulino	07/02/2024 08:58:57 AM	APD Employee	Resolved (Permanently)	07/02/2024 09:12:29 AM
134935	Closed	SA Expired	Data Sync	Patrick Achille	07/02/2024 08:59:04 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:59:05 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
134936	Closed	SA 946045 in reject status for consumer 32791	Authorizations	Hugo Merino	07/02/2024 08:59:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:09:58 AM
134937	Closed	Deleted delivery	Documentation	Delores G Brown	07/02/2024 08:59:54 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 09:52:45 AM
134938	Closed	Consumer not found on consumers assigned to me	Data Sync	Tiffany Renee Evans	07/02/2024 09:02:20 AM	Service Provider	Resolved (Permanently)	07/03/2024 02:28:21 PM
134939	Closed	rejected auth	Authorizations	Vickie Scarbrough	07/02/2024 09:03:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:29:10 AM
134940	Closed	Units remaining for Personal supports	Authorizations	Holly Ochoa	07/02/2024 09:04:08 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:10:23 AM
134944	Closed	UNABLE TO SEE CONSUMERS	Other	jeanett Terrell	07/02/2024 09:09:21 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 09:09:21 AM
134945	Closed	New Service Auth not updated in the EVV	Data Sync	Falana Nicole Bolden	07/02/2024 09:11:31 AM	Service Provider	Resolved (Permanently)	07/03/2024 02:28:55 PM
134946	Closed	Can't see consumer in EVV app	Data Sync	Sarah Elaine Starling	07/02/2024 09:11:42 AM	Service Provider	Resolved (Permanently)	07/02/2024 09:27:29 AM
134948	Closed	Validation error	Plans	Dawn Schuster	07/02/2024 09:17:38 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 09:22:50 AM
134949	Closed	Units	Provider Documentation	Mariana Abraham	07/02/2024 09:20:21 AM	Service Provider	Resolved (Permanently)	07/02/2024 02:20:58 PM
134950	Closed	unable to update service authorization	Authorizations	Sascha Cherry	07/02/2024 09:22:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:05:03 AM
134952	Closed	EVV SCHEDULING ISSUES/SYNCING ISSUES	Data Sync	Belkis Elena Linares Nevot	07/02/2024 09:23:34 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 10:08:06 AM
134960	Closed	2023 - 2024	Provider Documentation	Mariana Abraham	07/02/2024 09:36:45 AM	Service Provider	Resolved (Permanently)	07/02/2024 10:07:02 AM
134962	Closed	CP	Request for Override	Barbara Zatkoff	07/02/2024 09:42:32 AM	APD Employee	Resolved (Permanently)	07/02/2024 09:53:02 AM
134963	Closed	Unable to see consumer on EVV	Other	Mercedes Gonzalez	07/02/2024 09:49:44 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 09:52:16 AM
134965	Closed	Rejected SA	Authorizations	Dawn Schuster	07/02/2024 09:51:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 10:01:03 AM
134967	Closed	Consumer are not reflecting in my system	Other	Kourtney D Hall	07/02/2024 09:53:09 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 02:55:39 PM
134968	Closed	Provider not found in the iConnect	Provider Related Issues	Sujay Rodriguez	07/02/2024 09:53:44 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 02:15:26 PM
134969	Closed	Authorization in Rejected Status on iConnect	Data Sync	Norys Nodarse	07/02/2024 09:54:32 AM	Service Provider	Resolved (Permanently)	07/02/2024 10:12:26 AM
134971	Closed	Provider not found in the iConnect	Provider Related Issues	Sujay Rodriguez	07/02/2024 09:55:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 02:13:57 PM
134972	Closed	EVV SCHEDULING ISSUES	Data Sync	Maria Isabel Barrera	07/02/2024 09:57:02 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 09:57:02 AM
134974	Closed	Unable to Validate & Service "Unable to Send" Status	Plans	John Kurtz	07/02/2024 09:57:29 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 02:36:52 PM
134975	Closed	Auths in Rejected Status	Authorizations	Aaron Walter	07/02/2024 09:57:51 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 10:02:11 AM
134978	Closed	Employees Unable to clock in	[-] Tier II Review -	Mirielle Blandy Lucas	07/02/2024 09:59:59 AM	APD Employee	Resolved (Permanently)	07/02/2024 10:07:05 AM
134979	Closed	cant pu may notes in	Notes	Nancy Vickers	07/02/2024 10:01:12 AM	Service Provider	Resolved (Permanently)	07/02/2024 11:09:09 AM
134981	Closed	rejected SA	Authorizations	Pamela Shorr	07/02/2024 10:03:12 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 10:39:28 AM
134985	Closed	Support plan	Plans	Jennifer Johnson-israel	07/02/2024 10:06:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 10:10:58 AM
134987	Closed	Sync Data	Data Sync	Keris Sullivan	07/02/2024 10:08:26 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 10:08:26 AM
134988	Closed	ticket number Service request by: PC Patricia Casson 133453	Plans	Patricia Casson	07/02/2024 10:08:29 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 10:13:32 AM
134989	Closed	rate error	Other	Sandra Perez	07/02/2024 10:08:36 AM	APD Employee	Resolved (Permanently)	07/02/2024 11:58:41 AM
134990	Closed	Consumer name	Data Sync	Doris Perez	07/02/2024 10:08:55 AM	APD Employee	Resolved (Permanently)	07/02/2024 10:15:46 AM
134992	Closed	word merge not working	Forms - Word Merges	Mary Williams	07/02/2024 10:11:15 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:42 AM
134993	Closed	Rejected SA	Authorizations	Deirdre Dzamba	07/02/2024 10:11:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 10:58:36 AM
134994	Closed	Provider not in provider documentation	Provider Documentation	Korin Warner	07/02/2024 10:14:06 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 06:42:32 PM
134997	Closed	LOCATING CONSUMER IN ICONNECT	Provider Documentation	Chantelle L Lewis	07/02/2024 10:21:21 AM	Service Provider	Resolved (Permanently)	07/02/2024 02:00:37 PM
135000	Closed	SYNCED DATA ISSUES	Unable to Start/End	Norma Emiliana Barrientos Anampa	07/02/2024 10:25:09 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 10:25:10 AM
135001	Closed	Quarterly Notes Issues	LSD Services	Green Clarence	07/02/2024 10:25:26 AM	Service Provider	Resolved (Permanently)	07/02/2024 02:10:08 PM
135002	Closed	Sync Data	Data Sync	Angela Catalan	07/02/2024 10:28:19 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 10:28:20 AM
135003	Closed	Former client	Provider Documentation	Patrice Vargas	07/02/2024 10:28:40 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 02:47:26 PM
135004	Closed	SA Expired	Data Sync	Felicia Lewis	07/02/2024 10:31:25 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 10:31:25 AM
135005	Closed	auth unable to send	Authorizations	Ebony Mensah	07/02/2024 10:34:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 12:05:33 PM
135008	Closed	Current Selection exceeds units authorized	Provider Documentation	Leila M Correa	07/02/2024 10:37:53 AM	Service Provider	Resolved (Permanently)	07/02/2024 10:40:15 AM
135009	Closed	Rejected Status SA's	Authorizations	Wendy Johnson	07/02/2024 10:37:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 10:43:04 AM
135013	Closed	PROVIDER DOCUMENTATION ISSUES	Provider Documentation	Carmen Garcia	07/02/2024 10:45:59 AM	Service Provider	Resolved (Permanently)	07/02/2024 11:35:01 AM
135014	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/02/2024 10:46:16 AM	APD Employee	Resolved (Permanently)	07/02/2024 11:47:42 AM
135015	Closed	Issue adding monthly summary into iconnect	Provider Documentation	Demesha GilesSmith	07/02/2024 10:47:10 AM	Service Provider	Resolved (Permanently)	07/02/2024 01:51:57 PM
135016	Closed	Unable to enter Progress Notes in the iConnect	Authorizations	Sujay Rodriguez	07/02/2024 10:48:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 10:59:45 AM
135017	Closed	Unable to select Program/Provider	Provider Selection	John Mortensen	07/02/2024 10:49:10 AM	Service Provider	Resolved (Permanently)	07/02/2024 02:33:29 PM
135018	Closed	validation report	Plans	Claudia Lima	07/02/2024 10:50:13 AM	APD Employee	Resolved (Permanently)	07/02/2024 11:45:17 AM
135020	Closed	Sync Data	Data Sync	Magda Lorena Martinez Corrales	07/02/2024 10:51:13 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 10:51:13 AM
135024	Closed	UNABLE TO SEE CONSUMER	Data Sync	Tansha Fuller	07/02/2024 10:58:17 AM	Service Provider	Resolved (Permanently)	07/02/2024 10:58:18 AM
135027	Closed	Distance to consumer's location is greater than allowed distance	Demographics & Contacts Issues	Nichole Jones	07/02/2024 11:01:50 AM	Service Provider	Resolved (Permanently)	07/02/2024 02:24:38 PM
135029	Closed	Service that does not exists in provider's system	Data Sync	Vivian Owen	07/02/2024 11:03:43 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 01:39:23 PM
135030	Closed	Rejected Status	Authorizations	Mario Price	07/02/2024 11:04:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:32:37 AM
135031	Closed	provider cant put in notes	Unable to Start/End	Ebony Mensah	07/02/2024 11:04:54 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 01:22:23 PM
135032	Closed	Create Service Authorizations	Authorizations	Bertha Miller	07/02/2024 11:05:27 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:33:42 AM
135034	Closed	SA for WSC services in reject status	Authorizations	Mario Valdes	07/02/2024 11:07:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:17:06 AM
135035	Closed	unable to create auth	Request for Override	Julie Bazin	07/02/2024 11:09:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:21:13 AM
135036	Closed	Validation report not coming up.	Request for Override	Stuart Lazor	07/02/2024 11:10:48 AM	APD Employee	Resolved (Permanently)	07/02/2024 11:19:42 AM
135037	Closed	Sync Data	Data Sync	Judith Berthelot	07/02/2024 11:11:51 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 11:11:51 AM
135038	Closed	rejected status	Authorizations	Julie Bazin	07/02/2024 11:13:17 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:22:27 AM
135040	Closed	EVV SCHEDULING ISSUES	Data Sync	Rosette Andre	07/02/2024 11:13:34 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 11:13:34 AM
135041	Closed	cost plan	Planned Services	Kamaria Belneau	07/02/2024 11:16:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:23:45 AM
135042	Closed	need CP	Plans	Megan M Haig	07/02/2024 11:19:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:22:26 AM
135045	Closed	Unable to see approved services	Other	Diane Marie Kirkland	07/02/2024 11:20:12 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 12:41:38 PM
135046	Closed	forms	Forms - Word Merges	Kamaria Belneau	07/02/2024 11:20:12 AM	Service Provider Worker	Resolved (Permanently)	08/08/2024 09:14:43 AM
135048	Closed	Cannot Create Service Authorization	Authorizations	Ikeshia Highsmith	07/02/2024 11:21:08 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:35:26 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
135050	Closed	need budget	Consumer Budget	Megan M Haig	07/02/2024 11:24:19 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:32:37 AM
135051	Closed	Duplicate 24-25 Cost Plan	Plans	Wanda Chisholm	07/02/2024 11:25:27 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 11:27:40 AM
135057	Closed	Rejected Authorization	Authorizations	Mira Lane	07/02/2024 11:36:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 09:30:07 AM
135058	Closed	UNABLE TO SEE CONSUMERS	Data Sync	Kevin Roberts	07/02/2024 11:36:24 AM	Service Provider	Resolved (Permanently)	07/02/2024 11:36:25 AM
135059	Closed	CyberArk Data Not Present	Unable to Start/End	Rhea Valladares	07/02/2024 11:37:19 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 11:45:16 AM
135061	Closed		27809 Unable to Start/End	Shinita Baker	07/02/2024 11:39:30 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 12:39:56 PM
135066	Closed	Unable to create/update authorizations on approved plan IC 50842	Request for Override	Brianne Simpson	07/02/2024 11:55:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 12:32:57 PM
135067	Closed	Unable to select service to start delivery	Unable to Start/End	mayelin tamayo	07/02/2024 11:55:29 AM	Service Provider Worker	Resolved (Permanently)	07/02/2024 01:16:08 PM
135068	Closed	Problems with Authorization	Provider Documentation	Erika Lauzardo	07/02/2024 11:59:25 AM	Service Provider	Resolved (Permanently)	07/02/2024 02:47:50 PM
135069	Closed	Assigning worker	Worker Issues	Lorenzo Miller	07/02/2024 12:01:13 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 12:01:13 PM
135070	Closed	SA Rejected	Authorizations	Sharon Diaz-Roman	07/02/2024 12:03:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 09:20:23 AM
135071	Closed	reverse	Notes	Kamaria Belneau	07/02/2024 12:03:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 01:07:47 PM
135072	Closed	Unable to update SA	Authorizations	Valarie Wright	07/02/2024 12:04:01 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 12:37:23 PM
135073	Closed	2023-2024 Cost Plan	WSC Progress Notes	Mario Price	07/02/2024 12:06:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 12:27:28 PM
135076	Closed	EV 32894 created 2-7-24	Request for Status Change	Daniel Crandall	07/02/2024 12:09:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 01:31:28 PM
135077	Closed	rejected auth	Authorizations	Vickie Scarbrough	07/02/2024 12:11:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 01:45:48 PM
135078	Closed	Please Delete	Notes	Michael Jeffrey Mann	07/02/2024 12:13:03 PM	Service Provider	Resolved (Permanently)	07/02/2024 01:34:18 PM
135079	Closed	Unable to select service to start delivery	Other	TINA WILLIAMS	07/02/2024 12:19:59 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 12:37:31 PM
135081	Closed	cost plan rejected	Plans	Anita Braun-Luria	07/02/2024 12:26:56 PM	QIO Employee	Resolved (Permanently)	07/02/2024 01:38:21 PM
135082	Closed	Cant create Auth and also please put CP's in order	Authorizations	Kathleen Groskopf	07/02/2024 12:33:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 12:42:31 PM
135083	Closed	Evv SCHEDULING ISSUES	Unable to Start/End	Esther Maria Nava	07/02/2024 12:33:35 PM	Service Provider	Resolved (Permanently)	07/02/2024 12:33:35 PM
135085	Closed	SA	Authorizations	Aleyda Blanco	07/02/2024 12:34:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 12:45:08 PM
135089	Closed	cant create provider documentation	WSC Progress Notes	Megan M Haig	07/02/2024 12:37:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 12:49:33 PM
135090	Closed	Provider unable to bill	Claims	Valarie Wright	07/02/2024 12:39:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:25:44 AM
135093	Closed	Provider number dose not match my provider number	Provider Documentation	Bridget StGeorge	07/02/2024 12:47:31 PM	Service Provider	Resolved (Permanently)	07/08/2024 10:49:05 AM
135094	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/02/2024 12:49:18 PM	APD Employee	Resolved (Permanently)	07/02/2024 12:59:21 PM
135095	Closed	duplicate PA	Plans	Beverly Lawson	07/02/2024 12:50:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 01:03:40 PM
135098	Closed	validation	Plans	Jennifer Johnson-israel	07/02/2024 12:53:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 01:12:37 PM
135099	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/02/2024 12:55:11 PM	APD Employee	Resolved (Permanently)	07/02/2024 01:10:09 PM
135101	Closed	Unable to see consumers	Data Sync	Melissa Ori	07/02/2024 01:00:52 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 01:00:52 PM
135105	Closed	GEO LOCATION ISSUES/BROWSER ISSUES	Geolocation/GPS	Tanya M Parker	07/02/2024 01:04:02 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 01:04:02 PM
135107	Closed	UNABLE TO ENTER NOTES	Notes	Angelyne Cezaire	07/02/2024 01:12:13 PM	Service Provider	Resolved (Permanently)	07/03/2024 08:21:37 AM
135108	Closed	Billing Issues	Claims	Lazaro J Nieto	07/02/2024 01:15:35 PM	Service Provider	Resolved (Permanently)	07/02/2024 01:18:07 PM
135109	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/02/2024 01:17:40 PM	APD Employee	Resolved (Permanently)	07/03/2024 02:13:45 PM
135110	Closed	Notes	Notes	Ulrica Green	07/02/2024 01:17:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 01:29:07 PM
135112	Closed	Evv SCHEDULING ISSUES	Unable to Start/End	Diosleidy Cuesta Ferrer	07/02/2024 01:22:53 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 01:22:53 PM
135113	Closed	Wrong County	Documentation	Joanne McNeil	07/02/2024 01:23:52 PM	Service Provider	Resolved (Permanently)	07/02/2024 02:25:50 PM
135115	Closed	Unable to see consumer	Other	Giavanna Lynch	07/02/2024 01:34:42 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 01:34:42 PM
135117	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Yunaisi Pineda	07/02/2024 01:37:22 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 02:30:30 PM
135121	Closed	Please delete activity 9985576	WSC Progress Notes	Josephine Hunt	07/02/2024 01:44:58 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 09:13:53 AM
135122	Closed	Delete notes	Notes	Tiesha Kelley	07/02/2024 01:45:20 PM	Service Provider Worker	Resolved (Permanently)	07/19/2024 04:02:27 PM
135124	Closed	Update	Authorizations	Vivienne Harriott	07/02/2024 01:47:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 01:59:52 PM
135126	Closed	SA for Victory Provider LLC	Authorizations	Tressie Wimberly	07/02/2024 01:50:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 02:07:52 PM
135130	Closed	New Service Authorization in Rejection Status	Authorizations	Donette Anderson Evans	07/02/2024 01:56:10 PM	APD Employee	Resolved (Permanently)	07/02/2024 02:16:13 PM
135131	Closed	Personal Supports Corrections	Provider Documentation	Alma Jeanine Garrett	07/02/2024 02:00:01 PM	Service Provider	Resolved (Permanently)	07/02/2024 02:37:39 PM
135133	Closed	iConnect Access	Enhancement	Michelle Ortiz-Clause	07/02/2024 02:06:52 PM	APD Employee	Resolved (Permanently)	07/08/2024 11:14:28 AM
135135	Closed	Unable to start EVV Service delivery	Unable to Start/End	Jennifer Rena Reese	07/02/2024 02:08:06 PM	Service Provider	Resolved (Permanently)	07/02/2024 03:29:27 PM
135137	Closed	Service authorization will not update.	Request for Override	Janet Herring	07/02/2024 02:09:41 PM	APD Employee	Resolved (Permanently)	07/02/2024 02:19:56 PM
135138	Closed	Please can you kindly erase progress note?	WSC Progress Notes	Katherine A Rodriguez	07/02/2024 02:13:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 02:46:11 PM
135140	Closed	2024-2025 COST PLAN APPROVED BUT AUTHORIZATIONS ARE IN REJECTED STATUS ICONNECT ID # 22172	Authorizations	Maria Paula Loaiza	07/02/2024 02:22:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 02:28:39 PM
135141	Closed	Unable to assign consumer to worker	[-] Tier II Review -	Yelen Hernandez	07/02/2024 02:22:16 PM	Service Provider	Resolved (Permanently)	07/02/2024 02:32:43 PM
135145	Closed	Unable to complete service documentation	Provider Documentation	Angelia Kallen	07/02/2024 02:26:57 PM	Service Provider	Resolved (Permanently)	07/02/2024 02:47:32 PM
135148	Closed	Error Message, Current activity time	[-] Tier II Review -	Taniko Scott	07/02/2024 02:35:20 PM	Service Provider	Resolved (Permanently)	07/02/2024 02:39:40 PM
135150	Closed	REVERSE	Request for Status Change	Evelin Molina	07/02/2024 02:37:36 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 02:41:47 PM
135152	Closed	rejected Authorization	Authorizations	Isabel Broome	07/02/2024 02:41:09 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 02:46:48 PM
135153	Closed	EVV Blank screen	Other	Glenda Johnson	07/02/2024 02:43:01 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 02:43:02 PM
135156	Closed	Unable to Add Attendance or Quarterly Report (Rose Group Home)	Provider Related Issues	Gloria Lawrence Rose	07/02/2024 02:48:43 PM	Service Provider	Resolved (Permanently)	07/02/2024 07:11:07 PM
135161	Closed	Delete a note created in error	Provider Documentation	Trina Middleton	07/02/2024 02:55:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 02:58:03 PM
135164	Closed	REVERSE	Request for Status Change	Evelin Molina	07/02/2024 02:59:06 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 03:02:56 PM
135165	Closed	PROVIDER DOCUMENTATION ISSUES	Provider Documentation	Malika Berroa	07/02/2024 03:00:12 PM	Service Provider	Resolved (Permanently)	07/02/2024 04:36:55 PM
135166	Closed	Issues creating planned Services.	Plans	TANIA MARGARITA CASAS	07/02/2024 03:02:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 07:03:27 PM
135168	Closed	Unable to see consumer	Other	Joyce Marrie Johnson	07/02/2024 03:07:01 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 03:09:31 PM
135169	Closed	SA	Authorizations	Aleyda Blanco	07/02/2024 03:07:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:56:33 PM
135170	Closed	Unable to see consumers	Data Sync	Krisnawattie Kong	07/02/2024 03:14:04 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 03:14:04 PM
135172	Closed	approved cost plan does not give option to create or update authorizations	Authorizations	LaWarren Williams	07/02/2024 03:15:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:51:29 PM
135173	Closed	Not Able to View Note in iConnect	Notes	Amy VanWynsberghe	07/02/2024 03:15:49 PM	APD Employee	Resolved (Permanently)	07/10/2024 03:54:50 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
135174	Closed	Upload Issues	Upload Issues	Jasmine watson	07/02/2024 03:21:21 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 03:21:22 PM
135177	Closed	Unable to select service type	Provider Documentation	Stacy-Ann Smith	07/02/2024 03:29:52 PM	Service Provider	Resolved (Permanently)	07/12/2024 02:45:51 PM
135181	Closed	Authro	Authorizations	Shelia Robinette	07/02/2024 03:34:54 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 08:30:40 PM
135183	Closed	ADD Provider to Plan Service	Planned Services	Cynthia Forrest	07/02/2024 03:36:15 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 02:01:46 PM
135186	Closed	service athro	Data Sync	Shelia Robinette	07/02/2024 03:38:17 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:24:52 AM
135188	Closed	provider documentation	Provider Documentation	Isabel Broome	07/02/2024 03:40:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 03:42:13 PM
135189	Closed	Unable to see approved services	Unable to Start/End	Mary Wilson	07/02/2024 03:41:08 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 03:45:21 PM
135191	Closed	Rejection	Authorizations	LaTreat Nipple	07/02/2024 03:46:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 03:56:04 PM
135193	Closed	I connect Authorization	Authorizations	Rachel C FEBLES	07/02/2024 03:47:38 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 03:58:08 PM
135194	Closed	I conncet Authorization	Authorizations	Aimee Gonzalez	07/02/2024 03:53:00 PM	Service Provider	Resolved (Permanently)	07/02/2024 03:50:27 PM
135196	Closed	Create /Update not Available	Authorizations	Hyacinth Daley	07/02/2024 03:55:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 04:00:19 PM
135200	Closed	EVV SCHEDULING ISSUES	Unable to Start/End	Joel Torres	07/02/2024 04:05:00 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 04:05:01 PM
135201	Closed	Problem with authorization	Provider Documentation	Erika Lauzardo	07/02/2024 04:05:57 PM	Service Provider	Resolved (Permanently)	07/02/2024 05:57:13 PM
135203	Closed	Unable to see worker on EVV scheduling	Other	Elsa Espinosa Pages	07/02/2024 04:13:25 PM	Service Provider	Resolved (Permanently)	07/02/2024 06:50:21 PM
135204	Closed	Clocking In Issues	[_] Tier II Review -	Josue Lahens	07/02/2024 04:13:36 PM	APD Employee	Resolved (Permanently)	07/02/2024 04:55:07 PM
135206	Closed	Unable to add provider/program in Iconnect forms for Waiver Eligibility worksheet	Forms	Tracy Davis	07/02/2024 04:18:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 06:46:36 PM
135208	Closed	Wrong code for provider documentation note	Provider Documentation	Candice Trim	07/02/2024 04:24:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 04:52:14 PM
135210	Closed	Provider documentation	Provider Selection	Carol Josephs	07/02/2024 04:26:25 PM	Service Provider	Resolved (Permanently)	07/08/2024 07:24:06 AM
135212	Closed	No consumer	Data Sync	Kimberly Williams	07/02/2024 04:31:16 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 04:35:31 PM
135213	Closed	EVV SCHEDULING ISSUES/SYNCEC DATA	Data Sync	Mary Wilson	07/02/2024 04:38:40 PM	Service Provider Worker	Resolved (Permanently)	07/02/2024 04:38:41 PM
135214	Closed	claims is being denied	Claims	Janice Spears	07/02/2024 04:38:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:04:20 AM
135217	Closed	Need to delete progress note please	Notes	Katherine A Rodriguez	07/02/2024 04:47:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 04:55:24 PM
135219	Closed	Service Auth	Authorizations	Ronda Kissinger	07/02/2024 04:49:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 08:47:15 AM
135221	Closed	Amount of Units authorized/left	Authorizations	Pauline B Clayton	07/02/2024 04:52:17 PM	Service Provider	Resolved (Permanently)	07/02/2024 08:44:57 PM
135222	Closed	Provider documentation	Request for Status Change	Isis Espino	07/02/2024 04:54:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:17:18 PM
135224	Closed	#23718	Authorizations	Heather Tidwell	07/02/2024 05:06:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:48:29 PM
135225	Closed	living setting validation error on the 23/24 cost plan	Request for Override	Phyllis A Brown	07/02/2024 05:10:59 PM	APD Employee	Resolved (Permanently)	07/02/2024 08:19:37 PM
135227	Closed	Manually documentation	Provider Documentation	Sharon Alexander	07/02/2024 05:17:36 PM	Service Provider	Resolved (Permanently)	07/02/2024 08:27:33 PM
135228	Closed	Implementation plan not saving	Forms - Implementation Plan	Karen W Chambers	07/02/2024 05:23:39 PM	Service Provider	Resolved (Permanently)	07/08/2024 10:48:52 AM
135229	Closed	Unable to create service authorization	Authorizations	Emery Gell	07/02/2024 05:27:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 08:40:09 PM
135230	Closed	override living setting	Request for Override	MICHELLE NEVERSON	07/02/2024 05:29:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/02/2024 06:00:34 PM
135231	Closed	Attachment Tab	Notes	Claudia Harris	07/02/2024 05:33:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 07:57:29 AM
135232	Closed	Provider Documentation Status	Provider Documentation	Malika Berroa	07/02/2024 05:36:41 PM	Service Provider	Resolved (Permanently)	07/02/2024 06:21:46 PM
135236	Closed	case note change to pending	Request for Status Change	Judy Rossi	07/02/2024 06:01:58 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 07:55:25 AM
135237	Closed	Duplicate entries	Forms - Other	Eric Vici	07/02/2024 06:02:46 PM	Service Provider	Resolved (Permanently)	07/03/2024 07:10:10 AM
135240	Closed	rejected status on SA's	Authorizations	Lara West	07/02/2024 06:09:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 08:47:28 AM
135242	Closed	Provider documentation.	Provider Documentation	Shantae Frazier	07/02/2024 06:14:04 PM	Service Provider	Resolved (Permanently)	07/03/2024 10:16:04 AM
135243	Closed	Service Authorization	Authorizations	Gerda Mothersil	07/02/2024 06:54:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 08:32:34 AM
135244	Closed	Clock in and clock out error, July 2 2024 consumer PHI	Data Sync	Natalia Hurtado	07/02/2024 07:00:42 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 07:53:44 AM
135245	Closed	Need to Add New SAN service	SAN	Toni Thomas	07/02/2024 07:11:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 07:55:34 AM
135246	Closed	EVV Activities-reversal Error	EVV Activities	Glenda Josefina Arvelaez	07/02/2024 07:25:00 PM	Service Provider	Resolved (Permanently)	07/09/2024 07:20:58 AM
135247	Closed	EVV Activities save error	EVV Activities	Glenda Josefina Arvelaez	07/02/2024 07:32:27 PM	Service Provider	Resolved (Permanently)	07/09/2024 07:21:27 AM
135248	Closed	need to override error message in order to update SA	Request for Override	Michael Mclean	07/02/2024 07:46:09 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 07:52:32 AM
135249	Closed	COST PLANS 2024 AND 2025	Authorizations	Sergio Comas	07/02/2024 07:56:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 07:33:43 AM
135250	Closed	ID IConnect consumer: 37401-The provider ID 14885 for Res. Hab. BF ExtA 1 Services can not billed this service	Claims	Mayte Lopez	07/02/2024 08:32:39 PM	Service Provider	Resolved (Permanently)	07/03/2024 09:58:10 AM
135251	Closed	Unable to clock in or out	EVV Activities	Cherie Mckay Gibbs	07/02/2024 09:07:42 PM	Service Provider	Resolved (Permanently)	07/09/2024 07:22:02 AM
135252	Closed	PROVIDER UNABLE TO ENTER NOTES for iConnect ID 18340 for staff that miss clocking in	Provider Documentation	Jacqueline Henry	07/02/2024 09:17:36 PM	Service Provider	Resolved (Permanently)	07/08/2024 09:06:49 AM
135253	Closed	Unable to clear the ticklers	Other	LUCIETTE V SZASZ	07/02/2024 09:51:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 08:56:32 AM
135254	Closed	No Provider selected showing	Provider Selection	Kathleen Groskopf	07/02/2024 09:59:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:37:00 PM
135255	Closed	Unable to Validate	Consumer Budget	Mario Price	07/02/2024 10:03:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 07:44:55 AM
135256	Closed	Rejected SA says Not eligible	Authorizations	Judith Lynn James	07/02/2024 10:22:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 08:42:50 AM
135257	Closed	need to update SAs	Authorizations	Michael Mclean	07/02/2024 11:02:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 07:49:07 AM
135258	Closed	Unlinking/Linking	Plans	Monica Robinson	07/02/2024 11:23:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 06:54:00 AM
135259	Closed	Provider Documentation Status	Provider Documentation	Malika Berroa	07/02/2024 11:31:34 PM	Service Provider	Resolved (Permanently)	07/03/2024 06:59:25 AM
135260	Closed	Unable to create screen in Iconnect	Provider Documentation	Amelia Hernandez	07/02/2024 11:49:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:34:29 AM
135261	Closed	Timed Out to often and to quick	System Performance	Ivory Gray	07/03/2024 12:07:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 12:24:36 PM
135262	Closed	Unable to create screen	Provider Documentation	Amelia Hernandez	07/03/2024 12:11:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 07:59:05 AM
135263	Closed	unable to create screen	Provider Documentation	Amelia Hernandez	07/03/2024 12:18:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 03:26:22 PM
135264	Closed	Documentation problem	Provider Documentation	Sharon Alexander	07/03/2024 03:40:08 AM	Service Provider	Resolved (Permanently)	07/03/2024 10:54:00 AM
135265	Closed	Manually Documentation	Provider Documentation	Sharon Alexander	07/03/2024 04:00:38 AM	Service Provider	Resolved (Permanently)	07/03/2024 09:46:47 AM
135266	Closed	ID 22651. S/A IS NOT SHOWING IN PROVIDER REPORTS	Authorizations	Charmaine Gardener-Fung Chung	07/03/2024 05:24:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 08:41:19 AM
135267	Closed	Incorrect Unit Deduction on Authorizations	Authorizations	William Judy	07/03/2024 06:15:16 AM	Service Provider	Resolved (Permanently)	07/03/2024 03:23:26 PM
135268	Closed	Rejected Authorization	Authorizations	Brandy Goldson	07/03/2024 06:34:37 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 08:36:23 AM
135270	Closed	IT override	Request for Override	Jude Paulino	07/03/2024 07:12:52 AM	APD Employee	Resolved (Permanently)	07/03/2024 07:38:29 AM
135272	Closed	Current Deliveries	Upload Issues	Betty Caroline Evans	07/03/2024 07:46:28 AM	Service Provider	Resolved (Permanently)	07/03/2024 08:44:11 AM
135274	Closed	Unable to create service authorization	Request for Override	Susan Goins	07/03/2024 07:54:39 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 07:58:48 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
135277	Closed	unable to see consumer	Other	Bryan Johnson	07/03/2024 08:11:57 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 08:13:20 AM
135278	Closed	EVV SCHEDULING ISSUES	Data Sync	Carleather Atkins	07/03/2024 08:15:56 AM	Service Provider	Resolved (Permanently)	07/03/2024 08:15:56 AM
135280	Closed	Sync Data	Data Sync	Jasmine Orozco	07/03/2024 08:22:31 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 08:22:32 AM
135284	Closed	June documentation	Provider Documentation	Tawanna R Taylor	07/03/2024 08:30:37 AM	Service Provider	Resolved (Permanently)	07/03/2024 02:34:04 PM
135287	Closed	WSC/CDC+ Consultant in Rejected Status	Consumer Budget	Emma Macalister	07/03/2024 08:35:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 09:11:56 AM
135293	Closed	Override needed	Request for Override	Natasha Broxton	07/03/2024 08:48:38 AM	APD Employee	Resolved (Permanently)	07/03/2024 09:45:48 AM
135294	Closed	Plan Validation Error -- Exceeded the maximum units per -- Support Coordination	Request for Override	Sophia Torres	07/03/2024 08:54:03 AM	APD Employee	Resolved (Permanently)	07/03/2024 08:59:13 AM
135295	Closed	Override needed	Request for Override	Nicholas Ellis	07/03/2024 08:58:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 09:18:08 AM
135300	Closed	rejected SA	Authorizations	Sarah Diaz	07/03/2024 09:05:29 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 09:11:57 AM
135301	Closed	SAs Math is Inaccurate	Plans	Daniella Font	07/03/2024 09:08:01 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:01:25 AM
135302	Closed	SA in rejected. Not able to update as the update authorization does not come up under the tab.	Authorizations	Margaret OConnor	07/03/2024 09:09:17 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 09:17:08 AM
135306	Closed	Override needed	Request for Override	Nicholas Ellis	07/03/2024 09:14:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 09:31:23 AM
135307	Closed	unable to update or create SAs	Request for Override	Michael Mclean	07/03/2024 09:15:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:38:21 AM
135312	Closed	service authorization needs to be changed	Authorizations	Cheryl Saraceno	07/03/2024 09:25:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:43:19 AM
135313	Closed	EVV SYNCING ISSUES	Data Sync	MARVELIZ GUTIERREZ	07/03/2024 09:27:16 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 10:06:05 AM
135314	Closed	Unable to complete visits for iConnet ID 39949	Other	Liscaira Matos	07/03/2024 09:31:10 AM	Service Provider	Resolved (Permanently)	07/03/2024 10:24:08 AM
135317	Closed	Location issues	Geolocation/GPS	Shelia Calloway	07/03/2024 09:33:20 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 09:33:20 AM
135318	Closed	UNABLE TO CLOCK IN	Unable to Start/End	SEGUNDA SPENCER	07/03/2024 09:37:11 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 10:02:25 AM
135320	Closed	SA in reject	Authorizations	Mary Ann Washburn	07/03/2024 09:40:30 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 09:58:10 AM
135321	Closed	iConnect - Contacts Tab	Demographics & Contacts Issues	Nancy Rosario	07/03/2024 09:42:41 AM	APD Employee	Resolved (Permanently)	07/03/2024 10:49:17 AM
135326	Closed	SA in Rejected Status	Authorizations	Jane Whelan	07/03/2024 09:46:52 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 02:11:46 PM
135328	Closed	Requesting Credentials Update for June Pierre of Pierre Home Health Services	Residential Licensing Renewal	June Pierre	07/03/2024 09:50:02 AM	Service Provider	Resolved (Permanently)	07/03/2024 10:45:29 AM
135330	Closed	Recommendation for a better iConnect	Enhancement	Ivory Gray	07/03/2024 09:56:19 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 12:30:27 PM
135331	Closed	SAs in rejected status	Authorizations	Angela Parada	07/03/2024 09:58:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:06:51 AM
135332	Closed	Notes Supported Living	Other	Gail Bailey	07/03/2024 10:01:17 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 10:01:17 AM
135333	Closed	Service Auth in rejected status	Authorizations	JODY E BINGE	07/03/2024 10:03:18 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:13:22 AM
135341	Closed	rejected Sa's, Medicaid now reinstated	Authorizations	Elizabeth Swain	07/03/2024 10:17:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:23:57 AM
135342	Closed	SA's 2024-5 in rejected status, even though Medicaid now reinstated	Authorizations	Elizabeth Swain	07/03/2024 10:19:38 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:28:33 AM
135344	Closed	SERVICE ACTIVITIES WILL NOT LOAD	Provider Documentation	Carol Wirth	07/03/2024 10:20:47 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 08:15:39 AM
135345	Closed	Override	Request for Override	Theresa Pace	07/03/2024 10:22:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:29:20 AM
135346	Closed	iCONNECT 37404-Cost Plan 2024-2025 approved by analyst; can't create service authorizations for various providers.	Authorizations	Jacques Gabriel	07/03/2024 10:22:34 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:26:46 AM
135347	Closed	Need Help Fixing Incorrect EVV Hours	[-] Tier II Review -	marten rodriguez	07/03/2024 10:23:03 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 12:53:50 PM
135348	Closed	UNABLE TO CLOCK IN	Unable to Start/End	Aiten Fornes Viel	07/03/2024 10:23:51 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 10:27:24 AM
135350	Closed	Current deliveries inaccessible	Upload Issues	Barbara Winns	07/03/2024 10:26:35 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 10:49:10 AM
135356	Closed	Rejected Status	Provider Documentation	Mario Price	07/03/2024 10:43:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:49:32 AM
135357	Closed	HCBS Worksheet	Forms - Word Merges	Calvin Greenwood	07/03/2024 10:45:12 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:44 AM
135359	Closed	HCBS Word Merge continuous Error	Forms - Word Merges	Sam Pollard	07/03/2024 10:45:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:45 AM
135360	Closed	Cost plan won't allow updating service plans	Plans	Anthony Peck	07/03/2024 10:46:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 10:53:26 AM
135361	Closed	Licensing Renewal	Residential Licensing Renewal	Michelle Marquez	07/03/2024 10:48:13 AM	Service Provider	Resolved (Permanently)	08/08/2024 09:14:46 AM
135364	Closed	Request for Status Change	Notes	Kasian Hines	07/03/2024 10:52:06 AM	Service Provider Worker	Resolved (Permanently)	07/03/2024 01:52:44 PM
135365	Closed	can't update SA	Authorizations	Patricia Weston	07/03/2024 10:56:18 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 11:00:24 AM
135366	Closed	Notes	Provider Documentation	Taiwanda Clark	07/03/2024 10:57:40 AM	Service Provider Worker	Resolved (Permanently)	07/09/2024 11:25:49 AM
135367	Closed	WSC unable to create SA in the Cost Plan 24-25 in approve status	Authorizations	Mario Valdes	07/03/2024 10:59:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 09:55:13 AM
135398	Closed	SA for 2024-2025	Authorizations	Paula Bryant	07/03/2024 11:26:39 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 12:49:51 PM
135409	Closed	unable to access iconnect	Other	Deborah Schoelkopf	07/03/2024 11:33:00 AM	APD Employee	Resolved (Permanently)	07/09/2024 05:22:44 PM
135418	Closed	terminate an auth	Authorizations	Vickie Scarbrough	07/03/2024 11:37:41 AM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 01:21:53 PM
135420	Closed	AUTH EXCEEDDED- EDIT ISSUE	Enhancement	AYXA GOMEZ	07/03/2024 11:41:11 AM	Service Provider	Resolved (Permanently)	07/10/2024 02:41:06 PM
135426	Closed	iConnect Enhancement Request	Enhancement	Debra Waldron	07/03/2024 11:42:19 AM	APD Employee	Resolved (Permanently)	08/26/2024 12:30:28 PM
135436	Closed	lconnect	Data Sync	Nikia Ki Smith	07/03/2024 11:47:42 AM	APD Employee	Resolved (Permanently)	07/03/2024 11:56:15 AM
135459	Closed	GPS not working	Geolocation/GPS	Angelica Ramos	07/03/2024 11:58:32 AM	APD Employee	Resolved (Permanently)	07/03/2024 12:25:06 PM
135461	Closed	can not log in	Provider Documentation	James H Vann	07/03/2024 11:58:41 AM	Service Provider	Resolved (Permanently)	07/11/2024 12:49:28 PM
135466	Closed	GPS problems	Geolocation/GPS	Angelica Ramos	07/03/2024 12:01:04 PM	APD Employee	Resolved (Permanently)	07/03/2024 12:03:51 PM
135477	Closed	iConnect SYSTEM FAILED	System Performance	Yulema Varela	07/03/2024 12:05:53 PM	Service Provider	Resolved (Permanently)	07/30/2024 04:34:26 PM
135497	Closed	no access	Other	Michelle Allen	07/03/2024 12:22:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 05:23:28 PM
135504	Closed	Login/clock in and out issues	Unable to Start/End	Ariel Hall	07/03/2024 12:29:50 PM	APD Employee	Resolved (Permanently)	07/11/2024 12:11:47 PM
135506	Closed	CONNECTION FOR iCONNECT	System Performance	Kiaira Ariel Manuel	07/03/2024 12:30:15 PM	Service Provider Worker	Resolved (Permanently)	07/30/2024 04:37:08 PM
135509	Closed	iConnect stopped working	System Performance	Diana Geller	07/03/2024 12:34:01 PM	APD Employee	Resolved (Permanently)	07/30/2024 04:36:12 PM
135512	Closed	Cannot access iConnect/New Authorization dates not updating	Authorizations	Debra Jean Chute	07/03/2024 12:36:07 PM	Service Provider	Resolved (Permanently)	07/03/2024 03:07:29 PM
135514	Closed	authorization	Authorizations	sade evelyn timbertlake	07/03/2024 12:37:05 PM	Service Provider	Resolved (Permanently)	07/11/2024 12:16:31 PM
135523	Closed	Date 2/9/2034 provider documentation to 3/11/24	Provider Documentation	Darlene Dessources	07/03/2024 12:50:22 PM	Service Provider	Resolved (Permanently)	07/03/2024 12:53:01 PM
135524	Closed	Unable to word Merge	Forms - Word Merges	Kevin Hansen	07/03/2024 12:51:37 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:47 AM
135525	Closed	Update Auth is not populating	Authorizations	Ashley Littlepage	07/03/2024 12:52:24 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 01:09:20 PM
135532	Closed	Can no longer access my consumers	Demographics & Contacts Issues	Carys Gabrielle Palma	07/03/2024 01:11:10 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 07:22:52 AM
135534	Closed	lconnect Issues	Other	Clemen Roque	07/03/2024 01:13:35 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 01:13:35 PM
135538	Closed	SAN wont let me add service	SAN	Traci Brennan	07/03/2024 01:30:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 01:57:50 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
135542	Closed	EVV SCHEDULING ISSUES/SYNCED ISSUES	Data Sync	Teresa Pickens	07/03/2024 01:33:59 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 01:33:59 PM
135546	Closed	SA ISSUES	Authorizations	sade evelyn timberlake	07/03/2024 01:42:11 PM	Service Provider	Resolved (Permanently)	07/03/2024 01:59:03 PM
135547	Closed	EVV SCHEDULING ISSUES	Data Sync	Sandra Fonseca	07/03/2024 01:44:31 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 01:44:31 PM
135548	Closed	Over Units Auth	Documentation	Regina Linares	07/03/2024 01:45:11 PM	APD Employee	Resolved (Permanently)	07/08/2024 02:20:31 PM
135549	Closed	VALIDATION ERROR	Request for Override	Subbecca E Flores	07/03/2024 01:50:38 PM	APD Employee	Resolved (Permanently)	07/03/2024 01:58:11 PM
135551	Closed	Unable to see consumer	Other	Maria Velez	07/03/2024 01:56:58 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 02:03:26 PM
135554	Closed	iBudget Florida HCBS Waiver Eligibility Work Sheet	Forms - Word Merges	Ian Turi	07/03/2024 01:59:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:48 AM
135555	Closed	Unable to see consumer	Authorizations	Maria Velez	07/03/2024 02:00:31 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 02:10:42 PM
135556	Closed	UNABLE TO CLOCK IN OR OUT	Unable to Start/End	Debby Ann Byner	07/03/2024 02:02:23 PM	Service Provider	Resolved (Permanently)	07/03/2024 02:09:03 PM
135557	Closed	CLIENT IS ELIGIBLE FOR MEDICAID BUT SUSPENDED	Claims	Sergio Comas	07/03/2024 02:04:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:58:01 AM
135558	Closed	unable to add Provider/Program on VAS for	Provider Selection	Eva Marie Tadios	07/03/2024 02:04:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:18:59 AM
135561	Closed	UNABLE TO FIX ENTRY	EVV Activities	Aniyah Polanco	07/03/2024 02:07:24 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 08:55:25 AM
135562	Closed	Full versus Limited	Authorizations	Kathleen Groskopf	07/03/2024 02:12:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 02:40:48 PM
135563	Closed	Provider Documentation Tab	WSC Progress Notes	Ian Turi	07/03/2024 02:13:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:10:14 AM
135565	Closed	Claim Denied	Claims	Jesus Cruz	07/03/2024 02:17:42 PM	Service Provider	Resolved (Permanently)	07/03/2024 03:26:32 PM
135568	Closed	Sync Data	Data Sync	Elyn Boada	07/03/2024 02:28:06 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 02:28:06 PM
135569	Closed	I did not find the provider	Plans	Wilfredo De Jesus Denies	07/03/2024 02:29:02 PM	APD Employee	Resolved (Permanently)	07/03/2024 03:32:01 PM
135571	Closed	trying to zero out SC	Authorizations	Guy Earle	07/03/2024 02:30:09 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:01:15 AM
135572	Closed	Clock out	Unable to Start/End	Terri Mobley	07/03/2024 02:31:55 PM	APD Employee	Resolved (Permanently)	07/03/2024 02:33:55 PM
135573	Closed	Missing supplies and equipment	Planned Services	Penny Schueneman	07/03/2024 02:35:01 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:05:19 AM
135574	Closed	Rejected SA	Authorizations	Valarie Wright	07/03/2024 02:37:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 02:44:05 PM
135576	Closed	cant create SA	Authorizations	Megan M Haig	07/03/2024 02:40:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:12:05 AM
135578	Closed	unable to submit billing for June 2024	Claims	Tracy Davis	07/03/2024 02:50:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 03:05:34 PM
135579	Closed	unable to submit billing for June 2024	Claims	Tracy Davis	07/03/2024 02:51:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:20:04 AM
135580	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/03/2024 02:51:43 PM	APD Employee	Resolved (Permanently)	07/03/2024 03:31:48 PM
135581	Closed	unable to submit billing for June	Claims	Tracy Davis	07/03/2024 02:52:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 03:01:17 PM
135582	Closed	Can't create SA	Authorizations	Sarah Gallivan	07/03/2024 02:52:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 03:37:43 PM
135583	Closed	PROVIDER DOCUMENTATION ISSUES	Provider Documentation	MARIA CRESPO	07/03/2024 02:55:33 PM	Service Provider	Resolved (Permanently)	07/03/2024 03:23:47 PM
135587	Closed		688310 Provider Documentation	rosa perez	07/03/2024 02:58:35 PM	Service Provider	Resolved (Permanently)	07/03/2024 03:04:32 PM
135590	Closed	Staff assign to consumer	Provider Related Issues	Brittini Upshaw	07/03/2024 03:01:47 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:19:22 AM
135591	Closed	Rejection	Authorizations	Shawn Seabrook	07/03/2024 03:03:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 03:09:40 PM
135593	Closed	Unable to Link a Vendor	(-) Tier II Review -	Yugoslavia Marte	07/03/2024 03:03:45 PM	APD Employee	Resolved (Permanently)	07/03/2024 03:17:38 PM
135596	Closed	Can't create SA's	Request for Override	Traci Brennan	07/03/2024 03:09:02 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 03:33:19 PM
135597	Closed	Unable to create SA for PS provider Elevated Companion	Authorizations	Ann Cecelia Sliney	07/03/2024 03:09:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:22:35 AM
135601	Closed	living setting	Request for Override	Aric McFartane	07/03/2024 03:12:57 PM	APD Employee	Resolved (Permanently)	07/03/2024 03:26:17 PM
135605	Closed	SA Expired	Data Sync	Deshyia Jones	07/03/2024 03:23:25 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 03:23:25 PM
135606	Closed	unable to see authorization	Authorizations	Chantal Meo	07/03/2024 03:26:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:26:27 AM
135608	Closed	Reopen Completed Provider Documentation	Provider Documentation	Ashley Hunter	07/03/2024 03:30:19 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 03:33:28 PM
135609	Closed	Reopen Completed Provider Documentation	Request for Status Change	Ashley Hunter	07/03/2024 03:32:15 PM	Service Provider Worker	Resolved (Permanently)	07/03/2024 03:40:30 PM
135612	Closed	Cannot create SA	Authorizations	Jamie Dallas	07/03/2024 03:33:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/03/2024 03:42:07 PM
135614	Closed	Provider documentation	(-) Tier II Review -	Teretha D Smith	07/03/2024 03:42:20 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:37:11 AM
135620	Closed	Unable to complete visit for iConnet ID 52375	Provider Documentation	Liscaira Matos	07/03/2024 03:53:41 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:52:18 AM
135622	Closed	Provider documentation	Provider Documentation	Stacy-Ann Smith	07/03/2024 03:54:04 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 11:35:41 AM
135625	Closed	rejected SA ER	Authorizations	Yadi Flores	07/03/2024 03:57:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:10:52 AM
135628	Closed	Rejected Services Authorizations	Authorizations	Brenda Harmon	07/03/2024 04:01:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:07:38 AM
135631	Closed	PROVIDER NOT ELIGIBLE	Authorizations	Audreka Felix	07/03/2024 04:15:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:35:03 AM
135638	Closed	Not Able To Create Authorization	Authorizations	Donette Anderson Evans	07/03/2024 04:26:01 PM	APD Employee	Resolved (Permanently)	07/08/2024 08:29:04 AM
135641	Closed	all cost plan items in reject 24-25yr. Unable to see the update authorization button	Authorizations	Andrea Jackson	07/03/2024 04:34:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:04:43 AM
135644	Closed	Consumers are falling outside of date of service	Provider Documentation	Gloria Lonton	07/03/2024 04:38:01 PM	Service Provider	Resolved (Permanently)	07/11/2024 12:07:04 PM
135645	Closed	Plan Disappearance	Request for Override	Ushae Lewis-Scille	07/03/2024 04:39:10 PM	APD Employee	Resolved (Permanently)	07/08/2024 08:42:29 AM
135646	Closed	Unable to create bed for one consumer	Provider Selection	Juan Gamba	07/03/2024 04:40:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:50:23 AM
135649	Closed	Cannot save cost plan	Plans	Mira Lane	07/03/2024 04:43:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:53:23 AM
135650	Closed	SA report	Authorizations	Jamie Dallas	07/03/2024 04:49:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 12:19:39 PM
135654	Closed	Unable to see approved services	Unable to Start/End	Kevin Moore	07/03/2024 05:03:04 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:12:44 AM
135656	Closed	Sign in problem	Data Sync	Gail Goss	07/03/2024 05:13:52 PM	Service Provider	Resolved (Permanently)	07/03/2024 05:53:34 PM
135659	Closed	validation errors need cleared	Authorizations	Heidi Ickes	07/03/2024 05:41:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:55:56 AM
135661	Closed	Issue with current deliveries on the CyberArk application	Documentation	Darwin Eckert	07/03/2024 05:54:46 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 01:04:49 PM
135662	Closed	Unable to access 24-25 service authorization ct #34483	Plans	Stephanie Ames	07/03/2024 06:22:21 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 10:13:18 AM
135663	Closed	sa rejected not sure why	Authorizations	Katherine Czech	07/03/2024 06:38:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:59:59 AM
135664	Closed	2024 plan wont create sa for companion one to three ratio	Authorizations	Katherine Czech	07/03/2024 07:18:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:08:04 AM
135665	Closed	APD reports for SAN	Reports	Amelia Lara	07/03/2024 07:26:13 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:02:21 AM
135666	Closed	Change to pending and where is my case note?	Notes	Judy Rossi	07/03/2024 07:28:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:26:45 AM
135667	Closed	Can not clock out	Unable to Start/End	teresa Landon	07/03/2024 07:59:15 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:32:19 AM
135668	Closed	validate	Request for Override	Jennifer Johnson-israel	07/03/2024 09:11:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:04:41 AM
135669	Closed	Issue inputting monthly summary	Other	Demesha GilesSmith	07/03/2024 09:28:03 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:47:41 AM
135671	Closed	New Licensed Facility	Provider Documentation	Veronica Lashawn Gaynor	07/03/2024 11:39:18 PM	Service Provider	Resolved (Permanently)	07/10/2024 08:53:20 AM
135672	Closed	50342 - Rejected Authorization	Authorizations	Alexandre Gelin	07/03/2024 11:42:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:02:04 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
135674	Closed	SA has an issue, and provider can't bill.	Claims	Katherine A Rodriguez	07/04/2024 09:13:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:55:52 AM
135675	Closed	auth in rejected status	Authorizations	Julie Bazin	07/04/2024 09:30:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:43:47 AM
135676	Closed	VALIDATION ERROR	Request for Override	Brenda Sanchez	07/04/2024 09:50:28 AM	APD Employee	Resolved (Permanently)	07/08/2024 09:06:30 AM
135677	Closed	Getting EXceeds units	Provider Documentation	Ellen M Fulks	07/04/2024 10:12:08 AM	Service Provider	Resolved (Permanently)	07/09/2024 07:27:32 AM
135678	Closed	UNABLE TO PULL AUTHORIZATIONS FOR 2024-25; Function "CREATE AUTHORIZATIONS" is missing.	Authorizations	Ludmila Senkevich	07/04/2024 10:16:43 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:46:10 AM
135680	Closed	HCBS Waiver please remove 29122 HCBS	Forms	Karen Johnson	07/04/2024 11:19:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:56:05 AM
135681	Closed	77360 Elig waiver note date3/1/24	Eligibility	Karen Johnson	07/04/2024 11:31:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:54:22 AM
135684	Closed	authorization problems	Provider Documentation	Aniuta Tarancon	07/04/2024 12:41:25 PM	Service Provider	Resolved (Permanently)	07/08/2024 12:22:58 PM
135685	Closed	REJECTIONS	Authorizations	Subbecca E Flores	07/04/2024 01:01:17 PM	APD Employee	Resolved (Permanently)	07/10/2024 09:14:39 AM
135687	Closed	Create Authorization and Update Service Missing from Cost plan	Authorizations	Katharine Finken	07/04/2024 01:30:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:00:45 AM
135688	Closed	Unable to create authorization	Authorizations	Cristiana Robaina	07/04/2024 01:31:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:03:43 AM
135689	Closed	REJECTED SERVICE AUTHORIZATION	Authorizations	Christine Cephias	07/04/2024 02:31:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:32:44 AM
135691	Closed	Consumers in iConnect	Dashboard	DONISHA TAYLOR	07/04/2024 04:06:01 PM	Service Provider	Resolved (Permanently)	07/08/2024 12:26:15 PM
135692	Closed	need 2 report removed	Provider Documentation	Tina Evan	07/04/2024 04:41:41 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:09:54 AM
135693	Closed	Start delivery	Unable to Start/End	Chantelle Wallace	07/04/2024 05:01:45 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:29:52 AM
135694	Closed	Consumer disappeared from iconnect	Unable to Start/End	Jack Guarneri	07/04/2024 08:00:00 PM	Service Provider	Resolved (Permanently)	07/08/2024 10:50:42 AM
135696	Closed	I have turned this ticket in before	Provider Documentation	Patricia Haverfield	07/04/2024 10:56:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:07:56 AM
135697	Closed	Samantha Fernandez Gonzalez	Unable to Start/End	SAMANTHA FERNANDEZ	07/04/2024 11:06:40 PM	APD Employee	Resolved (Permanently)	07/08/2024 08:31:50 AM
135699	Closed	Explanation And Seeking Approval.	Upload Issues	Jay Crawford	07/05/2024 12:33:26 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 10:42:29 AM
135700	Closed	consumer 560706 issues reducing the number of units when it is in pending status	Provider Documentation	Jack Guarneri	07/05/2024 01:34:47 AM	Service Provider	Resolved (Permanently)	07/08/2024 08:34:01 AM
135701	Closed	provider documentation	Provider Documentation	Isabel Broome	07/05/2024 03:22:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:16:08 AM
135702	Closed	provider documentation	Provider Documentation	Isabel Broome	07/05/2024 03:37:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:15:16 AM
135703	Closed	provider documentation	Provider Documentation	Isabel Broome	07/05/2024 03:41:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:46:40 AM
135705	Closed	Medication not on drop down listing	Medication Tab	Ivory Gray	07/05/2024 08:28:34 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:50:16 AM
135707	Closed	rejected authorizations	Authorizations	Suzanne Desposati	07/05/2024 08:41:51 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:58:14 AM
135708	Closed	Authorization	Authorizations	Danishia Polite	07/05/2024 08:52:59 AM	Service Provider	Resolved (Permanently)	07/08/2024 12:30:37 PM
135709	Closed	Can't make SA	Authorizations	Hailey Ann Snyder	07/05/2024 08:56:27 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:15:36 AM
135710	Closed		11390 Provider Documentation	RENEE M ROLLING	07/05/2024 09:02:48 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:25:09 AM
135711	Closed	Not able to clock out	Unable to Start/End	teresa Landon	07/05/2024 09:14:20 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 07:45:02 AM
135712	Closed	Need to Delete	Provider Documentation	Patricia Smith	07/05/2024 09:29:45 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:14:09 AM
135713	Closed	SA rejected status	Authorizations	Megan M Haig	07/05/2024 09:51:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:22:29 AM
135714	Closed	Provider Documentation	Provider Documentation	Jessie J King	07/05/2024 10:06:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:13:12 AM
135715	Closed	Client Not in the System	Authorizations	tomasino paige	07/05/2024 10:06:45 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 11:39:39 AM
135716	Closed	Cannot Create Authorizations	Authorizations	Elizabeth Ruth	07/05/2024 10:07:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:27:58 AM
135717	Closed	Terminated SAs are not updating	Authorizations	Robyn Barwick	07/05/2024 10:14:27 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:44:10 AM
135718	Closed	Service Authorizations in Reject Status	Authorizations	Sujay Rodriguez	07/05/2024 10:19:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:43:39 AM
135719	Closed	Unable to complete visit for iConnet ID 54977	Provider Documentation	Liscaira Matos	07/05/2024 10:34:01 AM	Service Provider	Resolved (Permanently)	07/08/2024 08:39:26 AM
135720	Closed	Rejected SA	Authorizations	Amy Maxhimer	07/05/2024 10:36:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:15:47 AM
135721	Closed	Provider Documentation	Provider Documentation	Jessie J King	07/05/2024 10:37:37 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:59:32 AM
135722	Closed	companion ratios	Plans	Katherine Czech	07/05/2024 10:40:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:02:17 AM
135723	Closed	Documenting Issues	Provider Related Issues	Jan Charles	07/05/2024 10:41:43 AM	APD Employee	Resolved (Permanently)	07/12/2024 12:13:32 PM
135724	Closed	Same Code entered twice in same month	Provider Documentation	Candice Trim	07/05/2024 10:44:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:43:09 AM
135725	Closed	unable to find provider to download SA	Authorizations	Evelin Cancho	07/05/2024 10:44:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:58:34 AM
135726	Closed	not validating	Plans	Anita Braun-Luria	07/05/2024 10:47:24 AM	QIO Employee	Resolved (Permanently)	07/08/2024 09:46:50 AM
135727	Closed	Provider Documentation	Provider Documentation	Jessie J King	07/05/2024 10:58:05 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:30:11 AM
135728	Closed	Unable to update service auth	Authorizations	Marva Pierre	07/05/2024 11:02:39 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:00:34 PM
135729	Closed	current selection exceeds units authorized	Provider Documentation	Pashion Davis	07/05/2024 11:03:28 AM	Service Provider	Resolved (Permanently)	07/15/2024 10:06:41 AM
135730	Closed	Notes	Notes	Isabel Broome	07/05/2024 11:04:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:10:02 AM
135731	Closed	A provider is not showing up for a service entry	Provider Selection	Sonia Mcfarlin	07/05/2024 11:07:26 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:57:58 AM
135732	Closed	provider documentation	Provider Documentation	Isabel Broome	07/05/2024 11:13:25 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:27:47 AM
135733	Closed	Reopen Completed Provider Documentation	Provider Documentation	Ashley Hunter	07/05/2024 11:16:36 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:28:48 AM
135734	Closed	rejected SA SB	Authorizations	Yadi Flores	07/05/2024 11:44:01 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:10:26 AM
135735	Closed	rejected status	Authorizations	Pamela Shorr	07/05/2024 11:50:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 01:22:38 PM
135736	Closed	Rejected status	Authorizations	Charshus Terry	07/05/2024 11:53:55 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:03:01 AM
135737	Closed	Unable to add forms	Forms	AMBER POWELL	07/05/2024 11:58:12 AM	Service Provider	Resolved (Permanently)	07/08/2024 09:35:13 AM
135738	Closed	Canno create or Update Service Authorizations for 2024-2025 Cost Plan	Authorizations	Charlie Minino	07/05/2024 12:02:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:58:32 AM
135739	Closed	Can't update authorization	Authorizations	Latasha Hardy	07/05/2024 12:17:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 12:15:58 PM
135740	Closed	Authorization in rejected Status	Authorizations	Hyacinth Daley	07/05/2024 12:18:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:42:13 AM
135742	Closed	Another consumer is missing from iconnect	Unable to Start/End	Jack Guarneri	07/05/2024 12:22:58 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:12:21 AM
135744	Closed	Caregiver did not end delivery so system did it within 24 hrs	Provider Documentation	Nadine Tanis	07/05/2024 01:18:55 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:05:42 AM
135745	Closed	Service Authorization Reject status	Authorizations	Maria Schwarz	07/05/2024 01:25:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:35:38 AM
135747	Closed	Service Authorization CMS FY 24-25 still pending	Authorizations	Maria Schwarz	07/05/2024 01:37:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:43:30 AM
135748	Closed	rejected SA	Authorizations	Yadi Flores	07/05/2024 01:47:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:31:45 AM
135749	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/05/2024 02:02:34 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:33:28 AM
135750	Closed	Flag saying Exceeds Units Authorized	Provider Documentation	Betty Jean Hockey	07/05/2024 02:05:02 PM	Service Provider	Resolved (Permanently)	07/08/2024 09:04:29 AM
135751	Closed	unable to put in provider	Provider Selection	Ronda Kissinger	07/05/2024 02:05:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 09:02:59 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
135752	Closed	Billing Issues	Claims	Orley Martinez	07/05/2024 02:06:31 PM	Service Provider	Resolved (Permanently)	07/08/2024 12:36:21 PM
135753	Closed	Auth not appearing in provider documentation section	Provider Documentation	Pashion Davis	07/05/2024 02:08:53 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 12:47:22 PM
135755	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/05/2024 02:15:25 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:32:46 AM
135756	Closed	WSC unable to create or update service authorization	Request for Override	Georgia Fraser-Rodney	07/05/2024 02:20:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:51:01 AM
135758	Closed	Unable to bill for this consumer despite showing eligibility in iconnect for 060124 and 070124	Claims	Wilma Johnson	07/05/2024 02:30:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:06:55 PM
135759	Closed	Please override the failed validation for living setting please	Request for Override	Kareema Gallentine	07/05/2024 02:31:01 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:40:16 AM
135760	Closed	can't update auths	Authorizations	Melissa Mazaeda	07/05/2024 02:46:09 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:02:00 PM
135761	Closed	Unable to Bill for services	Claims	Jennifer Harris	07/05/2024 03:11:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:18:06 PM
135762	Closed		16657 Authorizations	Joan Samuel	07/05/2024 03:12:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:20:54 PM
135764	Closed	Towers were down could not get wifi signal	Unable to Start/End	Tammie Henderson	07/05/2024 04:26:46 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:31:10 AM
135766	Closed	Clock out	Unable to Start/End	Tanisha Stanford	07/05/2024 04:36:12 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:30:59 AM
135767	Closed	Clock out	Unable to Start/End	Tanisha Stanford	07/05/2024 04:39:54 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:30:04 AM
135768	Closed	Current service authorization exceeds	Provider Documentation	Yaritza Aponte	07/05/2024 04:45:35 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:32:14 AM
135769	Closed	Locked in	Unable to Start/End	Tanisha Stanford	07/05/2024 04:50:20 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:29:42 AM
135770	Closed	74046-2023 plan in draft can be deleted	Plans	Alisha Burns	07/05/2024 04:53:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:33:18 AM
135771	Closed	74050-2023 plan need deleing in draft	Plans	Alisha Burns	07/05/2024 04:55:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:31:46 AM
135772	Closed	clients info does not show	Authorizations	TRICIA BEINSTEIN	07/05/2024 05:03:06 PM	Service Provider	Resolved (Permanently)	07/10/2024 02:46:57 PM
135773	Closed	duplicate note August	Provider Documentation	Jennifer Segars	07/05/2024 05:05:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:12:27 AM
135774	Closed	rejected SA	Authorizations	Donna Lee	07/05/2024 05:27:23 PM	QIO Employee	Resolved (Permanently)	07/08/2024 09:25:29 AM
135775	Closed	Start delivery	Unable to Start/End	Chantelle Wallace	07/05/2024 05:40:02 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:15:50 AM
135776	Closed	System failure	Unable to Start/End	Toinette Ceasar	07/05/2024 05:42:06 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:30:35 AM
135777	Closed	lConnect	Provider Documentation	Tora Starker	07/05/2024 06:17:02 PM	Service Provider	Resolved (Permanently)	07/09/2024 08:16:14 AM
135778	Closed	Rosetta Murray	Unable to Start/End	Rosetta Murray	07/05/2024 06:17:57 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:30:37 AM
135779	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/05/2024 06:33:56 PM	Service Provider	Resolved (Permanently)	07/08/2024 07:34:57 AM
135780	Closed	unable to save and validate the FY 24-25 CP to be able to submit for approval.	Authorizations	Evelin Cancho	07/05/2024 06:34:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:29:18 AM
135781	Closed	Issue with provider documentation	Provider Documentation	Demesha GilesSmith	07/05/2024 07:38:34 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:16:24 AM
135782	Closed	Request 135700	Provider Documentation	Jack Guarneri	07/05/2024 07:41:04 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:32:31 AM
135783	Closed	Service Authorization not available on Reports	Authorizations	Yolanda Vazquez	07/05/2024 07:41:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:24:17 PM
135784	Closed	Service Authorization	Authorizations	Jessie J King	07/05/2024 09:08:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:26:07 PM
135786	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/05/2024 09:52:12 PM	Service Provider	Resolved (Permanently)	07/08/2024 07:26:32 AM
135787	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/05/2024 10:12:05 PM	Service Provider	Resolved (Permanently)	07/08/2024 07:25:48 AM
135789	Closed	SAN ISSUES	SAN	Vashti Dunn	07/05/2024 10:50:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 02:43:11 PM
135791	Closed	Rejected auths for ID: 36632	Authorizations	Anna Rios	07/05/2024 11:53:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:17:31 AM
135795	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/06/2024 10:22:58 AM	Service Provider	Resolved (Permanently)	07/08/2024 07:31:53 AM
135796	Closed	Unable to create authorization	Authorizations	Andrea Jackson	07/06/2024 10:31:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:19:58 AM
135798	Closed	Issue with login	Provider Documentation	ERIN SOYKA	07/06/2024 11:09:44 AM	Service Provider	Resolved (Permanently)	07/11/2024 08:22:25 AM
135799	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/06/2024 12:01:55 PM	Service Provider	Resolved (Permanently)	07/08/2024 07:23:49 AM
135800	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/06/2024 12:11:21 PM	Service Provider	Resolved (Permanently)	07/08/2024 07:23:04 AM
135801	Closed	Authorization ID	Authorizations	Stefanie Thompson	07/06/2024 12:18:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:45:53 PM
135802	Closed	Authorization Rejected	Authorizations	Wilfredo De Jesus Denies	07/06/2024 12:18:40 PM	APD Employee	Resolved (Permanently)	07/08/2024 09:14:08 AM
135803	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/06/2024 12:23:25 PM	Service Provider	Resolved (Permanently)	07/08/2024 07:08:15 AM
135804	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/06/2024 12:29:53 PM	Service Provider	Resolved (Permanently)	07/08/2024 07:10:29 AM
135806	Closed	Need a ticket number	Unable to Start/End	Tranell Wiggins	07/06/2024 02:00:39 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:23:04 AM
135809	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	07/06/2024 02:52:54 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:09:19 AM
135810	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	07/06/2024 02:54:00 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:25:40 AM
135811	Closed	2023-24 UNABLE TO POST ACTIVITIES FOR ONE DAY	Provider Documentation	Roberto Martinez	07/06/2024 05:07:27 PM	Service Provider	Resolved (Permanently)	07/09/2024 01:46:21 PM
135813	Closed	SAs Report	Authorizations	Haydee Milian	07/06/2024 06:22:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 01:00:58 PM
135816	Closed	Issues on NOTES TAB	Notes	LUCIETTE V SZASZ	07/06/2024 09:14:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:19:53 AM
135817	Closed	135253. Unable to clear the ticklers	Dashboard	LUCIETTE V SZASZ	07/06/2024 09:19:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:58:31 AM
135818	Closed	Delete SANs	SAN	Kathleen Mulkey	07/06/2024 09:59:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:11:21 AM
135819	Closed	Cannot Create Authorizations	Authorizations	Elizabeth Ruth	07/06/2024 11:28:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:14:21 AM
135820	Closed	Validation error report	Request for Override	Fanny Chulig	07/07/2024 07:40:33 AM	APD Employee	Resolved (Permanently)	07/08/2024 07:28:57 AM
135821	Closed	Validation error report	Request for Override	Fanny Chulig	07/07/2024 08:02:44 AM	APD Employee	Resolved (Permanently)	07/08/2024 07:27:39 AM
135822	Closed	DS waiver ot approved/denied	Claims	Patricia Fortes	07/07/2024 10:15:49 AM	Service Provider	Resolved (Permanently)	07/11/2024 03:09:55 PM
135823	Closed	iconnect service log	Documentation	Patricia Fortes	07/07/2024 10:21:15 AM	Service Provider	Resolved (Permanently)	07/11/2024 03:12:50 PM
135824	Closed	Wrong SA used 2 units per day rate	Authorizations	Linda C Miller	07/07/2024 10:47:03 AM	Service Provider	Resolved (Permanently)	07/08/2024 07:16:27 AM
135826	Closed	Rejection status	Authorizations	Paul Nixon	07/07/2024 11:20:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:07:20 AM
135827	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Maria Garcia-Rivera	07/07/2024 11:23:31 AM	Service Provider	Resolved (Permanently)	07/08/2024 07:32:15 AM
135828	Closed	Unable to clock in	Unable to Start/End	HAKEEM THEODORE	07/07/2024 11:28:51 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 07:31:46 AM
135829	Closed	remove Provider Note	Provider Documentation	Zenaida Ortiz	07/07/2024 12:00:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:05:55 AM
135830	Closed	Remove Provider Documentation	Provider Documentation	Zenaida Ortiz	07/07/2024 12:54:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:02:31 AM
135831	Closed	case note issues	Notes	Jasma Black	07/07/2024 01:14:07 PM	Service Provider	Resolved (Permanently)	07/09/2024 07:27:56 AM
135832	Closed	Provider Documentation Error	Provider Documentation	Ernestine Brewer	07/07/2024 01:25:15 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 06:32:15 AM
135833	Closed	UNITS ADDED BY SYSTEM WITHOUT OUR INPUT	Provider Documentation	Roberto Martinez	07/07/2024 02:06:07 PM	Service Provider	Resolved (Permanently)	07/10/2024 03:41:31 PM
135834	Closed	UNITS EXCEED APPROVED AMOUNT	Provider Documentation	Roberto Martinez	07/07/2024 02:13:50 PM	Service Provider	Resolved (Permanently)	07/08/2024 08:30:12 AM
135835	Closed	case note	Provider Documentation	Jasma Black	07/07/2024 02:34:31 PM	Service Provider	Resolved (Permanently)	07/12/2024 12:50:30 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
135836	Closed	Units different from billing	Provider Documentation	tonia ann Mcclister	07/07/2024 05:43:09 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 12:52:49 PM
135837	Closed	Consumer Rashad Boclair	Request for Override	Jonathan Joseph	07/07/2024 05:56:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 07:00:56 AM
135838	Closed	cannot create SA	Planned Services	Pamela Shorr	07/07/2024 07:29:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 06:51:20 AM
135839	Closed	Can not assign worker to consumers	LSD Services	Brittini Upshaw	07/07/2024 07:42:03 PM	Service Provider	Resolved (Permanently)	07/08/2024 06:56:10 AM
135842	Closed	Remove note	Provider Documentation	Judith Lynn James	07/07/2024 09:16:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 06:36:35 AM
135843	Closed	cost plan needed	Plans	Maria Stokes	07/07/2024 11:07:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 06:35:03 AM
135844	Closed	Provider Documentation Option	Provider Selection	Brian Kenneth Rothey	07/07/2024 11:38:42 PM	Service Provider	Resolved (Permanently)	07/08/2024 06:45:21 AM
135845	Closed	Validation Error	Request for Override	Maria Stokes	07/07/2024 11:52:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 06:42:58 AM
135846	Closed	Provider Budgeted but not Appearing	Authorizations	Ian Turi	07/08/2024 12:23:53 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 06:40:25 AM
135847	Closed	Service Authorizations Not updating	Authorizations	LaDonna Beauford	07/08/2024 12:32:05 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:14:50 AM
135848	Closed	Provider termination - SA rejected	Authorizations	Fanny Chutlig	07/08/2024 06:15:34 AM	APD Employee	Resolved (Permanently)	07/10/2024 01:40:36 PM
135849	Closed	rejection	Authorizations	Nancy Calos	07/08/2024 06:46:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 12:45:31 PM
135854	Closed	Auth in rejected status	Authorizations	Jamie Boyd	07/08/2024 07:51:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:51:43 AM
135855	Closed	Billing Issues	Claims	Lewdy Matias	07/08/2024 07:54:43 AM	Service Provider	Resolved (Permanently)	07/08/2024 08:29:37 AM
135856	Closed	Billing Issues	Claims	Lewdy Matias	07/08/2024 07:56:18 AM	Service Provider	Resolved (Permanently)	07/08/2024 08:29:11 AM
135857	Closed	EVV SYNC DATA	Data Sync	Mileidy Rodriguez	07/08/2024 07:56:26 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 06:04:00 PM
135859	Closed	Billing Issues	Claims	Lewdy Matias	07/08/2024 07:59:30 AM	Service Provider	Resolved (Permanently)	07/08/2024 08:28:38 AM
135860	Closed	Billing Issues	Claims	Lewdy Matias	07/08/2024 08:00:59 AM	Service Provider	Resolved (Permanently)	07/08/2024 08:27:49 AM
135864	Closed	Unable to see services	Unable to Start/End	Obinna Mbanugo	07/08/2024 08:19:32 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 08:13:56 AM
135868	Closed	unable to bill	Claims	Julie Bazin	07/08/2024 08:26:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:21:29 AM
135869	Closed	Unable to create a service authorization for consumable medical supplies-wipes ID 28616	Authorizations	francisco gonzalez	07/08/2024 08:26:21 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:34:23 AM
135872	Closed	IT override	Request for Override	Jude Paulino	07/08/2024 08:29:58 AM	APD Employee	Resolved (Permanently)	07/08/2024 09:20:58 AM
135882	Closed	Provider Selection not populating	Provider Selection	Ian Turi	07/08/2024 08:50:34 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 08:55:15 AM
135885	Closed	Unable to see consumer	Other	Maria Pereira	07/08/2024 08:53:16 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:55:48 AM
135886	Closed	UNABLE TO ADD LOCATION	Unable to Start/End	Winsome Evadne Haye	07/08/2024 08:54:47 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 08:58:21 AM
135887	Closed	denial on billing	Authorizations	Susan Goins	07/08/2024 08:55:59 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:19:17 AM
135890	Closed	Rejected status	Authorizations	Gabriel M Ruiz	07/08/2024 09:07:34 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:19:34 AM
135893	Closed	Please Delete?	Provider Documentation	Michael Jeffrey Mann	07/08/2024 09:10:49 AM	Service Provider	Resolved (Permanently)	07/08/2024 09:17:24 AM
135902	Closed	UNABLE TO ADD THE SERVICE	Provider Documentation	magaly Corral Pereiro	07/08/2024 09:19:48 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 08:14:23 AM
135906	Closed	Unable to see consumers	Data Sync	zacakry jourdain	07/08/2024 09:29:22 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 09:36:08 AM
135909	Closed	removal of entries	Provider Documentation	Shelia Robinette	07/08/2024 09:34:23 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 09:39:22 AM
135915	Closed	Pls assist with removing rejections then SAs can be sent to providers	Authorizations	Wilma Johnson	07/08/2024 09:52:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 09:59:48 AM
135919	Closed	COST PLAN	Plans	Ibexis Suarez	07/08/2024 09:59:38 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:03:07 AM
135922	Closed	update approved auth	Authorizations	Dinna Andrews	07/08/2024 10:07:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:14:52 AM
135923	Closed	trying to add a provider documentation note for client #22701	Provider Documentation	Josephine Hunt	07/08/2024 10:08:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:54:40 AM
135926	Closed	unable to update all service authorizations and create service auths	Request for Override	Sascha Cherry	07/08/2024 10:16:10 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 05:00:09 PM
135927	Closed	the function to update planned services is MIA	Plans	Lisa Alcorn	07/08/2024 10:16:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:22:23 AM
135928	Closed	No function to create/update authorizations	Authorizations	Lisa Alcorn	07/08/2024 10:19:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 10:26:03 AM
135930	Closed	EVV SCHEDULING ISSUES	Data Sync	Elena Carmenaty	07/08/2024 10:19:56 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 10:20:00 AM
135931	Closed	function under planned services is MIA	Plans	Lisa Alcorn	07/08/2024 10:22:41 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:19:25 AM
135932	Closed	Invalid authorization	Authorizations	Sandra Lifleur	07/08/2024 10:25:38 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:24:25 PM
135936	Closed	file drop down missing functions under planned services	Plans	Lisa Alcorn	07/08/2024 10:31:48 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:53:03 AM
135938	Closed	ENDING DELIVERY ISSUES/UPLOAD ISSUES	Upload Issues	Darren Battey	07/08/2024 10:38:05 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 11:37:01 AM
135941	Closed	Planned Services file function	Plans	Lisa Alcorn	07/08/2024 10:42:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:58:52 PM
135946	Closed	DELIVERIES AND NOTES ARE DELETED	Unable to Start/End	Carla Hayles	07/08/2024 10:48:34 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 11:01:57 AM
135947	Closed	Provider Documentation Issues	Provider Documentation	Nikka Boyd	07/08/2024 10:48:45 AM	Service Provider	Resolved (Permanently)	07/08/2024 04:44:59 PM
135949	Closed	Unable to create authorization	Request for Override	Kevin Hansen	07/08/2024 10:50:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 01:04:48 PM
135950	Closed	Can't create SA	Authorizations	Nicole Lynne Lindsey	07/08/2024 10:51:22 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:24:56 AM
135952	Closed	approved cost plan will not give option to create or update service plans	Request for Override	LaWarren Williams	07/08/2024 10:51:43 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:26:48 AM
135953	Closed	Access Road inc.	Provider Documentation	Juana Rodriguez	07/08/2024 10:53:35 AM	Service Provider Worker	Resolved (Permanently)	07/08/2024 11:20:51 AM
135956	Closed	BILLING ISSUES/DENIED	Authorizations	Kamia Manning	07/08/2024 10:58:37 AM	Service Provider	Resolved (Permanently)	07/08/2024 11:47:08 AM
135960	Closed	Rejected SA	Authorizations	Sandra Lifleur	07/08/2024 11:07:17 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:52:05 AM
135961	Closed	Unable to change notes from pending to complete due to too many units	Provider Documentation	Shirley Ann Allen	07/08/2024 11:11:57 AM	Service Provider	Resolved (Permanently)	07/10/2024 09:52:11 AM
135963	Closed	Two iconnect accounts causing confusion	Worker Issues	Sara Gedajlovic	07/08/2024 11:15:15 AM	Service Provider	Resolved (Permanently)	07/08/2024 04:44:16 PM
135966	Closed	86659 - Rejected Authorizations	Authorizations	Kelly Perez	07/08/2024 11:19:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:43:01 PM
135968	Closed	Not allowing me to create SA	Authorizations	Mayda Wiltz	07/08/2024 11:21:21 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:26:12 PM
135971	Closed	Consumer SA not appearing in portal	Authorizations	Charles Lindsey	07/08/2024 11:23:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:19:45 AM
135973	Closed	44392 - SA for RH for 12 Months	Authorizations	Mary Kathleen Leigh-Wojcik	07/08/2024 11:27:01 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:26:58 AM
135974	Closed	Cannot create SA	Authorizations	Mayda Wiltz	07/08/2024 11:27:22 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 11:33:38 AM
135978	Closed	Validation error codes and liasion unable to approve	Request for Override	Tiffany Solomon	07/08/2024 11:33:19 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:31:55 AM
135979	Closed	Validation error codes and liasion unable to approve	Request for Override	Tiffany Solomon	07/08/2024 11:37:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:39:48 PM
135980	Closed	rejected SA	Authorizations	Megan M Haig	07/08/2024 11:38:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:55:16 PM
135982	Closed	Not able to add attendance	Provider Documentation	Yusimyt Leon	07/08/2024 11:39:30 AM	Service Provider	Resolved (Permanently)	07/11/2024 12:04:03 PM
135983	Closed	Nurse not seeing client	Unable to Start/End	Regina Linares	07/08/2024 11:39:50 AM	Service Provider	Resolved (Permanently)	07/10/2024 09:53:22 AM
135984	Closed	unable to add service	Provider Related Issues	Julie Bazin	07/08/2024 11:39:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:24:07 AM
135987	Closed	Approved Services showing the wrong Date.	Unable to Start/End	KECIA KEARNEY	07/08/2024 11:41:02 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 09:57:06 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
135988	Closed	Created 2 Facility Placements Notes in Error	Notes	Amy Booms	07/08/2024 11:41:07 AM	QIO Employee	Resolved (Permanently)	07/08/2024 12:11:36 PM
135991	Closed	Plan services	Authorizations	Mahala Sterling-Rowe	07/08/2024 11:46:12 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 03:43:01 PM
135993	Closed	Companion need both ratios	Planned Services	Katherine Czech	07/08/2024 11:46:37 AM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:18:53 PM
135994	Closed	SERVICE AUTHORIZATION	Authorizations	Aleyda Blanco	07/08/2024 11:49:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:31:05 AM
135996	Closed	SA	Authorizations	Tawanna R Taylor	07/08/2024 11:57:45 AM	Service Provider	Resolved (Permanently)	07/10/2024 08:43:24 AM
135998	Closed	Consumer SA not appearing in Portal	Authorizations	Charles Lindsey	07/08/2024 12:00:44 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:11:34 PM
135999	Closed	ICConnect System Enhancements	Enhancement	Shirley Ann Allen	07/08/2024 12:02:17 PM	Service Provider	Resolved (Permanently)	08/26/2024 12:30:29 PM
136000	Closed	SAME AUTHORIZATION NUMBER FOR DIFFERENT SERVICES	Authorizations	Sergio Comas	07/08/2024 12:06:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:09:49 PM
136001	Closed	Please create 2024 and 2025	Plans	Tricia Garretto	07/08/2024 12:07:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 01:37:28 PM
136002	Closed	Consumer iconnect ID: 44808	Planned Services	Daniel Mokuwa	07/08/2024 12:10:57 PM	Service Provider	Resolved (Permanently)	07/09/2024 08:36:38 AM
136005	Closed	Plan services	Authorizations	Mahala Sterling-Rowe	07/08/2024 12:14:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:56:30 PM
136006	Closed	Consumer iconnect ID: 44808	Authorizations	Daniel Mokuwa	07/08/2024 12:18:08 PM	Service Provider	Resolved (Permanently)	07/08/2024 12:50:34 PM
136010	Closed	2024-2025 APPROVED COST PLAN BUT CAN NOT UPDATE AUTHORIZATIONS	Authorizations	Rene Gomez	07/08/2024 12:26:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:43:31 PM
136011	Closed	Life Skills/Supported Living	LSD Services	Adam Jay Ross	07/08/2024 12:27:03 PM	Service Provider	Resolved (Permanently)	07/11/2024 03:26:27 PM
136013	Closed	Provider Getting Error Message When Attempting to Sign In	Authorizations	John Kurtz	07/08/2024 12:31:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 01:11:39 PM
136014	Closed	Corrections needed for daily attendance log	[-] Tier II Review -	Tibab Ababa Delisser	07/08/2024 12:34:51 PM	Service Provider	Resolved (Permanently)	07/08/2024 12:42:17 PM
136015	Closed	service plan still in rejected status	Authorizations	Patricia Garcia-montes	07/08/2024 12:36:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:47:13 PM
136016	Closed	problem with the system	Provider Documentation	Oswaldo Fernandez	07/08/2024 12:36:51 PM	Service Provider	Resolved (Permanently)	07/08/2024 03:14:45 PM
136017	Closed	CANNOT ACCESS ICONNECT EVV	Login Issues (not SSO)	KeShauna McIntosh	07/08/2024 12:38:47 PM	Service Provider Worker	Resolved (Permanently)	07/31/2024 10:25:16 AM
136018	Closed	service authorizations	Authorizations	Denise Foster	07/08/2024 12:39:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 03:04:52 PM
136020	Closed	Access to Waiver Eligibility Forma	Forms - Word Merges	Geralda Walters	07/08/2024 12:41:36 PM	Service Provider	Resolved (Permanently)	08/08/2024 09:14:49 AM
136021	Closed	Clock-in error consumer PHI ID: 30719	Data Sync	Natalia Hurtado	07/08/2024 12:41:48 PM	APD Employee	Resolved (Permanently)	07/08/2024 12:57:49 PM
136024	Closed	SA in rejected status	Authorizations	Megan M Haig	07/08/2024 12:44:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 12:50:08 PM
136027	Closed	Medicaid application	Authorizations	Shawnie Harrell	07/08/2024 12:54:28 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 09:14:57 AM
136029	Closed	delete planned service	Plans	Kamaria Belneau	07/08/2024 12:57:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 01:17:13 PM
136031	Closed	why is the auth showing terminated?	Authorizations	Ebony Mensah	07/08/2024 01:01:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:51:22 PM
136039	Closed	CANNOT SEE CONSUMER	Data Sync	Tamika Kennedy	07/08/2024 01:10:47 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 02:02:03 PM
136041	Closed	I can't create a service auth or update a S.A for the service (4080) Life Skills Development - Level 1 (Community Inclusion) in this iConnect Pin 29807	Authorizations	Martha Lorena Parks	07/08/2024 01:17:22 PM	Service Provider	Resolved (Permanently)	07/08/2024 02:25:58 PM
136044	Closed	REVERSAL	Request for Status Change	Helene Maceus	07/08/2024 01:21:30 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 01:35:33 PM
136045	Closed	Unable to input notes	Provider Documentation	Dinisha Jordan	07/08/2024 01:21:32 PM	Service Provider	Resolved (Permanently)	09/06/2024 11:05:06 AM
136047	Closed	Data Sync	Data Sync	Marie Therese Alexis	07/08/2024 01:22:16 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 01:22:36 PM
136048	Closed	Provider Documentation Entered in Error	Provider Documentation	Mary Elizabeth Stenbeck	07/08/2024 01:23:00 PM	Service Provider	Resolved (Permanently)	07/08/2024 01:34:04 PM
136050	Closed	Submitting Group Home License renewal application on Iconnect	Residential Licensing Renewal	Adeyemi Onikeku	07/08/2024 01:25:48 PM	Service Provider	Resolved (Permanently)	07/08/2024 03:02:49 PM
136051	Closed	exceed max units	Planned Services	Mildred Walker	07/08/2024 01:26:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:22:28 PM
136055	Closed	Cost Plan Report Mismatch	Plans	Daniella Font	07/08/2024 01:34:24 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 04:38:41 PM
136056	Closed	Combination of Life Skill Development Services Cannot Exceeded more than 112 hours per week.	Request for Override	Beatrice Dejoie	07/08/2024 01:34:32 PM	APD Employee	Resolved (Permanently)	07/09/2024 08:40:51 AM
136057	Closed	Not allowing provider to clock in and out	Data Sync	Anthonette Freeman-Childress	07/08/2024 01:34:51 PM	APD Employee	Resolved (Permanently)	07/10/2024 08:21:45 AM
136059	Closed	service authorization	Authorizations	Mira Lane	07/08/2024 01:39:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 03:13:07 PM
136061	Closed	Consumer 46473 / PA numbers for SAs 951248 ate not populating please assist	Authorizations	Hugo Merino	07/08/2024 01:40:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:08:10 PM
136064	Closed	Error Message	Worker Issues	Wilhelmina Jones	07/08/2024 01:48:47 PM	Service Provider	Resolved (Permanently)	07/12/2024 08:22:45 AM
136067	Closed	Rejected Service Authorization	Authorizations	Tabatha Hewston	07/08/2024 01:59:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:05:43 PM
136075	Closed	unable to create auth	Authorizations	Mildred Walker	07/08/2024 02:06:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:21:21 PM
136076	Closed	SA HAS THE SAME CODE	Provider Documentation	Dulce Maria Tejada	07/08/2024 02:06:15 PM	Service Provider	Resolved (Permanently)	07/11/2024 04:26:22 PM
136077	Closed	UNABLE TO PUT THE DATE BACK	Provider Documentation	Dulce Maria Tejada	07/08/2024 02:06:19 PM	Service Provider	Resolved (Permanently)	07/09/2024 10:38:52 AM
136079	Closed	Home not listed	Provider Related Issues	Lovell Burrell	07/08/2024 02:07:46 PM	Service Provider	Resolved (Permanently)	07/08/2024 03:26:50 PM
136082	Closed	adding admitted with group home beds	Provider Selection	Elizabeth Swain	07/08/2024 02:10:44 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:17:22 PM
136083	Closed	Unable to create authorization for Support Coordination services	Authorizations	Viveen Brooks	07/08/2024 02:14:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:33:56 PM
136084	Closed	Cannot Create Authorizations	Authorizations	Sean Moreau	07/08/2024 02:15:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:28:00 PM
136085	Closed	CMS Surveys deleted in HCBS Reviews-Residential	Forms	Susan Von Fossen	07/08/2024 02:16:02 PM	APD Employee	Resolved (Permanently)	07/08/2024 02:29:52 PM
136087	Closed	Rejected WSC SA	Authorizations	Pamela Silva	07/08/2024 02:18:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:47:30 PM
136092	Closed	UNABLE TO SEE CONSUMER	Unable to Start/End	Dianelys Carmenate Bacallao	07/08/2024 02:31:34 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 02:34:27 PM
136096	Closed	Reject Status SA	Authorizations	Monica Arredondo	07/08/2024 02:47:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 02:56:51 PM
136097	Closed	Request for iConnect Enhancement	Reports	Amy VanWynsberghe	07/08/2024 02:49:31 PM	APD Employee	Resolved (Permanently)	08/15/2024 11:45:01 AM
136100	Closed	Unable to start delivery/service	Unable to Start/End	Barbara Winns	07/08/2024 02:53:31 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 09:49:07 AM
136103	Closed	Rejected auth	Authorizations	Courtney Negron	07/08/2024 03:00:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 03:16:06 PM
136105	Closed	EVV Provider Manager role not coming up	Provider Related Issues	Penny Powell	07/08/2024 03:03:34 PM	Service Provider	Resolved (Permanently)	07/08/2024 04:14:28 PM
136107	Closed	EVV SCHEDULING ISSUES	Unable to Start/End	Magdalena Louis	07/08/2024 03:08:03 PM	Service Provider	Resolved (Permanently)	07/08/2024 03:08:15 PM
136115	Closed	Need to delete code G9012:UC note in Provider Documentation Tab	Provider Documentation	Manon Barrett	07/08/2024 03:27:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 04:19:45 PM
136116	Closed	Missing Delivery	Unable to Start/End	lila gallardo camino	07/08/2024 03:29:21 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 04:47:00 PM
136117	Closed	Need to delete code G9012:UC note in Provider Documentation Tab	Provider Documentation	Manon Barrett	07/08/2024 03:29:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 04:25:48 PM
136119	Closed	Need to delete code G9012:UC in provider document tab.	Provider Documentation	Manon Barrett	07/08/2024 03:32:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 03:34:57 PM
136121	Closed	EVV SCHEDULING ISSUES	Data Sync	Angelia Thompkins	07/08/2024 03:35:56 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 03:36:00 PM
136126	Closed	Billing issues	Provider Related Issues	Orley Martinez	07/08/2024 03:42:06 PM	Service Provider	Resolved (Permanently)	07/09/2024 12:52:39 PM
136127	Closed	Unable to see approved services	Data Sync	Paul Anthony Rose	07/08/2024 03:44:25 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 09:09:00 AM
136128	Closed	UNABLE TO CLOCK IN OR OUT	Unable to Start/End	Racquel Zow	07/08/2024 03:49:10 PM	Service Provider Worker	Resolved (Permanently)	07/08/2024 04:00:09 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
136130	Closed	Quarterly Summary	Other	Whitley Alfred	07/08/2024 03:50:42 PM	Service Provider	Resolved (Permanently)	07/09/2024 07:03:05 AM
136131	Closed	Quarterly and Annuals	Provider Selection	Sonia Williams	07/08/2024 03:53:15 PM	Service Provider	Resolved (Permanently)	07/11/2024 10:39:27 AM
136133	Closed	iConnect#37338 Issue with Medicaid/Billing/Payments	Plans	Sophonie Maneus	07/08/2024 03:54:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:17:42 AM
136134	Closed	EVV SYNCING ISSUES	Data Sync	Sandra Patricia Diaz	07/08/2024 03:55:37 PM	Service Provider Worker	Resolved (Permanently)	07/15/2024 04:07:00 PM
136135	Closed	Unable to create auth	Request for Override	Regina Sherman	07/08/2024 03:57:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:44:45 AM
136140	Closed	PA is in rejection status 9324087391- iconnect PIN #33448, for SLC services dated 7/1/24-6/30-25/ Please advise	Authorizations	Dawn Best	07/08/2024 04:08:33 PM	APD Employee	Resolved (Permanently)	07/10/2024 09:20:23 AM
136142	Closed	cant add note	Authorizations	Hafeeza Bain	07/08/2024 04:10:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 12:51:04 PM
136146	Closed	please add cost plan 24-25 for this consumer	Plans	Patricia Casson	07/08/2024 04:21:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/08/2024 04:32:04 PM
136147	Closed	unable to create auth	Authorizations	Julie Bazin	07/08/2024 04:22:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 07:55:12 AM
136153	Closed	No option to create Auth	Authorizations	Traci Brennan	07/08/2024 04:32:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 07:43:43 AM
136157	Closed	validation	Consumer Budget	Rebeca Freeman	07/08/2024 04:41:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:41:14 AM
136160	Closed	DELETE NOTES REQUEST	Provider Documentation	Shiquitta N Mathis	07/08/2024 04:53:51 PM	Service Provider	Resolved (Permanently)	07/09/2024 06:56:10 AM
136162	Closed	EVV scheduling	Other	Alicia Bass	07/08/2024 04:57:05 PM	Service Provider	Resolved (Permanently)	07/08/2024 04:57:15 PM
136163	Closed	Unable to validate consumer plan for 2024 for consumer ID #26841	Plans	Kibel Quesada-dominguez	07/08/2024 04:58:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:44:13 AM
136165	Closed	UNABLE TO CLOCK IN	Unable to Start/End	Lourdes Lugo	07/08/2024 05:05:16 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 07:40:32 AM
136166	Closed	Duplicate note	Provider Documentation	Diana Sanchez	07/08/2024 05:07:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:29:43 AM
136167	Closed	document	Provider Documentation	Patrice Vargas	07/08/2024 05:11:52 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 09:32:03 AM
136170	Closed	Denied Billing	Claims	Michelle Rivers	07/08/2024 05:21:45 PM	Service Provider	Resolved (Permanently)	07/09/2024 08:18:54 AM
136172	Closed	cant link plans because initial plans	Plans	Patricia Casson	07/08/2024 05:24:41 PM	Service Provider	Resolved (Permanently)	07/09/2024 10:27:33 AM
136174	Closed	create service auth	Authorizations	Sascha Cherry	07/08/2024 05:43:24 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 09:34:15 AM
136176	Closed	New authorization	Data Sync	Clara Chukwuelue	07/08/2024 06:09:45 PM	APD Employee	Resolved (Permanently)	07/10/2024 07:52:36 AM
136177	Closed	Not able to create Residential Habilitation T2023:UC:U9	Authorizations	Veronica Neria	07/08/2024 06:37:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 07:38:45 AM
136178	Closed		11641 Planned Services	Stephanie Barnes	07/08/2024 07:16:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:21:10 AM
136179	Closed	Please delete SANs #: 34167	SAN	Kathleen Mulkey	07/08/2024 07:22:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 07:37:20 AM
136180	Closed	Premier Community Care Services, Inc.	Edit Documentations	Leila M Correa	07/08/2024 08:42:04 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 02:44:41 PM
136181	Closed	iconnect 18582	Authorizations	Brendalyn Hoilet-Hendrix	07/08/2024 09:16:27 PM	Service Provider	Resolved (Permanently)	07/09/2024 08:10:11 AM
136182	Closed	EVV Issues	Data Sync	Nakia Donald	07/09/2024 12:50:57 AM	Service Provider	Resolved (Permanently)	07/10/2024 07:57:05 AM
136183	Closed	EVV Issues	Data Sync	Nakia Donald	07/09/2024 12:53:09 AM	Service Provider	Resolved (Permanently)	07/10/2024 07:58:03 AM
136184	Closed	EVV Issues	Data Sync	Nakia Donald	07/09/2024 12:56:55 AM	Service Provider	Resolved (Permanently)	07/10/2024 07:58:26 AM
136185	Closed	UNABLE TO PULL AUTHORIZATIONS	Authorizations	Ludmila Senkevich	07/09/2024 01:20:17 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:44:11 AM
136186	Closed	UNABLE TO PULL AUTHORIZATIONS FOR RES. HAB.	Authorizations	Ludmila Senkevich	07/09/2024 01:23:26 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:47:24 AM
136187	Closed		35012 Demographics & Contacts Issues	Caroline Mousie Boswell	07/09/2024 02:11:12 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 12:11:32 PM
136188	Closed	Getting kicked out of iConnect repeatedly and slow response when changing inbetween tabs	System Performance	Caroline Mousie Boswell	07/09/2024 02:44:44 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:10:31 PM
136189	Closed	Provider Selections	Provider Selection	Daniella Font	07/09/2024 04:15:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 07:50:04 AM
136191	Closed	unable to get authorization.	Authorizations	Amanda Tobon	07/09/2024 07:30:24 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:04:46 AM
136193	Closed	EVV UPLOAD ISSUES	Upload Issues	Emma Lorick	07/09/2024 07:39:52 AM	Service Provider Worker	Resolved (Permanently)	07/09/2024 08:20:05 AM
136194	Closed	EVV	EVV Activities	Tracey Huddleston	07/09/2024 07:42:03 AM	Service Provider	Resolved (Permanently)	07/09/2024 07:49:34 AM
136203	Closed	iconnect Provider documentation	Provider Documentation	Lissa Disbro	07/09/2024 07:59:46 AM	Service Provider	Resolved (Permanently)	07/09/2024 08:21:35 AM
136204	Closed	cost plan	Plans	Pamela Shorr	07/09/2024 08:01:55 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:06:01 AM
136207	Closed	Consumer	Other	tracey g huddleston	07/09/2024 08:15:09 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 09:14:00 AM
136210	Closed	Plan Validation Error FY 2024	Request for Override	Sophia Torres	07/09/2024 08:20:57 AM	APD Employee	Resolved (Permanently)	07/09/2024 08:51:15 AM
136216	Closed	cannot bill for Feb 24	Claims	Patricia Weston	07/09/2024 08:31:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:09:23 AM
136223	Closed	cannot create SA need next years cost plan	Authorizations	Pamela Shorr	07/09/2024 08:45:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 08:55:37 AM
136230	Closed	Units Exceeds Authorization	Provider Documentation	Diana Sanchez	07/09/2024 08:56:29 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 09:21:18 AM
136231	Closed	EVV SYNCING ISSUES	Unable to Start/End	Sarilyn Renee Thompson	07/09/2024 08:58:08 AM	Service Provider Worker	Resolved (Permanently)	07/09/2024 08:58:20 AM
136232	Closed	Delete entry	Provider Documentation	Daliborka Mujkic	07/09/2024 08:59:42 AM	Service Provider	Resolved (Permanently)	07/09/2024 09:04:20 AM
136233	Closed	Unbale to see approved services	[-] Tier II Review -	Bryan Johnson	07/09/2024 08:59:56 AM	Service Provider Worker	Resolved (Permanently)	07/09/2024 09:03:15 AM
136235	Closed	COST PLAN	Plans	lbexis Suarez	07/09/2024 09:06:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 09:24:44 AM
136236	Closed	Blank screen	Other	Gretchen Godkin	07/09/2024 09:06:42 AM	Service Provider Worker	Resolved (Permanently)	07/09/2024 09:10:49 AM
136241	Closed	Personal Supports worker unable to log into the EVV system	Data Sync	Marlene P Ivey	07/09/2024 09:15:26 AM	Service Provider	Resolved (Permanently)	07/11/2024 03:27:23 PM
136244	Closed	Consumer Ekv issue	Provider Documentation	Stephanie Smith	07/09/2024 09:20:26 AM	Service Provider	Resolved (Permanently)	07/09/2024 09:31:45 AM
136253	Closed	residential error setting code	Request for Override	Tiffany Solomon	07/09/2024 09:30:17 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 09:41:33 AM
136260	Closed	need assistance with EVV log in	[-] Tier II Review -	Teresa D Ryan	07/09/2024 09:36:42 AM	Service Provider	Resolved (Permanently)	07/09/2024 10:06:45 AM
136264	Closed	Unable to create new SA	Request for Override	Susan Bartsch	07/09/2024 09:39:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:14:50 AM
136268	Closed	provider not showing up	Provider Related Issues	Pamela Shorr	07/09/2024 09:57:22 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:30:13 AM
136273	Closed	Service Authorization Rejection issue	Authorizations	Janet Herring	07/09/2024 10:04:30 AM	APD Employee	Resolved (Permanently)	07/09/2024 01:43:52 PM
136275	Closed	Please delete cost plan	Plans	Tangee Hinson	07/09/2024 10:11:58 AM	APD Employee	Resolved (Permanently)	07/09/2024 10:15:04 AM
136277	Closed	Cannot create Auths	Authorizations	Hailey Ann Snyder	07/09/2024 10:12:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:23:03 AM
136278	Closed	Unable to see approved services	Unable to Start/End	Debby Ann Byner	07/09/2024 10:14:49 AM	Service Provider Worker	Resolved (Permanently)	07/09/2024 10:15:00 AM
136284	Closed	unable to create a SA	Request for Override	Tiffany Solomon	07/09/2024 10:26:57 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:34:55 AM
136285	Closed	Unable to create service authorizations.	Authorizations	Osasumwen Osaghae	07/09/2024 10:27:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:32:57 AM
136287	Closed	UNABLE TO CORRECT SERVICE	EVV Activities	Aldo raimundo garcia	07/09/2024 10:30:14 AM	Service Provider Worker	Resolved (Permanently)	07/09/2024 11:37:41 AM
136288	Closed	wsc phone # not appearing on support plan	Worker Issues	Jill Macalister	07/09/2024 10:35:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:10:27 AM
136289	Closed	cost plan for 2024 2025 for Res Hab for 10/1/24	Authorizations	Wendy Smith	07/09/2024 10:36:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:43:46 AM
136292	Closed	Service Authorizations	Reports	ian Turi	07/09/2024 10:37:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 10:55:04 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
136303	Closed	Cannot create Service Authorization ID-45213	Authorizations	Deron Reed	07/09/2024 10:48:57 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:09:19 AM
136304	Closed	NOT ABLE TO UPDATE/CREATE AUTHORIZATIONS	Authorizations	Rene Gomez	07/09/2024 10:50:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:03:55 AM
136308	Closed	Unable to see approved services for transportation	Authorizations	James Oyeotan	07/09/2024 10:56:49 AM	Service Provider	Resolved (Permanently)	07/12/2024 12:51:41 PM
136313	Closed	duplicate support plan	Plans	Cassie L Bennett	07/09/2024 11:06:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:22:52 AM
136318	Closed	provider documentation	WSC Progress Notes	Megan M Haig	07/09/2024 11:10:53 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:43:27 AM
136319	Closed	approved cost plan 2025 will not give option to update or create authorizations	Request for Override	LaWarren Williams	07/09/2024 11:15:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:46:30 AM
136321	Closed	Request for Status Change	Request for Status Change	Miranda Horr	07/09/2024 11:18:00 AM	Service Provider Worker	Resolved (Permanently)	07/09/2024 11:20:48 AM
136323	Closed	Client 20523	Request for Status Change	Shirley Harris	07/09/2024 11:19:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:27:46 AM
136325	Closed	EVV Billing	Claims	Mary Elizabeth Stenbeck	07/09/2024 11:22:36 AM	Service Provider	Resolved (Permanently)	07/09/2024 11:53:11 AM
136328	Closed	Word Merge for Facility Application	Forms - Word Merges	Joy Tanner	07/09/2024 11:29:11 AM	Service Provider	Resolved (Permanently)	08/08/2024 09:14:50 AM
136329	Closed	unable to create auth	Authorizations	Julie Bazin	07/09/2024 11:29:13 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:41:06 AM
136334	Closed	Delete Plan Services	Plans	Mira Lane	07/09/2024 11:35:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:44:03 AM
136337	Closed	REJECTED COST PLAN SERVICE	Authorizations	Kwame Lumumba	07/09/2024 11:44:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 11:51:06 AM
136343	Closed	REJECTED AUTHORIZATION CONSUMER # 30757	Authorizations	Kwame Lumumba	07/09/2024 12:03:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 12:54:06 PM
136347	Closed	consumer 67926- unable to create approved authroization	Request for Status Change	Marisa Caroline Krueger	07/09/2024 12:11:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 01:09:40 PM
136348	Closed	Error Occurred when auth previous FY CP	Request for Override	Ashley Littlepage	07/09/2024 12:15:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 01:42:34 PM
136352	Closed	all svcs for 2025 FY in rejected status	Plans	Wilma Johnson	07/09/2024 12:27:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 12:42:54 PM
136355	Closed	Service Authorization in reject status	Authorizations	Maria Schwarz	07/09/2024 12:37:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 12:45:23 PM
136358	Closed	POP UP DIALOG VENDOR SERVICE	Provider Related Issues	Likencia A Antoine	07/09/2024 12:43:11 PM	Service Provider	Resolved (Permanently)	07/12/2024 11:21:56 AM
136361	Closed	UNABLE TO USE 000-WVR FOR CLIENT 29401	Provider Documentation	Ubaldo Alvarez	07/09/2024 12:49:45 PM	Service Provider	Resolved (Permanently)	07/09/2024 05:22:30 PM
136363	Closed	Unike Support Services Consumers Number	[_] Tier II Review -	Rene Gomez	07/09/2024 12:52:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 01:46:15 PM
136364	Closed	77721 consumer with a SA in reject status SA ID 931348	Authorizations	Hugo Merino	07/09/2024 12:53:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 01:12:05 PM
136365	Closed	Unable to start delivery/service	Unable to Start/End	Jade Scruggs	07/09/2024 12:54:16 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 09:29:54 AM
136370	Closed	I have a question	Plans	Viveen Brooks	07/09/2024 12:56:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 12:58:37 PM
136371	Closed	Rejected status assistance please	[_] Tier II Review -	Robyne Hockett	07/09/2024 12:56:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 01:09:33 PM
136374	Closed	cant launch cost plans and print	Plans	Sheila Craddock	07/09/2024 01:06:44 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 07:40:58 AM
136375	Closed	cant print eligibility	Forms - Word Merges	Sheila Craddock	07/09/2024 01:09:16 PM	Service Provider Worker	Resolved (Permanently)	08/08/2024 09:14:50 AM
136377	Closed	EVV SYNCING ISSUES	Data Sync	Nicole Cooper	07/09/2024 01:15:11 PM	Service Provider Worker	Resolved (Permanently)	08/13/2024 11:34:00 AM
136378	Closed	FORMS DROP DWNNs ARE NOT SHOWING	Residential Licensing Renewal	Rowena Suarez	07/09/2024 01:16:13 PM	Service Provider	Resolved (Permanently)	07/25/2024 12:46:04 PM
136379	Closed	rejected SA	Authorizations	Cassidy Noble	07/09/2024 01:17:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 01:45:53 PM
136382	Closed	PROVIDER DOCUMENTATION ISSUES	Provider Documentation	Nicole Cooper	07/09/2024 01:19:59 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 01:53:45 PM
136384	Closed	Need to add funds to the budget. Please see below	Consumer Budget	Viveen Brooks	07/09/2024 01:21:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 02:07:11 PM
136385	Closed	Unable to enter progress notes	Notes	Katrina Holman	07/09/2024 01:25:26 PM	Service Provider	Resolved (Permanently)	07/12/2024 12:52:07 PM
136386	Closed	iConnect #33031	[_] Tier II Review -	Andrea Caballero	07/09/2024 01:26:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 01:49:22 PM
136387	Closed	Data Sync	Data Sync	Barbara Shannon	07/09/2024 01:27:36 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 01:27:40 PM
136389	Closed	33987 - SA Rejected	Authorizations	Susana Maldonado	07/09/2024 01:28:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 02:49:23 PM
136390	Closed	follow up to ticket # 135932	Rejected Claims	Rachael Kelly	07/09/2024 01:29:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 01:50:31 PM
136392	Closed	entered IP twice	Provider Documentation	Brandie Rodriguez	07/09/2024 01:30:26 PM	Service Provider	Resolved (Permanently)	07/09/2024 02:18:19 PM
136394	Closed	Budget Error, but the cost plan is within Budget	Consumer Budget	Stephanie Waters	07/09/2024 01:38:03 PM	APD Employee	Resolved (Permanently)	07/09/2024 02:27:24 PM
136395	Closed	QO violation	Provider Documentation	Angela E Thomas	07/09/2024 01:43:48 PM	QIO Employee	Resolved (Permanently)	07/15/2024 12:53:38 PM
136396	Closed	Provider can't bill for services provided	Claims	MIRIAM T JENKINS	07/09/2024 01:44:32 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 02:40:45 PM
136397	Closed	Service Authorization	Authorizations	Lisa Leyn	07/09/2024 01:48:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 02:05:39 PM
136410	Closed	iBudget HCBS Eligibility Work Sheet	Forms - Word Merges	Danielle Baker	07/09/2024 02:23:42 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:51 AM
136411	Closed	UNABLE TO ADD DATE	Unable to Start/End	Julia Mota	07/09/2024 02:26:20 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 09:17:56 AM
136413	Closed	SA is rejected status	Authorizations	Michael Mclean	07/09/2024 02:28:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 02:36:50 PM
136417	Closed	living setting issue	Request for Override	Beatrice Dejoie	07/09/2024 02:37:31 PM	APD Employee	Resolved (Permanently)	07/09/2024 02:44:17 PM
136418	Closed	A provider for Residential Habilitation ALF is not showing	Planned Services	Sonia Mcfarlin	07/09/2024 02:38:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 02:52:18 PM
136423	Closed	accidentally updated that was already terminated	Authorizations	TONI NORMAN	07/09/2024 02:50:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 03:01:06 PM
136426	Closed	Clock in/out system not working on 7-3-24 at approximately 11:08 a.m.	Unable to Start/End	Shameka Shannon	07/09/2024 02:56:57 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 03:04:13 PM
136429	Closed	Error	Forms - PCSP	Tricia Kallicharan	07/09/2024 03:02:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 11:32:35 AM
136430	Closed	Cannot create SAs	Authorizations	Jamie Dallas	07/09/2024 03:02:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 04:08:53 PM
136431	Closed	PIN# 77744	Plans	Nyesha Wilson	07/09/2024 03:05:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 03:57:10 PM
136432	Closed	PIN# 77744	Plans	Nyesha Wilson	07/09/2024 03:06:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 03:58:22 PM
136437	Closed	Unable to change status for consumers	Provider Documentation	Ruth Calhoun	07/09/2024 03:13:36 PM	Service Provider	Resolved (Permanently)	07/09/2024 03:15:12 PM
136438	Closed	Unable to update Service authorizations.	Authorizations	Charlie Minino	07/09/2024 03:15:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 04:11:10 PM
136439	Closed	iConnect #32126	Plans	Andrea Caballero	07/09/2024 03:16:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 03:25:04 PM
136440	Closed	units are wrong	Provider Documentation	Rachael De La Torre	07/09/2024 03:18:03 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 01:22:29 PM
136444	Closed	Plan wont let me update service authorization	Authorizations	Veronica Gomez	07/09/2024 03:26:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 04:07:02 PM
136445	Closed	Not able to Update Authorizations	Authorizations	Rene Gomez	07/09/2024 03:28:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 03:41:36 PM
136446	Closed	SHOWING THE WRONG FISCAL YEAR WHEN CLOCKING IN	Unable to Start/End	Shakera Williams	07/09/2024 03:31:05 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 04:01:20 PM
136450	Closed	Rejected SA	Authorizations	Christopher Barrett	07/09/2024 03:36:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 04:03:22 PM
136451	Closed	Billing	Claims	Tracy Davis	07/09/2024 03:37:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 04:24:40 PM
136452	Closed	Unable to put in new Auth iD under provider documentation	Provider Documentation	Lisa Leyn	07/09/2024 03:40:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 10:59:13 AM
136455	Closed	unable to download SA #877877	Authorizations	Evelin Cancho	07/09/2024 03:44:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:25:56 AM
136456	Closed	Billing	Claims	Tracy Davis	07/09/2024 03:46:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:32:03 AM
136457	Closed	Authorization stuck in Ready to Send status	Authorizations	Tracy Davis	07/09/2024 03:50:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:57:37 AM
136461	Closed	Delivery does not appear	Geolocation/GPS	Erick K Lindahl	07/09/2024 03:56:55 PM	Service Provider Worker	Resolved (Permanently)	07/09/2024 03:58:02 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
136465	Closed	Provider/Program not an option in Iconnect	Provider Selection	Tracy Davis	07/09/2024 04:02:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 08:05:35 AM
136466	Closed	Can not update the CPR notes	Notes	Christopher Barrett	07/09/2024 04:07:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:13:55 AM
136469	Closed	iConnect #44523	Forms - PCSP	Andrea Caballero	07/09/2024 04:11:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 04:19:04 PM
136470	Closed	Unable to see notes	Documentation	Lisette Lorenzo	07/09/2024 04:14:43 PM	Service Provider	Resolved (Permanently)	07/10/2024 08:21:45 AM
136472	Closed	iConnect #44523	Plans	Andrea Caballero	07/09/2024 04:21:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 04:45:01 PM
136475	Closed	unable to put note in for consumer in provider documentation.	Provider Documentation	Diane Mroch	07/09/2024 04:26:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:53:30 AM
136476	Closed	UNABLE TO UPDATE FY23-24 AUTHORIZATIONS	Authorizations	Audreka Felix	07/09/2024 04:31:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:08:03 AM
136477	Closed	HELP! WSC needs to create and update service authorization and the system is not responding.	Authorizations	Pamela Blake	07/09/2024 04:35:09 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 05:15:18 PM
136478	Closed	iConnect Enhancement	Enhancement	Robin Keller	07/09/2024 04:35:17 PM	APD Employee	Resolved (Permanently)	07/10/2024 09:13:00 AM
136480	Closed	not able to enter family relation for 17576 and other clients	Demographics & Contacts Issues	Diana Ramirez	07/09/2024 04:36:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:13:18 AM
136481	Closed	Service Auth not populating	Authorizations	Ashley Littlepage	07/09/2024 04:37:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:44:50 AM
136484	Closed	Trips paid for in December	Claims	Susan Bartsch	07/09/2024 04:40:58 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:35:45 AM
136489	Closed	Service authorizations for FY 2024-25	Authorizations	Haydee Miltan	07/09/2024 04:49:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/09/2024 04:58:40 PM
136493	Closed	2024-2025 UNABLE TO UPDATE AUTHORIZATIONS	Authorizations	Rene Gomez	07/09/2024 05:11:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:15:26 AM
136494	Closed	My clock in and outs are not available	Unable to Start/End	Terri Mobley	07/09/2024 05:16:41 PM	Service Provider Worker	Resolved (Permanently)	07/15/2024 09:25:27 AM
136496	Closed	Authorization Rejection Status	Authorizations	Julian Ann Chamberlain	07/09/2024 05:25:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:12:36 AM
136497	Closed	cant create or update authorizations	Request for Override	Patricia Casson	07/09/2024 05:30:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:12:10 AM
136498	Closed	SA Rejected	Authorizations	Katie A Widdison	07/09/2024 05:44:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 03:53:54 PM
136499	Closed	iConnect #70053	Forms	Andrea Caballero	07/09/2024 05:49:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:10:23 AM
136500	Closed	iConnect #70053	Forms	Andrea Caballero	07/09/2024 05:52:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:09:23 AM
136502	Closed	WSC provider Documentation Wrong Code	Provider Documentation	Marie Carson	07/09/2024 06:11:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:33:49 AM
136503	Closed	no link for updated SA and sevices approved	Authorizations	Yadi Flores	07/09/2024 06:11:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 07:46:14 AM
136504	Closed	i was noable to put notes april may june	Provider Documentation	Yadi Flores	07/09/2024 06:14:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 12:52:51 PM
136505	Closed	Log In Error/Manual clock in	Geolocation/GPS	Cherie Mckay Gibbs	07/09/2024 06:44:03 PM	Service Provider	Resolved (Permanently)	07/10/2024 07:46:49 AM
136506	Closed	ID 52654 - UNABLE TO CREATE AUTHORIZATON. CP 2025	Authorizations	Charmaine Gardener-Fung Chung	07/09/2024 06:57:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 07:53:52 AM
136507	Closed	CP 2025. ID 20706. REJECTED S/As	Authorizations	Charmaine Gardener-Fung Chung	07/09/2024 07:42:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:22:16 AM
136508	Closed	Cannot update auth that is rejected	Authorizations	Courtney Negron	07/09/2024 07:44:02 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:05:59 AM
136509	Closed	Persistent Issue-Unable to Create Client Authorization	Request for Override	Michael Demont	07/09/2024 08:38:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 07:52:36 AM
136510	Closed	Unable to upload LSD 1 Service Log	LSD Services	freddy glenn feidanga temodea	07/09/2024 08:42:41 PM	Service Provider	Resolved (Permanently)	07/10/2024 08:32:06 AM
136512	Closed	Creating New IP or any SLC Form For indivudal.	Forms	Dina Afifi	07/09/2024 10:16:34 PM	Service Provider	Resolved (Permanently)	07/10/2024 07:33:05 AM
136513	Closed	line item not found	Authorizations	Lara West	07/09/2024 10:35:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:13:58 AM
136514	Closed	sync	Other	Julia Davis	07/09/2024 10:39:42 PM	Service Provider	Resolved (Permanently)	07/11/2024 10:26:09 AM
136515	Closed	Current Selection exceeds units allocated for June 2024	Provider Documentation	Caroline Mousie Boswell	07/09/2024 10:47:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 12:05:54 PM
136516	Closed	Unable to create Reshab Authorization	Request for Override	Brianne Simpson	07/09/2024 10:54:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 09:07:46 AM
136517	Closed	unable to access authorization reports tab	Authorizations	Natasha Facey	07/10/2024 12:15:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:25:54 AM
136518	Closed	Service authorization have the same PA #, and unable to see and print Life Development Level-1.PA# 948759	Authorizations	Paulette Charles	07/10/2024 12:21:25 AM	Service Provider	Resolved (Permanently)	07/10/2024 09:03:30 AM
136520	Closed	Unable to validate	Plans	Paulette Charles	07/10/2024 12:27:45 AM	Service Provider	Resolved (Permanently)	07/10/2024 07:24:12 AM
136521	Closed	Unable to create and update service authorization.	Authorizations	Paulette Charles	07/10/2024 12:36:40 AM	Service Provider	Resolved (Permanently)	07/10/2024 07:30:42 AM
136522	Closed	Error Message	Provider Documentation	Deondra Strngfield	07/10/2024 01:06:18 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 08:15:43 AM
136523	Closed	Need status of activity id changed	Provider Documentation	Deondra Strngfield	07/10/2024 01:23:22 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 12:53:15 PM
136524	Closed	Service rate/ Joy Joseph	Authorizations	Fanny Chutig	07/10/2024 07:05:32 AM	APD Employee	Resolved (Permanently)	07/10/2024 08:31:15 AM
136526	Closed	Moving into a Res Hab please review	Request for Override	Stephanie Waters	07/10/2024 07:10:23 AM	APD Employee	Resolved (Permanently)	07/10/2024 08:34:15 AM
136529	Closed	Living setting error	Request for Override	Stephanie Waters	07/10/2024 07:16:56 AM	APD Employee	Resolved (Permanently)	07/10/2024 07:26:51 AM
136530	Closed	Budget	Consumer Budget	Paola Arce	07/10/2024 07:24:26 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 07:41:05 AM
136535	Closed	Missing Delivery	Unable to Start/End	Courtney Pope	07/10/2024 07:53:51 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 07:54:00 AM
136537	Closed	Service Authorization 922577	Authorizations	Paola Arce	07/10/2024 08:02:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 08:19:35 AM
136551	Closed	Living setting validation error	Request for Override	Phyllis A Brown	07/10/2024 08:51:45 AM	APD Employee	Resolved (Permanently)	07/10/2024 08:56:39 AM
136554	Closed	Plan Validation Report Failed	Request for Override	Josue Otero	07/10/2024 09:10:42 AM	APD Employee	Resolved (Permanently)	07/10/2024 09:17:16 AM
136556	Closed	Note not Showing	[-] Tier II Review -	Leah Watson	07/10/2024 09:12:39 AM	APD Employee	Resolved (Permanently)	07/11/2024 01:22:23 PM
136564	Closed	Program provider not populating	Provider Selection	Brenda Jones	07/10/2024 09:24:50 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 09:47:54 AM
136567	Closed	living setting	Request for Override	Kathleen Lopez	07/10/2024 09:27:27 AM	APD Employee	Resolved (Permanently)	07/10/2024 10:21:17 AM
136574	Closed	GPS LOCATION	Geolocation/GPS	Erick K Lindahl	07/10/2024 09:45:24 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 09:45:56 AM
136584	Closed	Rejected status	Authorizations	Vivienne Harriott	07/10/2024 10:00:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:06:56 AM
136585	Closed	service units not matching with SA	Authorizations	Lorna Alvarado	07/10/2024 10:01:01 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:36:33 AM
136587	Closed	2024-2025 Cost Plan in Rejected Status	Authorizations	Jacmiely Guillian	07/10/2024 10:02:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:09:06 AM
136589	Closed	Received a Tickler - Update Bed Info.	Provider Selection	Toni Thomas	07/10/2024 10:08:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:38:43 AM
136594	Closed	GPS/Geolocation	Geolocation/GPS	iila gallardo camino	07/10/2024 10:11:43 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 10:19:00 AM
136595	Closed	Plan Validation Error FY 2025 "This service has exceeded the maximum unit cost."	Request for Override	Sophia Torres	07/10/2024 10:11:50 AM	APD Employee	Resolved (Permanently)	07/10/2024 10:24:25 AM
136596	Closed	approved service auth not updating	Authorizations	Jill Macalister	07/10/2024 10:13:52 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:59:31 AM
136597	Closed	hELP	Other	Eliana Sobrat	07/10/2024 10:16:03 AM	Service Provider	Resolved (Permanently)	07/10/2024 01:15:11 PM
136600	Closed	drop down menu to create serv auth	Authorizations	Judy Rossi	07/10/2024 10:18:12 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 03:25:57 PM
136601	Closed	client's name does not show in the reports	Authorizations	Cheryl Saraceno	07/10/2024 10:22:37 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 11:40:40 AM
136603	Closed	CMS UNDERPADS DOES NOT UPDATE	Authorizations	Rene Gomez	07/10/2024 10:26:59 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:38:44 AM
136606	Closed	Rejected SA for 24-25 FY	Authorizations	Jessica Smith	07/10/2024 10:33:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:46:20 AM
136608	Closed	Group home iConnect	Provider Related Issues	Christina Dada	07/10/2024 10:37:23 AM	Service Provider	Resolved (Permanently)	08/07/2024 02:40:24 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
136609	Closed	Need a Tickler so I can Initiate Cost Plan	Plans	Toni Thomas	07/10/2024 10:38:28 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:46:29 AM
136610	Closed	unable to validate the CP FY 24-25	Plans	Evelin Cancho	07/10/2024 10:40:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:47:17 AM
136611	Closed	PROVIDER DOCUMENTATION ISSUES	[-] Tier II Review -	Maurelin Luzbert	07/10/2024 10:42:01 AM	Service Provider	Resolved (Permanently)	07/11/2024 08:48:31 AM
136615	Closed	Can't add provider documentation	Provider Documentation	Jared Dickerson	07/10/2024 10:47:08 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 10:57:28 AM
136616	Closed	Rejected SA for SC	Authorizations	Bertha Miller	07/10/2024 10:47:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 02:29:14 PM
136625	Closed	service provider role not showing up	Worker Issues	Dena Cassidente	07/10/2024 11:01:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 11:45:04 AM
136626	Closed	Clients gone from my consumers page	Data Sync	Tori Meter	07/10/2024 11:03:52 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 11:10:23 AM
136629	Closed	Please reactivate PA	Authorizations	Charles Lindsey	07/10/2024 11:08:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 01:22:13 PM
136630	Closed	Location	Geolocation/GPS	PATRICIA JILES	07/10/2024 11:10:53 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 11:33:00 AM
136640	Closed	create authorization	Request for Override	Jennifer Johnson-israel	07/10/2024 11:35:37 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 12:02:25 PM
136644	Closed	WSC cannot create a S.A for FY 2025	Authorizations	Marisel Pintado	07/10/2024 11:39:17 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 11:56:25 AM
136645	Closed	Consumer 27036 has a SA 947221 in rejected status please assist	Authorizations	Hugo Merino	07/10/2024 11:42:57 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 11:50:09 AM
136646	Closed	Billing issues	Authorizations	Orley Martinez	07/10/2024 11:45:09 AM	Service Provider	Resolved (Permanently)	07/10/2024 11:57:29 AM
136648	Closed	issues with delivery	EVV Activities	ana ivis vila	07/10/2024 11:52:57 AM	Service Provider Worker	Resolved (Permanently)	07/10/2024 05:27:00 PM
136649	Closed	unable to add service	Plans	Julie Bazin	07/10/2024 11:54:45 AM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 12:01:44 PM
136650	Closed	Unable to link consumer to staff	Worker Issues	YANERSY CUEVAS-SANCHEZ	07/10/2024 11:57:41 AM	Service Provider	Resolved (Permanently)	07/10/2024 12:41:40 PM
136653	Closed	WSC Agency Head unable to pull agency WSC Documentations for WSCs in the agency.	Provider Documentation	Colette Walker	07/10/2024 12:03:47 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 05:40:22 PM
136654	Closed	Rejected Service Auth	Authorizations	Shermell Williams	07/10/2024 12:05:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 12:22:33 PM
136656	Closed	ISSUES WITH THE SYSTEM	Provider Documentation	Osvaldo Fernandez	07/10/2024 12:07:01 PM	Service Provider	Resolved (Permanently)	08/20/2024 01:34:10 PM
136660	Closed	Validation Error	Request for Override	Dawn Schuster	07/10/2024 12:17:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:58:29 PM
136661	Closed	Auth ID 760265 is showing rejected	Authorizations	Andrea Jackson	07/10/2024 12:19:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 12:30:05 PM
136664	Closed	Rejected Auth	Authorizations	Jeannine Orange	07/10/2024 12:26:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 02:05:45 PM
136667	Closed	Rejected SA	Authorizations	Jean Francois	07/10/2024 12:46:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:15:43 PM
136668	Closed	Rejected SA	Authorizations	Jean Francois	07/10/2024 12:50:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:04:44 PM
136670	Closed	rejected SA	Authorizations	Megan M Haig	07/10/2024 12:53:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:08:48 PM
136672	Closed	Need Override	Request for Override	Susan Bartsch	07/10/2024 01:02:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:28:09 PM
136673	Closed	cant create or update authorization	Authorizations	Patricia Casson	07/10/2024 01:05:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:55:47 PM
136675	Closed	Reopen a support plan signature page located in notes section.	Plans	DEBBIE J MYRICK	07/10/2024 01:16:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:25:35 PM
136676	Closed	Delete note and form	Forms	Jessica Majewski	07/10/2024 01:18:46 PM	APD Employee	Resolved (Permanently)	07/10/2024 01:34:03 PM
136677	Closed	Delete Form	Forms	Jessica Majewski	07/10/2024 01:20:25 PM	APD Employee	Resolved (Permanently)	07/10/2024 01:26:42 PM
136679	Closed	UNABLE TO ADD THEMSELVES AS PROVIDER	Provider Documentation	Trudy Acevedo	07/10/2024 01:28:14 PM	Service Provider	Resolved (Permanently)	07/19/2024 12:12:56 PM
136681	Closed	Consumer 62029	Authorizations	Hugo Merino	07/10/2024 01:31:15 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:36:39 PM
136683	Closed	Data Sync	Data Sync	juan Rodriguez	07/10/2024 01:36:45 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 01:36:50 PM
136685	Closed	Consumer 64115	[-] Tier II Review -	Hugo Merino	07/10/2024 01:38:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:51:20 PM
136686	Closed	Validation error	Request for Override	Malikah Tarver	07/10/2024 01:40:47 PM	APD Employee	Resolved (Permanently)	07/10/2024 01:50:40 PM
136687	Closed	auth in rejected status	Authorizations	Johanna Sharp	07/10/2024 01:43:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 01:47:54 PM
136690	Closed	Rejected Authorization-for Consumer #84811	Authorizations	Dawn Marie Lawson	07/10/2024 01:48:54 PM	Service Provider	Resolved (Permanently)	07/10/2024 01:55:57 PM
136697	Closed	Rejected SAF	Authorizations	Sarah Diaz	07/10/2024 02:07:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 02:12:10 PM
136703	Closed	Cannot update Auths in the system	Authorizations	Sarah Diaz	07/10/2024 02:18:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 02:56:11 PM
136704	Closed	Consumer 10935	Authorizations	Hugo Merino	07/10/2024 02:21:16 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:52:29 AM
136705	Closed	Issue creating authorization	Authorizations	Holly Ochoa	07/10/2024 02:28:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 02:40:14 PM
136708	Closed	Location	Geolocation/GPS	Isaiah Clements	07/10/2024 02:37:04 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 03:18:00 PM
136714	Closed	cost plan rejected	Plans	Anita Braun-Luria	07/10/2024 03:04:42 PM	QIO Employee	Resolved (Permanently)	07/10/2024 03:12:14 PM
136715	Closed	delete note	Notes	RACHEL VERMETTE	07/10/2024 03:05:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 03:38:53 PM
136721	Closed	EVV ACTIVITIE ISSUES	EVV Activities	Yelen Hernandez	07/10/2024 03:22:17 PM	Service Provider	Resolved (Permanently)	07/12/2024 10:25:57 AM
136724	Closed	Plan Validation Report	Request for Override	Josue Otero	07/10/2024 03:26:24 PM	APD Employee	Resolved (Permanently)	07/10/2024 03:36:20 PM
136725	Closed	Provider Documentation error	Provider Documentation	Kathleen Groskopf	07/10/2024 03:28:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 03:34:39 PM
136727	Closed	Removal of Notes	Notes	MKAYLA S CARTER	07/10/2024 03:43:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/10/2024 03:48:00 PM
136729	Closed	EVV SYNCING ISSUES/GEO ISSUES	Data Sync	Leonor sanchez	07/10/2024 03:51:53 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 03:52:00 PM
136730	Closed	Location guides	Geolocation/GPS	Annesia Billingslea	07/10/2024 03:53:42 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 05:30:00 PM
136733	Closed	IT Override	Request for Override	Timothy Balajadia	07/10/2024 03:59:56 PM	APD Employee	Resolved (Permanently)	07/11/2024 06:48:34 AM
136736	Closed	Can't not see service provided button	Provider Selection	Gail Goss	07/10/2024 04:18:59 PM	Service Provider	Resolved (Permanently)	07/10/2024 04:38:09 PM
136741	Closed	SCHELDUIING ISSUES	Other	Nigel Harris	07/10/2024 04:40:39 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 07:06:48 AM
136742	Closed	Unable to see consumers	Data Sync	Katherine Spencer	07/10/2024 04:40:42 PM	Service Provider Worker	Resolved (Permanently)	07/10/2024 06:11:00 PM
136743	Closed	Service Authorization	Authorizations	LaQuisha Johnson	07/10/2024 04:41:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 06:52:07 AM
136747	Closed	Please Deactivate Accounts	Worker Issues	Amy Greathouse	07/10/2024 04:57:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 04:35:54 PM
136754	Closed	Activity log needing removed	Provider Documentation	Janet Riley	07/10/2024 05:25:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 06:54:40 AM
136756	Closed	Deploy a Report to iTest for Testing purposes.	Reports	Lukas Tubeck	07/10/2024 05:31:10 PM	APD Employee	Resolved (Permanently)	07/15/2024 12:00:21 PM
136758	Closed	Unable to see consumers	Data Sync	Tamara Bender	07/10/2024 05:45:52 PM	Service Provider	Resolved (Permanently)	07/10/2024 05:46:00 PM
136760	Closed	Re unable to end Delivery	Unable to Start/End	Charmaine Monteith	07/10/2024 06:14:10 PM	Service Provider	Resolved (Permanently)	07/11/2024 07:18:35 AM
136761	Closed	Can't create/update SA's	Authorizations	Cathy Crawford	07/10/2024 07:05:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 06:56:24 AM
136762	Closed	2025 Budget	Claims	Ronald McCauley	07/10/2024 08:07:15 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 11:19:14 AM
136763	Closed	current selections exceeded authorized units	Provider Documentation	Marlesa Whitney-Curtis	07/10/2024 08:24:55 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 08:44:11 AM
136764	Closed	provider documentation	Request for Status Change	Isabel Broome	07/10/2024 10:44:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 07:15:08 AM
136765	Closed	Authorization rejecting	Authorizations	Stephanie sanon	07/10/2024 10:46:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 08:32:28 AM
136766	Closed	provider documentation	Request for Status Change	Isabel Broome	07/10/2024 10:46:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 07:10:20 AM
136767	Closed	reverse visit	Request for Status Change	lakenya r lott	07/10/2024 10:51:59 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 07:35:26 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
136768	Closed	Please create initial 2025 CP	Consumer Budget	Tricia Garretto	07/10/2024 11:18:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 07:12:51 AM
136770	Closed	Unable to input Service Log for LSD 1	Provider Documentation	Dina Afifi	07/11/2024 12:41:06 AM	Service Provider	Resolved (Permanently)	07/11/2024 08:01:09 AM
136771	Closed	documentation	Provider Documentation	Juantavis Hudson	07/11/2024 02:30:58 AM	Service Provider	Resolved (Permanently)	07/16/2024 07:05:47 AM
136772	Closed	WSC is unable to create Service Authorization	Authorizations	Bruce Johnson	07/11/2024 03:50:43 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 07:36:11 AM
136773	Closed	WSC is unable to create Service Authorization for provider	Authorizations	Bruce Johnson	07/11/2024 03:59:41 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 07:33:01 AM
136774	Closed	unable to create a SA	Authorizations	Tiffany Solomon	07/11/2024 05:27:13 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 07:28:16 AM
136776	Closed	WSC can not update SA	Authorizations	Tressie Wimberly	07/11/2024 06:37:34 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 07:25:41 AM
136780	Closed	cannot create SA	Request for Override	Pamela Shorr	07/11/2024 08:03:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 08:07:00 AM
136782	Closed	Unable to add provider documentation	LSD Services	Mary Janet Wilson	07/11/2024 08:31:45 AM	Service Provider	Resolved (Permanently)	07/11/2024 09:32:23 AM
136788	Closed	cannot create SA	Authorizations	Pamela Shorr	07/11/2024 08:48:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 08:56:30 AM
136789	Closed	Cannot create new SA	Authorizations	Leah Wade	07/11/2024 08:53:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 09:02:11 AM
136790	Closed	LSD1 auths rejecting	Authorizations	Deana Roberts	07/11/2024 09:16:17 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 09:32:32 AM
136794	Closed		17455 Request for Override	Nicholas Ellis	07/11/2024 09:24:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 09:43:48 AM
136797	Closed	delete provider documentation	Provider Documentation	Patrice Vargas	07/11/2024 09:37:17 AM	Service Provider Worker	Resolved (Permanently)	07/11/2024 09:45:59 AM
136801	Closed	cant input activity service	Other	Iesha R May Keaton	07/11/2024 09:45:11 AM	Service Provider	Resolved (Permanently)	07/16/2024 07:06:37 AM
136802	Closed	Unable to use 'WordMerge' Function for Ez iBudget Calculator	Forms - Word Merges	Sophia Torres	07/11/2024 09:48:06 AM	APD Employee	Resolved (Permanently)	08/08/2024 09:14:52 AM
136804	Closed	Override error message	Request for Override	Alessandra Davalos	07/11/2024 09:52:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 09:58:47 AM
136806	Closed	Unable to clock in/out	Unable to Start/End	Gloria Santana	07/11/2024 09:56:56 AM	Service Provider Worker	Resolved (Permanently)	07/11/2024 07:50:00 PM
136808	Closed	HCBS Waiver Forms	Forms	Kathleen Groskopf	07/11/2024 09:57:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 12:43:15 PM
136812	Closed	Override Support Coordinator service	Request for Override	Joyce George	07/11/2024 09:59:18 AM	APD Employee	Resolved (Permanently)	07/12/2024 12:55:29 PM
136815	Closed	CANNOT END DELIEVERY	Unable to Start/End	Carla Hayles	07/11/2024 10:14:53 AM	Service Provider Worker	Resolved (Permanently)	07/11/2024 10:15:48 AM
136817	Closed	Approved SAs not available in Service Reports	Authorizations	Joy Blakeslee	07/11/2024 10:17:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:47:59 AM
136818	Closed	Need to create service authorization	Request for Override	Chanda Mayes	07/11/2024 10:21:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 10:30:27 AM
136819	Closed	Unable to enter notes	Notes	Ashley Nicole Miller	07/11/2024 10:22:28 AM	Service Provider Worker	Resolved (Permanently)	07/11/2024 11:47:02 AM
136820	Closed	Notes	Provider Documentation	Carla Hughes	07/11/2024 10:25:08 AM	Service Provider Worker	Resolved (Permanently)	07/11/2024 03:46:38 PM
136822	Closed	REJECTIONS	Authorizations	Subecca E Flores	07/11/2024 10:27:35 AM	APD Employee	Resolved (Permanently)	07/11/2024 10:40:22 AM
136825	Closed	Plan is approved, however the costs are the same before the new change	Authorizations	Viveen Brooks	07/11/2024 10:38:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 10:59:22 AM
136827	Closed	Validate plan option not showing	Plans	Katherine Czech	07/11/2024 10:44:13 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 10:47:11 AM
136828	Closed	SA Exceeded for Consumer iConnectID# 29962	Authorizations	Nina Burtram	07/11/2024 10:45:35 AM	Service Provider	Resolved (Permanently)	07/11/2024 10:51:08 AM
136829	Closed	EVV	[-] Tier II Review -	Darlene Neeley	07/11/2024 10:46:29 AM	Service Provider	Resolved (Permanently)	07/11/2024 10:54:12 AM
136831	Closed	Exceeds Hours	Provider Documentation	Jenial Alexander	07/11/2024 10:47:56 AM	Service Provider Worker	Resolved (Permanently)	07/11/2024 10:51:37 AM
136833	Closed	Accessing client	Provider Documentation	Robin M Plombon	07/11/2024 10:49:54 AM	Service Provider Worker	Resolved (Permanently)	07/11/2024 11:21:48 AM
136834	Closed	NO ENTRIES FOUND	EVV Activities	Odalis Acosta Daniel	07/11/2024 10:50:53 AM	Service Provider Worker	Resolved (Permanently)	07/11/2024 12:42:03 PM
136843	Closed	EVV VIOLATIONS/BROWSER ISSUES	EVV Violations	Tamera Johnson	07/11/2024 11:13:35 AM	Service Provider Worker	Resolved (Permanently)	07/22/2024 04:21:00 PM
136844	Closed	AA	Other	Ruth Calhoun	07/11/2024 11:14:23 AM	Service Provider	Resolved (Permanently)	07/11/2024 11:34:45 AM
136846	Closed	Notes Tab	Notes	Andrienne Thorb	07/11/2024 11:20:53 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 11:24:09 AM
136847	Closed	Provider drop down option in notes	Notes	Melanie Lynch	07/11/2024 11:22:48 AM	Service Provider	Resolved (Permanently)	07/11/2024 11:32:25 AM
136849	Closed	Rejected SAs	Authorizations	Danielle Kline	07/11/2024 11:29:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 11:33:20 AM
136852	Closed	Update Authorization	Authorizations	Kelly Perez	07/11/2024 11:31:52 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 11:42:17 AM
136853	Closed	Form ID 934116	Forms	Enrique Molina	07/11/2024 11:34:08 AM	APD Employee	Resolved (Permanently)	07/11/2024 11:38:01 AM
136855	Closed	Provider can't add any documentation to iconnect	Provider Documentation	Nicole Lynne Lindsey	07/11/2024 11:50:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 12:19:09 PM
136857	Closed	exceeds units authorized	Authorizations	Yolanda Lewis	07/11/2024 11:53:59 AM	Service Provider Worker	Resolved (Permanently)	07/11/2024 11:56:10 AM
136859	Closed	Cant access reports - 3 months of problems	Reports	Jennifer Williams	07/11/2024 11:59:47 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 11:40:26 AM
136860	Closed	County	Plans	Ronald McCauley	07/11/2024 12:01:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 12:11:47 PM
136862	Closed	Delete Progress Notes	WSC Progress Notes	Claudia Harris	07/11/2024 12:09:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 12:56:43 PM
136865	Closed	Stuck after sign-in	System Performance	Donna Liddon	07/11/2024 12:14:59 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 02:15:14 PM
136866	Closed	Having trouble adding ADT staff	[-] Tier II Review -	Cheryl Race	07/11/2024 12:15:41 PM	Service Provider	Resolved (Permanently)	07/16/2024 02:17:16 PM
136867	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/11/2024 12:18:17 PM	APD Employee	Resolved (Permanently)	07/11/2024 12:28:53 PM
136869	Closed	CDC+ cost plan	Plans	Sean Moreau	07/11/2024 12:21:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 12:25:46 PM
136870	Closed	service authorizations needed	Authorizations	Christie Lee Wiesen	07/11/2024 12:23:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 12:34:25 PM
136872	Closed	EVV: saving a manual entry	Documentation	Shirley Thalman	07/11/2024 12:27:51 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 02:24:43 PM
136875	Closed	Rejected	Plans	Isis Espino	07/11/2024 12:35:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 12:45:12 PM
136879	Closed	15421 Group Home Setting does not have to entered their provider documentations on iConnect System	Other	Patricia Orquera-kern	07/11/2024 12:51:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:21:16 PM
136882	Closed	Guides	Geolocation/GPS	ashley hensley	07/11/2024 12:55:25 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 08:37:00 AM
136889	Closed	Data Sync	Data Sync	Gail Knight	07/11/2024 01:21:20 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 01:21:30 PM
136890	Closed	SA for July 1 2024-June 30 2025 for Multiple Consumers	Authorizations	Nina Burtram	07/11/2024 01:22:30 PM	Service Provider	Resolved (Permanently)	07/11/2024 01:46:40 PM
136894	Closed	SAs fro 24-25 ALL in rejected status	Authorizations	Wilma Johnson	07/11/2024 01:33:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 01:39:07 PM
136897	Closed	Plan Validation Report	Request for Override	Josue Otero	07/11/2024 01:40:45 PM	APD Employee	Resolved (Permanently)	07/11/2024 01:51:14 PM
136902	Closed	Plan Validation Report	Request for Override	Josue Otero	07/11/2024 01:49:45 PM	APD Employee	Resolved (Permanently)	07/11/2024 02:03:02 PM
136906	Closed	Rejected authorizations	Authorizations	Holly Ochoa	07/11/2024 02:04:58 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 02:29:30 PM
136907	Closed	living setting error	Request for Override	Sandra Perez	07/11/2024 02:09:18 PM	APD Employee	Resolved (Permanently)	07/11/2024 02:26:51 PM
136908	Closed	Consumer Res. Hab SA are in Rejected Status	Authorizations	Alfredo Vega Hernandez	07/11/2024 02:11:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 02:23:47 PM
136909	Closed	service	Provider Documentation	Latasha T Spears	07/11/2024 02:12:39 PM	APD Employee	Resolved (Permanently)	08/19/2024 07:45:07 AM
136910	Closed	Can't update authorizations	Authorizations	Colleen Moreau	07/11/2024 02:14:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 02:18:46 PM
136914	Closed	DUPLICATED SUPPORT PLAN	Provider Documentation	Roberto Pire	07/11/2024 02:19:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 02:26:49 PM
136917	Closed	Notes section missing from Dashboard	Dashboard	Marsha Reese	07/11/2024 02:32:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 12:12:28 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
136920	Closed	Missing Delivery	Unable to Start/End	YAMILE VILTRE CARRALERO	07/11/2024 02:37:21 PM	Service Provider Worker	Resolved (Permanently)	07/15/2024 08:08:00 AM
136922	Closed	Unable to bill	Claims	Fredrika J Davis	07/11/2024 02:41:26 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 08:42:45 AM
136924	Closed	Cannot create SA	Authorizations	Mayda Wiltz	07/11/2024 02:43:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 03:17:54 PM
136926	Closed	Cannot update Auths	Authorizations	Tricia Garretto	07/11/2024 02:44:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 02:51:07 PM
136927	Closed	Unable to Create Authorization	Authorizations	Geneva Williams	07/11/2024 02:45:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 03:00:30 PM
136928	Closed	Validation Report	Request for Override	Claudia Lima	07/11/2024 02:48:04 PM	APD Employee	Resolved (Permanently)	07/11/2024 03:45:45 PM
136929	Closed	Rejected authorizations - Medicaid reinstated	Authorizations	Holly Ochoa	07/11/2024 02:48:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 03:03:55 PM
136935	Closed	Total units from 7/1/2023 to 6/30/2024	Provider Documentation	Shirley Ann Allen	07/11/2024 03:05:21 PM	Service Provider	Resolved (Permanently)	07/11/2024 03:12:54 PM
136936	Closed	I-Connect #32884 7/11	Notes	Ada Gomez	07/11/2024 03:09:39 PM	APD Employee	Resolved (Permanently)	07/15/2024 08:20:47 AM
136937	Closed	Delete Note	Notes	ELIZABETH SALCEDO MENDOZA	07/11/2024 03:10:44 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 03:48:46 PM
136943	Closed	FY 2024-25 cost Plan SAs rejected	Authorizations	Haydee Milian	07/11/2024 03:33:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 03:52:41 PM
136944	Closed	Bx deletion	Plans	Guy Earle	07/11/2024 03:34:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 04:24:39 PM
136952	Closed	SA is in rejected status	Authorizations	Juan Gamba	07/11/2024 03:59:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 04:43:06 PM
136953	Closed	Rejected	Authorizations	Anita Braun-Luria	07/11/2024 03:59:32 PM	QIO Employee	Resolved (Permanently)	07/11/2024 04:05:21 PM
136954	Closed	ENTRIES DISAPEARED	EVV Activities	Obinna Mbanugo	07/11/2024 03:59:35 PM	Service Provider Worker	Resolved (Permanently)	07/17/2024 11:09:49 AM
136956	Closed	Life Skills 1- Unable to bill	Claims	Althea Chin	07/11/2024 04:04:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 09:23:04 AM
136958	Closed	Unable to access iconnect profile.	Residential Licensing Application - NEW	Willems Chery	07/11/2024 04:14:02 PM	Service Provider	Resolved (Permanently)	08/07/2024 02:40:25 PM
136962	Closed	Clear plan validation	Consumer Budget	Ewa Shabaka Reed	07/11/2024 04:16:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 07:42:30 AM
136965	Closed	Still can't do manuals	Documentation	Bridgette Carson-Smith	07/11/2024 04:30:22 PM	Service Provider	Resolved (Permanently)	08/20/2024 01:34:11 PM
136967	Closed	Delete Note	Notes	Lorie M Buford	07/11/2024 04:34:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/11/2024 04:42:56 PM
136968	Closed	Update Service Authorizations	Authorizations	Kimberly Scaif	07/11/2024 04:38:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 07:44:54 AM
136970	Closed	iConnect #44523	Request for Status Change	Andrea Caballero	07/11/2024 04:47:13 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:17:39 AM
136971	Closed	Claims being denied	Claims	Lisa Hearn	07/11/2024 04:51:57 PM	Service Provider	Resolved (Permanently)	07/12/2024 08:42:12 AM
136972	Closed	need to add a worker/employer	Worker Issues	Lorenzo Miller	07/11/2024 04:56:27 PM	Service Provider Worker	Resolved (Permanently)	07/11/2024 05:21:42 PM
136973	Closed	Service authorization	Authorizations	Gloria Navarrete	07/11/2024 05:04:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:18:06 AM
136974	Closed	Reverse form status	Request for Status Change	Dianna Mccallon	07/11/2024 05:09:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:15:34 AM
136977	Closed	WSC tried to bill 05/01/2024 to 0630/2024 but appears this message Detail Number Code Description 1 3053 DS WAIVER NOT APPROVED	Claims	Amanda Ortiz	07/11/2024 05:25:01 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 03:51:51 PM
136979	Closed	Please delete provider documentation for 5/2/24	Provider Documentation	Joy Blakeslee	07/11/2024 05:43:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:08:10 AM
136980	Closed	Unable to see service code for activity	[-] Tier II Review -	Stacy Major	07/11/2024 05:48:43 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 08:59:31 AM
136981	Closed	the service auth has PA and the Costplan is approve but show rejected status on auths	Authorizations	Martha Lorena Parks	07/11/2024 06:00:46 PM	Service Provider	Resolved (Permanently)	07/12/2024 09:18:32 AM
136982	Closed	known issue	Request for Override	Pamela Romack	07/11/2024 06:05:24 PM	APD Employee	Resolved (Permanently)	07/12/2024 08:21:39 AM
136983	Closed	Manual entry issue	Provider Documentation	marisel ross	07/11/2024 06:15:19 PM	Service Provider	Resolved (Permanently)	07/12/2024 08:40:42 AM
136985	Closed	Unable to create authorizations	Authorizations	Andrea Jackson	07/11/2024 06:35:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:24:13 AM
136986	Closed	49196 Cannot create SA	Authorizations	Vashti Dunn	07/11/2024 07:54:02 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:28:41 AM
136987	Closed	ALL svs 2025 FY IN rejected status	Authorizations	Wilma Johnson	07/11/2024 08:08:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 09:26:28 AM
136988	Closed	Validation report Fail	Request for Override	Anne Ambroise	07/11/2024 08:44:10 PM	Service Provider	Resolved (Permanently)	07/12/2024 08:32:36 AM
136989	Closed	Not able to add medications not on the drop down/follow request for assistance	Medication Tab	Ivory Gray	07/11/2024 09:00:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:06:56 AM
136990	Closed	Time Out clock	Forms	Ivory Gray	07/11/2024 09:02:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 05:33:52 PM
136991	Closed	SA rejected	Authorizations	Yiseria Soto	07/11/2024 09:11:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 09:12:39 AM
136992	Closed	Access	WSC Progress Notes	Mario Price	07/11/2024 09:47:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:32:47 AM
136993	Closed	ID 52654. PLEASE REOPEN TICKET	Plans	Charmaine Gardener-Fung Chung	07/11/2024 10:14:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 07:39:58 AM
136994	Closed	current selection exceeds	Provider Documentation	Amelia Hernandez	07/11/2024 11:08:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 03:29:40 PM
136995	Closed	The planned services are not allowed to be prior dates.	Planned Services	Lutwan Hughes	07/12/2024 01:23:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:13:30 AM
136996	Closed	IC#27975 - Bill Code error	Provider Documentation	Meleisa Dority	07/12/2024 05:18:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:11:24 AM
136997	Closed	rejection	Authorizations	Nancy Calos	07/12/2024 06:15:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 09:10:27 AM
136998	Closed	cant bill for WSC	Claims	Daniel Crandall	07/12/2024 06:23:24 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 09:18:28 AM
136999	Closed	cant bill for WSC	Claims	Daniel Crandall	07/12/2024 06:24:28 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:46:37 AM
137000	Closed	cant bill for WSC	Claims	Daniel Crandall	07/12/2024 06:25:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:46:18 AM
137001	Closed	cant bill for WSC	Claims	Daniel Crandall	07/12/2024 06:26:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:45:27 AM
137002	Closed	cant bill for WSC	Claims	Daniel Crandall	07/12/2024 06:27:18 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:39:18 AM
137003	Closed	cant bill for WSC for May or June 2024	Claims	Daniel Crandall	07/12/2024 06:29:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:38:41 AM
137004	Closed	cant bill for WSC	Claims	Daniel Crandall	07/12/2024 06:34:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:35:47 AM
137005	Closed	Unable to log into device	Other	Natalie Washington	07/12/2024 06:42:08 AM	Other	Resolved (Permanently)	07/12/2024 12:06:57 PM
137006	Closed	Rh Service Auth in Rejection	Authorizations	Tunsil Deirdre	07/12/2024 06:48:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 09:04:41 AM
137008	Closed	change note to pending	Request for Status Change	Judy Rossi	07/12/2024 07:00:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:12:42 AM
137009	Closed	unable to create auth	Authorizations	Julie Bazin	07/12/2024 07:07:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 09:57:34 AM
137011	Closed	licensing applications	Residential Licensing Renewal	Joshua Pickett	07/12/2024 07:25:53 AM	Service Provider	Resolved (Permanently)	07/12/2024 11:29:43 AM
137012	Closed	change note to pending	Request for Status Change	Judy Rossi	07/12/2024 07:42:24 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:05:13 AM
137014	Closed	UNABLE TO CHOOSE SERVICE ON NOTES	LSD Services	Caroline Lloyd	07/12/2024 08:01:50 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 08:37:41 AM
137015	Closed	SA in Rejected Status	Authorizations	Jane Whelan	07/12/2024 08:06:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 01:56:50 PM
137016	Closed	Missing Notes/Deliveries	Documentation	CARLUS CHAVERS	07/12/2024 08:10:53 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 08:19:27 AM
137017	Closed	change note to pending	Request for Status Change	Judy Rossi	07/12/2024 08:15:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:29:29 AM
137018	Closed	Rejected Authorization -Line Item Not found	Authorizations	Byron Stone	07/12/2024 08:18:57 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 08:25:19 AM
137019	Closed	Login Assistance	Unable to Start/End	najwa mccooy	07/12/2024 08:20:24 AM	Service Provider Worker	Resolved (Permanently)	09/08/2024 10:54:00 PM
137022	Closed	Word Merge not working	Forms - Word Merges	Jessica Allen	07/12/2024 08:37:46 AM	Service Provider	Resolved (Permanently)	08/08/2024 09:14:53 AM
137027	Closed	Rejected Status	Authorizations	Paul Nixon	07/12/2024 08:55:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 09:02:25 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
137028	Closed	PART OF AUTHORIZATIONS DONT COME UP	Authorizations	Ludmila Senkevich	07/12/2024 08:55:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 10:23:46 AM
137031	Closed	Provider ID is not active	Provider Related Issues	Linda Fogarty	07/12/2024 09:17:04 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 09:35:30 AM
137032	Closed	Cost Plan rejecting	Authorizations	Stephanie sanon	07/12/2024 09:18:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 02:55:51 PM
137038	Closed	Word Merge	Forms - Word Merges	Patrick Serrao	07/12/2024 09:35:22 AM	Service Provider	Resolved (Permanently)	08/08/2024 09:14:54 AM
137040	Closed	Service type	Provider Documentation	Elexis Arnold Greene	07/12/2024 09:46:28 AM	Service Provider	Resolved (Permanently)	08/28/2024 12:44:47 PM
137042	Closed	49232 Provider Documentation	Provider Documentation	Leah Wade	07/12/2024 09:52:24 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 09:55:43 AM
137044	Closed	cost plan does not link	Consumer Budget	Anita Braun-Luria	07/12/2024 09:53:35 AM	QIO Employee	Resolved (Permanently)	07/12/2024 10:03:41 AM
137045	Closed	Unable to Update Auths	Authorizations	Aric Gustafson	07/12/2024 09:59:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 10:07:27 AM
137047	Closed	Provider Documentation 57369	Provider Documentation	Leah Wade	07/12/2024 10:03:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 10:19:55 AM
137050	Closed	WSC not listed under Agency	Worker Issues	Aric Gustafson	07/12/2024 10:09:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 11:59:34 AM
137054	Closed	Unable to Update Auths	Authorizations	Aric Gustafson	07/12/2024 10:23:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 10:36:17 AM
137055	Closed	Unable to see consumer	Data Sync	Belinda Charles	07/12/2024 10:25:22 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 10:28:37 AM
137056	Closed	UNABLE TO ADD LOCATION	Geolocation/GPS	Tanda Novuyo Norman	07/12/2024 10:26:43 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 10:50:51 AM
137059	Closed	CHANGE STATUS FROM COMPLETE TO PENDING	Request for Status Change	Sherida F Nieves	07/12/2024 10:32:48 AM	Service Provider	Resolved (Permanently)	07/12/2024 11:41:16 AM
137060	Closed	WSC planned service	Request for Override	Alex Perez-Viera	07/12/2024 10:36:32 AM	APD Employee	Resolved (Permanently)	07/12/2024 11:08:39 AM
137061	Closed	need tickler	Plans	Cynthia Smith	07/12/2024 10:36:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 10:56:49 AM
137062	Closed	Duplicate activity	Provider Documentation	Yaremis Lobaina Gamez	07/12/2024 10:40:28 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 10:53:35 AM
137067	Closed	Override needed	Request for Override	Jennifer Vazquez	07/12/2024 10:52:33 AM	APD Employee	Resolved (Permanently)	07/12/2024 11:12:27 AM
137069	Closed	rejected SA's	Authorizations	Melissa Cowart	07/12/2024 10:55:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 02:19:01 PM
137072	Closed	APD	Provider Documentation	Magdalen Pascual	07/12/2024 11:01:27 AM	Service Provider Worker	Resolved (Permanently)	07/22/2024 12:25:36 PM
137073	Closed	Church Application	Forms	Joshua Pickett	07/12/2024 11:02:19 AM	Service Provider	Resolved (Permanently)	07/15/2024 10:50:08 AM
137076	Closed	AUTHORIZATIONS REJECTED	Authorizations	Selena Arteaga	07/12/2024 11:12:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 11:23:29 AM
137079	Closed	Validation error	Request for Override	Lorraine Robinson	07/12/2024 11:18:29 AM	APD Employee	Resolved (Permanently)	07/12/2024 11:24:27 AM
137080	Closed	SA expired	Data Sync	Yolanda Mendez	07/12/2024 11:20:14 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 11:20:20 AM
137081	Closed	Unable to see approved services	Data Sync	Stephanie A Ciabra	07/12/2024 11:22:11 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 11:22:15 AM
137083	Closed	Res Hab	Authorizations	Ronald McCauley	07/12/2024 11:23:48 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 11:37:01 AM
137084	Closed	Units	Other	Shirley Ann Allen	07/12/2024 11:25:56 AM	Service Provider	Resolved (Permanently)	07/12/2024 11:43:59 AM
137086	Closed	Rejected SA's	Authorizations	Alesia Hill	07/12/2024 11:27:05 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 11:49:01 AM
137089	Closed	Provider Documentation	Provider Documentation	Leah Wade	07/12/2024 11:29:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 11:39:27 AM
137090	Closed	Cannot bill Feb 24	Claims	Patricia Weston	07/12/2024 11:31:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 11:45:17 AM
137091	Closed	rejection error	Plans	Janice Hayes	07/12/2024 11:31:22 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 08:38:27 AM
137092	Closed	Services	(-) Tier II Review -	Nadir Mohamed	07/12/2024 11:32:04 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 11:39:14 AM
137093	Closed	Delete a Note in iConnect	Notes	Ana Elias	07/12/2024 11:33:04 AM	APD Employee	Resolved (Permanently)	07/12/2024 12:16:41 PM
137094	Closed	Respite provider unable to link consumer-worker for fiscal year 2025 (prior ticked marked as solved: 134642)	Provider Documentation	Janet Batet	07/12/2024 11:33:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 12:06:11 PM
137095	Closed	Rejected Service Auths	Authorizations	Christopher Barrett	07/12/2024 11:33:57 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 11:39:30 AM
137096	Closed	unable to create service auth- tab missing	Authorizations	Sascha Cherry	07/12/2024 11:38:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 11:51:05 AM
137097	Closed	unable to review and use "complete" status in the documentation for ID#34116	Provider Documentation	Lisette Lorenzo	07/12/2024 11:40:44 AM	Service Provider	Resolved (Permanently)	07/24/2024 12:11:34 PM
137098	Closed	how to obtain support plan due date list in chronological order	Plans	Jill Macalister	07/12/2024 11:43:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 01:58:48 PM
137099	Closed	Service authorization in rejected status	Authorizations	Nereida Babilonia	07/12/2024 11:44:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 01:01:34 PM
137100	Closed	Unable to choose Activity services	Planned Services	Paula Lane	07/12/2024 11:46:11 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 08:14:48 AM
137102	Closed	Notes Tab - Provider Drop Down	Provider Selection	Brittany Draper	07/12/2024 11:48:57 AM	Service Provider Worker	Resolved (Permanently)	07/12/2024 02:18:55 PM
137104	Closed	change status from complete to pending	Provider Documentation	Sherida F Nieves	07/12/2024 11:53:05 AM	Service Provider	Resolved (Permanently)	07/12/2024 12:13:32 PM
137108	Closed	Rejected SA	Authorizations	Mary Stuart	07/12/2024 12:02:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 12:18:37 PM
137109	Closed	unable to confirm visit due a Units Exceed message	Provider Documentation	Norys Nodarse	07/12/2024 12:05:24 PM	Other	Resolved (Permanently)	07/12/2024 02:41:08 PM
137111	Closed	iconnect eww	Other	Latasha T Spears	07/12/2024 12:06:35 PM	Service Provider	Resolved (Permanently)	07/30/2024 04:29:20 PM
137113	Closed	alert notes on first screen of consumer in iConnect	Notes	JODY E BINGE	07/12/2024 12:07:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 06:57:03 AM
137114	Closed	Unable to create authorizations	Authorizations	Andrea Jackson	07/12/2024 12:07:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 12:46:54 PM
137116	Closed	line item not found	Authorizations	Lara West	07/12/2024 12:13:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 12:56:27 PM
137117	Closed	CLAIMED UNITS	Claims	Ibexis Suarez	07/12/2024 12:24:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 12:42:53 PM
137118	Closed	Create Authorization	Authorizations	Sarah Diaz	07/12/2024 12:29:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 12:44:52 PM
137119	Closed	delete service	Forms - PCSP	Wendy Johnson	07/12/2024 12:31:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:57:26 AM
137120	Closed	Changed resident address	EVV Violations	Kenia Gaboa	07/12/2024 12:36:07 PM	Service Provider	Resolved (Permanently)	07/16/2024 07:07:56 AM
137121	Closed	Budget exceeds limit but not allocated amount.	Consumer Budget	Colette Walker	07/12/2024 12:37:13 PM	Service Provider	Resolved (Permanently)	07/12/2024 12:50:44 PM
137125	Closed	NO ENTRIES FOUND	EVV Activities	Miraidys Nunez	07/12/2024 12:45:21 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 02:20:15 PM
137127	Closed	Override needed	Request for Override	Jennifer Vazquez	07/12/2024 12:52:36 PM	APD Employee	Resolved (Permanently)	07/12/2024 01:02:27 PM
137128	Closed	Unable to see consumer	Data Sync	BARRY KORN	07/12/2024 12:52:57 PM	Service Provider Worker	Resolved (Permanently)	07/19/2024 12:56:00 AM
137129	Closed	23.24 Cost Plan	Plans	Chiquitta Nash	07/12/2024 12:53:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 01:03:56 PM
137132	Closed	Unable to leave note	Provider Documentation	Christopher Smith	07/12/2024 12:57:33 PM	Service Provider Worker	Resolved (Permanently)	07/19/2024 12:15:56 PM
137133	Closed	Current Activity Time Selection (6/3/2024-3/30/24) Falls Outside Vendor Service Date Range	Provider Documentation	Dawn Best	07/12/2024 12:59:55 PM	APD Employee	Resolved (Permanently)	10/14/2024 02:12:31 PM
137134	Closed	consumer 67926 respite service- unable to update SA	Authorizations	Marisa Caroline Krueger	07/12/2024 01:00:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 01:48:59 PM
137138	Closed	Unable to see consumers	Data Sync	Laron Lee Gainey	07/12/2024 01:14:24 PM	Service Provider	Resolved (Permanently)	07/12/2024 01:38:52 PM
137140	Closed	WSC went to File and create and update SA but these two option were not appear	Authorizations	Amanda Ortiz	07/12/2024 01:25:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 01:38:54 PM
137141	Closed	Can't Link 24-25 Budget	Consumer Budget	Brandy Goldson	07/12/2024 01:26:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 01:36:13 PM
137143	Closed	Delete Note dated 7/12/2024 Confidential Information that has no attachment	Notes	Chanda Mayes	07/12/2024 01:30:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 02:25:46 PM
137145	Closed	Provider Documentation Error	Provider Documentation	Natalie Greaves	07/12/2024 01:31:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 01:40:20 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
137150	Closed	CP 23-24	Plans	Isis Espino	07/12/2024 01:47:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 01:56:57 PM
137151	Closed	Unable to see consumers	Other	Gail Knight	07/12/2024 01:49:28 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 02:44:25 PM
137152	Closed	consumer billing denied	Claims	Jill Macalister	07/12/2024 01:50:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 03:10:39 PM
137153	Closed	Cannot update SA	Authorizations	Amy Maxhimer	07/12/2024 01:52:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 02:08:09 PM
137155	Closed	Auth ID: 942486	Authorizations	Deanna Olson	07/12/2024 02:01:03 PM	Service Provider	Resolved (Permanently)	07/12/2024 02:50:11 PM
137157	Closed	Override needed	Request for Override	Jennifer Vazquez	07/12/2024 02:02:35 PM	APD Employee	Resolved (Permanently)	07/12/2024 02:13:43 PM
137159	Closed	Provider Documentation	Provider Documentation	Leah Wade	07/12/2024 02:07:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 02:15:23 PM
137162	Closed	rejected auth	Authorizations	Dustie Huff	07/12/2024 02:17:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 04:00:53 PM
137165	Closed	Trouble editing these dates and under review soon	Provider Documentation	Liezl Laura Root	07/12/2024 02:29:32 PM	Service Provider	Resolved (Permanently)	07/15/2024 09:47:20 AM
137166	Closed	Rejected Authorizations	Authorizations	Brianne Simpson	07/12/2024 02:32:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 02:44:25 PM
137168	Closed	iConnect	Provider QIO, POR, NNC, CAP	Detrick Holcy	07/12/2024 02:35:14 PM	APD Employee	Resolved (Permanently)	07/12/2024 02:40:33 PM
137171	Closed	Auth ID not populating	Authorizations	Nikki Owen	07/12/2024 02:37:27 PM	Service Provider	Resolved (Permanently)	07/15/2024 08:25:34 AM
137173	Closed	Provider Documentation	Provider Documentation	Leah Wade	07/12/2024 02:40:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 02:46:14 PM
137175	Closed	Need help with editing certain dates for client	Provider Documentation	Liezl Laura Root	07/12/2024 02:42:06 PM	Service Provider	Resolved (Permanently)	07/15/2024 09:53:03 AM
137179	Closed	validation error	[-] Tier II Review -	Malikah Tarver	07/12/2024 02:51:56 PM	APD Employee	Resolved (Permanently)	07/12/2024 03:03:59 PM
137180	Closed	Rejected SA	Authorizations	Leah Wade	07/12/2024 02:56:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 04:05:35 PM
137187	Closed	Data Sync	Data Sync	Maricela Mateo	07/12/2024 03:01:17 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 03:30:00 PM
137189	Closed	Provider documentation	Provider Documentation	Leah Wade	07/12/2024 03:03:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 03:27:36 PM
137190	Closed	delete services	Provider Documentation	Gloria Navarrete	07/12/2024 03:03:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:08:17 AM
137195	Closed	Duplicate Person Centered Support Plan for my Consumer	Forms	Monica Gomez	07/12/2024 03:11:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 03:25:42 PM
137196	Closed	GPS working, wrong ending address of delivery	Geolocation/GPS	Donna Bougades	07/12/2024 03:12:47 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 03:13:44 PM
137197	Closed	ISSUE WITH AUTHORIZATION AND CONFIRMATION FOR BILLING	Provider Documentation	lourdes Cazola Gutierrez	07/12/2024 03:13:42 PM	Billing Agent	Resolved (Permanently)	07/15/2024 07:44:42 AM
137199	Closed	Approved services	Authorizations	Donna Harley	07/12/2024 03:19:16 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 03:23:12 PM
137202	Closed	SA for ADT Denied for June for consumer 61672, she is going nowto ADT at Gulfsteam Goodwill Industries	Claims	Esther Arelus	07/12/2024 03:30:27 PM	Other	Resolved (Permanently)	07/16/2024 12:48:56 PM
137204	Closed	all SA in rejected status	Authorizations	Evelin Cancho	07/12/2024 03:39:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 03:44:22 PM
137205	Closed	Unable to see approved services	Data Sync	Donna Harley	07/12/2024 03:40:35 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 03:57:09 PM
137206	Closed	Overlap Error	Provider Documentation	marten rodriguez	07/12/2024 03:42:04 PM	Service Provider Worker	Resolved (Permanently)	07/12/2024 04:08:50 PM
137208	Closed	GPS/Geolocation	Geolocation/GPS	Yaremis Lobaina Gamez	07/12/2024 03:46:48 PM	Service Provider Worker	Resolved (Permanently)	07/13/2024 03:54:00 PM
137209	Closed	Provider called WSC for billing issue for personal Support	Claims	Esther Arelus	07/12/2024 03:47:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 10:24:57 AM
137214	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	07/12/2024 03:53:50 PM	APD Employee	Resolved (Permanently)	07/12/2024 07:10:06 AM
137215	Closed	Unable to update service authorizations	Authorizations	Shermell Williams	07/12/2024 04:00:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 04:33:38 PM
137216	Closed	ISO selected does not match	Plans	Cynthia Smith	07/12/2024 04:04:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 07:05:26 AM
137217	Closed	Exceeds units	Provider Documentation	Jamie McCarthy	07/12/2024 04:05:03 PM	Service Provider	Resolved (Permanently)	07/12/2024 04:06:19 PM
137218	Closed	Rejected Auth	Authorizations	Dustie Huff	07/12/2024 04:05:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/12/2024 04:07:46 PM
137219	Closed	Need to change a start date.	Plans	Heather Arnold	07/12/2024 04:07:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 07:49:52 AM
137222	Closed	Date Overlap existing service range	Provider Documentation	Dadlanie Vincent	07/12/2024 04:17:38 PM	Service Provider	Resolved (Permanently)	07/15/2024 07:54:42 AM
137228	Closed	WSC	Authorizations	Ronald McCauley	07/12/2024 04:31:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 07:07:08 AM
137232	Closed	Unable to upadate service authorizations	Authorizations	Shermell Williams	07/12/2024 04:45:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 08:17:28 AM
137251	Closed	Consumer Service not showing on the screen for selection	Other	Lynn Brown	07/12/2024 05:27:34 PM	APD Employee	Resolved (Permanently)	07/15/2024 08:30:52 AM
137253	Closed	consumer 56712 Elig dated 2/14/24	Forms - Other	Karen Johnson	07/12/2024 05:32:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:56:27 AM
137254	Closed	consumer 27071 note 5/1/24	Notes	Karen Johnson	07/12/2024 05:38:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 06:59:55 AM
137255	Closed	need approved service to be deleted.	Plans	Ivy Gayle Hurkin	07/12/2024 05:39:58 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:53:35 AM
137256	Closed	unable to update or create service authorizations	Authorizations	Ivy Gayle Hurkin	07/12/2024 05:41:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:09:08 AM
137257	Closed	Need assistance	Authorizations	Julia Bowen	07/12/2024 05:42:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 07:41:29 AM
137258	Closed	consumer 54167 waiver elig removal request	Forms - Other	Karen Johnson	07/12/2024 05:44:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:51:16 AM
137260	Closed	request information apd case #47855	Claims	Farah Jolicoeur	07/12/2024 07:55:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:34:07 AM
137261	Closed	deleting a note	Provider Documentation	Farah Jolicoeur	07/12/2024 08:09:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 04:02:34 PM
137262	Closed	Please resolve rejection	Authorizations	MELISSA MCCORMICK	07/12/2024 09:55:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:45:54 AM
137263	Closed	Not able to validate or 23-24 and 24-25 cost plans	Plans	Barbara Jones Marrero	07/13/2024 03:09:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 07:46:03 AM
137264	Closed	Unable to bill - states cost plan 'out of sync'	[-] Tier II Review -	Barbara Jones Marrero	07/13/2024 03:11:10 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:13:34 AM
137265	Closed	Unable to bill - states cost plan 'out of sync'	Plans	Barbara Jones Marrero	07/13/2024 03:12:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:13:02 AM
137266	Closed	Unable to bill - states cost plan 'out of sync'	Plans	Barbara Jones Marrero	07/13/2024 03:12:59 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:12:57 AM
137268	Closed	save and validate	Plans	Jennifer Johnson-israel	07/13/2024 08:06:28 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 07:35:51 AM
137269	Closed	Need a ticket number	Unable to Start/End	Tranell Wiggins	07/13/2024 09:07:25 AM	Service Provider Worker	Resolved (Permanently)	07/15/2024 06:48:17 AM
137270	Closed	ERROR MESSAGE - WHILE USING SAN ASSESSMENT TAB on iConnect ID: 45529	SAN	LUCIETTE V SZASZ	07/13/2024 09:07:29 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:29:01 AM
137272	Closed	Medication Error report was placed under the wrong consumer	Medication Tab	Julisa Penelope Valdes	07/13/2024 11:50:28 AM	Service Provider Worker	Resolved (Permanently)	07/17/2024 09:13:26 AM
137273	Closed	Service Authorizations in Rejected Status	Authorizations	Glady's Minino	07/13/2024 12:08:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 12:41:25 PM
137274	Closed	New Ticket	Unable to Start/End	Stacy Reynolds	07/13/2024 01:26:47 PM	Service Provider Worker	Resolved (Permanently)	07/15/2024 07:39:45 AM
137275	Closed	Rejected SA's	Authorizations	Alesia Hill	07/13/2024 02:14:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:30:28 AM
137276	Closed	create auth-not available	Authorizations	Alisha Burns	07/13/2024 07:15:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 07:38:22 AM
137278	Closed	SAN issues	SAN	Vashti Dunn	07/13/2024 07:55:16 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 01:26:44 PM
137279	Closed	SP in "complete" status	Forms - PCSP	Jamie Dallas	07/13/2024 08:55:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:08:54 AM
137280	Closed	Service Authorizations approved but not pulling up	Authorizations	Barbara Jones Marrero	07/13/2024 11:38:24 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:27:18 AM
137281	Closed	Consumer 26269 with rejected authorizations	Authorizations	Hugo Merino	07/14/2024 11:06:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:26:34 AM
137282	Closed	unable to upload 1 day for SLC and 1 day for PSDay in iconnect; therefore unable to bill	Notes	Leslie Gresh	07/14/2024 11:52:34 AM	Service Provider	Resolved (Permanently)	07/15/2024 10:36:03 AM
137283	Closed	No auth	Provider Documentation	MELISSA MCCORMICK	07/14/2024 12:13:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:23:30 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
137284	Closed	No auth	Authorizations	MELISSA MCCORMICK	07/14/2024 12:27:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 08:21:10 AM
137285	Closed	change san assessment from complete to pending	SAN	Judy Rossi	07/14/2024 02:18:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 07:36:44 AM
137288	Closed	please remove entry	Provider Documentation	Tina Evan	07/14/2024 02:33:59 PM	Service Provider Worker	Resolved (Permanently)	07/15/2024 06:49:59 AM
137289	Closed		Authorizations	Gabriel M Ruiz	07/14/2024 04:05:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:10:03 AM
137293	Closed	All authorizations showing rejected. No updated authorization button	Authorizations	Andrea Jackson	07/14/2024 06:57:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 07:32:11 AM
137294	Closed	unable to update authorizations- no update authorization buttons.	Authorizations	Andrea Jackson	07/14/2024 07:16:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 06:54:22 AM
137296	Closed	System Error Message	Provider Documentation	Nishalla Green	07/14/2024 08:57:52 PM	Service Provider	Resolved (Permanently)	07/15/2024 08:05:26 AM
137297	Closed	Unable to create service auth	Planned Services	Lea Stonom	07/14/2024 09:11:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 06:44:11 AM
137298	Closed	Rejected Auth	Authorizations	Jeannine Orange	07/14/2024 09:43:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:03:55 AM
137299	Closed	Rejected Authorization IConnect #16459	Authorizations	Brendalyn Hoilett-Hendrix	07/14/2024 10:14:02 PM	Service Provider	Resolved (Permanently)	07/15/2024 08:41:53 AM
137300	Closed	Iconnect #37054	Claims	Brendalyn Hoilett-Hendrix	07/14/2024 10:33:18 PM	Service Provider	Resolved (Permanently)	07/17/2024 09:14:05 AM
137301	Closed	Reverse Provider Documentation	Provider Documentation	Dianna Mccallon	07/15/2024 05:54:25 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 06:45:31 AM
137304	Closed	Still not able to clock in.	Unable to Start/End	Natalie Washington	07/15/2024 07:06:29 AM	Service Provider	Resolved (Permanently)	07/15/2024 08:13:26 AM
137308	Closed	Cannot update 2025 auth	Authorizations	Timothy McDonald	07/15/2024 08:08:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:36:18 AM
137312	Closed	Override needed	Request for Override	Sherry Thomas	07/15/2024 08:25:23 AM	APD Employee	Resolved (Permanently)	07/15/2024 08:31:10 AM
137318	Closed	Plan validation failed	Request for Override	Josue Otero	07/15/2024 08:40:37 AM	APD Employee	Resolved (Permanently)	07/15/2024 08:49:45 AM
137325	Closed	Rejected Status 23/24 CP	Plans	Paul Nixon	07/15/2024 09:10:27 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 09:24:53 AM
137336	Closed	Unable to choose consumer	Unable to Start/End	Gussie Brown	07/15/2024 09:38:59 AM	Service Provider Worker	Resolved (Permanently)	07/15/2024 10:12:51 AM
137340	Closed	need help with SA	Authorizations	Megan M Haig	07/15/2024 09:48:17 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 11:06:07 AM
137341	Closed	SA in Reject Status	Authorizations	Lynne Ballou	07/15/2024 09:49:26 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 10:00:08 AM
137343	Closed	Missing Authorization of New Period on Iconnect EVV Scheduling section	Authorizations	Teresito Del Pilar Moreno	07/15/2024 09:54:08 AM	Service Provider	Resolved (Permanently)	07/15/2024 10:15:01 AM
137344	Closed	EVV Deliveries not showing up	Upload Issues	Mekie K Ketchakeu	07/15/2024 09:54:51 AM	Service Provider Worker	Resolved (Permanently)	07/15/2024 09:55:00 AM
137346	Closed	Duplicate iConnect note created in error	Notes	Rebecca RuizFajardo	07/15/2024 10:00:16 AM	APD Employee	Resolved (Permanently)	07/15/2024 10:10:34 AM
137347	Closed	Need assistance please	Plans	Julia Bowen	07/15/2024 10:00:33 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 01:56:48 PM
137354	Closed	Provider Selection	Provider Selection	Cynthia Forrest	07/15/2024 10:15:59 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 10:55:38 AM
137355	Closed	Activity Services	Provider Documentation	Jan Charles	07/15/2024 10:16:03 AM	Service Provider	Resolved (Permanently)	07/15/2024 10:21:17 AM
137358	Closed	Please provide an answer to this solution ASAP and make it a priority	Forms - Word Merges	Julia Bowen	07/15/2024 10:19:54 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:55 AM
137363	Closed	Cannot update Service authorization	Authorizations	Susan Goins	07/15/2024 10:36:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 10:41:31 AM
137364	Closed	SA availability	Authorizations	Tressie Wimberly	07/15/2024 10:39:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 10:53:52 AM
137365	Closed	Unable to Create Auths - 49992	Request for Override	Kelly Perez	07/15/2024 10:39:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 10:45:43 AM
137366	Closed	Rejected SA	Authorizations	Monica Bristol	07/15/2024 10:40:21 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 10:44:22 AM
137367	Closed	Rejected SA	Authorizations	Monica Bristol	07/15/2024 10:40:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 11:30:21 AM
137372	Closed		Plans	Nicholas Ellis	07/15/2024 10:58:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 11:20:46 AM
137375	Closed	rejected SA's	Authorizations	Cassidy Noble	07/15/2024 11:03:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 01:35:16 PM
137376	Closed	UNABLE TO CLOCK IN OR OUT	Unable to Start/End	Anna Marie Dreiling	07/15/2024 11:04:25 AM	Service Provider Worker	Resolved (Permanently)	07/15/2024 11:08:41 AM
137379	Closed	Unable to create SAN	SAN	Antonio Fernandez	07/15/2024 11:09:26 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 11:22:34 AM
137381	Closed	Data Sync	Data Sync	Maribel Garcia	07/15/2024 11:13:55 AM	Service Provider Worker	Resolved (Permanently)	07/15/2024 12:40:00 PM
137387	Closed	consumer's eligibility	Eligibility	Megan M Haig	07/15/2024 11:24:08 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 11:30:30 AM
137393	Closed	problems with EVV	Data Sync	Seneca Romo-Rodriguez-Sanchez	07/15/2024 11:37:52 AM	Service Provider Worker	Resolved (Permanently)	07/15/2024 11:54:10 AM
137394	Closed	auth in rejected status	Authorizations	Johanna Sharp	07/15/2024 11:39:55 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 11:52:40 AM
137395	Closed	Reopen Completed Provider Documentation	Provider Documentation	Ashley Hunter	07/15/2024 11:40:11 AM	Service Provider Worker	Resolved (Permanently)	07/15/2024 11:42:57 AM
137397	Closed	Plan validation review 17843	Plans	Brock Cline	07/15/2024 11:44:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 12:02:35 PM
137400	Closed	My days disappeared on the login portal	EVV Activities	Diana L Cuero	07/15/2024 11:53:03 AM	Service Provider	Resolved (Permanently)	07/15/2024 12:23:29 PM
137401	Closed	Medicaid Eligibility tab	Claims	Mildred Walker	07/15/2024 11:54:27 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 01:11:59 PM
137403	Closed	Rejected SA Life Skills 1:1	Authorizations	Dana Jones	07/15/2024 11:57:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 12:30:20 PM
137404	Closed	Issue with billing	Claims	Megan M Haig	07/15/2024 11:58:05 AM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 05:30:23 PM
137405	Closed	SA in Reject IC: 60417	Authorizations	Daniel Crandall	07/15/2024 12:01:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 12:36:39 PM
137407	Closed	iConnect Enhancement - Modifying the "Title" field to "Business Name / Title"	Enhancement	Lukas Tubeck	07/15/2024 12:03:17 PM	APD Employee	Resolved (Permanently)	07/16/2024 08:11:00 AM
137413	Closed	Rejected auths for iConnect ID 36632	Authorizations	Anna Rios	07/15/2024 12:18:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 12:32:34 PM
137414	Closed	Cost Plan Mismatch	Consumer Budget	Daniella Font	07/15/2024 12:20:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 12:56:27 PM
137415	Closed	service auths are in rejected	Authorizations	Kerri Cunningham	07/15/2024 12:24:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 12:38:24 PM
137417	Closed	Incident # 137355	Notes	Tatishia Ashley	07/15/2024 12:28:37 PM	Service Provider	Resolved (Permanently)	07/15/2024 01:13:27 PM
137419	Closed	Override needed	Request for Override	Jennifer Vazquez	07/15/2024 12:30:05 PM	APD Employee	Resolved (Permanently)	07/15/2024 12:50:16 PM
137420	Closed	Unable to INPUT	Provider Documentation	Quintania Robinson	07/15/2024 12:30:47 PM	Service Provider Worker	Resolved (Permanently)	07/15/2024 12:34:05 PM
137421	Closed	Missing Inputs	Provider Documentation	Quintania Robinson	07/15/2024 12:39:59 PM	Service Provider Worker	Resolved (Permanently)	07/15/2024 12:43:20 PM
137425	Closed	unable to save provider notes	Provider Documentation	Capter Faye Howard-Hill	07/15/2024 12:43:16 PM	Service Provider	Resolved (Permanently)	07/15/2024 04:07:47 PM
137427	Closed	OVERLAPPING AUTHS - FY2425	Authorizations	Audreka Felix	07/15/2024 12:55:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 01:00:38 PM
137430	Closed	Need 24-25 FY cost plan	Plans	Danielle Kline	07/15/2024 01:11:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 01:16:24 PM
137434	Closed	Unable to get service authorization	Reports	Viveen Brooks	07/15/2024 01:25:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 02:57:46 PM
137441	Closed	Provider does not show under provider list in dropped of cost plans	Planned Services	LaWarren Williams	07/15/2024 01:41:15 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 03:04:49 PM
137445	Closed	Medicaid issue, now back, need to update auths, no update tab	[-] Tier II Review -	Allison Laiosa	07/15/2024 01:46:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 02:04:56 PM
137446	Closed	Unable to create New Service Authorization	Authorizations	Cristiana Robaina	07/15/2024 01:46:16 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 03:09:51 PM
137456	Closed	Disappearing SA	Authorizations	Lori Ann Cole	07/15/2024 02:05:23 PM	Service Provider	Resolved (Permanently)	07/15/2024 03:18:35 PM
137458	Closed	WSC went to create SA under tab File create and update but these two options are not appears	Authorizations	Hugo Ortiz	07/15/2024 02:09:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 03:22:16 PM
137460	Closed	Cant see a SA	Data Sync	Haley Shires	07/15/2024 02:15:54 PM	Service Provider Worker	Resolved (Permanently)	07/16/2024 07:44:00 AM
137461	Closed	SA Rejected	Authorizations	Arturo Allegue	07/15/2024 02:16:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 02:25:19 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
137464	Closed	New Fiscal Year 2024-2025 Manual Entries	Provider Documentation	Eva Paterson	07/15/2024 02:23:02 PM	Service Provider	Resolved (Permanently)	07/16/2024 11:48:59 AM
137466	Closed	Service Edited	Notes	Danita Cobb	07/15/2024 02:30:45 PM	Service Provider	Resolved (Permanently)	07/15/2024 03:05:19 PM
137467	Closed	Delete provider documentation # 8006555 dated 9/20/23.	Provider Documentation	Dawn Dykman	07/15/2024 02:30:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 02:45:39 PM
137470	Closed	Delete provider documentation # 7548277 under client ID 45277	Provider Documentation	Dawn Dykman	07/15/2024 02:33:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 02:36:42 PM
137471	Closed	Plan Validation Error -- Consumer Trasioning into Group Home	Request for Override	Sophia Torres	07/15/2024 02:34:57 PM	APD Employee	Resolved (Permanently)	07/15/2024 03:28:45 PM
137474	Closed	Unable to access the Expansion Request Form	Provider Expansions	Gbolagunte A Ayodele	07/15/2024 02:41:49 PM	Service Provider	Resolved (Permanently)	07/16/2024 07:34:36 AM
137476	Closed	Participant ID: 44373	Plans	Daniel Mokuwa	07/15/2024 02:50:02 PM	Service Provider Worker	Resolved (Permanently)	07/15/2024 05:09:37 PM
137480	Closed	Geolocation issues	Geolocation/GPS	Joanne McNeil	07/15/2024 03:05:57 PM	Service Provider Worker	Resolved (Permanently)	10/02/2024 09:30:00 PM
137481	Closed	unable to link budget	Consumer Budget	Joi Ruffin	07/15/2024 03:08:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 03:21:25 PM
137485	Closed	PROVIDER DOCUMENTATION ISSUES	Provider Documentation	Tatiana Fuentes	07/15/2024 03:15:38 PM	Service Provider	Resolved (Permanently)	07/16/2024 07:42:37 AM
137487	Closed	Provider is having issues billing	Authorizations	Roy-Anne Smith	07/15/2024 03:19:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 10:53:28 AM
137498	Closed	Can not create SA	Request for Override	Charles Lindsey	07/15/2024 03:43:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 04:39:18 PM
137499	Closed	Change code	Provider Documentation	Guy Earle	07/15/2024 03:44:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 01:13:32 PM
137501	Closed	Override needed	Request for Override	Jennifer Vazquez	07/15/2024 03:46:28 PM	APD Employee	Resolved (Permanently)	07/15/2024 05:04:54 PM
137502	Closed	Cannot create SA	Authorizations	Vashti Dunn	07/15/2024 03:46:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 04:14:19 PM
137506	Closed	Cannot Print SA, #27786	Authorizations	Rhonda Lusk	07/15/2024 03:52:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:57:20 AM
137513	Closed	Unable to add notes	[-] Tier II Review -	Sanecia Bartley	07/15/2024 04:00:22 PM	Service Provider Worker	Resolved (Permanently)	07/16/2024 08:37:58 AM
137514	Closed	help with SA	Authorizations	Nicholas Ellis	07/15/2024 04:02:11 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 05:33:20 PM
137516	Closed	Can not update SA	Authorizations	Charles Lindsey	07/15/2024 04:05:55 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 04:31:41 PM
137518	Closed	Can't generate SA's	Request for Override	Guy Earle	07/15/2024 04:07:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 04:28:24 PM
137523	Closed	Keystone Support Services PDR report	Provider QIO, POR, NNC, CAP	Detrick Holcy	07/15/2024 04:12:34 PM	APD Employee	Resolved (Permanently)	07/17/2024 09:27:59 AM
137524	Closed	Cost Plan failed validation	Request for Override	Janet Herring	07/15/2024 04:12:53 PM	APD Employee	Resolved (Permanently)	07/15/2024 04:20:21 PM
137525	Closed	issue 137197 was not resolved, authorization and visit confirmation error	Authorizations	lourdes Cazola Gutierrez	07/15/2024 04:14:38 PM	Billing Agent	Resolved (Permanently)	07/15/2024 04:57:39 PM
137533	Closed	SA in Rejected Status	Authorizations	Juan Gamba	07/15/2024 04:31:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 08:53:16 AM
137534	Closed	Plan Validation Error -- consumer is changing living setting -- supported living to GH	Request for Override	Sophia Torres	07/15/2024 04:34:55 PM	APD Employee	Resolved (Permanently)	07/15/2024 05:02:37 PM
137536	Closed	Unable to see current deliveries	EV Activities	christopher wilkes	07/15/2024 04:49:54 PM	Service Provider Worker	Resolved (Permanently)	07/16/2024 06:39:40 AM
137537	Closed	create CP	Plans	Nicholas Ellis	07/15/2024 05:09:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 05:17:31 PM
137540	Closed	SANS	SAN	Rebecca Davis	07/15/2024 05:18:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:36:27 AM
137543	Closed	add county	Plans	Nicholas Ellis	07/15/2024 05:35:15 PM	Waiver Support Coordinator	Resolved (Permanently)	07/15/2024 05:40:49 PM
137544	Closed	Connect system	Provider Documentation	Carmen Maria Cires	07/15/2024 05:36:47 PM	Service Provider	Resolved (Permanently)	07/16/2024 11:58:27 AM
137545	Closed	SA rejected	Authorizations	Nicholas Ellis	07/15/2024 05:37:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 08:52:04 AM
137546	Closed	Service Authorization in reject status	Authorizations	Maria Schwarz	07/15/2024 05:39:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 08:47:28 AM
137547	Closed	SA for G9012 in rejected status	Authorizations	Gabriel Lefran	07/15/2024 05:56:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:13:33 AM
137548	Closed	Cost Plan FY 23-204 and 24-25 still pending	Authorizations	Maria Schwarz	07/15/2024 05:59:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 06:53:29 AM
137549	Closed	SPA	Plans	Anita Braun-Luria	07/15/2024 06:32:59 PM	QIO Employee	Resolved (Permanently)	07/16/2024 07:02:31 AM
137551	Closed	Support Coordination	Authorizations	Ronald McCauley	07/15/2024 07:28:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 12:18:36 PM
137552	Closed	[-] [] Unable to sign in at time to provide client services	Unable to Start/End	Yaimara Delgado	07/15/2024 07:39:03 PM	Service Provider Worker	Resolved (Permanently)	07/16/2024 07:26:37 AM
137553	Closed	Support Coordination	Authorizations	Ronald McCauley	07/15/2024 07:49:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 12:20:50 PM
137554	Closed	change case note to pending	Notes	Judy Rossi	07/15/2024 07:52:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:47:45 AM
137555	Closed	no tickler to create cost plan	Plans	Alison Ford	07/15/2024 08:30:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:46:37 AM
137556	Closed	Client moved and authorizations do not reflect new county	Authorizations	Erika Diaz-Mauri	07/15/2024 09:17:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:23:38 AM
137557	Closed	Service Plan in rejected status	Authorizations	Kathleen Mulkey	07/15/2024 09:19:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 08:44:29 AM
137558	Closed	Unable to create authorization	Request for Override	Maria Stokes	07/15/2024 09:53:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:14:47 AM
137560	Closed	Duplicate Document	Forms - PCSP	Rocio Rosario	07/15/2024 10:35:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:39:51 AM
137561	Closed	Cannot validate CP	Plans	Angela Parada	07/15/2024 11:30:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:10:57 AM
137562	Closed	Time Falls Outside of the Authorized Service Data Range	Provider Documentation	Bonnie White	07/16/2024 12:19:08 AM	Service Provider	Resolved (Permanently)	07/16/2024 07:29:02 AM
137563	Closed	consumer not listed on the authorization report section of iconnect	Authorizations	Natasha Facey	07/16/2024 12:22:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 11:19:17 AM
137564	Closed	34629 - No Create/Update Authorization Tab	Authorizations	Alexandre Gelin	07/16/2024 01:04:05 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 07:08:14 AM
137565	Closed	I cannot create the Service Authorization for Respite Services	Authorizations	Mayte Lopez	07/16/2024 06:48:39 AM	Service Provider	Resolved (Permanently)	07/16/2024 07:21:08 AM
137569	Closed	835266 and 836344	Provider Documentation	Jessica Smith	07/16/2024 07:27:59 AM	Service Provider Worker	Resolved (Permanently)	07/18/2024 12:59:39 PM
137572	Closed	PDF Documents	Other	Carolyn Burton	07/16/2024 07:54:37 AM	APD Employee	Resolved (Permanently)	09/17/2024 01:56:31 PM
137576	Closed	Consumer 32791	Authorizations	Hugo Merino	07/16/2024 08:01:37 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 09:35:14 AM
137580	Closed	Consumer 32791	Authorizations	Hugo Merino	07/16/2024 08:12:29 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 08:19:55 AM
137581	Closed	Missing Delivery	Unable to Start/End	Sheila M Whitehead	07/16/2024 08:13:09 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 08:13:15 AM
137582	Closed	Cannot generate serv auth	Authorizations	Tamara Smith	07/16/2024 08:16:43 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 08:21:53 AM
137584	Closed	Delete a document	Notes	Mara Perez	07/16/2024 08:21:55 AM	APD Employee	Resolved (Permanently)	07/16/2024 08:24:46 AM
137585	Closed	Option to create authorizations not available	Authorizations	Joshua L Plaska	07/16/2024 08:34:24 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 08:51:27 AM
137586	Closed	EVV SYNCING ISSUES	Unable to Start/End	LaTina Brown	07/16/2024 08:34:53 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 08:35:00 AM
137587	Closed	authorization	Authorizations	Dinna Andrews	07/16/2024 08:46:16 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 09:00:30 AM
137590	Closed	provider unable to bill	Claims	Julie Bazin	07/16/2024 08:49:04 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 04:05:19 PM
137592	Closed	authorization	Authorizations	Dinna Andrews	07/16/2024 08:53:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 12:04:44 PM
137595	Closed	SA for personal supports has incorrect amount on the authorization	Authorizations	Margaret OConnor	07/16/2024 08:56:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 09:04:35 AM
137597	Closed	service authorization	Authorizations	ERIC MYERS	07/16/2024 09:02:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 09:27:29 AM
137598	Closed	accidental deletion of client information	Provider Documentation	Mary Jane Ward	07/16/2024 09:02:06 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 09:08:45 AM
137601	Closed	iConnect Appointments	Residential Monitoring	Mary Hynes Konigsberg	07/16/2024 09:16:02 AM	APD Employee	Resolved (Permanently)	07/16/2024 12:32:31 PM
137603	Closed	Word Merge PDF QUARTERLY HOME, SAFETY, AND HEALTH REVIEW	Forms - Word Merges	Alicia Booker	07/16/2024 09:19:04 AM	Service Provider	Resolved (Permanently)	08/08/2024 09:14:56 AM
137607	Closed	date change	Plans	Heather Arnold	07/16/2024 09:28:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 09:32:54 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
137611	Closed	iConnect Provider VIN update request	Provider Related Issues	Michelle Ortiz-Clause	07/16/2024 09:40:24 AM	APD Employee	Resolved (Permanently)	07/25/2024 12:56:04 PM
137618	Closed	Issues with uploading delivery	Upload Issues	Dante Billings	07/16/2024 10:01:51 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 10:20:32 AM
137620	Closed	service authorization in rejected status	Authorizations	SHIRLEY RIEGGER	07/16/2024 10:14:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 10:45:35 AM
137622	Closed	not able to correct entries from the last physical year	Provider Documentation	Naomi Youngblood	07/16/2024 10:17:48 AM	Service Provider	Resolved (Permanently)	07/19/2024 01:09:02 PM
137626	Closed	Service Authorizations won't update	Authorizations	Robert Sanderson	07/16/2024 10:23:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 10:34:13 AM
137629	Closed	Unable to select service type	Provider Documentation	Starcy Wilkins	07/16/2024 10:31:32 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 12:12:33 PM
137632	Closed	GEOLOCATIONS	Geolocation/GPS	Kelsey Perez	07/16/2024 10:43:01 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 10:48:00 AM
137635	Closed	iConnect 91023	Request for Override	Merisa Simonson	07/16/2024 10:45:23 AM	APD Employee	Resolved (Permanently)	07/16/2024 10:54:48 AM
137638	Closed	Unable to see consumer	Unable to Start/End	Reina Pimienta	07/16/2024 10:52:28 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 11:24:20 AM
137639	Closed	VALIDATION ERROR	Request for Override	Brenda Sanchez	07/16/2024 10:54:40 AM	APD Employee	Resolved (Permanently)	07/16/2024 10:58:22 AM
137641	Closed	SA's not able to update	Authorizations	Robert Sanderson	07/16/2024 10:56:27 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 11:00:29 AM
137644	Closed	update service authorization	Authorizations	Rebeca Freeman	07/16/2024 11:06:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 11:27:22 AM
137645	Closed	updating service authorizations	Authorizations	Rebeca Freeman	07/16/2024 11:11:54 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 11:30:38 AM
137647	Closed	Unable to add the documntation	Provider Documentation	Yaremis Lobaina Gamez	07/16/2024 11:18:12 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 12:26:04 PM
137652	Closed	service provider	Provider Related Issues	Rebeca Freeman	07/16/2024 11:26:53 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 12:03:20 PM
137653	Closed	Unable to create authorizations or to add service to cost plan	Authorizations	Ivy Gayle Hurkin	07/16/2024 11:29:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 12:23:59 PM
137657	Closed	SA in rejected status CP 24-25	Authorizations	SHIRLEY RIEGGER	07/16/2024 11:39:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 11:42:42 AM
137658	Closed	Unable to see approved services	Data Sync	Karen Wilkins	07/16/2024 11:39:48 AM	Service Provider Worker	Resolved (Permanently)	07/16/2024 11:40:00 AM
137659	Closed	pending/complete	Provider Documentation	Christine Spencer	07/16/2024 11:41:38 AM	Service Provider Worker	Resolved (Permanently)	07/31/2024 12:34:51 PM
137660	Closed	Primary Diagnosis	[] Tier II Review -	Nicole Cruz	07/16/2024 11:44:22 AM	APD Employee	Resolved (Permanently)	07/16/2024 11:58:50 AM
137663	Closed	SANs Created in error	SAN	Cason Clarke	07/16/2024 11:51:54 AM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 12:09:48 PM
137666	Closed	consumer county	Demographics & Contacts Issues	Megan M Haig	07/16/2024 12:20:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 12:31:12 PM
137667	Closed	Client not visual to staff	Notes	Kwanna Buie	07/16/2024 12:22:20 PM	APD Employee	Resolved (Permanently)	07/30/2024 04:31:03 PM
137668	Closed	Cost Plans	Plans	Monica Robinson	07/16/2024 12:22:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 12:16:50 PM
137672	Closed	auths not generating	Authorizations	Jill Macalister	07/16/2024 12:30:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 12:48:01 PM
137680	Closed	Unable to generate service authorizations due to rejected status	Authorizations	Gabriel Lefran	07/16/2024 01:01:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:01:00 PM
137681	Closed	Administrator Not being able to access all authorizations	Authorizations	Annabel Diaz	07/16/2024 01:12:40 PM	Waiver Support Coordinator	Resolved (Permanently)	10/16/2024 10:06:09 AM
137688	Closed	Unable to create service authorization	Authorizations	Susan Goins	07/16/2024 01:25:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 01:59:38 PM
137692	Closed	eligibility issues on iConnect	Eligibility	Juneen Johnson	07/16/2024 01:34:11 PM	APD Employee	Resolved (Permanently)	07/16/2024 02:03:23 PM
137693	Closed	Enhancement Request	Enhancement	SymonLorraine	07/16/2024 01:37:32 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 12:30:29 PM
137696	Closed	Waiver eligibility not showing in iConnect	Eligibility	Juneen Johnson	07/16/2024 01:44:17 PM	APD Employee	Resolved (Permanently)	07/16/2024 02:08:39 PM
137700	Closed	Address Validation Fail	Geolocation/GPS	Tanda Novuyo Norman	07/16/2024 01:49:44 PM	Service Provider	Resolved (Permanently)	07/17/2024 07:02:45 AM
137702	Closed	Unable to validate plan 2025 for consumer ID # 29769	Plans	Kibel Quesada-dominguez	07/16/2024 01:51:55 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:02:52 PM
137703	Closed	Documentation In Notes	Notes	Louise Barbee	07/16/2024 01:55:44 PM	Service Provider	Resolved (Permanently)	07/16/2024 02:04:39 PM
137715	Closed	unable to create SA	Authorizations	Susan Goins	07/16/2024 02:06:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:16:39 PM
137717	Closed	lc ID 18225A	Request for Status Change	PAULA CHRISTINA ROCA	07/16/2024 02:16:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:23:26 PM
137720	Closed	lc ID 16305	Request for Status Change	PAULA CHRISTINA ROCA	07/16/2024 02:19:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:23:55 PM
137723	Closed	lc ID 21709 PHI	Request for Status Change	PAULA CHRISTINA ROCA	07/16/2024 02:21:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:31:05 PM
137724	Closed	lc ID 42548	Notes	PAULA CHRISTINA ROCA	07/16/2024 02:23:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:28:05 PM
137728	Closed	ld IC ID 21709	Request for Status Change	PAULA CHRISTINA ROCA	07/16/2024 02:31:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:39:15 PM
137729	Closed	lc ID 12986	Request for Status Change	PAULA CHRISTINA ROCA	07/16/2024 02:33:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:39:16 PM
137730	Closed		54977 Other	Patricia Orquera-kern	07/16/2024 02:36:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 09:49:39 AM
137731	Closed	SERVICES	Request for Override	Rose Salter	07/16/2024 02:36:25 PM	APD Employee	Resolved (Permanently)	07/16/2024 03:23:17 PM
137733	Closed	Activity service not available	Planned Services	Kwanna Buie	07/16/2024 02:42:10 PM	APD Employee	Resolved (Permanently)	07/16/2024 03:01:41 PM
137734	Closed	Wrong Provider E-mail address	Provider Related Issues	Kathy Peck	07/16/2024 02:43:00 PM	Service Provider	Resolved (Permanently)	07/16/2024 03:46:17 PM
137736	Closed	iConnect # 32399 Please delete Entresto Medication incorrect consumer	Demographics & Contacts Issues	Patricia Orquera-kern	07/16/2024 02:53:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 02:58:35 PM
137742	Closed	Life Skills 2	Authorizations	Donna Whilby	07/16/2024 03:04:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 12:11:45 PM
137746	Closed	Caring and Secure Transportation, LLC Change in Medicaid Number	[] Tier II Review -	Melissa Budgett	07/16/2024 03:14:21 PM	APD Employee	Resolved (Permanently)	07/16/2024 03:20:47 PM
137747	Closed	form creation help	Forms - Word Merges	Toni Tilley	07/16/2024 03:16:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:57 AM
137749	Closed	Delete SAN	SAN	Wilfredo De Jesus Denies	07/16/2024 03:22:13 PM	APD Employee	Resolved (Permanently)	07/16/2024 03:30:48 PM
137751	Closed	Error EVV HHA	Unable to Start/End	Maria D Valdes	07/16/2024 03:24:49 PM	Service Provider	Resolved (Permanently)	07/16/2024 03:29:38 PM
137754	Closed	Approved services	[] Tier II Review -	Asiah Ricketts	07/16/2024 03:25:15 PM	Service Provider Worker	Resolved (Permanently)	07/16/2024 03:36:05 PM
137759	Closed	rejected status	Authorizations	Pamela Shorr	07/16/2024 03:40:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 03:45:48 PM
137764	Closed	Program/Provider not Available	Provider Related Issues	Carlos Alberto Cordova	07/16/2024 03:50:49 PM	Service Provider	Resolved (Permanently)	07/16/2024 03:54:26 PM
137767	Closed	iConnect - Employment Demographic Field Change Request	Enhancement	Opal Ringo	07/16/2024 03:52:25 PM	APD Employee	Resolved (Permanently)	08/07/2024 10:40:29 AM
137772	Closed		33613 Authorizations	Sebena Masline	07/16/2024 04:06:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/16/2024 04:37:09 PM
137779	Closed	Unable to create authorization for Plans year 2024 & 2025 for client (77728)	Authorizations	Shirley Harris	07/16/2024 04:48:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 06:54:03 AM
137784	Closed	Rejected Service Authorization	Authorizations	Lorna Alvarado	07/16/2024 04:59:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 09:15:58 AM
137785	Closed	Consumer 40027	Authorizations	Hugo Merino	07/16/2024 05:09:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 11:05:39 AM
137788	Closed	Cost Plan loads differently	Consumer Budget	Mary Schuh	07/16/2024 05:35:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 07:26:57 AM
137789	Closed	Can not add the service to the authorization page it will not show up.	Authorizations	Leonard Brewer	07/16/2024 05:37:11 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 08:38:49 AM
137791	Closed		71408 Plans	Anita Braun-Luria	07/16/2024 05:56:14 PM	QIO Employee	Resolved (Permanently)	07/17/2024 06:52:07 AM
137792	Closed	Deliveries	Unable to Start/End	Natasha Lampkin	07/16/2024 06:08:38 PM	APD Employee	Resolved (Permanently)	07/18/2024 12:56:37 PM
137793	Closed	Authorization Overlap	Authorizations	Anissa Gullety	07/16/2024 06:16:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 06:42:34 AM
137794	Closed	Unable to see and print Service Authorization	Authorizations	Paulette Charles	07/16/2024 06:25:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 08:22:17 AM
137795	Closed	EVV system erasing service delivery system issues	Unable to Start/End	Jennifer Rena Reese	07/16/2024 06:42:19 PM	Service Provider	Resolved (Permanently)	07/17/2024 06:46:06 AM
137797	Closed	billing issue-paid claims report wrong?	Claims	Lara West	07/16/2024 08:03:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 08:03:54 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
137798	Closed	Provider Note (monthly note-June)	Provider Documentation	Lorna Alvarado	07/16/2024 08:57:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 06:38:01 AM
137799	Closed	wsc not able to update SA for personal supports	Authorizations	Tressie Wimberly	07/16/2024 09:03:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 02:02:16 PM
137800	Closed	CAN'T UPDATE AUTHORIZATIONS	Authorizations	Ellen Rentz	07/16/2024 09:37:44 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 06:40:24 AM
137803	Closed	rejection	Authorizations	Nancy Calos	07/17/2024 06:26:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 10:03:38 AM
137804	Closed	services in rejected status on approved cost plan	Plans	Jill Macalister	07/17/2024 07:26:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 10:02:05 AM
137807	Closed	EVV ENDING DELIVERY ISSUES	Unable to Start/End	Adiaris Moya	07/17/2024 07:45:45 AM	Service Provider Worker	Resolved (Permanently)	07/17/2024 09:01:48 AM
137808	Closed	Missing Delivery	Unable to Start/End	Darlene Moore	07/17/2024 07:49:35 AM	Service Provider Worker	Resolved (Permanently)	07/17/2024 08:18:31 AM
137809	Closed	Plan Validation Failure	Planned Services	Susan Sculles	07/17/2024 07:51:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 11:50:15 AM
137811	Closed	system not allowing bed info to be inserted	Provider Selection	Elizabeth Swain	07/17/2024 08:01:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 08:35:42 AM
137813	Closed	SA REJECTED	Authorizations	Amanda Ortiz	07/17/2024 08:12:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 08:39:40 AM
137821	Closed	Override needed	Request for Override	Jennifer Vazquez	07/17/2024 08:26:12 AM	APD Employee	Resolved (Permanently)	07/17/2024 08:37:11 AM
137823	Closed	Auths in Rejected Status	Authorizations	Jared Dickerson	07/17/2024 08:26:48 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 08:43:05 AM
137824	Closed	Plan Validation Report Failed	Request for Override	Josue Otero	07/17/2024 08:30:55 AM	APD Employee	Resolved (Permanently)	07/17/2024 08:42:19 AM
137825	Closed	Delete note in iConnect	Forms	Nicole Fabre	07/17/2024 08:43:56 AM	APD Employee	Resolved (Permanently)	07/17/2024 09:06:41 AM
137829	Closed	ESP form not being able to save	Forms	Jessica Yance	07/17/2024 08:56:15 AM	Service Provider Worker	Resolved (Permanently)	07/17/2024 09:08:35 AM
137833	Closed	No option to update or create SA	Authorizations	Cassidy Noble	07/17/2024 09:15:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 10:44:13 AM
137836	Closed	UNABLE TO SEE CONSUMER	Data Sync	Lateria Moffet	07/17/2024 09:19:08 AM	Service Provider Worker	Resolved (Permanently)	08/08/2024 11:07:00 AM
137839	Closed	Service Authorizations FY 23-24 and 24-25	Authorizations	Maria Schwarz	07/17/2024 09:31:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 01:41:22 PM
137840	Closed	AW: 52299	Authorizations	Marsha Odom	07/17/2024 09:32:18 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 09:44:47 AM
137841	Closed	auth in rejected status	Authorizations	Julie Bazin	07/17/2024 09:35:52 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 09:42:33 AM
137842	Closed	Service Authorization issue	Authorizations	Barbara Jones Marrero	07/17/2024 09:37:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 09:42:41 AM
137846	Closed	rejected auth	Authorizations	Lorraine Loftus	07/17/2024 09:45:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 09:56:59 AM
137848	Closed	override needed	Request for Override	Sherry Thomas	07/17/2024 09:52:40 AM	APD Employee	Resolved (Permanently)	07/17/2024 10:58:30 AM
137852	Closed	all SA are in rejected status	Authorizations	Evelin Cancho	07/17/2024 10:00:21 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 10:20:09 AM
137853	Closed	Service	Request for Override	Timothy Carr	07/17/2024 10:01:07 AM	APD Employee	Resolved (Permanently)	07/17/2024 11:00:44 AM
137854	Closed	Can you tell me how to get the auths out of rejected status?	Authorizations	Jared Dickerson	07/17/2024 10:06:55 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 10:16:04 AM
137862	Closed	49231 missing 24/25 fiscal year cost plan	Plans	Marisa Caroline Krueger	07/17/2024 10:22:45 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 10:28:50 AM
137864	Closed	Service needs overridden	Request for Override	Amy Maxhimer	07/17/2024 10:24:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 10:54:03 AM
137866	Closed	Rejection status	Authorizations	Shawn Seabrook	07/17/2024 10:26:34 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 10:31:13 AM
137867	Closed	Validation Report	Request for Override	Claudia Lima	07/17/2024 10:27:03 AM	APD Employee	Resolved (Permanently)	07/17/2024 10:50:55 AM
137869	Closed	please allow SAs to be updated	Authorizations	Nancy Mcintosh	07/17/2024 10:32:37 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 10:38:38 AM
137870	Closed	Unable to Link, unlink new client	Consumer Budget	Susan Bartsch	07/17/2024 10:34:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 10:42:39 AM
137872	Closed	unable to create authorization	Authorizations	Julie Sherman	07/17/2024 10:37:51 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 10:50:02 AM
137881	Closed	Can't pull service authorizations	Authorizations	Nessay Lately	07/17/2024 10:52:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 01:45:23 PM
137883	Closed	Unable to see consumers in IConnect	Provider Documentation	Christal Crawford-Smith	07/17/2024 10:59:29 AM	Service Provider	Resolved (Permanently)	07/18/2024 09:24:46 AM
137885	Closed	Unable to create WSC SA	Authorizations	Pamela Silva	07/17/2024 11:01:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 11:06:07 AM
137886	Closed	Authorizations won't come out of rejected status despite being Medicaid Eligible	Authorizations	Robert Sanderson	07/17/2024 11:01:29 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 11:12:37 AM
137887	Closed	Authorizations won't come out of rejected status	Authorizations	Robert Sanderson	07/17/2024 11:03:54 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 01:56:54 PM
137888	Closed	SAs for approved service plan still not showing up.	Authorizations	Joy Blakeslee	07/17/2024 11:04:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 02:04:03 PM
137894	Closed	Creating Authorization.	Authorizations	MKAYLA S CARTER	07/17/2024 11:15:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 12:09:08 PM
137899	Closed	current selection exceeds units authorized	Provider Documentation	Emperatriz V Buehl	07/17/2024 11:20:59 AM	Service Provider	Resolved (Permanently)	07/17/2024 11:28:48 AM
137906	Closed	BILLING	Claims	Florence Y Wilkerson	07/17/2024 11:40:19 AM	Service Provider	Resolved (Permanently)	07/19/2024 08:09:13 AM
137907	Closed	unable to upload provider notes	Provider Documentation	Capter Faye Howard-Hill	07/17/2024 11:42:54 AM	Service Provider Worker	Resolved (Permanently)	07/17/2024 05:46:54 PM
137911	Closed	Authorization rejected for 1:1 PS	Authorizations	Lauryn Whitcomb	07/17/2024 11:58:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 12:08:57 PM
137913	Closed	Authorization rejected for PS 1:1	Authorizations	Lauryn Whitcomb	07/17/2024 12:02:16 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 12:13:30 PM
137917	Closed	unable to create authorization	Authorizations	Julie Sherman	07/17/2024 12:11:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 01:04:24 PM
137918	Closed	UNABLE TO PUT IN NOTES	Documentation	Danielle Renea Lee	07/17/2024 12:16:26 PM	Service Provider	Resolved (Permanently)	07/17/2024 12:17:47 PM
137919	Closed	Geolocation issues	Geolocation/GPS	Emma Mizell	07/17/2024 12:20:33 PM	Service Provider Worker	Resolved (Permanently)	07/17/2024 12:20:00 PM
137921	Closed	provider	Planned Services	Sandra Solis	07/17/2024 12:24:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 12:17:24 PM
137922	Closed	PROBLEM UPDATING AUTHORIZATIONS	Authorizations	Ellen Rentz	07/17/2024 12:24:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 12:32:36 PM
137923	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/17/2024 12:26:17 PM	APD Employee	Resolved (Permanently)	07/17/2024 02:07:40 PM
137924	Closed		Request for Override	Bailey Pender	07/17/2024 12:27:02 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 02:54:34 PM
137925	Closed	No create option on CP	Plans	Rachel Nicole Fawaz	07/17/2024 12:32:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 04:05:00 PM
137926	Closed	Wrong Service Code	Notes	marlen rodriguez	07/17/2024 12:35:49 PM	Service Provider Worker	Resolved (Permanently)	07/23/2024 09:30:06 AM
137933	Closed	iConnect#:39079 LSD3 is Unable to Bill	Claims	Sophonie Maneus	07/17/2024 12:50:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 02:10:59 PM
137937	Closed	Unable to bill	Claims	Maria Stokes	07/17/2024 12:52:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 01:21:56 PM
137938	Closed	Rejected SA	Authorizations	Bertha Miller	07/17/2024 12:52:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 01:00:23 PM
137939	Closed		Other	Cheryl Saraceno	07/17/2024 12:54:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 03:05:53 PM
137940	Closed	REPORTS	Provider Documentation	Denise Jill Williams	07/17/2024 12:54:59 PM	Service Provider	Resolved (Permanently)	09/25/2024 11:56:53 AM
137941	Closed	SERVICE AUTHORIZATIONS	Authorizations	Aleyda Blanco	07/17/2024 12:55:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 01:03:09 PM
137942	Closed	Geolocation issues	Geolocation/GPS	PATRICIA JILES	07/17/2024 12:55:08 PM	Service Provider Worker	Resolved (Permanently)	07/17/2024 01:08:00 PM
137946	Closed	Where to upload reactive strategies and Census	Residential Habilitation Documentation	Danielle Thompson	07/17/2024 01:00:06 PM	Service Provider	Resolved (Permanently)	07/17/2024 02:34:38 PM
137949	Closed	create CP	Plans	Nicholas Eliis	07/17/2024 01:11:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 01:21:17 PM
137951	Closed	The Service Authorization is rejected	Authorizations	Mayte Lopez	07/17/2024 01:16:12 PM	Service Provider	Resolved (Permanently)	07/17/2024 01:30:44 PM
137955	Closed	EVV UPLOAD ISSUES/NO SAVED DELIVERIES	Upload Issues	Domynique Dawkins	07/17/2024 01:24:22 PM	Service Provider Worker	Resolved (Permanently)	07/17/2024 01:34:47 PM
137958	Closed	Validation Error Override	Plans	Jasmine Howard	07/17/2024 01:30:15 PM	APD Employee	Resolved (Permanently)	07/17/2024 02:39:19 PM
137962	Closed	cost plan service adjustment (57448)	Plans	Lamont Townsend	07/17/2024 01:43:58 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 01:54:00 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
137963	Closed	Service Authorization	Login Issues (not SSO)	LaQuisha Johnson	07/17/2024 01:44:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 01:47:51 PM
137965	Closed	Human services self-registration	Worker Issues	Arlenis Bompant	07/17/2024 01:46:46 PM	Service Provider	Resolved (Permanently)	08/07/2024 01:14:27 PM
137967	Closed	Please add the provider	Provider Selection	Danica Simpkins	07/17/2024 01:56:15 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 03:09:32 PM
137972	Closed	Consumer ID #69518 Plane Services unable to validate	Plans	Acacia G GomezSanchez	07/17/2024 02:09:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 03:12:07 PM
137975	Closed	validation error clear on 24 and 25 plan	Plans	Heidi Ickes	07/17/2024 02:14:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 11:46:13 AM
137978	Closed	validation error report	Request for Override	Fanny Chulig	07/17/2024 02:15:42 PM	APD Employee	Resolved (Permanently)	07/17/2024 02:32:24 PM
137981	Closed	Consumer 30249 Rejected Service Auth	Authorizations	Shellie Beckham	07/17/2024 02:30:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 02:37:44 PM
137983	Closed	billing for residential	Claims	Farah Jolicoeur	07/17/2024 02:34:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 02:45:35 PM
137987	Closed	G9012-UC	Provider Documentation	Ellen Rentz	07/17/2024 02:47:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 03:02:36 PM
137989	Closed	HCBS worksheet	Forms	Tanika Pressley	07/17/2024 02:53:28 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:57 AM
137993	Closed	Denied Claims	Claims	Toni Mosley-Hall	07/17/2024 02:58:19 PM	Service Provider	Resolved (Permanently)	07/17/2024 06:11:34 PM
137995	Closed	personal support	Worker Issues	Lynette Robinson	07/17/2024 03:03:49 PM	APD Employee	Resolved (Permanently)	07/17/2024 03:14:44 PM
137996	Closed	Auth in rejected status	Authorizations	Aric Gustafson	07/17/2024 03:08:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 03:23:47 PM
137997	Closed	IT override	Request for Override	Jude Paulino	07/17/2024 03:14:54 PM	APD Employee	Resolved (Permanently)	07/17/2024 03:28:45 PM
137998	Closed	says unable to send and not sure why this is	Authorizations	Katherine Czech	07/17/2024 03:16:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 04:06:54 PM
138005	Closed	cost plan 2023-2034 Reject status	Authorizations	Ava Bernard	07/17/2024 03:27:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 03:36:17 PM
138006	Closed	can't update authorization for 2023-2024	Authorizations	Latasha Hardy	07/17/2024 03:31:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 03:47:08 PM
138007	Closed	SA does not appear in Service Authorization	Authorizations	Gladys Minino	07/17/2024 03:32:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 11:45:21 AM
138010	Closed	Delete remaining July Progress Notes	Notes	Claudia Harris	07/17/2024 03:40:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 03:49:51 PM
138014	Closed	HCBS Waiver Eligibility Work sheet	Forms - Word Merges	Olinpia Arce	07/17/2024 03:49:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:58 AM
138015	Closed	iConnect	Provider QIO, POR, NNC, CAP	Detrick Holcy	07/17/2024 03:53:49 PM	APD Employee	Resolved (Permanently)	07/17/2024 03:58:48 PM
138018	Closed	PIN# 77744	Authorizations	Nyasha Wilson	07/17/2024 04:00:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 06:36:18 PM
138025	Closed	Auth in Rejected Status	Authorizations	Aric Gustafson	07/17/2024 04:25:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 10:06:26 AM
138030	Closed	Unable to start delivery/service	Unable to Start/End	Jessica T Smith	07/17/2024 04:40:34 PM	Service Provider Worker	Resolved (Permanently)	07/18/2024 08:38:29 AM
138031	Closed	unable to create auth	Request for Override	Julie Bazin	07/17/2024 04:43:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 06:21:30 PM
138033	Closed	Need help with June Companion Service Auth	Claims	Caroline Hitte	07/17/2024 04:56:12 PM	Service Provider	Resolved (Permanently)	07/17/2024 08:52:29 AM
138036	Closed	EVV Deliveries not showing up	EVV Activities	Marie S Cunningham	07/17/2024 05:11:59 PM	Service Provider Worker	Resolved (Permanently)	07/17/2024 05:12:00 PM
138037	Closed	PLEASE UPDATE THE COST PLAN FOR THE CONSUMER	Authorizations	Kwame Lumumba	07/17/2024 05:18:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 07:44:14 AM
138039	Closed	Please Create Cost Plan	Plans	Charles Lindsey	07/17/2024 05:34:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/17/2024 06:19:07 PM
138042	Closed	Open closed note	Provider Documentation	Marving A Jimenez	07/17/2024 06:00:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 06:50:32 AM
138043	Closed	Authorization rejected	Authorizations	Tionna Hills	07/17/2024 07:13:34 PM	Service Provider	Resolved (Permanently)	07/18/2024 08:19:48 AM
138044	Closed	following up with previous ticket issue	Provider Documentation	Willesha Smith	07/17/2024 07:38:21 PM	Service Provider	Resolved (Permanently)	07/18/2024 01:20:46 PM
138045	Closed	Worker having issues geolocation	Geolocation/GPS	Leticia Sanchez	07/17/2024 07:43:54 PM	Service Provider Worker	Resolved (Permanently)	07/18/2024 07:28:15 AM
138047	Closed	Cannot Create SA	Request for Override	Tricia Garretto	07/17/2024 08:16:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 07:10:46 AM
138048	Closed	Cannot Create SA	Request for Override	Tricia Garretto	07/17/2024 08:19:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 07:04:29 AM
138050	Closed	Eligibility Worksheet does not merge correctly	Forms - Word Merges	Eva Marie Tadios	07/17/2024 08:34:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:14:59 AM
138053	Closed	IC#53156 L3 Error despite CERO billing	Claims	Marilyn Paez	07/17/2024 10:48:46 PM	Billing Agent	Resolved (Permanently)	07/18/2024 04:26:01 PM
138054	Closed	Denied Claims Iconnect #37054	Claims	Brendalyn Hoilett-Hendrix	07/17/2024 10:51:03 PM	Service Provider	Resolved (Permanently)	07/18/2024 08:52:11 AM
138055	Closed	Auths in Rejected Status	Authorizations	Vashti Dunn	07/17/2024 11:16:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 10:14:57 AM
138056	Closed	Can't create service authorization for consumer iConnect ID 84757	Request for Override	Esther Aretus	07/17/2024 11:46:44 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 06:58:40 AM
138057	Closed	Cannot Create SA	Request for Override	Tricia Garretto	07/17/2024 11:57:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 06:43:26 AM
138058	Closed	Authorization not generating	Authorizations	Ewa Shabaka Reed	07/18/2024 02:09:29 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 07:48:35 AM
138059	Closed	VALIDATION ERROR	Request for Override	Brenda Sanchez	07/18/2024 05:48:07 AM	APD Employee	Resolved (Permanently)	07/18/2024 06:48:05 AM
138060	Closed	rejection	Authorizations	Nancy Calos	07/18/2024 06:52:55 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 08:05:33 AM
138066	Closed	unable to create auth	Authorizations	Julie Bazin	07/18/2024 08:05:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 11:44:50 AM
138068	Closed	Need assistance please	Authorizations	Julia Bowen	07/18/2024 08:16:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 08:25:57 AM
138069	Closed	CP 2024-25 UNABLE TO PULL AUTHORIZATIONS	Authorizations	Ludmila Senkevich	07/18/2024 08:17:19 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 08:36:14 AM
138070	Closed	Can't create authorizations	Authorizations	Traci Brennan	07/18/2024 08:23:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 08:43:15 AM
138072	Closed	Need assistance please	WSC Progress Notes	Julia Bowen	07/18/2024 08:33:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 08:48:43 AM
138077	Closed	unable to update auth	Authorizations	Julie Bazin	07/18/2024 08:48:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 08:54:44 AM
138078	Closed	Not creating AUTH	Authorizations	Kerri Stevens	07/18/2024 08:48:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 09:26:46 AM
138079	Closed	Data Sync	Data Sync	Juline Cherichel	07/18/2024 09:16:22 AM	Service Provider Worker	Resolved (Permanently)	07/18/2024 09:16:35 AM
138085	Closed	24-25 FY plan services is not showing a validation option to send it through to APD for approval	Plans	Jessica Smith	07/18/2024 09:25:55 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 09:31:54 AM
138087	Closed	save and validate	Plans	Jennifer Johnson-israel	07/18/2024 09:32:51 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 09:38:10 AM
138088	Closed	SA Approved but cant Pull	Authorizations	Fiama Aguirre	07/18/2024 09:33:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 09:44:49 AM
138089	Closed	need technical support regarding assigning EVV worker s for new authorization	Data Sync	Mary Ann Gondeck	07/18/2024 09:40:08 AM	Service Provider	Resolved (Permanently)	07/18/2024 09:43:17 AM
138090	Closed	Rejected Authorization	Authorizations	Barbara M Walker	07/18/2024 09:43:57 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 01:28:18 PM
138092	Closed	progress note 65765	WSC Progress Notes	Ellen Stokey	07/18/2024 09:49:13 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 09:52:05 AM
138093	Closed	Logged in but. Nothing existed	Other	Lincoln Rashford Johnson	07/18/2024 09:49:34 AM	APD Employee	Resolved (Permanently)	07/18/2024 11:07:26 AM
138096	Closed	HCBS Waiver Eligibility	Forms - Word Merges	Fiama Aguirre	07/18/2024 09:58:33 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:15:00 AM
138100	Closed	reshab 366 days for leap year rejected	Authorizations	Katherine Czech	07/18/2024 10:07:27 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 10:10:46 AM
138101	Closed	reshab 366 leap year rejected	Authorizations	Katherine Czech	07/18/2024 10:08:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 10:17:45 AM
138104	Closed	roop and moshin companon one to three ratio will not show update auth option	Authorizations	Katherine Czech	07/18/2024 10:11:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 11:04:30 AM
138106	Closed	Duplicate iConnect Row	Forms	Tangee Hinson	07/18/2024 10:13:58 AM	APD Employee	Resolved (Permanently)	07/18/2024 10:21:04 AM
138107	Closed	iConnect- Contacts Tab	Demographics & Contacts Issues	Nancy Rosario	07/18/2024 10:14:47 AM	APD Employee	Resolved (Permanently)	07/18/2024 01:01:07 PM
138108	Closed	No geolocation	Geolocation/GPS	Erick K Lindahl	07/18/2024 10:14:52 AM	Service Provider Worker	Resolved (Permanently)	07/18/2024 10:21:42 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
138111	Closed	Need a tickler	Plans	Nicole Lynne Lindsey	07/18/2024 10:18:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 10:24:44 AM
138112	Closed	Provider documentation	Provider Documentation	Sanecia Bartley	07/18/2024 10:19:34 AM	Service Provider Worker	Resolved (Permanently)	07/18/2024 10:22:07 AM
138114	Closed	New SA not sunc	Authorizations	Nisa Caraballo	07/18/2024 10:24:32 AM	Service Provider Worker	Resolved (Permanently)	07/18/2024 11:35:08 AM
138116	Closed	Cost Plan Rejection Issue	Authorizations	Janet Herring	07/18/2024 10:35:09 AM	APD Employee	Resolved (Permanently)	07/18/2024 10:40:12 AM
138120	Closed	could Joy look at this issue of rejected auths pls	Authorizations	Jill Macalister	07/18/2024 10:40:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 03:48:53 PM
138121	Closed	Delete entry	Provider Documentation	Daliborka Mujkic	07/18/2024 10:40:22 AM	Service Provider	Resolved (Permanently)	07/18/2024 10:43:54 AM
138122	Closed	CAP Report	Provider QIO, POR, NNC, CAP	Sarabia Tiller	07/18/2024 10:44:30 AM	Service Provider	Resolved (Permanently)	07/18/2024 12:06:47 PM
138125	Closed	rejected SA	Authorizations	Charshus Terry	07/18/2024 10:52:13 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 10:35:13 AM
138126	Closed	Need to delete a duplicate record in Iconnect	Other	Sharon Stephens	07/18/2024 10:54:24 AM	APD Employee	Resolved (Permanently)	07/18/2024 01:33:19 PM
138128	Closed	iConnect ID 39681	Authorizations	Osmany Elio Hoyos	07/18/2024 11:20:16 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 11:43:08 AM
138130	Closed	Status	Authorizations	Hailey Ann Snyder	07/18/2024 11:23:21 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 11:27:45 AM
138132	Closed		44839 Authorizations	Dora Guzman	07/18/2024 11:24:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 11:30:55 AM
138136	Closed	Overlapping visit	Provider Documentation	Sandra Jaramillo	07/18/2024 11:32:19 AM	Service Provider	Resolved (Permanently)	07/23/2024 10:23:54 AM
138141	Closed	Service Authorization pull down	Authorizations	Adriana Vega	07/18/2024 11:44:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 05:16:01 PM
138142	Closed	Unable to update or create new SA in 24-25 cost plan	Plans	Jannell Mikal	07/18/2024 11:45:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 11:54:31 AM
138146	Closed	How do you download the CAP	Provider QIO, POR, NNC, CAP	Matrina Johnson	07/18/2024 11:57:31 AM	Service Provider	Resolved (Permanently)	07/18/2024 12:08:47 PM
138147	Closed	Override needed	Request for Override	Sherry Thomas	07/18/2024 11:58:49 AM	APD Employee	Resolved (Permanently)	07/18/2024 12:21:54 PM
138149	Closed	Please delete entry	Provider Documentation	Samuel David Reeves	07/18/2024 12:00:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 12:04:25 PM
138151	Closed	Rejected Service Authorization	Authorizations	Lorna Alvarado	07/18/2024 12:02:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 12:45:28 PM
138153	Closed	Service authorization is still in rejection status	Authorizations	Nereida Babilonia	07/18/2024 12:03:16 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 12:30:16 PM
138155	Closed		65765 Provider Documentation	Ellen Stokey	07/18/2024 12:04:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 12:31:54 PM
138156	Closed	Unable to enter Progress Notes in the iConnect	WSC Progress Notes	ERNESTO DE VARONA	07/18/2024 12:06:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 12:16:32 PM
138158	Closed	CAP REPORT	Provider QIO, POR, NNC, CAP	Sarabia Tiller	07/18/2024 12:14:13 PM	Service Provider	Resolved (Permanently)	07/18/2024 12:45:08 PM
138159	Closed	Staff iConnect Account	Worker Issues	Markia Campbell	07/18/2024 12:16:40 PM	Service Provider	Resolved (Permanently)	07/18/2024 12:29:52 PM
138167	Closed	Current date range of 7/1/24 to 6/30/25 not populating	Provider Documentation	Valarie Wright	07/18/2024 12:30:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 01:38:21 PM
138168	Closed	NO BUDGET TO UNLINK AND LINK TO	Consumer Budget	Audreka Felix	07/18/2024 12:30:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 12:35:09 PM
138170	Closed	Voiding claim	Claims	Valarie Wright	07/18/2024 12:32:44 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 12:42:24 PM
138173	Closed	Word merge issue	Forms - Word Merges	Kangni Serge Folly-Notsron	07/18/2024 12:38:36 PM	Service Provider Worker	Resolved (Permanently)	08/08/2024 09:15:01 AM
138175	Closed	Not being able to create provider documentation	Provider Documentation	Annabel Diaz	07/18/2024 12:45:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 04:34:11 PM
138177	Closed	unable to enter Progress Notes in the iConnect	WSC Progress Notes	ERNESTO DE VARONA	07/18/2024 12:47:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 01:05:57 PM
138182	Closed	exceeds unit notice	Provider Documentation	Shelia Robinette	07/18/2024 12:58:43 PM	Service Provider Worker	Resolved (Permanently)	07/18/2024 01:06:51 PM
138183	Closed	Note section is not appearing	Forms - Implementation Plan	Vojislav Bilanovic	07/18/2024 12:58:55 PM	Service Provider Worker	Resolved (Permanently)	08/13/2024 01:12:28 PM
138184	Closed	Unable to enter provider documentation and pull service authorizations	Provider Documentation	Chanda Mayes	07/18/2024 01:00:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 10:49:25 AM
138187	Closed	Cost Plan Validation Error Override	Request for Override	Merisa Simonson	07/18/2024 01:09:02 PM	APD Employee	Resolved (Permanently)	07/18/2024 01:15:27 PM
138188	Closed	Cannot pull service authorizations	Authorizations	Colleen Moreau	07/18/2024 01:10:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 01:14:53 PM
138189	Closed	Geolocation Issue	Geolocation/GPS	Laurie D Cohen	07/18/2024 01:10:29 PM	Service Provider Worker	Resolved (Permanently)	07/18/2024 01:10:40 PM
138192	Closed	WSC cannot create a service plan in the consumers cost plan	Plans	Carl Toves	07/18/2024 01:25:28 PM	APD Employee	Resolved (Permanently)	07/22/2024 08:51:18 AM
138195	Closed	Tickler that cannot be cleared	Other	Viveen Brooks	07/18/2024 01:29:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 11:41:42 AM
138197	Closed	Unable to see consumers	Data Sync	EUNICE GRIFFIN-ERVIN	07/18/2024 01:32:21 PM	Service Provider Worker	Resolved (Permanently)	07/24/2024 09:19:05 AM
138199	Closed	update authorization	Authorizations	Jennifer Johnson-israel	07/18/2024 01:34:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 01:57:38 PM
138200	Closed	Duplicate PA	Authorizations	Karen Wilds-Sylvain	07/18/2024 01:39:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 01:50:08 PM
138209	Closed	BILLING DISCREPANCIES	Authorizations	OSCAR Y REVERON	07/18/2024 01:58:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 02:06:11 PM
138211	Closed	Unable to copy	SAN	Leah Wade	07/18/2024 02:04:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 07:40:31 AM
138212	Closed	Rejected SA	Authorizations	Leah Wade	07/18/2024 02:06:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 02:16:19 PM
138213	Closed	SERVICE AUTHORIZATION REJECTED	Authorizations	OSCAR Y REVERON	07/18/2024 02:07:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 02:44:38 PM
138214	Closed	Authorization will not update	Authorizations	Linda Fogarty	07/18/2024 02:12:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 02:49:21 PM
138216	Closed	Can't create note	Notes	Arlene Taylor	07/18/2024 02:22:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 09:26:52 AM
138217	Closed	UNABLE TO SEE CONSUMER	Data Sync	Jean Elizabeth Ramsay	07/18/2024 02:30:26 PM	Service Provider Worker	Resolved (Permanently)	07/18/2024 02:30:40 PM
138218	Closed	iConnect Implementation Plan Status	Forms - Implementation Plan	Julia Williamson	07/18/2024 02:32:51 PM	Service Provider Worker	Resolved (Permanently)	07/18/2024 02:45:38 PM
138220	Closed	reopen a complete note	Notes	Heidi Ickes	07/18/2024 02:40:09 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 02:43:32 PM
138223	Closed	Unable to start delivery/service	Geolocation/GPS	Joyce Marrie Johnson	07/18/2024 02:50:12 PM	Service Provider Worker	Resolved (Permanently)	07/18/2024 02:57:09 PM
138230	Closed	Two Coded Provider Documentation Note for April	Provider Documentation	Mary Stuart	07/18/2024 03:02:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 03:11:27 PM
138231	Closed	Cannot Create Authorization	Authorizations	Donette Anderson Evans	07/18/2024 03:05:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/18/2024 03:44:07 PM
138237	Closed	Notes	Notes	Veronica Lashawn Gaynor	07/18/2024 03:15:54 PM	Service Provider	Resolved (Permanently)	07/18/2024 04:07:22 PM
138244	Closed	manual entry	Provider Documentation	Bernell L Adamson	07/18/2024 03:53:53 PM	Service Provider	Resolved (Permanently)	07/23/2024 11:26:18 AM
138245	Closed	Plan validation review	Request for Override	Brock Cline	07/18/2024 04:09:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 07:29:21 AM
138252	Closed	Entering documentation for EVV clients after they were billed privately	Provider Documentation	Martesa Whitney-Curtis	07/18/2024 04:58:59 PM	Service Provider Worker	Resolved (Permanently)	07/19/2024 10:19:45 AM
138254	Closed	Unable to add manual services log	Provider Documentation	Jose A Rodriguez	07/18/2024 05:08:36 PM	Service Provider	Resolved (Permanently)	07/19/2024 10:30:33 AM
138255	Closed	Services Grid	Plans	Monica Robinson	07/18/2024 05:09:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 08:36:24 AM
138256	Closed	Word Merge Issue	Forms - Word Merges	marvin Shelton	07/18/2024 05:09:54 PM	Service Provider	Resolved (Permanently)	08/08/2024 09:15:02 AM
138260	Closed	Provider needs help - Consumer does not appear in EVV scheduling	Authorizations	Katherine A Rodriguez	07/18/2024 05:21:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 08:45:31 AM
138262	Closed	delete note	Notes	Leonard Brewer	07/18/2024 05:41:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 07:41:55 AM
138263	Closed	PLEASE DELETE THE NOTES ON 4 ENTRY DATES	Provider Documentation	LUCIETTE V SZASZ	07/18/2024 05:43:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 07:44:53 AM
138264	Closed	AVV problem	Unable to Start/End	Angelica Ramos	07/18/2024 05:43:53 PM	Service Provider	Resolved (Permanently)	07/18/2024 05:52:48 PM
138265	Closed	Continue to have Issues with the TOOLS in the NOTES Tab - No drop down menu to mark "read"	Dashboard	LUCIETTE V SZASZ	07/18/2024 05:50:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 08:26:58 AM
138267	Closed	unable to create authorization for one of the newly approved services	Authorizations	Ivy Gayle Hurkin	07/18/2024 06:19:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 07:34:33 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
138268	Closed	Please Delete Activity ID# 11589879 and ID# 6966552	Provider Documentation	Penny Schueneman	07/18/2024 06:28:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 07:40:04 AM
138269	Closed	WSC Not being able to upload provider documentation note	WSC Progress Notes	Annabel Diaz	07/18/2024 06:34:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 10:53:46 AM
138270	Closed	Cant update auth	Authorizations	Tammi Watkins	07/18/2024 06:42:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 08:21:58 AM
138271	Closed	Authorization showing as rejected when liason has approved it	Authorizations	Sarah Perruccio	07/18/2024 06:57:39 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 10:43:03 AM
138272	Closed	2024-25 Budget will not link	Plans	Tunsil Deirdre	07/18/2024 07:21:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 09:03:56 AM
138273	Closed	EW mistake	Forms	Rachel Nicole Fawaz	07/18/2024 08:56:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 07:38:27 AM
138274	Closed	Service Authorization FY 23-24 still pending	Authorizations	Maria Schwarz	07/18/2024 09:40:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 10:24:18 AM
138277	Closed	Consumer 26269 with rejected SAs	Authorizations	Hugo Merino	07/19/2024 12:48:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 11:21:32 AM
138278	Closed	Rejected SA in cost plan (48974)	Authorizations	Lamont Townsend	07/19/2024 01:06:04 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 09:51:23 AM
138279	Closed	Unable to add 1 date and I cannot figure out why	Provider Documentation	Liezl Laura Root	07/19/2024 04:37:12 AM	Service Provider	Resolved (Permanently)	07/19/2024 07:48:48 AM
138280	Closed	SAN Cancelation	SAN	Gloria Navarrete	07/19/2024 07:24:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 07:36:32 AM
138282	Closed	New authorization missing in Iconnect	Authorizations	Beatrice Schindler	07/19/2024 08:03:40 AM	Service Provider	Resolved (Permanently)	07/19/2024 08:16:17 AM
138285	Closed	Cannot submit provider documentation	Authorizations	Leah Wade	07/19/2024 08:17:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 09:03:15 AM
138286	Closed	New consumer is not allow to link plan to his CB	Plans	Vivian Owen	07/19/2024 08:28:45 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 08:32:39 AM
138290	Closed	unable to add notes	Provider Documentation	Diana Allen	07/19/2024 08:34:13 AM	Other	Resolved (Permanently)	07/19/2024 02:32:50 PM
138292	Closed	Valadation	Request for Override	Barbara Zatkoff	07/19/2024 08:38:56 AM	APD Employee	Resolved (Permanently)	07/19/2024 08:49:35 AM
138297	Closed	Authorizations were in the system until yesterday. Now they are still missing	Authorizations	Beatrice Schindler	07/19/2024 08:51:40 AM	Service Provider Worker	Resolved (Permanently)	07/19/2024 10:14:45 AM
138304	Closed	Rate now update with Medicaid	Claims	Charles Lindsey	07/19/2024 09:04:05 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 09:14:27 AM
138309	Closed	unable to bill due to cp being in rejected status	Authorizations	Wilma Johnson	07/19/2024 09:06:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:41:44 AM
138310	Closed	Consumer's Rate not update for WSC for 23-24	Claims	Charles Lindsey	07/19/2024 09:06:51 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 10:11:51 AM
138316	Closed	CP 2024/25 UNABLE TO PULL AUTHOTIZATIONS - 2ND REQUEST	Authorizations	Ludmila Senkevich	07/19/2024 09:44:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 08:56:36 AM
138319	Closed	Unable to bill for consumer	Claims		07/19/2024 09:46:33 AM	Service Provider	Resolved (Permanently)	07/19/2024 04:02:24 PM
138320	Closed	ENDING DELIVERY ISSUES	Unable to Start/End	Jose Sanchez	07/19/2024 09:50:58 AM	Service Provider Worker	Resolved (Permanently)	07/19/2024 10:52:25 AM
138321	Closed	Rejected service authorization	Authorizations	Claudia Harris	07/19/2024 09:51:08 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 10:01:04 AM
138322	Closed	Medicaid back on, but authorizations rejecting still	Authorizations	Robert Sanderson	07/19/2024 09:52:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 08:54:24 AM
138327	Closed	Provider Documentation	Provider Documentation	Annabel Diaz	07/19/2024 10:08:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 10:13:58 AM
138328	Closed	Provider Documentation	Provider Documentation	Annabel Diaz	07/19/2024 10:11:10 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 10:19:13 AM
138329	Closed	Provider Documentation	Provider Documentation	Annabel Diaz	07/19/2024 10:13:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 10:15:05 AM
138330	Closed	Provider Documentation	Provider Documentation	Annabel Diaz	07/19/2024 10:16:07 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 10:18:17 AM
138331	Closed	Unable to add Provider/Program to the HCBS Waiver Eligibility Worksheet Form ID 37136	Forms - Other	Janet Batet	07/19/2024 10:20:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 04:02:52 PM
138332	Closed	Override needed	Request for Override	Nancy Cravey	07/19/2024 10:21:22 AM	APD Employee	Resolved (Permanently)	07/19/2024 10:34:14 AM
138335	Closed	create authorization	Authorizations	Jennifer Johnson-israel	07/19/2024 10:35:55 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 11:13:25 AM
138336	Closed	EVV SYNCING ISSUES	Data Sync	Marilyn Colina Moreno	07/19/2024 10:38:17 AM	Service Provider Worker	Resolved (Permanently)	07/20/2024 09:34:00 AM
138337	Closed	Provider look up not working for SAN service screens	SAN	Amanda Soule	07/19/2024 10:38:21 AM	APD Employee	Resolved (Permanently)	07/19/2024 10:44:08 AM
138341	Closed	unbated to create auth.	Authorizations	Scherer Jean Francois	07/19/2024 10:40:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 10:50:41 AM
138344	Closed	Cost plan in rejected status	Authorizations	LaTreat Nipple	07/19/2024 10:50:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 10:57:25 AM
138347	Closed	ID 36210. S/A SENT OVERNIGHT STUCK IN SENT	Authorizations	Charmaine Gardener-Fung Chung	07/19/2024 10:59:38 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:40:23 AM
138351	Closed	BILLING ISSUES/DENIED	Claims	Florence Y Wilkerson	07/19/2024 11:07:14 AM	Service Provider	Resolved (Permanently)	07/19/2024 11:11:40 AM
138353	Closed	Can't generate SA's and Medicaid re-established	Authorizations	Guy Earle	07/19/2024 11:10:10 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 11:16:01 AM
138354	Closed	QUALCARE NURSE REGISTRY INC 19166	Request for Status Change	LaEtta Lowe	07/19/2024 11:15:29 AM	APD Employee	Resolved (Permanently)	07/19/2024 12:03:33 PM
138355	Closed	Need a tickler to create cost plan	Plans	Nicole Lynne Lindsey	07/19/2024 11:18:01 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 11:26:35 AM
138356	Closed	iConnect # 38161	Authorizations	Patricia Orquera-kern	07/19/2024 11:23:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 11:33:33 AM
138357	Closed	Reverse	[-] Tier II Review -	Iris Perez	07/19/2024 11:23:48 AM	Service Provider Worker	Resolved (Permanently)	07/19/2024 11:27:55 AM
138358	Closed	Provider Documentation	Provider Documentation	Annabel Diaz	07/19/2024 11:24:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:38:44 AM
138360	Closed	Provider Documentation	Provider Documentation	Annabel Diaz	07/19/2024 11:25:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 10:34:56 AM
138362	Closed	Provider Documentation	Provider Documentation	Annabel Diaz	07/19/2024 11:29:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 11:32:37 AM
138363	Closed	Authorization Issue	Authorizations	Julie Devore	07/19/2024 11:30:39 AM	Service Provider	Resolved (Permanently)	07/22/2024 08:53:33 AM
138364	Closed	Reverse	Provider Documentation	Iris Perez	07/19/2024 11:31:32 AM	Service Provider Worker	Resolved (Permanently)	07/19/2024 11:34:21 AM
138365	Closed	Change note to pending	Request for Status Change	Wilhelmina Jones	07/19/2024 11:34:43 AM	Service Provider	Resolved (Permanently)	07/19/2024 11:37:42 AM
138368	Closed	Authorizations created on 7/18/24 and Service Authorizations still showing sent status	Authorizations	Tracy Davis	07/19/2024 11:42:26 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 04:18:22 PM
138369	Closed	Evv activity	EVV Activities	LenQwanda Boone	07/19/2024 11:48:00 AM	Service Provider Worker	Resolved (Permanently)	07/31/2024 08:05:00 AM
138370	Closed	EVV activity	EVV Activities	Claudius Wilson	07/19/2024 11:52:56 AM	Service Provider Worker	Resolved (Permanently)	07/31/2024 08:34:47 AM
138371	Closed	Provide cannot upload documents	Provider Documentation	Renee Flansburg	07/19/2024 11:53:55 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 12:31:33 PM
138372	Closed	Unable to Change Planned Service	Planned Services	Aaron Walter	07/19/2024 11:56:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 12:23:33 PM
138376	Closed	LOGIN ASSISTANCE	Data Sync	Jennifer Arias	07/19/2024 12:16:47 PM	Service Provider Worker	Resolved (Permanently)	07/19/2024 12:24:00 PM
138377	Closed	CHANGE STATUS FROM COMPLETE TO PENDING	Request for Status Change	Sherida F Nieves	07/19/2024 12:20:32 PM	Service Provider	Resolved (Permanently)	07/19/2024 12:25:20 PM
138378	Closed	Authorized Service dates not updating in the system	EVV Activities	Kareem Josephs	07/19/2024 12:22:02 PM	Service Provider Worker	Resolved (Permanently)	07/19/2024 02:07:12 PM
138379	Closed	Authorization not linked.	Authorizations	James Lovell Freeman	07/19/2024 12:23:43 PM	Service Provider	Resolved (Permanently)	07/19/2024 12:28:18 PM
138380	Closed	living setting	Request for Override	Aric McFartane	07/19/2024 12:31:49 PM	APD Employee	Resolved (Permanently)	07/19/2024 12:50:45 PM
138381	Closed	Cant put the notes in iconnect	Notes	Ronshai Davis	07/19/2024 12:32:18 PM	Service Provider	Resolved (Permanently)	07/19/2024 12:43:21 PM
138382	Closed	override needed	Request for Override	Sandra Perez	07/19/2024 12:34:30 PM	APD Employee	Resolved (Permanently)	07/19/2024 12:39:00 PM
138383	Closed	Form needs to be put in pending status from provider facility application form	Request for Status Change	Michelle Yawn	07/19/2024 12:36:13 PM	Service Provider	Resolved (Permanently)	07/19/2024 02:41:05 PM
138384	Closed	Unable to Find Provider	Planned Services	Aaron Walter	07/19/2024 12:40:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 01:12:25 PM
138386	Closed	ID for SA	Authorizations	Osmany Elio Hoyos	07/19/2024 12:43:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 01:19:16 PM
138393	Closed	Plan service area is stuck.	Plans	Lagenia Teteria Smith	07/19/2024 01:00:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 01:26:55 PM
138394	Closed	DS not approved	Authorizations	Isis Espino	07/19/2024 01:00:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 01:34:51 PM
138395	Closed	DS Not approved	Authorizations	Isis Espino	07/19/2024 01:01:58 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 01:34:32 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
138397	Closed	Auth in Rejected Status	Claims	Aric Gustafson	07/19/2024 01:03:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 10:39:06 AM
138398	Closed	24/25 Cost plan	Plans	Tracy Davis	07/19/2024 01:05:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 01:38:10 PM
138399	Closed	Need Service Authorizations to be taken out of Rejected Status for Consumer iConnect# 51688	Authorizations	Michelle Gascoigne-garcia	07/19/2024 01:09:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 02:11:16 PM
138402	Closed	Access to 24/25 Cost Plan. Do not have accesss to 25 cost plan in plans tab.	Plans	Brock Cline	07/19/2024 01:17:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 01:32:21 PM
138405	Closed	EDI status in staying in sent status	Authorizations	Beatrice Dejoie	07/19/2024 01:35:22 PM	APD Employee	Resolved (Permanently)	07/19/2024 01:39:22 PM
138406	Closed	Nursing Note	Notes	Natalie Rosario	07/19/2024 01:36:52 PM	Service Provider	Resolved (Permanently)	07/24/2024 10:24:56 AM
138407	Closed	unable to create auth	Authorizations	Julie Bazin	07/19/2024 01:37:55 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 01:52:54 PM
138410	Closed	Unable to add provider documentation notes for client 76848	WSC Progress Notes	Shirley Harris	07/19/2024 01:47:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 04:10:52 PM
138411	Closed	Service authorization is rejected	Authorizations	Gabriel M Ruiz	07/19/2024 01:48:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 02:18:34 PM
138412	Closed	EVV SCHEDULING ISSUES	Data Sync	Norma Emiliana Barrientos Anampa	07/19/2024 01:51:15 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 09:59:00 AM
138414	Closed	Validation Error	Request for Override	Latisha White	07/19/2024 02:06:45 PM	APD Employee	Resolved (Permanently)	07/19/2024 02:31:57 PM
138420	Closed	cost plan service adjustment (57448)	Plans	Lamont Townsend	07/19/2024 02:53:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 04:06:38 PM
138421	Closed	138278. Rejected SA in cost plan (48974)	Authorizations	Lamont Townsend	07/19/2024 02:55:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 02:58:15 PM
138425	Closed	Support Coordination	[-] Tier II Review -	Ronald McCauley	07/19/2024 03:04:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 03:17:42 PM
138429	Closed	CAP ITEM	Provider QIO, POR, NNC, CAP	Marivic Spaulding	07/19/2024 03:14:44 PM	Service Provider	Resolved (Permanently)	07/19/2024 03:33:22 PM
138430	Closed	Provider seleccion issues	Provider Selection	Grete Llanes Perez	07/19/2024 03:18:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:49:49 AM
138433	Closed	Activity Services	Provider Documentation	ASONTASIA REYNOLDS	07/19/2024 03:36:37 PM	Service Provider	Resolved (Permanently)	07/22/2024 08:07:53 AM
138435	Closed	Unable to add new service plans	Plans	Erika Diaz-Mauri	07/19/2024 03:40:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 09:26:51 AM
138437	Closed	Authorizations Rejected	Authorizations	PIERRE SANON	07/19/2024 03:54:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 04:03:05 PM
138443	Closed	Provider receive an error when bill for service	Claims	Marilyn Lopez	07/19/2024 04:09:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 04:14:59 PM
138449	Closed	Service start date	Planned Services	Mario Price	07/19/2024 04:25:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/19/2024 04:30:50 PM
138450	Closed	Need to Create Authorization	Authorizations	Mario Price	07/19/2024 04:27:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:27:43 AM
138451	Closed	Old Notes	Notes	Mary Jane Ward	07/19/2024 04:29:26 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 07:29:13 AM
138453	Closed	Adding a nursing monthly summary	Provider Documentation	Mariuz Billoch	07/19/2024 04:33:48 PM	Service Provider	Resolved (Permanently)	07/22/2024 08:02:13 AM
138454	Closed	rejected status	Authorizations	Pamela Shorr	07/19/2024 04:37:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 08:36:41 AM
138455	Closed	Living setting validation error	Request for Override	Phyllis A Brown	07/19/2024 04:39:51 PM	APD Employee	Resolved (Permanently)	07/22/2024 09:03:30 AM
138458	Closed	not able to see visits	EVV Activities	Eliselly Rodriguez	07/19/2024 05:17:17 PM	Service Provider	Resolved (Permanently)	07/22/2024 07:24:09 AM
138459	Closed	Clock out	Unable to Start/End	Tanisha Stanford	07/19/2024 05:18:04 PM	Service Provider Worker	Resolved (Permanently)	07/19/2024 05:20:47 PM
138460	Closed	Override Needed for Cost Plan - 91856	Request for Override	Jenna Llorens-Blas	07/19/2024 05:23:44 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:35:36 AM
138462	Closed	Deleting Appointments	Other	Irene Farmer	07/19/2024 05:40:28 PM	APD Employee	Resolved (Permanently)	07/22/2024 02:15:45 PM
138466	Closed	Billing discrepancy	Documentation	Christopher Obioha	07/19/2024 07:08:54 PM	Service Provider	Resolved (Permanently)	07/24/2024 12:56:19 PM
138467	Closed	rejected service authorizatrion	Authorizations	Brenda Harmon	07/19/2024 07:21:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:59:25 AM
138468	Closed	New ticket	Unable to Start/End	Stacy Reynolds	07/19/2024 08:55:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:43:45 AM
138469	Closed	Rejected Service Plan/Support Coordination-Consultant	Authorizations	Maria Legree	07/19/2024 09:06:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:41:35 AM
138470	Closed	Delete SAN ID# 32308	SAN	Maria Legree	07/19/2024 09:41:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 09:04:56 AM
138471	Closed	Notifying continuing issue staff deliveries keep disappearing	EVV Activities	Aika Murase	07/19/2024 10:09:48 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 07:44:46 AM
138472	Closed	40817-need	Request for Status Change	Alisha Burns	07/20/2024 02:04:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 08:39:39 AM
138473	Closed	Line Item Not Found	Authorizations	Barbara Jones Marrero	07/20/2024 04:59:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 08:42:32 AM
138474	Closed	Line Item Not Found	Authorizations	Barbara Jones Marrero	07/20/2024 05:00:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 08:44:51 AM
138476	Closed	Falla sistema	Other	Claritza Hernandez	07/20/2024 08:41:15 AM	Service Provider	Resolved (Permanently)	07/22/2024 07:48:23 AM
138481	Closed	unable to create SA	[-] Tier II Review -	Carline Lahens	07/20/2024 01:01:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:32:09 AM
138482	Closed	able to link	Consumer Budget	Anita Braun-Luria	07/20/2024 01:07:09 PM	QIO Employee	Resolved (Permanently)	07/22/2024 09:07:13 AM
138483	Closed	Rejected	Authorizations	Anita Braun-Luria	07/20/2024 01:12:35 PM	QIO Employee	Resolved (Permanently)	07/23/2024 08:39:14 AM
138484	Closed	EVV system not picking up correct geolocation system error	Geolocation/GPS	Katilyn Davis	07/20/2024 01:22:59 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 08:00:58 AM
138486	Closed	Create/Update Option Unavailable	Planned Services	Hyacinth Daley	07/20/2024 02:16:13 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:33:51 AM
138487	Closed	Click in	Unable to Start/End	Tanisha Stanford	07/20/2024 02:52:40 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 08:03:36 AM
138488	Closed	Unable to login	Unable to Start/End	Alicia Bronner	07/20/2024 02:55:27 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 08:04:51 AM
138489	Closed	Need a ticket number	Unable to Start/End	Tranell Wiggins	07/20/2024 02:56:00 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 08:05:50 AM
138490	Closed	Unable to log in	Unable to Start/End	Alicia Bronner	07/20/2024 02:59:08 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 08:06:52 AM
138491	Closed	Unable to login	Unable to Start/End	Alicia Bronner	07/20/2024 03:02:17 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 08:07:47 AM
138492	Closed		33439 Consumer Budget	Anita Braun-Luria	07/20/2024 03:54:44 PM	QIO Employee	Resolved (Permanently)	07/22/2024 08:31:35 AM
138493	Closed	I can not add documentation for my consumer	Provider Documentation	Bridget StGeorge	07/20/2024 04:51:25 PM	Service Provider	Resolved (Permanently)	09/17/2024 01:48:15 PM
138494	Closed	Unable to change start date	Authorizations	Susan Bartsch	07/20/2024 04:53:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:41:04 AM
138495	Closed	I can't create S.A for Support coordination even the Cost plan shows approved	Authorizations	Martha Lorena Parks	07/20/2024 05:53:34 PM	Service Provider	Resolved (Permanently)	07/22/2024 07:43:59 AM
138499	Closed	open note IC: 46156	Notes	Daniel Crandall	07/21/2024 06:57:13 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:42:53 AM
138500	Closed	Rejected auth fy 2024	Authorizations	Mary Higgins	07/21/2024 09:33:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 10:30:24 AM
138502	Closed	Adding notes PHI	Notes	VALDES DEYANRIA	07/21/2024 11:12:21 AM	Service Provider	Resolved (Permanently)	07/22/2024 07:48:27 AM
138503	Closed	Can't access client record to add notes	Provider Documentation	VALDES DEYANRIA	07/21/2024 11:19:43 AM	Service Provider	Resolved (Permanently)	07/22/2024 11:09:13 AM
138505	Closed	UNABLE TO CREATE OR EDIT SAN	SAN	LUCIETTE V SZASZ	07/21/2024 12:13:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 01:49:30 PM
138506	Closed	plan will not allow updating and creating service auths	Plans	LaWarren Williams	07/21/2024 03:41:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:37:34 AM
138507	Closed	CHANGE STATUS OF PLAN	Request for Status Change	Audreka Felix	07/21/2024 04:00:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:31:29 AM
138508	Closed	I couldn't clock in	Unable to Start/End	Roseline Richelieu Estin	07/21/2024 05:25:30 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 07:27:40 AM
138509	Closed	unable to document	Provider Documentation	Linda Civil	07/21/2024 06:08:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 08:10:45 AM
138510	Closed		62809 Authorizations	Bailey Pender	07/21/2024 07:29:24 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 07:09:59 AM
138511	Closed	Delete services	Authorizations	Dustie Huff	07/21/2024 08:02:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 08:13:18 AM
138513	Closed	Manual submission not working	[-] Tier II Review -	Ashley F White	07/21/2024 08:15:27 PM	Service Provider	Resolved (Permanently)	07/26/2024 08:36:22 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
138515	Closed	WSC needs help with rejections on provider - WSC, cost plan services.	Plans	Bruce Johnson	07/22/2024 07:49:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 04:18:16 PM
138519	Closed	WSC needs help with rejections status for provider	Authorizations	Bruce Johnson	07/22/2024 07:58:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 09:19:37 AM
138520	Closed	CAN'T submit SAN	SAN	Jill Macalister	07/22/2024 08:01:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 09:04:04 AM
138522	Closed	Can't Assign Consumer iConnect ID# 71574 for LSD1 Service FY 24-25	LSD Services	Nina Burtram	07/22/2024 08:19:56 AM	Service Provider	Resolved (Permanently)	07/22/2024 09:34:48 AM
138530	Closed	Missing Create SA in File Tab 24-25 Cost Plan	Authorizations	Charles Lindsey	07/22/2024 08:38:25 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 09:56:11 AM
138532	Closed	Claim Denied on Flmmis	Claims	Natalie Greaves	07/22/2024 08:40:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 08:50:04 AM
138536	Closed	please open completed note 66849	Notes	Daniel Crandall	07/22/2024 08:57:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 09:00:08 AM
138539	Closed	Unable to complete documentation	Provider Documentation	Patricia Hebert	07/22/2024 09:04:08 AM	Service Provider Worker	Resolved (Permanently)	07/22/2024 11:52:29 AM
138540	Closed	GEO LOCATION ISSUES/BROWSER ISSUES	Geolocation/GPS	Heather Campbell Heather	07/22/2024 09:04:18 AM	Service Provider Worker	Resolved (Permanently)	07/24/2024 05:14:00 PM
138549	Closed	Plan validation report	Request for Override	Juneen Johnson	07/22/2024 09:27:20 AM	APD Employee	Resolved (Permanently)	07/22/2024 09:47:13 AM
138559	Closed	No SAs	Authorizations	Fiana Aguirre	07/22/2024 09:52:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 10:05:59 AM
138565	Closed	SA rejected	Authorizations	Nicholas Ellis	07/22/2024 10:01:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 10:41:08 AM
138567	Closed	SA rejected	Authorizations	Nicholas Ellis	07/22/2024 10:06:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 10:10:33 AM
138569	Closed	Can't get SA in Reports	Authorizations	James Corn	07/22/2024 10:11:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 10:26:07 AM
138572	Closed	Override needed	Request for Override	Jennifer Vazquez	07/22/2024 10:18:27 AM	APD Employee	Resolved (Permanently)	07/22/2024 10:55:44 AM
138573	Closed	iConnect 37023	Authorizations	ANANGELY RAMOS	07/22/2024 10:18:53 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 11:00:20 AM
138574	Closed	Unable to complete notes	Provider Documentation	Sheila Edwards	07/22/2024 10:22:29 AM	Service Provider	Resolved (Permanently)	07/22/2024 02:22:21 PM
138576	Closed	no validation option	Plans	Tressie Wimberly	07/22/2024 10:26:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 10:38:01 AM
138578	Closed	BA Assessment	Request for Override	Chiquitta Nash	07/22/2024 10:28:21 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 10:34:53 AM
138581	Closed	PENDING ENTRIES	LSD Services	ORLANDO N VAZQUEZ SORIANO	07/22/2024 10:35:22 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 08:58:47 AM
138587	Closed	PDR - Provider Discovery Review Report	Provider QIO, POR, NNC, CAP	Carl Toves	07/22/2024 10:42:26 AM	APD Employee	Resolved (Permanently)	07/23/2024 10:55:33 AM
138588	Closed	cost plan	Plans	Mathew Chummar	07/22/2024 10:43:27 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 10:47:05 AM
138590	Closed	cannot get auth made	Authorizations	Hailey Ann Snyder	07/22/2024 10:49:54 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 10:57:32 AM
138591	Closed	Unable to populate approved service authorization	Authorizations	Dana Jones	07/22/2024 10:52:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 11:02:36 AM
138592	Closed	Billing Issue	Claims	Elliott Perrin	07/22/2024 10:54:34 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 11:01:30 AM
138595	Closed	Billing assessment	Provider Documentation	Mary Blackwell	07/22/2024 10:57:57 AM	Service Provider	Resolved (Permanently)	07/22/2024 12:30:14 PM
138597	Closed	Plan validation report	Request for Override	Juneen Johnson	07/22/2024 11:00:19 AM	APD Employee	Resolved (Permanently)	07/22/2024 11:10:23 AM
138599	Closed	Cost Plan Override	Request for Override	Merisa Simonson	07/22/2024 11:04:14 AM	APD Employee	Resolved (Permanently)	07/22/2024 11:12:18 AM
138602	Closed	rejected status PS	Authorizations	Wendy Johnson	07/22/2024 11:07:05 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 04:17:51 PM
138603	Closed	i connect	Provider Related Issues	Denise Mccallion	07/22/2024 11:08:37 AM	APD Employee	Resolved (Permanently)	07/22/2024 11:40:31 AM
138606	Closed	Can't open Subsidiary record	Provider Related Issues	Mariseli Gomez	07/22/2024 11:18:15 AM	Service Provider	Resolved (Permanently)	07/24/2024 04:06:20 PM
138607	Closed	SA will not generate /eligibility update	Authorizations	Paula Bryant	07/22/2024 11:18:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 11:30:58 AM
138609	Closed	Need form deleted from iConnect record	Forms	Amanda Rone	07/22/2024 11:22:02 AM	APD Employee	Resolved (Permanently)	07/22/2024 11:35:24 AM
138613	Closed	UNABLE TO ASSISGN CONSUMER TO WOORKER	Other	Esther Maria Nava	07/22/2024 11:27:34 AM	Service Provider Worker	Resolved (Permanently)	07/22/2024 11:44:02 AM
138614	Closed	UNABLE TO ASSISGN CONSUMER TO WOORKER	Other	Esther Maria Nava	07/22/2024 11:27:55 AM	Service Provider Worker	Resolved (Permanently)	07/22/2024 11:44:46 AM
138615	Closed	WSC went to print approve SA but could not because appears Auth Svc EDI Status APPROVE Sent	Authorizations	Amanda Ortiz	07/22/2024 11:29:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 12:47:16 PM
138617	Closed	Unable to see approved services	Data Sync	yasmine loriston	07/22/2024 11:32:06 AM	Service Provider Worker	Resolved (Permanently)	07/24/2024 09:28:32 AM
138618	Closed	Rejected authorization	Authorizations	Sandra Lifleur	07/22/2024 11:33:24 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 11:44:21 AM
138621	Closed	In reference to ticket 135333, issue with service authorization	Authorizations	JODY E BINGE	07/22/2024 11:45:24 AM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 11:55:35 AM
138625	Closed	All svs in rejected	Authorizations	Wilma Johnson	07/22/2024 11:50:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 12:08:05 PM
138626	Closed	Plan Validation Report	Request for Override	Josue Otero	07/22/2024 11:53:40 AM	APD Employee	Resolved (Permanently)	07/22/2024 12:27:36 PM
138629	Closed	Override needed	Request for Override	Jennifer Vazquez	07/22/2024 12:04:01 PM	APD Employee	Resolved (Permanently)	07/22/2024 12:41:21 PM
138630	Closed		87830 Plans	Nicholas Ellis	07/22/2024 12:07:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 08:42:56 AM
138633	Closed	Service Authorizations not updating though Medicaid is on	Authorizations	Robert Sanderson	07/22/2024 12:17:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 12:45:06 PM
138635	Closed	All contents in Gabriellas files for Gabriellas I and II are gone!! Documents from April - July have disappeared.	Documentation	Denise Mccallion	07/22/2024 12:26:16 PM	APD Employee	Resolved (Permanently)	07/26/2024 08:37:55 AM
138638	Closed	In approved status but cannot pull auth	Authorizations	Danielle Kline	07/22/2024 12:33:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 12:46:48 PM
138640	Closed	70634 - Cost Plan Approval	Plans	Kelly Perez	07/22/2024 12:37:02 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 12:42:33 PM
138641	Closed	Unable to add progress notes due to error message	Provider Documentation	Pamela Blake	07/22/2024 12:37:24 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 09:29:39 AM
138644	Closed	Unable to bill	Claims	Carlina Lahens	07/22/2024 12:53:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 12:31:55 PM
138646	Closed	Unable to Create Authorization	Authorizations	MICHELLE NEVERSON	07/22/2024 01:04:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 02:11:49 PM
138649	Closed	Planned Service / Authorization Won't Update or Create	Plans	Bradley Dean Casson	07/22/2024 01:22:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 01:27:18 PM
138651	Closed	Need note in iConnect deleted	Notes	Kristen Chapman	07/22/2024 01:35:14 PM	APD Employee	Resolved (Permanently)	07/22/2024 01:39:20 PM
138652	Closed	Provider Documentation	Provider Documentation	Tandra Lamikia Simmons	07/22/2024 01:38:17 PM	Other	Resolved (Permanently)	09/25/2024 11:56:54 AM
138657	Closed	Service Provider Report not functioning properly	Dashboard	Shelly Layne Babington	07/22/2024 01:42:54 PM	Service Provider	Resolved (Permanently)	07/25/2024 01:26:50 PM
138658	Closed	REJECTED STATUS	Authorizations	Hoda Valentine	07/22/2024 01:44:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 01:50:53 PM
138659	Closed	Issues with HCBS Eligibility Worksheet Generating	Forms - Word Merges	Sidney L Kennedy	07/22/2024 01:44:43 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:15:03 AM
138661	Closed	Request for facility conditions report	Reports	Kimberly Walsh	07/22/2024 01:45:46 PM	APD Employee	Resolved (Permanently)	08/15/2024 11:42:57 AM
138664	Closed	EVV SCHEDULING ISSUES/SYNC DATA	Data Sync	Volga Danay Aldereguia	07/22/2024 01:51:38 PM	Service Provider Worker	Resolved (Permanently)	07/25/2024 09:11:00 AM
138669	Closed	HCBS Waiver Eligibility Worksheet - Word Merge	Forms - Word Merges	ELIZABETH SALCEDO MENDOZA	07/22/2024 02:07:48 PM	Service Provider	Resolved (Permanently)	08/08/2024 09:15:04 AM
138670	Closed	How do correct the error message	Plans	Nicole Lynne Lindsey	07/22/2024 02:09:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 02:29:42 PM
138671	Closed	AP- Rejected Auths	Authorizations	Kayla Farrell	07/22/2024 02:10:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 10:54:35 AM
138672	Closed	Unable to access iConnect	Dashboard	Carolyn Burton	07/22/2024 02:12:13 PM	APD Employee	Resolved (Permanently)	07/22/2024 02:13:31 PM
138673	Closed	Rejected SA	Authorizations	Ryan Chandler	07/22/2024 02:14:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 02:23:52 PM
138678	Closed	Auth in rejection status	Authorizations	Mildred Walker	07/22/2024 02:23:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 02:38:28 PM
138679	Closed	cost plan	Plans	Mildred Walker	07/22/2024 02:24:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 02:36:25 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
138682	Closed	45177 Consumer is missing LSD1 service Auth	Authorizations	Andrew Perkins	07/22/2024 02:31:35 PM	Service Provider	Resolved (Permanently)	07/22/2024 02:48:32 PM
138684	Closed	Note Type in iConnect is missing	Notes	Terri Lynn Favero	07/22/2024 02:38:30 PM	APD Employee	Resolved (Permanently)	07/26/2024 08:33:34 AM
138685	Closed	Billing Error	[-] Tier II Review -	Linda Civil	07/22/2024 02:38:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 02:51:49 PM
138690	Closed	validation error report	Planned Services	Fanny Chulig	07/22/2024 02:46:04 PM	APD Employee	Resolved (Permanently)	07/22/2024 02:54:15 PM
138691	Closed	INCORRECT WSC LAST NAMES ON ICONNECT	Worker Issues	Roberto Pire	07/22/2024 02:46:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:33:29 AM
138693	Closed	SA approved in FNMS and iconnect but no SA	Authorizations	Judith Lynn James	07/22/2024 02:48:24 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:37:13 AM
138696	Closed	I need one note removed from my provider documentation page in iConnect for two clients, please.	Provider Documentation	Pamela Salcido	07/22/2024 03:02:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 03:13:46 PM
138699	Closed	Missing Deliveries	Other	Cheryl Strickland	07/22/2024 03:07:07 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 03:21:44 PM
138706	Closed	Need assistance	Request for Override	Julia Bowen	07/22/2024 03:31:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:39:10 AM
138707	Closed	Can see consumer in IC but not IBudget to pull SA	Authorizations	Danielle Kline	07/22/2024 03:32:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:44:04 AM
138708	Closed	SA not showing in Reports	Authorizations	James Corn	07/22/2024 03:33:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 03:38:50 PM
138710	Closed		62809 Authorizations	Bailey Pender	07/22/2024 03:38:12 PM	Service Provider Worker	Resolved (Permanently)	07/22/2024 03:42:48 PM
138711	Closed	validation of SAN	Plans	Pamela Shorr	07/22/2024 03:42:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 04:03:03 PM
138713	Closed	Rejected authorization	Authorizations	Holly Ochoa	07/22/2024 03:53:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/22/2024 04:08:03 PM
138716	Closed	companion sa wont update	Authorizations	Katherine Czech	07/22/2024 04:03:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 08:31:18 AM
138728	Closed	Plan Validation Report	Request for Override	Josue Otero	07/22/2024 04:15:17 PM	APD Employee	Resolved (Permanently)	07/23/2024 07:10:35 AM
138730	Closed	unable to create or update service authorizations	Authorizations	Ivy Gayle Hurkin	07/22/2024 04:25:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:03:09 AM
138731	Closed	Override needed	Request for Override	Sherry Thomas	07/22/2024 04:26:31 PM	APD Employee	Resolved (Permanently)	07/23/2024 07:13:23 AM
138732	Closed	Geolocation issue for Android - Russell Giresi	Geolocation/GPS	Deanna Olson	07/22/2024 04:28:01 PM	Service Provider	Resolved (Permanently)	07/22/2024 04:29:42 PM
138734	Closed	Inaccurate Data in iConnect Prevents Billing Compliance	Claims	Meagan Morrison	07/22/2024 04:30:44 PM	Service Provider	Resolved (Permanently)	07/23/2024 09:21:59 AM
138735	Closed	SAS PULL-ONS AND PCI-NOS ENDING ON 04/30/24 IN REJECTED STATUS	Authorizations	Pedro Herrera	07/22/2024 04:31:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:45:59 AM
138739	Closed	Planned Service Status	Planned Services	Christopher Barrett	07/22/2024 04:57:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 07:53:17 AM
138741	Closed	Authorization issues	Authorizations	Joshua R Grant	07/22/2024 05:13:59 PM	Service Provider	Resolved (Permanently)	07/24/2024 10:00:17 AM
138744	Closed	deleting documentation	Provider Documentation	Lakendra Wilson	07/22/2024 05:26:17 PM	Service Provider	Resolved (Permanently)	07/23/2024 07:36:18 AM
138745	Closed	Identifying data not showing in cost plan report.	Reports	Anthony Holman	07/22/2024 05:40:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:47:39 AM
138746	Closed	unable to create or update service authorizations	Authorizations	Ivy Gayle Hurkin	07/22/2024 06:02:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:05:04 AM
138748	Closed	Need to terminate PS service	Authorizations	Lauryn Whitcomb	07/22/2024 06:24:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:41:30 AM
138749	Closed	Rejected Service Plan	Authorizations	Kathleen Mulkey	07/22/2024 07:36:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:40:18 AM
138750	Closed	Support Coordination	Planned Services	Ronald McCauley	07/22/2024 10:15:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 10:11:26 AM
138751	Closed	Support Coordination 06/2024	Plans	Ronald McCauley	07/22/2024 10:52:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 10:12:45 AM
138752	Closed	Subject: Discrepancy in Cost Plan and Budget for 2024-2025.	Consumer Budget	Angel Quintana	07/22/2024 11:02:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 07:06:53 AM
138753	Closed	Adjustment Needed for 2024-2025 Cost Plan - I connect 36494	Consumer Budget	Angel Quintana	07/22/2024 11:06:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 07:03:28 AM
138754	Closed	system is incorrectly saying "current amount exceeded"	Provider Documentation	Serina Yvette Maxwell	07/23/2024 01:40:06 AM	Service Provider	Resolved (Permanently)	07/24/2024 07:55:53 AM
138755	Closed	14144-billing denied	Claims	Alisha Burns	07/23/2024 01:52:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 09:49:38 AM
138757	Closed	29898....I can not save and close his 2nd Quarter Report	Provider Documentation	Winnifer P Cofield	07/23/2024 07:42:45 AM	Service Provider	Resolved (Permanently)	07/23/2024 11:44:07 AM
138760	Closed	can you delete note with wrong service code please	Provider Documentation	Kevin Nelson	07/23/2024 07:53:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:37:16 AM
138761	Closed	Unable to Create Notes	Provider QIO, POR, NNC, CAP	Michael Taylor	07/23/2024 07:54:14 AM	APD Employee	Resolved (Permanently)	07/31/2024 01:01:15 PM
138762	Closed	EVV system not showing the correct location.	Geolocation/GPS	Jennifer Rena Reese	07/23/2024 08:11:09 AM	Service Provider	Resolved (Permanently)	07/26/2024 08:38:32 AM
138764	Closed	i Connect Notes created in error	Notes	Rebecca RuizFajardo	07/23/2024 08:18:31 AM	APD Employee	Resolved (Permanently)	07/23/2024 08:29:52 AM
138765	Closed	iConnect note created in error	Notes	Rebecca RuizFajardo	07/23/2024 08:20:44 AM	APD Employee	Resolved (Permanently)	07/23/2024 08:24:11 AM
138766	Closed	iConnect note created in error	Notes	Rebecca RuizFajardo	07/23/2024 08:22:32 AM	APD Employee	Resolved (Permanently)	07/26/2024 11:22:58 AM
138771	Closed	service approved but in rejected status	Authorizations	Heather Arnold	07/23/2024 08:39:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 08:46:22 AM
138772	Closed	Unable to add notes	Documentation	Penny Powell	07/23/2024 08:42:07 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 08:44:33 AM
138779	Closed	Refer to ticket # 138739. Planned Service Status	Authorizations	Christopher Barrett	07/23/2024 09:11:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 09:18:44 AM
138780	Closed	Delete entry	Provider Documentation	Daliborka Mujkic	07/23/2024 09:14:32 AM	Service Provider	Resolved (Permanently)	07/23/2024 09:19:37 AM
138781	Closed	PERSONAL SUPPORTS AUTHORIZATIONS NEED UPDATE	Authorizations	Sergio Comas	07/23/2024 09:17:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 09:42:53 AM
138783	Closed	CONTACT INFORMATION	Demographics & Contacts Issues	Rhonda Lee	07/23/2024 09:18:17 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 10:40:45 AM
138789	Closed	Geolocation Issue	Geolocation/GPS	Henry Okpe	07/23/2024 09:29:52 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 09:32:10 AM
138793	Closed	Unable to Word Merge	Forms - Word Merges	Dawn Millsbaugh	07/23/2024 09:39:31 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:15:05 AM
138795	Closed	reject authorization	Authorizations	Martha Lorena Parks	07/23/2024 09:41:18 AM	Service Provider	Resolved (Permanently)	07/23/2024 09:48:57 AM
138805	Closed	EVV SYNCING ISSUES	Data Sync	Carol Escobar	07/23/2024 09:59:15 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 10:45:00 AM
138807	Closed	Unable to document for life skills	LSD Services	Isel Diaz Herrera	07/23/2024 09:59:35 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 10:03:18 AM
138812	Closed	EVV completion	Other	Natasha Danita Owens	07/23/2024 10:12:35 AM	APD Employee	Resolved (Permanently)	07/29/2024 10:59:25 AM
138814	Closed	Unable to Create Authorization for CDC Consultant - 48354	Authorizations	Jenna Llorens-Blas	07/23/2024 10:20:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 10:30:05 AM
138817	Closed	Rejected Authorization - 69616	Authorizations	Jenna Llorens-Blas	07/23/2024 10:26:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 10:29:35 AM
138818	Closed	Current Deliveries	Unable to Start/End	Ivette Acevedo	07/23/2024 10:26:33 AM	Service Provider	Resolved (Permanently)	07/23/2024 10:29:34 AM
138819	Closed	Validation Error	Request for Override	Carmen Pully	07/23/2024 10:27:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 10:43:17 AM
138820	Closed	cant put in documentation	Provider Documentation	Denise Jill Williams	07/23/2024 10:28:16 AM	Service Provider	Resolved (Permanently)	07/23/2024 10:30:15 AM
138822	Closed	GPS LOCATION VIOLATION	EVV Violations	Milagros Gonzalez Dominguez	07/23/2024 10:36:47 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 10:39:44 AM
138823	Closed	Provider unable to bill	Claims	Carline Lahens	07/23/2024 10:37:59 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 11:18:23 AM
138828	Closed	GPS	Geolocation/GPS	Maria Del Carmen Martinez	07/23/2024 10:47:34 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 10:49:54 AM
138830	Closed	Delete note	Notes	Stella Fuentes	07/23/2024 10:50:23 AM	Service Provider	Resolved (Permanently)	07/23/2024 10:52:08 AM
138831	Closed	Cost Plan failed validation	Request for Override	Janet Herring	07/23/2024 10:51:29 AM	APD Employee	Resolved (Permanently)	07/23/2024 11:13:20 AM
138833	Closed	Delete provider documentation	Provider Documentation	Guy Earle	07/23/2024 10:58:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 11:00:57 AM
138835	Closed	Unable to upload a file	Attachments	Gabriel Lefran	07/23/2024 11:02:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 02:24:58 PM
138839	Closed	33987 Auths in rejected	Authorizations	Susana Maldonado	07/23/2024 11:06:24 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 11:23:24 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
138843	Closed	Unable to find cost plan to be linked to the budget	Plans	Daisys Sanchez Gonzalez	07/23/2024 11:10:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 11:35:43 AM
138845	Closed	Provider bill and did not received the usual amount	Planned Services	Daisys Sanchez Gonzalez	07/23/2024 11:11:22 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 10:55:09 AM
138846	Closed	Unable to add client service logs	[-] Tier II Review -	Kwanna Buie	07/23/2024 11:12:09 AM	Service Provider Worker	Resolved (Permanently)	07/25/2024 10:51:04 AM
138847	Closed	Accessing Support Plan	Forms	Christina Maria Cooper	07/23/2024 11:13:21 AM	Service Provider	Resolved (Permanently)	07/23/2024 12:02:37 PM
138850	Closed	Waiver eligibility restored - Eligible	Eligibility	Lashan Washington	07/23/2024 11:16:20 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 11:18:10 AM
138856	Closed	REVERSE	Request for Status Change	Helene Maceus	07/23/2024 11:34:07 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 11:40:36 AM
138857	Closed	Adding companion services	LSD Services	Bernell L Adamson	07/23/2024 11:34:45 AM	Other	Resolved (Permanently)	07/23/2024 12:09:54 PM
138858	Closed	Please reopen this note	Provider Documentation	Jannette Oliva	07/23/2024 11:43:49 AM	Other	Resolved (Permanently)	07/23/2024 12:04:40 PM
138861	Closed	Living setting	Request for Override	Kathleen Lopez	07/23/2024 11:47:51 AM	APD Employee	Resolved (Permanently)	07/25/2024 12:57:28 PM
138863	Closed	reverse	Request for Status Change	Helene Maceus	07/23/2024 11:52:18 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 11:56:12 AM
138864	Closed	Can't create authorizations	Request for Override	Colleen Moreau	07/23/2024 11:57:56 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 12:56:12 PM
138865	Closed	EVV Deliveries not showing up	EVV Activities	Anna Suarez	07/23/2024 11:58:43 AM	Service Provider Worker	Resolved (Permanently)	07/23/2024 11:59:00 AM
138866	Closed	Validation error	Request for Override	Tricia Garretto	07/23/2024 11:59:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 12:25:27 PM
138867	Closed	change status	Provider Documentation	Robin Brown	07/23/2024 12:00:16 PM	Service Provider Worker	Resolved (Permanently)	07/23/2024 12:55:18 PM
138868	Closed	reverse, again	Provider Documentation	Helene Maceus	07/23/2024 12:03:54 PM	Service Provider Worker	Resolved (Permanently)	07/23/2024 12:19:36 PM
138871	Closed	I need help with my WSC/iC member ID	Other	Darilyn Ginebra	07/23/2024 12:17:09 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 02:20:15 PM
138872	Closed	Living Setting Validation Error- Override Request	Request for Override	Marnie Brazzell	07/23/2024 12:20:13 PM	APD Employee	Resolved (Permanently)	07/23/2024 12:31:25 PM
138873	Closed	WE form issues.	Forms - Word Merges	Darilyn Ginebra	07/23/2024 12:22:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:15:06 AM
138875	Closed	Cost Plan Does Not Match	Consumer Budget	Daniella Font	07/23/2024 12:23:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 12:39:21 PM
138876	Closed	Provider Documentation issue	Provider Documentation	Jacqueline Nunez	07/23/2024 12:27:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 08:14:37 AM
138877	Closed	Please Remove Credential Line	[-] Tier II Review -	Sandra Hill	07/23/2024 12:31:26 PM	APD Employee	Resolved (Permanently)	07/23/2024 12:40:21 PM
138878	Closed	Word Merge Problem	Forms - Word Merges	Nirva Bertil	07/23/2024 12:31:27 PM	Service Provider	Resolved (Permanently)	08/08/2024 09:15:07 AM
138881	Closed	Employee States help desk wont give ticket number	Other	Jenilyn Marie Smith	07/23/2024 12:34:01 PM	Billing Agent	Resolved (Permanently)	07/23/2024 12:40:03 PM
138882	Closed	Word Merge Problem	Forms - Word Merges	Nirva Bertil	07/23/2024 12:34:03 PM	Service Provider	Resolved (Permanently)	08/08/2024 09:15:07 AM
138885	Closed	WSC submit IT Ticket for override	Request for Override	Deirdre Dzamba	07/23/2024 12:43:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 02:16:28 PM
138889	Closed	Delete Line	Provider Documentation	Hoda Valentine	07/23/2024 12:48:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 12:59:43 PM
138890	Closed	No geolocation	Geolocation/GPS	Erick K Lindahl	07/23/2024 12:52:56 PM	Service Provider Worker	Resolved (Permanently)	07/23/2024 01:00:33 PM
138898	Closed	67851 ICID - WSC unable to create service auth - option not available to select	Request for Override	Lashan Washington	07/23/2024 01:15:15 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 03:36:44 PM
138902	Closed	WSC within the QO unable to create waiver eligibility forms in the system- info distorted on form	Forms - Word Merges	Lashan Washington	07/23/2024 01:26:42 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:15:08 AM
138904	Closed	Service Authorization	Authorizations	Jessie J King	07/23/2024 01:32:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 01:40:11 PM
138908	Closed	Cannot create authorization	Authorizations	Sean Moreau	07/23/2024 01:34:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 02:56:18 PM
138910	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/23/2024 01:43:52 PM	APD Employee	Resolved (Permanently)	07/23/2024 01:57:54 PM
138911	Closed	Enhancement - Tier II Help Desk Role	Enhancement	Sylvia Baer	07/23/2024 01:44:49 PM	APD Employee	Resolved (Permanently)	10/02/2024 02:25:31 PM
138913	Closed	WE CARE GROUP HOME, INC #1	Authorizations	Dawn Best	07/23/2024 01:49:00 PM	APD Employee	Resolved (Permanently)	07/23/2024 02:02:03 PM
138914	Closed	Waiting List in heading in iConnect - Change to Pre-Enrollment	Enhancement	Sylvia Baer	07/23/2024 01:49:07 PM	APD Employee	Resolved (Permanently)	07/25/2024 04:21:43 PM
138915	Closed	Tackicha HILL SA's	Claims	Karen Scott	07/23/2024 01:50:09 PM	Other	Resolved (Permanently)	07/25/2024 07:19:31 AM
138916	Closed	WE CARE GROUP HOME, INC #2	Authorizations	Dawn Best	07/23/2024 01:50:40 PM	APD Employee	Resolved (Permanently)	07/23/2024 01:57:36 PM
138922	Closed	EVV SYNCING ISSUES	Data Sync	Gleidy Heredia	07/23/2024 02:05:54 PM	Service Provider Worker	Resolved (Permanently)	07/25/2024 01:44:00 PM
138927	Closed	Clear redundant LRC chair BASE form	Forms	Enrique Molina	07/23/2024 02:09:29 PM	APD Employee	Resolved (Permanently)	07/23/2024 02:17:38 PM
138928	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/23/2024 02:13:39 PM	APD Employee	Resolved (Permanently)	07/23/2024 02:48:51 PM
138932	Closed	provider cannot bill even though service authorization is valid	Claims	Melissa Lindsey	07/23/2024 02:21:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 02:30:04 PM
138933	Closed	remove note I -Connect 40319 PHI	Notes	Ada Gomez	07/23/2024 02:22:16 PM	APD Employee	Resolved (Permanently)	07/23/2024 02:41:48 PM
138937	Closed	Not allowing to create authorization	Authorizations	Lawrence Gordon	07/23/2024 02:39:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 02:52:27 PM
138939	Closed	cannot create authorizations	Authorizations	Debra Vollten	07/23/2024 02:42:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 02:46:11 PM
138945	Closed	Client name not on SA list	Authorizations	Mayda Wiltz	07/23/2024 02:49:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 02:59:11 PM
138948	Closed	Will not let Liaison Validate	Plans	Nicole Lynne Lindsey	07/23/2024 02:54:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 03:19:28 PM
138951	Closed	Unable to enter progress notes/ WSC needs to transfer case to another provider .	WSC Progress Notes	Pamela Blake	07/23/2024 02:59:16 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 03:12:01 PM
138952	Closed	Request to Delete Two 2024 Cost Plans created 7/22/24	Plans	Xenia Norton	07/23/2024 03:00:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 03:04:30 PM
138957	Closed		27766 Authorizations	Patricia Orquera-kern	07/23/2024 03:13:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 03:19:13 PM
138961	Closed	failed validation cost plan message	Planned Services	Sheila Kearney	07/23/2024 03:22:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 04:15:25 PM
138963	Closed	Not allowing to create authorization	Authorizations	Lawrence Gordon	07/23/2024 03:29:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 04:34:26 PM
138966	Closed	reverse	Request for Status Change	Susanne Diaz	07/23/2024 03:38:09 PM	Service Provider Worker	Resolved (Permanently)	07/23/2024 03:42:50 PM
138969	Closed	iConnect Technical Support	Forms - Word Merges	Anissa Gully	07/23/2024 03:39:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:15:09 AM
138970	Closed	Paste in Provider Documentation	Provider Documentation	Melody Smith	07/23/2024 03:39:57 PM	Service Provider	Resolved (Permanently)	07/23/2024 03:55:51 PM
138971	Closed	Delete note in iConnect - #35128	Notes	Nicole Fabre	07/23/2024 03:40:14 PM	APD Employee	Resolved (Permanently)	07/24/2024 08:23:45 AM
138972	Closed	System do not let me input the provider service for ID: 83157	Provider Documentation	Cerineo Neira	07/23/2024 03:41:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/23/2024 03:59:03 PM
138976	Closed	Please delete the one Provider Documentation	Provider Documentation	Adine Maria Sadin	07/23/2024 03:44:58 PM	Service Provider Worker	Resolved (Permanently)	07/23/2024 03:47:09 PM
138980	Closed	ENDING DELIVERY ISSUES	Unable to Start/End	Neil Walters	07/23/2024 04:01:51 PM	Service Provider Worker	Resolved (Permanently)	07/23/2024 04:12:32 PM
138985	Closed	New Start Consumer Budget	Consumer Budget	Gregory Kelly	07/23/2024 04:21:28 PM	APD Employee	Resolved (Permanently)	07/25/2024 11:14:37 AM
138992	Closed	need to add staff as Service Provider	Provider Documentation	DARLENE MOORE	07/23/2024 04:55:08 PM	Service Provider	Resolved (Permanently)	07/24/2024 07:54:40 AM
138993	Closed	Delete license credential for Intensive Behavioral designation for Segovia (11312)	Residential Licensing Renewal	Robin Keller	07/23/2024 05:00:10 PM	APD Employee	Resolved (Permanently)	07/24/2024 07:27:30 AM
138994	Closed		17959 Authorizations	Anita Braun-Luria	07/23/2024 05:08:09 PM	QIO Employee	Resolved (Permanently)	07/24/2024 08:19:38 AM
138996	Closed	86379 and 27222 and others	WSC Progress Notes	Anita Braun-Luria	07/23/2024 05:12:41 PM	QIO Employee	Resolved (Permanently)	08/02/2024 12:10:33 PM
139000	Closed	provider documentation	Request for Status Change	Curtis John	07/23/2024 06:11:23 PM	Service Provider	Resolved (Permanently)	07/24/2024 07:45:25 AM
139001	Closed	Cannot login with client on EVV	Other	Drake A Doles	07/23/2024 06:22:50 PM	APD Employee	Resolved (Permanently)	07/24/2024 07:47:02 AM
139002	Closed	Plan Validation force approval	Request for Override	Brock Cline	07/23/2024 06:40:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 07:37:11 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
139003	Closed	25 cost plan needs validated	Request for Override	Brock Cline	07/23/2024 06:45:16 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 07:11:30 AM
139004	Closed	I can't actualized or create an authorization for this iConnect 21082	Authorizations	Martha Lorena Parks	07/23/2024 08:16:51 PM	Service Provider	Resolved (Permanently)	07/24/2024 07:34:21 AM
139005	Closed	service auth #	Authorizations	Christie Lee Wiesen	07/23/2024 09:47:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 07:45:17 AM
139008	Closed	All EVV deliveries for July disappeared	Other	Shinny Burns	07/23/2024 10:42:31 PM	Service Provider	Resolved (Permanently)	07/24/2024 07:20:33 AM
139009	Closed	Please delete a Note	Notes	Katharine Finken	07/23/2024 10:49:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 08:37:08 AM
139010	Closed	provider documentation no service authorizaion id to create a note for wsc	Authorizations	Christie Lee Wiesen	07/23/2024 10:54:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 07:15:26 AM
139011	Closed	CDC Consultant unable to create/update service authorizations	Authorizations	LORENA HERNANDEZ	07/23/2024 10:59:15 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 07:32:13 AM
139013	Closed	Service Authorization for the CDC Consultant Service can't be created/updated.	Authorizations	Mario Valdes	07/23/2024 11:19:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 07:40:34 AM
139014	Closed	Adding a clienting manually	LSD Services	Kanisha Rogers	07/23/2024 11:23:23 PM	Service Provider	Resolved (Permanently)	08/01/2024 09:06:31 AM
139015	Closed	CDC Consultant can't create/update service authorizations in the 24-25 FY Cost Plan.	Authorizations	Mario Valdes	07/23/2024 11:27:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 07:31:45 AM
139016	Closed	WSC can't create/update service authorizations in the 24-25 Cost Plan approved.	Authorizations	Mario Valdes	07/23/2024 11:40:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 08:39:51 AM
139017	Closed	Auth in rejected status	Authorizations	Lawrence Gordon	07/23/2024 11:54:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 07:49:53 AM
139018	Closed	Not able to update Service authorizations	Authorizations	Veronica Neria	07/24/2024 12:31:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 07:47:16 AM
139019	Closed	Service wont approve/unable to attain service authorizaton - 5th Request	Authorizations	Dana Jones	07/24/2024 01:30:42 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 08:15:13 AM
139020	Closed	EVV scheduling	Other	Zanya Nicole Ellis	07/24/2024 01:47:34 AM	Service Provider	Resolved (Permanently)	07/24/2024 09:09:42 AM
139021	Closed	duplicate form	Forms	Joi Ruffin	07/24/2024 06:28:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 08:41:34 AM
139022	Closed	Move from completed to pending	Provider Documentation	Shellie Galloway	07/24/2024 06:32:13 AM	Service Provider Worker	Resolved (Permanently)	07/24/2024 08:30:22 AM
139025	Closed	Rejected authorization	Authorizations	Paola Arce	07/24/2024 07:22:31 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 07:47:38 AM
139027	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/24/2024 07:49:01 AM	APD Employee	Resolved (Permanently)	07/25/2024 11:38:56 AM
139029	Closed	Support Plan Information does not Save.	Notes	Claudia Harris	07/24/2024 07:50:13 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 11:56:55 AM
139031	Closed	License Credential for IB res hab (and other specialty designations) does not have an option to add the expiration date	Enhancement	Robin Ketter	07/24/2024 08:03:05 AM	APD Employee	Resolved (Permanently)	08/09/2024 09:56:56 AM
139039	Closed	VALIDATION ERROR	Request for Override	Subecca E Flores	07/24/2024 08:26:33 AM	APD Employee	Resolved (Permanently)	07/24/2024 08:33:36 AM
139042	Closed	We Care group Home, Inc.	Request for Override	Dawn Best	07/24/2024 08:30:14 AM	APD Employee	Resolved (Permanently)	07/24/2024 09:29:15 AM
139046	Closed	Delete Form from iConnect	Forms	Janine Vito	07/24/2024 08:33:05 AM	APD Employee	Resolved (Permanently)	07/24/2024 08:35:43 AM
139047	Closed	CP Validating	Request for Override	Barbara Zatkoff	07/24/2024 08:34:04 AM	APD Employee	Resolved (Permanently)	07/24/2024 08:55:46 AM
139049	Closed	EVV DELIVERY ISSUES	EVV Activities	Sandra Rivera	07/24/2024 08:44:32 AM	Service Provider Worker	Resolved (Permanently)	07/24/2024 08:47:05 AM
139053	Closed	Provider documentation notes	Provider Documentation	Susana Almarza	07/24/2024 08:53:21 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 12:45:12 PM
139057	Closed	Unable to close a group home	Other	Nikeyca Levy	07/24/2024 08:56:57 AM	APD Employee	Resolved (Permanently)	07/24/2024 09:33:25 AM
139064	Closed	UNABLE TO PULL AUTHORIZATIONS	Authorizations	Ludmila Senkevich	07/24/2024 09:20:19 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 09:27:39 AM
139066	Closed	CANNOT ACCESS ACCOUNT	Worker Issues	Janet Lawrence	07/24/2024 09:51:36 AM	Service Provider	Resolved (Permanently)	08/22/2024 01:56:50 PM
139068	Closed	23-24 Cost plan approved, 3 SA's in rejected status - Rain	Authorizations	Rain Christi	07/24/2024 09:53:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 02:56:52 PM
139069	Closed	Please change cost plan year 2025 from complete status, it was completed in error from the tickler	Plans	Shirley Harris	07/24/2024 09:56:13 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 10:04:55 AM
139071	Closed	23-24 cost plan approved, SA in rejected status- Rain	Authorizations	Rain Christi	07/24/2024 10:10:48 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 10:19:53 AM
139073	Closed	restored SA cannot bill	Authorizations	Megan M Haig	07/24/2024 10:15:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 12:51:47 PM
139078	Closed	Request to update CP budget eff. 07012024	Plans	Amelia Hernandez	07/24/2024 10:31:33 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 10:57:38 AM
139079	Closed	Create/Update Unavailable	Authorizations	Hyacinth Daley	07/24/2024 10:36:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 08:59:15 AM
139081	Closed	rejected authorization	Authorizations	LaWarren Williams	07/24/2024 10:43:12 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 10:58:32 AM
139082	Closed	auth in rejected status	Authorizations	Julie Bazin	07/24/2024 10:43:25 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 11:00:22 AM
139085	Closed	NEED HELP WITH BILLING	Claims	Caroline Hitte	07/24/2024 10:56:48 AM	Billing Agent	Resolved (Permanently)	07/24/2024 11:06:07 AM
139088	Closed	iConnect Enhancement- Items/CAP Filters	Provider QIO, POR, NNC, CAP	Idis Arias	07/24/2024 11:04:26 AM	APD Employee	Resolved (Permanently)	10/02/2024 11:03:30 AM
139089	Closed	Cost Plan for 23-24 FY	Request for Override	Joyce George	07/24/2024 11:05:05 AM	APD Employee	Resolved (Permanently)	07/24/2024 11:42:08 AM
139090	Closed	Not able to see ticklers for an employee	Dashboard	Pamela Romack	07/24/2024 11:11:13 AM	APD Employee	Resolved (Permanently)	07/29/2024 08:04:52 AM
139091	Closed	Unable to Update Service Plans	Plans	Antonio Fernandez	07/24/2024 11:12:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 11:16:37 AM
139092	Closed		53045 Forms - PCSP	Josephine Hunt	07/24/2024 11:20:02 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 08:19:26 AM
139094	Closed	Validation error report	Request for Override	Fanny Chulig	07/24/2024 11:21:51 AM	APD Employee	Resolved (Permanently)	07/24/2024 11:35:11 AM
139095	Closed	Delete Form in iConnect	Forms	Janine Vito	07/24/2024 11:30:08 AM	APD Employee	Resolved (Permanently)	07/24/2024 11:31:47 AM
139100	Closed	Validation Error- Consumer Budget exceeds Current Budget amount	Plans	Xenia Norton	07/24/2024 11:39:52 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 11:53:17 AM
139102	Closed	Cannot Bill for client	Claims	Yolanda Vazquez	07/24/2024 11:44:51 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 01:18:41 PM
139104	Closed	LOCATION BLANK BLANK ON EVV	Geolocation/GPS	Leticia Sanchez	07/24/2024 11:45:55 AM	Service Provider Worker	Resolved (Permanently)	07/24/2024 11:51:47 AM
139106	Closed	DELETE NOTE	Notes	LaQuisha Johnson	07/24/2024 11:46:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 12:08:07 PM
139107	Closed	Ref#139078. Request to update CP budget eff. 07012024	Plans	Amelia Hernandez	07/24/2024 11:49:22 AM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 11:58:18 AM
139109	Closed	iConnect 63127 Validation Error	Request for Override	Merisa Simonson	07/24/2024 11:53:58 AM	APD Employee	Resolved (Permanently)	07/24/2024 01:02:04 PM
139111	Closed	iConnect Enhancement - Request PCR's to not be submitted through the Qlarant/iConnect Portal	Enhancement	Regina Sheridan	07/24/2024 11:57:30 AM	APD Employee	Resolved (Permanently)	08/26/2024 12:30:30 PM
139113	Closed	Cannot bill for June or July	Claims	Yolanda Vazquez	07/24/2024 12:01:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 04:59:58 PM
139114	Closed		27204 [-] Tier II Review -	Patricia Casson	07/24/2024 12:02:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 01:10:25 PM
139115	Closed	unable to link and unlike budget	Consumer Budget	Evelin Cancho	07/24/2024 12:11:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 12:20:01 PM
139118	Closed	IT Override	Request for Override	Timothy Balajadia	07/24/2024 12:20:57 PM	APD Employee	Resolved (Permanently)	07/24/2024 12:34:40 PM
139122	Closed	Missing authorization for notes	Authorizations	Rene Gomez	07/24/2024 12:34:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 03:12:30 PM
139123	Closed	LSD DOCUMENTATION ISSUES	LSD Services	Rosa Maria Garcia	07/24/2024 12:34:50 PM	Service Provider Worker	Resolved (Permanently)	07/24/2024 12:43:57 PM
139124	Closed	EVV	Data Sync	Madelin Marichal	07/24/2024 12:36:25 PM	Service Provider Worker	Resolved (Permanently)	07/26/2024 08:41:55 AM
139125	Closed	unable to add provider documentation	Provider Documentation	Crystal Hunt	07/24/2024 12:37:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 12:46:36 PM
139126	Closed	validation error on SAN	SAN	Pamela Shorr	07/24/2024 12:39:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 12:56:18 PM
139128	Closed	Living setting validation error	Request for Override	Phyllis A Brown	07/24/2024 12:43:47 PM	APD Employee	Resolved (Permanently)	07/24/2024 12:55:01 PM
139130	Closed	Reverse	Request for Status Change	Leidys Fuentes	07/24/2024 12:45:26 PM	Service Provider Worker	Resolved (Permanently)	07/24/2024 12:49:03 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
139134	Closed	implementation plan	Forms	Madelin Marichal	07/24/2024 12:53:48 PM	Service Provider	Resolved (Permanently)	07/24/2024 12:58:25 PM
139136	Closed	notes in iconnect	Notes	Christie Lee Wiesen	07/24/2024 12:56:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 08:16:47 AM
139137	Closed	iConnect looping	Worker Issues	Latanya Thompson	07/24/2024 01:01:07 PM	Service Provider Worker	Resolved (Permanently)	07/24/2024 01:01:15 PM
139141	Closed	EVV Deliveries not showing up	EVV Activities	Michelle Young	07/24/2024 01:16:58 PM	Service Provider Worker	Resolved (Permanently)	07/24/2024 01:28:00 PM
139142	Closed	Unable to create authorization 23-24yr cost plan	Authorizations	Andrea Jackson	07/24/2024 01:20:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 02:06:00 PM
139146	Closed	iConnect form to be deleted	Forms	Deborah Schoelkopf	07/24/2024 01:35:21 PM	APD Employee	Resolved (Permanently)	07/24/2024 01:38:14 PM
139147	Closed	Inaccurate Data in iConnect	Claims	Meagan Morrison	07/24/2024 01:35:32 PM	Service Provider	Resolved (Permanently)	07/24/2024 03:07:36 PM
139149	Closed	unable to add service	Authorizations	Julie Bazin	07/24/2024 01:37:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 02:04:18 PM
139155	Closed	Word merge	Forms - Word Merges	brooke ashley hill	07/24/2024 01:45:53 PM	Service Provider Worker	Resolved (Permanently)	08/08/2024 09:15:10 AM
139158	Closed	CP 2024-25 Approved but can't create the SAs	Authorizations	Mario Valdes	07/24/2024 01:50:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 01:58:17 PM
139159	Closed	Approved services	Data Sync	Jonesha Shihoster	07/24/2024 01:58:26 PM	Service Provider Worker	Resolved (Permanently)	07/24/2024 06:27:00 PM
139166	Closed	service auth not updating	Authorizations	LINDSEY MCILWAINE	07/24/2024 02:11:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 02:18:38 PM
139170	Closed	SA rejected status	Authorizations	Leah Wade	07/24/2024 02:19:55 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 02:27:55 PM
139175	Closed	Delete note for client # 82313	Notes	Nicole Fabre	07/24/2024 02:35:30 PM	APD Employee	Resolved (Permanently)	07/24/2024 03:23:20 PM
139177	Closed	Consumer 71871	Notes	Karen Johnson	07/24/2024 02:37:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 02:48:11 PM
139178	Closed	living seting	Request for Override	Kathleen Lopez	07/24/2024 02:37:43 PM	APD Employee	Resolved (Permanently)	07/24/2024 03:08:51 PM
139181	Closed	Please delete error entry	Notes	Jannette Oliva	07/24/2024 02:45:03 PM	Other	Resolved (Permanently)	07/24/2024 02:55:40 PM
139182	Closed	Support Plan issue	Worker Issues	Jamie Dallas	07/24/2024 02:45:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 03:13:12 PM
139183	Closed	Trouble uploading note	Provider Documentation	Yuriani Julian	07/24/2024 02:45:56 PM	Service Provider	Resolved (Permanently)	07/24/2024 03:08:10 PM
139187	Closed	SA IN REJECTED STATUS	Authorizations	Evelin Cancho	07/24/2024 02:49:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 03:00:49 PM
139189	Closed	Authorization for Client #57656	Authorizations	Dawn Marie Lawson	07/24/2024 02:50:53 PM	Service Provider	Resolved (Permanently)	07/25/2024 01:01:55 PM
139190	Closed	iConnect error	Worker Issues	Latanya Thompson	07/24/2024 03:00:03 PM	Service Provider Worker	Resolved (Permanently)	09/07/2024 12:54:20 PM
139191	Closed	WSC tried to enter a progress note since June 2024, but units did not appear	WSC Progress Notes	Anamaria Chavez	07/24/2024 03:02:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 03:23:16 PM
139192	Closed	Data Sync	Data Sync	Claritza Hernandez	07/24/2024 03:03:40 PM	Service Provider Worker	Resolved (Permanently)	07/24/2024 03:04:50 PM
139199	Closed	Rejected Status on Authorization	Authorizations	Karen Scott	07/24/2024 03:15:13 PM	Service Provider	Resolved (Permanently)	07/24/2024 03:19:51 PM
139201	Closed	Override Needed	Planned Services	Sherry Thomas	07/24/2024 03:20:37 PM	APD Employee	Resolved (Permanently)	07/24/2024 03:38:02 PM
139203	Closed	Please delete notes with date 10/9/23	Provider Documentation	Pamela Blake	07/24/2024 03:23:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 03:27:52 PM
139207	Closed	3rd Correction Attempt Since Last Week	[] Tier II Review -	Mario Price	07/24/2024 03:37:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 03:41:59 PM
139209	Closed	Correct SA FY 23-24 still pending	Authorizations	Maria Schwarz	07/24/2024 03:38:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 01:02:36 PM
139210	Closed	Note put in complete by mistake 34208	Request for Status Change	Daniel Crandall	07/24/2024 03:39:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 03:49:19 PM
139215	Closed	need note deleted	Notes	Crystal Smeets	07/24/2024 03:50:15 PM	Service Provider	Resolved (Permanently)	07/24/2024 03:57:31 PM
139219	Closed	iConnect Does not mov on to other pages	Other	Tracy Moring	07/24/2024 04:00:10 PM	APD Employee	Resolved (Permanently)	07/25/2024 08:39:27 AM
139221	Closed	Plan needs overridden	Request for Override	Amy Maxhimer	07/24/2024 04:02:55 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 07:28:20 AM
139222	Closed	Unable to see approved services	Unable to Start/End	Namara Limon	07/24/2024 04:05:21 PM	Service Provider Worker	Resolved (Permanently)	07/25/2024 12:33:10 PM
139223	Closed	27766 Medicaid is approved and I cannot get anything under tools to update the plan services for 2024-2025	Plans	Patricia Orquera-kern	07/24/2024 04:06:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 04:18:05 PM
139224	Closed	Delete form in iConnect	Forms	Deborah Schoelkopf	07/24/2024 04:07:03 PM	APD Employee	Resolved (Permanently)	07/24/2024 04:19:59 PM
139225	Closed	ICONNECT 28819-The Region Analyst has approved the 2024-2025 cost plan. There seems to be an error with the living setting; the client's living setting is a group home. It is updated in the system. Assistance is required. Thank you.	Request for Override	Jacques Gabriel	07/24/2024 04:08:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 08:23:52 AM
139227	Closed	no drop down to update cost plans for 24-25	Authorizations	Beverly Lawson	07/24/2024 04:19:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/24/2024 04:22:20 PM
139230	Closed	Log In Error	Geolocation/GPS	Cherie McKay Gibbs	07/24/2024 04:55:38 PM	Service Provider	Resolved (Permanently)	07/24/2024 05:05:18 PM
139232	Closed	EXTRA ROW IN I-CONNECT	Other	GARY GERSHOWITZ	07/24/2024 05:06:09 PM	APD Employee	Resolved (Permanently)	07/31/2024 08:22:36 AM
139233	Closed	Unable to see approved services	Data Sync	Chris Antonacci	07/24/2024 05:12:26 PM	Service Provider Worker	Resolved (Permanently)	07/24/2024 05:12:40 PM
139234	Closed	Clocking out from delivery	Unable to Start/End	Juanita Graham	07/24/2024 05:17:27 PM	Service Provider Worker	Resolved (Permanently)	07/24/2024 05:17:30 PM
139235	Closed	I mistakenly created 2 duplicates of a support plan.	Forms	Allison Laiosa	07/24/2024 05:28:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 06:47:50 AM
139236	Closed	Service Authorization in Rejected Status	Authorizations	Gladys Minino	07/24/2024 05:34:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 08:17:37 AM
139237	Closed	SA's in rejected status	Authorizations	Cathy Crawford	07/24/2024 05:40:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 07:49:18 AM
139239	Closed	OVERLAPPING AUTHORIZATIONS	Authorizations	Audreka Felix	07/24/2024 05:58:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 06:45:04 AM
139240	Closed	authorizations still not able to process	Authorizations	MARIAN GRAY	07/24/2024 07:15:59 PM	APD Employee	Resolved (Permanently)	07/25/2024 08:26:56 AM
139241	Closed	need to create service auth	Authorizations	Sascha Cherry	07/24/2024 07:23:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 08:22:53 AM
139242	Closed	2024=2025 Service plan	Authorizations	Alesia Hill	07/24/2024 07:41:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 08:20:55 AM
139243	Closed	Provider Note error	Notes	Danielle McGill	07/24/2024 07:49:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 01:11:32 PM
139244	Closed	Can not submit	Forms - Implementation Plan	April Thomas	07/24/2024 08:48:28 PM	Service Provider	Resolved (Permanently)	07/25/2024 07:45:20 AM
139245	Closed	Reopen completed note	Request for Status Change	Belinda Mitchell	07/24/2024 09:36:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 07:41:08 AM
139246	Closed	Cannot update Auths	Authorizations	Tricia Garretto	07/24/2024 09:47:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 07:19:48 AM
139247	Closed	Cannot update Auths	Authorizations	Tricia Garretto	07/24/2024 09:48:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 07:18:30 AM
139248	Closed	38811-no option to update auth	Authorizations	Alisha Burns	07/24/2024 09:56:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 07:21:58 AM
139249	Closed	Manual Visit	Authorizations	GORDON BERTRAND	07/24/2024 10:01:00 PM	Service Provider	Resolved (Permanently)	07/25/2024 10:49:13 AM
139250	Closed	Cannot create Auth	Authorizations	Tricia Garretto	07/24/2024 11:12:13 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 07:13:30 AM
139251	Closed	11390 there are no approve service for this consumer	Provider Documentation	Nancy Vickers	07/25/2024 12:04:01 AM	Service Provider	Resolved (Permanently)	07/29/2024 01:10:38 PM
139252	Closed	Error with system	Geolocation/GPS	Luisa M Sanchez	07/25/2024 01:08:33 AM	Service Provider Worker	Resolved (Permanently)	07/25/2024 07:21:04 AM
139254	Closed	No option to Create or to Update the SA when click on File	Planned Services	Esther Arelus	07/25/2024 06:51:25 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 07:25:37 AM
139262	Closed	Save that HCBS Waiver Eligibility Worksheet	Forms - Word Merges	Susana Almarza	07/25/2024 08:28:14 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:15:11 AM
139267	Closed	Cannot pull up anything on consumer	[] Tier II Review -	Sandy Grant	07/25/2024 09:02:02 AM	Service Provider	Resolved (Permanently)	07/25/2024 09:11:46 AM
139269	Closed	Delete Note for 10975	Notes	Gemma Silvana Tena Fresneda	07/25/2024 09:14:04 AM	Service Provider Worker	Resolved (Permanently)	07/25/2024 09:16:20 AM
139270	Closed	Data Sync	Data Sync	Jasma Black	07/25/2024 09:21:03 AM	Service Provider	Resolved (Permanently)	07/25/2024 09:21:10 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
139273	Closed	Override needed	Request for Override	Jennifer Vazquez	07/25/2024 09:28:16 AM	APD Employee	Resolved (Permanently)	07/25/2024 10:06:38 AM
139274	Closed	Unlock/Reverse iConnect Notes	Notes	Zane Prater	07/25/2024 09:33:07 AM	APD Employee	Resolved (Permanently)	07/26/2024 03:59:41 PM
139280	Closed	Mistake in IDPASS	Worker Issues	Maria Figueredo	07/25/2024 09:48:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 09:52:10 AM
139281	Closed	EVV ENDING DELIVERY ISSUES	Upload Issues	Ariatys Fulgueira Perez	07/25/2024 09:55:20 AM	Service Provider Worker	Resolved (Permanently)	07/25/2024 09:57:55 AM
139285	Closed	Provider documentation needs to be deleted	Provider Documentation	Dawn Dykman	07/25/2024 10:00:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 10:05:09 AM
139286	Closed	Please delete Provider documentation # 9098856 dated 12/10/23 under client ID 40545.	Provider Documentation	Dawn Dykman	07/25/2024 10:03:24 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 10:08:50 AM
139288	Closed	Delete form in iConnect #28013	Forms	Nicole Fabre	07/25/2024 10:07:00 AM	APD Employee	Resolved (Permanently)	07/25/2024 10:09:12 AM
139289	Closed	Validation Error Override	Request for Override	Jasmine Howard	07/25/2024 10:10:45 AM	APD Employee	Resolved (Permanently)	07/25/2024 10:40:47 AM
139291	Closed	Approved services	Data Sync	Tonya bailey	07/25/2024 10:18:52 AM	Service Provider Worker	Resolved (Permanently)	07/25/2024 11:03:03 AM
139292	Closed	Cant generate auth	Authorizations	Ebony Mensah	07/25/2024 10:27:25 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 10:50:45 AM
139306	Closed	ongoing service auth issue	Planned Services	Courtney Gromling	07/25/2024 11:07:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 12:57:06 PM
139308	Closed	rejected SA	Authorizations	Mia Pocklington	07/25/2024 11:23:29 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 11:28:50 AM
139309	Closed	CAN NOT UPDATE/CREATE AUTHORIZATION	Authorizations	Rene Gomez	07/25/2024 11:27:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 11:36:07 AM
139311	Closed	SA not showing up in reports	Authorizations	Nicholas Ellis	07/25/2024 11:35:04 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 11:50:06 AM
139312	Closed	rejected auths	Authorizations	Mia Pocklington	07/25/2024 11:42:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 11:46:16 AM
139317	Closed	Rejected SA	Authorizations	Juanita Wild	07/25/2024 11:48:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 11:24:24 AM
139318	Closed	can not create service authorization	Authorizations	Erica Tague	07/25/2024 11:49:13 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 12:16:08 PM
139319	Closed	Cost plan	Plans	Nicholas Ellis	07/25/2024 11:53:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 12:20:59 PM
139320	Closed	OVERRIDE REQUEST	Request for Override	Josiah Burger	07/25/2024 11:57:17 AM	APD Employee	Resolved (Permanently)	07/25/2024 12:21:08 PM
139321	Closed	Unable to update/create Authorizations	Authorizations	Kevin Flanigan	07/25/2024 11:57:54 AM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 12:04:00 PM
139326	Closed	Need assistance	Authorizations	Julia Bowen	07/25/2024 12:03:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 12:16:22 PM
139327	Closed	Unable to Update/Create Authorizations	Authorizations	Kevin Flanigan	07/25/2024 12:05:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 12:23:51 PM
139329	Closed	Need assistance please	Authorizations	Julia Bowen	07/25/2024 12:07:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 11:04:34 AM
139332	Closed	iConnect 20700 override	Request for Override	Merisa Simonson	07/25/2024 12:20:27 PM	APD Employee	Resolved (Permanently)	07/25/2024 12:24:54 PM
139333	Closed	GPS problems	Geolocation/GPS	Odalis Caballero	07/25/2024 12:26:06 PM	Service Provider	Resolved (Permanently)	07/25/2024 12:28:50 PM
139335	Closed	Plan validation report	Request for Override	Juneen Johnson	07/25/2024 12:33:59 PM	APD Employee	Resolved (Permanently)	07/25/2024 01:01:24 PM
139337	Closed	Code service can not be created	Authorizations	Vivian Owen	07/25/2024 12:37:58 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 03:48:23 PM
139346	Closed	SA Not coming up for 2425 Fiscal year	Authorizations	Kathleen Groskopf	07/25/2024 12:56:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 01:02:45 PM
139349	Closed	No 'update or Create service authorization' button	Authorizations	Cassidy Noble	07/25/2024 01:09:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 01:17:20 PM
139352	Closed	Can't input notes	Notes	Shellie Beckham	07/25/2024 01:12:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 03:59:23 PM
139353	Closed	Unable to Update/Create Service Authorizations	Authorizations	Kevin Flanigan	07/25/2024 01:15:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 01:23:58 PM
139354	Closed		Notes	Sara Velasquez	07/25/2024 01:20:01 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 02:22:01 PM
139356	Closed	No option to update auths	Authorizations	Kerri Stevens	07/25/2024 01:24:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 01:27:41 PM
139358	Closed	Plan Validation Error -- 'Service has exceeded the maximum units per'	Request for Override	Sophia Torres	07/25/2024 01:30:09 PM	APD Employee	Resolved (Permanently)	07/25/2024 01:45:46 PM
139361	Closed	Delete activity ID # 9465518	Provider Documentation	REGENIA GUNTER	07/25/2024 01:38:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 02:50:11 PM
139364	Closed	Start time not saving	Upload Issues	Ashley Whitaker	07/25/2024 01:50:39 PM	Service Provider	Resolved (Permanently)	07/31/2024 11:26:32 AM
139365	Closed	Provider Documentation	Provider Documentation	Tandra Lamikia Simmons	07/25/2024 01:51:05 PM	Other	Resolved (Permanently)	08/07/2024 01:14:28 PM
139366	Closed	reject auth for Transportation 2023/2024	Authorizations	Martha Lorena Parks	07/25/2024 01:51:26 PM	Service Provider	Resolved (Permanently)	07/25/2024 01:57:47 PM
139367	Closed	Validation error	Request for Override	Sheri Goodman	07/25/2024 01:53:15 PM	APD Employee	Resolved (Permanently)	07/25/2024 02:16:27 PM
139368	Closed	auth in rejected status	Authorizations	Erica Tague	07/25/2024 01:53:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 02:03:57 PM
139369	Closed	FW: Division tab - Hearts that Cares #4	Other	Carmelita Mayfield	07/25/2024 02:01:37 PM	APD Employee	Resolved (Permanently)	07/30/2024 02:32:41 PM
139372	Closed	WSC not able to print SA but it is in approved status	Authorizations	Tressie Wimberly	07/25/2024 02:04:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 02:41:16 PM
139373	Closed	Notes is complete status, however attachments still indicates remove	Notes	Carmelita Mayfield	07/25/2024 02:08:14 PM	APD Employee	Resolved (Permanently)	07/26/2024 07:28:52 AM
139374	Closed	SA in rejected status on a 23-24 cost plan- Rain	Authorizations	Rain Christi	07/25/2024 02:17:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 02:26:06 PM
139375	Closed	Apd Message that Pops up when entering Trip Logs	Provider Documentation	Angella Williams	07/25/2024 02:17:24 PM	Service Provider Worker	Resolved (Permanently)	07/25/2024 02:37:00 PM
139376	Closed	Unable to create Activity screen for G9012	Provider Documentation	Amelia Hernandez	07/25/2024 02:25:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 02:33:52 PM
139380	Closed	Reverse status on Activity ID#736312	Request for Status Change	REGENIA GUNTER	07/25/2024 02:34:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 02:53:22 PM
139385	Closed	Unable to creates a Services Authorizations Cost Plan 2024-2025	Authorizations	Angel Quintana	07/25/2024 02:44:13 PM	Service Provider Worker	Resolved (Permanently)	07/25/2024 02:59:56 PM
139395	Closed	Geo location	Geolocation/GPS	Jamia Gilmore	07/25/2024 03:29:45 PM	Service Provider	Resolved (Permanently)	07/26/2024 09:03:11 AM
139397	Closed	Request to not let service providers unlink facility records in iConnect	Enhancement	Kimberly Walsh	07/25/2024 03:40:34 PM	APD Employee	Resolved (Permanently)	08/09/2024 10:27:55 AM
139398	Closed	Eligibility form On 7/18/2024 need to reverse to pending status.	Request for Status Change	Amelia Hernandez	07/25/2024 03:41:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 03:56:56 PM
139399	Closed	Activity needs to be deleted	Provider Documentation	Diana Marquez	07/25/2024 03:43:16 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 09:09:06 AM
139400	Closed	Form selection broken	Forms	Brandon Mottola	07/25/2024 03:44:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 03:49:29 PM
139402	Closed	WSC is unable obtain a Service Authorization	Authorizations	Bruce Johnson	07/25/2024 03:46:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 03:52:24 PM
139405	Closed	WSC continue to need help with clearing rejections status/unable to update cost plan for provider	Authorizations	Bruce Johnson	07/25/2024 03:51:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 03:58:47 PM
139406	Closed	Assistance with billing with the correct new rate for SC	Claims	Wilma Johnson	07/25/2024 03:54:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 08:55:49 AM
139408	Closed	Duplicate Record	Forms	Lorraine Guziak	07/25/2024 04:00:27 PM	APD Employee	Resolved (Permanently)	07/31/2024 11:27:20 AM
139409	Closed	Incorrect units in service authorization FY 23-24	Authorizations	Maria Schwarz	07/25/2024 04:01:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 07:11:36 AM
139413	Closed	Can't create SA	Authorizations	Nicole Lynne Lindsey	07/25/2024 04:09:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 07:04:36 AM
139415	Closed	iConnect Enhancement - Request to keep Providers from being able to delete attachments from notes	Enhancement	Regina Sheridan	07/25/2024 04:12:31 PM	APD Employee	Resolved (Permanently)	08/13/2024 06:10:00 AM
139418	Closed	incorrect info on form	Forms	Jennifer Vergara	07/25/2024 04:17:35 PM	Service Provider Worker	Resolved (Permanently)	07/25/2024 04:20:03 PM
139419	Closed	Can't add notes to evv docs that have been upload	Documentation	Clara Chukwuelue	07/25/2024 04:18:38 PM	Service Provider	Resolved (Permanently)	07/25/2024 04:24:19 PM
139427	Closed	iConnect Clinical Worker- missing forms (Attachment L & Attachment M)	Forms	Savannah Thomson	07/25/2024 04:37:41 PM	APD Employee	Resolved (Permanently)	08/15/2024 08:37:26 AM
139429	Closed	Override for 91856	Request for Override	Jenna Llorens-Blas	07/25/2024 04:45:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 06:53:15 AM
139431	Closed	Can't link plan - crisis consumer	Plans	Katherine A Rodriguez	07/25/2024 04:57:44 PM	Waiver Support Coordinator	Resolved (Permanently)	07/25/2024 05:02:26 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
139433	Closed	Cannot create SA	Authorizations	Jamie Dallas	07/25/2024 05:41:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 12:07:57 PM
139434	Closed	Unable to create authorization	Planned Services	Andrea Jackson	07/25/2024 06:27:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 06:48:15 AM
139435	Closed	service not showing up under the provider documentation tab	WSC Progress Notes	Rebecca Davis	07/25/2024 06:56:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:30:07 AM
139436	Closed	WILMA M JOHNSON	Plans	Wilma Johnson	07/25/2024 06:57:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 08:28:23 AM
139437	Closed	Reverse status on Form ID#736312	Forms	REGENIA GUNTER	07/25/2024 07:03:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 06:43:56 AM
139438	Closed	Request for status change	Forms	REGENIA GUNTER	07/25/2024 07:30:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 06:41:27 AM
139439	Closed	Billable Progress Note	WSC Progress Notes	Maria Schwarz	07/25/2024 07:44:13 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 06:39:08 AM
139440	Closed	Still Unable to Create Authorization	Plans	Michael Demont	07/25/2024 08:10:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 07:41:06 AM
139441	Closed	Authorizations	Authorizations	Mario Price	07/25/2024 08:20:52 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 09:36:00 AM
139442	Closed	Worker not showing up to assign to EVV consumer	Worker Issues	Stephanie Fears	07/25/2024 08:31:29 PM	Service Provider	Resolved (Permanently)	07/30/2024 03:04:36 PM
139443	Closed	Reject Status	Authorizations	Dennise King	07/25/2024 08:43:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 08:37:04 AM
139444	Closed	Logging in and out	EVV Activities	Euphemia Graham	07/25/2024 09:24:18 PM	Service Provider Worker	Resolved (Permanently)	07/26/2024 07:29:04 AM
139445	Closed	Changed Medicaid Number	Demographics & Contacts Issues	Latasha Hardy	07/25/2024 09:42:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 08:29:13 AM
139446	Closed	SA won't update for WSC new FY	Authorizations	Keri Robinson	07/25/2024 10:17:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 08:34:54 AM
139447	Closed	64841 - not able to create services authorization for Colette Walker Services	Request for Override	Shirley Harris	07/25/2024 11:45:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 06:26:01 AM
139448	Closed	Can't create/update SA's	Authorizations	Cathy Crawford	07/25/2024 11:46:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 03:11:06 AM
139449	Closed	Rejected Service Auths	Authorizations	Sandra Simonson	07/26/2024 12:31:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 08:42:15 AM
139450	Closed	unable to complete note or forms	Provider Selection	Teleshia Jones	07/26/2024 01:37:50 AM	Service Provider	Resolved (Permanently)	07/26/2024 06:22:01 AM
139452	Closed	Service Authorization in rejected status	Authorizations	Mario Valdes	07/26/2024 06:47:48 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 08:47:27 AM
139455	Closed	Request for a New iConnect Role with Access in between Service Provider and Service Provider Worker.	Enhancement	Lukas Tubeck	07/26/2024 07:32:42 AM	APD Employee	Resolved (Permanently)	08/14/2024 08:55:04 AM
139456	Closed	Request for an iConnect Consumer Portal	Enhancement	Lukas Tubeck	07/26/2024 07:39:02 AM	APD Employee	Resolved (Permanently)	08/22/2024 09:07:50 AM
139458	Closed	Batch Unit Entry Function	Enhancement	Lukas Tubeck	07/26/2024 07:49:09 AM	APD Employee	Resolved (Permanently)	08/12/2024 08:20:18 AM
139459	Closed	cannot generate SA to print	Authorizations	Pamela Shorr	07/26/2024 07:49:39 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 09:17:03 AM
139461	Closed	rejected status	Authorizations	Pamela Shorr	07/26/2024 07:52:26 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 10:48:36 AM
139462	Closed	Digital Signature for Forms often requiring signatures	Enhancement	Lukas Tubeck	07/26/2024 07:53:00 AM	APD Employee	Resolved (Permanently)	08/22/2024 09:13:22 AM
139463	Closed	IT Override	Request for Override	Jude Paulino	07/26/2024 07:54:46 AM	APD Employee	Resolved (Permanently)	07/26/2024 07:59:11 AM
139464	Closed	GEO LOCATION ISSUES/BROWSER ISSUES	Geolocation/GPS	Heather S Searfoss	07/26/2024 07:57:05 AM	Service Provider Worker	Resolved (Permanently)	07/26/2024 07:57:20 AM
139465	Closed	Dynamic Provider Information - Ediable by Provider	Enhancement	Lukas Tubeck	07/26/2024 07:57:20 AM	APD Employee	Resolved (Permanently)	08/22/2024 09:16:29 AM
139467	Closed	Word Merge Template Error for 7454845959	Forms - Word Merges	Isaac J Booker	07/26/2024 08:11:00 AM	Service Provider	Resolved (Permanently)	08/08/2024 09:15:12 AM
139468	Closed	iConnect - User Report Generator Module	Enhancement	Lukas Tubeck	07/26/2024 08:11:28 AM	APD Employee	Resolved (Permanently)	08/20/2024 01:10:51 PM
139470	Closed	Reactive Strategy entry enhancement	Enhancement	Lukas Tubeck	07/26/2024 08:14:28 AM	APD Employee	Resolved (Permanently)	08/22/2024 09:19:39 AM
139471	Closed	CP Validating	Request for Override	Barbara Zatkoff	07/26/2024 08:15:02 AM	APD Employee	Resolved (Permanently)	07/26/2024 08:32:59 AM
139473	Closed	Access to Support Plans: Providers	Enhancement	Lukas Tubeck	07/26/2024 08:17:14 AM	APD Employee	Resolved (Permanently)	08/22/2024 09:29:38 AM
139475	Closed	Plan Validation Error -- consumer changing living setting	Request for Override	Sophia Torres	07/26/2024 08:27:46 AM	APD Employee	Resolved (Permanently)	07/26/2024 08:35:09 AM
139477	Closed	EVV Enhancements. Batch Assignments and Seats	Enhancement	Lukas Tubeck	07/26/2024 08:32:00 AM	APD Employee	Resolved (Permanently)	08/22/2024 09:32:52 AM
139478	Closed	Embed the "Pin Note Pad" in ALL forms	Enhancement	Lukas Tubeck	07/26/2024 08:35:25 AM	APD Employee	Resolved (Permanently)	08/21/2024 03:14:55 PM
139479	Closed	need county changed to Hillsborough	Authorizations	Tressie Wimberly	07/26/2024 08:44:30 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 09:03:21 AM
139480	Closed	Archive Function - iConnect Enhancement	Enhancement	Lukas Tubeck	07/26/2024 08:44:46 AM	APD Employee	Resolved (Permanently)	08/20/2024 03:33:28 PM
139483	Closed	LSD 3 Denial for Auth ID: 747439	Claims	Natalie Ann Fontanes	07/26/2024 09:02:57 AM	Service Provider	Resolved (Permanently)	07/26/2024 11:02:51 AM
139484	Closed	Iconnect 71832 note	Notes	Ada Gomez	07/26/2024 09:07:09 AM	APD Employee	Resolved (Permanently)	07/26/2024 09:11:30 AM
139486	Closed	Rejected SA	Authorizations	Ryan Chandler	07/26/2024 09:10:38 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 09:28:37 AM
139487	Closed	Unable to create SA	Authorizations	Tracy Davis	07/26/2024 09:14:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 09:40:20 AM
139488	Closed	Override needed	Request for Override	Jennifer Vazquez	07/26/2024 09:15:05 AM	APD Employee	Resolved (Permanently)	07/26/2024 09:42:43 AM
139489	Closed	Provider Selections	Provider Selection	Linda Fogarty	07/26/2024 09:15:05 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 10:39:36 AM
139491	Closed	Unable to create service authorizations	Authorizations	Tracy Davis	07/26/2024 09:19:59 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 09:31:49 AM
139492	Closed	Service Auth	Authorizations	Charshus Terry	07/26/2024 09:24:00 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 10:43:00 AM
139499	Closed	Consumer 32791	Authorizations	Hugo Merino	07/26/2024 09:40:16 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 10:51:47 AM
139500	Closed	Provider Documentation	Provider Documentation	Gerda Mothersil	07/26/2024 09:42:34 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 07:56:08 AM
139504	Closed	wsc exceeds service unit max	Request for Override	Kathleen Lopez	07/26/2024 09:53:41 AM	APD Employee	Resolved (Permanently)	07/26/2024 10:28:08 AM
139505	Closed	I connect	Provider Documentation	Theresa L Bates	07/26/2024 09:54:42 AM	Service Provider	Resolved (Permanently)	07/26/2024 10:49:44 AM
139507	Closed	Supporting Living Coach	Provider Documentation	Ivette Acevedo	07/26/2024 10:08:03 AM	Service Provider	Resolved (Permanently)	07/26/2024 10:52:59 AM
139508	Closed	change from complete to pending	Request for Status Change	Sherida F Nieves	07/26/2024 10:08:58 AM	Service Provider	Resolved (Permanently)	07/26/2024 10:16:55 AM
139509	Closed	Creat Auth	Authorizations	Isabelle Anestal	07/26/2024 10:15:54 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 10:32:32 AM
139511	Closed	rejected SAs	Authorizations	Alessandra Davalos	07/26/2024 10:21:36 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 10:55:52 AM
139513	Closed	auth in rejected status	Authorizations	Erica Tague	07/26/2024 10:24:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 10:58:08 AM
139513	Closed	Data Sync	Data Sync	Maylin Abreu	07/26/2024 10:49:31 AM	Service Provider Worker	Resolved (Permanently)	07/29/2024 12:07:00 PM
139526	Closed	Authorization in rejected status	Authorizations	Rowena Dunn-Mckenzie	07/26/2024 10:57:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 11:07:23 AM
139527	Closed	Override needed	Request for Override	Jennifer Vazquez	07/26/2024 10:58:45 AM	APD Employee	Resolved (Permanently)	07/26/2024 11:19:51 AM
139529	Closed	Provider not visible	Provider Selection	Susan Bartsch	07/26/2024 11:02:55 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 12:12:43 PM
139531	Closed	Override needed	Request for Override	Jennifer Vazquez	07/26/2024 11:09:00 AM	APD Employee	Resolved (Permanently)	07/26/2024 11:22:56 AM
139534	Closed	Unable to bill for consumer	Claims	Gidgett Crawley	07/26/2024 11:16:29 AM	Service Provider	Resolved (Permanently)	07/26/2024 11:18:19 AM
139536	Closed	Remove duplicate notes	Notes	Cristina Espinal-Nunez	07/26/2024 11:20:57 AM	APD Employee	Resolved (Permanently)	07/26/2024 11:35:15 AM
139537	Closed	I Connect #87796 Plan will not validate	Plans	Susan Sculles	07/26/2024 11:24:10 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 11:33:50 AM
139542	Closed	Delete entry	Provider Documentation	Daliborka Mujkic	07/26/2024 11:33:08 AM	Service Provider	Resolved (Permanently)	07/26/2024 11:38:46 AM
139543	Closed	Rate Change Update	Authorizations	Carmen Pully	07/26/2024 11:38:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 11:55:50 AM
139545	Closed	Authorization Error "Provider Medicaid ID is Blank"	Authorizations	Victoria Dewaters	07/26/2024 11:46:01 AM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 12:03:45 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
139546	Closed	Unable to access I Budget	Claims	Susan Bartsch	07/26/2024 11:49:24 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 12:08:47 PM
139547	Closed	57243 - REJECTED AUTH	Authorizations	Kelly Perez	07/26/2024 12:06:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 12:12:52 PM
139552	Closed	Exceed max units	[-] Tier II Review -	Mildred Walker	07/26/2024 12:17:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 12:36:13 PM
139555	Closed	iConnect - Specific Location for guardianship documentation.	Enhancement	Lukas Tubeck	07/26/2024 12:35:38 PM	APD Employee	Resolved (Permanently)	08/20/2024 03:21:30 PM
139556	Closed		84700 Claims	Joan Samuel	07/26/2024 12:35:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:35:43 PM
139557	Closed	Plan Validation Error -- New to the Waiver	Request for Override	Sophia Torres	07/26/2024 12:36:28 PM	APD Employee	Resolved (Permanently)	07/29/2024 12:44:36 PM
139558	Closed	Unable to end/Term authorization- Update to Service Plan is not working.	Authorizations	Victoria Dewaters	07/26/2024 12:41:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 04:00:43 PM
139559	Closed	Unable to put in notes for consumer.	Notes	Latice Wilson	07/26/2024 12:42:51 PM	Service Provider	Resolved (Permanently)	07/26/2024 12:55:33 PM
139564	Closed	Unable to see authorization	Unable to Start/End	Dessire Soto Perez	07/26/2024 12:53:29 PM	Service Provider Worker	Resolved (Permanently)	07/26/2024 12:58:57 PM
139566	Closed	Iconnect issue - Printing problem	Notes	Sheri Goodman	07/26/2024 01:01:30 PM	APD Employee	Resolved (Permanently)	07/26/2024 03:05:29 PM
139571	Closed	Need SAN deleted	SAN	Sandra Perez	07/26/2024 01:09:51 PM	APD Employee	Resolved (Permanently)	07/29/2024 01:14:20 PM
139572	Closed	SAN Validation	SAN	Carmen Pulley	07/26/2024 01:14:55 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:26:27 PM
139573	Closed	Error	Claims	Nessay Lately	07/26/2024 01:15:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 04:18:48 PM
139574	Closed	EVV ENDING DELIVERY ISSUES	Upload Issues	Ekeidra Williams	07/26/2024 01:16:12 PM	Service Provider Worker	Resolved (Permanently)	07/30/2024 02:33:00 PM
139575	Closed	System do not let me input the provider service for ID: 83157	Claims	Cerineo Neira	07/26/2024 01:17:01 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 11:05:31 AM
139579	Closed	EVV ENDING DELIVERY ISSUES	Upload Issues	Ronnisha Bryant	07/26/2024 01:31:08 PM	Service Provider Worker	Resolved (Permanently)	07/26/2024 03:53:33 PM
139581	Closed	cant not enter provider	Authorizations	Colleen Speer	07/26/2024 01:32:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:24:14 PM
139583	Closed	Can't update SA's FY 2024-2025	Authorizations	Cathy Crawford	07/26/2024 01:37:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:02:27 PM
139585	Closed	53390 - Unable to End Provider	Planned Services	Susana Maldonado	07/26/2024 01:45:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 03:02:24 PM
139587	Closed	missing service code for a Service Plan	Authorizations	Ranae Lynn Allen	07/26/2024 01:47:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:26:50 PM
139590	Closed	Provider Documentation -Unresolved	Provider Documentation	Tandra Lamikia Simmons	07/26/2024 02:00:41 PM	Service Provider	Resolved (Permanently)	07/26/2024 03:53:27 PM
139591	Closed	WSC cannot add a service to the plan.	Planned Services	Leonard Brewer	07/26/2024 02:01:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:53:12 PM
139592	Closed	Create/Update Unavailable	Authorizations	Hyacinth Daley	07/26/2024 02:02:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:22:51 PM
139593	Closed	incorrect birth date	Demographics & Contacts Issues	Carolyn Westbrook	07/26/2024 02:02:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 04:07:23 PM
139595	Closed	WSC is unable to Create Service Authorization	Authorizations	Mertine Joseph	07/26/2024 02:09:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:55:01 PM
139596	Closed	Tried to add the res hab Basic service for 2024-2025	Provider Selection	Lisette Rodriguez	07/26/2024 02:11:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:21:03 PM
139597	Closed	Guides	Geolocation/GPS	Chevetia Henry	07/26/2024 02:12:54 PM	Service Provider Worker	Resolved (Permanently)	10/15/2024 03:01:00 PM
139604	Closed	Plan Validation Error	Request for Override	Elaine Horn	07/26/2024 02:30:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:57:37 PM
139605	Closed	Authorization does not populate PA number	Authorizations	Diana Marquez	07/26/2024 02:32:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 03:43:48 PM
139606	Closed	54491- Unable to create/update an authorization	Authorizations	Shirley Harris	07/26/2024 02:33:37 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:45:59 PM
139607	Closed	The ticket just open is not resolved	Provider Selection	Lisette Rodriguez	07/26/2024 02:36:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 02:53:29 PM
139610	Closed	SA's not showing	Authorizations	Rebecca S Gaut	07/26/2024 02:42:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 03:05:56 PM
139613	Closed	IT Override	Request for Override	Jude Paulino	07/26/2024 02:47:19 PM	APD Employee	Resolved (Permanently)	07/26/2024 02:57:35 PM
139622	Closed	Rejected Status	Authorizations	Carline Lahens	07/26/2024 03:07:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 03:15:41 PM
139623	Closed	New Reporting Features	Reports	Victoria Dewaters	07/26/2024 03:08:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 03:08:11 PM
139624	Closed	unable to update authorization to clear rejection	Authorizations	Dana Ocampo	07/26/2024 03:10:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 03:18:21 PM
139626	Closed	Authorization ID	Authorizations	Ronald McCauley	07/26/2024 03:14:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/26/2024 03:20:53 PM
139628	Closed	problems with the morning log in time, AM & PM	EVV Activities	Jorge Seda	07/26/2024 03:18:22 PM	Service Provider Worker	Resolved (Permanently)	07/29/2024 08:43:45 AM
139635	Closed	unable to bill	Claims	Lorraine Loftus	07/26/2024 04:04:43 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:54:12 AM
139638	Closed	How to proceed to undo a SA	Authorizations	Marianela Watawara	07/26/2024 04:09:00 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 07:58:11 AM
139639	Closed	Problem is not resolve at all.	Provider Documentation	Tandra Lamikia Simmons	07/26/2024 04:13:31 PM	Other	Resolved (Permanently)	08/12/2024 09:15:00 AM
139641	Closed	WSC unable to create authorization ID even though plan is in approved status	Authorizations	Pamela Blake	07/26/2024 04:45:09 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:02:49 AM
139643	Closed	PIN# 38541	Authorizations	Nyasha Wilson	07/26/2024 04:48:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:20:06 AM
139644	Closed	Unable to bill for consumer	Claims	Diana Elizabeth Lee	07/26/2024 04:54:11 PM	Service Provider	Resolved (Permanently)	07/29/2024 09:08:00 AM
139646	Closed	Unable to create or update Service Authorization CP 2023-2024	Authorizations	Luis Lopez	07/26/2024 04:59:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 10:18:02 AM
139649	Closed	77728 - not able to create authorization for wsc services for FY 2024 for billing purposes	Authorizations	Shirley Harris	07/26/2024 05:02:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:04:51 AM
139653	Closed	clock in issues	Data Sync	Temeka Green	07/26/2024 05:23:06 PM	Service Provider	Resolved (Permanently)	07/26/2024 05:41:54 PM
139655	Closed	unable to see consumer in EVV Scheduling	Other		07/26/2024 05:32:38 PM	Service Provider	Resolved (Permanently)	07/29/2024 07:55:04 AM
139656	Closed	Having trouble with iconnect billing	Claims	Tashia Jones	07/26/2024 07:42:01 PM	Service Provider	Resolved (Permanently)	07/29/2024 07:39:43 AM
139658	Closed	unable to add services to a plan	Plans	VANESSA DIAZ	07/26/2024 08:48:15 PM	APD Employee	Resolved (Permanently)	07/29/2024 08:35:24 AM
139659	Closed	WSC UNABLE TO CREATE AUTHORIZATIONS	Authorizations	Sergio Comas	07/26/2024 09:28:08 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:17:29 AM
139660	Closed	Unable to create Activity screen for G9012	Provider Documentation	Amelia Hernandez	07/26/2024 10:30:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:58:38 AM
139661	Closed	Unable to create Activity screen for G9012	Provider Documentation	Amelia Hernandez	07/26/2024 10:34:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 12:44:35 PM
139662	Closed	Note entered in Error	Notes	Audreka Felix	07/26/2024 10:56:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 07:37:59 AM
139663	Closed	Max amount will not update correctly	Authorizations	Keri Robinson	07/26/2024 11:40:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:24:33 AM
139664	Closed	Add an EVV activity	Provider Documentation	James Lovell Freeman	07/26/2024 11:57:19 PM	Service Provider	Resolved (Permanently)	07/29/2024 08:07:47 AM
139665	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Michelle Danielle Scott	07/27/2024 10:21:05 AM	Service Provider	Resolved (Permanently)	07/29/2024 09:23:26 AM
139666	Closed	27766 Error message in billing that rate is not approved	Claims	Patricia Orquera-kern	07/27/2024 10:40:38 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:56:39 AM
139667	Closed	Iconnect and billing for client	Provider Documentation	Corrilee wilkins	07/27/2024 11:03:17 AM	Service Provider	Resolved (Permanently)	07/29/2024 02:21:06 PM
139668	Closed	19413 Unable to submit Billing it says denied but he has approved Medicaid	Claims	Patricia Orquera-kern	07/27/2024 11:59:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:19:53 AM
139669	Closed	77679 Unable to bill is says is denied	Claims	Patricia Orquera-kern	07/27/2024 12:11:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 09:18:40 AM
139670	Closed	issue with service authorization/ Unable to submit billing	Claims	Shaunte Jabar Lane	07/27/2024 01:01:05 PM	Service Provider	Resolved (Permanently)	07/29/2024 08:34:37 AM
139672	Closed	rejection	Authorizations	Joi Ruffin	07/27/2024 03:06:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:13:48 AM
139673	Closed	Signing in to this app for life skills	[-] Tier II Review -	Angela Edwards	07/27/2024 03:18:51 PM	Service Provider Worker	Resolved (Permanently)	07/31/2024 03:02:30 PM
139674	Closed	Documentation	Provider Documentation	Linda Civil	07/27/2024 04:21:03 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 10:05:33 AM
139675	Closed	Urgently needs help to resolve issues with creating new San service	SAN	Pamela Blake	07/27/2024 04:21:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:52:03 PM
139676	Closed	Authorization issue	Authorizations	Livia Ribeiro	07/27/2024 04:42:01 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:52:15 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
139677	Closed	AUTHORIZATION DOESN'T COME UP	Authorizations	Ludmila Senkevich	07/27/2024 04:58:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:19:54 AM
139678	Closed	CP 2024-25 AUTHORIZATIONS DON'T COME UP	Authorizations	Ludmila Senkevich	07/27/2024 05:03:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:17:04 AM
139679	Closed	no drop down to update sa	Authorizations	Dartene Glenn	07/27/2024 05:20:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:43:28 AM
139680	Closed	activity service not showing	Provider Documentation	Tiffany Deriveau	07/27/2024 06:32:42 PM	Service Provider Worker	Resolved (Permanently)	07/29/2024 08:13:35 AM
139681	Closed	Service Authorization issue 69735	Authorizations	Yolanda Vazquez	07/27/2024 08:04:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 07:57:05 AM
139682	Closed	Units billed	Claims	Mildred Walker	07/27/2024 08:51:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:32:36 AM
139683	Closed	Plan will not update SA's	Authorizations	Keri Robinson	07/27/2024 09:59:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:14:07 AM
139685	Closed	Please create initial 2025 cost plans	Plans	Tricia Garretto	07/27/2024 10:51:10 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:17:59 AM
139687	Closed	Service Authorization cant create	Authorizations	Anders Albamar	07/28/2024 10:52:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:01:22 AM
139690	Closed	Erase Notes	Notes	Gabriel M Ruiz	07/28/2024 11:16:51 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:15:56 AM
139691	Closed	Form created by mistake	Forms	Katherine A Rodriguez	07/28/2024 11:52:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:19:43 AM
139692	Closed	Can't create SA	Authorizations	Candice Trim	07/28/2024 12:14:58 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 07:59:15 AM
139693	Closed	WSN unable to see documentation	Provider Documentation	YESABEL GONZALEZ JAUREGUI	07/28/2024 01:28:39 PM	Service Provider	Resolved (Permanently)	07/29/2024 01:21:55 PM
139694	Closed	Unable to add Provider Documentation Note	Provider Documentation	Sandra Simonson	07/28/2024 02:23:54 PM	Service Provider	Resolved (Permanently)	07/29/2024 09:12:31 AM
139695	Closed	CLIENT ID 18314 IS ELIGIBLE 7/1/24	Plans	Sergio Comas	07/28/2024 05:23:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:12:20 AM
139696	Closed	Unlink/Link	Plans	Monica Robinson	07/28/2024 06:03:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:05:48 AM
139697	Closed	Unlinking/Linking	Plans	Monica Robinson	07/28/2024 06:10:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:01:50 AM
139698	Closed	cant add new service	Planned Services	Hafeeza Bain	07/28/2024 06:55:17 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:38:37 AM
139699	Closed	Cost Plan in Rejected Status 23/24	Authorizations	Paul Nixon	07/28/2024 09:04:42 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 10:54:21 AM
139700	Closed	Service Authorization in rejected status	Authorizations	LORENA HERNANDEZ	07/29/2024 12:41:21 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 07:42:07 AM
139702	Closed	SA not printing	Authorizations	Angelita Sapp	07/29/2024 07:06:04 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 07:54:01 AM
139704	Closed	Rejected Res Hab SA	Authorizations	Pamela Silva	07/29/2024 07:49:21 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 08:01:34 AM
139706	Closed	CP Validation	Request for Override	Barbara Zatkoff	07/29/2024 07:55:46 AM	APD Employee	Resolved (Permanently)	07/29/2024 08:05:31 AM
139718	Closed	AUTHS	Authorizations	Linda Scavella	07/29/2024 08:33:22 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 12:43:03 PM
139719	Closed	Life Skills Devel 1 rejected	Authorizations	Viveen Brooks	07/29/2024 08:35:01 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:15:49 AM
139721	Closed	UNABLE TO CLOCK IN	Unable to Start/End	Nathali Perez Guia	07/29/2024 08:37:39 AM	Service Provider Worker	Resolved (Permanently)	09/06/2024 01:55:59 PM
139724	Closed	Unable to click on consumer	Unable to Start/End	Gussie Brown	07/29/2024 08:44:56 AM	Service Provider Worker	Resolved (Permanently)	07/29/2024 08:53:53 AM
139726	Closed	Delete ROM Approved Row 7/18/2024	Forms	Tangee Hinson	07/29/2024 08:48:50 AM	APD Employee	Resolved (Permanently)	07/29/2024 09:02:25 AM
139728	Closed	Attendance Logs	Provider Documentation	Bertha Delaney	07/29/2024 08:53:12 AM	Service Provider	Resolved (Permanently)	07/29/2024 09:00:17 AM
139729	Closed	Need note and form deleted	Forms	Traci Brennan	07/29/2024 08:55:38 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:17:13 AM
139730	Closed	provide notes	Provider Documentation	Ebony Rochelle James	07/29/2024 08:59:17 AM	Service Provider	Resolved (Permanently)	07/29/2024 09:36:22 AM
139732	Closed	EVV ENDING DELIVERY ISSUES	Upload Issues	Magda Moreno	07/29/2024 09:07:57 AM	Service Provider Worker	Resolved (Permanently)	07/29/2024 09:09:33 AM
139733	Closed	Incorrect Consumer Information Submitted	Forms - Other	Jake Desuyo	07/29/2024 09:10:29 AM	Service Provider Worker	Resolved (Permanently)	07/29/2024 09:17:18 AM
139736	Closed	provider documentation	Provider Documentation	Heather Arnold	07/29/2024 09:21:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 10:31:14 AM
139739	Closed	Cant create service authorization - crisis consumer	Authorizations	Katherine A Rodriguez	07/29/2024 09:34:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:58:22 AM
139741	Closed	add service provider	Provider Selection	Patricia Ann Boyce	07/29/2024 09:39:02 AM	Service Provider Worker	Resolved (Permanently)	07/29/2024 09:45:37 AM
139742	Closed	Plan/ Rejection	Plans	Marie Carson	07/29/2024 09:39:48 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 09:55:25 AM
139744	Closed	Unable to complete notes	Notes	Ebony Rochelle James	07/29/2024 09:41:28 AM	Service Provider	Resolved (Permanently)	07/29/2024 09:43:12 AM
139750	Closed	Unable to update authorizations	Authorizations	Nichole Peal	07/29/2024 09:54:01 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 10:03:37 AM
139751	Closed	Unable to Validate CP-May be linked to wrong budget	Plans	Jane Whelan	07/29/2024 09:55:40 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 10:00:41 AM
139752	Closed	Creating deliveries	Unable to Start/End	Yama Gooding	07/29/2024 09:57:10 AM	Service Provider Worker	Resolved (Permanently)	07/29/2024 10:48:00 AM
139755	Closed	Unable to see approved services	Data Sync	Yama Gooding	07/29/2024 10:07:51 AM	Service Provider Worker	Resolved (Permanently)	07/30/2024 03:24:00 PM
139756	Closed	CP Validation	Request for Override	Barbara Zatkoff	07/29/2024 10:07:55 AM	APD Employee	Resolved (Permanently)	07/29/2024 10:44:07 AM
139757	Closed	Unable to see consumer	Unable to Start/End	Aurelia Annetta Powell	07/29/2024 10:11:25 AM	Service Provider	Resolved (Permanently)	07/31/2024 10:48:00 AM
139759	Closed	Provider unable to bill approved service	Claims	Nichole Peal	07/29/2024 10:23:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 11:52:39 AM
139764	Closed	Luis Garcia	Geolocation/GPS	Maytel Santos Luzbet	07/29/2024 10:33:44 AM	APD Employee	Resolved (Permanently)	07/29/2024 10:34:50 AM
139765	Closed	Plan Validation Error WSC service plan	Request for Override	Sophia Torres	07/29/2024 10:35:12 AM	APD Employee	Resolved (Permanently)	07/29/2024 10:41:05 AM
139774	Closed	36051 Note in complete by mistake	Request for Status Change	Daniel Crandall	07/29/2024 11:10:52 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 11:51:15 AM
139777	Closed	override needed	Request for Override	Megan M Haig	07/29/2024 11:17:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 11:46:01 AM
139778	Closed	Service Auth rejection	Authorizations	Shellie Beckham	07/29/2024 11:17:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 11:25:32 AM
139780	Closed	Consumer-SA	Authorizations	Gloria Lonton	07/29/2024 11:19:44 AM	Service Provider	Resolved (Permanently)	07/29/2024 04:31:29 PM
139781	Closed	change ISP status	Request for Status Change	Guy Earle	07/29/2024 11:20:58 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 11:28:15 AM
139782	Closed	Validation Report	Request for Override	Claudia Lima	07/29/2024 11:22:12 AM	APD Employee	Resolved (Permanently)	07/29/2024 11:40:09 AM
139783	Closed	Can't update service authorizations	Authorizations	Latasha Hardy	07/29/2024 11:23:25 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 11:28:48 AM
139784	Closed	Notes	Notes	Michelle Nunley	07/29/2024 11:23:33 AM	Service Provider	Resolved (Permanently)	08/09/2024 02:31:16 PM
139785	Closed	66849 note in complete by mistake	Request for Status Change	Daniel Crandall	07/29/2024 11:28:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 11:38:58 AM
139789	Closed	Notes	Notes	edward banks	07/29/2024 11:35:57 AM	Service Provider	Resolved (Permanently)	07/29/2024 11:42:05 AM
139795	Closed	delete a record	Forms	Cassidy Noble	07/29/2024 11:44:39 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 11:50:22 AM
139796	Closed	Group Home not showing in iConnect	Provider Selection	Kimberly A Matthews	07/29/2024 11:46:33 AM	Service Provider	Resolved (Permanently)	07/29/2024 12:58:58 PM
139797	Closed	Consumer Service Authorizations not populating.	Reports	Adriana Vega	07/29/2024 11:46:48 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 10:46:33 AM
139803	Closed	Res Hab planned service in Rejected status	Authorizations	Yanet GarciaVera	07/29/2024 11:55:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 12:10:39 PM
139804	Closed	Unable to login since beginning of July	Other	Maribel Minadie	07/29/2024 11:56:36 AM	Service Provider	Resolved (Permanently)	07/29/2024 12:03:20 PM
139813	Closed	2024 July 29 - NOTICE OF CASE ACTION - MEDICAID -client id # (42143)	Eligibility	GISELE L ANDRADE	07/29/2024 12:15:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 12:18:15 PM
139815	Closed	iConnect #18094	Forms - Word Merges	SANDRA WALLACE	07/29/2024 12:17:35 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:15:13 AM
139817	Closed	clear rejections	Authorizations	Nancy Calos	07/29/2024 12:26:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 12:38:42 PM
139818	Closed	provider documentation	Provider Documentation	Heather Arnold	07/29/2024 12:31:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 12:34:55 PM
139819	Closed	Create authorization is not showing up on the cost plan	Authorizations	Jessica Smith	07/29/2024 12:34:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 02:18:33 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
139821	Closed	Plan end date is wrong unable to link consumer budget	Consumer Budget	Jessica Smith	07/29/2024 12:38:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 12:48:12 PM
139822	Closed	VALIDATION ERROR	Plans	Subecca E Flores	07/29/2024 12:42:10 PM	APD Employee	Resolved (Permanently)	07/30/2024 09:46:49 AM
139829	Closed	provider documentation	Provider Documentation	Megan M Haig	07/29/2024 01:06:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 01:40:27 PM
139832	Closed	delete note	Notes	Heather Tidwell	07/29/2024 01:14:27 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 01:17:50 PM
139833	Closed	The Eligilities Worksheet come out incomplete	Forms - Word Merges	ERNESTO DE VARONA	07/29/2024 01:17:23 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:15:14 AM
139834	Closed	#44568	Authorizations	Patricia Casson	07/29/2024 01:18:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 01:25:07 PM
139839	Closed	ACTIVITY IS DISSAPEAR WHEN CLOCKING OUT	Unable to Start/End	Lorianne Bringuez	07/29/2024 01:32:20 PM	Service Provider Worker	Resolved (Permanently)	07/29/2024 02:51:52 PM
139840	Closed	Service authorization in reject status FY 23-24	Authorizations	Maria Schwarz	07/29/2024 01:34:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 01:41:08 PM
139841	Closed	Deliveries missing	Upload Issues	Lorianne Bringuez	07/29/2024 01:38:56 PM	Service Provider Worker	Resolved (Permanently)	07/30/2024 05:25:00 AM
139845	Closed	Need to terminate PS service	Authorizations	Laurn Whitcomb	07/29/2024 01:47:20 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 10:53:37 AM
139848	Closed	Monitoring Form In iConnect not showing up on list	Residential Monitoring	Tracy Moring	07/29/2024 01:54:51 PM	APD Employee	Resolved (Permanently)	10/14/2024 11:27:48 AM
139850	Closed	duplicate support plan	Plans	Lacey Tatro	07/29/2024 01:56:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 02:02:31 PM
139853	Closed	living situation	Request for Override	Pamela Shorr	07/29/2024 02:01:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 02:29:48 PM
139857	Closed	Validation error	Request for Override	Sheri Goodman	07/29/2024 02:06:08 PM	APD Employee	Resolved (Permanently)	07/29/2024 02:38:18 PM
139858	Closed	update	Authorizations	Dirna Andrews	07/29/2024 02:07:38 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 09:19:13 AM
139867	Closed	Duplicate delivery	EVV Activities	Valerie Deloris Clark	07/29/2024 02:35:15 PM	Service Provider	Resolved (Permanently)	08/07/2024 01:14:29 PM
139868	Closed	Unable to create a Service Auth with approved service and plan	Authorizations	Katharine Finken	07/29/2024 02:38:41 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 02:52:50 PM
139869	Closed	Please create initial 2025 cost plan	Plans	Tricia Garretto	07/29/2024 02:39:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 02:50:05 PM
139870	Closed	WSC in rejected status, cannot update	Authorizations	Danielle Kline	07/29/2024 02:41:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 04:26:00 PM
139872	Closed	still trying to enter provider	Provider Documentation	Colleen Speer	07/29/2024 02:53:25 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 03:34:41 PM
139877	Closed	Removing HCBS Form created on 12.01.2022	Forms	Bethany A Hays	07/29/2024 02:58:05 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 03:12:44 PM
139878	Closed	Unable to pull up authorizations and Scorecard	Authorizations	Wendy Florvit	07/29/2024 02:58:47 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 03:22:25 PM
139888	Closed	AUTHORIZATION	Authorizations	Grace Crosse-gray	07/29/2024 03:15:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/29/2024 04:18:44 PM
139895	Closed	Unable to create the Survey form	Forms	Martha Luz Franceschin	07/29/2024 03:46:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 08:29:05 AM
139896	Closed	Residential Habilitation service can not be created	Residential Planning	Vivian Owen	07/29/2024 03:51:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 07:56:19 AM
139897	Closed	consumer transitioning from cdc to hcbs waiver need cost plan split	Plans	Jill Macalister	07/29/2024 03:54:11 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:08:43 AM
139898	Closed	Note writing	Notes	Yolanda Lewis	07/29/2024 03:56:54 PM	Service Provider Worker	Resolved (Permanently)	07/30/2024 10:31:38 AM
139899	Closed	authorizations	Authorizations	MARIAN GRAY	07/29/2024 04:00:47 PM	APD Employee	Resolved (Permanently)	07/30/2024 08:07:20 AM
139902	Closed	no mechanism to create service authorization.	Authorizations	Ronda Kissinger	07/29/2024 04:08:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:12:58 AM
139904	Closed	UNABLE TO SEE CONSUMER	Data Sync	Whitney Smith	07/29/2024 04:09:11 PM	Service Provider Worker	Resolved (Permanently)	07/29/2024 04:09:20 PM
139910	Closed	Malfunction	Unable to Start/End	Jessica Gonzalez	07/29/2024 04:23:04 PM	Service Provider	Resolved (Permanently)	07/29/2024 04:24:46 PM
139914	Closed	Plan will not Save and Validate #87796	Plans	Susan Sculles	07/29/2024 04:25:44 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:15:38 AM
139918	Closed	UNABLE TO CLOCK IN	Unable to Start/End	Edel Taboada	07/29/2024 04:27:29 PM	Service Provider Worker	Resolved (Permanently)	07/29/2024 04:43:59 PM
139920	Closed	cannot create SA	Authorizations	Pamela Shorr	07/29/2024 04:39:01 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:17:34 AM
139924	Closed	Contact address issue	Demographics & Contacts Issues	Diana Burgos Garcia	07/29/2024 04:55:11 PM	APD Employee	Resolved (Permanently)	07/30/2024 12:00:34 PM
139929	Closed	66849 open note please	Request for Status Change	Daniel Crandall	07/29/2024 05:27:23 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 07:43:59 AM
139932	Closed	Worker Excluded by Mistake	Worker Issues	Roselyn Metayer	07/29/2024 05:50:06 PM	Service Provider	Resolved (Permanently)	07/30/2024 10:14:42 AM
139934	Closed	delete note dated 752024	Notes	RACHEL VERMETTE	07/29/2024 05:59:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 07:45:53 AM
139935	Closed	Service Authorizations FY 24-25 in reject status	Authorizations	Maria Schwarz	07/29/2024 06:07:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:25:39 AM
139936	Closed	I CANNOT ACCESS 2 OF MY GROUP HOMES ON MY DASHBOARD	Provider Related Issues	Janett Lovett	07/29/2024 06:11:58 PM	Service Provider	Resolved (Permanently)	07/30/2024 12:09:20 PM
139938	Closed	lconnect	Unable to Start/End	Haley Christian	07/29/2024 06:59:40 PM	APD Employee	Resolved (Permanently)	07/31/2024 03:36:57 PM
139939	Closed	rejection	Authorizations	Joi Ruffin	07/29/2024 07:09:18 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:17:54 AM
139940	Closed	WSC rejected, not able to update	Authorizations	Danielle Kline	07/29/2024 07:23:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 10:06:11 AM
139941	Closed	PS Consumer Auth	Authorizations	Marissa Davis	07/29/2024 07:30:12 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:21:55 AM
139942	Closed	REJECTIONS	Authorizations	Hoda Valentine	07/29/2024 07:47:59 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:23:57 AM
139943	Closed	Cant do a provider documentation	Provider Documentation	Kerri Stevens	07/29/2024 07:52:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:57:24 AM
139944	Closed	30 hours per day, it's 30 units per week. 6 hour x 5 days= 30 units per week for 4 weeks is 120 units	Authorizations	Esther Arelus	07/29/2024 09:36:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 07:25:24 AM
139945	Closed	#139678 CP 2024-25 AUTHORIZATIONS DON'T COME UP	Authorizations	Ludmila Senkevich	07/29/2024 09:41:22 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:41:06 AM
139946	Closed	24-25 cost plan	Authorizations	Belinda Phillips	07/29/2024 09:42:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 07:28:57 AM
139948	Closed	EVV SCHEDULING ISSUES/SYNC DATA	Data Sync	Shirley Ann Green	07/30/2024 07:45:56 AM	Service Provider	Resolved (Permanently)	07/30/2024 07:46:00 AM
139949	Closed	Delete entry	Notes	Daliborka Mujkic	07/30/2024 07:48:45 AM	Service Provider	Resolved (Permanently)	07/30/2024 07:58:03 AM
139954	Closed	Need assistance please	Authorizations	Julia Bowen	07/30/2024 08:25:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:39:13 AM
139956	Closed	Unable to update service plans	Authorizations	Antonio Fernandez	07/30/2024 08:31:57 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:43:40 AM
139957	Closed	Billable note 6/2024	Notes	Samelia Davis	07/30/2024 08:33:08 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:43:11 AM
139960	Closed	CP Validation	Request for Override	Barbara Zatkoff	07/30/2024 08:39:46 AM	APD Employee	Resolved (Permanently)	07/30/2024 08:45:48 AM
139964	Closed	Unable to bill	Claims	Althea Chin	07/30/2024 08:54:38 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 08:58:51 AM
139965	Closed	Unable to create or update plan services for 23-24	Authorizations	Althea Chin	07/30/2024 09:06:10 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 09:11:12 AM
139970	Closed	need tickler for CDC+ enrollment	Plans	Cynthia Smith	07/30/2024 09:24:03 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 09:29:34 AM
139975	Closed	Override needed	Request for Override	Jennifer Vazquez	07/30/2024 09:34:53 AM	APD Employee	Resolved (Permanently)	07/30/2024 09:39:24 AM
139976	Closed	Connectivity issues	Geolocation/GPS	Christopher McKnight	07/30/2024 09:41:54 AM	Service Provider	Resolved (Permanently)	07/30/2024 09:43:51 AM
139978	Closed	Provider Documentation	Provider Documentation	Leah Wade	07/30/2024 09:47:11 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 10:07:50 AM
139980	Closed	Can not create Service Authorizations	Authorizations	Mary Ann Washburn	07/30/2024 09:48:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 10:23:13 AM
139981	Closed	Override needed	Request for Override	Jennifer Vazquez	07/30/2024 09:48:48 AM	APD Employee	Resolved (Permanently)	07/30/2024 10:26:23 AM
139982	Closed	PROVIDER DOCUMENTATION ISSUES/LSD	LSD Services	Dulce Maria Tejeda	07/30/2024 09:56:16 AM	Service Provider	Resolved (Permanently)	08/07/2024 01:14:30 PM
139983	Closed	Unable to access current deliveries	EVV Activities	Tammy DeLuca	07/30/2024 09:57:27 AM	Service Provider Worker	Resolved (Permanently)	07/30/2024 10:34:20 AM
139985	Closed	validation report	Other	Claudia Lima	07/30/2024 09:59:56 AM	APD Employee	Resolved (Permanently)	07/30/2024 11:55:28 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
139987	Closed	unable to send SA	Authorizations	Megan M Haig	07/30/2024 10:05:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 10:44:53 AM
139989	Closed	Res Hab	Plans	Ronald McCauley	07/30/2024 10:08:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 10:36:57 AM
139992	Closed	Validation error	Request for Override	Amy Koziol	07/30/2024 10:15:23 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 10:42:53 AM
139993	Closed	Delete entry	Provider Documentation	Daliborka Mujkic	07/30/2024 10:15:35 AM	Service Provider	Resolved (Permanently)	07/30/2024 10:25:19 AM
139995	Closed	Geo Location	Geolocation/GPS	Jamia Gilmore	07/30/2024 10:22:18 AM	Service Provider	Resolved (Permanently)	07/30/2024 10:24:05 AM
139997	Closed	cannot create sa	Request for Override	Pamela Shorr	07/30/2024 10:24:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 10:35:01 AM
139999	Closed	Plan Validation Report	Request for Override	Josue Otero	07/30/2024 10:27:52 AM	APD Employee	Resolved (Permanently)	07/30/2024 10:36:32 AM
140006	Closed	Issue with service authorization.	Authorizations	Dinorah Armenteros	07/30/2024 10:40:35 AM	Service Provider Worker	Resolved (Permanently)	07/30/2024 11:45:14 AM
140008	Closed	SA in Rejected status	Authorizations	Daisy Suominen	07/30/2024 10:43:20 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 10:49:07 AM
140009	Closed	iconnect reactive strategies county/region discrepancy	Demographics & Contacts Issues	Angie Campanale	07/30/2024 10:45:27 AM	APD Employee	Resolved (Permanently)	07/30/2024 11:36:53 AM
140012	Closed	Plan Validation override	Request for Override	Tricia Garretto	07/30/2024 10:52:15 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 11:43:30 AM
140013	Closed	Documentation Error	Provider Documentation	Karissa Vandemark	07/30/2024 10:53:33 AM	Service Provider	Resolved (Permanently)	07/30/2024 11:07:08 AM
140014	Closed	error: this service has exceeded the maximum units per	Request for Override	Lashan Washington	07/30/2024 10:56:51 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 11:32:40 AM
140017	Closed	Override needed	Request for Override	Jennifer Vazquez	07/30/2024 11:10:41 AM	APD Employee	Resolved (Permanently)	07/30/2024 11:38:07 AM
140019	Closed	Terminated SAs rejected	Authorizations	Robyn Barwick	07/30/2024 11:23:34 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 11:45:41 AM
140022	Closed	SA IN IBUDGET NOT MATCHING WITH SA APPROVED IN ICONNECT	Authorizations	Pedro Herrera	07/30/2024 11:34:17 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 11:49:34 AM
140023	Closed	Plan Validation Report	Request for Override	Josue Otero	07/30/2024 11:35:32 AM	APD Employee	Resolved (Permanently)	07/30/2024 11:51:47 AM
140026	Closed	Admin action note subtype not working	Provider QIO, POR, NNC, CAP	Kimberly Walsh	07/30/2024 11:43:35 AM	APD Employee	Resolved (Permanently)	09/19/2024 01:57:25 PM
140030	Closed	Cannot create authorization	Authorizations	Sean Moreau	07/30/2024 11:49:14 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 12:17:12 PM
140031	Closed	MONTHLY SUMMARY	Provider Documentation	Carmen Rosa Hernandez	07/30/2024 11:50:38 AM	Service Provider	Resolved (Permanently)	07/30/2024 12:04:17 PM
140033	Closed	Provider documentation issue	Provider Documentation	Stephanie Smith	07/30/2024 11:58:35 AM	Service Provider	Resolved (Permanently)	08/16/2024 12:51:47 PM
140034	Closed	Cannot update authorization	Authorizations	Sean Moreau	07/30/2024 11:59:10 AM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 12:48:53 PM
140036	Closed	Reactive Strategies incorrect region	Demographics & Contacts Issues	Angie Campanale	07/30/2024 12:03:51 PM	APD Employee	Resolved (Permanently)	08/07/2024 01:14:32 PM
140037	Closed	Validation Report	Request for Override	Claudia Lima	07/30/2024 12:03:57 PM	APD Employee	Resolved (Permanently)	07/30/2024 12:19:34 PM
140038	Closed	unable to correct plan 23-24CPY	Authorizations	Diane Gelpi	07/30/2024 12:10:04 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 12:34:18 PM
140041	Closed	Please delete the following Form ID#'s	Forms	Kathleen Groskopf	07/30/2024 12:17:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 12:37:42 PM
140042	Closed	Forms and notes in IConnect	Notes	Nelly Lopez Oquendo	07/30/2024 12:17:55 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 12:47:24 PM
140043	Closed	Issues logging in	Login Issues (not SSO)	Regina Linares	07/30/2024 12:26:05 PM	Service Provider Worker	Resolved (Permanently)	07/30/2024 12:34:29 PM
140046	Closed	no se puede entran al sistema	Unable to Start/End	Yamilet Rodriguez-Leyva	07/30/2024 12:31:14 PM	APD Employee	Resolved (Permanently)	07/30/2024 12:43:35 PM
140048	Closed	Override Needed	Request for Override	Ushae Lewis-Scille	07/30/2024 12:32:27 PM	APD Employee	Resolved (Permanently)	08/14/2024 02:47:35 PM
140052	Closed	missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 12:45:02 PM	Service Provider	Resolved (Permanently)	08/02/2024 12:36:25 PM
140056	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 12:49:49 PM	Service Provider	Resolved (Permanently)	07/30/2024 01:24:25 PM
140057	Closed	EVV SCHEDULING ISSUES/SYNC DATA	Data Sync	Yamilet Rodriguez-Leyva	07/30/2024 12:52:05 PM	Service Provider Worker	Resolved (Permanently)	08/01/2024 11:56:00 AM
140058	Closed	missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 12:54:40 PM	Service Provider	Resolved (Permanently)	08/02/2024 12:37:18 PM
140060	Closed	Override Needed	Request for Override	Ushae Lewis-Scille	07/30/2024 12:55:24 PM	APD Employee	Resolved (Permanently)	08/14/2024 02:47:59 PM
140061	Closed	IT override	Request for Override	Timothy Balajadia	07/30/2024 12:56:39 PM	APD Employee	Resolved (Permanently)	07/30/2024 02:32:39 PM
140062	Closed	Missing inputs	[-] Tier II Review -	Quintania Robinson	07/30/2024 12:57:23 PM	Service Provider	Resolved (Permanently)	07/30/2024 01:23:31 PM
140063	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 01:00:29 PM	Service Provider	Resolved (Permanently)	07/30/2024 01:23:03 PM
140066	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 01:09:04 PM	Service Provider	Resolved (Permanently)	07/30/2024 01:21:49 PM
140067	Closed	Need to create service authorizations	Authorizations	Chanda Mayes	07/30/2024 01:09:34 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 02:38:48 PM
140068	Closed	Delete entry	Provider Documentation	Daliborka Mujkic	07/30/2024 01:12:35 PM	Service Provider	Resolved (Permanently)	07/30/2024 01:16:51 PM
140069	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 01:13:12 PM	Service Provider	Resolved (Permanently)	07/30/2024 01:20:42 PM
140071	Closed	Support Plan and Note	Notes	Nelly Lopez Oquendo	07/30/2024 01:14:31 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 01:52:56 PM
140072	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 01:15:48 PM	Service Provider	Resolved (Permanently)	07/30/2024 02:04:03 PM
140073	Closed	Rejected Status	Authorizations	Mario Price	07/30/2024 01:16:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 01:46:41 PM
140074	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 01:18:21 PM	Service Provider	Resolved (Permanently)	07/30/2024 01:26:44 PM
140075	Closed	49639 Service Auth.	Provider Documentation	Dylan Kona	07/30/2024 01:18:24 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 01:43:13 PM
140080	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 01:23:59 PM	Service Provider	Resolved (Permanently)	07/30/2024 02:02:34 PM
140081	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 01:27:08 PM	Service Provider	Resolved (Permanently)	07/30/2024 01:56:53 PM
140083	Closed	REJECTIONS	Authorizations	Subecca E Flores	07/30/2024 01:29:28 PM	APD Employee	Resolved (Permanently)	07/30/2024 01:55:20 PM
140086	Closed	Documentation Entry	Provider Documentation	Mario Price	07/30/2024 01:35:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 01:49:34 PM
140088	Closed	Requesting an override	Request for Override	Susan Goins	07/30/2024 01:41:39 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 02:41:20 PM
140090	Closed	cannot create SA	Authorizations	Pamela Shorr	07/30/2024 01:46:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 02:07:17 PM
140092	Closed	IT Override	Request for Override	Latisha White	07/30/2024 01:48:47 PM	APD Employee	Resolved (Permanently)	07/30/2024 02:44:48 PM
140095	Closed	Current Authorization exceeds	Authorizations	Erik Ramos	07/30/2024 01:58:08 PM	Service Provider	Resolved (Permanently)	07/30/2024 02:14:50 PM
140096	Closed	Unable to bill code G9012UC. However, client has full Medicaid and his PA# is approved	Claims	Mario Valdes	07/30/2024 02:00:48 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 02:13:17 PM
140099	Closed	Authorization Impacted	Authorizations	Lovely Fameux	07/30/2024 02:12:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 07:58:20 AM
140100	Closed	66844 Cannot Bill	Claims	Yolanda Vazquez	07/30/2024 02:12:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 09:52:45 AM
140101	Closed	Rejected	Authorizations	Jeannine Orange	07/30/2024 02:14:14 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 02:25:12 PM
140105	Closed	Validation error	Request for Override	Sheri Goodman	07/30/2024 02:23:07 PM	APD Employee	Resolved (Permanently)	07/30/2024 02:48:34 PM
140106	Closed	IConnect Word Merge	Forms - Word Merges	Jude Paulino	07/30/2024 02:24:38 PM	APD Employee	Resolved (Permanently)	08/08/2024 09:15:55 AM
140111	Closed	Unable to add plan services for this consumer	Provider Selection	Lisa Rhodes	07/30/2024 02:39:29 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 03:09:48 PM
140114	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 02:50:34 PM	Service Provider	Resolved (Permanently)	07/30/2024 03:54:34 PM
140115	Closed	Forms and Notes	Forms	Nelly Lopez Oquendo	07/30/2024 02:53:36 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 02:58:52 PM
140117	Closed	Validation Report	Plans	Claudia Lima	07/30/2024 02:57:06 PM	APD Employee	Resolved (Permanently)	07/30/2024 03:07:58 PM
140118	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 02:58:36 PM	Service Provider	Resolved (Permanently)	07/30/2024 03:03:26 PM
140119	Closed	missing inouts	Provider Documentation	Quintania Robinson	07/30/2024 03:03:27 PM	Service Provider	Resolved (Permanently)	07/31/2024 08:09:22 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
140120	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 03:07:22 PM	Service Provider	Resolved (Permanently)	07/31/2024 09:39:25 AM
140121	Closed	approved cost plan can't generate auths - medicaid ok	Authorizations	Jill Macalister	07/30/2024 03:08:01 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 03:20:36 PM
140122	Closed	missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 03:10:37 PM	Service Provider	Resolved (Permanently)	07/30/2024 03:13:12 PM
140123	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 03:13:07 PM	Service Provider	Resolved (Permanently)	07/30/2024 03:16:28 PM
140124	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 03:15:57 PM	Service Provider	Resolved (Permanently)	07/31/2024 08:21:37 AM
140126	Closed	mistake creating a note	Notes	Daymis Pierre	07/30/2024 03:18:30 PM	Service Provider	Resolved (Permanently)	07/30/2024 03:20:41 PM
140127	Closed	UNABLE TO CREATE NOTES	EVV Activities	Yama Gooding	07/30/2024 03:19:25 PM	Service Provider Worker	Resolved (Permanently)	08/06/2024 09:52:04 AM
140128	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 03:19:55 PM	Service Provider	Resolved (Permanently)	07/30/2024 03:21:03 PM
140129	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 03:22:46 PM	Service Provider	Resolved (Permanently)	07/30/2024 03:24:44 PM
140130	Closed	missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 03:25:20 PM	Service Provider	Resolved (Permanently)	07/30/2024 03:27:26 PM
140131	Closed	missing input	[] Tier II Review -	Quintania Robinson	07/30/2024 03:30:33 PM	Service Provider	Resolved (Permanently)	07/31/2024 09:47:12 AM
140133	Closed	missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 03:34:38 PM	Service Provider	Resolved (Permanently)	07/31/2024 09:43:54 AM
140135	Closed	HCBS FORMS	Forms	Bethany A Hays	07/30/2024 03:36:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 04:17:38 PM
140136	Closed	Plan Validation report	Request for Override	Juneen Johnson	07/30/2024 03:36:58 PM	APD Employee	Resolved (Permanently)	07/30/2024 03:51:07 PM
140138	Closed	Geo location	Geolocation/GPS	David McKinnon	07/30/2024 03:38:31 PM	Service Provider Worker	Resolved (Permanently)	07/30/2024 05:29:00 PM
140139	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 03:39:55 PM	Service Provider	Resolved (Permanently)	07/31/2024 09:41:59 AM
140140	Closed	Not able to chart on my client	Other	Carolyn Clayton	07/30/2024 03:41:19 PM	Service Provider	Resolved (Permanently)	08/07/2024 01:14:34 PM
140142	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/30/2024 03:48:10 PM	Service Provider	Resolved (Permanently)	07/31/2024 08:17:12 AM
140147	Closed	Unable to validate cost plan	Plans	Danay Guas	07/30/2024 03:55:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 04:21:03 PM
140149	Closed	Unable to put in LSD Notes	Provider Documentation	Taiwanda Clark	07/30/2024 04:00:19 PM	Service Provider Worker	Resolved (Permanently)	08/22/2024 01:56:51 PM
140150	Closed	Date error	Notes	DeAnn Burgess	07/30/2024 04:00:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 11:21:08 AM
140152	Closed	wrong rate entered for Support Coordination	Notes	Jamie Cain	07/30/2024 04:04:30 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 11:17:10 AM
140158	Closed	Can't create new auth	Authorizations	Holly M Board	07/30/2024 04:16:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 08:25:39 AM
140161	Closed	REopen complete note	Request for Status Change	Christina Maton	07/30/2024 04:29:07 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 04:41:55 PM
140162	Closed	Not able to chart	EVV Activities	Carolyn Clayton	07/30/2024 04:29:48 PM	Service Provider	Resolved (Permanently)	07/30/2024 04:46:35 PM
140163	Closed	Please delete and open	Forms	Kathleen Groskopf	07/30/2024 04:32:35 PM	Waiver Support Coordinator	Resolved (Permanently)	07/30/2024 04:45:05 PM
140165	Closed	delete casenote	Notes	Heather Arnold	07/30/2024 04:33:56 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 08:19:23 AM
140172	Closed	cannot enter note	Notes	Patricia Strader	07/30/2024 05:12:40 PM	Service Provider Worker	Resolved (Permanently)	07/31/2024 11:14:32 AM
140173	Closed	cannot enter a note on 5/17/24	Provider Documentation	Patricia Strader	07/30/2024 05:15:12 PM	Service Provider Worker	Resolved (Permanently)	07/31/2024 08:43:25 AM
140175	Closed	Rejected	Authorizations	Mario Price	07/30/2024 05:28:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 10:32:19 AM
140178	Closed	Rejections on every service	Planned Services	Katharine Finken	07/30/2024 07:15:46 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 11:11:33 AM
140179	Closed	Unable to bill for a client	Claims	Charmaine Monteith	07/30/2024 07:24:25 PM	Service Provider	Resolved (Permanently)	07/31/2024 08:40:21 AM
140180	Closed	Please delete and open note	Forms	Kathleen Groskopf	07/30/2024 07:38:40 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 08:10:21 AM
140181	Closed	Ticket 139914	Request for Override	Susan Sculles	07/30/2024 07:42:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 08:21:54 AM
140182	Closed	Please delete	Forms - Word Merges	Kathleen Groskopf	07/30/2024 07:50:51 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 08:20:49 AM
140183	Closed	Iconnect	Provider Documentation	Kourtney D Hall	07/31/2024 12:28:38 AM	Service Provider Worker	Resolved (Permanently)	07/31/2024 09:25:36 AM
140184	Closed	EVV Issues	Data Sync	Steven George Isaacs	07/31/2024 12:38:09 AM	Service Provider	Resolved (Permanently)	07/31/2024 03:38:14 PM
140185	Closed	Provider Documentation	Provider Documentation	Deborah Satterfield	07/31/2024 07:32:18 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 08:16:36 AM
140186	Closed	Cannot make changes to iConnect.	System Performance	Frank Grunewald	07/31/2024 07:41:39 AM	APD Employee	Resolved (Permanently)	09/17/2024 02:19:27 PM
140188	Closed	cannot generate SA	Authorizations	Pamela Shorr	07/31/2024 07:48:47 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 08:16:46 AM
140189	Closed	cannot generate SA	Authorizations	Pamela Shorr	07/31/2024 07:51:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 08:14:08 AM
140190	Closed	Approval of Implementation Plan	Forms - Implementation Plan	Christina Maria Cooper	07/31/2024 08:08:10 AM	Service Provider	Resolved (Permanently)	07/31/2024 12:04:13 PM
140193	Closed	Note on IC 54641	Notes	Ada Gomez	07/31/2024 08:39:31 AM	APD Employee	Resolved (Permanently)	07/31/2024 08:41:59 AM
140194	Closed	CONSUMERS DESAPPEAR	Other	Ronisha Albertie	07/31/2024 08:45:14 AM	Service Provider	Resolved (Permanently)	07/31/2024 09:15:10 AM
140195	Closed	UNABLE TO CLOCK OUT	EVV Activities	Ronisha Albertie	07/31/2024 08:45:15 AM	Service Provider	Resolved (Permanently)	07/31/2024 10:48:03 AM
140197	Closed	SA not working	Authorizations	Abbie Williams	07/31/2024 08:50:41 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 08:58:11 AM
140198	Closed	CANNOT SEE CONSUMER	Unable to Start/End	Dominique Latoya Walker	07/31/2024 08:53:51 AM	Service Provider Worker	Resolved (Permanently)	08/08/2024 12:20:00 PM
140200	Closed	unable to create auth	Authorizations	Vickie Scarbrough	07/31/2024 09:01:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 09:09:13 AM
140202	Closed	Attendance log error	Provider Documentation	Stacy-Ann Smith	07/31/2024 09:05:40 AM	Service Provider Worker	Resolved (Permanently)	07/31/2024 10:15:50 AM
140205	Closed	CANNOT SEE CONSUMER	Unable to Start/End	Oriese Desormais	07/31/2024 09:10:27 AM	Service Provider	Resolved (Permanently)	07/31/2024 09:16:00 AM
140213	Closed	Confidential Documents - Notes Tab	Notes	Katharine Finken	07/31/2024 09:33:44 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 09:49:51 AM
140214	Closed	Total amounts not showing correctly in SAF	Authorizations	Yanet GarciaVera	07/31/2024 09:33:46 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 09:45:37 AM
140216	Closed	rejected SA for PS 1:2	Authorizations	Margaret OConnor	07/31/2024 09:36:04 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 10:26:47 AM
140217	Closed	Confidential Documents - Notes Tab	Notes	Katharine Finken	07/31/2024 09:36:12 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 12:05:03 PM
140218	Closed	Issue with SA	Authorizations	Lisa Tessman	07/31/2024 09:37:05 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 09:47:54 AM
140219	Closed	2024-2025 Plan in rejection	Plans	Brandie Woods-Danz	07/31/2024 09:37:06 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 09:56:01 AM
140221	Closed		15722 Claims	ARIANA JACKSON	07/31/2024 09:46:48 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:53:13 PM
140223	Closed	SA IN REJECTED STATUS	Authorizations	Evelin Cancho	07/31/2024 09:50:32 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 09:57:11 AM
140225	Closed	rejection	Authorizations	Julie Sherman	07/31/2024 09:55:09 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 10:09:03 AM
140226	Closed	EVV GEO ISSUES/BROWSER ISSUES	Geolocation/GPS	Jhanny Madrigal	07/31/2024 09:55:55 AM	Service Provider Worker	Resolved (Permanently)	07/31/2024 09:56:00 AM
140230	Closed	WSC auth in reject status	Authorizations	RACHEL VERMETTE	07/31/2024 10:08:22 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 10:23:04 AM
140232	Closed	Please remove note from Provider Documentation	Provider Documentation	Emma Macalister	07/31/2024 10:13:08 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 10:18:54 AM
140234	Closed	Consumer assigned not appearing	Data Sync	Dylan Evans	07/31/2024 10:31:25 AM	Service Provider Worker	Resolved (Permanently)	07/31/2024 10:38:18 AM
140236	Closed	Please create initial 2025 CP	Plans	Tricia Garretto	07/31/2024 10:37:50 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 10:41:37 AM
140240	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/31/2024 10:58:19 AM	Service Provider	Resolved (Permanently)	07/31/2024 11:00:07 AM
140241	Closed	SA needs to be terminated 31878	Authorizations	Fanny Chulig	07/31/2024 10:58:20 AM	APD Employee	Resolved (Permanently)	07/31/2024 11:08:12 AM
140244	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/31/2024 11:02:10 AM	Service Provider	Resolved (Permanently)	07/31/2024 11:41:45 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
140246	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/31/2024 11:05:43 AM	Service Provider	Resolved (Permanently)	07/31/2024 11:42:12 AM
140249	Closed	Having Trouble with billing	Claims	Akeila Knight	07/31/2024 11:09:53 AM	Service Provider	Resolved (Permanently)	07/31/2024 11:13:55 AM
140250	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/31/2024 11:10:47 AM	Service Provider	Resolved (Permanently)	07/31/2024 11:42:44 AM
140252	Closed	Unexpected name change	Worker Issues	Nakia Donald	07/31/2024 11:14:40 AM	Service Provider	Resolved (Permanently)	08/12/2024 02:05:23 PM
140253	Closed	Missing inputs	[-] Tier II Review -	Quintania Robinson	07/31/2024 11:15:11 AM	Service Provider	Resolved (Permanently)	07/31/2024 12:07:54 PM
140255	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/31/2024 11:19:05 AM	Service Provider	Resolved (Permanently)	07/31/2024 12:12:13 PM
140257	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/31/2024 11:22:38 AM	Service Provider	Resolved (Permanently)	07/31/2024 12:12:44 PM
140259	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/31/2024 11:26:25 AM	Service Provider	Resolved (Permanently)	07/31/2024 02:14:31 PM
140262	Closed	missing inputs	Provider Documentation	Quintania Robinson	07/31/2024 11:29:59 AM	Service Provider	Resolved (Permanently)	07/31/2024 02:15:20 PM
140263	Closed	Delete Form and change status	Forms	Guy Earle	07/31/2024 11:30:37 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 11:36:20 AM
140264	Closed	Missing inputs	Provider Documentation	Quintania Robinson	07/31/2024 11:33:02 AM	Service Provider	Resolved (Permanently)	08/02/2024 12:54:12 PM
140265	Closed	SA needs to be terminated 40211	Authorizations	Fanny Chulig	07/31/2024 11:33:16 AM	APD Employee	Resolved (Permanently)	07/31/2024 11:47:57 AM
140266	Closed	Provider unable to bill	Authorizations	Nichole Peal	07/31/2024 11:33:39 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 11:40:14 AM
140269	Closed	missing inputs	Provider Documentation	Quintania Robinson	07/31/2024 11:37:46 AM	Service Provider	Resolved (Permanently)	07/31/2024 11:39:22 AM
140271	Closed	SA needs to be terminated 26368	Authorizations	Fanny Chulig	07/31/2024 11:38:33 AM	APD Employee	Resolved (Permanently)	07/31/2024 11:54:51 AM
140277	Closed	Group Home and Behavior service Same provider	[-] Tier II Review -	Anissa Gullely	07/31/2024 11:48:35 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 11:57:16 AM
140278	Closed	RESHAB	Residential Planning	Dinna Andrews	07/31/2024 11:49:25 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 12:02:03 PM
140279	Closed	Group Home and Behavior service Same provider	[-] Tier II Review -	Anissa Gullely	07/31/2024 11:49:52 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 12:00:07 PM
140280	Closed	Update auth	Authorizations	Dinna Andrews	07/31/2024 11:51:49 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 11:55:20 AM
140283	Closed	Consumer 29122	Forms - PCSP	Karen Johnson	07/31/2024 11:56:41 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 12:00:57 PM
140285	Closed	(85455) 2024 Cost Plan SAN ID 35400-Override needed	SAN	Lamont Townsend	07/31/2024 11:59:41 AM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 12:13:05 PM
140287	Closed	duplicata pa error	Authorizations	Katherine Czech	07/31/2024 12:04:54 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 01:33:00 PM
140290	Closed	Duplicate PA for new cost plan screen	Authorizations	Beverly Lawson	07/31/2024 12:09:03 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:31:44 PM
140291	Closed	Please delete	Forms	Kathleen Groskopf	07/31/2024 12:10:32 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 12:18:13 PM
140293	Closed	SANS Failed validation	SAN	Annabel Diaz	07/31/2024 12:17:57 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 01:15:38 PM
140294	Closed	Service Auth 18742	Authorizations	RENEE M ROLLING	07/31/2024 12:23:12 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 12:56:47 PM
140295	Closed	Transportation Service Authorization not showing on trip log	Wrong Authorization	Carrie Bettina Brightbill	07/31/2024 12:23:25 PM	Service Provider	Resolved (Permanently)	07/31/2024 12:51:15 PM
140296	Closed	SA needs to be terminated 16493	Authorizations	Fanny Chulig	07/31/2024 12:25:45 PM	APD Employee	Resolved (Permanently)	07/31/2024 12:48:56 PM
140297	Closed	SA needs to be terminated 16945	Authorizations	Fanny Chulig	07/31/2024 12:29:20 PM	APD Employee	Resolved (Permanently)	07/31/2024 12:43:03 PM
140299	Closed	Cannot get plan to validate for 23-24 FY	Planned Services	Jessica Smith	07/31/2024 12:32:24 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 02:28:03 PM
140301	Closed	provider claim rejected	Authorizations	Natasha Facey	07/31/2024 12:33:19 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 12:51:43 PM
140303	Closed	provider can't bill	Claims	Natasha Facey	07/31/2024 12:38:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 09:43:31 AM
140306	Closed	provider can't bill	Authorizations	Natasha Facey	07/31/2024 12:41:38 PM	Service Provider	Resolved (Permanently)	07/31/2024 12:51:08 PM
140307	Closed	access to service auths	Reports	Julie Bazin	07/31/2024 12:45:21 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 01:28:08 PM
140309	Closed	Delete note	Notes	Nancy Cravey	07/31/2024 12:46:56 PM	APD Employee	Resolved (Permanently)	07/31/2024 12:49:58 PM
140318	Closed	rejected auths - medicaid renewal	Authorizations	Hayley Greenwood	07/31/2024 01:09:26 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 01:21:31 PM
140320	Closed	iConnect	Notes	Ranee Coffy-Andesha	07/31/2024 01:10:53 PM	APD Employee	Resolved (Permanently)	07/31/2024 01:24:05 PM
140321	Closed	rejected auths	Authorizations	Deana Roberts	07/31/2024 01:11:06 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 01:24:51 PM
140322	Closed	Creating cost plan	Plans	Maria Stokes	07/31/2024 01:15:53 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 01:20:42 PM
140330	Closed	validation error report	Request for Override	Fanny Chulig	07/31/2024 01:35:31 PM	APD Employee	Resolved (Permanently)	07/31/2024 01:44:02 PM
140332	Closed	Duplicate PA Number	Authorizations	Olivia Odetta Diebate	07/31/2024 01:38:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 12:48:54 PM
140333	Closed	validation error report	Request for Override	Fanny Chulig	07/31/2024 01:43:59 PM	APD Employee	Resolved (Permanently)	07/31/2024 02:06:50 PM
140334	Closed	Please put in "draft" these 2 notes	Notes	Kathleen Groskopf	07/31/2024 01:44:50 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 01:50:15 PM
140336	Closed	SAN system failure to valudate	SAN	Susan Sculles	07/31/2024 01:45:58 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 02:08:54 PM
140337	Closed	added plan services issues	Planned Services	Grete Llanes Perez	07/31/2024 02:00:49 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 02:06:37 PM
140344	Closed	BLANK PAGE	Provider Documentation	Rhona Shealey	07/31/2024 02:25:06 PM	Service Provider Worker	Resolved (Permanently)	08/05/2024 05:51:24 PM
140345	Closed	Staff having issues with EVV (Geolocation Disabled)	Geolocation/GPS	Leonard Green	07/31/2024 02:28:37 PM	Service Provider	Resolved (Permanently)	07/31/2024 02:37:29 PM
140353	Closed	unable to add a new Service	Authorizations	Xiomara Margolles	07/31/2024 02:48:35 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 08:07:07 AM
140355	Closed	Override Needed for Inactive Account	Request for Override	Jeneen Santos	07/31/2024 02:50:55 PM	APD Employee	Resolved (Permanently)	07/31/2024 03:22:01 PM
140356	Closed	Still no "Update" or "Create" on 2025 Cost Plan	Plans	Katharine Finken	07/31/2024 02:55:33 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 02:58:21 PM
140358	Closed	Implementation Plan	Forms - Implementation Plan	Vaidwattee Ramjit	07/31/2024 03:01:18 PM	Other	Resolved (Permanently)	07/31/2024 03:04:00 PM
140359	Closed	SA's	Authorizations	Donna Whilby	07/31/2024 03:05:28 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 03:08:31 PM
140366	Closed	Current Selection Exceeds Unites Authorized	Provider Documentation	Madelin Marichal	07/31/2024 03:18:54 PM	Service Provider	Resolved (Permanently)	07/31/2024 03:24:34 PM
140368	Closed	Forms and notes in Iconnect	Notes	Sharon Diaz-Roman	07/31/2024 03:24:16 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 03:37:54 PM
140370	Closed	Remove note dated 7/30/2024	Notes	Julie Devore	07/31/2024 03:33:45 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 03:36:47 PM
140376	Closed	iConnect forms to delete	Forms	Deborah Schoelkopf	07/31/2024 03:53:33 PM	APD Employee	Resolved (Permanently)	08/01/2024 08:43:02 AM
140378	Closed	Wrong name on note	Provider Documentation	Patricia Smith	07/31/2024 04:03:59 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 10:27:24 AM
140380	Closed		35931 Authorizations	Mary Kathleen Leigh-Wojcik	07/31/2024 04:06:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 08:09:06 AM
140381	Closed	Unable to access client	Authorizations	Nirvana Bail	07/31/2024 04:09:29 PM	Service Provider	Resolved (Permanently)	07/31/2024 04:14:49 PM
140383	Closed	Consumer ID #69518 out of sync authorizations	Authorizations	Acacia G GomezSanchez	07/31/2024 04:17:02 PM	Waiver Support Coordinator	Resolved (Permanently)	07/31/2024 04:27:38 PM
140385	Closed	Christmas Group Home 2	Residential Licensing Renewal	Amy C Hightower	07/31/2024 04:26:48 PM	Service Provider	Resolved (Permanently)	08/15/2024 01:46:24 PM
140386	Closed	can't update authorizations	Authorizations	Colleen Moreau	07/31/2024 04:28:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 07:22:05 AM
140389	Closed	Plan Validation failed	Request for Override	Janice Martin	07/31/2024 04:40:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 07:57:33 AM
140392	Closed	provider documentation	Provider Documentation	Annetta Mcgregor	07/31/2024 04:49:01 PM	Service Provider	Resolved (Permanently)	08/01/2024 08:59:00 AM
140394	Closed	WILMA M JOHNSON	Eligibility	Wilma Johnson	07/31/2024 04:51:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 07:57:57 AM
140397	Closed	Location	Geolocation/GPS	Tammy Sylvester-Beavers	07/31/2024 05:11:34 PM	Service Provider	Resolved (Permanently)	07/31/2024 05:19:23 PM
140398	Closed	WILMA M JOHNSON	Authorizations	Wilma Johnson	07/31/2024 05:11:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 07:49:47 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
140399	Closed	All services in Rejected Service in Approved Cost Plan	Planned Services	Michelle Salerno	07/31/2024 05:12:24 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 08:16:55 AM
140400	Closed	Authorizations in reject status	Authorizations	Colleen Moreau	07/31/2024 05:18:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 08:20:12 AM
140404	Closed	Documentation Entry	Provider Documentation	Mario Price	07/31/2024 05:47:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 07:45:50 AM
140406	Closed	WSC PROVIDER DOCUMENTATION REPORTS	Provider Documentation	Audrey Nicole Blige	07/31/2024 06:13:35 PM	Other	Resolved (Permanently)	08/01/2024 07:41:47 AM
140407	Closed	Wsc Provider Documentation Report	Provider Documentation	Maria Legree	07/31/2024 06:13:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 07:26:35 AM
140408	Closed	Error Message when adding Additional documentation	Provider Documentation	Karl Powell	07/31/2024 06:38:33 PM	Service Provider	Resolved (Permanently)	09/19/2024 12:52:39 PM
140409	Closed	2 cost plans created in error	Plans	Olinpia Arce	07/31/2024 07:24:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 07:18:38 AM
140410	Closed	Facility Application does not work	Residential Licensing Renewal	Hector Cruz Martinez	07/31/2024 07:29:28 PM	Service Provider	Resolved (Permanently)	08/15/2024 12:59:48 PM
140411	Closed	PROVIDER DOCUMENTATION	Provider Documentation	Ibexis Suarez	07/31/2024 07:30:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 07:39:30 AM
140412	Closed	Consumer 72518 - SAN - Validation problem	SAN	Alexandre Gelin	07/31/2024 07:51:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 09:19:47 AM
140413	Closed	PIN# 44179	Authorizations	Nyasha Wilson	07/31/2024 10:41:16 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 07:36:34 AM
140414	Closed	PIN# 15195	Authorizations	Nyasha Wilson	07/31/2024 11:09:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 07:30:16 AM
140415	Closed	Service Authorization	Authorizations	Kathleen Mulkey	07/31/2024 11:21:50 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 09:02:37 AM
140416	Closed	lost hours of work	Forms	Melissa Mazaeda	08/01/2024 01:27:30 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 12:43:08 PM
140417	Closed	Cost Plan Report Mismatch	Plans	Daniella Font	08/01/2024 04:30:47 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 08:12:17 AM
140422	Closed	WSC went to create and update SA un SA file but these two options not appear	Authorizations	Hugo Ortiz	08/01/2024 07:34:15 AM	Service Provider Worker	Resolved (Permanently)	08/01/2024 08:29:11 AM
140423	Closed	Ticket 140241 still not resolved	Authorizations	Fanny Chulig	08/01/2024 07:35:15 AM	APD Employee	Resolved (Permanently)	08/01/2024 12:25:48 PM
140425	Closed	Staff Member ID	Other	William Judy	08/01/2024 07:44:49 AM	Service Provider	Resolved (Permanently)	08/01/2024 08:12:09 AM
140427	Closed	Validation error report 66614	Request for Override	Fanny Chulig	08/01/2024 07:56:49 AM	APD Employee	Resolved (Permanently)	08/01/2024 08:00:27 AM
140429	Closed	ICONNECT FORM ISSUES/PROVIDER SELECTION	Forms - Other	Derekia Johnson	08/01/2024 08:14:54 AM	Service Provider	Resolved (Permanently)	08/01/2024 08:56:27 AM
140430	Closed	override	Request for Override	Aric McFartane	08/01/2024 08:18:16 AM	APD Employee	Resolved (Permanently)	08/01/2024 08:35:11 AM
140431	Closed	Service Plan is in 'Rejected' Status	Authorizations	Sophia Torres	08/01/2024 08:21:23 AM	APD Employee	Resolved (Permanently)	08/01/2024 12:14:37 PM
140434	Closed	cannot generate SA	Authorizations	Pamela Shorr	08/01/2024 08:28:48 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 08:39:26 AM
140435	Closed	SA in rejected status 31618	Authorizations	Fanny Chulig	08/01/2024 08:32:05 AM	APD Employee	Resolved (Permanently)	08/01/2024 12:11:35 PM
140439	Closed	technical issue in forms	Forms - Implementation Plan	Terri Turner	08/01/2024 08:45:11 AM	Service Provider Worker	Resolved (Permanently)	08/05/2024 11:20:33 AM
140444	Closed	change case note to pending	Notes	Judy Rossi	08/01/2024 08:52:59 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 08:54:45 AM
140446	Closed	iConnect-Legal Issues Tab	System Performance	Carolyn Dennis	08/01/2024 09:01:27 AM	APD Employee	Resolved (Permanently)	08/15/2024 08:44:57 AM
140452	Closed	Provider not showing under selection tab accordingly	Provider Selection	LaWarren Williams	08/01/2024 09:08:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 09:33:47 AM
140454	Closed	Unable to upload licensing package	Attachments	Gertrude Farah Anselme	08/01/2024 09:16:35 AM	Service Provider	Resolved (Permanently)	09/18/2024 02:14:35 PM
140455	Closed	validation error report for 93853	Request for Override	Fanny Chulig	08/01/2024 09:18:19 AM	APD Employee	Resolved (Permanently)	08/01/2024 09:23:55 AM
140456	Closed	change note to pending	Request for Status Change	Judy Rossi	08/01/2024 09:21:04 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 09:23:04 AM
140458	Closed	change from complete to pending	Request for Status Change	Sherida F Nieves	08/01/2024 09:23:53 AM	Service Provider	Resolved (Permanently)	08/01/2024 09:26:46 AM
140459	Closed	change note status	Request for Status Change	Sherida F Nieves	08/01/2024 09:27:14 AM	Service Provider	Resolved (Permanently)	08/01/2024 09:31:48 AM
140460	Closed	change status from complete to pending	Request for Status Change	Sherida F Nieves	08/01/2024 09:30:21 AM	Service Provider	Resolved (Permanently)	08/01/2024 09:33:24 AM
140470	Closed	rejected SA	Authorizations	Kamaria Belneau	08/01/2024 10:04:34 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 10:43:37 AM
140472	Closed	Service authorization rejection issue	Authorizations	Janet Herring	08/01/2024 10:11:11 AM	APD Employee	Resolved (Permanently)	08/01/2024 10:28:04 AM
140474	Closed	Service authorization rejection issue	Authorizations	Janet Herring	08/01/2024 10:12:41 AM	APD Employee	Resolved (Permanently)	08/01/2024 10:26:26 AM
140475	Closed	Issue with iBudget for CP24-25	Consumer Budget	Laura Vinent	08/01/2024 10:14:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 10:22:40 AM
140477	Closed	Request to restrict note subtypes that providers can use	Enhancement	Kimberly Walsh	08/01/2024 10:18:12 AM	APD Employee	Resolved (Permanently)	09/10/2024 03:43:15 PM
140480	Closed	PROVIDER DOCUMENTATION ISSUES/LSD	LSD Services	Saramy Gomez	08/01/2024 10:27:24 AM	Service Provider Worker	Resolved (Permanently)	08/01/2024 10:38:53 AM
140491	Closed	cannot create SA	Request for Override	Pamela Shorr	08/01/2024 10:56:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 11:07:10 AM
140495	Closed	Unable to Create/Update Service Plan	Plans	Chiquitta Nash	08/01/2024 11:15:45 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 02:26:28 PM
140497	Closed	implementation plan	Forms - Implementation Plan	Kimberly A Matthews	08/01/2024 11:19:46 AM	Service Provider	Resolved (Permanently)	08/01/2024 11:50:34 AM
140498	Closed	change from complete to pending	Provider Documentation	Sherida F Nieves	08/01/2024 11:20:18 AM	Service Provider	Resolved (Permanently)	08/01/2024 11:22:12 AM
140499	Closed	Rejected SA	Authorizations	Courtney Negron	08/01/2024 11:20:50 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 11:26:16 AM
140502	Closed	cost plan	Plans	Pamela Shorr	08/01/2024 11:25:44 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 11:45:43 AM
140503	Closed	Failed validation	Plans	Ronald McCauley	08/01/2024 11:26:06 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 04:00:03 PM
140504	Closed	WSC support plan due report	Reports	Carolyn Westbrook	08/01/2024 11:30:19 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 11:30:42 AM
140508	Closed	Provider documentation (COMPLETE VISITS)	Provider Documentation	Carmen Rosa Hernandez	08/01/2024 11:46:53 AM	Service Provider	Resolved (Permanently)	08/01/2024 12:36:45 PM
140511	Closed	Unable to add Program/Provider * to notes or forms	Notes	Janet Batet	08/01/2024 11:48:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 06:04:58 PM
140512	Closed	Provider Documentation	Provider Documentation	Monica Robinson	08/01/2024 11:52:28 AM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 12:42:32 PM
140514	Closed	Placeholder corporate/parent records in iConnect	Residential Licensing Application - NEW	Cynthia Wilcher	08/01/2024 11:58:45 AM	APD Employee	Resolved (Permanently)	08/06/2024 09:05:39 AM
140517	Closed	Issue with Editing WSC Progress Notes in Provider Documentation Tab	WSC Progress Notes	Rene Gomez	08/01/2024 12:03:21 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 12:30:12 PM
140519	Closed	rejected auth for LS3	Authorizations	Jeannine Orange	08/01/2024 12:17:08 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 01:26:43 PM
140523	Closed	Duplicate note	Provider Documentation	Diana Sanchez	08/01/2024 12:30:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 12:39:40 PM
140525	Closed	GEO LOCATION ISSUES/BROWSER ISSUES	Geolocation/GPS	Blanca L Bustamante	08/01/2024 12:38:01 PM	Service Provider Worker	Resolved (Permanently)	08/01/2024 12:39:41 PM
140526	Closed	IPP ERROR	Provider Related Issues	Kimberly A Matthews	08/01/2024 12:38:13 PM	Service Provider	Resolved (Permanently)	08/01/2024 12:53:05 PM
140527	Closed	Plan Validation Report	Request for Override	Josue Otero	08/01/2024 12:42:33 PM	APD Employee	Resolved (Permanently)	08/01/2024 12:56:18 PM
140528	Closed	Unable to access upload for client	Upload Issues	Nirvana Bail	08/01/2024 12:43:44 PM	Service Provider	Resolved (Permanently)	08/01/2024 01:05:17 PM
140532	Closed	Duplicate Service Code	Other	Patricia Smith	08/01/2024 01:01:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 01:13:52 PM
140533	Closed	UNABLE TO SEE CONSUMER TO DO CHANGES	Provider Documentation	Camilla Ophelia Minus	08/01/2024 01:06:51 PM	Service Provider	Resolved (Permanently)	08/01/2024 02:01:00 PM
140534	Closed	UNABLE TO SEE CONSUMER'S NOTES	Notes	Camilla Ophelia Minus	08/01/2024 01:06:54 PM	Service Provider	Resolved (Permanently)	08/01/2024 03:31:17 PM
140535	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/01/2024 01:17:15 PM	APD Employee	Resolved (Permanently)	08/01/2024 01:48:11 PM
140536	Closed	Provider Documentation	Provider Documentation	Leah Wade	08/01/2024 01:18:25 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 01:22:09 PM
140538	Closed	Service Provider Worker	Authorizations	Lovell Burrell	08/01/2024 01:31:36 PM	Service Provider	Resolved (Permanently)	08/01/2024 02:13:50 PM
140540	Closed	remove extra hcbs form	Forms	Bethany A Hays	08/01/2024 01:37:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 01:44:31 PM
140541	Closed	unable to create an auths for 29246	Authorizations	Johnnie Seay Little	08/01/2024 01:38:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 01:43:15 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
140542	Closed	Plan Validation Report	Request for Override	Josue Otero	08/01/2024 01:42:07 PM	APD Employee	Resolved (Permanently)	08/01/2024 01:54:27 PM
140543	Closed	Override Needed for Inactive Provider	Request for Override	Ushae Lewis-Scille	08/01/2024 01:44:15 PM	APD Employee	Resolved (Permanently)	08/14/2024 02:48:27 PM
140544	Closed	Override Needed for Inactive Provider	Request for Override	Ushae Lewis-Scille	08/01/2024 01:48:05 PM	APD Employee	Resolved (Permanently)	08/14/2024 02:44:12 PM
140546	Closed	Override Needed for Inactive Provider	Request for Override	Ushae Lewis-Scille	08/01/2024 01:50:02 PM	APD Employee	Resolved (Permanently)	08/14/2024 02:46:30 PM
140550	Closed	Override Needed for Inactive Provider	Request for Override	Ushae Lewis-Scille	08/01/2024 01:55:14 PM	APD Employee	Resolved (Permanently)	08/15/2024 01:20:15 PM
140552	Closed	UNABLE TO SEE CONSUMER	Other	Tibab Ababa Delisser	08/01/2024 01:58:10 PM	Service Provider	Resolved (Permanently)	08/02/2024 08:34:15 AM
140553	Closed	Override Needed for Inactive Provider	Request for Override	Ushae Lewis-Scille	08/01/2024 02:04:23 PM	APD Employee	Resolved (Permanently)	08/15/2024 01:19:38 PM
140554	Closed	Override Needed for Inactive Provider	Request for Override	Ushae Lewis-Scille	08/01/2024 02:08:39 PM	APD Employee	Resolved (Permanently)	08/15/2024 01:18:56 PM
140555	Closed	Need assistance please	Authorizations	Julia Bowen	08/01/2024 02:11:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:20:33 PM
140558	Closed	validation error report 68358	Request for Override	Fanny Chulig	08/01/2024 02:16:24 PM	APD Employee	Resolved (Permanently)	08/01/2024 03:48:36 PM
140564	Closed	SA	Request for Override	Donna Whilby	08/01/2024 02:27:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 04:58:31 PM
140567	Closed	Please Delete Duplicated Form	Forms	Sindy Prieto	08/01/2024 02:35:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 02:43:33 PM
140568	Closed	Unable to view/print iBudget Waiver forms	Forms - Word Merges	AEMILIA LETKIEWICZ	08/01/2024 02:37:24 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:15:57 AM
140570	Closed	provider documentation	Provider Documentation	Leah Wade	08/01/2024 02:39:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 02:45:05 PM
140571	Closed	Incorrect Consumer Information Submitted	Forms	Jake Desuyo	08/01/2024 02:43:12 PM	Service Provider	Resolved (Permanently)	08/01/2024 03:10:50 PM
140575	Closed	Unable to create authorization for LSD-3 and transportation. Also unable to validate	Authorizations	miriam devega	08/01/2024 02:49:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 03:42:26 PM
140579	Closed	SA	Authorizations	Mollie Biseinere	08/01/2024 02:54:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 03:37:46 PM
140580	Closed	Validation error	Request for Override	Malikah Tarver	08/01/2024 02:54:55 PM	APD Employee	Resolved (Permanently)	08/01/2024 03:45:26 PM
140583	Closed	New service in Reject	Authorizations	Susan Bartsch	08/01/2024 02:56:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:10:18 PM
140587	Closed	validation error	Request for Override	Malikah Tarver	08/01/2024 03:05:35 PM	APD Employee	Resolved (Permanently)	08/01/2024 03:42:16 PM
140588	Closed	Can't update Service auth	Authorizations	Lea Stonom	08/01/2024 03:07:12 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 05:01:32 PM
140589	Closed	IT override	Request for Override	Jude Paulino	08/01/2024 03:07:31 PM	APD Employee	Resolved (Permanently)	08/01/2024 03:34:54 PM
140591	Closed	DUPLICATE SERVICE	Authorizations	Kathryn A Hazzard	08/01/2024 03:12:44 PM	Service Provider	Resolved (Permanently)	08/06/2024 01:20:48 PM
140598	Closed	lconnect provider documentation	Provider Documentation	Ilona Darling	08/01/2024 03:23:30 PM	Service Provider	Resolved (Permanently)	08/01/2024 03:31:12 PM
140607	Closed	The age for the consumer is not valid for this service.	Request for Override	Kathleen Lopez	08/01/2024 03:40:03 PM	APD Employee	Resolved (Permanently)	08/02/2024 08:11:00 AM
140610	Closed	Unable to create SA for consumer 74330	Authorizations	Kibel Quesada-dominguez	08/01/2024 03:45:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 03:54:53 PM
140611	Closed	provider documentation	Provider Documentation	Leah Wade	08/01/2024 03:47:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 03:50:03 PM
140612	Closed	LSD DOCUMENTATION ISSUES	LSD Services	Sionny Alvarez Gonzalez	08/01/2024 03:49:10 PM	Service Provider Worker	Resolved (Permanently)	08/01/2024 04:25:34 PM
140613	Closed	Consumer not showing on SA reports	Authorizations	Ebony Mensah	08/01/2024 03:49:37 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 08:16:40 AM
140614	Closed	provider documentation	Provider Documentation	Leah Wade	08/01/2024 03:50:23 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 03:52:33 PM
140616	Closed	Unable to see consumers	Data Sync	Henria Lonnnette Moore	08/01/2024 03:54:59 PM	Service Provider Worker	Resolved (Permanently)	08/01/2024 04:23:35 PM
140621	Closed	Rejected SA	Authorizations	Roy-Anne Smith	08/01/2024 04:01:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 04:29:15 PM
140622	Closed	Unable to enter New Service	LSD Services	Susan Bartsch	08/01/2024 04:03:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 05:53:11 PM
140626	Closed	New FY Budget	Consumer Budget	Ashley Littlepage	08/01/2024 04:14:35 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 04:48:57 PM
140634	Closed	Remove/delete Form items from a consumer list in IConnect	Forms	Charlena Kinsler	08/01/2024 04:29:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 04:37:40 PM
140640	Closed	All Service Authorizations rejected	Authorizations	Janet Herring	08/01/2024 04:42:20 PM	APD Employee	Resolved (Permanently)	08/01/2024 05:00:30 PM
140641	Closed	Reverse provider documentation note	Request for Status Change	Dianna McCallon	08/01/2024 04:43:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 04:51:15 PM
140642	Closed	provider documentation	Provider Documentation	Nicholas Ellis	08/01/2024 04:54:16 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 05:02:25 PM
140643	Closed	UNABLE TO CLOCK OUT	Unable to Start/End	Carla Hayles	08/01/2024 04:55:13 PM	Service Provider Worker	Resolved (Permanently)	08/02/2024 12:47:14 PM
140644	Closed	Delete SANS in Draft	SAN	Annabel Diaz	08/01/2024 05:00:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/01/2024 05:58:57 PM
140648	Closed	Rejected SA	Authorizations	Betty Harvey	08/01/2024 06:51:29 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 02:16:29 PM
140649	Closed	Remove form	Forms	Shannon Root	08/01/2024 07:17:21 PM	APD Employee	Resolved (Permanently)	08/09/2024 12:19:26 PM
140650	Closed	Atleast 1 Date Range Overlaps an Existing Activity Error	Provider Documentation	Brian Crump	08/01/2024 07:28:31 PM	Service Provider	Resolved (Permanently)	08/05/2024 11:21:19 AM
140651	Closed	Creating SA	Authorizations	Jaimi Bebley	08/01/2024 08:31:01 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 07:48:15 AM
140653	Closed	Validation Override Cost Plan 2024	Request for Override	Latasha Hardy	08/01/2024 10:04:24 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 07:42:46 AM
140654	Closed	Consumer #30272	Provider Documentation	JoAnn Ajayi-Scott	08/01/2024 10:20:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 11:49:59 AM
140655	Closed	lconnect #48837	Authorizations	Brendalyn Hoilett-Hendrix	08/01/2024 10:34:22 PM	Service Provider	Resolved (Permanently)	08/02/2024 07:38:16 AM
140656	Closed	SA	Authorizations	Yolanda Vazquez	08/02/2024 01:51:06 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 11:40:28 AM
140657	Closed	reopen HCBS 6/1/2024	Forms	Kerri Stevens	08/02/2024 04:12:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 08:32:09 AM
140658	Closed	Pull - On Extra Large service plan rejected	Planned Services	Greilyn Mariela Rojas Morera	08/02/2024 06:28:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 09:08:59 AM
140661	Closed	Rejected SA	Authorizations	Emily Coons	08/02/2024 07:17:14 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 11:35:48 AM
140663	Closed	Consumer requesting removal HCBS elig 1/31/2024 draft	Forms	Karen Johnson	08/02/2024 07:51:16 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 08:30:37 AM
140664	Closed	Funds have not been restored	Consumer Budget	Karen Wilds-Sylvain	08/02/2024 07:54:01 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 08:26:38 AM
140666	Closed	A service authorization for consumer does not come up when trying to schedule a EVV worker	Documentation	Chelese Manning	08/02/2024 07:55:36 AM	Service Provider	Resolved (Permanently)	08/02/2024 08:36:55 AM
140669	Closed	Rejected auth	Authorizations	Beatrice Dejoie	08/02/2024 08:01:50 AM	APD Employee	Resolved (Permanently)	08/02/2024 08:12:15 AM
140671	Closed	Validation error	Request for Override	Malikah Tarver	08/02/2024 08:08:40 AM	APD Employee	Resolved (Permanently)	08/02/2024 08:12:57 AM
140674	Closed	Cost plan validation override needed	Request for Override	Latisha White	08/02/2024 08:27:20 AM	APD Employee	Resolved (Permanently)	08/02/2024 09:07:40 AM
140677	Closed	validation error	Request for Override	Malikah Tarver	08/02/2024 08:39:11 AM	APD Employee	Resolved (Permanently)	08/02/2024 09:14:17 AM
140678	Closed	A service authorization for a consumer does not come up when trying to schedule a EVV worker	LSD Services	Chelese Manning	08/02/2024 08:40:54 AM	Service Provider	Resolved (Permanently)	08/02/2024 09:58:52 AM
140684	Closed	Deliveries missing	Unable to Start/End	Ashley Nutter	08/02/2024 09:13:09 AM	Service Provider Worker	Resolved (Permanently)	08/02/2024 09:58:55 AM
140690	Closed	Delete Empty plan	Forms	Isabel Broome	08/02/2024 09:30:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 09:45:42 AM
140691	Closed	SA in Rejected Status	Authorizations	Ushae Lewis-Scille	08/02/2024 09:31:41 AM	APD Employee	Resolved (Permanently)	08/02/2024 09:50:55 AM
140692	Closed	Validation error	Request for Override	Robin Satchell	08/02/2024 09:37:18 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 09:50:27 AM
140695	Closed	Client Switched Company (Documentation Disappeared?)	Provider Documentation	jake Desuyo	08/02/2024 09:55:24 AM	Service Provider	Resolved (Permanently)	08/02/2024 10:43:02 AM
140696	Closed	remove provider documantation	Provider Documentation	Maggie Major	08/02/2024 09:58:22 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 10:13:09 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
140699	Closed	Validation Report	Request for Override	Claudia Lima	08/02/2024 10:05:23 AM	APD Employee	Resolved (Permanently)	08/02/2024 10:20:07 AM
140702	Closed	WSC unable to add Code T4544 -	Planned Services	Jim D Hamby	08/02/2024 10:15:48 AM	Service Provider	Resolved (Permanently)	08/02/2024 11:49:04 AM
140703	Closed	Not populating correct Rate for Personal Support Daily rate 1:3 staff ratio	Planned Services	Susan Goins	08/02/2024 10:16:18 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 04:10:40 PM
140712	Closed	Unable to create service authorization for SA agency	Authorizations	Tracy Davis	08/02/2024 10:46:34 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 10:55:26 AM
140717	Closed	Rejected SA Need to Restore	Authorizations	Ushae Lewis-Scille	08/02/2024 10:59:58 AM	APD Employee	Resolved (Permanently)	08/02/2024 11:59:39 AM
140720	Closed	SSO ISSUES	Other	Janett Lovett	08/02/2024 11:10:36 AM	Service Provider	Resolved (Permanently)	08/02/2024 11:59:39 AM
140725	Closed	Activity services not populating	Notes	Patricia Ann Powers	08/02/2024 11:21:47 AM	Service Provider Worker	Resolved (Permanently)	08/15/2024 11:18:28 AM
140727	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/02/2024 11:24:56 AM	APD Employee	Resolved (Permanently)	08/02/2024 11:53:55 AM
140729	Closed	validation error	Request for Override	Malikah Tarver	08/02/2024 11:32:47 AM	APD Employee	Resolved (Permanently)	08/02/2024 11:51:46 AM
140731	Closed	Rejected authorization	Authorizations	Tanika Pressley	08/02/2024 11:49:46 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 01:05:29 PM
140732	Closed	Rejected Authorization	Authorizations	Cristiana Robaina	08/02/2024 11:57:01 AM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:02:55 PM
140733	Closed	Cost Plan Validation	Request for Override	Tangee Hinson	08/02/2024 11:59:57 AM	APD Employee	Resolved (Permanently)	08/02/2024 12:17:24 PM
140734	Closed	Plan Validation Error	Request for Override	Tricia Garretto	08/02/2024 12:11:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:19:17 PM
140735	Closed		86147 Request for Override	Yesha Jani	08/02/2024 12:16:02 PM	APD Employee	Resolved (Permanently)	08/02/2024 12:29:12 PM
140736	Closed	rejected auths	Authorizations	Erica Tague	08/02/2024 12:21:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 02:11:53 PM
140737	Closed	2024 - 2025 WSC SA Reject Status	Authorizations	Nayza Hernandez	08/02/2024 12:22:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:25:37 PM
140738	Closed	Remove extra HCBS form	Forms	Bethany A Hays	08/02/2024 12:26:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:28:11 PM
140740	Closed	Notes - "Tools" Button Not Functioning	Notes	Katrina Keith	08/02/2024 12:32:10 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 03:15:19 PM
140741	Closed	SSO ISSUES	Unable to Start/End	Shayna Satzman	08/02/2024 12:34:28 PM	Service Provider Worker	Resolved (Permanently)	08/02/2024 03:15:19 PM
140743	Closed	Rejection	Plans	Ronald McCauley	08/02/2024 12:39:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:49:01 PM
140744	Closed	Billing	Eligibility	Tina M Flannery	08/02/2024 12:40:41 PM	Billing Agent	Resolved (Permanently)	08/02/2024 12:55:03 PM
140748	Closed	SA IN REJECTED STATUS	Authorizations	Nayza Hernandez	08/02/2024 12:47:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 12:52:51 PM
140750	Closed	Service Authorization	Authorizations	Ulrica Green	08/02/2024 12:56:05 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 01:11:53 PM
140756	Closed	3rd Attmept	WSC Progress Notes	Mario Price	08/02/2024 01:21:43 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 01:46:18 PM
140758	Closed	PLEASE REDO LIST IN ALPHABETICAL ORDER	Reports	Ubaldo Alvarez	08/02/2024 01:25:11 PM	Service Provider	Resolved (Permanently)	08/07/2024 08:08:48 AM
140759	Closed	Linking plan and validating	Consumer Budget	Rebeca Freeman	08/02/2024 01:25:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 01:51:50 PM
140762	Closed	Update authorization	Authorizations	Sharon Diaz-Roman	08/02/2024 01:38:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 01:52:50 PM
140763	Closed	What does the following tickler mean?	Provider QIO, POR, NNC, CAP	Julie Devore	08/02/2024 01:40:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 01:56:57 PM
140764	Closed	Please Delete	Provider Documentation	Michael Jeffrey Mann	08/02/2024 01:44:18 PM	Service Provider	Resolved (Permanently)	08/02/2024 02:04:15 PM
140767	Closed	rejected authorization	Authorizations	Jennifer Johnson-israel	08/02/2024 01:59:25 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 02:07:18 PM
140775	Closed	rejected authorization	Authorizations	Jennifer Johnson-israel	08/02/2024 02:11:28 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 02:17:40 PM
140776	Closed	iConnect Note Removal	Notes	Laurie Zitzer	08/02/2024 02:13:54 PM	APD Employee	Resolved (Permanently)	08/02/2024 02:18:33 PM
140779	Closed	validation failure	Request for Override	Donna Whilby	08/02/2024 02:27:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 02:35:12 PM
140780	Closed	life skills level 2	LSD Services	Donna Whilby	08/02/2024 02:30:08 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 02:39:08 PM
140787	Closed	NOTES	Notes	Donna Liddon	08/02/2024 02:45:52 PM	Service Provider Worker	Resolved (Permanently)	08/02/2024 02:52:57 PM
140788	Closed	unable to create of update service authorizations	Authorizations	Ivy Gayle Hurkin	08/02/2024 02:46:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/02/2024 02:56:40 PM
140804	Closed	Reverse	Request for Status Change	Joannia Morales	08/02/2024 03:35:20 PM	Other	Resolved (Permanently)	08/02/2024 03:43:26 PM
140807	Closed	living setting	Request for Override	Kathleen Lopez	08/02/2024 03:44:39 PM	APD Employee	Resolved (Permanently)	08/05/2024 07:38:57 AM
140808	Closed	Need Override	Request for Override	Gwendolyn Soto	08/02/2024 03:56:40 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 07:40:36 AM
140810	Closed	trouble shoot	EVV Activities	Jalisa Boyd	08/02/2024 04:05:14 PM	Service Provider Worker	Resolved (Permanently)	08/02/2024 04:09:35 PM
140823	Closed	APD Staff QA Workstream Role	Provider QIO, POR, NNC, CAP	Michelle Ortiz-Clause	08/02/2024 04:25:54 PM	APD Employee	Resolved (Permanently)	08/05/2024 07:42:22 AM
140824	Closed	Plan validation	Request for Override	Charise Leon	08/02/2024 04:33:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 07:44:07 AM
140826	Closed	All svcs still in rejected status. Pls assist with removing it	Authorizations	Wilma Johnson	08/02/2024 04:47:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 07:56:50 AM
140829	Closed	unable to validate Cost Plan	Plans	Sandra Simonson	08/02/2024 04:59:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 07:47:15 AM
140830	Closed	Duplicate note, please delete the note	Provider Documentation	Tanika Pressley	08/02/2024 05:09:38 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 11:38:59 AM
140832	Closed	White Screen using laptop	Authorizations	Tyesha Clark	08/02/2024 05:39:55 PM	Service Provider	Resolved (Permanently)	08/29/2024 09:53:45 AM
140835	Closed	34629 - No Create/Update Authorization Tab	Authorizations	Alexandre Gelin	08/02/2024 05:42:45 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 07:50:53 AM
140836	Closed	unable to save provider documentation!!!	Provider Documentation	Laurene Andriana Troche Madera	08/02/2024 06:54:32 PM	Service Provider	Resolved (Permanently)	08/05/2024 11:48:04 AM
140837	Closed	New Tickets	Unable to Start/End	Stacy Reynolds	08/02/2024 07:08:04 PM	Service Provider Worker	Resolved (Permanently)	08/06/2024 07:58:14 AM
140838	Closed	Unable to login	Unable to Start/End	Alicia Bronner	08/02/2024 07:49:53 PM	Service Provider Worker	Resolved (Permanently)	08/05/2024 11:35:27 AM
140840	Closed	adjusting cost plan units-having issues inputting new WSC and adjusting ResHab units	Planned Services	Larry Cox	08/02/2024 11:14:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 09:48:34 AM
140841	Closed	Error on validation	Request for Override	Marsha Odom	08/03/2024 11:45:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 08:01:30 PM
140842	Closed	Clock In and out	Unable to Start/End	Tanisha Stanford	08/03/2024 12:02:36 PM	Service Provider Worker	Resolved (Permanently)	08/05/2024 11:34:29 AM
140844	Closed	New ticket	Unable to Start/End	Stacy Reynolds	08/03/2024 02:45:16 PM	Service Provider Worker	Resolved (Permanently)	08/05/2024 03:02:41 PM
140845	Closed	Annual report submission	Provider Documentation	Demeshia GilesSmith	08/03/2024 03:31:32 PM	Service Provider	Resolved (Permanently)	08/05/2024 08:14:53 AM
140846	Closed	SA in Rejected Status	Authorizations	Juan Gamba	08/03/2024 07:07:20 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 11:31:49 AM
140847	Closed	REMOVE A NOTE	Provider Documentation	Tajana Bogle	08/03/2024 10:02:22 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 07:24:31 AM
140848	Closed	Teresita Rodriguez	Unable to Start/End	Teresita Rodriguez	08/03/2024 10:38:56 PM	Service Provider	Resolved (Permanently)	08/05/2024 09:19:34 AM
140849	Closed	Billing Issue	Claims	katia Garcia	08/04/2024 11:12:55 AM	Service Provider	Resolved (Permanently)	08/07/2024 01:40:33 PM
140850	Closed	Malfunction	Unable to Start/End	Jessica Gonzalez	08/04/2024 11:34:32 AM	Service Provider	Resolved (Permanently)	08/05/2024 01:39:16 PM
140851	Closed	Please override error message not able to create SAs	Request for Override	Alessandra Davalos	08/04/2024 03:13:21 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 09:12:44 AM
140852	Closed	Attendance logs: Provider Documentation	Provider Documentation	Crispin R Cole	08/04/2024 03:21:43 PM	Service Provider	Resolved (Permanently)	08/05/2024 03:00:15 PM
140853	Closed	Validation error report	Request for Override	Fanny Chulig	08/04/2024 03:50:49 PM	APD Employee	Resolved (Permanently)	08/05/2024 11:44:19 AM
140854	Closed	Implementation Plan	Forms - Implementation Plan	Quatriya Mathis-Hall	08/04/2024 05:14:35 PM	Service Provider	Resolved (Permanently)	08/05/2024 08:01:13 AM
140855	Closed	iConnect (53156)	Authorizations	Mildred Cordoba	08/04/2024 05:27:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 04:27:17 PM
140856	Closed	Can't Create Service Auth	Planned Services	Anders Albamar	08/04/2024 06:32:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 07:31:50 AM
140857	Closed	cant create service auth	Authorizations	Anders Albamar	08/04/2024 06:34:25 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 11:28:08 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
140858	Closed	WSC unable to Select Get A Grip 123	Planned Services	Jim D Hamby	08/04/2024 06:51:56 PM	Service Provider	Resolved (Permanently)	08/05/2024 02:10:58 PM
140860	Closed	iConnect#: 26931 - Service Plan Rejected	Authorizations	Sophonie Maneus	08/04/2024 10:45:10 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 05:38:14 PM
140861	Closed	Provider Documentation	EVV Activities	Andrea Tedder	08/04/2024 11:10:46 PM	Service Provider	Resolved (Permanently)	08/05/2024 10:13:54 AM
140866	Closed	SA rejected for 17595	Authorizations	Mary Ann Washburn	08/05/2024 08:28:21 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 10:03:43 AM
140867	Closed	SA rejected 939876	Authorizations	Mary Ann Washburn	08/05/2024 08:32:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 10:12:08 AM
140872	Closed	QMB ELIGIBILITY	Eligibility	Sergio Comas	08/05/2024 09:32:14 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 09:55:05 AM
140873	Closed	Disaster Plan Enhancement	Enhancement	Eduardo Castro	08/05/2024 09:46:20 AM	APD Employee	Resolved (Permanently)	08/30/2024 02:34:06 PM
140875	Closed	Duplicate note	Notes	Sharon Diaz-Roman	08/05/2024 10:00:33 AM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 07:59:08 AM
140876	Closed	Create/Update Unavailable	Authorizations	Hyacinth Daley	08/05/2024 10:01:28 AM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 08:15:47 AM
140877	Closed	SA did not update	Authorizations	Julie Devore	08/05/2024 10:01:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 11:25:22 AM
140879	Closed	No linked plan	Consumer Budget	Amy Maxhimer	08/05/2024 10:13:12 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 11:08:47 AM
140880	Closed	TRANSPORTATION REJECTED	Authorizations	Roberto Pire	08/05/2024 10:15:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 11:32:54 AM
140881	Closed	Please override WSC service	Request for Override	Niurka Romero	08/05/2024 10:16:57 AM	APD Employee	Resolved (Permanently)	08/05/2024 11:19:52 AM
140887	Closed	cannot upload	Attachments	Kamaria Belneau	08/05/2024 10:38:19 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 01:34:15 PM
140888	Closed	plan validation report	Request for Override	Juneen Johnson	08/05/2024 10:50:18 AM	APD Employee	Resolved (Permanently)	08/05/2024 11:20:05 AM
140889	Closed	Claim Denial	Claims	Cristiana Robaina	08/05/2024 10:53:04 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 11:17:11 AM
140890	Closed	Claim Denial	Claims	Cristiana Robaina	08/05/2024 10:54:56 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 11:15:22 AM
140893	Closed	EVV entries under activities not Visible in iConnect	Upload Issues	Nadine Tanis	08/05/2024 11:07:17 AM	Service Provider	Resolved (Permanently)	08/16/2024 10:09:34 AM
140894	Closed	CP-FY-2024 is short	Consumer Budget	Xiomara Margolles	08/05/2024 11:23:58 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 11:42:38 AM
140896	Closed	when I try to set up a new service, the drop-down menu isnt populating options for services	Authorizations	Allison Laiosa	08/05/2024 11:30:42 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 12:11:35 PM
140897	Closed	trying to add provider documentation, the auth for WSC isnt populating	WSC Progress Notes	Allison Laiosa	08/05/2024 11:32:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 12:08:56 PM
140898	Closed	Cost Plan	Planned Services	Mira Lane	08/05/2024 11:33:06 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 01:35:34 PM
140901	Closed	Rejection	Authorizations	David Valcana	08/05/2024 11:47:03 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 03:02:10 PM
140902	Closed	Rejection	Authorizations	Ronald McCauley	08/05/2024 11:48:02 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 02:56:37 PM
140903	Closed	Plan Validation Report	Request for Override	Josue Otero	08/05/2024 11:48:32 AM	APD Employee	Resolved (Permanently)	08/05/2024 01:38:36 PM
140904	Closed	Delete note	Provider Documentation	Marving A Jimenez	08/05/2024 11:56:09 AM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 01:04:33 PM
140906	Closed	Provider Documentation	Provider Documentation	Mira Lane	08/05/2024 11:58:32 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 02:04:49 PM
140907	Closed	Unable to validated	Plans	Xiomara Margolles	08/05/2024 12:06:28 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 01:05:51 PM
140908	Closed	how to fix "partially approved" serv plans/auths	Authorizations	Judy Rossi	08/05/2024 12:10:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 01:22:33 PM
140909	Closed	Plan validation report	Request for Override	Juneen Johnson	08/05/2024 12:14:10 PM	APD Employee	Resolved (Permanently)	08/05/2024 01:44:57 PM
140910	Closed	Service Authorization	Authorizations	Ashley Littlepage	08/05/2024 12:19:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 01:22:44 PM
140912	Closed	Cancel SA for WSC under Coordinating Solutions CP 2025 ICID 49708	Plans	Janet Batet	08/05/2024 12:24:11 PM	Service Provider Worker	Resolved (Permanently)	08/05/2024 01:16:47 PM
140914	Closed	Plan Validation Report	Request for Override	Josue Otero	08/05/2024 12:28:48 PM	APD Employee	Resolved (Permanently)	08/05/2024 01:42:39 PM
140915	Closed	cost plan is in draft, but "Save and Validate" is not in the drop down where it usually is.	Request for Override	Allison Laiosa	08/05/2024 12:30:21 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 01:53:01 PM
140916	Closed	Open completed HCBS form	Request for Status Change	Bethany A Hays	08/05/2024 12:33:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 02:27:04 PM
140917	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/05/2024 12:38:52 PM	APD Employee	Resolved (Permanently)	08/05/2024 02:47:51 PM
140918	Closed	Provider Search window in Planned Services	Planned Services	Deana Roberts	08/05/2024 12:42:38 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 02:03:46 PM
140922	Closed	Residential Referral - FORMS tab	Forms	LUCIETTE V SZASZ	08/05/2024 01:11:43 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 02:30:31 PM
140927	Closed	Unable to create authorizations	Authorizations	Cristiana Robaina	08/05/2024 01:27:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 02:32:26 PM
140928	Closed	Denied WSC Claim	Claims	Cristiana Robaina	08/05/2024 01:32:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 02:44:56 PM
140930	Closed	No Auth ID created	Planned Services	Katie Rice	08/05/2024 01:35:14 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 02:45:18 PM
140933	Closed	Please delete this entry	Notes	Samuel David Reeves	08/05/2024 01:46:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 02:30:59 PM
140935	Closed	Rejected authorizations	Authorizations	Holly Ochoa	08/05/2024 01:51:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 08:08:06 AM
140939	Closed	UNABLE TO BILL MEDICAL SUPPLIES	Claims	Greilyn Mariela Rojas Morera	08/05/2024 02:08:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 03:32:21 PM
140943	Closed	WSC with two iConnect numbers	Worker Issues	Kibel Quesada-dominguez	08/05/2024 02:18:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 08:14:03 AM
140945	Closed	Problem enablng EVV worker through iconnect	Worker Issues	Nedra Ball	08/05/2024 02:29:01 PM	Service Provider	Resolved (Permanently)	08/06/2024 08:43:00 AM
140948	Closed	Worker Tab issue	Other	Maria Figueredo	08/05/2024 02:44:16 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 01:37:49 PM
140949	Closed	Please Remove Line	Provider Related Issues	Sandra Hill	08/05/2024 02:46:38 PM	APD Employee	Resolved (Permanently)	08/05/2024 03:23:24 PM
140951	Closed	Unable to complete SAN due to error in Validation iC ID 48787	SAN	Janet Batet	08/05/2024 02:52:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 04:47:48 PM
140952	Closed	Assign workers	LSD Services	Dana Wright	08/05/2024 02:56:46 PM	Service Provider	Resolved (Permanently)	08/05/2024 03:31:28 PM
140954	Closed	trouble creating a service plan	Plans	Patricia Garcia-montes	08/05/2024 03:30:14 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 04:13:13 PM
140956	Closed	Plan Validation Error	Request for Override	Jamie Dallas	08/05/2024 03:35:25 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 09:41:50 AM
140962	Closed	SAs rejected due to lost medicaid	Planned Services	Traci Brennan	08/05/2024 03:44:43 PM	Waiver Support Coordinator	Resolved (Permanently)	08/05/2024 04:21:36 PM
140971	Closed	Clock in	Unable to Start/End	Terri Mobley	08/05/2024 04:39:08 PM	APD Employee	Resolved (Permanently)	08/06/2024 08:38:25 AM
140973	Closed	Issue inputting monthly summary in provider documentation	Provider Documentation	Demasha GilesSmith	08/05/2024 05:53:50 PM	Service Provider Worker	Resolved (Permanently)	08/06/2024 08:22:55 AM
140975	Closed	unable to create service auth	Authorizations	Jennifer Russell	08/05/2024 06:18:45 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 09:37:17 AM
140976	Closed	Wrong Consumer Documentation attached to Note	Notes	Robyn Barwick	08/05/2024 06:24:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 07:55:23 AM
140977	Closed	provider documentation	Provider Documentation	Isabel Broome	08/05/2024 06:30:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 07:53:40 AM
140979	Closed	Delete a SAN note	Notes	Katharine Finken	08/05/2024 06:47:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 07:51:56 AM
140980	Closed	provider documentation	Provider Documentation	Isabel Broome	08/05/2024 06:50:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 07:49:23 AM
140982	Closed	Bottom missing to create a S.A for FY 2025	Authorizations	Marisel Pintado	08/05/2024 08:07:08 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 08:06:40 AM
140983	Closed	how can i print a service authorization out of iconnect	Authorizations	Linda C Miller	08/05/2024 08:29:09 PM	Service Provider	Resolved (Permanently)	08/06/2024 08:10:36 AM
140984	Closed	exceeded units no imput notes A E	Provider Documentation	Yadi Flores	08/05/2024 09:07:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 12:07:20 PM
140985	Closed	Validation Error	Request for Override	Jaimi Bebley	08/05/2024 10:31:03 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 09:35:02 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
140986	Closed	Pls assist with validating cp. It keeps coming back saying budget is over (which is not) and theat there was no link to previous cp (despite mthe fact I did the link and unlink many times. thanks	Consumer Budget	Wilma Johnson	08/05/2024 10:32:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 07:35:52 AM
140987	Closed	provider documentation	Provider Documentation	Isabel Broome	08/05/2024 10:46:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 07:27:49 AM
140988	Closed	provider documentation	Provider Documentation	Isabel Broome	08/05/2024 10:49:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 07:26:19 AM
140989	Closed	Missing delivery	Unable to Start/End	Erick K Lindahl	08/05/2024 11:00:38 PM	Service Provider Worker	Resolved (Permanently)	08/06/2024 08:22:02 AM
140991	Closed	Not able to add provider documentation	Provider Documentation	Kathleen Groskopf	08/06/2024 06:06:13 AM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 08:00:08 AM
141001	Closed	Delete Provider Documentation entered for March 2024 Activity # 11859422	Provider Documentation	Nadia Arguelles-Goicoechea	08/06/2024 08:16:56 AM	Service Provider	Resolved (Permanently)	08/06/2024 09:16:39 AM
141002	Closed	Services not populating for Manual EVV Activity	Documentation	Margaret Halle	08/06/2024 08:19:28 AM	APD Employee	Resolved (Permanently)	08/12/2024 02:46:48 PM
141009	Closed	Living setting	Request for Override	Kathleen Lopez	08/06/2024 08:39:41 AM	APD Employee	Resolved (Permanently)	08/06/2024 08:57:05 AM
141022	Closed	Request to Remove an Enrollment on a Group Home Profile	Provider Related Issues	Neugenia Joseph	08/06/2024 09:19:11 AM	APD Employee	Resolved (Permanently)	08/06/2024 11:12:50 AM
141031	Closed	override needed	Request for Override	Sandra Perez	08/06/2024 09:49:03 AM	APD Employee	Resolved (Permanently)	08/06/2024 10:09:48 AM
141035	Closed	Planned Services do not match service authorization	Authorizations	Acacia G GomezSanchez	08/06/2024 10:06:23 AM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 10:25:39 AM
141042	Closed	completed documentation reversed for 14957 on 08/01/24	Provider Documentation	Dawn Johnson	08/06/2024 10:30:06 AM	Service Provider Worker	Resolved (Permanently)	08/06/2024 10:39:40 AM
141046	Closed	Override	Request for Override	Nancy Cravey	08/06/2024 10:38:28 AM	APD Employee	Resolved (Permanently)	08/06/2024 12:14:16 PM
141048	Closed	I can no input notes in june	Notes	Yadi Flores	08/06/2024 10:42:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 11:08:22 AM
141050	Closed	Staff not able to see all forms	Forms	Lovell Burrell	08/06/2024 10:46:03 AM	Service Provider	Resolved (Permanently)	09/24/2024 12:27:19 PM
141061	Closed	Unable to Validate SAN	SAN	Mario Valdes	08/06/2024 11:04:39 AM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 12:26:55 PM
141071	Closed	Group home & ADT Locations disappeared from Provider's Dashboard -Profile in iconnect	Residential Licensing Renewal	Vanessa Karran	08/06/2024 11:17:10 AM	Service Provider	Resolved (Permanently)	08/13/2024 11:28:35 AM
141078	Closed	Provider ID 15152	Residential Licensing Renewal	Bernard Vilnes Chery	08/06/2024 11:30:55 AM	Service Provider	Resolved (Permanently)	08/16/2024 12:51:48 PM
141080	Closed	Validation error	Request for Override	Malikah Tarver	08/06/2024 11:37:27 AM	APD Employee	Resolved (Permanently)	08/06/2024 12:34:51 PM
141081	Closed	Plan validation error	Plans	Kevin Hansen	08/06/2024 11:38:27 AM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 11:44:14 AM
141082	Closed	Link for Cost Plan	Plans	Olinpia Arce	08/06/2024 11:44:39 AM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 11:48:27 AM
141084	Closed	duplicate form - needs deletion	Forms	Cassidy Noble	08/06/2024 11:50:00 AM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 12:03:16 PM
141090	Closed	Cost Plan failed validation	Request for Override	Janet Herring	08/06/2024 12:04:48 PM	APD Employee	Resolved (Permanently)	08/06/2024 02:16:47 PM
141091	Closed	Location issues	Geolocation/GPS	Tamika Williams	08/06/2024 12:05:01 PM	Service Provider Worker	Resolved (Permanently)	08/06/2024 02:16:47 PM
141093	Closed	Rejected SAF	Authorizations	Sarah Diaz	08/06/2024 12:11:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 03:20:51 PM
141094	Closed	can't create service auth	Authorizations	Lara West	08/06/2024 12:12:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 12:37:26 PM
141095	Closed	Cost Plan failed validation	Request for Override	Janet Herring	08/06/2024 12:13:46 PM	APD Employee	Resolved (Permanently)	08/07/2024 10:37:20 AM
141096	Closed		38439 Authorizations	David Valcana	08/06/2024 12:14:42 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 04:37:10 PM
141104	Closed	plan validation report	Planned Services	Juneen Johnson	08/06/2024 12:31:19 PM	APD Employee	Resolved (Permanently)	08/06/2024 12:47:40 PM
141105	Closed	Authorization ID	Authorizations	Ronald McCauley	08/06/2024 12:33:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 12:49:58 PM
141109	Closed	Override for 91856	Request for Override	Jenna Llorens-Blas	08/06/2024 12:38:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 12:49:43 PM
141113	Closed	can't update SA	Authorizations	Patricia Weston	08/06/2024 12:43:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 04:26:22 PM
141118	Closed	deleted ACT ID 10492621	Notes	Yadi Flores	08/06/2024 12:53:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 01:01:46 PM
141120	Closed	create/ update auth button missing	Authorizations	Ebony Mensah	08/06/2024 01:02:21 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 01:08:35 PM
141123	Closed	Consumer budget	Consumer Budget	David Valcana	08/06/2024 01:07:12 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 01:19:51 PM
141124	Closed	remove HCBS form	Forms	Bethany A Hays	08/06/2024 01:09:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 01:17:34 PM
141130	Closed	Can not link the 2025 Budget	Plans	Christopher Barrett	08/06/2024 01:18:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 01:22:02 PM
141132	Closed	can't create service auth	Authorizations	Lara West	08/06/2024 01:19:16 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 02:33:14 PM
141136	Closed	Cannot Create Auth for ID: 53348	Authorizations	Anna Rios	08/06/2024 01:25:02 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 01:38:16 PM
141139	Closed	Note put into complete in error	Notes	Rachel Nicole Fawaz	08/06/2024 01:34:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 01:41:42 PM
141140	Closed	Provider ID not active	Request for Override	Jessica Smith	08/06/2024 01:39:05 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 04:07:34 PM
141149	Closed	deleted notes 3/24 agora provider , support coordination	Notes	Yadi Flores	08/06/2024 02:11:30 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 02:13:41 PM
141159	Closed	Rejected Authorization Issue	Authorizations	Cristiana Robaina	08/06/2024 02:30:59 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 03:18:33 PM
141161	Closed	validation error	Request for Override	Malikah Tarver	08/06/2024 02:38:07 PM	APD Employee	Resolved (Permanently)	08/06/2024 02:57:53 PM
141171	Closed	PIN 26756 Issue with service auth not generating a PA number	Authorizations	Kimberly King	08/06/2024 02:56:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 12:58:29 PM
141183	Closed	Remove HCBS form	Forms	Bethany A Hays	08/06/2024 03:15:59 PM	Waiver Support Coordinator	Resolved (Permanently)	08/06/2024 03:22:47 PM
141184	Closed	Provider Technical Issues	Provider Documentation	Ashley Littlepage	08/06/2024 03:16:12 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 07:50:33 AM
141191	Closed	cant add notes august	Provider Documentation	Patricia Casson	08/06/2024 03:31:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 12:51:50 PM
141196	Closed	Please delete form id 1083387	Forms	Enrique Molina	08/06/2024 03:54:46 PM	APD Employee	Resolved (Permanently)	08/14/2024 12:45:32 PM
141197	Closed	can add plan services wsc 7/29/2024	Planned Services	Patricia Casson	08/06/2024 03:59:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:48:36 AM
141201	Closed	WSC has tried a couple of times to refresh the budget in the SAN request from the cost increased -but it won't allow the new budget to activate .I also tried the Plan ID, but still no success	Consumer Budget	Sharon Sumpter	08/06/2024 04:17:43 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:12:28 AM
141203	Closed	Auths in Rejected Status	Authorizations	Aric Gustafson	08/06/2024 04:19:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:16:08 AM
141216	Closed	NEED TO ADD CONSUMERS UNDER THE SERVICE WORKER - KEEP GIVING ERRORS	Provider Documentation	Lisa R Reid	08/06/2024 04:52:52 PM	Service Provider Worker	Resolved (Permanently)	08/23/2024 03:32:40 PM
141218	Closed	Unable to see service plan	Authorizations	Jean Dorvil	08/06/2024 04:57:55 PM	Service Provider	Resolved (Permanently)	08/19/2024 08:01:28 AM
141220	Closed	Plan valiation error when there is not an error	Request for Override	Jacqueline Rewis	08/06/2024 05:09:42 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:41:21 AM
141223	Closed	Need assistance	Planned Services	Julia Bowen	08/06/2024 05:17:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:16:34 AM
141224	Closed	Need assistance	WSC Progress Notes	Julia Bowen	08/06/2024 05:29:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 01:34:17 PM
141225	Closed	Ticlker	Plans	Dawn Marie Lawson	08/06/2024 05:30:11 PM	Service Provider	Resolved (Permanently)	08/14/2024 12:45:33 PM
141232	Closed	Unable to enter new note	Notes	Angeline Ramirez	08/06/2024 06:16:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 09:04:22 AM
141233	Closed	Cannot "Update" 2025 cost plan	Plans	Katharine Finken	08/06/2024 06:38:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:34:19 AM
141234	Closed	Failed Validation due to Living Setting	Request for Override	Robyn Barwick	08/06/2024 06:38:20 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:36:59 AM
141235	Closed	Rejection	Authorizations	Hearlow Francis	08/06/2024 07:01:22 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:15:11 AM
141236	Closed	Put Note Into Pending Status	Request for Status Change	Jaime Drake-Balfour	08/06/2024 07:19:02 PM	APD Employee	Resolved (Permanently)	08/14/2024 12:45:33 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
141237	Closed	Auth ID problem	WSC Progress Notes	JoAnn Ajayi-Scott	08/06/2024 07:55:43 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:03:49 AM
141238	Closed	no option to update auth	Authorizations	Natasha Facey	08/06/2024 09:02:03 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:30:36 AM
141239	Closed	Plan isn't validating	Authorizations	Linda Fogarty	08/06/2024 09:23:40 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 07:23:08 AM
141240	Closed	Unable to Create Service Authorization	Authorizations	Shermell Williams	08/06/2024 09:28:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 07:10:47 AM
141241	Closed	Auth ID	WSC Progress Notes	JoAnn Ajayi-Scott	08/06/2024 10:11:29 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:01:35 AM
141242	Closed	Not able to complete a note in provider documentation	Provider Documentation	Veronica Neria	08/06/2024 11:39:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 07:25:14 AM
141243	Closed	Please delete the following	Forms - PCSP	Marie Demerville	08/06/2024 11:51:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:28:07 AM
141245	Closed	Auth ID Problem	WSC Progress Notes	JoAnn Ajayi-Scott	08/07/2024 12:37:24 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 07:58:50 AM
141246	Closed	Provider cannot use EVV to clock in or do notes	Unable to Start/End	Janett Lovett	08/07/2024 01:00:15 AM	Service Provider	Resolved (Permanently)	08/15/2024 12:59:50 PM
141247	Closed	I connect still isn't working for me	Other	Terri Mobley	08/07/2024 06:15:43 AM	APD Employee	Resolved (Permanently)	08/15/2024 12:59:51 PM
141248	Closed	Delete provider documentation	Provider Documentation	Dianna Mccallon	08/07/2024 06:16:03 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:19:35 AM
141249	Closed		79610 Forms - Word Merges	Mary Kathleen Leigh-Wojcik	08/07/2024 07:25:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 07:55:43 AM
141253	Closed	Create/Update Unavailable	Authorizations	Hyacinth Daley	08/07/2024 07:56:44 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 08:16:43 AM
141264	Closed	Rejected SA	Authorizations	Mary Ann Washburn	08/07/2024 09:02:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 03:14:47 PM
141265	Closed	Request for Status Change	Request for Status Change	Miranda Horr	08/07/2024 09:04:42 AM	Service Provider Worker	Resolved (Permanently)	08/07/2024 09:18:00 AM
141266	Closed	Rejected Auth	Authorizations	Ushae Lewis-Scille	08/07/2024 09:04:50 AM	APD Employee	Resolved (Permanently)	08/07/2024 09:14:11 AM
141271	Closed	Note	Provider Documentation	Marivic Spaulding	08/07/2024 09:11:44 AM	Service Provider	Resolved (Permanently)	08/07/2024 09:47:58 AM
141275	Closed	Delete additional Plan service	Plans	Anders Albamar	08/07/2024 09:18:48 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 09:22:37 AM
141277	Closed	Trying to Select Vendor Service	Provider Selection	Jacqueline Manderville	08/07/2024 09:23:53 AM	Service Provider	Resolved (Permanently)	08/12/2024 10:34:14 AM
141282	Closed	QO Owner is Not Able to See All WSCs for Unike Support Services under APD Reports	Reports	Rene Gomez	08/07/2024 09:31:39 AM	Waiver Support Coordinator	Resolved (Permanently)	10/16/2024 10:07:02 AM
141283	Closed	Unable to create notes	Notes	Jaheim Haywood	08/07/2024 09:34:01 AM	Service Provider Worker	Resolved (Permanently)	08/22/2024 11:06:48 AM
141285	Closed	Activities are not saving is giving me error message	Provider Documentation	Ajay Khindri	08/07/2024 09:40:10 AM	Service Provider	Resolved (Permanently)	08/14/2024 08:13:36 AM
141286	Closed	Rejected SAs	Authorizations	Ryan Chandler	08/07/2024 09:40:15 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 09:45:31 AM
141287	Closed	NNC for 6/24/24	Notes	Anthony Gray	08/07/2024 09:40:46 AM	Service Provider	Resolved (Permanently)	08/07/2024 10:21:49 AM
141291	Closed	needs to be overridden	Request for Override	Martha Cox	08/07/2024 09:47:59 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 10:31:32 AM
141292	Closed	please delete note	[-] Tier II Review -	Crystal Hunt	08/07/2024 09:49:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 09:55:39 AM
141293	Closed	rejection status	Authorizations	Lorraine Loftus	08/07/2024 09:50:22 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 12:49:08 PM
141294	Closed	rejection code	Authorizations	Lorraine Loftus	08/07/2024 09:52:02 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 10:14:35 AM
141295	Closed	rejection code	Authorizations	Lorraine Loftus	08/07/2024 09:53:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 10:05:45 AM
141298	Closed	EVV SYNCING ISSUES	Data Sync	Ninoska Naranjo	08/07/2024 10:04:56 AM	Service Provider Worker	Resolved (Permanently)	08/07/2024 10:05:45 AM
141299	Closed	Consumer's code service can not be created	Plans	Vivian Owen	08/07/2024 10:09:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 02:26:12 PM
141305	Closed	Plans tab not working correctly	Plans	Janet Riley	08/07/2024 10:31:46 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 10:38:50 AM
141307	Closed	Accidentally marked a note Complete	Provider Documentation	Vicki Hellard	08/07/2024 10:32:52 AM	Service Provider Worker	Resolved (Permanently)	08/07/2024 10:40:06 AM
141309	Closed	CDC+ Cost plan	Plans	Sean Moreau	08/07/2024 10:41:02 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 10:45:20 AM
141310	Closed	HCBS Waiver Eligibility Worksheet	Forms - Word Merges	Mari Cornwell	08/07/2024 10:44:22 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 12:07:21 PM
141311	Closed	SA Issues	Authorizations	Lisa Tessman	08/07/2024 10:44:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 10:51:56 AM
141319	Closed	All Service Authorizations rejected	Request for Override	Janet Herring	08/07/2024 11:05:28 AM	APD Employee	Resolved (Permanently)	08/07/2024 11:59:05 AM
141320	Closed	Validation Report	Request for Override	Claudia Lima	08/07/2024 11:08:20 AM	APD Employee	Resolved (Permanently)	08/07/2024 11:42:19 AM
141321	Closed	Remove HCBS form	Forms	Bethany A Hays	08/07/2024 11:09:42 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 11:11:33 AM
141327	Closed	Provider Documentation	Provider Documentation	Gerda Mothersil	08/07/2024 11:18:44 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 11:21:02 AM
141335	Closed	Service authorization issues	Authorizations	Nereida Babilonia	08/07/2024 11:23:12 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 12:16:12 PM
141336	Closed	Cannot access SA	Authorizations	Jannette Oliva	08/07/2024 11:30:18 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 12:50:12 PM
141337	Closed	Licensing	Residential Licensing Renewal	Janet Shakes	08/07/2024 11:30:54 AM	Service Provider	Resolved (Permanently)	08/28/2024 12:44:48 PM
141338	Closed	validation error incorrect	Request for Override	Megan M Haig	08/07/2024 11:31:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 11:36:45 AM
141341	Closed	Adding documentation	Provider Documentation	Michelle McCall	08/07/2024 11:42:04 AM	Service Provider	Resolved (Permanently)	08/07/2024 12:47:18 PM
141343	Closed	claims issue	Claims	Modeleine Jean	08/07/2024 11:44:17 AM	Service Provider	Resolved (Permanently)	08/07/2024 04:50:57 PM
141344	Closed	claims issue	Claims	Modeleine Jean	08/07/2024 11:46:00 AM	Service Provider	Resolved (Permanently)	08/07/2024 04:51:56 PM
141348	Closed	claims issue	Claims	Modeleine Jean	08/07/2024 11:48:17 AM	Service Provider	Resolved (Permanently)	08/07/2024 12:44:47 PM
141349	Closed	claims issue	Claims	Modeleine Jean	08/07/2024 11:50:07 AM	Service Provider	Resolved (Permanently)	08/07/2024 12:46:50 PM
141350	Closed	delete sc note error	Notes	Tammy Johnson Rice	08/07/2024 11:52:08 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 11:54:08 AM
141351	Closed	Provider Documentation	Provider Documentation	Gerda Mothersil	08/07/2024 11:55:06 AM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 12:01:12 PM
141353	Closed	Service authorizations	Authorizations	Mahala Sterling-Rowe	08/07/2024 12:00:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 12:08:59 PM
141354	Closed	Access to Service authorizations	Authorizations	Raymond Granston	08/07/2024 12:03:20 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 12:25:36 PM
141358	Closed	unable to save 8/1 progress note.	Provider Documentation	Capter Faye Howard-Hill	08/07/2024 12:09:31 PM	Service Provider	Resolved (Permanently)	08/19/2024 10:13:13 AM
141359	Closed	Unable to open CAP	Provider QIO, POR, NNC, CAP	Carlina Lahens	08/07/2024 12:10:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 02:48:03 PM
141360	Closed	Leelman GH not n IConnect	Provider Related Issues	Wayne L McBryant	08/07/2024 12:13:55 PM	Service Provider	Resolved (Permanently)	08/09/2024 12:05:16 PM
141362	Closed	Living Setting	Request for Override	Joyce George	08/07/2024 12:14:38 PM	APD Employee	Resolved (Permanently)	08/07/2024 12:54:03 PM
141363	Closed	CAN'T GET UPDATED AUTHORIZATION	Authorizations	Audreka Felix	08/07/2024 12:28:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 01:22:25 PM
141368	Closed	Cannot create Service Authorizations	Authorizations	Rachel Rouah	08/07/2024 12:39:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 12:59:54 PM
141372	Closed	Login Assistance	Unable to Start/End	Mirla Cuadrao	08/07/2024 12:48:21 PM	Service Provider Worker	Resolved (Permanently)	08/15/2024 12:59:54 PM
141374	Closed	notes	Provider Documentation	Marivic Spaulding	08/07/2024 12:50:04 PM	Service Provider	Resolved (Permanently)	08/07/2024 01:47:24 PM
141377	Closed	Link plan	Plans	Barbara Damas	08/07/2024 12:54:24 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 02:41:42 PM
141378	Closed	24-25 cost plan will not approve an SA per liaison	Authorizations	Jannell Mikal	08/07/2024 12:55:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 01:11:50 PM
141379	Closed	CHARTING NOT WORKING	Documentation	Carolyn Clayton	08/07/2024 01:00:00 PM	Service Provider	Resolved (Permanently)	08/15/2024 12:59:55 PM
141380	Closed	SYNC DATA ASSISTANCE	Unable to Start/End	Erma Watson	08/07/2024 01:05:37 PM	Service Provider Worker	Resolved (Permanently)	08/07/2024 01:45:05 PM
141382	Closed	Provider's profile	Residential Licensing Renewal	Gertrude Farah Anselme	08/07/2024 01:10:11 PM	Service Provider Worker	Resolved (Permanently)	08/07/2024 02:28:53 PM
141383	Closed	EVV ENDING DELIVERY ISSUES	Upload Issues	Erica Livingston	08/07/2024 01:10:57 PM	Service Provider Worker	Resolved (Permanently)	08/07/2024 01:25:47 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
141384	Closed	WSC went to create an update SA under file tap, but these two options did not appear	Authorizations	Amanda Ortiz	08/07/2024 01:11:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 01:20:38 PM
141387	Closed	Provider's profile cannot be located	Residential Licensing Renewal	Daphnee Phanor	08/07/2024 01:22:13 PM	Service Provider Worker	Resolved (Permanently)	08/07/2024 02:27:25 PM
141388	Closed	Plan Validation Report	Plans	Juneen Johnson	08/07/2024 01:27:14 PM	APD Employee	Resolved (Permanently)	08/07/2024 02:06:16 PM
141391	Closed	DENIAL BILLING	Claims	Edna Duran	08/07/2024 01:39:24 PM	Service Provider Worker	Resolved (Permanently)	08/07/2024 01:47:41 PM
141393	Closed	Request to delete a form (blank SP) copied in error	Forms	Erika Diaz-Mauri	08/07/2024 01:50:24 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 01:57:45 PM
141394	Closed	Cannot Create Auths	Authorizations	Tricia Garretto	08/07/2024 01:50:35 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 02:09:08 PM
141397	Closed	provider documentation	Provider Documentation	Marivic Spaulding	08/07/2024 02:00:08 PM	Service Provider	Resolved (Permanently)	08/07/2024 02:05:05 PM
141403	Closed	cost plan	Plans	Megan M Haig	08/07/2024 02:22:29 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 02:28:31 PM
141405	Closed	IC is not calculating units correctly	Provider Documentation	Lorraine Mosteiro	08/07/2024 02:31:58 PM	Service Provider	Resolved (Permanently)	08/07/2024 03:18:22 PM
141406	Closed	Adding information	Demographics & Contacts Issues	Emily Coons	08/07/2024 02:32:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 02:43:00 PM
141418	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/07/2024 03:17:41 PM	APD Employee	Resolved (Permanently)	08/07/2024 03:21:11 PM
141419	Closed		92901 Other	marten rodriguez	08/07/2024 03:20:04 PM	Service Provider Worker	Resolved (Permanently)	08/07/2024 03:25:37 PM
141421	Closed	We have not put our EVV notes in Iconnect yet for July. the company was so busy rying to find	EVV Activities	Dianne D Young	08/07/2024 03:25:14 PM	Service Provider	Resolved (Permanently)	08/07/2024 03:36:08 PM
141426	Closed	Iconnect	Provider Documentation	Lushell Raper	08/07/2024 03:40:41 PM	Service Provider Worker	Resolved (Permanently)	08/22/2024 02:27:09 PM
141427	Closed	AUTH IN REJECTED STATUS	Authorizations	Amelia Hernandez	08/07/2024 03:45:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:21:15 AM
141428	Closed	AUTH IN REJECTED STATUS	Authorizations	Amelia Hernandez	08/07/2024 03:47:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 04:06:09 PM
141431	Closed	AUTH IN REJECTED STATUS	Authorizations	Amelia Hernandez	08/07/2024 03:48:45 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 04:00:50 PM
141432	Closed	Authorization Code	Provider Documentation	Alicia Vachon	08/07/2024 03:48:56 PM	Service Provider	Resolved (Permanently)	08/16/2024 12:51:51 PM
141433	Closed	AUTH IN REJECTED STATUS	Authorizations	Amelia Hernandez	08/07/2024 03:50:16 PM	Waiver Support Coordinator	Resolved (Permanently)	08/07/2024 04:01:21 PM
141448	Closed	Need Cost Plan Tickler	Plans	Chiquitta Nash	08/07/2024 04:43:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:58:14 AM
141452	Closed	CLOCKING IN AND CLOCKING OUT	Unable to Start/End	tanjallah somuah	08/07/2024 05:07:08 PM	Service Provider Worker	Resolved (Permanently)	08/08/2024 08:53:30 AM
141454	Closed	Need to reverse complete status on a Note	Notes	Jennifer Siviter	08/07/2024 05:31:35 PM	Service Provider	Resolved (Permanently)	08/08/2024 08:52:19 AM
141455	Closed	Can't Added Provider.	Provider Selection	Amanda Tobon	08/07/2024 05:50:20 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:48:10 AM
141456	Closed	19373 Reject SA in Cost Plan	Authorizations	Lamont Townsend	08/07/2024 06:54:10 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:36:04 AM
141457	Closed	Unable to create authorizations in approved plan	Authorizations	Joshua L Plaska	08/07/2024 07:05:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 07:36:18 AM
141458	Closed	ERROR IN PROVIDER DOCUMENTATION	Provider Documentation	Ludmila Senkevich	08/07/2024 07:30:08 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 09:59:42 AM
141459	Closed	ERROR IN PROVIDER DOCUMENTATION	Provider Documentation	Ludmila Senkevich	08/07/2024 07:37:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 10:07:00 AM
141460	Closed	AUTHORIZATION ID IS MISSING FOR CP 2023-24 FOR WSC	Authorizations	Ludmila Senkevich	08/07/2024 07:45:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:13:47 AM
141461	Closed	unable to create 2nd note for 06/2024 for G9012:UC	Provider Documentation	Ludmila Senkevich	08/07/2024 07:54:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 10:02:32 AM
141462	Closed	FW: Delete entries	Other	Donna sumerville	08/07/2024 07:56:51 PM	Other	Resolved (Permanently)	08/09/2024 04:22:21 PM
141463	Closed	iConnect# 52882	Claims	Sophonie Maneus	08/07/2024 08:37:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:28:05 AM
141464	Closed	66780 - Assistance Needed with Rejected Authorization	Authorizations	Alexandre Gelin	08/07/2024 08:40:53 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:09:44 AM
141466	Closed	Rejected Status	Authorizations	Jaimi Bebley	08/07/2024 08:54:25 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:00:36 AM
141468	Closed	STAFF UNABLE TO ADD NOTES FOR ADDITIONAL PS HOURS FORM 08-10PM DAILY	EVV Activities	Evelyn Smith	08/07/2024 10:11:25 PM	Service Provider Worker	Resolved (Permanently)	08/08/2024 08:37:51 AM
141469	Closed	STAFF UNABLE TO CLOSE DELIVERY AFTER END OF SHIFT	Unable to Start/End	Evelyn Smith	08/07/2024 10:15:36 PM	Service Provider Worker	Resolved (Permanently)	08/08/2024 09:02:16 AM
141470	Closed	Plan Validation override	Request for Override	Elaine Horn	08/07/2024 10:35:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:11:08 AM
141471	Closed	STAFF UNABLE TO ADD NOTES IN PROV DOCUMENTATION FOR COMPANION	Documentation	Evelyn Smith	08/07/2024 10:35:59 PM	Service Provider Worker	Resolved (Permanently)	08/08/2024 10:00:32 AM
141472	Closed	Plan Validation error	Request for Override	Tricia Garretto	08/07/2024 11:03:37 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:08:16 AM
141479	Closed	VALIDATION OVERRIDE	Request for Override	Subecca E Flores	08/08/2024 08:04:06 AM	APD Employee	Resolved (Permanently)	08/08/2024 08:24:37 AM
141480	Closed	Rejected Authorization	Authorizations	Paola Arce	08/08/2024 08:04:20 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:31:47 AM
141485	Closed	SA Rejected- Duplicate PA -Authorization ID 956774	Authorizations	Jose Lopez-casanova	08/08/2024 08:36:06 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:42:34 AM
141486	Closed	WSC went to cost plan 2024-2025 under tab and tried to create and Update SA but these two options are not show	Authorizations	Amanda Ortiz	08/08/2024 08:38:04 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 08:40:38 AM
141493	Closed	CAP record - unlock/reverse status - Springhill Group Home (14679)	Provider QIO, POR, NNC, CAP	Robin Keller	08/08/2024 09:01:11 AM	APD Employee	Resolved (Permanently)	08/08/2024 09:09:31 AM
141496	Closed	Medicaid is up but not showing up on Iconnect	Eligibility	Lisette Rodriguez	08/08/2024 09:06:42 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 09:16:29 AM
141501	Closed	Unlock CAP ID 1568 - Successful Steps Unlimited 2 (22038)	Provider QIO, POR, NNC, CAP	Robin Keller	08/08/2024 09:19:47 AM	APD Employee	Resolved (Permanently)	08/08/2024 09:24:35 AM
141503	Closed	Need a ticket number	Unable to Start/End	Tranell Wiggins	08/08/2024 09:24:18 AM	Service Provider Worker	Resolved (Permanently)	08/08/2024 09:29:06 AM
141513	Closed	Medicaid is up and not reflecting on the I connect	Eligibility	Lisette Rodriguez	08/08/2024 09:56:47 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 10:10:57 AM
141516	Closed	cannot valiate and create cost plan	Plans	Pamela Shorr	08/08/2024 10:04:15 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 10:31:58 AM
141518	Closed	Cost Plan did not Validate	Request for Override	Tangee Hinson	08/08/2024 10:08:20 AM	APD Employee	Resolved (Permanently)	08/08/2024 10:14:18 AM
141521	Closed	Incorrect region/county populating for Reactive Strategies	Reports	Angie Campanale	08/08/2024 10:32:53 AM	APD Employee	Resolved (Permanently)	08/15/2024 11:26:33 AM
141522	Closed	Incorrect region in reactive strategies form	Provider QIO, POR, NNC, CAP	Angie Campanale	08/08/2024 10:37:12 AM	APD Employee	Resolved (Permanently)	08/20/2024 01:34:19 PM
141526	Closed	AUTH IN REJECTED STATUS.	Authorizations	Amelia Hernandez	08/08/2024 10:49:30 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 10:57:22 AM
141531	Closed	I need to add a document and attach. Cannot remember how.	Provider Documentation	Ovia V Stephens-Oatman	08/08/2024 11:04:23 AM	Service Provider	Resolved (Permanently)	08/08/2024 12:28:52 PM
141532	Closed	SA changed status to Rejected	Authorizations	Mario Valdes	08/08/2024 11:04:52 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 11:13:36 AM
141538	Closed	Med Waiver Cost Plan needed	Plans	Colette Walker	08/08/2024 11:21:57 AM	Service Provider	Resolved (Permanently)	08/08/2024 11:41:13 AM
141541	Closed	override needed	Request for Override	Sherry Thomas	08/08/2024 11:25:23 AM	APD Employee	Resolved (Permanently)	08/08/2024 11:46:25 AM
141544	Closed	Cannot create Service Auth and online file access is limited.	Authorizations	Joy Blakeslee	08/08/2024 11:31:10 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 11:40:49 AM
141545	Closed	Provider/Program drop down does not have Provider's company name	Provider Selection	Ralph Douglas	08/08/2024 11:31:59 AM	Service Provider	Resolved (Permanently)	08/08/2024 11:43:08 AM
141546	Closed	override needed	Request for Override	Sandra Perez	08/08/2024 11:37:13 AM	APD Employee	Resolved (Permanently)	08/08/2024 11:43:54 AM
141548	Closed	AUTH IN REJECTED STATUS	Authorizations	Amelia Hernandez	08/08/2024 11:55:13 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 12:19:57 PM
141549	Closed	ICONNECT 59969-2024-2025 COST PLAN DID NOT ALLOW TO LINK AND UNLINK AFTER PUTTING NEW SERVICES AND AMENDED SOME OTHER SERVICES. PLEASE ASSIST. THANKS!	Plans	Jacques Gabriel	08/08/2024 11:56:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 12:16:31 PM
141551	Closed	override needed	Request for Override	Megan M Haig	08/08/2024 12:04:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 12:20:23 PM
141554	Closed	Authorizations "rejected"	Authorizations	Nicholas Ellis	08/08/2024 12:07:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 12:33:01 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
141556	Closed	new CP	Plans	Megan M Haig	08/08/2024 12:12:50 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 12:23:30 PM
141557	Closed	IP entered 3 times	Notes	Brandie Rodriguez	08/08/2024 12:16:44 PM	Service Provider	Resolved (Permanently)	08/08/2024 01:05:16 PM
141559	Closed	Provider Documentation	Provider Documentation	Michelle McCall	08/08/2024 12:25:35 PM	Service Provider	Resolved (Permanently)	08/16/2024 12:51:52 PM
141561	Closed	Unchangeable Generated Responses	Forms	Tameka Smith	08/08/2024 12:26:42 PM	APD Employee	Resolved (Permanently)	08/15/2024 12:59:58 PM
141562	Closed	Annual Re-Licensing Application August 2024	Request for Status Change	Linda Williams	08/08/2024 12:30:29 PM	Service Provider Worker	Resolved (Permanently)	08/08/2024 12:48:48 PM
141563	Closed	auths in rejected status	Authorizations	Gary Goodwin	08/08/2024 12:34:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 01:08:16 PM
141566	Closed	auths in rejected status 2025	Authorizations	Gary Goodwin	08/08/2024 12:42:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 01:08:55 PM
141568	Closed	Unable to add new EVV activities records.	EVV Activities	Anel Frederick	08/08/2024 12:56:23 PM	Service Provider	Resolved (Permanently)	08/08/2024 01:08:22 PM
141574	Closed	Rejections	Authorizations	Dawn Best	08/08/2024 01:19:37 PM	APD Employee	Resolved (Permanently)	08/08/2024 01:26:45 PM
141579	Closed	Additional division added by error for IC 58885	Other	Milagros Souchet	08/08/2024 01:27:57 PM	APD Employee	Resolved (Permanently)	08/08/2024 01:51:45 PM
141580	Closed	SA rejected stats	Authorizations	Charshus Terry	08/08/2024 01:31:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 01:36:12 PM
141582	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/08/2024 01:38:03 PM	APD Employee	Resolved (Permanently)	08/08/2024 01:54:24 PM
141583	Closed	Eligibility Worksheet Glitch	Forms - Other	Daisy Cabral	08/08/2024 01:38:20 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 02:03:05 PM
141585	Closed	iConnect 54041 Tier II override	Request for Override	Belinda Alexander	08/08/2024 01:42:20 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 01:56:30 PM
141594	Closed	Override Validation Report Error	Request for Override	Glenda Sheppard	08/08/2024 02:14:38 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 02:35:06 PM
141595	Closed	Authorization is not showing in drop down box	Authorizations	Janice Smith	08/08/2024 02:20:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 02:43:50 PM
141597	Closed	Override needed	Request for Override	Sherry Thomas	08/08/2024 02:22:29 PM	APD Employee	Resolved (Permanently)	08/08/2024 02:38:40 PM
141598	Closed	can't create service auth	Authorizations	Lara West	08/08/2024 02:23:25 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 02:26:28 PM
141601	Closed	22199 reopen notes in complete status	Notes	Daniel Crandall	08/08/2024 02:25:37 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 02:29:31 PM
141606	Closed	iConnect - Request from a WSC to create a Provider Contact Report	Reports	Lukas Tubeck	08/08/2024 02:53:44 PM	APD Employee	Resolved (Permanently)	08/15/2024 11:21:30 AM
141608	Closed	Service Screens Need Deleted	Authorizations	Leslie Varhol	08/08/2024 02:58:55 PM	APD Employee	Resolved (Permanently)	08/08/2024 03:17:42 PM
141610	Closed	Creating Service Authorization	Authorizations	Marlene Wiggins	08/08/2024 03:06:53 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 03:21:30 PM
141613	Closed	Tickler Cost Plan	Plans	Annabel Diaz	08/08/2024 03:14:05 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 03:22:29 PM
141614	Closed	Rejected auths	Authorizations	Deana Roberts	08/08/2024 03:14:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 03:30:09 PM
141615	Closed	rejected sa	Authorizations	Regina Robertson	08/08/2024 03:17:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 03:45:35 PM
141616	Closed	rejected sa	Authorizations	Regina Robertson	08/08/2024 03:19:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:02:08 AM
141617	Closed	Missing Consumer from Report Services APP	Reports	Lineth Rhodes	08/08/2024 03:28:09 PM	Waiver Support Coordinator	Resolved (Permanently)	10/16/2024 10:08:39 AM
141618	Closed	Sync Data	Data Sync	OSVALDO FIGUEROA	08/08/2024 03:28:11 PM	Service Provider Worker	Resolved (Permanently)	10/16/2024 10:08:39 AM
141623	Closed	No approved consumer budget linked	Plans	Lourdes Nordelo-benitez	08/08/2024 03:53:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/08/2024 03:56:52 PM
141626	Closed	Deliveries	EVV Activities	Clyde Williams	08/08/2024 04:00:56 PM	Service Provider Worker	Resolved (Permanently)	08/08/2024 03:56:52 PM
141633	Closed	SA IN REJECTED STATUS	Authorizations	Nayza Hernandez	08/08/2024 04:34:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 09:03:30 AM
141634	Closed	Services provider access	Provider Documentation	Acacia Guasch	08/08/2024 04:36:07 PM	Service Provider	Resolved (Permanently)	08/09/2024 08:40:33 AM
141635	Closed	Cost plan in reject status- can't update authorization	Authorizations	Colleen Moreau	08/08/2024 04:36:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:27:44 AM
141636	Closed	Can't update the 24-25 cost plan	Authorizations	Colleen Moreau	08/08/2024 04:37:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:08:28 AM
141637	Closed	2024 - 2025 WSC SA REJECTED STATUS	Authorizations	Nayza Hernandez	08/08/2024 04:39:14 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:32:39 AM
141639	Closed	can't create authorization	Authorizations	Colleen Moreau	08/08/2024 04:39:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:19:22 AM
141643	Closed	Not Being able to Create Service Plan	Authorizations	Leo Spears	08/08/2024 05:16:32 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:31:23 AM
141645	Closed	delete cost plan	Plans	Colleen Moreau	08/08/2024 05:49:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:06:34 AM
141646	Closed	Unable to complete notes on Iconnect	Authorizations	Marie L Jean	08/08/2024 05:50:21 PM	Service Provider	Resolved (Permanently)	08/09/2024 09:47:15 AM
141648	Closed	New Service still in Rejection status	Authorizations	Susan Bartsch	08/08/2024 05:58:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:53:20 PM
141650	Closed	Consumer 42890	Forms - Other	Karen Johnson	08/08/2024 06:08:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:30:56 AM
141651	Closed	Single Claim Entry	Claims	Nedra Ball	08/08/2024 06:18:29 PM	Service Provider	Resolved (Permanently)	08/09/2024 08:41:58 AM
141652	Closed	WSC went to File to creat and update cost plan services but these two options did not appear	Plans	Amanda Ortiz	08/08/2024 06:33:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:22:45 AM
141654	Closed	No plan to unlink and link	Consumer Budget	Deron Reed	08/08/2024 07:19:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:11:08 AM
141656	Closed	Rejected SA	Authorizations	Ryan Chandler	08/08/2024 07:54:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 08:30:49 AM
141657	Closed	Unable to update service authorization - ALL services	Authorizations	Marva Pierre	08/08/2024 08:14:30 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:11:45 AM
141658	Closed	Update option not found	Authorizations	Amelia Hernandez	08/08/2024 09:11:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:16:58 AM
141659	Closed	IC29471	Request for Override	Easter Hancock	08/08/2024 09:49:11 PM	QIO Employee	Resolved (Permanently)	08/09/2024 08:55:04 AM
141660	Closed	unable to bill with approved SA	Authorizations	Rebecca Davis	08/08/2024 10:07:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:53:01 AM
141662	Closed	APD reports - service authorization	Authorizations	Susana Almarza	08/09/2024 06:31:12 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:05:19 AM
141663	Closed	Request for Override	Authorizations	Brandy Goldson	08/09/2024 06:41:27 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:05:29 AM
141664	Closed	amount billed on PA	Claims	Alessandra Davalos	08/09/2024 06:44:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 07:43:13 AM
141665	Closed	Billing	Provider Documentation	Lurine Laffrey	08/09/2024 07:26:51 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:52:03 AM
141666	Closed		835255 Unable to Start/End	Jessica T Smith	08/09/2024 07:32:09 AM	Service Provider	Resolved (Permanently)	08/09/2024 07:34:28 AM
141668	Closed	Living setting validation error	Request for Override	Phyllis A Brown	08/09/2024 08:01:27 AM	APD Employee	Resolved (Permanently)	08/09/2024 08:03:46 AM
141672	Closed	Service Authorization still not fixed	Provider Documentation	Janice Smith	08/09/2024 08:21:47 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 09:06:10 AM
141673	Closed	Exceeds Budget	Consumer Budget	Ronald McCauley	08/09/2024 08:39:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:51:31 AM
141675	Closed	Can not update service authorization	Authorizations	Elaine Horn	08/09/2024 08:40:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 08:48:27 AM
141676	Closed	plan validation report	Request for Override	Juneen Johnson	08/09/2024 08:41:05 AM	APD Employee	Resolved (Permanently)	08/09/2024 08:44:15 AM
141677	Closed	Override needed	Request for Override	Jennifer Vazquez	08/09/2024 08:43:21 AM	APD Employee	Resolved (Permanently)	08/09/2024 08:46:09 AM
141679	Closed	billing issue	Claims	Dawn Schuster	08/09/2024 08:48:32 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 02:06:35 PM
141683	Closed	validation error	Request for Override	Malikah Tarver	08/09/2024 08:58:11 AM	APD Employee	Resolved (Permanently)	08/09/2024 09:09:46 AM
141685	Closed	having trouble adding services	Plans	Nicole Lynne Lindsey	08/09/2024 09:08:27 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 09:33:41 AM
141692	Closed	No me abriã³ la aplicaciã³n	Unable to Start/End	Jhanny Madrigal	08/09/2024 09:46:38 AM	Service Provider	Resolved (Permanently)	08/09/2024 09:56:21 AM
141700	Closed	Problems w/ populing in the iconnect	Planned Services	Betty Daigger	08/09/2024 10:06:56 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 10:54:08 AM
141701	Closed	Rejected Authorization	Authorizations	Holly Ochoa	08/09/2024 10:07:02 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 02:01:52 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
141702	Closed	Failed validation review due to living setting. Need validation approved	Request for Override	Chanda Mayes	08/09/2024 10:09:41 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 11:03:56 AM
141705	Closed	New Crisis Consumer CP validation failed	Plans	Annabel Diaz	08/09/2024 10:15:20 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 11:11:08 AM
141708	Closed	Rejected authorizations	Authorizations	Holly Ochoa	08/09/2024 10:22:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 10:28:41 AM
141712	Closed	Unable to Bill	Claims	Susan Bartsch	08/09/2024 10:34:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:57:54 PM
141713	Closed	Unable to Bill	[-] Tier II Review -	Susan Bartsch	08/09/2024 10:36:18 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 10:41:04 AM
141714	Closed	Unable to Bill	Claims	Susan Bartsch	08/09/2024 10:38:30 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:48:54 PM
141716	Closed	Login Assistance	Unable to Start/End	Lilie Barcia	08/09/2024 10:41:48 AM	Service Provider Worker	Resolved (Permanently)	08/09/2024 01:48:54 PM
141717	Closed	Reverse not to pending	Request for Status Change	LaTreat Nipple	08/09/2024 10:46:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 11:40:03 AM
141722	Closed		31448 Consumer Budget	Cheryl Saraceno	08/09/2024 10:52:41 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 11:15:53 AM
141724	Closed	IC is not calculating the units properly	Provider Documentation	Lorraine Mosteiro	08/09/2024 11:02:57 AM	Service Provider	Resolved (Permanently)	08/19/2024 12:37:47 PM
141728	Closed	ICONNECT-36884 2025 Cost Plan can't create service authorization for Support Coordination. Please assist. Thanks!	Authorizations	Jacques Gabriel	08/09/2024 11:10:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 11:38:28 AM
141730	Closed	rejected authorization	Authorizations	Racquel Gilmore	08/09/2024 11:14:13 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:51:41 PM
141731	Closed	Not able to put document notes	LSD Services	Jessica A Davis	08/09/2024 11:14:52 AM	Other	Resolved (Permanently)	08/09/2024 11:35:00 AM
141732	Closed	training clicked wrong cp	Plans	Patricia Casson	08/09/2024 11:15:10 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 02:08:03 PM
141735	Closed	Sum of claims greater	Claims	Antonio Fernandez	08/09/2024 11:30:30 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 02:51:10 PM
141738	Closed	WSC Service authorization in rejected status	Authorizations	Nereida Babilonia	08/09/2024 11:37:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:44:09 PM
141739	Closed	Cannot "Update" 2025 cost plan	Plans	Katharine Finken	08/09/2024 11:38:29 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:44:52 PM
141742	Closed	Rejected Authorization	Authorizations	Cristiana Robaina	08/09/2024 11:46:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 12:10:41 PM
141744	Closed	Support Plan notes	Notes	Lindsey Akins	08/09/2024 11:50:17 AM	Service Provider	Resolved (Permanently)	08/09/2024 01:42:59 PM
141745	Closed		20465 Authorizations	Diana Ramirez	08/09/2024 11:55:51 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 12:17:53 PM
141746	Closed	WSC cannot create a CDC+ cost plan as of 8/1/2024	Plans	Marianela Watawara	08/09/2024 11:56:17 AM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 12:13:24 PM
141747	Closed		27204 Authorizations	Cheryl Saraceno	08/09/2024 12:02:21 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 12:15:35 PM
141750	Closed	PLEASE DELETE THIS ENTRY	Notes	Samuel David Reeves	08/09/2024 12:17:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 12:19:48 PM
141752	Closed	Initial Cost Plan	Plans	Andres Pacheco	08/09/2024 12:20:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:31:15 PM
141753	Closed	S.A. does not appear in the system - # 49577	Authorizations	GISELE L ANDRADE	08/09/2024 12:29:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 12:58:53 PM
141754	Closed	note termination/reversal	Notes	Hayley Greenwood	08/09/2024 12:40:20 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 12:49:28 PM
141757	Closed	SA for Pers. Support in rejected status again.	Authorizations	Mario Valdes	08/09/2024 01:06:23 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:35:55 PM
141760	Closed	Unable to create or update authorization	Authorizations	Martina Osaghae	08/09/2024 01:12:21 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:33:01 PM
141765	Closed	Cant find provider for res hab service for 2024-2024	Planned Services	Lisette Rodriguez	08/09/2024 01:28:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 11:57:58 AM
141766	Closed	EVV ENDING DELIVERY ISSUES	Unable to Start/End	Anna Rodriguez	08/09/2024 01:30:04 PM	Service Provider Worker	Resolved (Permanently)	08/09/2024 01:46:32 PM
141767	Closed	cannot create or update SA	Authorizations	Pamela Shorr	08/09/2024 01:30:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:41:46 PM
141768	Closed	auth for 2024-2025 for wsc in rejection	Authorizations	Lisette Rodriguez	08/09/2024 01:36:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 01:40:43 PM
141769	Closed	Dialog Vendor Service Select Pop-Up	Provider Documentation	Jacqueline Manderville	08/09/2024 01:46:19 PM	Service Provider Worker	Resolved (Permanently)	08/17/2024 12:48:36 PM
141785	Closed	Behavior Assessment Service not Available	Planned Services	Anissa Gultey	08/09/2024 02:15:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 02:36:48 PM
141786	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/09/2024 02:17:09 PM	APD Employee	Resolved (Permanently)	08/09/2024 02:29:35 PM
141792	Closed	Validation Report	Request for Override	Claudia Lima	08/09/2024 02:49:40 PM	APD Employee	Resolved (Permanently)	08/09/2024 03:19:07 PM
141794	Closed	Changing Pending Status to Complete	Provider Documentation	marlen rodriguez	08/09/2024 02:54:38 PM	Service Provider Worker	Resolved (Permanently)	08/09/2024 03:27:08 PM
141795	Closed	Need a ticket	Unable to Start/End	Monica Simmons	08/09/2024 02:55:25 PM	Service Provider Worker	Resolved (Permanently)	08/09/2024 02:57:07 PM
141800	Closed	Provider Section client ID 31512	Provider Selection	Allen lok	08/09/2024 02:58:08 PM	Service Provider	Resolved (Permanently)	08/09/2024 03:31:51 PM
141801	Closed	Need assistance please	Authorizations	Julia Bowen	08/09/2024 02:59:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 03:10:16 PM
141803	Closed	Override Needed	Request for Override	Latisha White	08/09/2024 03:05:37 PM	APD Employee	Resolved (Permanently)	08/09/2024 03:12:19 PM
141806	Closed		20649 Authorizations	Cheryl Saraceno	08/09/2024 03:07:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 03:23:43 PM
141807	Closed	Cannot create auths	Authorizations	Crystal Miller	08/09/2024 03:09:35 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 03:17:13 PM
141808	Closed	cannot create auth	Authorizations	Crystal Miller	08/09/2024 03:12:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 03:25:44 PM
141810	Closed	please override validation error:	Request for Override	Alessandra Davalos	08/09/2024 03:12:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 03:33:47 PM
141811	Closed	EVV ENDING DELIVERY ISSUES	Upload Issues	Betty Marshall	08/09/2024 03:13:17 PM	Service Provider Worker	Resolved (Permanently)	08/12/2024 07:37:43 AM
141819	Closed	cant see the Save and Validate button in the file menu	Plans	Allison Laiosa	08/09/2024 03:49:22 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 03:54:05 PM
141820	Closed	SA WOULD NOT DISPALYED 2023-2024	Authorizations	Kwame Lumumba	08/09/2024 03:56:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/09/2024 04:10:29 PM
141832	Closed	lConnect provider documentation error	Provider Documentation	Margie Haugh	08/09/2024 04:46:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 07:25:55 AM
141838	Closed	Reverse provider documentation	Request for Status Change	Dianna Mccallon	08/09/2024 05:56:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 07:27:43 AM
141839	Closed	Reverse provider documentation	Request for Status Change	Dianna Mccallon	08/09/2024 05:57:32 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 07:29:24 AM
141840	Closed	EVV	[-] Tier II Review -	Joell Moore	08/09/2024 06:10:03 PM	Service Provider Worker	Resolved (Permanently)	08/15/2024 07:19:19 AM
141841	Closed	Unable to save forms	Provider Selection	Jessica Lewis	08/09/2024 06:46:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 07:43:23 AM
141843	Closed	MEDICAID ELIGIBILITY IS NOT SHOWING CURRENT DATES.	Eligibility	Elouise Brooks	08/09/2024 10:15:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 09:01:52 AM
141845	Closed	Please put back into approved status	Request for Status Change	Katherine Czech	08/10/2024 09:27:29 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 07:39:20 AM
141848	Closed	SANS was approved and the Budget is listed less what Annual budget states on Sans	SAN	Patricia Casson	08/10/2024 01:30:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 09:21:54 AM
141850	Closed	cost plan approved, one SA still rejected- Rain	Authorizations	Rain Christi	08/10/2024 03:04:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 08:15:57 AM
141851	Closed	DOUBLE PROVIDER DOCUMENTATION	Provider Documentation	Ludmila Senkevich	08/10/2024 05:22:02 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 07:46:34 AM
141852	Closed	Consumer 60660 Date 5/24/24	Notes	Karen Johnson	08/10/2024 08:12:05 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 07:34:23 AM
141854	Closed	delete a entry	Provider Documentation	Charlene Harrison	08/11/2024 09:06:09 AM	Service Provider Worker	Resolved (Permanently)	08/12/2024 03:41:03 PM
141855	Closed	new assigned client can not put in support coordination	Plans	Lisa Alcorn	08/11/2024 09:30:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 09:26:56 AM
141857	Closed	WSC ID 38934	Worker Issues	Charmaine Gardener-Fung Chung	08/11/2024 12:11:32 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 10:01:54 AM
141858	Closed	Connectivity issues	Unable to Start/End	Christopher McKnight	08/11/2024 01:12:45 PM	Service Provider	Resolved (Permanently)	08/12/2024 07:24:58 AM
141859	Closed	change note to pending	Request for Status Change	Judy Rossi	08/11/2024 02:35:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 07:43:46 AM
141861	Closed	CLOCK-OUT	Geolocation/GPS	Marie L Jean	08/11/2024 03:58:22 PM	Service Provider	Resolved (Permanently)	08/12/2024 07:41:19 AM
141863	Closed	Disappearing EVV	Documentation	Mauve Scarlett Walker	08/11/2024 10:41:32 PM	Service Provider Worker	Resolved (Permanently)	08/12/2024 07:26:27 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
141864	Closed	Unable to see and print service authorization.	Authorizations	Paulette Charles	08/12/2024 12:35:01 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 10:04:32 AM
141866	Closed	Complete Note back to Draft	Request for Status Change	Toni Thomas	08/12/2024 07:51:48 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 08:06:39 AM
141873	Closed	Complete Note to Draft	Request for Status Change	Toni Thomas	08/12/2024 08:21:31 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 08:25:23 AM
141876	Closed	Authorizations still rejected	Authorizations	Nicholas Ellis	08/12/2024 08:36:16 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 11:30:05 AM
141886	Closed	Rejected Service Authorization	Authorizations	Leo Spears	08/12/2024 08:53:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 09:19:13 AM
141889	Closed	unable to create a SA	Authorizations	Tiffany Solomon	08/12/2024 09:00:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 09:33:03 AM
141892	Closed	plan validation review	Request for Override	Donna Lee	08/12/2024 09:13:22 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 09:24:46 AM
141903	Closed	Rejected Auth	Authorizations	Lindsay Bryant	08/12/2024 09:42:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 09:47:05 AM
141907	Closed	rejected error code says invalid recip	Authorizations	Gary Goodwin	08/12/2024 09:47:51 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 11:08:12 AM
141910	Closed	provider unable to bill	Claims	Julie Bazin	08/12/2024 09:58:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 10:40:49 AM
141911	Closed	Rejected SA	Authorizations	Jessica Smith	08/12/2024 10:04:29 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 10:18:47 AM
141916	Closed	Validation Report	Plans	Claudia Lima	08/12/2024 10:08:36 AM	APD Employee	Resolved (Permanently)	08/12/2024 10:43:00 AM
141919	Closed	Consumer 26202	Notes	Karen Johnson	08/12/2024 10:13:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 10:24:47 AM
141920	Closed	Failed to Link properly	Consumer Budget	Susan Bartsch	08/12/2024 10:15:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 10:22:03 AM
141921	Closed	Having a problem with life skills keying in information	LSD Services	William Jackson	08/12/2024 10:16:58 AM	Service Provider Worker	Resolved (Permanently)	08/15/2024 07:19:54 AM
141927	Closed	No option to validate	Plans	Claudia Lima	08/12/2024 10:33:18 AM	APD Employee	Resolved (Permanently)	08/12/2024 10:37:09 AM
141928	Closed	Service Authorization Update	Authorizations	Osmany Elio Hoyos	08/12/2024 10:40:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 11:02:40 AM
141930	Closed	service authorization report in blank	Reports	Susana Almarza	08/12/2024 10:41:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 10:51:59 AM
141935	Closed	There is no "Save and Validate button	Planned Services	Allison Laiosa	08/12/2024 10:50:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 10:55:08 AM
141937	Closed	I NEED TO ACCES CARLA CHINQUEE	[-] Tier II Review -	Emerita Hernandez	08/12/2024 10:55:38 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 10:10:05 AM
141941	Closed	Change status	Provider Documentation	Robin Brown	08/12/2024 10:59:30 AM	Service Provider Worker	Resolved (Permanently)	08/12/2024 11:49:38 AM
141944	Closed	FIX VIOLATIONS ASSITANCE	Authorizations	Danishia Polite	08/12/2024 11:05:31 AM	Service Provider	Resolved (Permanently)	08/13/2024 08:41:49 AM
141946	Closed	Provider documentation	Provider Documentation	Valeria Richardson	08/12/2024 11:08:33 AM	Service Provider Worker	Resolved (Permanently)	08/12/2024 11:12:48 AM
141949	Closed	Cost plan in rejected status	Authorizations	LaTreat Nipple	08/12/2024 11:17:14 AM	Service Provider Worker	Resolved (Permanently)	08/12/2024 11:22:16 AM
141951	Closed	Daily Attendance Logs and Monthly Quarterlies for Res Hab Standard	Provider Documentation	Jessica Bastian	08/12/2024 11:17:56 AM	Service Provider	Resolved (Permanently)	08/12/2024 12:29:49 PM
141955	Closed	approved service "terminated" and says "ready to send"	Authorizations	Jill Macalister	08/12/2024 11:27:01 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 11:47:07 AM
141958	Closed	URGENT: Authorization needed for client	Authorizations	Cheryl Thompson	08/12/2024 11:31:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 11:43:40 AM
141961	Closed	Tafari Group Home (21833)	Forms	Carmelita Mayfield	08/12/2024 11:37:06 AM	APD Employee	Resolved (Permanently)	08/13/2024 10:10:56 AM
141962	Closed	Rejected SA	Authorizations	Alex Perez-Viera	08/12/2024 11:38:43 AM	APD Employee	Resolved (Permanently)	08/16/2024 09:01:47 AM
141965	Closed	Consumer 11910 with a SA in rejected status	Authorizations	Hugo Merino	08/12/2024 11:54:15 AM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 11:59:06 AM
141970	Closed	Service Auth	Authorizations	Charshus Terry	08/12/2024 12:12:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 12:23:25 PM
141973	Closed	Can not create a SA	Authorizations	Lynne Ballou	08/12/2024 12:14:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 01:15:54 PM
141976	Closed	Progress note can not be uploaded	WSC Progress Notes	Vivian Owen	08/12/2024 12:23:38 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 02:10:08 PM
141977	Closed	UNABLE TO SEE CLAIMS	Claims	Pricilla Mari Hernandez	08/12/2024 12:30:40 PM	Service Provider	Resolved (Permanently)	08/14/2024 08:14:47 AM
141979	Closed	Rejected SA	Authorizations	Mayda Wiltz	08/12/2024 12:32:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 02:25:29 PM
141981	Closed	Delete Cost Plan Review (2/1/2024)	Plans	Tangee Hinson	08/12/2024 12:34:16 PM	APD Employee	Resolved (Permanently)	08/12/2024 12:43:58 PM
141983	Closed	over ride	Request for Override	Pamela Romack	08/12/2024 12:37:57 PM	APD Employee	Resolved (Permanently)	08/12/2024 01:08:25 PM
141984	Closed	Urgent: Still unable to create authorization	Authorizations	Cheryl Thompson	08/12/2024 12:38:01 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 01:23:25 PM
141986	Closed	Login	Unable to Start/End	Robert Diaz	08/12/2024 12:44:06 PM	Service Provider Worker	Resolved (Permanently)	08/12/2024 12:45:29 PM
141987	Closed	Please delete entry	Notes	Jannette Oliva	08/12/2024 12:47:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 12:55:41 PM
141993	Closed	Unable to update Auths	Authorizations	Aric Gustafson	08/12/2024 01:20:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 01:25:54 PM
142002	Closed	Unable to access consumer's survey report	[-] Tier II Review -	Calvin Greenwood	08/12/2024 01:42:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 07:51:48 AM
142003	Closed	Can't lock in/out with my consumers doesn't hold the delivery	Unable to Start/End	Jessica T Smith	08/12/2024 01:43:40 PM	Service Provider	Resolved (Permanently)	08/12/2024 02:01:25 PM
142005	Closed	Delivery issues	Unable to Start/End	Kettia Jerome	08/12/2024 01:51:42 PM	Service Provider Worker	Resolved (Permanently)	08/12/2024 01:51:42 PM
142008	Closed	SA still in Unable to send after Bianca Medina responded to the WSC's ticket.	Authorizations	Wilma Johnson	08/12/2024 02:02:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 02:58:37 PM
142010	Closed	approved services proposed	Plans	Patricia Casson	08/12/2024 02:14:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 02:28:34 PM
142016	Closed	change from complete to pending	Request for Status Change	Sherida F Nieves	08/12/2024 02:47:04 PM	Service Provider	Resolved (Permanently)	08/20/2024 01:34:23 PM
142018	Closed	Location	Geolocation/GPS	Alfreda Dobbins	08/12/2024 02:59:59 PM	APD Employee	Resolved (Permanently)	08/14/2024 03:20:40 PM
142024	Closed	Create Authorization for 35141	Authorizations	Laurena Celestin	08/12/2024 03:16:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 08:02:08 AM
142034	Closed	iConnect Enhancement - Auto Save on Forms in Draft Status	Enhancement	Lukas Tubeck	08/12/2024 03:50:19 PM	APD Employee	Resolved (Permanently)	08/20/2024 03:08:53 PM
142038	Closed	iConnect Enhancement Request: Providers given the ability to put notes on a Support Plan so it can be reviewed by the WSC.	Enhancement	Lukas Tubeck	08/12/2024 03:59:28 PM	APD Employee	Resolved (Permanently)	08/20/2024 03:05:56 PM
142042	Closed	Notes Tab	Notes	Andrienne Thorb	08/12/2024 04:07:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/12/2024 04:52:21 PM
142043	Closed		14893 Plans	Anita Braun-Luria	08/12/2024 04:14:18 PM	QIO Employee	Resolved (Permanently)	08/12/2024 04:45:04 PM
142048	Closed	Assistance Navigating	Residential Licensing Renewal	Robert Roth Martin	08/12/2024 04:37:16 PM	Service Provider	Resolved (Permanently)	09/18/2024 02:42:56 PM
142056	Closed	Rejected PA#s / Rejected with NO PA#s - Please fix, thank you!	Authorizations	Penny Schueneman	08/12/2024 05:14:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 09:21:24 AM
142057	Closed	Authorization IN 2025 Budget	Authorizations	Ronald McCauley	08/12/2024 05:15:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 07:54:00 AM
142058	Closed	Blank Screemn	Provider Documentation	Trequan Waiters	08/12/2024 05:15:20 PM	Service Provider Worker	Resolved (Permanently)	08/13/2024 08:24:57 AM
142060	Closed	Rejected Auth PA# 8520526043 - Kindly fix / Delete Provider Documentation Thank you!	Authorizations	Penny Schueneman	08/12/2024 05:27:37 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 07:34:23 AM
142061	Closed	Please put back in pending status	Request for Status Change	Christina Maton	08/12/2024 05:36:30 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 07:13:00 AM
142062	Closed	Override Request	Request for Override	Brandy Goldson	08/12/2024 05:46:50 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 08:08:19 AM
142063	Closed	Override	Request for Override	Nancy Cravey	08/12/2024 06:00:46 PM	APD Employee	Resolved (Permanently)	08/13/2024 08:00:29 AM
142064	Closed	Ã¡This service has exceeded the maximum units per.-m Validation error message	Request for Override	Lashan Washington	08/12/2024 06:35:59 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 08:16:34 AM
142065	Closed	29898....I can not save and close his 2nd Quarter Report - Second request	Provider Documentation	Winnifer P Cofield	08/12/2024 09:04:33 PM	APD Employee	Resolved (Permanently)	08/13/2024 09:28:07 AM
142067	Closed	Create a cost plan	Plans	Heidi Ickes	08/12/2024 09:27:12 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 07:19:22 AM
142068	Closed	Lost deliveries	Unable to Start/End	Skyah Monay Worth	08/12/2024 11:08:27 PM	APD Employee	Resolved (Permanently)	08/13/2024 07:26:28 AM
142069	Closed	Provider not listed	Provider Selection	Deron Reed	08/13/2024 05:11:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 12:02:55 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
142078	Closed	Plan service FY 2025 rejected	Authorizations	Anders Albamar	08/13/2024 08:15:46 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 08:21:39 AM
142092	Closed	cannot create SA	Authorizations	Pamela Shorr	08/13/2024 09:24:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 09:30:38 AM
142100	Closed	cannot create auth res hab 2024 cost plan	Authorizations	Gary Goodwin	08/13/2024 09:51:33 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 10:16:50 AM
142102	Closed	Change form from complete back to draft	Request for Status Change	Toni Thomas	08/13/2024 09:54:21 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 10:24:08 AM
142103	Closed	GEO LOCATION ISSUES/BROWSER ISSUES	Geolocation/GPS	SONIA NUNEZ	08/13/2024 09:58:21 AM	Service Provider Worker	Resolved (Permanently)	08/13/2024 09:58:21 AM
142105	Closed	will not validate	Request for Override	Nicole Lynne Lindsey	08/13/2024 10:02:39 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 10:18:14 AM
142110	Closed	UNITS MEASURE CHANGED AUTOMATICALLY TO QUARTERLY	Planned Services	Roberto Pire	08/13/2024 10:19:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 10:53:04 AM
142119	Closed	note reversal	Request for Status Change	Hayley Greenwood	08/13/2024 10:33:13 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 10:37:46 AM
142120	Closed	CAN'T UPDATE AUTHS	Authorizations	Glenda Sheppard	08/13/2024 10:37:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 11:01:49 AM
142123	Closed	Cost Plan Validation	Request for Override	Joyce George	08/13/2024 10:48:33 AM	APD Employee	Resolved (Permanently)	08/13/2024 10:56:29 AM
142125	Closed	2 BILLABLE NOTES CREATED IN ERROR #19239	Provider Documentation	Ludmila Senkevich	08/13/2024 10:54:06 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 11:00:22 AM
142126	Closed	2 BILLABLE NOTES CREATED IN ERROR #15664	Provider Documentation	Ludmila Senkevich	08/13/2024 10:56:21 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 11:02:16 AM
142129	Closed	2 BILLABLE NOTES CREATED IN ERROR #28002	Notes	Ludmila Senkevich	08/13/2024 10:58:13 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 11:01:28 AM
142131	Closed	rejection	Authorizations	Donna Whilby	08/13/2024 10:59:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 11:10:47 AM
142137	Closed	clock in clock out	EVV Activities	Regina Linares	08/13/2024 11:19:44 AM	APD Employee	Resolved (Permanently)	08/13/2024 11:48:31 AM
142139	Closed	need assistance uploading reactive strategy reports to iConnect	Behavior Services	Teresa D Ryan	08/13/2024 11:24:50 AM	Service Provider	Resolved (Permanently)	08/13/2024 11:39:37 AM
142143	Closed	EVV SCHEDULING ISSUES	Data Sync	Elsa Espinosa Pages	08/13/2024 11:29:44 AM	Service Provider Worker	Resolved (Permanently)	08/13/2024 11:30:31 AM
142148	Closed	Override needed	Request for Override	Jennifer Vazquez	08/13/2024 11:38:19 AM	APD Employee	Resolved (Permanently)	08/13/2024 11:43:11 AM
142149	Closed	Incorrect Address in EVV	Geolocation/GPS	Madelin Marichal	08/13/2024 11:38:36 AM	Service Provider Worker	Resolved (Permanently)	08/13/2024 12:46:15 PM
142150	Closed		80927 Authorizations	Deirdre Dzamba	08/13/2024 11:39:19 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 11:45:23 AM
142151	Closed	Need QSI Department 48648	QSI	Cheryl Saraceno	08/13/2024 11:43:32 AM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 11:57:16 AM
142165	Closed	Request to Delete Record, #69205 Note Section	Notes	Crystal Frazier-Womack	08/13/2024 12:35:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 08:47:09 AM
142171	Closed	Unable to add new SAN	SAN	Easter Hancock	08/13/2024 12:56:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 02:25:14 PM
142172	Closed	ID 45082. Validation issue	Request for Override	Charmaine Gardener-Fung Chung	08/13/2024 01:00:42 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 02:32:21 PM
142173	Closed	Can Not Update Auths	Authorizations	Ryan Chandler	08/13/2024 01:01:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 01:12:30 PM
142174	Closed	billing issues	Claims	Jami Parrish	08/13/2024 01:01:53 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 03:30:26 PM
142175	Closed	GUIDANCE NEEDED	Worker Issues	Ludmila Senkevich	08/13/2024 01:03:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 02:45:19 PM
142178	Closed	Can not Update Auth	Authorizations	Ryan Chandler	08/13/2024 01:08:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 01:32:29 PM
142179	Closed	OVERLAP IN DATES	Provider Documentation	Toni Mosley-Hall	08/13/2024 01:09:40 PM	Service Provider	Resolved (Permanently)	08/13/2024 03:22:57 PM
142181	Closed	Unable to access account	Worker Issues	Rosenora Angele Valcin	08/13/2024 01:12:48 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 01:06:41 PM
142188	Closed	plan validation report	Request for Override	Juneen Johnson	08/13/2024 01:35:59 PM	APD Employee	Resolved (Permanently)	08/13/2024 02:21:42 PM
142189	Closed	Delete note	Provider Documentation	Tiesha Kelley	08/13/2024 01:37:41 PM	Service Provider Worker	Resolved (Permanently)	08/14/2024 01:51:58 PM
142190	Closed	iConnect 10213	Request for Override	Merisa Simonson	08/13/2024 01:41:15 PM	APD Employee	Resolved (Permanently)	08/13/2024 02:29:26 PM
142191	Closed	Andrea Hawkins staff having issues - SERVICE is not listing the services	Documentation	Deanna Olson	08/13/2024 01:46:28 PM	Service Provider Worker	Resolved (Permanently)	08/14/2024 02:18:56 PM
142196	Closed	Auth in rejection for 2024-25 for wsc	Authorizations	Lisette Rodriguez	08/13/2024 02:10:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 02:51:34 PM
142200	Closed	Can't create service Authorization	Authorizations	Anders Albamar	08/13/2024 02:17:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 02:35:26 PM
142203	Closed	can not create SA	Request for Override	Heidi Ickes	08/13/2024 02:21:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 02:38:39 PM
142204	Closed	Provider Selection Disappeared from Authorization ID /June Notes	Authorizations	Lorna Alvarado	08/13/2024 02:23:03 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 08:13:51 AM
142208	Closed	Not able to download New Service Authorization	Authorizations	Lorna Alvarado	08/13/2024 02:31:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 03:37:55 PM
142210	Closed	over ride	Request for Override	Pamela Romack	08/13/2024 02:31:54 PM	APD Employee	Resolved (Permanently)	08/13/2024 02:40:22 PM
142213	Closed	iConnect 32130	Request for Override	Merisa Simonson	08/13/2024 02:36:53 PM	APD Employee	Resolved (Permanently)	08/13/2024 02:42:46 PM
142222	Closed	Interface	External Provider Interface	Linney Leroux	08/13/2024 03:02:15 PM	Service Provider	Resolved (Permanently)	08/13/2024 03:55:07 PM
142223	Closed	new consumer got budget but no cst plan tickly	Plans	Gary Goodwin	08/13/2024 03:05:08 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 03:10:41 PM
142231	Closed	service provider button	Worker Issues	Isabel Broome	08/13/2024 03:38:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 04:04:38 PM
142235	Closed	validation error	Request for Override	Malikah Tarver	08/13/2024 03:53:19 PM	APD Employee	Resolved (Permanently)	08/13/2024 04:01:20 PM
142236	Closed	Client #70118	Authorizations	Karen Circle	08/13/2024 03:53:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 03:59:38 PM
142237	Closed	PIN# 59893	Claims	Nysha Wilson	08/13/2024 03:58:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 08:22:32 AM
142238	Closed	Service Auth	Authorizations	Regina Robertson	08/13/2024 04:02:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 07:44:05 AM
142242	Closed	Auths in rejected status	Authorizations	Desmond Gibson	08/13/2024 04:07:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 05:10:42 PM
142243	Closed	Consumer 61402	Plans	Hugo Merino	08/13/2024 04:10:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/13/2024 05:05:41 PM
142248	Closed	Plan Validation Error -- New to waiver FY 2024	Request for Override	Sophia Torres	08/13/2024 04:30:22 PM	APD Employee	Resolved (Permanently)	08/14/2024 07:45:37 AM
142254	Closed	Unable to assign worker	Provider Selection	Ketty Camille	08/13/2024 04:50:07 PM	Service Provider Worker	Resolved (Permanently)	08/16/2024 08:23:14 AM
142259	Closed	Validation error	Plans	Charise Leon	08/13/2024 05:25:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 07:49:05 AM
142265	Closed	integration to new platform	External Provider Interface	SERGINHA LENE	08/13/2024 05:44:49 PM	Service Provider	Resolved (Permanently)	08/14/2024 08:15:40 AM
142266	Closed	Continuation on ticket 142256	Worker Issues	Juan Rodriguez	08/13/2024 05:57:36 PM	Service Provider	Resolved (Permanently)	10/01/2024 07:33:49 AM
142267	Closed	Client 30446	Authorizations	Cheryl Thompson	08/13/2024 06:35:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 07:39:26 AM
142268	Closed	Not able to Assign caregiver to client	[-] Tier II Review -	Suzette Ingram Stokes	08/13/2024 07:07:24 PM	Service Provider	Resolved (Permanently)	08/14/2024 08:21:14 AM
142270	Closed	Cannot create service plan	Plans	Daisy Suominen	08/13/2024 07:11:12 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 07:30:00 AM
142272	Closed	Missing delivery	Unable to Start/End	Erick K Lindahl	08/13/2024 09:06:10 PM	Service Provider Worker	Resolved (Permanently)	08/14/2024 07:31:19 AM
142273	Closed	SA rejection status	Authorizations	Jaimi Bebley	08/13/2024 09:06:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 08:16:34 AM
142274	Closed	iConnect Enhancement - Bulk Word Merge from Pre-Enrollment and Additional Pre-Enrollment Workflow Automation	Enhancement	Lukas Tubeck	08/13/2024 09:19:08 PM	APD Employee	Resolved (Permanently)	08/14/2024 08:47:49 AM
142275	Closed	Yearly Update to the QIO Interface to update to match Qlarant tool Changes	Enhancement	Lukas Tubeck	08/13/2024 10:04:15 PM	APD Employee	Resolved (Permanently)	08/14/2024 08:41:05 AM
142276	Closed	Overlap Dates	Provider Documentation	Toni Mosley-Hall	08/13/2024 11:02:03 PM	Service Provider	Resolved (Permanently)	08/14/2024 08:15:52 AM
142284	Closed	Claims are being denied	Claims	Janice Spears	08/14/2024 07:11:32 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 11:20:33 AM
142286	Closed	Eligibility tab not updating	Eligibility	Pamela Romack	08/14/2024 07:25:08 AM	APD Employee	Resolved (Permanently)	08/14/2024 07:35:15 AM
142287	Closed		45677 Provider Documentation	Sara Velasquez	08/14/2024 07:39:32 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 08:17:30 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
142297	Closed	create service auth option not available to select	Authorizations	Lashan Washington	08/14/2024 08:18:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 08:38:40 AM
142299	Closed	Remove License	(-) Tier II Review -	Sandra Hill	08/14/2024 08:21:37 AM	APD Employee	Resolved (Permanently)	08/14/2024 08:36:21 AM
142310	Closed	Unable to upload form	Residential Licensing Application - NEW	Erica Pittmon	08/14/2024 08:53:39 AM	Service Provider	Resolved (Permanently)	08/14/2024 09:35:29 AM
142311	Closed	lbugget ID 47858	Authorizations	Mayte Lopez	08/14/2024 08:55:59 AM	Service Provider	Resolved (Permanently)	08/14/2024 09:07:05 AM
142313	Closed	Cannot find Corrective Action Plan tab in iconnect	Provider QIO, POR, NNC, CAP	Andrea Jackson	08/14/2024 09:05:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 09:15:51 AM
142322	Closed	Provider Documentation and Notes will not save	Provider Documentation	Christy Mitchell	08/14/2024 09:29:40 AM	Service Provider	Resolved (Permanently)	08/16/2024 08:40:00 AM
142324	Closed	VALIDATION REPORT DOES NOT RECOGNIZE LIVING SETTINGS	Request for Override	Sergio Comas	08/14/2024 09:33:37 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 10:36:15 AM
142325	Closed	Remove Duplicate Line	Provider Documentation	Sandra Hill	08/14/2024 09:33:52 AM	APD Employee	Resolved (Permanently)	08/14/2024 09:40:04 AM
142328	Closed	plan validation report	Request for Override	Juneen Johnson	08/14/2024 09:41:08 AM	APD Employee	Resolved (Permanently)	08/14/2024 10:38:58 AM
142334	Closed	Attendance Log	Provider Documentation	Nancy J Eron	08/14/2024 09:57:23 AM	Service Provider Worker	Resolved (Permanently)	08/25/2024 11:56:56 AM
142335	Closed	Rejected Serv Auth!	Authorizations	Lineth Rhodes	08/14/2024 10:00:54 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 11:33:38 AM
142337	Closed	NoÃ create/update authorization option. iconnect ID: 57543	Authorizations	Marie Demerville	08/14/2024 10:03:39 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 10:33:19 AM
142338	Closed	Budget does not reflect SANS approval	Consumer Budget	David Valcana	08/14/2024 10:04:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 10:45:07 AM
142341	Closed	validation error	Request for Override	Malikah Tarver	08/14/2024 10:06:09 AM	APD Employee	Resolved (Permanently)	08/14/2024 10:42:45 AM
142347	Closed	billing issues	Claims	Jami Parrish	08/14/2024 10:18:13 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 12:12:46 PM
142353	Closed	override waiver support coordinator services	Request for Override	MaryJo Mejia-Ramos	08/14/2024 10:24:24 AM	APD Employee	Resolved (Permanently)	08/14/2024 10:50:09 AM
142361	Closed	SAN validation error	SAN	Crystal Miller	08/14/2024 10:43:14 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 02:02:40 PM
142362	Closed	Uploading Facility Application Form	Attachments	Erica Pittmon	08/14/2024 10:44:30 AM	Service Provider	Resolved (Permanently)	08/16/2024 10:10:46 AM
142363	Closed	Discrepancy in Services Authorization Report for Consumer ID 25900	Plans	Angel Quintana	08/14/2024 10:49:23 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 01:59:58 PM
142367	Closed	80927 WSC unable to create auths	Request for Override	Deirdre Dzamba	08/14/2024 10:55:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 11:47:56 AM
142378	Closed	UNABLE TO CREATE/UPDATE AUTHORIZATIONS	Authorizations	Audrey Massiel Castro	08/14/2024 11:26:18 AM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 11:50:38 AM
142388	Closed	plan validation report	Request for Override	Juneen Johnson	08/14/2024 11:56:56 AM	APD Employee	Resolved (Permanently)	08/14/2024 01:04:34 PM
142397	Closed	80927 delete screen	(-) Tier II Review -	Deirdre Dzamba	08/14/2024 12:17:08 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 12:38:08 PM
142398	Closed	lconnect worker name for Superior Discount provider needed	Worker Issues	Alessandra Davalos	08/14/2024 12:18:28 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 01:17:02 PM
142399	Closed	Rejected SA	Authorizations	Elaine Horn	08/14/2024 12:21:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 01:17:04 PM
142402	Closed	LSD3 and transportation in rejected status	Authorizations	Nicole Lynne Lindsey	08/14/2024 12:30:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 02:39:44 PM
142404	Closed	Missing Pre-Enrollment date and category	Other	Sandalee Warburton	08/14/2024 12:37:55 PM	APD Employee	Resolved (Permanently)	08/22/2024 10:42:10 AM
142405	Closed	LS 1 Services	LSD Services	Ivette Acevedo	08/14/2024 12:41:13 PM	Service Provider	Resolved (Permanently)	08/14/2024 12:55:31 PM
142407	Closed	EVV Activity	Notes	Bonnie White	08/14/2024 12:44:20 PM	Service Provider	Resolved (Permanently)	08/14/2024 01:09:49 PM
142411	Closed	Provider Info in iConnect	Provider Selection	Sindy Prieto	08/14/2024 12:55:05 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 01:10:41 PM
142413	Closed	Plan validation	Planned Services	Barbara Zatkoff	08/14/2024 01:06:46 PM	APD Employee	Resolved (Permanently)	08/14/2024 01:15:31 PM
142414	Closed	Cost plan Validation	Request for Override	Joyce George	08/14/2024 01:14:14 PM	APD Employee	Resolved (Permanently)	08/14/2024 01:30:35 PM
142416	Closed	EXCEEDED UNITS CLIENT ID 21876	Provider Documentation	Ubaldo Alvarez	08/14/2024 01:14:23 PM	Service Provider	Resolved (Permanently)	08/14/2024 02:50:58 PM
142417	Closed	REMOVAL OF ENTREIS	Provider Documentation	Shelia Robinette	08/14/2024 01:16:51 PM	Service Provider Worker	Resolved (Permanently)	08/22/2024 01:57:02 PM
142418	Closed	Rejected SA #22117	Authorizations	Mayda Wiltz	08/14/2024 01:19:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 01:37:13 PM
142422	Closed	Cost Plan Validation	Plans	Joyce George	08/14/2024 01:27:00 PM	APD Employee	Resolved (Permanently)	08/14/2024 01:56:07 PM
142423	Closed	rejection status	Authorizations	Dawn Best	08/14/2024 01:31:47 PM	APD Employee	Resolved (Permanently)	08/14/2024 01:44:41 PM
142427	Closed	IP Form	Forms - Implementation Plan	Latoya Diaz	08/14/2024 01:41:05 PM	Service Provider	Resolved (Permanently)	08/14/2024 01:58:21 PM
142428	Closed	Rejected SA for July	Authorizations	Jessica Smith	08/14/2024 01:42:35 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 01:48:13 PM
142433	Closed	Override needed	Request for Override	Sherry Thomas	08/14/2024 02:09:03 PM	APD Employee	Resolved (Permanently)	08/14/2024 02:24:27 PM
142436	Closed	EVV	Data Sync	Lekeetha Ridley	08/14/2024 02:12:05 PM	Service Provider Worker	Resolved (Permanently)	08/15/2024 02:28:39 PM
142438	Closed	Need to create a Cost Plan	Plans	Annabel Diaz	08/14/2024 02:14:43 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 02:17:44 PM
142440	Closed	#34979 Cost plan assistance	Request for Override	Glenda Sheppard	08/14/2024 02:18:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 02:46:46 PM
142442	Closed	SA in rejected status	Authorizations	Cathy Crawford	08/14/2024 02:30:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 02:34:27 PM
142444	Closed	validations	Request for Override	MARIAN GRAY	08/14/2024 02:40:04 PM	APD Employee	Resolved (Permanently)	08/14/2024 03:15:16 PM
142446	Closed	Override	Request for Override	Nancy Cravey	08/14/2024 02:41:03 PM	APD Employee	Resolved (Permanently)	08/14/2024 03:13:18 PM
142448	Closed	Unable to generate Service Authorizations	Authorizations	Ruslin Rabsatt	08/14/2024 02:46:24 PM	Service Provider	Resolved (Permanently)	08/14/2024 03:16:56 PM
142450	Closed	Delete Notice in Account	Notes	Tracie Davis	08/14/2024 02:51:35 PM	APD Employee	Resolved (Permanently)	08/14/2024 02:58:02 PM
142451	Closed	Override needed	Request for Override	Sherry Thomas	08/14/2024 02:54:23 PM	APD Employee	Resolved (Permanently)	08/14/2024 03:05:16 PM
142456	Closed	ID 60518. CP 2024	Authorizations	Charmaine Gardener-Fung Chung	08/14/2024 03:04:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 03:21:16 PM
142457	Closed	CP 24-25 SAF need to be updated	Authorizations	Yanet GarciaVera	08/14/2024 03:08:21 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 03:14:31 PM
142458	Closed	Missing Service Logs	(-) Tier II Review -	Kwanna Buie	08/14/2024 03:08:22 PM	APD Employee	Resolved (Permanently)	08/14/2024 03:24:50 PM
142460	Closed	Validation Override needed	Request for Override	Karen Whitely	08/14/2024 03:11:24 PM	APD Employee	Resolved (Permanently)	08/14/2024 03:18:51 PM
142462	Closed	NOTES SECTION IS SHOWING	WSC Progress Notes	Janice Spears	08/14/2024 03:18:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 07:30:29 AM
142464	Closed	ISSUE WITH LIVING SETTING FOR RECIPIENT LIVING IN A GROUP HOME	Request for Override	Pedro Herrera	08/14/2024 03:21:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/14/2024 03:41:46 PM
142467	Closed	iConnect - Validation Result	Request for Override	Nancy Rosario	08/14/2024 03:48:04 PM	APD Employee	Resolved (Permanently)	08/14/2024 03:53:32 PM
142468	Closed	Help with Adding a secondary address to a patient's profile	Demographics & Contacts Issues	Zulema Gonzalez	08/14/2024 03:48:24 PM	Service Provider	Resolved (Permanently)	08/15/2024 08:46:35 AM
142475	Closed	Data Sync	Data Sync	Tracey Ann Pete	08/14/2024 04:03:36 PM	Service Provider	Resolved (Permanently)	08/14/2024 04:03:36 PM
142480	Closed	Unable to update service authorization	Authorizations	Althea Chin	08/14/2024 04:22:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 07:34:14 AM
142481	Closed	To add contacts problem	Demographics & Contacts Issues	Lourdes Mangual	08/14/2024 04:31:28 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 08:27:45 AM
142482	Closed	Unable to see and print service authorization	Authorizations	Paulette Charles	08/14/2024 04:34:30 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 08:14:31 AM
142484	Closed	Primary Diagnosis	(-) Tier II Review -	Anitra Hall-Jeter	08/14/2024 04:42:56 PM	Service Provider	Resolved (Permanently)	08/14/2024 04:55:40 PM
142488	Closed	Cost Plan not sent to FIMMIS	Planned Services	Larry Cox	08/14/2024 05:02:29 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 07:38:37 AM
142494	Closed	Option missing to create a Service Authorization	Authorizations	Marisel Pintado	08/14/2024 05:24:53 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 07:41:22 AM
142495	Closed	Unable to see consumers	Data Sync	Nissa Seabrooks	08/14/2024 05:45:16 PM	Service Provider Worker	Resolved (Permanently)	08/15/2024 08:20:25 AM
142496	Closed	Rejected SA	Authorizations	Regina Robertson	08/14/2024 06:11:29 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 08:36:16 AM
142497	Closed	Service Authorizations not loading	Authorizations	Cheryl Thompson	08/14/2024 06:55:40 PM	Waiver Support Coordinator	Resolved (Permanently)	10/16/2024 10:10:08 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
142498	Closed	Cannot link plan	Consumer Budget	Daisy Suominen	08/14/2024 07:18:43 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 07:38:59 AM
142499	Closed	Delete Form ID 1040556 and Form ID760631	Forms - Other	Lanecia Brewington	08/14/2024 07:38:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 07:36:40 AM
142500	Closed	Delete Form ID 345446 and Form ID 75817	Forms - Other	Lanecia Brewington	08/14/2024 07:40:28 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 07:34:39 AM
142501	Closed	iconnect name	Other	Lisa Olsen	08/14/2024 08:17:43 PM	APD Employee	Resolved (Permanently)	08/16/2024 11:06:55 AM
142502	Closed	Provider Documentation	Provider Documentation	Ronald McCauley	08/14/2024 08:35:22 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 08:08:33 AM
142504	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Cecilia Washington	08/15/2024 12:32:00 AM	Service Provider	Resolved (Permanently)	08/15/2024 07:42:21 AM
142505	Closed	2023-2024 authorization	Provider Documentation	Geysel Acosta	08/15/2024 12:48:42 AM	Service Provider	Resolved (Permanently)	08/15/2024 09:00:44 AM
142512	Closed	Medicaid was restored	Authorizations	Patricia Casson	08/15/2024 08:36:34 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 08:40:53 AM
142513	Closed	Services authorizations	Authorizations	Susana Almarza	08/15/2024 08:41:58 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 09:25:18 AM
142515	Closed	Authorization Problems. Provider Homemaker and Companion Services, INC is unable to Bill	Authorizations	Rosa M Alvarez Batista	08/15/2024 08:42:50 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 08:05:17 AM
142519	Closed	over ride	Request for Override	Pamela Romack	08/15/2024 08:53:50 AM	APD Employee	Resolved (Permanently)	08/15/2024 09:03:03 AM
142522	Closed	65759	Request for Override	Cheryl Saraceno	08/15/2024 09:02:35 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 09:06:24 AM
142524	Closed	cannot create SA	Authorizations	Pamela Shorr	08/15/2024 09:07:50 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 09:19:14 AM
142526	Closed	Rejected status SA for Services 4270 and 4221 fiscal year 2024 ICID 54077	Authorizations	Janet Batet	08/15/2024 09:10:38 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 09:23:45 AM
142531	Closed	93056 Cant create Auth	Authorizations	Deirdre Dzamba	08/15/2024 09:16:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 09:20:50 AM
142534	Closed	PHI providers notes	Notes	Capter Faye Howard-Hill	08/15/2024 09:23:39 AM	Service Provider	Resolved (Permanently)	08/15/2024 09:37:43 AM
142535	Closed	91595 WSC unable to create service auth	Authorizations	Deirdre Dzamba	08/15/2024 09:27:16 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 09:39:15 AM
142537	Closed	Duplicated Person Centered Support Plan for 2024	Forms - PCSP	Rene Gomez	08/15/2024 09:27:46 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 09:36:07 AM
142543	Closed	SA for Elite support 0813-91624 is in rejected status.	Authorizations	Wilma Johnson	08/15/2024 09:43:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 09:53:15 AM
142545	Closed	UNABLE TO BILL SUPPORT COORDINATION	Claims	Roberto Pire	08/15/2024 09:47:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 10:36:31 AM
142547	Closed	change status	Request for Status Change	Sherida F Nieves	08/15/2024 09:54:23 AM	Service Provider	Resolved (Permanently)	08/15/2024 09:57:53 AM
142549	Closed	plan validation report	Request for Override	Juneen Johnson	08/15/2024 10:04:32 AM	APD Employee	Resolved (Permanently)	08/15/2024 10:22:07 AM
142555	Closed	cannot link budget	Consumer Budget	Nancy Calos	08/15/2024 10:31:16 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 10:37:48 AM
142560	Closed	service auth	Authorizations	Barbara Robinson	08/15/2024 10:43:15 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 10:52:23 AM
142567	Closed	Plan Validation Report	Request for Override	Juneen Johnson	08/15/2024 11:02:48 AM	APD Employee	Resolved (Permanently)	08/15/2024 11:27:37 AM
142571	Closed	plan validation report	Request for Override	Juneen Johnson	08/15/2024 11:17:28 AM	APD Employee	Resolved (Permanently)	08/15/2024 11:45:02 AM
142573	Closed	Cannot open up the Provider/Program tab	Forms	Tandra Lamikia Simmons	08/15/2024 11:19:41 AM	Service Provider	Resolved (Permanently)	08/15/2024 11:34:18 AM
142576	Closed	authorization in rejected status	Authorizations	Janice Spears	08/15/2024 11:24:56 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 11:31:45 AM
142578	Closed	WSC is unable to print service auth	Authorizations	Janice Spears	08/15/2024 11:27:20 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 11:51:32 AM
142582	Closed	Rejected SAs	Authorizations	Leah Wade	08/15/2024 11:56:09 AM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 01:06:51 PM
142588	Closed	iConnect #29358	Planned Services	Andrea Caballero	08/15/2024 12:11:23 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 02:13:53 PM
142589	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/15/2024 12:13:07 PM	APD Employee	Resolved (Permanently)	08/15/2024 12:39:39 PM
142592	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/15/2024 12:18:47 PM	APD Employee	Resolved (Permanently)	08/15/2024 12:44:41 PM
142601	Closed	Rejected Service Authorization 2024-2025	Authorizations	Veronica Oliver	08/15/2024 12:53:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 02:17:46 PM
142603	Closed	bed selection will not propagate.	Residential Planning	Margaret OConnor	08/15/2024 01:00:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 01:13:31 PM
142607	Closed	iConnect #32621	Authorizations	Andrea Caballero	08/15/2024 01:12:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 01:28:39 PM
142608	Closed	maximum number exceeds amount	Request for Override	Nancy Calos	08/15/2024 01:18:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 01:40:05 PM
142618	Closed	Reopen Completed Provider Documentation	Request for Status Change	Ashley Hunter	08/15/2024 01:53:43 PM	Service Provider Worker	Resolved (Permanently)	08/15/2024 02:12:28 PM
142620	Closed	Unable to see Current Active Cases in Dashboard for worker 37437	Worker Issues	Kibel Quesada-dominguez	08/15/2024 02:08:59 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 02:41:36 PM
142622	Closed	provider documentation	Provider Documentation	Stefanie Stankus	08/15/2024 02:15:25 PM	Service Provider	Resolved (Permanently)	08/15/2024 03:06:53 PM
142625	Closed	SUSPENDED MEDICAID, THEN RESTORED AFTER ALMOST 2 MONTHS-CLIENT ID 26678	Documentation	Ubaldo Alvarez	08/15/2024 02:22:36 PM	Service Provider	Resolved (Permanently)	08/15/2024 02:40:17 PM
142627	Closed	Please Delete Record, 51673-Forms Section	Forms	Crystal Frazier-Womack	08/15/2024 02:31:03 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 02:40:01 PM
142631	Closed	approved but cannot update authorization for daily rate.	Authorizations	Cheryl Saraceno	08/15/2024 02:45:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 02:54:21 PM
142633	Closed	Cost Plan Validation Issue	Plans	Joyce George	08/15/2024 02:52:38 PM	APD Employee	Resolved (Permanently)	08/15/2024 02:59:56 PM
142634	Closed	worker Tab	Worker Issues	Ushae Lewis-Scille	08/15/2024 02:57:47 PM	APD Employee	Resolved (Permanently)	08/15/2024 03:50:49 PM
142635	Closed	Cant see the authorization on reports or auth tab	Authorizations	Cheryl Saraceno	08/15/2024 02:58:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 04:29:52 PM
142638	Closed	Rejected Status	Authorizations	Carline Lahens	08/15/2024 03:11:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 03:37:44 PM
142639	Closed	Cannot Create Authorization	Authorizations	Sean Moreau	08/15/2024 03:13:22 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 03:20:38 PM
142640	Closed	Failed Validation	Plans	Toni Thomas	08/15/2024 03:19:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 03:25:07 PM
142641	Closed	UNABLE TO SELECT SERVICE	Unable to Start/End	Yenisleidy Chavez	08/15/2024 03:21:25 PM	Service Provider Worker	Resolved (Permanently)	08/15/2024 03:31:03 PM
142642	Closed	Units	Provider Documentation	Jessica Gray	08/15/2024 03:24:18 PM	Service Provider Worker	Resolved (Permanently)	08/16/2024 09:08:51 AM
142643	Closed	Updated authorizations from a monthly rate to a daily rate	Consumer Budget	Cheryl Saraceno	08/15/2024 03:25:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 04:12:38 PM
142644	Closed	DEACTIVATE ACCOUNT REQUEST	Worker Issues	Kety Camille	08/15/2024 03:26:47 PM	Service Provider	Resolved (Permanently)	08/15/2024 03:40:39 PM
142649	Closed	notes being sent to me are not on my dash board- Below is a SAN notice I was attached as note recipient	Notes	Juanita Wild	08/15/2024 03:42:29 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 03:35:04 PM
142651	Closed	Completed tasks	Request for Status Change	Karen Prophete	08/15/2024 03:51:12 PM	Service Provider Worker	Resolved (Permanently)	08/19/2024 08:05:42 AM
142654	Closed	Plan valiation error when there is not an error	Request for Override	Jacqueline Rewis	08/15/2024 04:02:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/15/2024 04:08:49 PM
142656	Closed	Authorized Units Exceeded	Request for Override	hayme perez	08/15/2024 04:15:22 PM	Service Provider	Resolved (Permanently)	08/22/2024 11:09:45 AM
142663	Closed	How to enter Remediation doc's for Qlarant in IC	Provider QIO, POR, NNC, CAP	Susan Bartsch	08/15/2024 04:40:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 09:11:42 AM
142666	Closed	Not able to add behavior assistant services Provider drop box not populating	Provider Selection	Veronica Neria	08/15/2024 04:54:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 11:11:15 AM
142667	Closed	LOCATION/GPS	Geolocation/GPS	Pamela Bendik	08/15/2024 04:57:39 PM	Service Provider Worker	Resolved (Permanently)	08/15/2024 04:57:39 PM
142668	Closed	Worker not added into iConnect yet	Provider Documentation	Carrie Lee Garrett	08/15/2024 05:12:54 PM	Service Provider	Resolved (Permanently)	08/15/2024 05:19:42 PM
142670	Closed	UNABLE TO CLOCK IN	Unable to Start/End	Jarrod Daniel DeBose	08/15/2024 05:23:43 PM	Service Provider Worker	Resolved (Permanently)	08/16/2024 07:58:35 AM
142671	Closed	Open completed note	Request for Status Change	Marving A Jimenez	08/15/2024 05:36:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 08:25:31 AM
142672	Closed	Due to weather I had trouble opening	Unable to Start/End	Pamela Blount	08/15/2024 05:39:21 PM	Service Provider Worker	Resolved (Permanently)	08/15/2024 05:43:49 PM
142675	Closed	Unable to login	Unable to Start/End	Alicia Bronner	08/15/2024 07:42:12 PM	Service Provider Worker	Resolved (Permanently)	08/16/2024 07:43:45 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
142676	Closed	Can't get Authorization.	Authorizations	Amanda Tobon	08/15/2024 07:45:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 08:20:43 AM
142678	Closed	Remove note	Notes	Leonard Brewer	08/15/2024 08:37:45 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 07:54:55 AM
142679	Closed	Cost plan rejection status	Planned Services	Jaimi Bebley	08/15/2024 09:25:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 08:11:45 AM
142680	Closed	Log in and out	Unable to Start/End	Amy Deonarine	08/15/2024 10:00:52 PM	APD Employee	Resolved (Permanently)	08/16/2024 07:41:34 AM
142681	Closed	Delete Note	Notes	Leonard Brewer	08/15/2024 10:19:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 07:44:59 AM
142682	Closed	Problems with the provider documentation	WSC Progress Notes	Betty Daigger	08/15/2024 10:33:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 01:49:59 PM
142683	Closed	Validate Cost Plan	Consumer Budget	Robert Auguste	08/15/2024 10:59:11 PM	QIO Employee	Resolved (Permanently)	08/16/2024 07:51:59 AM
142684	Closed	Rejected: PA# 8520526043, Provider CLOSED. PLEASE EXPEDITE BY 10AM FRIDAY 8/16/24	Authorizations	Penny Schueneman	08/15/2024 11:19:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 08:10:56 AM
142685	Closed	Please clear validation errors so SA can be created	Request for Override	Tricia Garretto	08/15/2024 11:23:12 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 07:46:25 AM
142686	Closed	over ride	Request for Override	Pamela Romack	08/16/2024 07:21:43 AM	APD Employee	Resolved (Permanently)	08/16/2024 07:44:26 AM
142687	Closed	over ride	Request for Override	Pamela Romack	08/16/2024 07:32:04 AM	APD Employee	Resolved (Permanently)	08/16/2024 07:42:42 AM
142688	Closed	Duplicate Information	Forms	DAPHENE WATSON	08/16/2024 07:36:27 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 07:51:05 AM
142690	Closed	Create SA will not populate in the file drop down box	Authorizations	Nicole Lynne Lindsey	08/16/2024 08:12:35 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 08:22:51 AM
142697	Closed	Rejected	Authorizations	Lutwan Hughes	08/16/2024 09:04:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 09:09:29 AM
142700	Closed	iConnect	Provider Documentation	Milagros Souchet	08/16/2024 09:22:34 AM	APD Employee	Resolved (Permanently)	08/23/2024 12:50:10 PM
142704	Closed	Geolocation Issue	Geolocation/GPS	Sierra Price-Moore	08/16/2024 09:32:47 AM	Service Provider Worker	Resolved (Permanently)	08/16/2024 09:32:48 AM
142705	Closed	Plan tab	Plans	Barbara Damus	08/16/2024 09:32:58 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 09:42:57 AM
142708	Closed	Unable to create authorization fiscal year 2025 ICID 34708	Authorizations	Janet Batet	08/16/2024 09:45:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 09:57:37 AM
142710	Closed	authorization	Authorizations	Barbara Robinson	08/16/2024 09:49:15 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 01:50:39 PM
142719	Closed	Rejected	Authorizations	Isis Espino	08/16/2024 10:13:56 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 10:19:49 AM
142720	Closed	Start date override needed	Request for Override	Nicholas Ellis	08/16/2024 10:26:32 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 10:46:55 AM
142724	Closed	Rejected auth	Authorizations	Jillian Guay	08/16/2024 10:38:20 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 10:51:33 AM
142725	Closed	Cost Plan Validation	Plans	Joyce George	08/16/2024 10:38:23 AM	APD Employee	Resolved (Permanently)	08/16/2024 10:49:08 AM
142727	Closed	26045 L3 LINE ITEM NOT FOUND	Authorizations	Veronica Oliver	08/16/2024 10:40:19 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 10:51:19 AM
142729	Closed	Plan validation error report not clearing	Request for Override	Adriana Vega	08/16/2024 10:56:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 11:23:05 AM
142732	Closed	Auth not populating - 20434	Provider Documentation	Dustie Huff	08/16/2024 11:00:17 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 11:17:44 AM
142733	Closed	Authorization Problem	Provider Documentation	Dulce Maria Tejeda	08/16/2024 11:00:21 AM	APD Employee	Resolved (Permanently)	09/17/2024 02:25:22 PM
142734	Closed	Reopen Completed Provider Documentation	Provider Documentation	Ashley Hunter	08/16/2024 11:00:33 AM	Service Provider Worker	Resolved (Permanently)	08/16/2024 11:07:01 AM
142737	Closed	Delete Provider Documentation	Provider Documentation	Ashley Hunter	08/16/2024 11:02:04 AM	Service Provider Worker	Resolved (Permanently)	08/16/2024 11:05:44 AM
142743	Closed	New consumer cost plan	Plans	Rebeca Freeman	08/16/2024 11:25:20 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 11:28:51 AM
142747	Closed	Reopen Completed Provider Documentation	Provider Documentation	Ashley Hunter	08/16/2024 11:39:20 AM	Service Provider Worker	Resolved (Permanently)	08/16/2024 11:49:06 AM
142748	Closed	Default role in iConnect	Worker Issues	Jasmine Shotts	08/16/2024 11:40:10 AM	APD Employee	Resolved (Permanently)	08/16/2024 11:48:12 AM
142749	Closed	Service Code	Planned Services	Monica Robinson	08/16/2024 11:41:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 11:52:43 AM
142751	Closed	PA Number Not Assigned	Authorizations	Chiquitta Nash	08/16/2024 11:43:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 11:48:06 AM
142752	Closed	Delete Provider Documentation	Provider Documentation	Ashley Hunter	08/16/2024 11:43:56 AM	Service Provider Worker	Resolved (Permanently)	08/16/2024 11:47:23 AM
142754	Closed	Unlinking/Linking	Plans	Monica Robinson	08/16/2024 11:47:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 11:49:56 AM
142756	Closed	Incorrect County Listed	Demographics & Contacts Issues	DAPHENE WATSON	08/16/2024 11:49:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 12:09:06 PM
142757	Closed	Unlink/Link	Plans	Monica Robinson	08/16/2024 11:53:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 11:56:54 AM
142758	Closed	Unable to add note	Provider Documentation	Natasha Summers	08/16/2024 11:56:20 AM	Service Provider Worker	Resolved (Permanently)	08/21/2024 01:51:04 PM
142759	Closed	iConnect	Attachments	Hallie Figueroa	08/16/2024 11:57:35 AM	APD Employee	Resolved (Permanently)	08/19/2024 01:31:02 PM
142761	Closed	Validation Report and approval	Reports	Shelly Beckwith	08/16/2024 11:58:10 AM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 12:07:14 PM
142763	Closed	Reopen Completed Provider Documentation	Provider Documentation	Ashley Hunter	08/16/2024 12:04:53 PM	Service Provider Worker	Resolved (Permanently)	08/16/2024 12:07:20 PM
142765	Closed	Plan Validation report	Request for Override	Juneen Johnson	08/16/2024 12:17:17 PM	APD Employee	Resolved (Permanently)	08/16/2024 12:38:53 PM
142779	Closed	Plan Validation Report	Request for Override	Josue Otero	08/16/2024 12:51:00 PM	APD Employee	Resolved (Permanently)	08/16/2024 12:55:04 PM
142783	Closed	consumer linked budget	Consumer Budget	Rebeca Freeman	08/16/2024 01:02:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 03:20:04 PM
142784	Closed	Please delete Supported Living note under note tab	Notes	Jillian Modrcin	08/16/2024 01:08:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 01:20:17 PM
142786	Closed	Unlink/Link	Plans	Monica Robinson	08/16/2024 01:10:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 01:24:03 PM
142789	Closed	Cost Plan Validation Issue	Request for Override	Joyce George	08/16/2024 01:17:01 PM	APD Employee	Resolved (Permanently)	08/16/2024 01:30:49 PM
142790	Closed	Unable to create authorizations	Authorizations	Diane Gelpi	08/16/2024 01:18:12 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 01:32:47 PM
142795	Closed	It says it is too many units for support coordination	Request for Override	Mary Mcdougal	08/16/2024 01:31:30 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 01:55:31 PM
142796	Closed	Provider not listed	Planned Services	Raymond Granston	08/16/2024 01:37:05 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 02:09:54 PM
142798	Closed	Planned Service Start Date	Planned Services	DAPHENE WATSON	08/16/2024 01:44:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 01:48:53 PM
142801	Closed	Unable to add service code to planned services	Planned Services	Janice Martin	08/16/2024 02:12:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 02:35:22 PM
142803	Closed	Unable to pull service authorization	Authorizations	Danielle Kline	08/16/2024 02:34:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 02:44:49 PM
142805	Closed	Service Authorization won't download	Authorizations	Sarah Gallivan	08/16/2024 02:42:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 03:31:05 PM
142809	Closed	Unable to see expansion request form	Provider Expansions	GORDON BERTRAND	08/16/2024 02:48:51 PM	Service Provider	Resolved (Permanently)	08/19/2024 07:38:14 AM
142811	Closed	Provider cannot bill	Claims	Christopher Barrett	08/16/2024 02:52:35 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 09:00:27 AM
142812	Closed	WSC Worker Record - Ingersoll, Marcella	Worker Issues	Kimberly Williams	08/16/2024 02:56:29 PM	APD Employee	Resolved (Permanently)	08/19/2024 11:10:42 AM
142813	Closed	save and validation	Plans	Jennifer Johnson-Israel	08/16/2024 02:59:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 03:07:48 PM
142818	Closed	Eligibility	Authorizations	Rebeca Freeman	08/16/2024 03:12:45 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 03:27:14 PM
142819	Closed	living setting	Request for Override	Kathleen Lopez	08/16/2024 03:13:09 PM	APD Employee	Resolved (Permanently)	08/16/2024 04:06:31 PM
142828	Closed	Plan Validation Report - The Provider ID is not Active during the service dates	Provider Related Issues	Carl Toves	08/16/2024 03:54:04 PM	APD Employee	Resolved (Permanently)	08/16/2024 04:02:11 PM
142834	Closed	Unbale to see consumer	[] Tier II Review -	Dezjah Carney	08/16/2024 04:05:21 PM	Service Provider Worker	Resolved (Permanently)	08/16/2024 04:15:12 PM
142836	Closed	Validation report	Request for Override	Claudia Lima	08/16/2024 04:06:57 PM	APD Employee	Resolved (Permanently)	08/16/2024 04:12:20 PM
142837	Closed	Unable to update authorization	Authorizations	Erika Diaz-Mauri	08/16/2024 04:08:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/16/2024 04:14:58 PM
142838	Closed	iConnect account access	Provider QIO, POR, NNC, CAP	Michelle Ortiz-Clause	08/16/2024 04:15:06 PM	APD Employee	Resolved (Permanently)	08/19/2024 01:12:59 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
142839	Closed	Remove CAP from iConnect	Provider QIO, POR, NNC, CAP	David Lin	08/16/2024 04:26:12 PM	APD Employee	Resolved (Permanently)	08/19/2024 09:57:31 AM
142842	Closed	Unable to add user	Worker Issues	Erik Edwards	08/16/2024 04:36:55 PM	Service Provider	Resolved (Permanently)	08/19/2024 10:00:14 AM
142848	Closed	Clock out	Unable to Start/End	Tanisha Stanford	08/16/2024 04:53:42 PM	Service Provider Worker	Resolved (Permanently)	08/16/2024 04:57:02 PM
142851	Closed	Update/Create will not populate	Plans	Byron Stone	08/16/2024 04:59:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 07:01:55 AM
142854	Closed	Need notes deleted from 8/16/2024	Notes	Chanda Mayes	08/16/2024 07:14:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 02:33:54 PM
142855	Closed	Note Type disappears when "Sub-Note Type" is removed	Notes	Katharine Finken	08/16/2024 09:03:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 08:48:31 AM
142856	Closed	Printing Service Authorizations	Authorizations	Susan Sculles	08/17/2024 09:30:45 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 08:03:47 AM
142857	Closed	Need Activity Deleted from Provider Documentation	Provider Documentation	Chanda Mayes	08/17/2024 10:24:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 07:22:24 AM
142858	Closed	SA - stuck in Ready to sent	Authorizations	Sharon Diaz-Roman	08/17/2024 11:18:35 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 07:47:52 AM
142859	Closed	Trouble updating the service authorization	Planned Services	Sarah Gallivan	08/17/2024 01:56:22 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 08:13:19 AM
142860	Closed	Need a ticket number	Unable to Start/End	Tranell Wiggins	08/17/2024 02:06:54 PM	Service Provider Worker	Resolved (Permanently)	08/19/2024 07:19:40 AM
142861	Closed	Unable to logout	Unable to Start/End	Alicia Bronner	08/17/2024 02:10:15 PM	Service Provider Worker	Resolved (Permanently)	08/19/2024 07:20:09 AM
142862	Closed	Tickler / UPDATE BED INFORMATION	Residential Planning	Haydee Milian	08/17/2024 03:03:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 08:51:27 AM
142864	Closed	Rejected Authorization	Authorizations	Elizabeth Ruth	08/17/2024 09:35:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 07:43:51 AM
142865	Closed	BUBLE Sheet of last QSI Needs to be transferred into the Client's Last Person Center Support Plan	Copy Shared Response	Judith Rodriguez	08/18/2024 12:09:13 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 08:45:42 AM
142866	Closed	Recently returned to Medicaid , REJECTED SA	Authorizations	Yolanda Vazquez	08/18/2024 12:31:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 08:22:03 AM
142867	Closed	duplicate code in I Connect	Provider Documentation	Lurine Laffrey	08/18/2024 08:42:15 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 02:27:36 PM
142870	Closed	Issue with planned services	Request for Override	Aric Gustafson	08/18/2024 04:28:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 09:00:04 AM
142871	Closed	Unable to send SA update	Authorizations	Joi Ruffin	08/18/2024 04:29:25 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 08:55:54 AM
142872	Closed	Missing Service Authorizations	Authorizations	Erin Tristan	08/18/2024 05:13:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 09:51:35 AM
142873	Closed	See any reason provider isn't able to Bill	Claims	Susan Bartsch	08/18/2024 05:14:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 02:50:49 PM
142874	Closed	Agency name does not populate in Program/Provider Drop-down for notes	Provider Selection	Teretha D Smith	08/18/2024 05:57:54 PM	Service Provider	Resolved (Permanently)	08/19/2024 10:23:23 AM
142875	Closed	APD iConnect Learning Resources - Different Languages	Enhancement	Susan Best-Rodriguez	08/18/2024 07:50:16 PM	Service Provider	Resolved (Permanently)	08/20/2024 08:24:49 AM
142876	Closed	ID 36871	Authorizations	Antoinette Munroe	08/18/2024 09:42:49 PM	Service Provider	Resolved (Permanently)	08/19/2024 01:47:37 PM
142877	Closed	Consumer Units Exceed Current Authorization	Provider Documentation	Cecilia Washington	08/18/2024 09:58:41 PM	Service Provider	Resolved (Permanently)	08/19/2024 10:29:34 AM
142878	Closed	Authorizaion	Planned Services	Sonja Green	08/18/2024 11:29:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 08:03:40 AM
142879	Closed	Service issue	Wrong Authorization	Latasha T Spears	08/19/2024 12:55:05 AM	Service Provider	Resolved (Permanently)	08/19/2024 07:38:08 AM
142880	Closed	Connectivity issues	Unable to Start/End	Christopher McKnight	08/19/2024 06:32:21 AM	Service Provider	Resolved (Permanently)	08/19/2024 07:20:50 AM
142884	Closed	Unable to sign in at time to provide clients service	Unable to Start/End	Laura Iglesias	08/19/2024 07:49:15 AM	Service Provider Worker	Resolved (Permanently)	08/19/2024 07:50:47 AM
142889	Closed	validation error	Request for Override	Malikah Tarver	08/19/2024 08:13:33 AM	APD Employee	Resolved (Permanently)	08/19/2024 08:33:37 AM
142893	Closed	living setting validation issue	Request for Override	Phyllis A Brown	08/19/2024 08:27:29 AM	APD Employee	Resolved (Permanently)	08/19/2024 08:45:57 AM
142896	Closed	I connect Issue	Authorizations	Latasha T Spears	08/19/2024 08:41:18 AM	Service Provider	Resolved (Permanently)	08/19/2024 03:25:37 PM
142900	Closed	Unable to link plan to budget	Consumer Budget	Phyllis A Brown	08/19/2024 08:44:30 AM	APD Employee	Resolved (Permanently)	08/19/2024 09:03:02 AM
142911	Closed	Validation error report 51522	Request for Override	Fanny Chutig	08/19/2024 09:10:05 AM	APD Employee	Resolved (Permanently)	08/19/2024 11:56:07 AM
142918	Closed	delete doc	Provider Documentation	Breydik Diaz	08/19/2024 09:22:51 AM	Service Provider Worker	Resolved (Permanently)	08/19/2024 09:27:42 AM
142926	Closed	Planned services in Rejected status	Authorizations	Janice Martin	08/19/2024 09:44:19 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 09:51:14 AM
142927	Closed	update beds	Residential Planning	Dinna Andrews	08/19/2024 09:49:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 10:24:58 AM
142932	Closed	Update/Create drop down menu not functioning	Request for Override	Robert OGorman	08/19/2024 10:10:11 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 10:27:56 AM
142936	Closed	Please delete this line	Forms	Samuel David Reeves	08/19/2024 10:22:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 10:53:06 AM
142937	Closed	LI NOT FOUND Å	Provider Documentation	Judy Rossi	08/19/2024 10:24:42 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 10:30:59 AM
142940	Closed	LI NOT FOUND	Provider Documentation	Judy Rossi	08/19/2024 10:26:48 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 11:02:18 AM
142941	Closed	Service code can not be created	Authorizations	Vivian Owen	08/19/2024 10:27:25 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 10:36:13 AM
142942	Closed	LI NOT FOUND	Provider Documentation	Judy Rossi	08/19/2024 10:28:44 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 10:32:59 AM
142943	Closed	LI NOT FOUND Å	Provider Documentation	Judy Rossi	08/19/2024 10:30:21 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 11:05:17 AM
142946	Closed	rejected authorization	Authorizations	Isabel Broome	08/19/2024 10:41:14 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 11:26:06 AM
142947	Closed	UNABLE TO START DELIVERY	Other	william henry pratt	08/19/2024 10:43:04 AM	Service Provider Worker	Resolved (Permanently)	08/20/2024 09:19:36 AM
142949	Closed	SAN Assessment	Request for Status Change	Maria Legree	08/19/2024 10:46:00 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 10:58:45 AM
142955	Closed	Cannot Validate Consumer Plan	Plans	Bradley Dean Casson	08/19/2024 10:59:06 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 11:08:29 AM
142956	Closed	Auth in rejected and Unable to send	Authorizations	Desmond Gibson	08/19/2024 11:03:32 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 11:15:40 AM
142959	Closed	Service Authorization does not populate	Authorizations	Natalie Greaves	08/19/2024 11:06:51 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 11:16:13 AM
142965	Closed	Provider selection	Provider Selection	Mary Blackwell	08/19/2024 11:18:21 AM	Service Provider	Resolved (Permanently)	08/19/2024 11:21:55 AM
142969	Closed	Not able to see SP's	Notes	Lovell Burrell	08/19/2024 11:22:29 AM	Service Provider	Resolved (Permanently)	08/19/2024 11:32:52 AM
142975	Closed	Service Authorizations FY 23-24 in Reject status	Authorizations	Maria Schwarz	08/19/2024 11:29:16 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 12:36:47 PM
142977	Closed	upload document	Provider Documentation	Juliana Esquilin	08/19/2024 11:40:09 AM	APD Employee	Resolved (Permanently)	08/20/2024 10:23:20 AM
142983	Closed	Cant Create Service Auth	Request for Override	Anders Albamar	08/19/2024 11:43:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 12:01:06 PM
142984	Closed	upload doc	Provider Selection	Juliana Esquilin	08/19/2024 11:46:08 AM	APD Employee	Resolved (Permanently)	08/19/2024 11:55:43 AM
142985	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/19/2024 11:46:19 AM	APD Employee	Resolved (Permanently)	08/19/2024 11:55:29 AM
142986	Closed	upload doc	Provider Selection	Juliana Esquilin	08/19/2024 11:49:01 AM	Service Provider	Resolved (Permanently)	08/19/2024 11:55:15 AM
142987	Closed	Cannot create service authorization	Request for Override	Nereida Babilonia	08/19/2024 11:54:34 AM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 12:07:04 PM
142992	Closed	Cost plan in approved status service authorization not generated for behavior therapy assessment for June 2024	Authorizations	Martina Osaghae	08/19/2024 12:18:35 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 12:37:00 PM
142995	Closed	No option to create SA	Authorizations	Traci Brennan	08/19/2024 12:25:21 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 12:30:35 PM
142997	Closed	24 - 25 Budget will not link to cost plan	Plans	Janet Herring	08/19/2024 12:38:23 PM	APD Employee	Resolved (Permanently)	08/19/2024 12:50:46 PM
143000	Closed	Deletion	Other	Tiesha Kelley	08/19/2024 12:41:03 PM	Service Provider Worker	Resolved (Permanently)	08/19/2024 01:33:24 PM
143005	Closed	Client 25920 Provider Doc. Issue	Provider Documentation	Diana Ramirez	08/19/2024 12:57:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 03:32:59 PM
143007	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/19/2024 01:00:11 PM	APD Employee	Resolved (Permanently)	08/19/2024 01:14:48 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
143009	Closed	Plan Validation failed approval	Request for Override	Karen Whitely	08/19/2024 01:02:32 PM	APD Employee	Resolved (Permanently)	08/19/2024 01:25:52 PM
143014	Closed	Re: Printing Quarterly Notes	[] Tier II Review -	Rose Carter	08/19/2024 01:11:10 PM	Service Provider	Resolved (Permanently)	09/17/2024 02:40:37 PM
143020	Closed	Unable to see cost plan	Plans	Hardy J Clayton	08/19/2024 01:27:23 PM	Service Provider Worker	Resolved (Permanently)	08/22/2024 02:28:24 PM
143022	Closed	Validation error	Request for Override	Dawn Schuster	08/19/2024 01:31:02 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 01:53:20 PM
143026	Closed	Service authorizations rejected status	Authorizations	Marisel Pintado	08/19/2024 01:48:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 02:01:15 PM
143030	Closed	UNABLE TO DOCUMENT SEC MAY 2024- EXCEEDED UNIT MESSAGE ID 21876	Provider Documentation	Ubaldo Alvarez	08/19/2024 02:05:31 PM	Service Provider Worker	Resolved (Permanently)	08/29/2024 01:16:03 PM
143031	Closed	validation issue	Request for Override	Sandra Perez	08/19/2024 02:09:08 PM	APD Employee	Resolved (Permanently)	08/19/2024 02:14:11 PM
143033	Closed	Need to update authorization	Authorizations	Trina Middleton	08/19/2024 02:17:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 02:22:33 PM
143039	Closed	plan is not validating	Request for Override	Ashley Littlepage	08/19/2024 02:40:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 02:53:54 PM
143041	Closed	Consumer 16608	Authorizations	Hugo Merino	08/19/2024 02:51:14 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 04:35:54 PM
143045	Closed	Service authorization rejected status	Authorizations	Marisel Pintado	08/19/2024 03:01:14 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 03:32:44 PM
143047	Closed	Service Authorization rejected status	Authorizations	Marisel Pintado	08/19/2024 03:02:11 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 03:18:43 PM
143048	Closed	Service Authorization rejected status	Authorizations	Marisel Pintado	08/19/2024 03:03:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 03:13:38 PM
143050	Closed	Service Authorization rejected status	Authorizations	Marisel Pintado	08/19/2024 03:04:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 03:08:23 PM
143051	Closed	Unable to do my notes for one of the consumers	Notes	Kennelle Perry	08/19/2024 03:09:28 PM	Service Provider	Resolved (Permanently)	08/20/2024 04:32:37 PM
143059	Closed	exceeded the max unit per error	Request for Override	Beatrice Dejoie	08/19/2024 03:25:16 PM	APD Employee	Resolved (Permanently)	08/19/2024 03:38:16 PM
143061	Closed	WSC is unable to create service authorization	Request for Override	Georgia Fraser-Rodney	08/19/2024 03:31:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 04:01:09 PM
143062	Closed	Service Authorization Reject status	Authorizations	Maria Schwarz	08/19/2024 03:32:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 03:37:59 PM
143063	Closed	Unable to access consumer documents	[] Tier II Review -	Kennelle Perry	08/19/2024 03:34:30 PM	Service Provider	Resolved (Permanently)	08/19/2024 03:40:56 PM
143064	Closed	iC#51362- consumer needs a new cost plan being created.	Plans	Darilyn Ginebra	08/19/2024 03:36:10 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 03:45:06 PM
143074	Closed	SA in reject 89120	Authorizations	Daniel Crandall	08/19/2024 03:49:42 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 12:39:35 PM
143075	Closed	Diagnosis Code INcorrect [F840] Autism	[] Tier II Review -	Renee Flansburg	08/19/2024 03:54:05 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 04:05:04 PM
143077	Closed	iConnect#: 10683 CP cannot be Updated for FY 2024	Authorizations	Sophonie Maneus	08/19/2024 04:00:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 07:48:28 AM
143078	Closed	iConnect#: 50645 Services do not Appear on Annual CP for FY 2025	Plans	Sophonie Maneus	08/19/2024 04:03:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 12:14:27 PM
143079	Closed	PA# 8520526043, 07/01/2020, Ready to Send / Rejected Status	Authorizations	Penny Schueneman	08/19/2024 04:06:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 09:21:05 AM
143082	Closed	Cannot create SA	Request for Override	Alessandra Davalos	08/19/2024 04:20:02 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 08:22:15 AM
143083	Closed	Medicaid	Claims	Carlina Lahens	08/19/2024 04:25:10 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 04:37:15 PM
143085	Closed	Inactive Link Providers	Residential Monitoring	Ereka Reddick	08/19/2024 04:29:33 PM	Service Provider	Resolved (Permanently)	08/20/2024 07:29:08 AM
143092	Closed	EVV error	Other	tanjallah somuah	08/19/2024 04:46:50 PM	Service Provider Worker	Resolved (Permanently)	08/20/2024 07:43:11 AM
143093	Closed	WSC UNABLE TO UPDATE AUTHORIZATIONS COST PLAN 2025	Authorizations	Sergio Tomas	08/19/2024 04:49:11 PM	Waiver Support Coordinator	Resolved (Permanently)	08/19/2024 04:55:23 PM
143096	Closed	sync new authorization	Authorizations	Lataro Taylor	08/19/2024 04:53:50 PM	Service Provider	Resolved (Permanently)	08/20/2024 07:57:15 AM
143097	Closed	Unable to add notes to Life Skills client	Notes	Deanna Olson	08/19/2024 04:54:37 PM	Service Provider	Resolved (Permanently)	08/23/2024 03:33:22 PM
143099	Closed	Update the Link on TASKS control panel	Dashboard	Sylvia Baer	08/19/2024 05:01:52 PM	APD Employee	Resolved (Permanently)	08/20/2024 08:27:51 AM
143100	Closed	Cost Plan failed validation	Request for Override	Janet Herring	08/19/2024 05:06:36 PM	APD Employee	Resolved (Permanently)	08/20/2024 07:34:28 AM
143101	Closed	PRIMARY DIAGNOSIS IS NOT IN ICONNECT	Demographics & Contacts Issues	Deanna Olson	08/19/2024 05:12:38 PM	Service Provider	Resolved (Permanently)	08/20/2024 07:33:31 AM
143102	Closed	Deactivated worker and phone number	Worker Issues	Carrie Lee Garrett	08/19/2024 05:13:03 PM	Service Provider	Resolved (Permanently)	08/19/2024 05:31:16 PM
143105	Closed	Betty Mendoza	Geolocation/GPS	Betty Mendoza	08/19/2024 05:40:48 PM	Service Provider Worker	Resolved (Permanently)	08/19/2024 05:53:34 PM
143110	Closed	Unlinking/Linking	Consumer Budget	Monica Robinson	08/19/2024 07:50:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 07:26:16 AM
143111	Closed	Cannot create.update auths	Authorizations	Rachel Nicole Fawaz	08/19/2024 08:30:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 07:30:21 AM
143112	Closed	Case notes manually entered	Provider Documentation	Michelle Rivers	08/19/2024 09:04:07 PM	Billing Agent	Resolved (Permanently)	08/20/2024 07:53:47 AM
143113	Closed	**Subject: Assistance Required for Manually Entered Service Logs*	Other	Christina Milton	08/19/2024 09:52:38 PM	Service Provider	Resolved (Permanently)	08/20/2024 08:03:51 AM
143114	Closed	Technical problems with my device	Unable to Start/End	Angelica Ramos	08/19/2024 10:05:09 PM	Service Provider Worker	Resolved (Permanently)	08/20/2024 07:12:41 AM
143115	Closed	Provider/Program section	Forms - Implementation Plan	tracey g huddleston	08/19/2024 11:08:22 PM	Service Provider	Resolved (Permanently)	08/20/2024 07:21:52 AM
143116	Closed	lost deliveries	EVV Activities	Skyah Monay Worth	08/19/2024 11:39:21 PM	Service Provider Worker	Resolved (Permanently)	08/20/2024 07:14:01 AM
143118	Closed	duplicate	Authorizations	Judy Rossi	08/20/2024 07:17:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 08:08:39 AM
143119	Closed	SUM OF CLAIMS DOLLAR GREATER (75) Å	Authorizations	Judy Rossi	08/20/2024 07:30:12 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 08:55:45 AM
143120	Closed	LI NOT FOUND	Authorizations	Judy Rossi	08/20/2024 07:33:58 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 08:43:24 AM
143122	Closed	SA in rejected statue for 42406	Authorizations	Mary Ann Washburn	08/20/2024 07:38:59 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 08:01:15 AM
143123	Closed	Change in living setting	Request for Override	Sophia Torres	08/20/2024 07:39:51 AM	APD Employee	Resolved (Permanently)	08/20/2024 07:49:40 AM
143129	Closed	cannot update SA	Authorizations	Pamela Shorr	08/20/2024 08:29:16 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 08:49:41 AM
143133	Closed	cannot create SA	Authorizations	Patricia Weston	08/20/2024 08:41:16 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 08:51:31 AM
143136	Closed	SAs in rejected status 56071	Request for Override	Fanny Chulig	08/20/2024 08:42:42 AM	APD Employee	Resolved (Permanently)	08/20/2024 09:29:59 AM
143141	Closed	Unable to update service authorizations.	Authorizations	Antonio Fernandez	08/20/2024 09:17:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 09:25:40 AM
143142	Closed	Error message "At Least One Date Overlaps An Existing Activity"	Provider Documentation	Shirley Thalman	08/20/2024 09:20:45 AM	Service Provider Worker	Resolved (Permanently)	08/20/2024 10:35:44 AM
143144	Closed	CP 2023-2023 for CDC	Plans	Sharon Diaz-Roman	08/20/2024 09:24:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 09:27:12 AM
143147	Closed	can't create auth for approved service fy 23-24	Request for Override	Jill Macalister	08/20/2024 09:38:02 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 09:57:00 AM
143148	Closed	cost plan	Plans	Maria Stokes	08/20/2024 09:43:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 10:34:04 AM
143151	Closed	Create plan 2025 for consumer ID 91622	Plans	Kibel Quesada-dominguez	08/20/2024 09:47:41 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 09:54:32 AM
143153	Closed	Error message: "At least one date overlaps on existing activity"	Provider Documentation	Shirley Thalman	08/20/2024 09:50:53 AM	Service Provider Worker	Resolved (Permanently)	08/20/2024 10:36:40 AM
143157	Closed	Cost Plan not sent to FIMMIS despite being approved	Plans	Larry Cox	08/20/2024 10:17:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 10:41:37 AM
143163	Closed	Unable To Generate Eligibility Sheet in iConnect	Eligibility	CHELSEA DOS SANTOS	08/20/2024 10:27:50 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 12:44:49 PM
143166	Closed	S.A rejected status FY 2024	Authorizations	Marisel Pintado	08/20/2024 10:32:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 10:42:23 AM
143167	Closed	Create /Update Unavailable	Authorizations	Hyacinth Daley	08/20/2024 10:33:34 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 10:44:56 AM
143168	Closed	End Date	Planned Services	Ronald McCauley	08/20/2024 10:33:53 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 10:45:13 AM
143170	Closed	Rejected SAs	Authorizations	Rebecca Tague	08/20/2024 10:37:28 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 10:57:38 AM
143174	Closed	Access	Provider Documentation	Lushell Raper	08/20/2024 10:45:28 AM	Service Provider Worker	Resolved (Permanently)	08/20/2024 11:21:36 AM
143175	Closed	Override for 91856	Request for Override	Jenna Llorens-Blas	08/20/2024 10:49:44 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 10:59:46 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
143176	Closed	Overlapping Service Auth	Authorizations	Marie Carson	08/20/2024 10:50:37 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 04:04:24 PM
143182	Closed	Worker not showing up as a worker in IC	Worker Issues	Glenda Sheppard	08/20/2024 10:53:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 02:41:09 PM
143184	Closed	Service Not showing in EVV	Data Sync	kim marie marion	08/20/2024 10:58:57 AM	Service Provider	Resolved (Permanently)	08/20/2024 12:25:20 PM
143187	Closed	change status from complete to pending	Request for Status Change	Sherida F Nieves	08/20/2024 11:02:17 AM	Service Provider	Resolved (Permanently)	08/20/2024 11:06:38 AM
143190	Closed	SA reads Duplicate PA, doesn't make sense to me	Authorizations	LAURA MELO	08/20/2024 11:04:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 11:13:04 AM
143192	Closed	change from complete to pending	Request for Status Change	Sherida F Nieves	08/20/2024 11:05:35 AM	Service Provider	Resolved (Permanently)	08/20/2024 11:31:16 AM
143202	Closed	rejected SA's	Authorizations	Megan M Haig	08/20/2024 11:15:58 AM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 04:28:25 PM
143217	Closed	Provider /Program	Provider Selection	Tandra Lamikia Simmons	08/20/2024 11:36:30 AM	Service Provider	Resolved (Permanently)	08/20/2024 12:41:27 PM
143218	Closed	change from complete to pending	Provider Documentation	Sherida F Nieves	08/20/2024 11:37:25 AM	Service Provider	Resolved (Permanently)	08/20/2024 11:44:10 AM
143224	Closed	Location Issues	Geolocation/GPS	Sonia A Israel	08/20/2024 11:47:38 AM	Service Provider Worker	Resolved (Permanently)	08/20/2024 11:47:38 AM
143232	Closed	Services Auth in rejected	Authorizations	Lawrence Gordon	08/20/2024 12:01:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 12:37:37 PM
143233	Closed	Rejected Authorization	Authorizations	Hyacinth Daley	08/20/2024 12:12:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 12:51:49 PM
143234	Closed	SA Need to Terminate	Authorizations	Ushae Lewis-Scille	08/20/2024 12:13:29 PM	APD Employee	Resolved (Permanently)	08/20/2024 12:53:07 PM
143238	Closed	Please override Residential Habilitation Extensive I service	Planned Services	Niurka Romero	08/20/2024 12:30:09 PM	APD Employee	Resolved (Permanently)	08/20/2024 01:09:07 PM
143242	Closed	SA's in rejected status	Authorizations	Evelyn Moore	08/20/2024 12:41:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 02:32:42 PM
143253	Closed	Service Authorization Need to Terminate	Authorizations	Ushae Lewis-Scille	08/20/2024 01:07:34 PM	APD Employee	Resolved (Permanently)	08/20/2024 02:24:09 PM
143254	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	08/20/2024 01:08:08 PM	APD Employee	Resolved (Permanently)	08/21/2024 11:14:28 AM
143256	Closed	Service Authorization Needs to Terminate	Authorizations	Ushae Lewis-Scille	08/20/2024 01:12:24 PM	APD Employee	Resolved (Permanently)	08/20/2024 01:27:20 PM
143257	Closed	Olys Rivas CyberArk app issue	EVV Activities	Jose Luis Rivas	08/20/2024 01:12:56 PM	Service Provider	Resolved (Permanently)	08/21/2024 09:47:55 AM
143259	Closed	Plan Validation Report	Request for Override	Josue Otero	08/20/2024 01:16:50 PM	APD Employee	Resolved (Permanently)	08/20/2024 04:03:53 PM
143266	Closed	Billing Issues	Eligibility	Carmen Garcia	08/20/2024 01:36:57 PM	Service Provider	Resolved (Permanently)	08/20/2024 01:55:01 PM
143267	Closed	Create Authorization drop down box won't populate for new res hab provider	Authorizations	Dana Jones	08/20/2024 01:37:53 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 01:44:37 PM
143269	Closed	Unable to create SA for WSC Services	Authorizations	Tracy Davis	08/20/2024 01:47:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 02:22:13 PM
143270	Closed	eligibility tab showing active waiver Medicaid but the client doesn't have Medicaid	Eligibility	Melissa Mazaeda	08/20/2024 01:47:32 PM	Waiver Support Coordinator	Resolved (Permanently)	10/11/2024 03:07:28 PM
143274	Closed	iConnect	Forms	Ranee Coffy-Andesha	08/20/2024 01:52:33 PM	APD Employee	Resolved (Permanently)	08/20/2024 02:07:32 PM
143277	Closed	Service Authorization Needs to Terminate	Authorizations	Ushae Lewis-Scille	08/20/2024 02:08:52 PM	APD Employee	Resolved (Permanently)	08/20/2024 02:14:22 PM
143278	Closed	Service Authorization Needs to Terminate	Authorizations	Ushae Lewis-Scille	08/20/2024 02:10:24 PM	APD Employee	Resolved (Permanently)	08/20/2024 02:36:54 PM
143280	Closed	Service Authorization Needs to Terminate	Authorizations	Ushae Lewis-Scille	08/20/2024 02:12:29 PM	APD Employee	Resolved (Permanently)	08/20/2024 02:52:31 PM
143281	Closed	Service Authorization Needs to Terminate	Authorizations	Ushae Lewis-Scille	08/20/2024 02:13:46 PM	APD Employee	Resolved (Permanently)	08/20/2024 03:36:55 PM
143282	Closed	Service Authorization Needs to Terminate	Authorizations	Ushae Lewis-Scille	08/20/2024 02:14:52 PM	APD Employee	Resolved (Permanently)	08/20/2024 03:32:41 PM
143285	Closed	Override needed	Request for Override	Sherry Thomas	08/20/2024 02:31:26 PM	APD Employee	Resolved (Permanently)	08/20/2024 02:39:20 PM
143289	Closed	Validation error override	Request for Override	Jasmine Howard	08/20/2024 02:41:35 PM	APD Employee	Resolved (Permanently)	08/20/2024 02:58:47 PM
143290	Closed	Need Form Deleted	Forms	Cheryl Thompson	08/20/2024 02:41:40 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 02:45:50 PM
143293	Closed	plan is not validating	Request for Override	Ashley Littlepage	08/20/2024 02:48:11 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 03:16:23 PM
143295	Closed	iConnect notes needed from seperated employee	Notes	Amanda Ingrassia	08/20/2024 02:51:05 PM	APD Employee	Resolved (Permanently)	08/20/2024 03:14:44 PM
143296	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/20/2024 02:52:47 PM	APD Employee	Resolved (Permanently)	08/20/2024 03:24:20 PM
143300	Closed	Validation error 13936	Plans	Gwendolyn Soto	08/20/2024 03:02:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 03:29:16 PM
143303	Closed	Service Authorization rejection issue	Authorizations	Janet Herring	08/20/2024 03:05:21 PM	APD Employee	Resolved (Permanently)	08/20/2024 03:32:39 PM
143305	Closed	Rejected Authorizations	Authorizations	Jessica Smith	08/20/2024 03:14:25 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 03:33:59 PM
143306	Closed	cannot add provider to the service authorization	Authorizations	Leonard Brewer	08/20/2024 03:15:02 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 03:26:53 PM
143314	Closed	iCID 53989	Plans	Lindsay Pantinakis	08/20/2024 03:42:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 03:55:37 PM
143315	Closed	I have been assigned 45 ticklers	Other	Hillary Maitland	08/20/2024 03:55:26 PM	Service Provider Worker	Resolved (Permanently)	08/20/2024 04:43:20 PM
143317	Closed	Current delivery not showing up.	Unable to Start/End	Yvonne Guthrie Lewis	08/20/2024 04:09:46 PM	Service Provider Worker	Resolved (Permanently)	08/21/2024 09:42:59 AM
143318	Closed	Unable to update service authorization	Authorizations	Catherine Remotti	08/20/2024 04:10:23 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 07:43:03 AM
143321	Closed	Create & Update option does not appear.	Request for Override	Daisy Suominen	08/20/2024 04:18:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 04:32:55 PM
143328	Closed	Wrong information in provider documentation	Provider Documentation	Patricia Smith	08/20/2024 04:27:05 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 04:36:44 PM
143335	Closed	Unable to create and update service authorization	Authorizations	Adriana Vega	08/20/2024 04:33:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 03:34:37 PM
143336	Closed	Rejected Authorizations	Authorizations	Katrina Keith	08/20/2024 04:41:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/20/2024 04:46:54 PM
143341	Closed	WSC unable to print updated authorization	Authorizations	Georgia Fraser-Rodney	08/20/2024 05:02:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 11:19:56 AM
143342	Closed	Can't find CAP	Provider QIO, POR, NNC, CAP	Miriam Oketch	08/20/2024 05:08:14 PM	APD Employee	Resolved (Permanently)	08/21/2024 08:24:44 AM
143343	Closed	note	Notes	Jennifer Johnson-israel	08/20/2024 05:13:25 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 07:12:30 AM
143345	Closed	support plan	Plans	Jennifer Johnson-israel	08/20/2024 05:43:16 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 07:17:58 AM
143346	Closed	Please delete SAN ID 35816	SAN	Katharine Finken	08/20/2024 06:19:37 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 07:52:03 AM
143347	Closed	Cost Plan	Plans	Monica Robinson	08/20/2024 06:29:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 07:55:32 AM
143348	Closed	Service Code	Authorizations	Monica Robinson	08/20/2024 07:26:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 07:50:37 AM
143349	Closed	Note in note tab	Notes	Belinda Phillips	08/20/2024 08:16:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 07:47:59 AM
143350	Closed	Provider documentation and Place of service is locked?	Provider Related Issues	Jack Guarneri	08/20/2024 11:34:55 PM	Service Provider	Resolved (Permanently)	08/21/2024 08:22:06 AM
143353	Closed	service lines in rejected status	Authorizations	Jill Macalister	08/21/2024 08:02:51 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 09:50:30 AM
143354	Closed	iConnect Program Disposition	Other	Felicia Jones	08/21/2024 08:22:15 AM	APD Employee	Resolved (Permanently)	08/21/2024 08:41:56 AM
143355	Closed	EVV ENDING DELIVERY ISSUES	Upload Issues	Lashonda Roundtree	08/21/2024 08:25:46 AM	Service Provider Worker	Resolved (Permanently)	08/21/2024 10:20:05 AM
143361	Closed	iConnect DDMC Role Updates	Enhancement	Susan Nipper	08/21/2024 08:43:50 AM	APD Employee	Resolved (Permanently)	10/22/2024 12:13:49 PM
143363	Closed	2024-2025	Plans	Danielle Kline	08/21/2024 08:58:43 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 09:06:42 AM
143364	Closed	Location missing	Geolocation/GPS	Beatrice Schindler	08/21/2024 09:08:17 AM	Service Provider Worker	Resolved (Permanently)	08/21/2024 09:10:54 AM
143365	Closed	Delete old tickler	Dashboard	Annabel Diaz	08/21/2024 09:09:11 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 01:49:07 PM
143366	Closed	Service Authorization Rejected	Authorizations	Deborah Satterfield	08/21/2024 09:09:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 09:21:58 AM
143367	Closed	Override needed	Request for Override	Sherry Thomas	08/21/2024 09:26:56 AM	APD Employee	Resolved (Permanently)	08/21/2024 09:50:34 AM
143368	Closed	GPS	Geolocation/GPS	Maria Del Carmen Martinez	08/21/2024 09:27:10 AM	Service Provider Worker	Resolved (Permanently)	08/21/2024 02:13:15 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
143369	Closed	Undo Termination	Authorizations	Hyacinth Daley	08/21/2024 09:27:16 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 09:36:26 AM
143372	Closed	iConnect	Forms	Ranee Coffy-Andesha	08/21/2024 09:39:17 AM	APD Employee	Resolved (Permanently)	08/21/2024 09:44:49 AM
143377	Closed	Cost Plan assistance	Plans	Maria Stokes	08/21/2024 09:47:00 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 09:52:44 AM
143380	Closed	wrong division opened	Other	Crystal Peters	08/21/2024 09:54:22 AM	APD Employee	Resolved (Permanently)	08/22/2024 10:15:20 AM
143383	Closed	Unable to input provider/program on IP form.	Forms - Implementation Plan	Maria Garcia	08/21/2024 10:00:47 AM	Service Provider Worker	Resolved (Permanently)	08/21/2024 10:55:24 AM
143384	Closed	Authorizations	Authorizations	MARIAN GRAY	08/21/2024 10:01:11 AM	Service Provider	Resolved (Permanently)	08/23/2024 08:26:00 AM
143385	Closed	Authorizations	Authorizations	MARIAN GRAY	08/21/2024 10:04:44 AM	Service Provider	Resolved (Permanently)	08/28/2024 12:44:51 PM
143387	Closed	Delite Form In the provider record	Forms	Odalis Gorra	08/21/2024 10:07:56 AM	Service Provider	Resolved (Permanently)	08/22/2024 04:23:52 PM
143389	Closed	Authorization	Authorizations	MARIAN GRAY	08/21/2024 10:09:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 10:49:53 AM
143390	Closed	Residential Referral Form- Adding phone number	Residential Planning	Lee West	08/21/2024 10:10:28 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 11:49:47 AM
143395	Closed	liason approved it cost plan but still in proposed status	Plans	Patricia Casson	08/21/2024 10:19:14 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 10:23:39 AM
143400	Closed	Provider Documentation can not be uploaded	Provider Documentation	Vivian Owen	08/21/2024 10:25:58 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 01:46:03 PM
143413	Closed	Provider Update	Planned Services	DAPHENE WATSON	08/21/2024 11:05:01 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 11:27:45 AM
143414	Closed	iConnect#:10683	Authorizations	Sophie Maneus	08/21/2024 11:06:11 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 11:39:56 AM
143415	Closed	Validation error	Request for Override	Sheri Goodman	08/21/2024 11:10:40 AM	APD Employee	Resolved (Permanently)	08/21/2024 11:30:33 AM
143418	Closed	Can not save notes	Notes	edward banks	08/21/2024 11:15:28 AM	Service Provider	Resolved (Permanently)	08/21/2024 12:34:16 PM
143421	Closed	Unable to updated SA	Authorizations	Xiomara Margolles	08/21/2024 11:28:45 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 11:34:13 AM
143425	Closed	wrong code	Authorizations	Donna Lee	08/21/2024 11:35:02 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 11:48:33 AM
143426	Closed	Service Authorization for consumer 23936	Authorizations	Jorge David Gomez-Chiang	08/21/2024 11:35:03 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 11:53:46 AM
143428	Closed	Please delete. Uploads are for a different consumer	Forms	Samuel David Reeves	08/21/2024 11:48:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 11:53:05 AM
143431	Closed	Plan Validation Report	Request for Override	Juneen Johnson	08/21/2024 11:56:43 AM	APD Employee	Resolved (Permanently)	08/21/2024 12:02:42 PM
143433	Closed	Wrong Consumer Notes in Another Consumers File	Notes	Melody Smith	08/21/2024 11:58:59 AM	Service Provider	Resolved (Permanently)	08/21/2024 12:03:46 PM
143434	Closed	67923 23/24 Cost plan needs forced validated please / over ride request	Request for Override	Brock Cline	08/21/2024 12:00:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 12:05:57 PM
143436	Closed	ICONNECT-30869 2024-2025 Can't update the service plans. Client's Medicaid is active now. Thanks!	Plans	Jacques Gabriel	08/21/2024 12:01:10 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 01:09:30 PM
143438	Closed	Unable to create Authorization.	Authorizations	Sarah Diaz	08/21/2024 12:10:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 12:22:03 PM
143440	Closed	Provider	Planned Services	Marie Carson	08/21/2024 12:19:50 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 12:32:55 PM
143447	Closed	Personal Support Service can not be created	Plans	Vivian Owen	08/21/2024 12:57:16 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 01:22:31 PM
143448	Closed	No CAP Tab under service provider role	Provider QIO, POR, NNC, CAP	Andrea Jackson	08/21/2024 01:03:11 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 01:24:54 PM
143452	Closed	Service Authorization Need to be Terminated	Authorizations	Ushae Lewis-Scille	08/21/2024 01:18:01 PM	APD Employee	Resolved (Permanently)	08/21/2024 01:39:44 PM
143453	Closed	Service Authorization to Needs to be Terminated	Authorizations	Ushae Lewis-Scille	08/21/2024 01:19:11 PM	APD Employee	Resolved (Permanently)	08/21/2024 01:41:30 PM
143454	Closed	Service Authorization Needs to be Terminated	Authorizations	Ushae Lewis-Scille	08/21/2024 01:20:44 PM	APD Employee	Resolved (Permanently)	08/21/2024 01:43:22 PM
143455	Closed	rejected auth	Authorizations	Beatrice Dejoie	08/21/2024 01:21:51 PM	APD Employee	Resolved (Permanently)	08/21/2024 01:30:09 PM
143456	Closed	Service Authorization Need to be Terminated	Authorizations	Ushae Lewis-Scille	08/21/2024 01:22:18 PM	APD Employee	Resolved (Permanently)	08/21/2024 01:45:02 PM
143457	Closed	Create authorization	Authorizations	Barbara Damus	08/21/2024 01:29:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 01:40:54 PM
143459	Closed	Approval not complete due to cost plan failing validation	Request for Override	Georgia Fraser-Rodney	08/21/2024 01:37:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 01:43:48 PM
143461	Closed	SAN REQUEST ISSUES	SAN	Easter Hancock	08/21/2024 01:39:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 01:43:46 PM
143462	Closed	Plan Validation Error - Change in living setting ending Personal Supports	Request for Override	Sophia Torres	08/21/2024 01:50:12 PM	APD Employee	Resolved (Permanently)	08/21/2024 01:53:41 PM
143463	Closed	SA is terminated before it was even sent???	Authorizations	Nicole Lynne Lindsey	08/21/2024 01:58:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 02:23:26 PM
143465	Closed	Validation Report	Request for Override	Claudia Lima	08/21/2024 02:01:12 PM	APD Employee	Resolved (Permanently)	08/21/2024 02:17:00 PM
143466	Closed	Re: Unable to enter note	Notes	Allen lok	08/21/2024 02:02:39 PM	Service Provider	Resolved (Permanently)	08/21/2024 02:09:31 PM
143467	Closed	provider cannot get claim to pay	Authorizations	Rachel Payne	08/21/2024 02:03:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 08:16:19 AM
143469	Closed	SA rejecting	Authorizations	Juanita Wild	08/21/2024 02:05:40 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 02:13:02 PM
143477	Closed	Validation error override	Request for Override	Merisa Simonson	08/21/2024 02:31:10 PM	APD Employee	Resolved (Permanently)	08/21/2024 02:37:08 PM
143488	Closed	Override needed	Request for Override	Sherry Thomas	08/21/2024 02:54:11 PM	APD Employee	Resolved (Permanently)	08/21/2024 02:57:30 PM
143491	Closed	Validation error	Plans	Sheri Goodman	08/21/2024 03:14:22 PM	APD Employee	Resolved (Permanently)	08/21/2024 03:24:14 PM
143493	Closed	Can't create/update SA's	Authorizations	Cathy Crawford	08/21/2024 03:21:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 03:25:32 PM
143494	Closed	Service Authorization Needs to be Terminated	Authorizations	Ushae Lewis-Scille	08/21/2024 03:21:11 PM	APD Employee	Resolved (Permanently)	08/21/2024 03:34:32 PM
143496	Closed	Service Authorization Needs to be Terminated	Authorizations	Ushae Lewis-Scille	08/21/2024 03:23:27 PM	APD Employee	Resolved (Permanently)	08/21/2024 03:36:24 PM
143498	Closed	Delete Note	Notes	Jake Desuyo	08/21/2024 03:28:58 PM	Service Provider	Resolved (Permanently)	08/21/2024 03:32:38 PM
143502	Closed	not able to update service plan	Plans	Vivienne Harriott	08/21/2024 03:52:55 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 04:07:10 PM
143503	Closed	Delete Provider documentation	Provider Documentation	VANESSA DIAZ	08/21/2024 03:55:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 03:58:39 PM
143509	Closed	PROVIDER UNABLE TO BILL	Authorizations	Greilyn Mariela Rojas Morera	08/21/2024 04:17:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/21/2024 04:50:41 PM
143513	Closed	Cannot retrieve SA's or billing reports	Authorizations	Karen Circle	08/21/2024 04:37:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 08:08:22 AM
143515	Closed	Service Authorization Needs to be Terminated	Authorizations	Ushae Lewis-Scille	08/21/2024 04:50:05 PM	APD Employee	Resolved (Permanently)	08/22/2024 08:11:03 AM
143516	Closed	CONSUMERS NOT SHOWING UP	Unable to Start/End	Tanaiya Kenlayia Barnes	08/21/2024 04:50:41 PM	Service Provider Worker	Resolved (Permanently)	08/21/2024 04:50:42 PM
143522	Closed	SERVICES	Request for Override	Rose Salter	08/21/2024 05:49:25 PM	APD Employee	Resolved (Permanently)	08/22/2024 07:51:49 AM
143524	Closed	Unable to Update Service Authorization	Authorizations	Christine Cephas	08/21/2024 07:12:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 08:18:16 AM
143525	Closed	EVV services aren't saving on mobile device	Unable to Start/End	Saraide Blanchard-Mesadiou	08/21/2024 07:32:29 PM	Service Provider	Resolved (Permanently)	08/22/2024 07:19:43 AM
143526	Closed	Rejected Services	Authorizations	Andres Pacheco	08/21/2024 08:36:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:31:56 AM
143527	Closed	SA Rejected	Authorizations	Elaine Horn	08/21/2024 08:45:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:49:41 AM
143528	Closed	Need to terminate PS service	Authorizations	Laurn Whitcomb	08/21/2024 09:17:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 08:16:17 AM
143529	Closed	service diagloge box not loading	WSC Progress Notes	Rebecca Davis	08/21/2024 10:19:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 08:13:46 AM
143530	Closed	line item not found	Authorizations	Judy Rossi	08/22/2024 07:12:44 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 08:26:37 AM
143534	Closed	staff on active on authorization	Authorizations	Pakeishia Tyshawn Young	08/22/2024 08:18:53 AM	Service Provider	Resolved (Permanently)	08/23/2024 03:36:34 PM
143539	Closed	Unable to Print iConnect Report of Death Forms	System Performance	James Smith	08/22/2024 08:36:14 AM	APD Employee	Resolved (Permanently)	10/08/2024 01:08:21 PM
143544	Closed	SA Report-revised	Authorizations	Isis Espino	08/22/2024 08:51:02 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 09:30:11 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
143546	Closed	Consumer 48926 cost plan requires attention.	Reports	Karen Johnson	08/22/2024 08:56:38 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:09:06 AM
143547	Closed	Can not access individual service authorization or res hab service only show life skills	Authorizations	Jesse L Thomas	08/22/2024 08:57:29 AM	Service Provider	Resolved (Permanently)	08/22/2024 11:03:46 AM
143551	Closed	iConnect Enhancement - SAN Adjustment	Enhancement	Lukas Tubeck	08/22/2024 09:05:44 AM	APD Employee	Resolved (Permanently)	08/22/2024 09:23:41 AM
143552	Closed	iConnect Enhancement Request - Sibling Identification	Enhancement	Susan Nipper	08/22/2024 09:10:48 AM	APD Employee	Resolved (Permanently)	08/29/2024 12:40:34 PM
143555	Closed	validation error	Request for Override	Malikah Tarver	08/22/2024 09:24:49 AM	APD Employee	Resolved (Permanently)	08/22/2024 10:12:42 AM
143556	Closed	EVV GEO ISSUES/BROWSER ISSUES	Geolocation/GPS	Pamela Kellam Green	08/22/2024 09:26:40 AM	Service Provider	Resolved (Permanently)	08/22/2024 09:26:40 AM
143557	Closed	Need Documentation changed from complete to pending	Request for Status Change	Angela Edwards	08/22/2024 09:28:27 AM	Service Provider	Resolved (Permanently)	08/22/2024 09:33:36 AM
143559	Closed	WSC unable to create Service Authorization for Service plans/Cost Plan in approved status	Authorizations	Mario Valdes	08/22/2024 09:32:17 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 09:45:30 AM
143560	Closed	Unable to updated SA	Authorizations	Xiomara Margolles	08/22/2024 09:32:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 09:35:05 AM
143562	Closed	Auth is not able to be sent for Beh Assessment	Authorizations	Wendy Smith	08/22/2024 09:32:56 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:15:42 AM
143563	Closed	Consumer does not have a tickler to create Service Plan 2024-2025	Plans	Vivian Owen	08/22/2024 09:35:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 09:44:22 AM
143564	Closed	Provider's name (ID number) not listed for PS 1:1 plan service	Planned Services	Adriann Corriero-Ferla	08/22/2024 09:38:59 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:24:22 AM
143569	Closed	WSC unable to update the service authorization for Support Coordination Service.	Authorizations	Mario Valdes	08/22/2024 09:51:21 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:21:06 AM
143575	Closed	New to waiver - Plan Validation Error	Request for Override	Sophia Torres	08/22/2024 10:00:31 AM	APD Employee	Resolved (Permanently)	08/22/2024 10:17:03 AM
143576	Closed	COST PLAN	Plans	Ibexis Suarez	08/22/2024 10:03:01 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:11:14 AM
143578	Closed	validation report	Request for Override	Claudia Lima	08/22/2024 10:05:47 AM	APD Employee	Resolved (Permanently)	08/22/2024 10:10:53 AM
143579	Closed	WSC unable to Validate Cost Plan	Plans	Evelyn Moore	08/22/2024 10:15:41 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:28:25 AM
143581	Closed	Plan / Rejection	Plans	Marie Carson	08/22/2024 10:19:23 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:37:49 AM
143583	Closed	Unable to see worker	Worker Issues	Yuriani Julian	08/22/2024 10:22:21 AM	Service Provider Worker	Resolved (Permanently)	08/22/2024 01:23:36 PM
143590	Closed	I need to be able to refresh the auths and there's no "update auth" button available	Authorizations	Allison Laiosa	08/22/2024 10:40:53 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:51:47 AM
143591	Closed	not able to bill for client	Claims	Angelyne Cezaire	08/22/2024 10:41:03 AM	Service Provider	Resolved (Permanently)	09/03/2024 08:45:58 AM
143594	Closed	primary Diagnosis	Provider Selection	Yolanda Lewis	08/22/2024 10:50:38 AM	Service Provider	Resolved (Permanently)	08/22/2024 10:55:06 AM
143595	Closed	Not able to create SAs	Request for Override	Alessandra Davalos	08/22/2024 10:53:59 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 10:59:31 AM
143600	Closed	Group homes not showing	Provider Related Issues	clara martinez	08/22/2024 11:09:45 AM	Service Provider Worker	Resolved (Permanently)	09/06/2024 01:39:28 PM
143601	Closed	billing issue not receiving the full amount for services that was rendered	Claims	Angelyne Cezaire	08/22/2024 11:12:46 AM	Service Provider	Resolved (Permanently)	08/22/2024 12:07:33 PM
143602	Closed	Override needed	Request for Override	Natasha Broxton	08/22/2024 11:13:41 AM	APD Employee	Resolved (Permanently)	08/22/2024 11:19:37 AM
143607	Closed	Cost Plan Report Does Not Match	Plans	Daniella Font	08/22/2024 11:25:50 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 11:31:34 AM
143608	Closed	L3's	Plans	Judy Rossi	08/22/2024 11:28:37 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 11:39:39 AM
143612	Closed	Rejected SA IC# 57593	Authorizations	Lamont Townsend	08/22/2024 11:50:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 12:13:49 PM
143614	Closed	Rejected Service Authorization Termination	Authorizations	Ushae Lewis-Scille	08/22/2024 12:01:02 PM	APD Employee	Resolved (Permanently)	08/22/2024 01:09:15 PM
143618	Closed	Unable to see consumers	Data Sync	Kim Green	08/22/2024 12:09:54 PM	Service Provider Worker	Resolved (Permanently)	08/22/2024 12:18:50 PM
143619	Closed	iConnect	Other	Migdalia Lopez-Gonzalez	08/22/2024 12:11:15 PM	APD Employee	Resolved (Permanently)	08/30/2024 12:42:47 PM
143620	Closed	Unable to log in to iConnect - Network	Other	Kristen Chapman	08/22/2024 12:11:32 PM	APD Employee	Resolved (Permanently)	08/23/2024 03:50:55 PM
143621	Closed	Rejected Service Authorization Termination	Authorizations	Ushae Lewis-Scille	08/22/2024 12:15:22 PM	APD Employee	Resolved (Permanently)	08/22/2024 01:11:41 PM
143622	Closed	Please delete checklist	Forms	Charsuede Keaton	08/22/2024 12:22:59 PM	Service Provider Worker	Resolved (Permanently)	08/22/2024 12:31:07 PM
143623	Closed	Rejected Service Authorization Termination	Authorizations	Ushae Lewis-Scille	08/22/2024 12:26:24 PM	APD Employee	Resolved (Permanently)	08/22/2024 01:13:06 PM
143628	Closed	living setting	Request for Override	Kathleen Lopez	08/22/2024 12:29:40 PM	APD Employee	Resolved (Permanently)	08/22/2024 12:44:27 PM
143633	Closed	Rejected Service Authorization Termination	Authorizations	Ushae Lewis-Scille	08/22/2024 12:34:05 PM	APD Employee	Resolved (Permanently)	08/22/2024 01:15:29 PM
143636	Closed	Maximun units per exceeded	Request for Override	Alex Perez-Viera	08/22/2024 12:36:45 PM	APD Employee	Resolved (Permanently)	08/22/2024 12:47:58 PM
143637	Closed	Need to add Beh Analysis Level 1 for ADT	Planned Services	Manon Barrett	08/22/2024 12:39:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 01:06:20 PM
143638	Closed	Auth	Claims	Ana Maria Chacon	08/22/2024 12:40:23 PM	Service Provider	Resolved (Permanently)	08/22/2024 02:24:32 PM
143641	Closed	I Test Provider account - Log in issues	Other	Sylvia Baer	08/22/2024 01:01:16 PM	APD Employee	Resolved (Permanently)	08/26/2024 12:55:49 PM
143648	Closed	Echo companion one to three ratio	Authorizations	Katherine Czech	08/22/2024 01:11:21 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 01:40:57 PM
143651	Closed	Request For Override- Services Exceeds Max Units	Request for Override	Marnie Brazzell	08/22/2024 01:28:03 PM	APD Employee	Resolved (Permanently)	08/22/2024 01:32:47 PM
143653	Closed	Delete entry	Forms	Daphne Woodard	08/22/2024 01:45:36 PM	Service Provider Worker	Resolved (Permanently)	08/22/2024 01:50:28 PM
143654	Closed	Cannot create SAs	Request for Override	Amy Maxhimer	08/22/2024 01:46:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 01:59:54 PM
143655	Closed	Rejected WSC SA	Authorizations	Pamela Silva	08/22/2024 01:50:37 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 01:55:35 PM
143656	Closed	Box is not there to update authorization	Authorizations	Marie Antoine	08/22/2024 01:50:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 04:19:14 PM
143663	Closed	rejected SA	Authorizations	Megan M Haig	08/22/2024 02:10:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 02:50:02 PM
143666	Closed		49962 Consumer Budget	Anita Braun-Luria	08/22/2024 02:16:27 PM	QIO Employee	Resolved (Permanently)	08/22/2024 02:22:28 PM
143667	Closed	Echo companion one to three ratio second sa	Authorizations	Katherine Czech	08/22/2024 02:17:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 02:30:47 PM
143670	Closed	Unable to update Auths after updating End Date to 7/31/24	Authorizations	Xenia Norton	08/22/2024 02:34:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 02:37:03 PM
143671	Closed	NOTES	Unable to Start/End	SHARONDA COURTNEY	08/22/2024 02:36:40 PM	Service Provider Worker	Resolved (Permanently)	08/22/2024 02:36:40 PM
143675	Closed	Unable to Select Daily Rate	Authorizations	Chiquitta Nash	08/22/2024 02:58:22 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 03:21:06 PM
143678	Closed	Unable to Create Authorization	Authorizations	Janice Martin	08/22/2024 03:03:28 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 03:06:34 PM
143680	Closed	Billing Issues	Claims	Diana Elizabeth Lee	08/22/2024 03:09:12 PM	Service Provider	Resolved (Permanently)	08/22/2024 03:37:31 PM
143681	Closed	EVV ENDING DELIVERY ISSUES	Unable to Start/End	Aldo Garcia	08/22/2024 03:16:39 PM	Service Provider Worker	Resolved (Permanently)	08/22/2024 03:16:40 PM
143683	Closed	Rejected Authorization	Authorizations	Elizabeth Ruth	08/22/2024 03:21:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 08:18:35 AM
143686	Closed	REJECTION AUTHORIZATION ISSUES	Authorizations	Chantal Meo	08/22/2024 03:30:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 08:27:22 AM
143690	Closed	SA PS IN REJECTED STATUS	Authorizations	Pedro Herrera	08/22/2024 03:37:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 03:44:51 PM
143694	Closed		91080 Request for Override	Cheryl Saraceno	08/22/2024 03:49:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 04:04:43 PM
143695	Closed	Unable to validate cost plan for 2023/2024 cost plan year	Plans	Martina Osaghae	08/22/2024 03:51:12 PM	Waiver Support Coordinator	Resolved (Permanently)	08/22/2024 03:55:16 PM
143703	Closed	CAN'T UPDATE OR CREATE AUTHORIZATION	Authorizations	Glenda Sheppard	08/22/2024 05:02:02 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 04:12:03 PM
143704	Closed	ID 38506 - Authorizations	Authorizations	Charmaine Gardener-Fung Chung	08/22/2024 05:13:50 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 08:14:07 AM
143706	Closed	The new Service authorization appears rejected	Authorizations	Mayte Lopez	08/22/2024 05:20:56 PM	Service Provider	Resolved (Permanently)	08/23/2024 08:18:58 AM
143708	Closed	Override	Request for Override	Nancy Cravey	08/22/2024 05:41:05 PM	APD Employee	Resolved (Permanently)	08/23/2024 08:11:48 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
143709	Closed	Cost Plan failed validation	Request for Override	Janet Herring	08/22/2024 05:55:58 PM	APD Employee	Resolved (Permanently)	08/23/2024 08:09:03 AM
143710	Closed	Unable to create an authorization WSC	Request for Override	Tracy Davis	08/22/2024 06:31:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 08:06:57 AM
143711	Closed	TERMINATION OF A SERVICE PLAN WAS REJECTED	Authorizations	Maxine Jimenez	08/22/2024 07:04:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 08:23:44 AM
143712	Closed		70531 Provider Documentation	Joan Samuel	08/22/2024 08:16:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:24:02 AM
143713	Closed	unable to create service authorization	Authorizations	Esther Francois	08/22/2024 08:49:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 08:04:52 AM
143714	Closed	Residential Referral In Complete Status	Forms	Bertha Miller	08/22/2024 09:18:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 08:00:32 AM
143715	Closed	Cannot "create" service authorizations	Request for Override	Jamie Dallas	08/23/2024 12:18:38 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 07:58:25 AM
143717	Closed	unable to create a SA	Request for Override	Tiffany Solomon	08/23/2024 06:11:45 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 01:02:16 PM
143718	Closed	HOW TO FIND FORMS IN ICONNECT	Forms	Valarie Martin	08/23/2024 07:09:06 AM	Service Provider	Resolved (Permanently)	08/23/2024 07:52:13 AM
143725	Closed	Unable to select the services	Unable to Start/End	Janelle Howard	08/23/2024 08:24:00 AM	Service Provider Worker	Resolved (Permanently)	08/23/2024 08:24:00 AM
143726	Closed	forms	Forms	Ann J Choma	08/23/2024 08:29:06 AM	Service Provider	Resolved (Permanently)	08/23/2024 08:44:12 AM
143730	Closed	Inactive group homes which are active	Residential Monitoring	Tameka Smith	08/23/2024 08:35:53 AM	APD Employee	Resolved (Permanently)	08/23/2024 08:58:57 AM
143732	Closed	Provider not listed to create service plan for service authorization	Authorizations	Adriann Corriero-Ferla	08/23/2024 08:57:29 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 10:47:55 AM
143733	Closed	Can not create a new authorization	Authorizations	Trina Middleton	08/23/2024 08:59:54 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 09:02:22 AM
143734	Closed	validation report	Request for Override	Claudia Lima	08/23/2024 09:00:54 AM	APD Employee	Resolved (Permanently)	08/23/2024 10:22:04 AM
143736	Closed	Note Error	Notes	Nessay Lately	08/23/2024 09:04:41 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 09:14:44 AM
143746	Closed	Plan says over the limits of services but its not will not validate	Plans	Nicole Lynne Lindsey	08/23/2024 09:31:08 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 09:49:42 AM
143748	Closed	Provider Dignified is stating that she cant bill	Authorizations	Lisette Rodriguez	08/23/2024 09:50:33 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 01:11:15 PM
143749	Closed	ID 62353. Override requested	Request for Override	Charmaine Gardener-Fung Chung	08/23/2024 09:55:30 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 01:56:18 PM
143754	Closed	Cost plan	Plans	Guy Earle	08/23/2024 10:13:22 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 10:21:09 AM
143759	Closed	Initial cost plan	Consumer Budget	Guy Earle	08/23/2024 10:27:07 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 11:07:21 AM
143761	Closed	New SANS	SAN	James Corn	08/23/2024 10:32:20 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 01:27:27 PM
143762	Closed	Billing Issues	Claims	Carmen Garcia	08/23/2024 10:32:46 AM	Service Provider	Resolved (Permanently)	08/23/2024 12:07:39 PM
143765	Closed	Unable to create Authorization	Authorizations	Carline Lahens	08/23/2024 10:36:19 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 01:51:55 PM
143766	Closed	Validation report	Request for Override	Josue Otero	08/23/2024 10:37:36 AM	APD Employee	Resolved (Permanently)	08/26/2024 10:38:27 AM
143768	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Maria Garcia-Rivera	08/23/2024 10:40:02 AM	Service Provider	Resolved (Permanently)	08/23/2024 10:42:43 AM
143772	Closed		17108 Request for Override	Yesha Jani	08/23/2024 10:46:40 AM	APD Employee	Resolved (Permanently)	08/23/2024 10:54:08 AM
143773	Closed	Plan validation	Request for Override	Josue Otero	08/23/2024 10:46:50 AM	APD Employee	Resolved (Permanently)	08/26/2024 08:56:13 AM
143777	Closed	Unable to input Provider/program name on Implementation plan	Forms - Implementation Plan	Maria Garcia	08/23/2024 11:00:21 AM	Service Provider Worker	Resolved (Permanently)	08/23/2024 11:12:47 AM
143781	Closed	ENDING DELIVERY ISSUES	Unable to Start/End	Laura Suarez	08/23/2024 11:08:41 AM	Service Provider Worker	Resolved (Permanently)	08/28/2024 03:37:08 PM
143783	Closed	Error message: "At Least One Date Range Overlaps An Existing Activity"	Notes	Shirley Thalman	08/23/2024 11:12:32 AM	Service Provider Worker	Resolved (Permanently)	08/23/2024 12:18:44 PM
143788	Closed	Start date override needed	Request for Override	Nicholas Ellis	08/23/2024 11:26:43 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 01:24:19 PM
143793	Closed	rejected authorization	Authorizations	Rachel Payne	08/23/2024 11:52:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:19:19 PM
143796	Closed	Consumer not populating	Other	Niki Smith	08/23/2024 12:01:41 PM	Service Provider Worker	Resolved (Permanently)	08/23/2024 12:42:52 PM
143797	Closed	Echo companion one to three ratio says rejected	Authorizations	Katherine Czech	08/23/2024 12:08:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 12:20:00 PM
143798	Closed	Location issues	Geolocation/GPS	Melissa Newton	08/23/2024 12:10:15 PM	Service Provider Worker	Resolved (Permanently)	08/23/2024 12:10:15 PM
143800	Closed	Change to pending	Request for Status Change	DAndre McClain-Franklin	08/23/2024 12:12:45 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:47:59 AM
143803	Closed		17108 Request for Override	Yesha Jani	08/23/2024 12:21:05 PM	APD Employee	Resolved (Permanently)	08/23/2024 01:14:05 PM
143804	Closed	Cost plan in rejection	Authorizations	LaTreat Nipple	08/23/2024 12:26:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 12:31:48 PM
143807	Closed	Unable to put in documentation	Provider Documentation	Derekia Johnson	08/23/2024 12:41:28 PM	Service Provider	Resolved (Permanently)	08/27/2024 08:26:25 AM
143810	Closed	Cost plan error	Plans	Jaimi Bebley	08/23/2024 12:50:42 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 01:00:31 PM
143811	Closed	Cost plan error	Plans	Jaimi Bebley	08/23/2024 12:53:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:14:26 PM
143812	Closed	Rejected SAs	Authorizations	Leah Wade	08/23/2024 12:55:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 01:17:13 PM
143813	Closed	Create SA	Authorizations	Jaimi Bebley	08/23/2024 12:56:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 01:01:47 PM
143816	Closed	Cost plan rejection	Planned Services	Jaimi Bebley	08/23/2024 12:59:12 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 01:06:16 PM
143817	Closed	saving and printing documents	Forms	Josephine Hunt	08/23/2024 12:59:30 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 02:45:10 PM
143822	Closed	Consumer not populating	Authorizations	Niki Smith	08/23/2024 01:11:57 PM	Service Provider Worker	Resolved (Permanently)	08/23/2024 01:45:29 PM
143823	Closed	Service Authorization end date is incorrect	Authorizations	Fadia Amin	08/23/2024 01:16:35 PM	Service Provider	Resolved (Permanently)	08/23/2024 02:31:48 PM
143824	Closed	GPS/Geolocation	Geolocation/GPS	Majuanna Walker	08/23/2024 01:18:13 PM	Service Provider	Resolved (Permanently)	08/23/2024 01:18:14 PM
143825	Closed	EDIT IN ICONNECT	Provider Related Issues	Ashley Jones	08/23/2024 01:25:16 PM	APD Employee	Resolved (Permanently)	08/29/2024 09:16:27 AM
143828	Closed	Providers unable to bill.	Authorizations	Angel Quintana	08/23/2024 01:42:17 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 12:36:33 PM
143830	Closed	Authorized Units Exceeded	Provider Documentation	hayme perez	08/23/2024 01:48:46 PM	Service Provider	Resolved (Permanently)	08/23/2024 02:08:23 PM
143831	Closed	Not able to create the SA	Planned Services	Jaimi Bebley	08/23/2024 01:49:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:21:14 PM
143832	Closed	Cost Plan	Authorizations	Debra Parramore	08/23/2024 01:50:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 03:14:10 PM
143837	Closed	Update	Authorizations	Laurena Celestin	08/23/2024 02:09:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:18:33 PM
143838	Closed	Auth is "Unable To Send"	Authorizations	Anna Rios	08/23/2024 02:09:59 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:27:21 PM
143839	Closed	billing denied with approved medicaid	Claims	Jill Macalister	08/23/2024 02:10:22 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:28:42 PM
143840	Closed	92637 WSC unable to create auths	Request for Override	Deirdre Dzamba	08/23/2024 02:12:15 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:28:18 PM
143843	Closed	approved cost plan	Plans	Jill Macalister	08/23/2024 02:13:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:30:54 PM
143844	Closed	change unit of measure	Request for Status Change	Stephanie Spalin	08/23/2024 02:13:28 PM	APD Employee	Resolved (Permanently)	08/26/2024 08:38:55 AM
143846	Closed	Rejected SA	Authorizations	PAULA CHRISTINA ROCA	08/23/2024 02:15:59 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:20:49 PM
143847	Closed	Cannot create new service authorizations	Authorizations	Nereida Babilonia	08/23/2024 02:16:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 08:54:34 AM
143853	Closed	Authorization	Authorizations	Sonja Green	08/23/2024 02:36:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:41:38 PM
143854	Closed	Need a new budget for FY 2025 for New Enrollee #54898	Consumer Budget	Ansel Brooks	08/23/2024 02:38:40 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 02:43:42 PM
143859	Closed	cell phone and iconnect approval	Other	Lisa Olsen	08/23/2024 03:13:56 PM	APD Employee	Resolved (Permanently)	10/04/2024 10:51:26 AM
143863	Closed	Delete Provider documentation duplicate	Provider Documentation	Kareema Gallentine	08/23/2024 03:26:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 03:32:13 PM
143865	Closed	NO Access to Authorization Services for billing	Authorizations	Geralda Walters	08/23/2024 03:28:18 PM	Service Provider	Resolved (Permanently)	08/23/2024 03:39:25 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
143870	Closed	Remove Two Items in GRID Please	[] Tier II Review -	April Cook	08/23/2024 03:32:51 PM	APD Employee	Resolved (Permanently)	08/28/2024 11:50:10 AM
143871	Closed	Unable to start/end	Unable to Start/End	Yamilka Alonso Hernandez	08/23/2024 03:33:34 PM	Service Provider Worker	Resolved (Permanently)	08/23/2024 03:33:34 PM
143877	Closed	unable to generage service auth	Request for Override	LINDSEY MCILWAINE	08/23/2024 03:55:37 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 04:23:24 PM
143881	Closed	SANS Draft	SAN	Annabel Diaz	08/23/2024 04:09:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/23/2024 04:24:50 PM
143882	Closed	WSC went to file tab to create and update cost plan these options is not appears	Request for Override	Hugo Ortiz	08/23/2024 04:25:24 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 09:31:13 AM
143885	Closed	Need to create service authorization for approved cost plan	Request for Override	Chanda Mayes	08/23/2024 04:56:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 10:28:24 AM
143886	Closed	Delete EVV entry	Documentation	ALTERMEASE KIMBLE	08/23/2024 05:06:55 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 10:28:24 AM
143887	Closed	delete ID # 11956002	Provider Documentation	ALTERMEASE KIMBLE	08/23/2024 05:12:37 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 11:16:55 AM
143891	Closed	updating authorizations	Authorizations	Rebeca Freeman	08/23/2024 06:14:28 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 07:58:46 AM
143892	Closed	remove provider selection	Provider Selection	Joi Ruffin	08/23/2024 06:15:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 10:26:09 AM
143893	Closed	Request to remove duplicate form	Forms	Janet Puentes	08/23/2024 07:35:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 07:18:49 AM
143894	Closed	Create/Update Unavailable	Authorizations	Hyacinth Daley	08/23/2024 08:00:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 10:19:28 AM
143895	Closed	Unable to generate service authorization	Authorizations	Janice Martin	08/23/2024 08:05:45 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 09:31:51 AM
143897	Closed	Transportation-Trip rate -SA cannot be created.	Authorizations	Luiz Rodriguez	08/23/2024 09:40:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 08:19:26 AM
143898	Closed	Please create initial budget	Plans	Tricia Garretto	08/24/2024 12:19:28 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 08:22:46 AM
143899	Closed	File, Update Auths is not available	Authorizations	Tricia Garretto	08/24/2024 01:08:10 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 08:09:32 AM
143900	Closed	File, update Auths not available	Authorizations	Tricia Garretto	08/24/2024 01:11:28 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 08:00:15 AM
143904	Closed	change case note to pending	Provider Documentation	Judy Rossi	08/24/2024 12:32:23 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:13:43 AM
143905	Closed	Unable to enter case notes for August	Provider Documentation	Gregg Burns	08/24/2024 05:43:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 07:52:59 AM
143906	Closed	APD Health and Safety Checklist	Forms - Other	Angela Chandler	08/24/2024 06:40:19 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 08:13:28 AM
143907	Closed	Rejected	Authorizations	Andres Pacheco	08/24/2024 08:27:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 08:26:30 AM
143909	Closed	Data overlapping?	Provider Documentation	Daniel Taub	08/25/2024 03:27:17 AM	Service Provider	Resolved (Permanently)	08/26/2024 07:13:40 AM
143911	Closed	CREATING PA#	Planned Services	Grace Crosse-gray	08/25/2024 11:23:41 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 10:33:03 AM
143913	Closed	Re:overlapping service authorizations	Authorizations	Raashan Higdon	08/25/2024 03:20:28 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 08:37:26 AM
143914	Closed	Delete under notes tab	Notes	Julianne Modrcin	08/25/2024 03:52:25 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:16:51 AM
143915	Closed	unable to be billed for ADT	[] Tier II Review -	Patricia Fortes	08/25/2024 04:41:45 PM	Service Provider	Resolved (Permanently)	08/26/2024 03:09:16 PM
143918	Closed	Living setting error	Request for Override	Christopher Gomez	08/25/2024 11:03:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 08:36:02 AM
143920	Closed	Rejected PA 6520526784 / PA 5620526041 - Please Assist to Resolve	Authorizations	Penny Schueneman	08/26/2024 03:02:35 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 09:32:18 AM
143926	Closed	need to get plan linked	Plans	Pamela Shorr	08/26/2024 07:41:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 08:30:58 AM
143931	Closed	cost plan date	Plans	Pamela Shorr	08/26/2024 08:05:12 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 10:16:12 AM
143935	Closed	GPS/Geolocation	Geolocation/GPS	Janelle Howard	08/26/2024 08:28:05 AM	Service Provider Worker	Resolved (Permanently)	08/26/2024 08:28:06 AM
143948	Closed	Not able to Create Authorizations	Authorizations	Lawrence Gordon	08/26/2024 09:04:16 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 09:32:47 AM
143955	Closed	BUTTON FOR SERVICE AUTHORIZATIONS NOT WORKING	Notes	SAMANTHA MILLER	08/26/2024 09:17:16 AM	Service Provider Worker	Resolved (Permanently)	08/28/2024 03:10:19 PM
143957	Closed	Validation error	Request for Override	Sheri Goodman	08/26/2024 09:23:29 AM	APD Employee	Resolved (Permanently)	08/26/2024 09:29:42 AM
143959	Closed	Denied Claim	Authorizations	Bonnie Hamilton	08/26/2024 09:26:52 AM	Service Provider	Resolved (Permanently)	08/28/2024 11:24:29 AM
143960	Closed	Override needed	Request for Override	Sherry Thomas	08/26/2024 09:28:35 AM	APD Employee	Resolved (Permanently)	08/26/2024 11:50:44 AM
143961	Closed	Client Scheduling	EVV Activities	Brenda Baxter	08/26/2024 09:31:00 AM	Service Provider	Resolved (Permanently)	08/26/2024 11:27:43 AM
143965	Closed	Incorrect rate	Authorizations	Toni Lamar	08/26/2024 09:34:15 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:34:57 AM
143974	Closed	EVV Not Launching	Other	Sarobia Denise Hunter	08/26/2024 09:49:33 AM	Service Provider Worker	Resolved (Permanently)	08/26/2024 11:27:28 AM
143979	Closed	Consumer does not have Plan Service line	Plans	Vivian Owen	08/26/2024 09:59:23 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:40:03 AM
143988	Closed	Budget not pupulating	SAN	James Corn	08/26/2024 10:12:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 10:54:57 AM
143997	Closed	terminated SA	Authorizations	Megan M Haig	08/26/2024 10:26:45 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 10:43:01 AM
143998	Closed	validation	Consumer Budget	Donna Whilby	08/26/2024 10:28:08 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 10:52:10 AM
144003	Closed	GPS/Geolocation	Geolocation/GPS	Pablo Martinez Rodriguez	08/26/2024 10:38:31 AM	Service Provider Worker	Resolved (Permanently)	08/26/2024 10:38:31 AM
144012	Closed	Pending notes on dashboard/user role	Dashboard	Kimberly Walsh	08/26/2024 10:48:06 AM	APD Employee	Resolved (Permanently)	09/11/2024 09:51:28 AM
144018	Closed	#54898 Not able to Create	Request for Override	Ansel Brooks	08/26/2024 11:02:43 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:16:21 AM
144022	Closed	Missing Service Authorization 2022-2023	Authorizations	Siera Chambers	08/26/2024 11:09:42 AM	Service Provider	Resolved (Permanently)	08/26/2024 12:24:43 PM
144024	Closed	Helping Hands residential billing did not work	Claims	Katherine Czech	08/26/2024 11:12:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:35:47 AM
144025	Closed	Unable to upload provider documentation	Provider Documentation	LaTreat Nipple	08/26/2024 11:14:52 AM	Service Provider Worker	Resolved (Permanently)	08/26/2024 11:38:36 AM
144027	Closed	NO FOLDER FOR MY 2ND GROUPTHOME BEAUTIFUL LIVING CARES #2	Residential Licensing Renewal	Victoria Myles	08/26/2024 11:17:08 AM	Service Provider	Resolved (Permanently)	09/05/2024 01:56:50 PM
144028	Closed	Cannot Update Provider Documentation Note	Notes	Bradley Dean Casson	08/26/2024 11:18:20 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 12:25:22 PM
144034	Closed	ICONNECT 68594-I can't add a form to the tab "form" for client. Please assist. Thanks!	Forms - Other	Jacques Gabriel	08/26/2024 11:25:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:44:56 AM
144036	Closed	validation error	Request for Override	Darlene Glenn	08/26/2024 11:28:17 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:40:52 AM
144043	Closed	cant validate	Authorizations	Darlene Glenn	08/26/2024 11:46:27 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 11:55:18 AM
144046	Closed	delete note, duplicate entered in error	Notes	LaWarren Williams	08/26/2024 11:52:11 AM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 01:15:53 PM
144048	Closed	Please delete entry	Notes	Jannette Oliva	08/26/2024 12:14:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 01:24:32 PM
144050	Closed	#31008	Provider Documentation	Cheryl Saraceno	08/26/2024 12:16:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 01:28:13 PM
144051	Closed	Error ID:39765a17-2526-4762-8275-49bd74ae440a	Other	Emily Turnage	08/26/2024 12:16:38 PM	Service Provider	Resolved (Permanently)	08/26/2024 12:44:10 PM
144055	Closed	Validation Report	Request for Override	Claudia Lima	08/26/2024 12:25:58 PM	APD Employee	Resolved (Permanently)	08/26/2024 12:41:12 PM
144064	Closed	region approved day rate for new consumer but unable to create authorization	Authorizations	Margaret OConnor	08/26/2024 12:41:05 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 12:47:49 PM
144068	Closed	Expanding Services	Provider Related Issues	John Barone	08/26/2024 12:51:08 PM	Service Provider	Resolved (Permanently)	08/26/2024 01:03:09 PM
144076	Closed	incorrect time	Provider Documentation	Latoya Diaz	08/26/2024 01:09:20 PM	Service Provider	Resolved (Permanently)	08/26/2024 01:28:17 PM
144079	Closed	Cannot Update April Provider Documentation Note for WSC	Provider Documentation	Bradley Dean Casson	08/26/2024 01:16:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 03:53:06 PM
144080	Closed	Override needed	Request for Override	Sherry Thomas	08/26/2024 01:17:52 PM	APD Employee	Resolved (Permanently)	08/26/2024 01:28:08 PM
144083	Closed	Unable to add notes	Worker Issues	Nikkai L Bell	08/26/2024 01:20:45 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 01:42:21 PM
144087	Closed	Unable to complete SAN due to error in Validation iC ID 48787 (opened back on 08/06/2024)	SAN	Janet Batet	08/26/2024 01:25:42 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 01:42:21 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
144089	Closed	iconnect issues	Provider Documentation	Mikeria Clemons	08/26/2024 01:31:39 PM	Service Provider Worker	Resolved (Permanently)	08/27/2024 09:23:40 AM
144096	Closed	Tab for Claims	Claims	Markesha Smith	08/26/2024 01:43:34 PM	Service Provider	Resolved (Permanently)	08/26/2024 01:52:20 PM
144100	Closed	Need Activity Deleted	Provider Documentation	Chanda Mayes	08/26/2024 01:47:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 02:11:43 PM
144101	Closed	Request to delete note	Notes	Yvonne R Hall	08/26/2024 01:47:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 09:34:02 AM
144104	Closed	cannot validate	Plans	Patricia Weston	08/26/2024 01:52:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 02:03:35 PM
144107	Closed	EVV-EPI	Enhancement	Mark Barry	08/26/2024 01:59:02 PM	Service Provider	Resolved (Permanently)	09/06/2024 08:34:57 AM
144108	Closed	Note Deletion	Enhancement	Mark Barry	08/26/2024 02:00:55 PM	Service Provider	Resolved (Permanently)	09/06/2024 08:39:22 AM
144109	Closed	Cannot Add Quarterly Summary	Provider Documentation	Whitley Alfred	08/26/2024 02:02:11 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 03:22:39 PM
144115	Closed	LSD DOCUMENTATION ISSUES	LSD Services	marilyn Edreira	08/26/2024 02:19:03 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 02:26:47 PM
144117	Closed	iConnect# 50645 Unable to Create and Update Auths	Authorizations	Sophonie Maneus	08/26/2024 02:27:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 08:52:16 AM
144119	Closed	Missing Deliveries	EVV Activities	yanime garcia perez	08/26/2024 02:30:02 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 02:51:35 PM
144124	Closed	DELETING 2 SERVICES IN COST PLAN 2025 CURRENTLY IN DRAFT	Plans	Grace Crosse-gray	08/26/2024 02:49:32 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 03:05:35 PM
144125	Closed	Unable to start delivery	Unable to Start/End	NORA JOHNSON	08/26/2024 02:51:45 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 04:10:25 PM
144127	Closed	Cost Plan Validation Error	Request for Override	Latisha White	08/26/2024 03:01:27 PM	APD Employee	Resolved (Permanently)	08/26/2024 03:10:22 PM
144128	Closed	IC# 52460	Authorizations	Fiana Aguirre	08/26/2024 03:01:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 03:55:50 PM
144129	Closed	Initial CP	Authorizations	Guy Earle	08/26/2024 03:07:30 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 03:38:43 PM
144133	Closed	Unable to start the delivery	Unable to Start/End	Joyce Marrie Johnson	08/26/2024 03:21:13 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 04:16:47 PM
144134	Closed	Authorization rejected	Authorizations	Lauryn Whitcomb	08/26/2024 03:25:11 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 03:34:57 PM
144140	Closed	Plan validation error, Plan not validating	Plans	Adriana Vega	08/26/2024 03:55:59 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 07:00:51 AM
144141	Closed	cannot get plan to validate	Plans	Rachel Payne	08/26/2024 03:57:07 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 07:36:56 AM
144143	Closed	Re: service authorization	Authorizations	Raashaan Higdon	08/26/2024 03:58:53 PM	Waiver Support Coordinator	Resolved (Permanently)	08/26/2024 04:16:57 PM
144144	Closed	Cannot Create April Note	Authorizations	Bradley Dean Casson	08/26/2024 03:59:41 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:49:40 AM
144145	Closed	Override	Request for Override	Nancy Cravey	08/26/2024 04:00:43 PM	APD Employee	Resolved (Permanently)	08/27/2024 06:51:27 AM
144152	Closed	Rejected Service Authorization Termination	Authorizations	Ushae Lewis-Scille	08/26/2024 04:20:13 PM	APD Employee	Resolved (Permanently)	08/27/2024 08:15:09 AM
144153	Closed	Rejected Service Authorization Termination	Authorizations	Ushae Lewis-Scille	08/26/2024 04:23:03 PM	APD Employee	Resolved (Permanently)	08/27/2024 08:17:15 AM
144154	Closed	Service Authorization Needs to be Restored	Authorizations	Ushae Lewis-Scille	08/26/2024 04:24:48 PM	APD Employee	Resolved (Permanently)	08/27/2024 08:38:25 AM
144156	Closed	0000-wvr	Other	Robert Merced	08/26/2024 04:43:14 PM	Service Provider	Resolved (Permanently)	08/27/2024 09:22:48 AM
144162	Closed	Unable to sign in at time to provide clients service	Unable to Start/End	Laura Iglesias	08/26/2024 04:51:54 PM	Service Provider Worker	Resolved (Permanently)	08/26/2024 04:53:55 PM
144165	Closed	TERMINATION OF SERVICE PLAN WAS REJECTED	Authorizations	Maxine Jimenez	08/26/2024 04:55:35 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 08:51:05 AM
144168	Closed	Remove Support Plan	Plans	MELISSA CASTILLO	08/26/2024 05:01:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 09:45:03 AM
144171	Closed	authorization transportation was terminate due to incorrect rate	Authorizations	Patricia Casson	08/26/2024 05:22:24 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 08:44:37 AM
144174	Closed	Connectivity issues	Geolocation/GPS	Christopher McKnight	08/26/2024 05:43:41 PM	Service Provider	Resolved (Permanently)	08/26/2024 05:58:29 PM
144175	Closed	File, Update Auths not available	Authorizations	Tricia Garretto	08/26/2024 05:51:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 06:48:01 AM
144176	Closed	Service Auth rejected	Authorizations	Tricia Garretto	08/26/2024 06:04:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 08:23:01 AM
144178	Closed	CONSUMER 21876 DUPLICATE IN FORMS	Forms	Ubaldo Alvarez	08/26/2024 07:20:20 PM	Service Provider	Resolved (Permanently)	08/27/2024 09:49:03 AM
144179	Closed	Linking the budget	Consumer Budget	Nicholas Ellis	08/26/2024 07:55:43 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 07:09:25 AM
144180	Closed	no tickler to create initial cost plan	Plans	Alison Ford	08/26/2024 08:16:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 09:57:25 AM
144182	Closed	Request to delete a note under provider documentation	Provider Documentation	Janet Puentes	08/26/2024 09:47:01 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 10:01:41 AM
144183	Closed	cannot update or create SAs	Request for Override	Jamie Dallas	08/26/2024 10:07:51 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 09:32:41 AM
144184	Closed	cannot update or create SAs	Request for Override	Jamie Dallas	08/26/2024 10:11:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 09:30:18 AM
144185	Closed	service provider	Reports	Isabel Broome	08/27/2024 02:03:22 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 07:56:48 AM
144186	Closed	Assistance Needed with EVV Scheduling and Authorization Issues for Consumer	Other	Michelle Rivers	08/27/2024 02:19:50 AM	Service Provider	Resolved (Permanently)	08/27/2024 07:04:16 AM
144187	Closed	initiate and/or update the cost plan	Plans	Beatrice Dejoie	08/27/2024 06:54:57 AM	APD Employee	Resolved (Permanently)	08/27/2024 11:23:23 AM
144189	Closed	can't update serv plan	Plans	Judy Rossi	08/27/2024 07:23:31 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 07:46:36 AM
144190	Closed	serv auth trmnd - never used	Authorizations	Judy Rossi	08/27/2024 07:34:08 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 08:41:39 AM
144196	Closed	cannot link	Plans	Pamela Shorr	08/27/2024 07:56:23 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 08:25:17 AM
144203	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	08/27/2024 08:16:56 AM	APD Employee	Resolved (Permanently)	08/27/2024 08:23:59 AM
144204	Closed	Duplicate [in reference to incident # 143118]	Authorizations	Judy Rossi	08/27/2024 08:17:59 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 08:28:10 AM
144205	Closed	Unable to create Autho	Authorizations	Manon Barrett	08/27/2024 08:19:30 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 08:35:01 AM
144208	Closed	Address issue	Geolocation/GPS	Opal Lavern Butcher	08/27/2024 08:30:57 AM	Service Provider Worker	Resolved (Permanently)	08/27/2024 09:36:53 AM
144228	Closed	cp override needed	Request for Override	Sandra Perez	08/27/2024 09:28:05 AM	APD Employee	Resolved (Permanently)	08/27/2024 10:27:25 AM
144230	Closed	Delete form in IC # 68967	Forms	Nicole Fabre	08/27/2024 09:28:46 AM	APD Employee	Resolved (Permanently)	08/27/2024 10:07:43 AM
144231	Closed	Validation error	Request for Override	Sheri Goodman	08/27/2024 09:35:12 AM	APD Employee	Resolved (Permanently)	08/27/2024 10:49:17 AM
144233	Closed	Please I need assistance with SA rejected.	Authorizations	Katherine A Rodriguez	08/27/2024 09:42:53 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 09:48:14 AM
144234	Closed	GPS	Geolocation/GPS	Maria Del Carmen Martinez	08/27/2024 09:46:45 AM	Service Provider Worker	Resolved (Permanently)	08/27/2024 09:47:30 AM
144236	Closed	Rejected Auths	Authorizations	Dustie Huff	08/27/2024 09:48:34 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 10:00:51 AM
144237	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Yunaisi Pineda	08/27/2024 09:49:12 AM	Service Provider	Resolved (Permanently)	08/27/2024 09:50:49 AM
144240	Closed	Please override WSC service	Request for Override	Niurka Romero	08/27/2024 10:00:20 AM	APD Employee	Resolved (Permanently)	08/27/2024 10:46:45 AM
144241	Closed		45900 Request for Override	Yesha Jani	08/27/2024 10:03:07 AM	APD Employee	Resolved (Permanently)	08/27/2024 10:32:40 AM
144246	Closed	82632 WSC unable to create SA	Authorizations	Deirdre Dzamba	08/27/2024 10:06:30 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 10:26:08 AM
144249	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	08/27/2024 10:09:10 AM	APD Employee	Resolved (Permanently)	08/27/2024 10:24:03 AM
144250	Closed	Notes	Notes	Charshus Terry	08/27/2024 10:10:09 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 10:30:18 AM
144254	Closed	Override needed	Request for Override	Jennifer Vazquez	08/27/2024 10:14:29 AM	APD Employee	Resolved (Permanently)	08/27/2024 10:21:53 AM
144256	Closed	unable to pull down authorization for residential habilitation for client id: 64841	Request for Override	Shirley Harris	08/27/2024 10:24:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 10:36:50 AM
144261	Closed	validation error	Plans	Malikah Tarver	08/27/2024 10:35:43 AM	APD Employee	Resolved (Permanently)	08/27/2024 10:43:37 AM
144262	Closed	Cant submit SANS	SAN	James Corn	08/27/2024 10:36:50 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 11:01:36 AM
144270	Closed	cannot create or update service authorizations	Authorizations	Jamie Dallas	08/27/2024 10:52:37 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 11:08:00 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
144271	Closed	Service authorization	Authorizations	Dinna Andrews	08/27/2024 10:52:48 AM	Service Provider Worker	Resolved (Permanently)	08/27/2024 11:16:51 AM
144276	Closed	Division tab does not have APD an option	Other	Brittany Vermilyea	08/27/2024 11:03:17 AM	APD Employee	Resolved (Permanently)	08/27/2024 11:24:50 AM
144277	Closed	i Test in APD, WSC and Provider Account - Reports are not working	Reports	Sylvia Baer	08/27/2024 11:11:08 AM	APD Employee	Resolved (Permanently)	10/11/2024 11:42:00 AM
144280	Closed	Cannot create an authorization	Authorizations	Mira Lane	08/27/2024 11:23:11 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 11:31:07 AM
144281	Closed	iConnect	Provider Documentation	Tiesha Kelley	08/27/2024 11:26:56 AM	Service Provider	Resolved (Permanently)	08/27/2024 03:51:09 PM
144282	Closed	78258 - SA Unable to Send	Authorizations	Susana Maldonado	08/27/2024 11:28:54 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 11:33:30 AM
144284	Closed	Billing error	Other	Nessay Lately	08/27/2024 11:32:33 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 10:56:55 AM
144285	Closed	Override	Request for Override	Nancy Cravey	08/27/2024 11:34:59 AM	APD Employee	Resolved (Permanently)	08/27/2024 11:58:15 AM
144286	Closed	Override	Request for Override	Nancy Cravey	08/27/2024 11:36:16 AM	APD Employee	Resolved (Permanently)	08/27/2024 12:04:56 PM
144287	Closed	IC# 72384 Change Status from Complete to Draft	Forms	Jaime Drake-Balfour	08/27/2024 11:41:20 AM	APD Employee	Resolved (Permanently)	08/27/2024 03:55:07 PM
144288	Closed	Plan validation over ride needed	Request for Override	Katheryn Hartigan	08/27/2024 11:45:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 12:47:31 PM
144289	Closed	Unable to save notes	Notes	Emperatriz V Buehl	08/27/2024 11:46:05 AM	Service Provider	Resolved (Permanently)	10/01/2024 12:48:21 PM
144292	Closed	Need plan override	Request for Override	Connie Miller	08/27/2024 11:54:32 AM	APD Employee	Resolved (Permanently)	08/27/2024 12:42:12 PM
144299	Closed	Need access to the entire Service Provider screen	Dashboard	Franzie M Jones	08/27/2024 12:05:36 PM	Service Provider	Resolved (Permanently)	08/27/2024 01:48:12 PM
144300	Closed	remove crisis request on form	Forms	Laura Garcia	08/27/2024 12:06:24 PM	APD Employee	Resolved (Permanently)	08/27/2024 12:30:05 PM
144304	Closed	Duplicate service screens in cost plan	Plans	Shiphrah Mercado	08/27/2024 12:10:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 12:25:24 PM
144308	Closed	missing tabs on my page	Dashboard	BERNADETTE ABEL	08/27/2024 12:18:27 PM	Service Provider	Resolved (Permanently)	08/27/2024 12:45:05 PM
144309	Closed	Missing EVV application	Provider Selection	Luis Pineda	08/27/2024 12:19:20 PM	Service Provider Worker	Resolved (Permanently)	08/27/2024 12:38:56 PM
144311	Closed	Form needs to be in open or draft	Forms	Katherine A Rodriguez	08/27/2024 12:34:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 03:58:50 PM
144312	Closed	Remove a Group Home Record from iConnect	Provider Admin Actions	Larry Collins	08/27/2024 12:35:05 PM	Service Provider	Resolved (Permanently)	08/27/2024 01:43:26 PM
144316	Closed	Provider not able to bill	Provider Documentation	Dustie Huff	08/27/2024 12:41:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 01:20:49 PM
144317	Closed	Full screen options on dashboard are missing	Dashboard	Franzie M Jones	08/27/2024 12:42:59 PM	Service Provider	Resolved (Permanently)	08/27/2024 01:47:28 PM
144325	Closed	delete under note tab please	Notes	Julianne Modrcin	08/27/2024 12:59:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 09:39:15 AM
144327	Closed	Plan Validation Error - living setting	Request for Override	Sophia Torres	08/27/2024 01:00:25 PM	APD Employee	Resolved (Permanently)	08/27/2024 01:08:16 PM
144328	Closed	No update authorization option	Plans	Marie Demerville	08/27/2024 01:00:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 01:39:48 PM
144330	Closed	Unable to create SA	Authorizations	Robin Satchell	08/27/2024 01:04:45 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 01:12:02 PM
144334	Closed	Rejected SAF	Authorizations	Sarah Diaz	08/27/2024 01:16:14 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 01:21:09 PM
144340	Closed	Not able to create SA for service CPY 24/25 T2023:UC:U9	Authorizations	Veronica Neria	08/27/2024 01:38:29 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 09:41:45 AM
144341	Closed	Exceeded Units	Edit Documentations	Esther Maria Nava	08/27/2024 01:40:21 PM	Service Provider Worker	Resolved (Permanently)	08/27/2024 01:53:22 PM
144343	Closed	CP 23/24	Plans	Ioslema Lopez	08/27/2024 01:51:03 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 03:28:48 PM
144344	Closed	Add an extension for Southern Region	Provider Expansions	Justa Victorin	08/27/2024 01:51:22 PM	Service Provider	Resolved (Permanently)	08/27/2024 02:11:23 PM
144345	Closed	Provider documentation	Provider Documentation	Robin M Plombon	08/27/2024 01:54:52 PM	Service Provider Worker	Resolved (Permanently)	08/27/2024 04:02:40 PM
144351	Closed	SA was not created for the individual ID: 20560	Authorizations	Cerineo Neira	08/27/2024 02:18:42 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 07:44:29 AM
144360	Closed	Linked Provider not working	Residential Licensing Renewal	Miguel Angel Marquez	08/27/2024 02:37:28 PM	Service Provider	Resolved (Permanently)	08/27/2024 02:43:27 PM
144363	Closed	cannot create sa	Request for Override	Pamela Shorr	08/27/2024 02:39:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 02:51:28 PM
144365	Closed	(66517) Rejected Service authorizations	Authorizations	Lamont Townsend	08/27/2024 02:44:29 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 02:51:58 PM
144366	Closed	Plan validation says I have too many units	Request for Override	Mary Mcdougal	08/27/2024 02:46:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 02:58:56 PM
144371	Closed	Delete duplicated Cost Plan CDC fiscal year 2025 (Draft Status)	Plans	Janet Batet	08/27/2024 02:51:13 PM	Waiver Support Coordinator	Resolved (Permanently)	08/27/2024 02:53:44 PM
144378	Closed	WSC created a 2nd cost plan - please remove	Plans	SymonLorraine	08/27/2024 03:07:40 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 10:44:01 AM
144379	Closed	Duplication under "credentials"	[_] Tier II Review -	Sherry Norton	08/27/2024 03:07:51 PM	APD Employee	Resolved (Permanently)	08/27/2024 03:20:11 PM
144380	Closed	Provider Documentation	Provider Documentation	Charlotte Carter	08/27/2024 03:12:22 PM	Service Provider	Resolved (Permanently)	08/27/2024 03:19:42 PM
144381	Closed	I TEST Report Deployment Request - Subsidiary Provider Record Form Status and Detai	Reports	Lukas Tubeck	08/27/2024 03:19:39 PM	APD Employee	Resolved (Permanently)	09/04/2024 03:58:36 PM
144382	Closed	I TEST Report Deployment Request - Provider Contact Report by Service	Reports	Lukas Tubeck	08/27/2024 03:21:35 PM	APD Employee	Resolved (Permanently)	10/04/2024 10:50:25 AM
144383	Closed	Client change	Provider Documentation	Shchey Latrell Horne	08/27/2024 03:26:35 PM	Service Provider	Resolved (Permanently)	08/27/2024 05:03:07 PM
144384	Closed	UNABLE TO GENERATE SERVICE AUTHORIZATION. PLEASE HELP	Authorizations	Pamela Blake	08/27/2024 03:28:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 07:41:16 AM
144387	Closed	Units per	Request for Override	Mercedes Franco	08/27/2024 03:49:50 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 10:52:31 AM
144397	Closed	Failed Validation - Living Setting	Request for Override	Shelby L Costanza	08/27/2024 04:10:14 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 11:22:44 AM
144406	Closed	validation report error 92824	Request for Override	Fanny Chulig	08/27/2024 04:21:37 PM	APD Employee	Resolved (Permanently)	08/28/2024 11:15:37 AM
144408	Closed	SERVICES	Request for Override	Rose Salter	08/27/2024 04:26:06 PM	APD Employee	Resolved (Permanently)	08/28/2024 07:43:19 AM
144412	Closed	unable to create authorization	Authorizations	Janice Martin	08/27/2024 04:45:38 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 09:03:58 AM
144413	Closed	client photo uploads sideways	Demographics & Contacts Issues	Melissa Mazaeda	08/27/2024 04:46:06 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 07:11:14 AM
144418	Closed	support coordination error message - exceeded units	Request for Override	Holly M Board	08/27/2024 04:59:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 11:18:41 AM
144420	Closed		30318 Demographics & Contacts Issues	Joan Samuel	08/27/2024 05:39:10 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 06:49:18 AM
144421	Closed	Billing	Claims	Barbara Damus	08/27/2024 05:40:10 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 08:39:47 AM
144423	Closed	2 FIRST QUARTES REPORTS BY ERROR	Provider Documentation	Iliana Ramos Stokes	08/27/2024 06:06:05 PM	Service Provider	Resolved (Permanently)	08/28/2024 02:25:19 PM
144424	Closed	Plan validation override	Request for Override	Katheryn Hartigan	08/27/2024 08:21:59 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 12:11:40 PM
144425	Closed	Unable to add code for Consumer planned service	Plans	Tracy Davis	08/27/2024 08:28:20 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 03:31:08 PM
144426	Closed	GPS location Error	Geolocation/GPS	Cherie McKay Gibbs	08/27/2024 09:28:46 PM	Service Provider	Resolved (Permanently)	08/28/2024 07:01:01 AM
144427	Closed	Duplicate Support Plan	Forms - PCSP	Rocio Rosario	08/27/2024 09:37:00 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 09:49:55 AM
144428	Closed	ID 20706	Forms	Charmaine Gardener-Fung Chung	08/27/2024 11:25:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 09:53:05 AM
144429	Closed	Unable to bill	Claims	Erika Diaz-Mauri	08/27/2024 11:55:44 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 11:39:17 AM
144430	Closed	Progress Note - Error	Provider Documentation	Maria Schwarz	08/28/2024 12:11:39 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 09:56:36 AM
144431	Closed	NOTE	Provider Selection	Cheryl Race	08/28/2024 12:49:16 AM	Service Provider	Resolved (Permanently)	08/28/2024 08:32:46 AM
144432	Closed	G9012-UC provider cannot bill.	Provider Documentation	Ellen Rentz	08/28/2024 01:02:19 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 10:07:45 AM
144433	Closed	iconnect continuous error - rolls & rolls and will not save	Forms - PCSP	Alison Ford	08/28/2024 01:27:10 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 03:21:47 PM
144436	Closed	L3	Authorizations	Judy Rossi	08/28/2024 07:14:44 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 08:11:13 AM
144437	Closed	EVV Manager - Assigning workers	Other	John Dogaer	08/28/2024 07:20:10 AM	Service Provider	Resolved (Permanently)	08/28/2024 07:43:18 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
144443	Closed	SP	Request for Status Change	Isis Espino	08/28/2024 08:08:34 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 10:11:12 AM
144444	Closed	CP in approved Status. Unable to create SA. ID 84626	Plans	Janet Batet	08/28/2024 08:11:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 08:22:47 AM
144450	Closed	Error	Authorizations	Ronald McCauley	08/28/2024 08:28:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 08:53:07 AM
144451	Closed	TICKET MARKED AS RESOLVED BUT ISSUE REMAINS-CLIENT21876	Provider Documentation	Ubaldo Alvarez	08/28/2024 08:30:56 AM	Service Provider	Resolved (Permanently)	08/30/2024 08:48:35 AM
144459	Closed	Notes pending	Notes	Dandre McClain-Franklin	08/28/2024 08:45:41 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 08:28:04 AM
144460	Closed	Validation Error Override	Request for Override	Merisa Simonson	08/28/2024 08:49:20 AM	APD Employee	Resolved (Permanently)	08/28/2024 08:57:04 AM
144463	Closed	Validation error	Authorizations	DAndre McClain-Franklin	08/28/2024 08:55:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 04:23:53 PM
144464	Closed	Validation error	Request for Override	Sheri Goodman	08/28/2024 08:56:25 AM	APD Employee	Resolved (Permanently)	08/28/2024 08:58:46 AM
144470	Closed	Consumer 49705	Notes	Karen Johnson	08/28/2024 09:01:38 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 09:05:13 AM
144473	Closed	Geolocation issues	Geolocation/GPS	Nissa Seabrooks	08/28/2024 09:08:28 AM	Service Provider Worker	Resolved (Permanently)	08/28/2024 09:08:29 AM
144474	Closed	iConnect#10683 L3 Not found/FY 24	Authorizations	Sophonie Maneus	08/28/2024 09:10:55 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 09:20:45 AM
144477	Closed	Override needed	Request for Override	Jennifer Vazquez	08/28/2024 09:18:17 AM	APD Employee	Resolved (Permanently)	08/28/2024 09:27:33 AM
144478	Closed	San created after approved CP do not pass Validation ICID 84626	SAN	Janet Batet	08/28/2024 09:19:11 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 10:23:04 AM
144480	Closed	cannot create SA	Request for Override	Pamela Shorr	08/28/2024 09:21:56 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 10:36:21 AM
144483	Closed	Why is the sa rejected?	Authorizations	Katherine Czech	08/28/2024 09:33:13 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 09:38:48 AM
144484	Closed	Blank Validation Error	Request for Override	Merisa Simonson	08/28/2024 09:37:39 AM	APD Employee	Resolved (Permanently)	08/28/2024 10:30:37 AM
144485	Closed	PROVIDER IS NOT AVAILABLE	Provider Selection	Wilfredo De Jesus Denies	08/28/2024 09:41:48 AM	APD Employee	Resolved (Permanently)	08/28/2024 11:10:13 AM
144487	Closed	CP Approval	Request for Override	Barbara Zatkoff	08/28/2024 09:43:49 AM	APD Employee	Resolved (Permanently)	08/28/2024 10:34:55 AM
144489	Closed	Validation Report	Planned Services	Claudia Lima	08/28/2024 09:46:48 AM	APD Employee	Resolved (Permanently)	08/28/2024 10:00:05 AM
144495	Closed	unable to print auht	Authorizations	Janice Spears	08/28/2024 09:57:57 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 10:38:56 AM
144498	Closed	Need form placed back into draft	Forms	Chanda Mayes	08/28/2024 10:02:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 10:23:42 AM
144499	Closed	SA in rejected status	Authorizations	Lynn Howard	08/28/2024 10:06:38 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 01:12:10 PM
144503	Closed	Unable to create authorization for all services	Authorizations	miriam devega	08/28/2024 10:19:59 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 10:31:54 AM
144506	Closed	Override	Request for Override	Nancy Cravey	08/28/2024 10:26:42 AM	APD Employee	Resolved (Permanently)	08/28/2024 10:33:02 AM
144508	Closed	Geolocation	Geolocation/GPS	Crystal Smith	08/28/2024 10:31:11 AM	APD Employee	Resolved (Permanently)	08/28/2024 10:34:34 AM
144516	Closed	Program Enhancement Request	Enhancement	Victoria Dewaters	08/28/2024 10:43:26 AM	Waiver Support Coordinator	Resolved (Permanently)	09/14/2024 01:04:01 PM
144519	Closed	Need a ticket number	Unable to Start/End	Jaylen Forehand	08/28/2024 10:52:36 AM	Service Provider Worker	Resolved (Permanently)	08/28/2024 10:55:05 AM
144520	Closed	Exceeds Units	Provider Documentation	Tesica Barnes	08/28/2024 10:53:31 AM	Service Provider Worker	Resolved (Permanently)	08/28/2024 12:41:30 PM
144532	Closed	This service has exceeded the maximum units per.	Request for Override	Beatrice Dejoie	08/28/2024 11:27:56 AM	APD Employee	Resolved (Permanently)	08/28/2024 11:51:44 AM
144535	Closed	Unable to Bill	Claims	Susan Bartsch	08/28/2024 11:40:18 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 12:30:43 PM
144536	Closed	Override needed	Request for Override	Jennifer Vazquez	08/28/2024 11:41:31 AM	APD Employee	Resolved (Permanently)	08/28/2024 11:58:51 AM
144537	Closed	SA in rejected status...how to fix	Authorizations	Janet Puentes	08/28/2024 11:44:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 11:53:41 AM
144538	Closed	SA Approved but can not create	Authorizations	Cheryl McConnell	08/28/2024 11:45:34 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 12:04:28 PM
144539	Closed	Unable to send SA for OT and PT assessment for consumer 91622	Authorizations	Kibel Quesada-dominguez	08/28/2024 11:46:02 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 01:38:17 PM
144540	Closed	Auth Approved but can not create ticket	Authorizations	Cheryl McConnell	08/28/2024 11:48:21 AM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 12:01:49 PM
144543	Closed	Plan validation Living setting error 24/25 cost plan	Request for Override	Rebecca Scales	08/28/2024 12:03:56 PM	APD Employee	Resolved (Permanently)	08/28/2024 12:09:18 PM
144545	Closed	consumer notes	Documentation	Antwanya King	08/28/2024 12:04:35 PM	Other	Resolved (Permanently)	08/28/2024 03:34:27 PM
144547	Closed	delete doc	Forms	Breydik Diaz	08/28/2024 12:11:01 PM	Service Provider Worker	Resolved (Permanently)	08/28/2024 02:27:45 PM
144550	Closed	iConnect# 30428 WSC is rejected Status	Authorizations	Sophonie Maneus	08/28/2024 12:23:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 01:24:23 PM
144551	Closed	Need Daily rate Service Authorization	Authorizations	Tracey Speshock	08/28/2024 12:40:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 12:52:55 PM
144558	Closed	REJECT	Authorizations	Linda Scavella	08/28/2024 12:55:49 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 03:44:29 PM
144560	Closed	REJECT	Authorizations	Linda Scavella	08/28/2024 12:59:40 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 01:20:34 PM
144561	Closed	reopen August 28, 2024 document	Request for Status Change	Karen Prophete	08/28/2024 01:02:28 PM	Service Provider Worker	Resolved (Permanently)	08/28/2024 01:39:09 PM
144562	Closed	Unable to Create SA from CP	Authorizations	Danielle McGill	08/28/2024 01:04:24 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 01:26:39 PM
144564	Closed	Cannot Delete Planned Services	Plans	Laura Wolfe	08/28/2024 01:05:28 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 01:17:52 PM
144565	Closed	cant delete service plan	Plans	Julie Sherman	08/28/2024 01:07:37 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 01:31:22 PM
144570	Closed	Plan validation report	Request for Override	Juneen Johnson	08/28/2024 01:25:25 PM	APD Employee	Resolved (Permanently)	08/28/2024 01:55:41 PM
144571	Closed	SA IN REJECTED STATUS	Authorizations	Brenda Sanchez	08/28/2024 01:26:56 PM	APD Employee	Resolved (Permanently)	08/28/2024 01:34:06 PM
144573	Closed	WSC is unable to see worker in system.	Worker Issues	Gennan Castillo	08/28/2024 01:29:58 PM	Service Provider	Resolved (Permanently)	08/28/2024 02:06:45 PM
144579	Closed	Validation Override	Request for Override	Merisa Simonson	08/28/2024 01:52:42 PM	APD Employee	Resolved (Permanently)	08/28/2024 02:16:20 PM
144580	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/28/2024 01:57:23 PM	APD Employee	Resolved (Permanently)	08/28/2024 02:03:24 PM
144583	Closed	Initiated wrong budget for Case note	Consumer Budget	Bryce N Casson	08/28/2024 01:59:35 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 02:03:43 PM
144589	Closed	iConnect #: 44700	Authorizations	Daniel Mokuwa	08/28/2024 02:19:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 02:30:16 PM
144592	Closed	Provider Subsidiary Not Available	Residential Licensing Renewal	Adrian Veselinovic	08/28/2024 02:21:20 PM	Service Provider	Resolved (Permanently)	09/05/2024 12:26:11 PM
144596	Closed	Validation tab not appearing under Planned services	Request for Override	Jessica Smith	08/28/2024 02:24:39 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 02:48:31 PM
144598	Closed	IT override	Request for Override	Jude Paulino	08/28/2024 02:25:48 PM	APD Employee	Resolved (Permanently)	08/28/2024 02:38:51 PM
144603	Closed	delete request	Authorizations	Jose A Rodriguez	08/28/2024 02:44:26 PM	Service Provider	Resolved (Permanently)	08/29/2024 08:58:41 AM
144608	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	08/28/2024 02:54:55 PM	APD Employee	Resolved (Permanently)	08/28/2024 03:47:19 PM
144611	Closed	Medicaid renewed	Authorizations	Carlina Lahens	08/28/2024 03:03:23 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 04:03:53 PM
144614	Closed	iC#12652	Authorizations	Marilyn Paez	08/28/2024 03:07:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 03:35:38 PM
144616	Closed	Batch Pull	Provider Documentation	Lynette Weeks Smith	08/28/2024 03:10:38 PM	Service Provider	Resolved (Permanently)	08/28/2024 03:47:57 PM
144617	Closed	General Question	Provider Documentation	Maribell Romero	08/28/2024 03:19:25 PM	Service Provider	Resolved (Permanently)	08/28/2024 03:41:49 PM
144619	Closed	Reopen Notes in iConnect	Notes	Tracie Davis	08/28/2024 03:23:12 PM	APD Employee	Resolved (Permanently)	08/29/2024 07:27:13 AM
144624	Closed	Please remove notes	WSC Progress Notes	Xiomara Margolles	08/28/2024 03:32:10 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 03:35:01 PM
144625	Closed	Create and Update Authorizations	Authorizations	Ivonne Acosta	08/28/2024 03:34:47 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 03:39:01 PM
144628	Closed	validation	Request for Override	Hortense Walker	08/28/2024 03:40:32 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 03:45:06 PM
144629	Closed	Unable to create WSC SA	Authorizations	Pamela Silva	08/28/2024 03:40:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 03:46:20 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
144632	Closed	IT Override	Request for Override	Timothy Balajadia	08/28/2024 03:47:27 PM	APD Employee	Resolved (Permanently)	08/28/2024 03:51:23 PM
144633	Closed	I mistakenly put in Personal Supports Service as hours, instead of days.	Provider Documentation	Dianne D Young	08/28/2024 03:49:29 PM	Service Provider	Resolved (Permanently)	08/29/2024 01:54:41 PM
144635	Closed	Service authorization in rejected status SR	Authorizations	Nereida Babilonia	08/28/2024 03:56:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 04:02:55 PM
144640	Closed	Need assistance please	Authorizations	Julia Bowen	08/28/2024 04:16:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 04:32:41 PM
144643	Closed	Delete draft BASE form	Forms	Enrique Molina	08/28/2024 04:20:31 PM	APD Employee	Resolved (Permanently)	08/28/2024 04:29:46 PM
144644	Closed	delete doc	Provider Documentation	Breydik Diaz	08/28/2024 04:21:01 PM	Service Provider Worker	Resolved (Permanently)	08/28/2024 04:34:53 PM
144646	Closed	SERVICES	Request for Override	Rose Salter	08/28/2024 04:26:28 PM	APD Employee	Resolved (Permanently)	08/29/2024 07:42:51 AM
144648	Closed	Plan Validation Report	Request for Override	Josue Otero	08/28/2024 04:31:28 PM	APD Employee	Resolved (Permanently)	08/29/2024 08:45:53 AM
144649	Closed	Medicaid Reinstated	Authorizations	Carline Lahens	08/28/2024 04:35:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/28/2024 04:53:26 PM
144651	Closed	Unable to close an unused auth	Authorizations	Trina Middleton	08/28/2024 04:44:23 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 07:47:38 AM
144653	Closed	91595 Unable to access SA	Authorizations	Deirdre Dzamba	08/28/2024 04:47:27 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 02:56:02 PM
144654	Closed	open doc	Provider Documentation	Breydik Diaz	08/28/2024 04:48:42 PM	Service Provider Worker	Resolved (Permanently)	08/28/2024 04:54:28 PM
144655	Closed	Living Setting Validation Override	Request for Override	Ushae Lewis-Scille	08/28/2024 04:49:41 PM	APD Employee	Resolved (Permanently)	08/29/2024 08:54:30 AM
144657	Closed	61128 cant create auth	Authorizations	Deirdre Dzamba	08/28/2024 04:58:34 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 07:52:41 AM
144658	Closed	Service Authorizations rejected	Request for Override	Janet Herring	08/28/2024 05:03:23 PM	APD Employee	Resolved (Permanently)	08/29/2024 09:00:19 AM
144659	Closed	Geolocation issues	Geolocation/GPS	Vianney V Espina	08/28/2024 05:05:46 PM	Service Provider Worker	Resolved (Permanently)	08/28/2024 05:05:46 PM
144660	Closed	Delete Provider Documentation #11549417 for ID:20560	Provider Documentation	Cerineo Neira	08/28/2024 05:10:56 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 07:50:55 AM
144662	Closed	Please delete BASE form created in error	Forms	Enrique Molina	08/28/2024 05:13:01 PM	APD Employee	Resolved (Permanently)	08/29/2024 08:02:35 AM
144663	Closed	exceeds the current budget amount.Â	Plans	Danica Simpkins	08/28/2024 05:19:59 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 08:04:27 AM
144665	Closed	Backdate needed for Cost plan 80922	Plans	Lamont Townsend	08/28/2024 05:51:19 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 02:19:09 PM
144667	Closed	52872 Backdate needed for Cost Plan	Plans	Lamont Townsend	08/28/2024 06:06:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 07:59:22 AM
144668	Closed	Janelle Howard	Geolocation/GPS	Maddalie Aumoithe	08/28/2024 06:08:11 PM	Service Provider	Resolved (Permanently)	08/29/2024 07:18:24 AM
144669	Closed	Not able to finish note	[-] Tier II Review -	PAUL HOLMES	08/28/2024 06:10:56 PM	Service Provider	Resolved (Permanently)	08/30/2024 03:10:36 PM
144670	Closed		58920 Provider Related Issues	Dora Guzman	08/28/2024 06:21:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 08:32:12 AM
144671	Closed		58920 Authorizations	Dora Guzman	08/28/2024 06:32:11 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 07:55:23 AM
144672	Closed	New Application Group Home Ocan De Niye Gruop Home # 4	Residential Licensing Renewal	Odalis Gorra	08/28/2024 07:19:58 PM	Service Provider	Resolved (Permanently)	08/29/2024 02:11:45 PM
144678	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/29/2024 07:38:08 AM	APD Employee	Resolved (Permanently)	08/29/2024 07:48:40 AM
144681	Closed	Iconnect note removal needed- Central	Notes	Sara Greene	08/29/2024 08:04:55 AM	APD Employee	Resolved (Permanently)	08/29/2024 08:11:28 AM
144689	Closed	unable to create SA	Authorizations	Tiffany Solomon	08/29/2024 08:45:09 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 09:04:25 AM
144690	Closed	Provider Documentation	Provider Documentation	Deborah Satterfield	08/29/2024 08:56:58 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 09:02:50 AM
144691	Closed	Provider Documentation	Provider Documentation	Deborah Satterfield	08/29/2024 08:59:10 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 09:18:09 AM
144695	Closed	Can't update authorizations	Authorizations	Traci Brennan	08/29/2024 09:09:19 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 09:16:24 AM
144699	Closed	SA for a ramp assessment	Authorizations	Donna Lee	08/29/2024 09:26:51 AM	QIO Employee	Resolved (Permanently)	08/29/2024 09:41:03 AM
144701	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	08/29/2024 09:27:40 AM	APD Employee	Resolved (Permanently)	08/29/2024 09:43:57 AM
144706	Closed	cannot create SA	Authorizations	Pamela Shorr	08/29/2024 09:42:06 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 09:56:09 AM
144707	Closed	WSC unable to validate service plan	Request for Override	Cathy Odom	08/29/2024 09:48:56 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 10:20:29 AM
144710	Closed	I Cant see the CAP TAB on my dash board	Dashboard	Nina Burtram	08/29/2024 10:01:10 AM	Service Provider	Resolved (Permanently)	08/29/2024 10:10:37 AM
144723	Closed	Need three notes and HCBS waiver eligibility forms place back in draft status	Forms	Adriann Corriero-Ferla	08/29/2024 10:26:08 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 11:57:36 AM
144724	Closed	OverRide Needed	Request for Override	Jeneen Santos	08/29/2024 10:26:23 AM	APD Employee	Resolved (Permanently)	08/29/2024 10:30:49 AM
144725	Closed	Rejected PA	Authorizations	Leah Wade	08/29/2024 10:27:53 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 11:41:28 AM
144726	Closed	Rejected PA	Authorizations	Leah Wade	08/29/2024 10:29:28 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 11:03:33 AM
144727	Closed	I can not Get the Authorizations.	Authorizations	Wilfredo De Jesus Denies	08/29/2024 10:29:40 AM	APD Employee	Resolved (Permanently)	10/16/2024 10:12:56 AM
144728	Closed	VERRIDE NEEDED	Request for Override	Sherry Thomas	08/29/2024 10:31:14 AM	APD Employee	Resolved (Permanently)	08/29/2024 11:05:39 AM
144729	Closed	Rejected PA	Authorizations	Leah Wade	08/29/2024 10:31:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 10:37:23 AM
144736	Closed	unable to find entry	[-] Tier II Review -	Ashley Whitaker	08/29/2024 10:47:30 AM	Service Provider	Resolved (Permanently)	08/29/2024 11:38:27 AM
144740	Closed	System was Down	Unable to Start/End	Mario Brewer	08/29/2024 10:55:14 AM	Service Provider Worker	Resolved (Permanently)	08/29/2024 11:07:31 AM
144742	Closed	Primary Diagnosis	Demographics & Contacts Issues	Guy Earle	08/29/2024 10:58:37 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 11:05:59 AM
144746	Closed	Note Getting Notes	Notes	Emma Macalister	08/29/2024 11:15:10 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 01:38:58 PM
144749	Closed	unable to create service authorization for newly approved service	Authorizations	Ivy Gayle Hurkin	08/29/2024 11:23:49 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 11:30:24 AM
144750	Closed	Service Authorization has not been updated	Authorizations	Vivian Owen	08/29/2024 11:34:14 AM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 11:45:02 AM
144753	Closed	Cost plan in rejection	Authorizations	LaTreat Nipple	08/29/2024 11:43:44 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 09:09:52 AM
144754	Closed	S/A rejection	Authorizations	Merisa Simonson	08/29/2024 11:47:09 AM	APD Employee	Resolved (Permanently)	08/30/2024 08:40:17 AM
144755	Closed	Missing notes/visits	EVV Activities	April Horne	08/29/2024 11:49:25 AM	Service Provider Worker	Resolved (Permanently)	08/29/2024 11:59:16 AM
144760	Closed	Assistance with adding SA	Authorizations	Manon Barrett	08/29/2024 12:04:03 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 12:47:55 PM
144764	Closed	DELETE ENTRY	Provider Documentation	Daphne Woodard	08/29/2024 12:23:30 PM	Service Provider Worker	Resolved (Permanently)	08/29/2024 01:57:33 PM
144765	Closed	Rejected SAF	Authorizations	Sarah Diaz	08/29/2024 12:26:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 01:26:12 PM
144771	Closed	Override Needed	Request for Override	Susan Bartsch	08/29/2024 12:57:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 01:30:03 PM
144772	Closed	Unable to set consumer's exact address in the system	Demographics & Contacts Issues	Amir Malak	08/29/2024 01:02:27 PM	Service Provider	Resolved (Permanently)	08/29/2024 01:57:13 PM
144773	Closed	Delite entry Reactive Strategies	Behavior Services	Daliborka Mujkic	08/29/2024 01:05:35 PM	Service Provider	Resolved (Permanently)	08/29/2024 02:03:13 PM
144776	Closed	i Test Issue - APD Staff Account	Notes	Sylvia Baer	08/29/2024 01:10:36 PM	APD Employee	Resolved (Permanently)	10/07/2024 09:25:56 AM
144783	Closed	GEO LOCATION ISSUES/BROWSER ISSUES	Geolocation/GPS	Maddalie Aumoithe	08/29/2024 01:31:36 PM	Service Provider	Resolved (Permanently)	08/29/2024 01:31:36 PM
144785	Closed	Unable to create WSC service authorization	Request for Override	Tracy Davis	08/29/2024 01:40:17 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 01:46:57 PM
144786	Closed	SA report	Authorizations	Susana Almarza	08/29/2024 01:41:31 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 01:58:03 PM
144787	Closed	Unable to Create SA for consumer with approved Cost plan fiscal year 2025. ICID 34708	Authorizations	Janet Batet	08/29/2024 01:43:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 01:52:21 PM
144788	Closed	SAN process	SAN	Tracy Davis	08/29/2024 01:46:36 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 02:02:40 PM
144789	Closed	validation error 28733	Request for Override	Fanny Chulig	08/29/2024 01:47:12 PM	APD Employee	Resolved (Permanently)	08/29/2024 01:54:23 PM
144790	Closed	Backdate needed for CP 82106 2024-2025	Plans	Lamont Townsend	08/29/2024 01:50:26 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 02:18:47 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
144791	Closed	Cannot Create service Authorizations	Authorizations	Danica Simpkins	08/29/2024 01:55:58 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 02:04:42 PM
144792	Closed	Unable to create	Request for Override	Ansel Brooks	08/29/2024 02:00:42 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 02:09:23 PM
144793	Closed	52872 CP Approved but unable to create SA	Authorizations	Lamont Townsend	08/29/2024 02:01:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 02:13:41 PM
144794	Closed	Can not get into iConnect EVV	Login Issues (not SSO)	Ketly Camille	08/29/2024 02:02:34 PM	Service Provider Worker	Resolved (Permanently)	09/05/2024 01:39:20 PM
144804	Closed	Clock In	Other	Britney Bonitto	08/29/2024 02:18:41 PM	Service Provider	Resolved (Permanently)	08/29/2024 02:53:29 PM
144807	Closed	92637 cant create case note	WSC Progress Notes	Deirdre Dzamba	08/29/2024 02:25:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 02:57:29 PM
144810	Closed	80927 unable to create case note	Provider Documentation	Deirdre Dzamba	08/29/2024 02:37:52 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 02:58:24 PM
144813	Closed	provider id not found	Planned Services	Danielle Kline	08/29/2024 02:42:02 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 03:25:37 PM
144814	Closed	Override needed	Request for Override	Sherry Thomas	08/29/2024 02:43:52 PM	APD Employee	Resolved (Permanently)	08/30/2024 08:59:14 AM
144816	Closed	Not able to end service authorization LSD3	Authorizations	Byron Stone	08/29/2024 02:56:54 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 08:40:29 AM
144819	Closed	service Authorization Rejected	Authorizations	Rodrigo Mosquera	08/29/2024 03:07:50 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 01:11:15 PM
144820	Closed	iConnect 88363 Tier II over ride request	Request for Override	Belinda Alexander	08/29/2024 03:10:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 03:18:53 PM
144830	Closed	Override needed	Request for Override	Jennifer Vazquez	08/29/2024 03:38:38 PM	APD Employee	Resolved (Permanently)	08/29/2024 03:56:49 PM
144833	Closed	need to change cost plan from waiver to cdc	Plans	Debra Vollen	08/29/2024 04:09:41 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 02:17:42 PM
144835	Closed	Cannot created new SA	Request for Override	Nereida Babilonia	08/29/2024 04:11:09 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 08:55:20 AM
144836	Closed	cant create sa	Authorizations	Darlene Glenn	08/29/2024 04:12:21 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 07:45:41 AM
144841	Closed	SA report issues/ iC#51362	Authorizations	Darilyn Ginebra	08/29/2024 04:27:41 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 07:50:51 AM
144843	Closed	Delete an iConnect Entry	Notes	Kathy Stringer	08/29/2024 04:28:11 PM	APD Employee	Resolved (Permanently)	08/29/2024 04:34:30 PM
144848	Closed	39488 unable to create case note	Provider Documentation	Deirdre Dzamba	08/29/2024 04:48:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 07:54:50 AM
144851	Closed	Validation Error	Request for Override	Antonio Fernandez	08/29/2024 04:54:14 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 07:24:10 AM
144852	Closed	iConnect #47449	Forms	Andrea Caballero	08/29/2024 04:55:57 PM	Waiver Support Coordinator	Resolved (Permanently)	08/29/2024 05:00:18 PM
144857	Closed	cannot create SA	Request for Override	Debra Vollen	08/29/2024 05:43:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 07:06:03 AM
144858	Closed	SWEET HOME GROUP HOMES 11674 MEDICAID PROVIDER 003012500	Claims	Tamara Rodriguez Moreno	08/29/2024 05:54:49 PM	Service Provider	Resolved (Permanently)	08/30/2024 09:02:11 AM
144859	Closed	Unable to Complete Billing for June	Claims	Catherine Rogers	08/29/2024 06:33:49 PM	Service Provider	Resolved (Permanently)	09/03/2024 11:58:51 AM
144860	Closed	Incorrect Documentation/Notes being entered into i connect case #2210	Provider Documentation	Shada Daniels	08/29/2024 06:46:27 PM	Service Provider	Resolved (Permanently)	09/03/2024 08:51:32 AM
144862	Closed	Running Provider Documentation Report	Reports	Altonya Thomas	08/29/2024 08:10:28 PM	Service Provider	Resolved (Permanently)	08/30/2024 09:16:32 AM
144863	Closed	Open Provider Documentation	Provider Documentation	Patricia Smith	08/29/2024 08:34:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 10:19:33 AM
144864	Closed	will not validate property	Plans	Angela Williams	08/29/2024 08:35:46 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 08:08:06 AM
144865	Closed	Auth in rejected status (Medicaid Active)	Authorizations	Lawrence Gordon	08/29/2024 08:45:30 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 08:24:06 AM
144866	Closed	SAs FY 24-2025	Authorizations	Andres Pacheco	08/29/2024 09:15:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 08:17:14 AM
144867	Closed	NOTES	Notes	Cheryl Race	08/29/2024 10:18:24 PM	Service Provider	Resolved (Permanently)	08/30/2024 07:08:23 AM
144869	Closed	Unable to start delivery	Unable to Start/End	Chantelle Wallace	08/29/2024 11:19:35 PM	Service Provider	Resolved (Permanently)	08/30/2024 07:33:59 AM
144870	Closed	Cost Plan in Reject status	Plans	LaDonna Beauford	08/29/2024 11:24:33 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 08:20:29 AM
144871	Closed	Cannot create Auths	Request for Override	Tricia Garretto	08/30/2024 12:27:10 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 07:11:46 AM
144872	Closed	Form 1095926 created by mistake	Forms	Carla Forrest	08/30/2024 12:29:34 AM	APD Employee	Resolved (Permanently)	08/30/2024 03:03:37 PM
144873	Closed	Override Needed ASAP	Request for Override	Traci Brennan	08/30/2024 07:18:54 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 07:28:20 AM
144876	Closed	UNABLE TO CREATE AUTHORIZATION FOR 40563	Authorizations	Grace Crosse-gray	08/30/2024 08:02:36 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 08:16:32 AM
144881	Closed	Issues Making New Service	Planned Services	Abbie Williams	08/30/2024 08:32:52 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 08:43:42 AM
144882	Closed	DELETE ENTRY	Provider Documentation	Daphne Woodard	08/30/2024 08:35:34 AM	Service Provider Worker	Resolved (Permanently)	08/30/2024 10:30:32 AM
144884	Closed	APD PORTAL LOGIN ISSUES	Worker Issues	Rose Salter	08/30/2024 08:50:06 AM	APD Employee	Resolved (Permanently)	09/07/2024 12:54:22 PM
144886	Closed	Reverse provider documentation	Request for Status Change	Dianna Mccallon	08/30/2024 08:54:44 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 08:56:26 AM
144887	Closed	VALIDATION ERROR	Request for Override	Subbecca E Flores	08/30/2024 08:55:06 AM	APD Employee	Resolved (Permanently)	08/30/2024 09:04:22 AM
144890	Closed	Unable to start delivery	Unable to Start/End	Diane Chappell	08/30/2024 09:19:37 AM	Service Provider Worker	Resolved (Permanently)	08/30/2024 12:07:53 PM
144893	Closed	Override needed	Request for Override	Jennifer Vazquez	08/30/2024 09:24:59 AM	APD Employee	Resolved (Permanently)	08/30/2024 10:05:47 AM
144894	Closed	update Service authorizations	Authorizations	Lynne Ballou	08/30/2024 09:26:09 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 09:34:13 AM
144896	Closed	Service Provider Note Issue	[-] Tier II Review -	Ryan Chandler	08/30/2024 09:36:05 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 10:02:25 AM
144897	Closed	Unahle to Generate Approved Service Authorization	Authorizations	Ushae Lewis-Scille	08/30/2024 09:44:14 AM	APD Employee	Resolved (Permanently)	10/16/2024 10:20:16 AM
144898	Closed	Delete service	Plans	Guy Earle	08/30/2024 09:45:14 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 03:07:49 PM
144899	Closed	CP failing validation	Request for Override	Yanet GarciaVera	08/30/2024 09:54:10 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 10:29:40 AM
144902	Closed	Provider Documentation	Provider Documentation	Deborah Satterfield	08/30/2024 09:58:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 10:40:26 AM
144903	Closed	VALIDATION ERROR	Request for Override	Subbecca E Flores	08/30/2024 09:59:46 AM	APD Employee	Resolved (Permanently)	08/30/2024 10:11:37 AM
144904	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/30/2024 10:02:07 AM	APD Employee	Resolved (Permanently)	08/30/2024 10:07:51 AM
144905	Closed	61128 SA "unable to send"	Authorizations	Deirdre Dzamba	08/30/2024 10:02:08 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 10:11:19 AM
144908	Closed	Error Message: "At least one date range overlaps another activity"	Provider Documentation	Shirley Thalman	08/30/2024 10:14:56 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 10:07:21 AM
144913	Closed	cant validate	Request for Override	Julie Sherman	08/30/2024 10:28:58 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 12:35:41 PM
144921	Closed	Plan validation report	Request for Override	Juneen Johnson	08/30/2024 10:45:16 AM	APD Employee	Resolved (Permanently)	08/30/2024 11:24:14 AM
144922	Closed	Location	Geolocation/GPS	betty pittman	08/30/2024 10:45:28 AM	Service Provider Worker	Resolved (Permanently)	08/30/2024 10:50:04 AM
144923	Closed	Rejected SA	Authorizations	Dana Ocampo	08/30/2024 10:48:40 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 10:55:08 AM
144928	Closed	Pending status	Request for Status Change	DAndre McClain-Franklin	08/30/2024 11:02:46 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 11:38:12 AM
144930	Closed	NOTES	Request for Status Change	Dandre McClain-Franklin	08/30/2024 11:12:26 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 11:25:27 AM
144931	Closed	Pending status	Request for Status Change	Dandre McClain-Franklin	08/30/2024 11:18:51 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 11:41:04 AM
144936	Closed	Crisis remove request on form	Forms	Laura Garcia	08/30/2024 11:36:29 AM	APD Employee	Resolved (Permanently)	08/30/2024 11:40:06 AM
144937	Closed	WSC service has exceeded the maximum units per	Request for Override	Niurka Romero	08/30/2024 11:37:50 AM	APD Employee	Resolved (Permanently)	08/30/2024 12:09:30 PM
144940	Closed	Can't copy services in SAN tab	SAN	Cassidy Noble	08/30/2024 11:43:33 AM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 12:04:36 PM
144941	Closed	delete note	Provider Documentation	Sherida F Nieves	08/30/2024 11:50:11 AM	Service Provider	Resolved (Permanently)	08/30/2024 01:16:01 PM
144942	Closed	Cost plan issue	Provider Documentation	Lisa Stark	08/30/2024 12:02:30 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 12:14:41 PM
144943	Closed	Unable to choose service code/Planned services	Planned Services	Jennifer Matthews	08/30/2024 12:04:02 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 12:21:40 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
144944	Closed	Plan Validation Report	Request for Override	Josue Otero	08/30/2024 12:09:57 PM	APD Employee	Resolved (Permanently)	08/30/2024 12:16:19 PM
144945	Closed	Ocan De Niye Group Home #4 - New Application	Provider Admin Actions	Eggy Ramos-Monteagudo	08/30/2024 12:14:03 PM	APD Employee	Resolved (Permanently)	08/30/2024 12:16:19 PM
144946	Closed	Unable add a new provider	Planned Services	Rodrigo Mosquera	08/30/2024 12:24:04 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 01:57:06 PM
144947	Closed	rejected status - res hab service plan 2023-2024	Authorizations	Cathy Crawford	08/30/2024 12:25:02 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 01:22:31 PM
144948	Closed	Unable to create the Services Authorization Fiscal Year 2024-2025	Planned Services	Angel Quintana	08/30/2024 12:31:37 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 01:35:22 PM
144951	Closed	Unable to see approved services	Planned Services	Theresa Pace	08/30/2024 12:43:24 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 12:46:13 PM
144953	Closed	service auth	Authorizations	Kayla Farrell	08/30/2024 12:49:53 PM	APD Employee	Resolved (Permanently)	09/06/2024 04:08:37 PM
144957	Closed	BUDGET/PLAN ISSUES	Plans	Theresa Pace	08/30/2024 12:59:03 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 01:07:49 PM
144959	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/30/2024 01:06:10 PM	APD Employee	Resolved (Permanently)	08/30/2024 01:31:26 PM
144960	Closed	Override needed	Request for Override	Jennifer Vazquez	08/30/2024 01:06:42 PM	APD Employee	Resolved (Permanently)	08/30/2024 01:28:12 PM
144961	Closed	Form ID: 1097499 (Delete)	Forms	jake Desuyo	08/30/2024 01:07:28 PM	Service Provider	Resolved (Permanently)	08/30/2024 01:59:57 PM
144962	Closed	Missing Delivery	Unable to Start/End	Lauriane Rodrigues de Mello	08/30/2024 01:12:54 PM	Service Provider Worker	Resolved (Permanently)	08/30/2024 01:12:54 PM
144969	Closed	Authorization Rejection	Authorizations	Stacey McNair	08/30/2024 01:31:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 01:36:33 PM
144970	Closed	Unable to add a new service	Planned Services	Cristiana Robaina	08/30/2024 01:35:14 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:56:04 AM
144971	Closed	delete provider doc duplicate	Provider Documentation	Nicholas Ellis	08/30/2024 01:36:23 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 01:39:14 PM
144972	Closed	Please put back into approved status	Request for Status Change	Katherine Czech	08/30/2024 01:37:48 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 02:32:58 PM
144974	Closed	New Provider Iconnect not Linked	Residential Licensing Renewal	Kristy Ofori	08/30/2024 01:51:52 PM	Service Provider	Resolved (Permanently)	09/04/2024 09:26:39 AM
144976	Closed	Validation Error Override	Request for Override	Jasmine Howard	08/30/2024 01:59:05 PM	APD Employee	Resolved (Permanently)	08/30/2024 02:11:07 PM
144978	Closed	Client checklist form issue	Enhancement	Kimberly Walsh	08/30/2024 02:04:54 PM	APD Employee	Resolved (Permanently)	09/14/2024 01:04:02 PM
144980	Closed	Service logs	EVV Violations	Princenia Antonia Hicks	08/30/2024 02:10:06 PM	Service Provider	Resolved (Permanently)	08/30/2024 03:01:31 PM
144984	Closed	iConnect 78638 add new cost plan	Plans	Belinda Alexander	08/30/2024 02:24:18 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 02:55:00 PM
144987	Closed	REJECTION	Plans	Hoda Valentine	08/30/2024 02:37:38 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 02:48:26 PM
144989	Closed	living setting	Request for Override	Kathleen Lopez	08/30/2024 02:48:40 PM	APD Employee	Resolved (Permanently)	08/30/2024 04:20:13 PM
144990	Closed	Provider Documentation from Complete to Pending	Provider Documentation	Chanda Mayes	08/30/2024 02:48:46 PM	Service Provider	Resolved (Permanently)	08/30/2024 03:52:03 PM
144993	Closed	delete service	Notes	Wendy Johnson	08/30/2024 03:00:32 PM	Waiver Support Coordinator	Resolved (Permanently)	08/30/2024 03:11:47 PM
145001	Closed	EVV ENDING DELIVERY ISSUES	Unable to Start/End	Clara Elena Melendez	08/30/2024 03:15:48 PM	Service Provider Worker	Resolved (Permanently)	09/03/2024 09:28:22 AM
145002	Closed	Can't change incompetent to competent	Demographics & Contacts Issues	Cathy Crawford	08/30/2024 03:15:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:18:12 AM
145005	Closed	Group Home credential	Residential Licensing Application - NEW	Kerrie Wimberly	08/30/2024 03:25:37 PM	APD Employee	Resolved (Permanently)	09/06/2024 09:18:40 AM
145010	Closed	Greyed Out	Edit Documentations	Princenia Antonia Hicks	08/30/2024 03:40:42 PM	Service Provider	Resolved (Permanently)	09/11/2024 01:56:00 PM
145016	Closed	PROVIDER DOCUMENTATION ISSUES	Documentation	Shawan Arlease Davis	08/30/2024 03:58:19 PM	Service Provider	Resolved (Permanently)	09/03/2024 09:33:26 AM
145027	Closed	Cannot create SA change of ADT program	Authorizations	Alessandra Davalos	08/30/2024 04:31:15 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:25:01 AM
145029	Closed	Staff active and not in scheduling	Other	Maria Garcia	08/30/2024 04:38:44 PM	Service Provider	Resolved (Permanently)	08/30/2024 04:43:12 PM
145040	Closed	Consumer Medicaid eligibility	Eligibility	Paula Bryant	08/30/2024 05:40:40 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:32:04 AM
145041	Closed	EVV MISSING GPS	Geolocation/GPS	Marie L Jean	08/30/2024 06:04:22 PM	Service Provider	Resolved (Permanently)	09/03/2024 09:18:32 AM
145042	Closed	Unable to create Service Authorization	Request for Override	Bruce Johnson	08/30/2024 06:50:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:25:25 AM
145044	Closed	Unfortunately I was having difficulty starting my delivery	Unable to Start/End	Chantelle Wallace	08/30/2024 10:53:33 PM	Service Provider	Resolved (Permanently)	09/03/2024 07:36:40 AM
145046	Closed	Unable to Complete Billing for June #144859 Created on Aug 29, 2024	Claims	Catherine Rogers	08/31/2024 01:49:07 PM	Service Provider	Resolved (Permanently)	09/06/2024 02:46:36 PM
145047	Closed	I need a ticket number	Unable to Start/End	Tranell Wiggins	08/31/2024 02:43:12 PM	Service Provider Worker	Resolved (Permanently)	09/03/2024 07:35:23 AM
145048	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	08/31/2024 02:46:24 PM	Service Provider Worker	Resolved (Permanently)	09/03/2024 07:34:54 AM
145049	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	08/31/2024 02:47:29 PM	Service Provider Worker	Resolved (Permanently)	09/03/2024 07:34:23 AM
145051	Closed	New Home Application for Ocan De Niye Group Home # 4	Residential Licensing Renewal	Odalis Gorra	08/31/2024 08:28:06 PM	Service Provider	Resolved (Permanently)	09/03/2024 04:01:09 PM
145053	Closed	How do I remove an Alert Note ?	Notes	Kathleen Groskopf	09/01/2024 12:30:40 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:19:32 AM
145054	Closed	EVV services not billing	Provider Documentation	Jerelyn Harris	09/01/2024 12:35:45 PM	Billing Agent	Resolved (Permanently)	09/04/2024 04:25:03 PM
145056	Closed	cannot create or update service authorizations	Authorizations	Jamie Dallas	09/01/2024 02:07:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:27:40 AM
145058	Closed	Cost Plans 2023 & 2024	Plans	Monica Robinson	09/01/2024 04:31:39 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 07:59:57 AM
145059	Closed	need the sas to be updated corrently	Authorizations	Katherine Czech	09/01/2024 05:31:35 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:07:28 AM
145060	Closed	Help unable to save provider documentation	Provider Documentation	Laurene Adriana Troche Madera	09/01/2024 05:59:39 PM	APD Employee	Resolved (Permanently)	09/03/2024 08:05:38 AM
145061	Closed	Help unable to save provider documentation	Provider Documentation	Laurene Adriana Troche Madera	09/01/2024 06:00:57 PM	APD Employee	Resolved (Permanently)	09/03/2024 07:09:40 AM
145062	Closed	Please delete under Note tab	Notes	Julianne Modrcin	09/01/2024 06:53:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 07:08:23 AM
145064	Closed	create / update	Authorizations	Jennifer Lockett	09/01/2024 11:14:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:02:49 AM
145065	Closed	service auth not available	Authorizations	Deron Reed	09/02/2024 07:36:25 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 09:46:21 AM
145069	Closed	Unable to add manual entries_ Diagnosis code unavailable	Documentation	DALILA BORREGO	09/02/2024 09:55:03 AM	Service Provider	Resolved (Permanently)	09/03/2024 07:15:42 AM
145070	Closed	IC# 68307 - Put Into Draft Status	Request for Status Change	Jaime Drake-Balfour	09/02/2024 10:09:47 AM	APD Employee	Resolved (Permanently)	09/03/2024 07:13:01 AM
145071	Closed	ID 79156. UMABLE TO CREATE AUTHORIZATIONS	Authorizations	Charmaine Gardener-Fung Chung	09/02/2024 10:13:56 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 07:42:36 AM
145072	Closed	IC#68307 - Put Into Draft Status	Request for Status Change	Jaime Drake-Balfour	09/02/2024 10:14:38 AM	APD Employee	Resolved (Permanently)	09/03/2024 07:15:25 AM
145073	Closed	Person centered support plan	Forms	Ava Bernard	09/02/2024 10:42:54 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:17:39 AM
145076	Closed	approved but in proposed status	Authorizations	Patricia Casson	09/02/2024 02:26:55 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 07:06:11 AM
145077	Closed	SLC notes	Provider Documentation	Marinesa Sielee Poke	09/02/2024 03:41:22 PM	Service Provider	Resolved (Permanently)	09/17/2024 03:52:44 PM
145078	Closed	Please delete duplicate support plan form	Forms	Janet Puentes	09/02/2024 03:42:53 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 07:45:19 AM
145079	Closed	Please delete note	Notes	Janet Puentes	09/02/2024 03:53:47 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 07:48:24 AM
145080	Closed	(4310) Transportation monthly units validation issue	Planned Services	Ozay Durosier	09/02/2024 04:07:49 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:14:27 AM
145081	Closed	Missing WSC Service Provider listing for 2024-25 in iConnect for a client	Authorizations	Michael Demont	09/02/2024 05:30:38 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 07:23:01 AM
145082	Closed	Service Provider Documentation Report	Provider Documentation	Catherine Irwin	09/02/2024 05:39:22 PM	Service Provider	Resolved (Permanently)	09/06/2024 08:45:09 AM
145083	Closed	Box requested on support plan on iconnect for rights restricted	Enhancement	Katherine Czech	09/02/2024 06:32:30 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 08:45:09 AM
145084	Closed	Requesting box for rights restricted area on the support plan	Enhancement	Katherine Czech	09/02/2024 06:35:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 03:35:50 PM
145085	Closed	Exceed max units	Request for Override	Mildred Walker	09/02/2024 10:00:33 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 02:27:36 PM
145086	Closed	losing current deliveries	EVV Activities	Anthony Schissio	09/02/2024 10:21:07 PM	Service Provider	Resolved (Permanently)	09/03/2024 07:44:39 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
145087	Closed	Starting EVV service deliveries disappear at the end of the service delivery on my iPhone 11	EVV Activities	Catherine F Costa	09/02/2024 10:36:46 PM	Service Provider Worker	Resolved (Permanently)	09/03/2024 10:28:31 AM
145088	Closed	unable to add service	Request for Override	Mildred Walker	09/02/2024 11:47:51 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:03:01 AM
145089	Closed	lc#34240 Unlinking and Linking issues	Consumer Budget	Marilyn Paez	09/02/2024 11:54:28 PM	Service Provider Worker	Resolved (Permanently)	09/03/2024 07:36:50 AM
145090	Closed	iConnect glitched again and didn't save my work	Other	Melissa Mazaeda	09/03/2024 01:15:45 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 12:10:08 PM
145091	Closed	new enrollee override needed	Request for Override	Sandra Perez	09/03/2024 07:23:43 AM	APD Employee	Resolved (Permanently)	09/03/2024 07:37:02 AM
145101	Closed	Consumer cost plan in rejection	Plans	LaTreat Nipple	09/03/2024 08:16:45 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 08:29:03 AM
145103	Closed	Validation Issue-Change of Living Setting	Request for Override	Christine Martin	09/03/2024 08:20:03 AM	APD Employee	Resolved (Permanently)	09/03/2024 08:32:46 AM
145108	Closed	Cost plan in rejection	Plans	LaTreat Nipple	09/03/2024 08:30:25 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 09:21:44 AM
145110	Closed	Provider unable to see uploads	Upload Issues	Suzanne Bahmer	09/03/2024 08:41:15 AM	Service Provider Worker	Resolved (Permanently)	09/03/2024 10:48:53 AM
145113	Closed	Need plan override	Request for Override	Connie Miller	09/03/2024 08:52:50 AM	APD Employee	Resolved (Permanently)	09/03/2024 09:05:50 AM
145115	Closed	Plan validation report	Request for Override	Juneen Johnson	09/03/2024 08:53:43 AM	APD Employee	Resolved (Permanently)	09/03/2024 09:02:11 AM
145116	Closed	reject sa	Authorizations	Regina Robertson	09/03/2024 08:54:30 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 11:00:40 AM
145117	Closed	Provider tells me they are out of trips but SA says differently	Authorizations	Nicole Lynne Lindsey	09/03/2024 09:09:43 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 09:38:35 AM
145123	Closed	Validation Override	Request for Override	Merisa Simonson	09/03/2024 09:26:45 AM	APD Employee	Resolved (Permanently)	09/03/2024 09:39:28 AM
145124	Closed	cost plan issues	Plans	Christina Maton	09/03/2024 09:26:51 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 09:35:33 AM
145126	Closed	Please Delete	Provider Documentation	Michael Jeffrey Mann	09/03/2024 09:28:03 AM	Service Provider	Resolved (Permanently)	09/03/2024 10:00:50 AM
145128	Closed	cost pan issue	Authorizations	Christina Maton	09/03/2024 09:29:26 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 09:53:25 AM
145130	Closed	Geolocation Issue	Geolocation/GPS	JENNIFER LEE KAIN	09/03/2024 09:31:09 AM	Service Provider Worker	Resolved (Permanently)	09/03/2024 02:24:14 PM
145135	Closed	validation error	Request for Override	Malikah Tarver	09/03/2024 09:49:04 AM	APD Employee	Resolved (Permanently)	09/03/2024 10:23:24 AM
145136	Closed	Medicaid Number	Provider Related Issues	Lorraine Guziak	09/03/2024 09:52:35 AM	APD Employee	Resolved (Permanently)	09/03/2024 11:13:47 AM
145138	Closed	Reverse provider documentation	Request for Status Change	Crystal Miller	09/03/2024 09:54:07 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 10:06:39 AM
145139	Closed	NOT SEEING CONSUMERS	Data Sync	Minnie Dixon	09/03/2024 09:57:42 AM	Service Provider Worker	Resolved (Permanently)	09/03/2024 09:57:43 AM
145141	Closed	Missing deliveries	EVV Violations	Kenia Hart	09/03/2024 10:00:48 AM	Service Provider Worker	Resolved (Permanently)	09/03/2024 10:00:48 AM
145144	Closed	Error Posted In Notes	Notes	Melody Smith	09/03/2024 10:07:24 AM	Service Provider	Resolved (Permanently)	09/03/2024 10:16:33 AM
145148	Closed	Validation Error	Request for Override	Antonio Fernandez	09/03/2024 10:24:44 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 10:36:24 AM
145150	Closed	I'm unable to CREATE or UPDATE Service Authorizations	Authorizations	Ruslin Rabsatt	09/03/2024 10:26:29 AM	Service Provider	Resolved (Permanently)	09/03/2024 10:32:02 AM
145153	Closed	Provider Documentation	Request for Status Change	Deborah Satterfield	09/03/2024 10:32:55 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 10:52:15 AM
145158	Closed	iConnect 78638 delete res hab plan added in error	Plans	Belinda Alexander	09/03/2024 10:41:05 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 10:48:22 AM
145164	Closed	SA	Authorizations	Aleyda Blanco	09/03/2024 10:54:36 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 11:04:47 AM
145165	Closed	Request to create Plan 2025 for consumer ID 79924	Plans	Kibel Quesada-dominguez	09/03/2024 10:55:16 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 11:12:41 AM
145168	Closed	Duplicate PA number	Authorizations	Rodrigo Mosquera	09/03/2024 11:02:58 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 01:15:49 PM
145170	Closed	Browser change	Geolocation/GPS	Julio E Martinez	09/03/2024 11:13:35 AM	Service Provider Worker	Resolved (Permanently)	09/03/2024 11:13:35 AM
145171	Closed	Plan Validation	Request for Override	Barbara Zatkoff	09/03/2024 11:16:57 AM	APD Employee	Resolved (Permanently)	09/03/2024 11:40:31 AM
145172	Closed	Unable to run reprints for WSC within my QO	Reports	Veronica Gomez	09/03/2024 11:18:15 AM	Waiver Support Coordinator	Resolved (Permanently)	10/16/2024 06:24:26 PM
145177	Closed	16570 Claims Not Paying	Claims	Susana Maldonado	09/03/2024 11:26:32 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 11:32:45 AM
145182	Closed	Cannot update authorizations, cannot validate plan	Request for Override	Abbie Williams	09/03/2024 11:45:42 AM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 12:32:27 PM
145189	Closed	Services do not appear in the printable Cost Plan	Planned Services	Sujay Rodriguez	09/03/2024 12:11:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 01:10:07 PM
145193	Closed	REQUEST OVERHAUL OF LIFE SKILLS 2-EMPLOYMENT STABILITY PLAN	Enhancement	Ubaldo Alvarez	09/03/2024 12:27:38 PM	Service Provider	Resolved (Permanently)	09/10/2024 08:27:54 AM
145195	Closed	Can Added Notes	WSC Progress Notes	Charles Lindsey	09/03/2024 12:28:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 01:24:20 PM
145197	Closed	Need to get cost plan for Support Coordination approved for July 2024	Request for Override	Viveen Brooks	09/03/2024 12:35:08 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 12:52:14 PM
145200	Closed	Unable to delete activity	Provider Documentation	Victor M Maertz II	09/03/2024 12:37:31 PM	Service Provider	Resolved (Permanently)	09/03/2024 02:05:51 PM
145202	Closed	Unable to update service auth	Authorizations	Shermell Williams	09/03/2024 12:46:15 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 01:03:17 PM
145203	Closed	93056 unable to create SA	Request for Override	Deirdre Dzamba	09/03/2024 12:49:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 12:56:31 PM
145204	Closed	92637 unable to create SA	Request for Override	Deirdre Dzamba	09/03/2024 12:53:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 01:00:15 PM
145208	Closed	Need to get July cost plan for Support Coordination approved	Authorizations	Viveen Brooks	09/03/2024 01:07:52 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 02:25:53 PM
145210	Closed	cannot update or create service authorizations	Authorizations	Jamie Dallas	09/03/2024 01:14:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 01:20:17 PM
145211	Closed	Can't populate notes in provider documentation	Provider Documentation	Shirell E Lewis	09/03/2024 01:17:47 PM	Service Provider	Resolved (Permanently)	09/23/2024 12:20:46 PM
145212	Closed	unable to create and Update authorization on CP	Request for Override	Trina Middleton	09/03/2024 01:23:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 02:13:12 PM
145215	Closed	IP Form	Forms - Implementation Plan	Amina Ramaanu-Porter	09/03/2024 01:26:11 PM	Service Provider Worker	Resolved (Permanently)	09/03/2024 01:44:05 PM
145220	Closed	Attendance log and annual reports	Provider Documentation	Michelle McCall	09/03/2024 01:37:05 PM	Service Provider Worker	Resolved (Permanently)	09/13/2024 02:21:47 PM
145221	Closed	Need a Form deleted	Forms	Nicole Qualls	09/03/2024 01:42:25 PM	Service Provider	Resolved (Permanently)	09/05/2024 10:12:55 AM
145222	Closed	Provider missing	Provider Related Issues	Joshua Pickett	09/03/2024 01:46:41 PM	Service Provider	Resolved (Permanently)	09/03/2024 02:14:37 PM
145223	Closed	Login Information	Other	Kevin Spence	09/03/2024 01:46:58 PM	Service Provider	Resolved (Permanently)	09/03/2024 04:09:14 PM
145226	Closed	Unable to generate auth properly due to unable to term prior auth	Authorizations	Victoria Dewaters	09/03/2024 01:53:27 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 09:10:29 AM
145228	Closed	iConnect role	Other	Merari Perez	09/03/2024 01:59:51 PM	APD Employee	Resolved (Permanently)	10/11/2024 11:37:44 AM
145229	Closed	system duplicates the visits	Provider Documentation	Oswaldo Fernandez	09/03/2024 02:03:33 PM	Service Provider	Resolved (Permanently)	09/06/2024 08:46:07 AM
145237	Closed	Please tell me why this happens!!! The Update Auth button is missing from FILE menu	Authorizations	Allison Laiosa	09/03/2024 02:22:12 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 02:31:43 PM
145240	Closed	Facility Application and uploaded docs for new Group home is missing/ Missing Facility Provider ID is missing	Residential Licensing Application - NEW	Carol Williams	09/03/2024 02:26:26 PM	Service Provider	Resolved (Permanently)	09/03/2024 03:55:09 PM
145241	Closed	HELP!! I AM DESPERATE FOR HELP I NEED TO ACCESS SERVICE AUTHORIZATION FOR 2024	Authorizations	Pamela Blake	09/03/2024 02:27:49 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 07:59:19 AM
145246	Closed	Authorizations Not Populating in Service Report	Authorizations	Ryan Chandler	09/03/2024 02:44:44 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 03:02:09 PM
145255	Closed	Provider Reactive Strategies - Report - Enhancement	Reports	Zachariah Sims	09/03/2024 03:07:48 PM	APD Employee	Resolved (Permanently)	09/04/2024 03:44:11 PM
145257	Closed	Delete SP draft	Plans	Gloria Navarrete	09/03/2024 03:11:38 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 10:13:16 AM
145262	Closed	Unable to update service authorizations	Authorizations	Chanda Mayes	09/03/2024 03:22:44 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 03:34:26 PM
145263	Closed	Cost plan 07/01/2023 - 06/30/2024 is missing	Plans	Tiffany Solomon	09/03/2024 03:23:10 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 03:49:02 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
145264	Closed	Please override validation error message and approve CP	Request for Override	Alessandra Davalos	09/03/2024 03:23:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 03:39:40 PM
145266	Closed	Unable to Log Deliveries	Unable to Start/End	Dakotah Arias	09/03/2024 03:29:21 PM	Service Provider Worker	Resolved (Permanently)	09/04/2024 07:51:41 AM
145268	Closed	Titles of Docs	Enhancement	Juanita Wild	09/03/2024 03:29:57 PM	Waiver Support Coordinator	Resolved (Permanently)	09/14/2024 01:04:03 PM
145274	Closed	Browser Change	Upload Issues	Carol Astrid Guaqueta	09/03/2024 03:42:39 PM	Service Provider Worker	Resolved (Permanently)	09/03/2024 03:42:39 PM
145278	Closed	Please override validation error WSC service exceeds yearly amount.	Request for Override	Alessandra Davalos	09/03/2024 03:47:08 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 03:57:04 PM
145282	Closed	Please Delete Note	Notes	Areli Quezada Paredes	09/03/2024 03:59:25 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 04:03:32 PM
145284	Closed	Browser Change	Unable to Start/End	Romina Pamela Meadow	09/03/2024 04:04:19 PM	Service Provider Worker	Resolved (Permanently)	09/03/2024 04:04:19 PM
145286	Closed	Unable to update authorization IC ID 27455	Authorizations	Veronica Gomez	09/03/2024 04:20:13 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 04:24:37 PM
145294	Closed	Consumer not showing on SA Reports screen	Reports	Tracy Davis	09/03/2024 04:44:37 PM	Waiver Support Coordinator	Resolved (Permanently)	10/16/2024 10:30:57 AM
145298	Closed	Authorizations in rejected status	Authorizations	Erika Diaz-Mauri	09/03/2024 04:51:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/03/2024 04:55:17 PM
145300	Closed	Override	Request for Override	Nancy Cravey	09/03/2024 05:11:20 PM	APD Employee	Resolved (Permanently)	09/04/2024 07:46:56 AM
145301	Closed	Consumer No longer Eligible for Medicaid and Being Disenrolled	Request for Override	Tabatha Hewston	09/03/2024 05:18:25 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 07:50:14 AM
145303	Closed	Service Authorization unavailable.	Authorizations	Maria Schwarz	09/03/2024 05:32:10 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 08:42:59 AM
145305	Closed	SA Rejected Status	Authorizations	Nayza Hernandez	09/03/2024 05:41:03 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 07:38:50 AM
145307	Closed	Note reversal or deleted	Notes	Katheryn Hartigan	09/03/2024 06:06:24 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 06:48:05 AM
145308	Closed	Need 0000-WVR	Provider Selection	Eleanor Cueto	09/03/2024 06:07:10 PM	Service Provider	Resolved (Permanently)	09/04/2024 07:27:07 AM
145309	Closed	Need 0000-WVR code added for my cliennt	Provider Selection	Eleanor Cueto	09/03/2024 06:09:12 PM	Service Provider	Resolved (Permanently)	09/04/2024 06:35:17 AM
145310	Closed	unable to create	Request for Override	Janice Spears	09/03/2024 06:12:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 06:31:38 AM
145311	Closed	Wrong Activity date	Provider Documentation	Sutat Pukdeetho	09/03/2024 06:21:19 PM	Service Provider	Resolved (Permanently)	09/04/2024 06:52:41 AM
145312	Closed	Service Order /Service auth not showing	Authorizations	Sarah Perruccio	09/03/2024 07:12:38 PM	Service Provider	Resolved (Permanently)	09/04/2024 08:47:47 AM
145313	Closed	Cost plan rejection	Plans	Jaimi Bebley	09/03/2024 08:07:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 08:30:32 AM
145314	Closed	Cost plan rejection	Authorizations	Jaimi Bebley	09/03/2024 08:09:37 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 08:42:14 AM
145315	Closed	Cost plan rejection	Authorizations	Jaimi Bebley	09/03/2024 08:11:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 08:35:05 AM
145316	Closed	Cost plan rejected	Plans	Jaimi Bebley	09/03/2024 08:19:50 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 08:24:21 AM
145317	Closed	Service authorization	Authorizations	Arlana Harris	09/03/2024 09:13:52 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 08:34:55 AM
145318	Closed	85904 - No Create/Update Authorization Tab	Plans	Alexandre Gelin	09/03/2024 09:56:14 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 06:24:19 AM
145319	Closed	WILMA M JOHNSON	Authorizations	Wilma Johnson	09/03/2024 11:10:47 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 08:31:37 AM
145320	Closed	Cannot create auth	Request for Override	Danielle Kline	09/03/2024 11:26:50 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 06:27:41 AM
145321	Closed	Note	Notes	DAPHENE WATSON	09/04/2024 05:00:17 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 11:48:11 AM
145322	Closed	Note	Notes	DAPHENE WATSON	09/04/2024 05:01:06 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 07:00:25 AM
145323	Closed	Note	Notes	DAPHENE WATSON	09/04/2024 05:01:50 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 07:02:34 AM
145328	Closed	service authorization is in rejected status	Authorizations	Janice Spears	09/04/2024 08:08:43 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 08:44:01 AM
145330	Closed	lconnect -title	Worker Issues	Lisa Thompson	09/04/2024 08:09:07 AM	APD Employee	Resolved (Permanently)	09/12/2024 12:50:09 PM
145331	Closed	need comment deleted	Notes	Judy Rossi	09/04/2024 08:09:18 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 11:45:21 AM
145335	Closed	Provider documentation	Provider Documentation	David Valcana	09/04/2024 08:29:18 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 09:32:35 AM
145339	Closed	GPS/Geolocation	Geolocation/GPS	Jerlen Mesa	09/04/2024 08:47:08 AM	Service Provider Worker	Resolved (Permanently)	09/04/2024 08:47:08 AM
145340	Closed	Auth is in rejection Medicaid approved from August forward	Authorizations	Lisette Rodriguez	09/04/2024 08:53:46 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 09:08:57 AM
145342	Closed	Unable to add provider documentation	Provider Documentation	David Valcana	09/04/2024 08:54:15 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 11:12:34 AM
145344	Closed	Please override WSC service	Request for Override	Niurka Romero	09/04/2024 08:57:10 AM	APD Employee	Resolved (Permanently)	09/04/2024 09:19:03 AM
145346	Closed		44752 Forms - PCSP	Josephine MacLaine	09/04/2024 09:00:09 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 09:04:34 AM
145350	Closed	Remove notes	Provider Documentation	Marie Carson	09/04/2024 09:12:07 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 12:00:10 PM
145351	Closed	DELETE ENTRY	Provider Documentation	Daphne Woodard	09/04/2024 09:12:13 AM	Service Provider Worker	Resolved (Permanently)	09/04/2024 09:17:37 AM
145352	Closed	Service Authorization	Authorizations	Anne Ambroise	09/04/2024 09:17:55 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 10:45:29 AM
145363	Closed	Delete note from Provider Document	Provider Documentation	Marie Carson	09/04/2024 09:33:56 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 12:35:05 PM
145369	Closed	missing deliveries	EVV Activities	Obinna Mbanugo	09/04/2024 09:49:31 AM	Service Provider Worker	Resolved (Permanently)	09/04/2024 10:42:28 AM
145371	Closed	Under Form there is no Life Skills Development 2	Forms	Tammy K Shuman	09/04/2024 09:52:28 AM	Service Provider	Resolved (Permanently)	09/04/2024 03:06:42 PM
145373	Closed	unable to create Provider documents	(-) Tier II Review -	Carlina Lahens	09/04/2024 09:54:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 09:58:42 AM
145375	Closed	PERSONAL SUPPORT REJECTED	Authorizations	Roberto Pire	09/04/2024 09:55:45 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 10:02:13 AM
145376	Closed	Unable to Bill for Last day of Service	Claims	Lorraine Guziak	09/04/2024 09:55:57 AM	APD Employee	Resolved (Permanently)	09/05/2024 09:15:05 AM
145381	Closed	lconnect error message	QSI	Nicole Duhamel	09/04/2024 09:59:47 AM	APD Employee	Resolved (Permanently)	09/13/2024 02:24:52 PM
145386	Closed	PROVIDER SELECTION ISSUES	Planned Services	Yadi Flores	09/04/2024 10:14:16 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 10:24:56 AM
145387	Closed	rejected status	Authorizations	Colleen Speer	09/04/2024 10:17:22 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 11:06:18 AM
145389	Closed	After passing SAN validation, submitted option not available	SAN	Janet Batet	09/04/2024 10:21:49 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 10:30:47 AM
145393	Closed	SSO Help	Other	Charlott Rhymes	09/04/2024 10:26:03 AM	Service Provider Worker	Resolved (Permanently)	09/04/2024 10:26:03 AM
145394	Closed	iConnect Note Order	Enhancement	Zane Prater	09/04/2024 10:29:53 AM	APD Employee	Resolved (Permanently)	09/12/2024 12:50:10 PM
145395	Closed	PHI	Unable to Start/End	Kanisha Rogers	09/04/2024 10:30:55 AM	Service Provider	Resolved (Permanently)	09/04/2024 11:00:34 AM
145396	Closed	iConnect Report for Notes	Reports	Zane Prater	09/04/2024 10:33:02 AM	APD Employee	Resolved (Permanently)	09/10/2024 09:30:59 AM
145400	Closed	Provider tab not populating sub-tabs	Provider Expansions	Wellestey W Walker	09/04/2024 10:38:58 AM	Service Provider	Resolved (Permanently)	09/10/2024 04:15:38 PM
145401	Closed	Question on cost plan	Plans	Viveen Brooks	09/04/2024 10:40:03 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 10:51:24 AM
145415	Closed	Reversed	Request for Status Change	Shchey Latrell Horne	09/04/2024 11:06:15 AM	Service Provider	Resolved (Permanently)	09/04/2024 01:02:29 PM
145417	Closed	Not able to update the authorization for Behavior Services 2024-2025	Authorizations	Viveen Brooks	09/04/2024 11:07:26 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 11:36:30 AM
145419	Closed	WSC's not showing in iConnect	Worker Issues	Andrea Jackson	09/04/2024 11:09:51 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 08:23:49 AM
145421	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/04/2024 11:11:44 AM	APD Employee	Resolved (Permanently)	09/04/2024 11:32:49 AM
145424	Closed	Fail add activities	Provider Documentation	Sheyla Acosta	09/04/2024 11:16:47 AM	Service Provider	Resolved (Permanently)	09/04/2024 11:42:24 AM
145425	Closed	GPS/Geolocation	Geolocation/GPS	maria D hernandez diaz	09/04/2024 11:16:49 AM	Service Provider Worker	Resolved (Permanently)	09/04/2024 11:16:49 AM
145427	Closed	Eliminate a wrong form	Forms	Arturo Allegue	09/04/2024 11:26:17 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 11:33:10 AM
145429	Closed	Problems linking a cost plan	Plans	Betty Daigger	09/04/2024 11:29:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 12:14:17 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
145433	Closed	Service Authorization Code Missing	Authorizations	Alicia Vachon	09/04/2024 11:41:18 AM	Service Provider Worker	Resolved (Permanently)	09/04/2024 04:08:53 PM
145436	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/04/2024 11:45:44 AM	APD Employee	Resolved (Permanently)	09/04/2024 11:55:16 AM
145438	Closed	Note entry	Notes	Robin Satchell	09/04/2024 11:46:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:05:57 PM
145439	Closed	Note entry	Notes	Robin Satchell	09/04/2024 11:48:58 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:08:05 PM
145441	Closed	Primary diagnoses not populating	Provider Selection	Tishema Shycrecia Williams	09/04/2024 11:49:34 AM	Service Provider Worker	Resolved (Permanently)	09/09/2024 08:29:28 AM
145444	Closed	Catherine Remotti	Provider Related Issues	Claudia Gordon	09/04/2024 11:52:15 AM	APD Employee	Resolved (Permanently)	09/04/2024 12:15:45 PM
145446	Closed	Provider Documentation	Provider Documentation	Jessica Tursi	09/04/2024 11:53:19 AM	Service Provider	Resolved (Permanently)	09/13/2024 02:23:03 PM
145449	Closed	Need removed	Provider Documentation	Tina Evan	09/04/2024 11:58:32 AM	Service Provider Worker	Resolved (Permanently)	09/06/2024 03:20:44 PM
145450	Closed	creating service auths.	Request for Override	MKAYLA S CARTER	09/04/2024 11:59:02 AM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 03:35:51 PM
145451	Closed	Note entry	Notes	Robin Satchell	09/04/2024 11:59:15 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 03:32:16 PM
145453	Closed	Note entry	Notes	Robin Satchell	09/04/2024 12:03:01 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 12:18:23 PM
145454	Closed	Note entry	Notes	Robin Satchell	09/04/2024 12:04:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:24:13 PM
145455	Closed	need assistance to clear multiple reject statuses	Authorizations	Lisa Alcorn	09/04/2024 12:09:08 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 09:01:44 AM
145456	Closed	Note entry	Notes	Robin Satchell	09/04/2024 12:10:46 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:27:20 PM
145461	Closed	Plan Validation Report	Request for Override	Josue Otero	09/04/2024 12:18:31 PM	APD Employee	Resolved (Permanently)	09/04/2024 12:40:35 PM
145463	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 12:19:05 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:31:03 PM
145465	Closed	At least one date range overlaps in existing activity	Provider Documentation	Cheryl Holmes	09/04/2024 12:21:04 PM	Service Provider Worker	Resolved (Permanently)	09/06/2024 09:43:10 AM
145466	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 12:25:05 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 03:32:36 PM
145468	Closed	iConnect	Residential Licensing Renewal	Nikita Daniels	09/04/2024 12:32:37 PM	Service Provider	Resolved (Permanently)	09/13/2024 11:40:17 AM
145470	Closed	Lost deliveries	Documentation	Martha Avery	09/04/2024 12:38:50 PM	Service Provider Worker	Resolved (Permanently)	09/04/2024 12:38:51 PM
145471	Closed	Registration Issues	Worker Issues	Gerline Elice	09/04/2024 12:38:54 PM	Service Provider	Resolved (Permanently)	09/04/2024 12:38:54 PM
145472	Closed	Plan Validation Error	Authorizations	Elaine Horn	09/04/2024 12:40:11 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:20:51 PM
145474	Closed	Validation Error N/A	Request for Override	Merisa Simonson	09/04/2024 12:43:23 PM	APD Employee	Resolved (Permanently)	09/04/2024 03:21:57 PM
145476	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 12:47:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:38:24 PM
145478	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 12:53:15 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:42:26 PM
145480	Closed	Service Exceeding maximum units	Planned Services	Cristiana Robaina	09/04/2024 12:54:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 04:11:19 PM
145481	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 12:57:16 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 03:32:57 PM
145483	Closed	iconnect id 66033	Authorizations	Kourtney D Hall	09/04/2024 01:00:30 PM	Service Provider Worker	Resolved (Permanently)	09/05/2024 03:21:09 PM
145484	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 01:02:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:08:46 PM
145486	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 01:07:59 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 02:09:24 PM
145487	Closed	Plan validation error	Plans	Christopher Gomez	09/04/2024 01:08:22 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:25:07 PM
145488	Closed	Living setting override	Request for Override	Christopher Gomez	09/04/2024 01:09:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:23:17 PM
145490	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 01:12:55 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:54:02 PM
145492	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 01:17:04 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:35:29 PM
145495	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 01:21:15 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:43:06 PM
145496	Closed	Rejected SA	Authorizations	Leah Wade	09/04/2024 01:24:07 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 02:20:11 PM
145497	Closed	Note entry	Notes	Robin Satchell	09/04/2024 01:25:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:30:55 PM
145506	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 01:33:24 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:37:21 PM
145508	Closed	Note entry	Request for Status Change	Robin Satchell	09/04/2024 01:35:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:39:15 PM
145509	Closed	Note entry (Last one :)	Request for Status Change	Robin Satchell	09/04/2024 01:38:03 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:40:38 PM
145511	Closed	Rejected Authorization	Authorizations	Annabel Diaz	09/04/2024 01:41:09 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 01:49:09 PM
145513	Closed	Rejected Authorization	Authorizations	Annabel Diaz	09/04/2024 01:43:48 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 02:40:03 PM
145515	Closed	EVV details and notes not showing for Life Skills	Notes	Kenya Johnson	09/04/2024 01:48:30 PM	Service Provider	Resolved (Permanently)	09/04/2024 02:38:51 PM
145516	Closed	provider search not populating	SAN	Rebecca Davis	09/04/2024 01:49:05 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 02:02:26 PM
145517	Closed	Rejected Authorization	Authorizations	Annabel Diaz	09/04/2024 01:56:25 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 02:16:33 PM
145519	Closed	Unlock note dated 3/14/24 Licensing Renewal/Supervisor approval - PIC HOmes Inc. Moncrief Group Honme (21804)	Residential Licensing Application - NEW	Robin Keller	09/04/2024 02:01:20 PM	APD Employee	Resolved (Permanently)	09/04/2024 02:11:31 PM
145523	Closed	Rejected Authorization	Authorizations	Annabel Diaz	09/04/2024 02:04:13 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 02:50:44 PM
145526	Closed	SAN created in error please delete	SAN	Katherine Czech	09/04/2024 02:08:22 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 02:22:15 PM
145527	Closed	Documentation	Provider Documentation	Ernie M Spencer	09/04/2024 02:08:47 PM	Service Provider	Resolved (Permanently)	09/04/2024 02:53:03 PM
145532	Closed	need 2024-2025	Plans	Pamela Shorr	09/04/2024 02:17:33 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 02:48:42 PM
145534	Closed	Rejected Authorizations	Authorizations	Annabel Diaz	09/04/2024 02:24:08 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 03:26:29 PM
145535	Closed	Rejected Authorizations	Authorizations	Annabel Diaz	09/04/2024 02:26:48 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 02:59:01 PM
145536	Closed	new enrollee override needed	Request for Override	Sandra Perez	09/04/2024 02:27:57 PM	APD Employee	Resolved (Permanently)	09/04/2024 02:41:27 PM
145538	Closed	EVV DIFFERENT ISSUES	Unable to Start/End	ALEJANDRO LUQUE	09/04/2024 02:31:12 PM	Service Provider Worker	Resolved (Permanently)	09/04/2024 02:31:12 PM
145539	Closed	Unable to create Service authorization	Authorizations	Tracy Davis	09/04/2024 02:31:22 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 02:45:27 PM
145541	Closed	Issue with upload of delivery	Upload Issues	Angela Barnum	09/04/2024 02:34:43 PM	Service Provider	Resolved (Permanently)	09/04/2024 03:01:21 PM
145542	Closed	Provider billing correct rate but being paid lower amount	Claims	Rebecca Scales	09/04/2024 02:39:23 PM	APD Employee	Resolved (Permanently)	09/04/2024 02:51:04 PM
145545	Closed	provider unable to bill	Claims	Ranae Lynn Allen	09/04/2024 02:48:29 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 03:06:54 PM
145551	Closed	Need a ticket number	Unable to Start/End	Jaylen Forehand	09/04/2024 02:57:55 PM	Service Provider Worker	Resolved (Permanently)	09/04/2024 03:03:38 PM
145552	Closed	Validation Error	Request for Override	Christopher Gomez	09/04/2024 02:58:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 03:09:55 PM
145555	Closed	Entering Notes	EVW Activities	Desiree Cymone Baskin	09/04/2024 03:04:58 PM	Service Provider Worker	Resolved (Permanently)	09/20/2024 12:25:45 PM
145557	Closed	Override needed	Request for Override	Jennifer Vazquez	09/04/2024 03:12:10 PM	APD Employee	Resolved (Permanently)	09/04/2024 03:26:49 PM
145558	Closed	no consumers showing in my iconnect	Other	olga arrowsmith	09/04/2024 03:15:31 PM	Service Provider Worker	Resolved (Permanently)	09/06/2024 02:48:14 PM
145565	Closed	SA Rejected	Authorizations	Rodrigo Mosquera	09/04/2024 03:36:02 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 03:39:56 PM
145570	Closed	Rejected Authorization	Authorizations	Annabel Diaz	09/04/2024 03:47:00 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 04:49:17 PM
145578	Closed	Rejected Authorization	Authorizations	Annabel Diaz	09/04/2024 04:10:08 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 11:59:58 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
145579	Closed	Rejected SA need to be Approved	Authorizations	Ushae Lewis-Scille	09/04/2024 04:10:35 PM	APD Employee	Resolved (Permanently)	09/05/2024 08:10:43 AM
145580	Closed	Maximum units exceeded	Request for Override	Angela Williams	09/04/2024 04:15:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 07:49:12 AM
145581	Closed	Validation Report Need to be Override	Request for Override	Ushae Lewis-Scille	09/04/2024 04:17:04 PM	APD Employee	Resolved (Permanently)	09/05/2024 07:47:05 AM
145585	Closed	Override needed	Request for Override	Jennifer Vazquez	09/04/2024 04:33:35 PM	APD Employee	Resolved (Permanently)	09/05/2024 06:55:14 AM
145586	Closed	udpating authorization	Authorizations	Kimberly Scaif	09/04/2024 04:34:37 PM	Waiver Support Coordinator	Resolved (Permanently)	09/04/2024 04:53:25 PM
145588	Closed	Service not showing	Unable to Start/End	Ivette Acevedo	09/04/2024 04:37:27 PM	Service Provider	Resolved (Permanently)	09/09/2024 01:14:56 PM
145591	Closed	Current deliveries not storing	Unable to Start/End	Tonya Valentin	09/04/2024 04:59:59 PM	Service Provider Worker	Resolved (Permanently)	09/05/2024 07:15:20 AM
145592	Closed	Cannot see consumer under Service Provider	Authorizations	Morgan D Reed	09/04/2024 05:01:26 PM	Service Provider	Resolved (Permanently)	09/05/2024 09:28:30 AM
145594	Closed	PHI companion service log	Provider Documentation	Roque Barrido	09/04/2024 05:35:43 PM	Service Provider	Resolved (Permanently)	09/05/2024 06:12:19 AM
145595	Closed	REJECTION	Authorizations	Hoda Valentine	09/04/2024 06:26:35 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 12:08:57 PM
145596	Closed	Issuing service authorizations	Authorizations	Patricia Garrett	09/04/2024 06:50:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 08:22:03 AM
145598	Closed	unable to create authorization	Authorizations	Ivy Gayle Hurkin	09/04/2024 08:05:22 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 06:50:56 AM
145599	Closed	Cannot see service provider notes on my dashboard	Dashboard	Veronica Gomez	09/04/2024 08:17:11 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 09:32:01 AM
145602	Closed	Unable to validate plan	Request for Override	Cathy Odom	09/04/2024 10:02:43 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 06:45:32 AM
145603	Closed	Debra Green	Notes	Kanisha Rogers	09/04/2024 10:05:04 PM	APD Employee	Resolved (Permanently)	09/09/2024 08:45:18 AM
145604	Closed	Premier Community Care Services	Other	Leila M Correa	09/04/2024 10:30:41 PM	Service Provider Worker	Resolved (Permanently)	09/05/2024 06:39:53 AM
145605	Closed	Create SA	Request for Override	Jaimi Bebley	09/04/2024 10:51:43 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 06:36:32 AM
145607	Closed	Unable to Create / Update Services in Cost Plan	Authorizations	Jenny Snyder	09/05/2024 12:12:20 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 06:32:51 AM
145608	Closed	My APD eww iconnect not working	Unable to Start/End	Jennifer Osas	09/05/2024 06:26:43 AM	Service Provider Worker	Resolved (Permanently)	09/05/2024 07:23:18 AM
145609	Closed	Plan Validation Error -- Consumer is Transitioning from Supported Living to ResHab	Request for Override	Sophia Torres	09/05/2024 07:35:41 AM	APD Employee	Resolved (Permanently)	09/05/2024 07:44:36 AM
145612	Closed	SAN 2024	SAN	Maria Stokes	09/05/2024 07:45:43 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 09:29:16 AM
145613	Closed	Unable to bill	Authorizations	David Valcana	09/05/2024 07:45:59 AM	Service Provider Worker	Resolved (Permanently)	09/05/2024 08:13:41 AM
145621	Closed	Unable to create authorization	Request for Override	Maria Stokes	09/05/2024 08:38:17 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 08:52:03 AM
145622	Closed	Unable to create Auth	Authorizations	Jamie Epperson	09/05/2024 08:38:24 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 08:48:03 AM
145623	Closed	Unable to start/end	EVV Violations	Juana Sime	09/05/2024 08:41:32 AM	Service Provider Worker	Resolved (Permanently)	09/05/2024 08:41:32 AM
145627	Closed	No create SA under File drop down box	Authorizations	Nicole Lynne Lindsey	09/05/2024 08:50:41 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 08:56:17 AM
145629	Closed	Request Override	Provider Documentation	Keith Lindsey	09/05/2024 08:57:32 AM	Service Provider	Resolved (Permanently)	09/05/2024 12:12:04 PM
145630	Closed	GEO VIOLATION ISSUES	Geolocation/GPS	Natalee K Allen	09/05/2024 08:59:43 AM	Service Provider Worker	Resolved (Permanently)	09/05/2024 09:02:31 AM
145631	Closed	L3	Other	Judy Rossi	09/05/2024 09:03:36 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 09:42:45 AM
145634	Closed	L3	Authorizations	Judy Rossi	09/05/2024 09:09:18 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 09:39:00 AM
145636	Closed	This consumer does not have an approved consumers budget linked.	Consumer Budget	Catherine Remotti	09/05/2024 09:11:30 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 09:16:08 AM
145638	Closed	Rejected Service	Authorizations	Olivia Odetta Diebate	09/05/2024 09:12:14 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 09:17:54 AM
145640	Closed	DUPLICATE PA (10) and SUM OF CLAIMS DOLLAR GREATER (75)	Authorizations	Judy Rossi	09/05/2024 09:15:35 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 09:28:43 AM
145643	Closed	Plan Validation	Request for Override	Barbara Zatkoff	09/05/2024 09:22:31 AM	APD Employee	Resolved (Permanently)	09/05/2024 09:36:03 AM
145644	Closed	consumer is close	LSD Services	Bernardo Dieguez	09/05/2024 09:22:43 AM	Service Provider	Resolved (Permanently)	09/05/2024 09:40:14 AM
145646	Closed	Ocan De Niye Group Home # 4	Residential Licensing Renewal	Odalis Gorra	09/05/2024 09:29:01 AM	Service Provider	Resolved (Permanently)	09/06/2024 01:32:09 PM
145647	Closed	Validation Error	Request for Override	Latisha White	09/05/2024 09:29:19 AM	APD Employee	Resolved (Permanently)	09/05/2024 09:37:41 AM
145650	Closed	Need A Note Deleted	Notes	Louise Barbee	09/05/2024 09:41:39 AM	Service Provider	Resolved (Permanently)	09/05/2024 10:08:45 AM
145651	Closed	Unable to bill for consumer	Claims	Marie L Risselin	09/05/2024 09:43:33 AM	Service Provider	Resolved (Permanently)	09/05/2024 10:07:11 AM
145652	Closed	Unable to View LRC Recommendations	Behavior Services	Amanda McCoy	09/05/2024 09:55:32 AM	Service Provider	Resolved (Permanently)	09/05/2024 04:16:06 PM
145653	Closed	Delete note with no attachment	Notes	Louise Barbee	09/05/2024 09:55:40 AM	Service Provider	Resolved (Permanently)	09/05/2024 10:02:45 AM
145656	Closed	Delete Form in IC - # 52584	Forms - Other	Nicole Fabre	09/05/2024 10:02:38 AM	APD Employee	Resolved (Permanently)	09/05/2024 10:04:23 AM
145660	Closed	Validation Error	Request for Override	Latisha White	09/05/2024 10:08:07 AM	APD Employee	Resolved (Permanently)	09/05/2024 10:31:31 AM
145661	Closed	Notes	Provider Documentation	Ulrica Green	09/05/2024 10:08:08 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 10:10:24 AM
145672	Closed	eww worker	Other	TANYA COLSON	09/05/2024 10:19:06 AM	Service Provider	Resolved (Permanently)	09/05/2024 10:25:42 AM
145679	Closed	Cost plan approved; auths in rejected status- Rain	Authorizations	Rain Christi	09/05/2024 10:31:45 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 10:40:59 AM
145680	Closed	Overlapping Dates	Authorizations	Chiquitta Nash	09/05/2024 10:32:47 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 10:37:12 AM
145685	Closed	Drop Down in Notes not working	Provider Selection	Jessica Tursi	09/05/2024 10:43:35 AM	Service Provider	Resolved (Permanently)	09/05/2024 12:22:30 PM
145687	Closed	ID 74764 Update Cost Plan	Plans	Osmany Elio Hoyos	09/05/2024 10:44:41 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 10:51:52 AM
145688	Closed	Unable to create service plan for new consumer in the Southern region- 40690	Authorizations	Kibel Quesada-dominguez	09/05/2024 10:45:27 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 10:57:22 AM
145692	Closed	Cost plan approved- unable to create authorizations- Rain	Authorizations	Rain Christi	09/05/2024 10:50:03 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 10:53:23 AM
145693	Closed	Cost Plan approved, SA in rejected status- Rain	Authorizations	Rain Christi	09/05/2024 11:02:09 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 11:08:14 AM
145695	Closed	SA Rejected - transportation services	Authorizations	Susana Almarza	09/05/2024 11:04:14 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 11:12:17 AM
145699	Closed	Service Authorization Rejected Status	Authorizations	Marisel Pintado	09/05/2024 11:11:50 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 08:14:23 AM
145701	Closed	Problem with AIM form	Forms	Lourdes Mangual	09/05/2024 11:17:20 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 01:01:30 PM
145702	Closed	Unable to create authorization	Authorizations	Eva Lundi	09/05/2024 11:18:22 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 11:32:07 AM
145703	Closed	Unable to create auth.	Authorizations	Scherer Jean Francois	09/05/2024 11:20:06 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 11:27:29 AM
145707	Closed	Need Service Authorization Restored	Authorizations	Chanda Mayes	09/05/2024 11:32:26 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 11:42:38 AM
145709	Closed	Rejected Authorization	Authorizations	Annabel Diaz	09/05/2024 11:35:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 08:15:44 AM
145710	Closed	Rejected Authorization	Authorizations	Annabel Diaz	09/05/2024 11:37:02 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 11:49:53 AM
145713	Closed	Remediation	Provider QIO, POR, NNC, CAP	Maria Lopez	09/05/2024 11:39:17 AM	Service Provider	Resolved (Permanently)	09/09/2024 09:09:05 AM
145715	Closed	New WSC unable to view Cost Plan	Plans	MaryJo Mejia-Ramos	09/05/2024 11:40:37 AM	APD Employee	Resolved (Permanently)	09/06/2024 10:07:23 AM
145720	Closed	Rejected LSD 1 Service Authorization	Authorizations	Shermell Williams	09/05/2024 11:48:58 AM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 11:58:51 AM
145722	Closed	Unable to put in documentation	Provider Documentation		09/05/2024 11:50:19 AM	Service Provider Worker	Resolved (Permanently)	09/05/2024 01:26:16 PM
145723	Closed	saved to wrong area	Provider Documentation	Jessica Gray	09/05/2024 11:55:07 AM	Service Provider Worker	Resolved (Permanently)	09/05/2024 01:25:47 PM
145727	Closed	Duplicate Form error	Forms - Implementation Plan	Louise Barbee	09/05/2024 12:00:16 PM	Service Provider	Resolved (Permanently)	09/05/2024 12:08:59 PM
145730	Closed	Need help to Override service 86076	Request for Override	Yesha Jani	09/05/2024 12:17:27 PM	APD Employee	Resolved (Permanently)	09/05/2024 12:36:59 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
145736	Closed	Reopen Note	Request for Status Change	Tracie Davis	09/05/2024 12:56:39 PM	APD Employee	Resolved (Permanently)	09/05/2024 01:01:20 PM
145738	Closed	Update Respite Care	Request for Override	Ronald McCauley	09/05/2024 01:00:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 01:15:24 PM
145747	Closed	7 discontinued medications will not remove from support plan	Medication Tab	Cassidy Noble	09/05/2024 01:12:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 01:26:16 PM
145752	Closed	Do not have access to main provider GH for client #27861	Provider Selection	April Blackstone	09/05/2024 01:28:07 PM	Service Provider	Resolved (Permanently)	09/05/2024 02:14:11 PM
145753	Closed	Failed Validation - Living Setting	Request for Override	Shelby L Costanza	09/05/2024 01:28:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 01:53:56 PM
145755	Closed	Address issues	[-] Tier II Review -	Amir Malak	09/05/2024 01:40:48 PM	Service Provider	Resolved (Permanently)	09/21/2024 12:28:44 PM
145757	Closed	Note entry error	Request for Status Change	Robin Satchell	09/05/2024 01:54:30 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 02:10:40 PM
145759	Closed	Note entry error	Request for Status Change	Robin Satchell	09/05/2024 01:58:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 02:10:05 PM
145761	Closed	Note entry error	Request for Status Change	Robin Satchell	09/05/2024 02:03:30 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 02:48:11 PM
145762	Closed	Budget not pulling up in SAN request	SAN	Ebony Mensah	09/05/2024 02:10:37 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 02:30:27 PM
145763	Closed	No Provider drop down	Provider Selection	Danielle Forte	09/05/2024 02:12:15 PM	Other	Resolved (Permanently)	09/05/2024 04:42:59 PM
145764	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/05/2024 02:12:57 PM	APD Employee	Resolved (Permanently)	09/05/2024 02:31:23 PM
145769	Closed	PHI- MISSING 56 UNITS TO AUTH 8723087394	Provider Documentation	Eduardo Suarez	09/05/2024 02:33:04 PM	Service Provider	Resolved (Permanently)	09/05/2024 03:04:29 PM
145771	Closed	Reverse Status	Request for Status Change	Kimberly McMillan	09/05/2024 02:33:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 02:39:32 PM
145772	Closed	Reverse Status	Request for Status Change	Kimberly McMillan	09/05/2024 02:34:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 02:40:38 PM
145776	Closed	Delete SANS Draft	SAN	Annabel Diaz	09/05/2024 02:40:05 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 02:44:33 PM
145779	Closed	Entering Quarterly Report	Provider Documentation	Suzette Brockington	09/05/2024 02:44:11 PM	Service Provider	Resolved (Permanently)	09/10/2024 05:27:33 PM
145782	Closed	Consumer ID#37362 Auth Units Update Request	Provider Documentation	Eduardo Suarez	09/05/2024 02:54:53 PM	Service Provider	Resolved (Permanently)	09/05/2024 03:22:58 PM
145784	Closed	Unable to View LRC in iConnect	Worker Issues	Amanda McCoy	09/05/2024 02:58:04 PM	Service Provider	Resolved (Permanently)	09/05/2024 03:22:58 PM
145785	Closed	deletion of work	Residential Licensing Renewal	Ashley Jones	09/05/2024 02:58:20 PM	APD Employee	Resolved (Permanently)	09/09/2024 12:07:42 PM
145790	Closed	Please delete support plan in forms	Forms	Holly M Board	09/05/2024 03:15:56 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 03:45:15 PM
145792	Closed	Cannot Update Auths	Authorizations	Tricia Garretto	09/05/2024 03:27:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 03:30:04 PM
145795	Closed	GPS Problem	Geolocation/GPS	Angelica Ramos	09/05/2024 03:38:15 PM	Service Provider Worker	Resolved (Permanently)	09/05/2024 03:39:33 PM
145797	Closed	rejected authorization	Authorizations	Isabel Broome	09/05/2024 03:44:29 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 03:48:42 PM
145799	Closed	Processing Claim	Authorizations	Sonja Green	09/05/2024 03:48:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 11:54:14 AM
145802	Closed	Plan validation fail	Plans	Dianna Mccallon	09/05/2024 04:02:33 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 04:25:04 PM
145804	Closed	Unable to start delivery/service	Unable to Start/End	Joyce Marrie Johnson	09/05/2024 04:06:30 PM	Service Provider Worker	Resolved (Permanently)	09/05/2024 04:20:28 PM
145810	Closed	I CANNNOT PUT IN MY ATTENDANCE LOGS	Provider Documentation	Cheryl Rosas-Bravo	09/05/2024 04:31:01 PM	Service Provider	Resolved (Permanently)	09/06/2024 08:59:24 AM
145812	Closed	WSC Ethical and Professional Violation in iConnect	Provider QIO, POR, NNC, CAP	David Lin	09/05/2024 04:40:44 PM	APD Employee	Resolved (Permanently)	09/06/2024 08:00:05 AM
145813	Closed	Consumer 57700 Rejected authorization for WSC services	Authorizations	Jorge David Gomez-Chiang	09/05/2024 04:42:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/05/2024 04:55:59 PM
145814	Closed	rejected service auth	Authorizations	Colleen Moreau	09/05/2024 04:44:47 PM	Service Provider	Resolved (Permanently)	09/05/2024 05:00:39 PM
145817	Closed	iConnect 78638 Tier II over ride approval	Request for Override	Belinda Alexander	09/05/2024 04:54:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 07:55:38 AM
145818	Closed	Cost plan	Plans	Shiphrah Mercado	09/05/2024 04:57:29 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 06:11:07 AM
145819	Closed	Daily Attendance Provider Documentation	Provider Documentation	Julia Williamson	09/05/2024 05:00:05 PM	Other	Resolved (Permanently)	09/06/2024 08:12:21 AM
145821	Closed	Rejected Authorization Need to be Restored	Authorizations	Ushae Lewis-Scille	09/05/2024 05:18:20 PM	APD Employee	Resolved (Permanently)	09/06/2024 08:13:05 AM
145822	Closed	CP won't validate	Planned Services	Trina Middleton	09/05/2024 06:14:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 06:27:35 AM
145823	Closed	PROVIDER DOCUMENTATION	Provider Documentation	BILLY WHITE	09/05/2024 07:14:58 PM	Service Provider Worker	Resolved (Permanently)	09/06/2024 06:14:03 AM
145824	Closed	iconnect - Unapproved Date Range	Provider Documentation	Be Tran	09/05/2024 07:46:36 PM	Service Provider Worker	Resolved (Permanently)	09/06/2024 08:14:53 AM
145825	Closed	REJECTIONS	Authorizations	Hoda Valentine	09/05/2024 08:01:43 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 07:36:03 AM
145826	Closed	REJECTIONS	Authorizations	Hoda Valentine	09/05/2024 08:06:22 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 08:07:49 AM
145827	Closed	Attendance Log	Provider Documentation	Karen Steele	09/05/2024 08:19:08 PM	Service Provider	Resolved (Permanently)	09/10/2024 07:23:50 AM
145828	Closed	HHA	Unable to Start/End	Maria D Valdes	09/05/2024 08:28:26 PM	Service Provider	Resolved (Permanently)	09/06/2024 08:11:03 AM
145829	Closed	At Least one date range overlaps	Provider Documentation	Jean Charles Beaulieu	09/05/2024 11:03:48 PM	Service Provider	Resolved (Permanently)	09/06/2024 08:08:26 AM
145830	Closed	Unable to validate plan	Request for Override	Cathy Odom	09/05/2024 11:16:11 PM	Other	Resolved (Permanently)	09/06/2024 07:54:26 AM
145834	Closed	Notes input	Provider Documentation	Dinisha Jordan	09/06/2024 07:47:36 AM	Service Provider	Resolved (Permanently)	09/06/2024 09:32:55 AM
145836	Closed	Validation error	Request for Override	Brenda Sanchez	09/06/2024 07:54:35 AM	APD Employee	Resolved (Permanently)	09/06/2024 07:57:14 AM
145837	Closed	Certification credential to be deleted from Rutherford Group Home (13888)	Residential Licensing Application - NEW	Robin Keller	09/06/2024 07:59:59 AM	APD Employee	Resolved (Permanently)	09/06/2024 09:04:35 AM
145840	Closed	Primary Diagnosis Selection	Provider Selection	Aric Gustafson	09/06/2024 08:24:51 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 08:29:47 AM
145844	Closed	Plan validation failed	Request for Override	Josue Otero	09/06/2024 08:47:21 AM	APD Employee	Resolved (Permanently)	09/06/2024 09:01:23 AM
145845	Closed	iconnect punches	Other	Niki Smith	09/06/2024 08:54:00 AM	Service Provider Worker	Resolved (Permanently)	09/06/2024 09:16:52 AM
145848	Closed	Plan Validation Report	Request for Override	Josue Otero	09/06/2024 09:13:41 AM	APD Employee	Resolved (Permanently)	09/06/2024 09:24:09 AM
145849	Closed	create auth 29887	Authorizations	Isabelle Anestal	09/06/2024 09:15:18 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 09:24:23 AM
145853	Closed	Unable to Create Auth	Provider Documentation	Mary Larry	09/06/2024 09:26:37 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 09:35:55 AM
145855	Closed	18273 Orange County is incorrect on scorecard survey	Demographics & Contacts Issues	Patricia Orquera-kern	09/06/2024 09:29:28 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 11:32:06 AM
145858	Closed		15108 Authorizations	LaWarren Williams	09/06/2024 09:43:47 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 09:51:36 AM
145861	Closed	Rejected Service Authorization	Authorizations	Natasha Broxton	09/06/2024 09:46:01 AM	APD Employee	Resolved (Permanently)	09/06/2024 09:49:44 AM
145862	Closed	Charting	Provider Documentation	Carolyn Clayton	09/06/2024 09:50:19 AM	Service Provider	Resolved (Permanently)	09/11/2024 02:09:00 PM
145863	Closed	Provider Documentation	Provider Documentation	Isis Espino	09/06/2024 09:52:39 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 09:55:24 AM
145864	Closed	EVV ENDINNG DELIVERY ISSUES	Unable to Start/End	JUAN NOA ALVARADO	09/06/2024 09:57:17 AM	Service Provider Worker	Resolved (Permanently)	09/06/2024 09:59:47 AM
145867	Closed	I cannot access Service Authorization portal to get Auths	Authorizations	Robert OGorman	09/06/2024 10:04:23 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 05:56:54 PM
145868	Closed	SA Rejected	Authorizations	Bertha Miller	09/06/2024 10:05:12 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 11:51:44 AM
145869	Closed	wsc This service has exceeded the maximum units per.	Request for Override	Kathleen Lopez	09/06/2024 10:05:17 AM	APD Employee	Resolved (Permanently)	09/06/2024 10:51:36 AM
145873	Closed	Validation Override Needed	Request for Override	Ushae Lewis-Scille	09/06/2024 10:18:45 AM	APD Employee	Resolved (Permanently)	09/06/2024 10:48:56 AM
145874	Closed	GPS/Geolocation Settings	Geolocation/GPS	Melissa Marie Bruno	09/06/2024 10:19:00 AM	Service Provider Worker	Resolved (Permanently)	09/06/2024 10:19:00 AM
145876	Closed	Delete Provider Documentation and Notes	[-] Tier II Review -	Louise Barbee	09/06/2024 10:22:15 AM	Service Provider	Resolved (Permanently)	09/06/2024 10:28:37 AM
145882	Closed	Iconnect	Notes	Tracy Taylor	09/06/2024 10:36:13 AM	APD Employee	Resolved (Permanently)	09/06/2024 10:54:29 AM
145884	Closed	Create Cost Plan 24-25	Plans	Charles Lindsey	09/06/2024 10:46:10 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 11:22:17 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
145888	Closed	Please remove the Notes for consumer ID # 36730	Notes	Louise Barbee	09/06/2024 10:54:47 AM	Service Provider	Resolved (Permanently)	09/06/2024 12:54:55 PM
145890	Closed	Cannot create service auth	Authorizations	Deron Reed	09/06/2024 11:01:50 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 11:10:40 AM
145891	Closed	Plan Validation Report	Request for Override	Josue Otero	09/06/2024 11:06:50 AM	APD Employee	Resolved (Permanently)	09/06/2024 11:14:11 AM
145892	Closed	Billing	Claims	Dianne D Young	09/06/2024 11:08:37 AM	Service Provider	Resolved (Permanently)	09/06/2024 11:20:34 AM
145893	Closed	need to be able to hit save and validate, but these are missing from FILE menu	Plans	Allison Laiosa	09/06/2024 11:10:24 AM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 11:20:12 AM
145902	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/06/2024 11:34:36 AM	APD Employee	Resolved (Permanently)	09/06/2024 11:40:33 AM
145907	Closed	Support Coordination	Request for Override	Aric McFartane	09/06/2024 11:48:07 AM	APD Employee	Resolved (Permanently)	09/06/2024 12:31:16 PM
145908	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/06/2024 11:54:03 AM	APD Employee	Resolved (Permanently)	09/06/2024 12:28:17 PM
145912	Closed	Medicaid not crossing over into our systems	Eligibility	Juneen Johnson	09/06/2024 12:08:51 PM	APD Employee	Resolved (Permanently)	09/06/2024 01:29:03 PM
145915	Closed	error code	Residential Habilitation Documentation	Nancy J Eron	09/06/2024 12:13:39 PM	Service Provider	Resolved (Permanently)	09/16/2024 12:39:10 PM
145917	Closed	UNABLE TO CREATE SERVICE AUTHORIZATION	Authorizations	Ibexis Suarez	09/06/2024 12:15:31 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 01:50:36 PM
145918	Closed	Plan Validation	Request for Override	Barbara Zatkoff	09/06/2024 12:16:54 PM	APD Employee	Resolved (Permanently)	09/06/2024 12:25:54 PM
145919	Closed	Provider Documentation	Provider Documentation	Lincoln D Allen	09/06/2024 12:18:35 PM	Service Provider Worker	Resolved (Permanently)	09/06/2024 12:57:37 PM
145920	Closed	UNABLE TO CREATE SERVICE AUTHORIZATION	Authorizations	Ibexis Suarez	09/06/2024 12:18:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 12:58:32 PM
145922	Closed	INCORRECT UNITS NUMBER	Planned Services	Ibexis Suarez	09/06/2024 12:23:29 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 02:01:43 PM
145923	Closed	Validation Error- WSC Exceeds Max Units	Request for Override	Marnie Brazzell	09/06/2024 12:30:15 PM	APD Employee	Resolved (Permanently)	09/06/2024 01:02:11 PM
145928	Closed	Unable to put in note	Provider Documentation	Lisa Leyn	09/06/2024 12:37:16 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 02:56:13 PM
145934	Closed	Validation Fail for SAN ID 54141	SAN	Janet Batet	09/06/2024 12:54:53 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 01:08:30 PM
145938	Closed	Delete Note	Forms	Sindy Prieto	09/06/2024 01:03:09 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 01:05:33 PM
145940	Closed	Plan Validation Report	Request for Override	Juneen Johnson	09/06/2024 01:03:16 PM	APD Employee	Resolved (Permanently)	09/06/2024 01:21:57 PM
145944	Closed	Plan Validation Report	Request for Override	Juneen Johnson	09/06/2024 01:10:34 PM	APD Employee	Resolved (Permanently)	09/06/2024 01:33:15 PM
145945	Closed	0000 WVR code	Provider Documentation	Erica Tague	09/06/2024 01:11:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 01:29:01 PM
145946	Closed	Time overlap	Provider Documentation	Tiana Weikel	09/06/2024 01:17:42 PM	APD Employee	Resolved (Permanently)	09/06/2024 01:36:28 PM
145950	Closed	Unable to "update" authorization	Authorizations	Holly Ochoa	09/06/2024 01:35:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 01:38:19 PM
145951	Closed	Consumer 43813 - needs 0000-WVR Code	Provider Documentation	EeShawna Matthews	09/06/2024 01:39:36 PM	Service Provider	Resolved (Permanently)	09/06/2024 02:13:48 PM
145953	Closed	LIVING SETTING ISSUE	Request for Override	Roberto Pire	09/06/2024 01:55:03 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 02:05:14 PM
145954	Closed	Validation error msg	Request for Override	Sheri Goodman	09/06/2024 01:59:42 PM	APD Employee	Resolved (Permanently)	09/06/2024 02:11:51 PM
145957	Closed	VALIDATION ERROR	Plans	Brenda Sanchez	09/06/2024 02:01:47 PM	APD Employee	Resolved (Permanently)	09/06/2024 02:36:02 PM
145958	Closed	Consumer enrolled onto CDC 8/1; Unable to update Waiver WSC Auth 7/1-7/31	Authorizations	Xenia Norton	09/06/2024 02:02:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 02:26:19 PM
145959	Closed	Provider Documentation	Provider Documentation	Romario Pompilus	09/06/2024 02:07:30 PM	Service Provider Worker	Resolved (Permanently)	09/10/2024 08:59:45 AM
145961	Closed	Duplicate Planned service.	Authorizations	Sarah Diaz	09/06/2024 02:16:31 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 02:25:11 PM
145965	Closed	Supported living forms	Forms - Other	Marie Lucie Vincent	09/06/2024 02:25:10 PM	Service Provider	Resolved (Permanently)	09/06/2024 02:29:55 PM
145966	Closed	Please reverse the status of the residential referral dated 08/28/2024 for icid 57053	Request for Status Change	Kimberly McMillan	09/06/2024 02:28:28 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 02:57:33 PM
145969	Closed	Unable to merge forms	Forms - Word Merges	Marie Lucie Vincent	09/06/2024 02:30:44 PM	Service Provider	Resolved (Permanently)	09/06/2024 03:21:23 PM
145970	Closed	Documentation	Provider Documentation	betty pittman	09/06/2024 02:32:20 PM	Service Provider Worker	Resolved (Permanently)	09/06/2024 03:24:55 PM
145971	Closed	Unable to merge forms	Forms - Word Merges	Marie Lucie Vincent	09/06/2024 02:33:22 PM	Service Provider	Resolved (Permanently)	09/14/2024 01:04:04 PM
145973	Closed	Provider documentation	Request for Status Change	Isis Espino	09/06/2024 02:41:22 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 03:03:35 PM
145982	Closed	need duplicate cost plan deleted	Plans	Margaret OConnor	09/06/2024 03:03:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 03:15:46 PM
145988	Closed	APD Main Calls	Other	Jerry Banks	09/06/2024 03:25:45 PM	APD Employee	Resolved (Permanently)	09/16/2024 09:32:13 AM
145989	Closed	Change Status	Request for Status Change	Dandre McClain-Franklin	09/06/2024 03:30:13 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 03:36:26 PM
145995	Closed	Override	Request for Override	Nancy Cravey	09/06/2024 03:45:08 PM	APD Employee	Resolved (Permanently)	09/06/2024 04:24:36 PM
146001	Closed	Cost Validation	Request for Override	TONYA Y EVANS	09/06/2024 03:54:57 PM	Service Provider Worker	Resolved (Permanently)	09/06/2024 04:15:56 PM
146005	Closed	validation error	Request for Override	Malikah Tarver	09/06/2024 04:01:22 PM	APD Employee	Resolved (Permanently)	09/06/2024 04:14:04 PM
146006	Closed	Error Messages	Authorizations	Nessay Lately	09/06/2024 04:04:35 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 04:26:24 PM
146010	Closed	Status Override	Plans	Keith Lindsey	09/06/2024 04:22:53 PM	Service Provider Worker	Resolved (Permanently)	09/06/2024 04:27:29 PM
146012	Closed	Personal supports/Day rate entries	Provider Documentation	Dianne D Young	09/06/2024 04:38:17 PM	Service Provider	Resolved (Permanently)	09/09/2024 09:30:09 AM
146013	Closed	Rejected Authorization	Authorizations	Annabel Diaz	09/06/2024 04:38:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/06/2024 04:56:00 PM
146016	Closed	Service Authorizations	Authorizations	TONYA Y EVANS	09/06/2024 04:48:32 PM	Service Provider Worker	Resolved (Permanently)	09/19/2024 01:43:12 PM
146021	Closed	Billing error	Claims	kelli Alfred	09/06/2024 05:17:34 PM	Service Provider Worker	Resolved (Permanently)	09/09/2024 03:29:16 PM
146022	Closed	Cannot create SA	Request for Override	Tricia Garretto	09/06/2024 05:19:59 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 09:24:48 AM
146023	Closed	Unable to print the Cost Plan with all information	Plans	Gladys Minino	09/06/2024 05:50:28 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 09:22:51 AM
146025	Closed	Incorrect Review Date Added	Request for Status Change	Ryan Chandler	09/06/2024 07:01:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 07:21:31 AM
146026	Closed	Cost plan	Plans	Barbara Damus	09/06/2024 09:41:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 07:35:33 AM
146027	Closed	Samantha Fernandez Gonzalez	Upload Issues	SAMANTHA FERNANDEZ	09/06/2024 10:48:21 PM	APD Employee	Resolved (Permanently)	09/09/2024 08:30:42 AM
146028	Closed	Consumer 26269	Provider Selection	Hugo Merino	09/07/2024 06:34:42 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 07:05:23 AM
146029	Closed	VALIDATION ERROR	Plans	Brenda Sanchez	09/07/2024 06:34:44 AM	APD Employee	Resolved (Permanently)	09/09/2024 08:20:14 AM
146030	Closed	Documentation	Unable to Start/End	betty pittman	09/07/2024 10:32:08 AM	Service Provider Worker	Resolved (Permanently)	09/09/2024 08:30:19 AM
146031	Closed	VALIDATION ERRO	Request for Override	Brenda Sanchez	09/07/2024 12:32:41 PM	APD Employee	Resolved (Permanently)	09/09/2024 08:16:55 AM
146032	Closed	Cost plan approved; two new auths in rejected status- Rain	Authorizations	Rain Christi	09/07/2024 02:57:02 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 08:21:37 AM
146033	Closed	#71283 Delete G code	Provider Documentation	Cheryl Saraceno	09/07/2024 04:40:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 08:00:32 AM
146034	Closed	Need assistance please	Plans	Julia Bowen	09/07/2024 06:59:07 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 08:14:25 AM
146035	Closed	31008 Dialog vendor box apperars	Plans	Cheryl Saraceno	09/08/2024 06:17:47 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 08:15:53 AM
146039	Closed	Not able to enter quarterlies	Provider Selection	Suzette Brockington	09/08/2024 06:13:10 PM	Service Provider	Resolved (Permanently)	09/10/2024 11:07:31 AM
146040	Closed	can't create service authorizations	Request for Override	Lorraine Loftus	09/08/2024 06:35:02 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 06:41:36 AM
146041	Closed	Expanding License	Provider Expansions	Marie Veronique Datis	09/08/2024 07:53:23 PM	Service Provider	Resolved (Permanently)	09/09/2024 06:24:54 AM
146042	Closed	duplicate form created	Forms	Trina Middleton	09/08/2024 09:53:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 07:30:52 AM
146043	Closed	Unable to end delivery	Unable to Start/End	Chantelle Wallace	09/08/2024 11:38:19 PM	Service Provider	Resolved (Permanently)	09/09/2024 07:38:48 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
146044	Closed	Override needed	Request for Override	Sherry Thomas	09/09/2024 07:15:51 AM	APD Employee	Resolved (Permanently)	09/09/2024 08:09:57 AM
146053	Closed	Training Site Issue	Other	Sylvia Baer	09/09/2024 08:32:11 AM	APD Employee	Resolved (Permanently)	09/09/2024 10:23:49 AM
146059	Closed	Provider Documentation Correction	Provider Documentation	Robin M Plombon	09/09/2024 08:42:49 AM	Service Provider Worker	Resolved (Permanently)	09/09/2024 09:08:28 AM
146070	Closed	APD Main Calls	Worker Issues	Jerry Banks	09/09/2024 08:58:01 AM	APD Employee	Resolved (Permanently)	09/09/2024 09:08:28 AM
146076	Closed	Remove Provider ID from iConnect	Provider Related Issues	Larry Collins	09/09/2024 09:26:21 AM	APD Employee	Resolved (Permanently)	09/09/2024 09:43:21 AM
146078	Closed	Apd website	Provider Documentation	betty pittman	09/09/2024 09:31:16 AM	Service Provider Worker	Resolved (Permanently)	09/13/2024 01:56:39 PM
146080	Closed	Unable to put in documentation	Provider Documentation	DAVID RICHARDSON	09/09/2024 09:33:47 AM	Service Provider	Resolved (Permanently)	09/10/2024 05:33:52 PM
146085	Closed	Location guides	Geolocation/GPS	Suzanne Bahmer	09/09/2024 09:51:04 AM	Service Provider Worker	Resolved (Permanently)	09/09/2024 09:51:04 AM
146086	Closed	validation issues	Consumer Budget	Donna Whilby	09/09/2024 09:52:18 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 09:59:32 AM
146089	Closed	validation error	Request for Override	Malikah Tarver	09/09/2024 09:56:29 AM	APD Employee	Resolved (Permanently)	09/09/2024 10:11:11 AM
146093	Closed	please delet	Provider Documentation	Tammy Johnson Rice	09/09/2024 10:04:58 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 10:12:20 AM
146095	Closed	Unable to make attendance logs	Provider Documentation	Shantoria Laytaveus Reynolds	09/09/2024 10:10:07 AM	Service Provider Worker	Resolved (Permanently)	09/09/2024 10:32:00 AM
146096	Closed	Current Deliveries	Upload Issues	Livia Febles	09/09/2024 10:10:17 AM	APD Employee	Resolved (Permanently)	09/09/2024 10:45:17 AM
146102	Closed	Plan Validation report	Request for Override	Juneen Johnson	09/09/2024 10:31:56 AM	APD Employee	Resolved (Permanently)	09/09/2024 10:37:50 AM
146105	Closed	Unable to submit claims	Claims	Anita Braun-Luria	09/09/2024 10:42:49 AM	Service Provider	Resolved (Permanently)	09/09/2024 12:39:42 PM
146107	Closed	Providers Tab	Other	Christy Mitchell	09/09/2024 10:45:19 AM	Service Provider	Resolved (Permanently)	09/09/2024 11:45:01 AM
146109	Closed	Validation Report	Request for Override	Claudia Lima	09/09/2024 10:48:45 AM	APD Employee	Resolved (Permanently)	09/09/2024 11:03:07 AM
146111	Closed	UNable to enter notes due to message of overlapping entries	Notes	Pamela Blake	09/09/2024 10:59:01 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 11:12:15 AM
146113	Closed	Forms	Forms	Ulrica Green	09/09/2024 11:02:18 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 11:07:23 AM
146116	Closed	SA Not generating	Authorizations	Mayda Wiltz	09/09/2024 11:09:32 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 11:15:03 AM
146117	Closed	Sum of Claims total issue (need to know what all was billed please)	Claims	Victoria Dewaters	09/09/2024 11:10:32 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 11:10:19 PM
146120	Closed	Validation Needed Override	Request for Override	Ushae Lewis-Scille	09/09/2024 11:13:10 AM	APD Employee	Resolved (Permanently)	09/09/2024 11:29:49 AM
146121	Closed	SA Not Generating	Authorizations	Mayda Wiltz	09/09/2024 11:13:15 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 08:44:17 AM
146122	Closed	Auth for wsc is in rejection for new year	Authorizations	Lisette Rodriguez	09/09/2024 11:16:32 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 10:51:53 AM
146125	Closed	Validation Override Needed	Request for Override	Ushae Lewis-Scille	09/09/2024 11:23:33 AM	APD Employee	Resolved (Permanently)	09/09/2024 11:33:33 AM
146131	Closed	Create & update authorization is not available under the file tab	Authorizations	Jessica Smith	09/09/2024 11:36:33 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 11:54:09 AM
146132	Closed	How to delete a form in lconnect	Forms	Alisa Seymore	09/09/2024 11:37:15 AM	Service Provider	Resolved (Permanently)	09/09/2024 01:15:32 PM
146133	Closed	Cannot update or create Auths	Authorizations	Tricia Garretto	09/09/2024 11:41:15 AM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 11:58:28 AM
146135	Closed	Delete Provider Documentation and Notes	Provider Documentation	Louise Barbee	09/09/2024 11:48:55 AM	Service Provider	Resolved (Permanently)	09/09/2024 12:43:10 PM
146137	Closed	Validation error	Request for Override	Deion Williams	09/09/2024 11:51:28 AM	APD Employee	Resolved (Permanently)	09/09/2024 12:03:06 PM
146138	Closed	lconnect isn't set up under correct Provider	Dashboard	LaTosha Riley	09/09/2024 11:56:05 AM	Service Provider	Resolved (Permanently)	09/09/2024 12:26:47 PM
146139	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/09/2024 11:56:49 AM	APD Employee	Resolved (Permanently)	09/09/2024 12:00:42 PM
146141	Closed	new enrollee override needed	Request for Override	Sandra Perez	09/09/2024 12:01:39 PM	APD Employee	Resolved (Permanently)	09/09/2024 12:13:43 PM
146148	Closed	Unable to create service authorization for newly approved services	Authorizations	Ivy Gayle Hurkin	09/09/2024 12:18:04 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 01:41:36 PM
146150	Closed	Unable to select provider	Provider Documentation	DAVID RICHARDSON	09/09/2024 12:25:06 PM	Service Provider	Resolved (Permanently)	09/09/2024 12:33:42 PM
146152	Closed	Wrong date	Provider Documentation	Tracie Lynn Hellman	09/09/2024 12:42:32 PM	Service Provider	Resolved (Permanently)	09/10/2024 08:22:20 AM
146158	Closed	Forms	Forms	Ulrica Green	09/09/2024 12:59:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 01:08:59 PM
146162	Closed		90430 Authorizations	Nicholas Ellis	09/09/2024 01:04:33 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 01:12:37 PM
146172	Closed	Override needed	Request for Override	Jennifer Vazquez	09/09/2024 01:25:02 PM	APD Employee	Resolved (Permanently)	09/09/2024 01:44:55 PM
146173	Closed	EVV SCHEDULINNG ISSUES	Data Sync	Emperatriz Thorne	09/09/2024 01:25:34 PM	Service Provider Worker	Resolved (Permanently)	09/09/2024 01:25:34 PM
146174	Closed	Validation Error	Request for Override	Latisha White	09/09/2024 01:30:16 PM	APD Employee	Resolved (Permanently)	09/09/2024 01:48:22 PM
146178	Closed	Unable to update cost plan due to validation error with sitting	Request for Override	Chanda Mayes	09/09/2024 01:36:51 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 01:47:21 PM
146182	Closed	Error on Plan Validation Report -trying to create an APD Waiver Plan from 9-9-2024 to 6-30-2025	Request for Override	Toni Thomas	09/09/2024 01:51:01 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 02:51:58 PM
146188	Closed	create SA	Authorizations	Pamela Shorr	09/09/2024 02:16:58 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 02:27:42 PM
146191	Closed	Provider selection	Provider Selection	Rebecca Davis	09/09/2024 02:27:01 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 02:55:46 PM
146192	Closed	Cost plan validation.	Request for Override	Sarah Diaz	09/09/2024 02:27:53 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 02:48:20 PM
146194	Closed	lConnect #31029 WSC unable to update Service Authorizations	Authorizations	Acacia G GomezSanchez	09/09/2024 02:29:04 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 02:55:13 PM
146196	Closed	Location guides	Geolocation/GPS	Katherine Spencer	09/09/2024 02:39:57 PM	Service Provider Worker	Resolved (Permanently)	09/09/2024 02:39:57 PM
146197	Closed	Override needed	Request for Override	Sherry Thomas	09/09/2024 02:41:24 PM	APD Employee	Resolved (Permanently)	09/09/2024 02:44:57 PM
146198	Closed	Unable to enter note due to error message one note overlap	WSC Progress Notes	Pamela Blake	09/09/2024 02:42:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 03:14:16 PM
146200	Closed	Unable to see consumers	Data Sync	Kim Green	09/09/2024 02:49:44 PM	Service Provider Worker	Resolved (Permanently)	09/09/2024 03:13:22 PM
146202	Closed	WSC Provider Documentation Report	Provider Documentation	Nancy McIntosh	09/09/2024 02:56:27 PM	Waiver Support Coordinator	Resolved (Permanently)	09/09/2024 03:45:33 PM
146203	Closed	Override needed	Request for Override	Sherry Thomas	09/09/2024 02:56:52 PM	APD Employee	Resolved (Permanently)	09/09/2024 03:04:15 PM
146207	Closed	Billing denial	Claims	Rebecca Tague	09/09/2024 03:22:31 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 12:02:25 PM
146212	Closed	override needed	Request for Override	Jennifer Vazquez	09/09/2024 03:47:57 PM	APD Employee	Resolved (Permanently)	09/09/2024 04:15:28 PM
146213	Closed	Validation error	Request for Override	Deion Williams	09/09/2024 03:49:30 PM	APD Employee	Resolved (Permanently)	09/09/2024 04:27:38 PM
146223	Closed	Request for Status Change	Request for Status Change	Philettia McNeil	09/09/2024 04:41:06 PM	Service Provider	Resolved (Permanently)	09/10/2024 07:15:09 AM
146230	Closed	Provider Documentation Tab	Provider Documentation	Carol Josephs	09/09/2024 05:36:14 PM	Service Provider	Resolved (Permanently)	09/11/2024 10:25:37 AM
146235	Closed	Worker's caseload appears on my iconnect. She resigned on 8-7-2020	Other	Dora Guzman	09/09/2024 06:02:08 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 10:31:43 AM
146236	Closed	Completion of AIM Worksheet in iConnect	Forms - Other	Ivory Gray	09/09/2024 06:28:11 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 06:42:54 AM
146239	Closed	Provider Billing	Planned Services	Leonaise Loriston	09/09/2024 07:49:55 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 07:04:32 AM
146240	Closed	Time slots have disappeared	Upload Issues	ALEJANDRA BRAVO	09/09/2024 07:53:42 PM	Service Provider Worker	Resolved (Permanently)	09/10/2024 06:52:47 AM
146242	Closed	Seeing only one page under provider documentation	(-) Tier II Review -	Jacqueline Henry	09/09/2024 10:31:15 PM	Service Provider	Resolved (Permanently)	09/12/2024 07:22:44 AM
146243	Closed	Samantha Fernandez Gonzalez	Unable to Start/End	SAMANTHA FERNANDEZ	09/09/2024 10:53:27 PM	APD Employee	Resolved (Permanently)	09/10/2024 07:07:59 AM
146244	Closed	Budget linked	Consumer Budget	Andres Pacheco	09/09/2024 11:51:48 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 07:54:28 AM
146245	Closed	Duplicate Provider Doc	Provider Documentation	Kareema Gallentine	09/10/2024 12:25:11 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 07:11:04 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
146246	Closed	having issue billing	Claims	Angelyne Cezaire	09/10/2024 12:40:01 AM	Service Provider	Resolved (Permanently)	09/10/2024 08:11:43 AM
146247	Closed	billing claim issue	Claims	Angelyne Cezaire	09/10/2024 12:51:21 AM	Service Provider	Resolved (Permanently)	09/12/2024 04:47:32 PM
146248	Closed	rejected authorization	Authorizations	Isabel Broome	09/10/2024 12:56:17 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 10:44:49 AM
146252	Closed	PIN 89038	[-] Tier II Review -	Mary Kathleen Leigh-Wojcik	09/10/2024 08:34:57 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 08:47:56 AM
146260	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Maria Garcia-Rivera	09/10/2024 08:52:49 AM	Service Provider Worker	Resolved (Permanently)	09/10/2024 08:56:37 AM
146261	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Yunaisi Pineda	09/10/2024 08:54:33 AM	Service Provider	Resolved (Permanently)	09/10/2024 08:56:11 AM
146262	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Maria Garcia-Rivera	09/10/2024 08:55:38 AM	Service Provider Worker	Resolved (Permanently)	09/10/2024 08:57:24 AM
146263	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Maria Garcia-Rivera	09/10/2024 08:57:08 AM	Service Provider Worker	Resolved (Permanently)	09/10/2024 08:57:51 AM
146264	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Maria Garcia-Rivera	09/10/2024 08:58:00 AM	Service Provider Worker	Resolved (Permanently)	09/10/2024 08:58:40 AM
146272	Closed	Training Site Issues - Error Messages	Other	Sylvia Baer	09/10/2024 09:15:04 AM	APD Employee	Resolved (Permanently)	09/12/2024 02:50:00 PM
146274	Closed	terminated SA	Authorizations	Megan M Haig	09/10/2024 09:19:00 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 09:29:04 AM
146275	Closed	Unable to create SA	Authorizations	Yanet GarciaVera	09/10/2024 09:20:51 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 09:25:02 AM
146276	Closed	GPS/Geolocation Settings	Geolocation/GPS	Tinesha Gilbert	09/10/2024 09:21:36 AM	Service Provider Worker	Resolved (Permanently)	09/10/2024 09:40:18 AM
146277	Closed	CONSUMER MISSING PRIMARY DIAGNOSTIC	EVV Violations	Bernardo Dieguez	09/10/2024 09:23:14 AM	Service Provider	Resolved (Permanently)	09/10/2024 09:45:42 AM
146279	Closed	Tickler/Notifications Not Created	Dashboard	Amy VanWynsberghe	09/10/2024 09:41:25 AM	APD Employee	Resolved (Permanently)	09/16/2024 09:11:46 AM
146290	Closed	Unable to clock in	Unable to Start/End	Marcell Bentley Wilson	09/10/2024 10:30:47 AM	APD Employee	Resolved (Permanently)	09/10/2024 10:32:21 AM
146294	Closed	SERVICES	Request for Override	Rose Salter	09/10/2024 10:39:21 AM	APD Employee	Resolved (Permanently)	09/10/2024 11:01:43 AM
146296	Closed	Provider Documentation	Provider Documentation	Deborah Satterfield	09/10/2024 10:42:47 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 10:48:24 AM
146297	Closed	Upload Issues	Upload Issues	Daymaritis Aguilar Rojas	09/10/2024 10:43:35 AM	Service Provider Worker	Resolved (Permanently)	09/10/2024 12:01:33 PM
146300	Closed	Removal of entry	Provider Documentation	Shelia Robinette	09/10/2024 10:55:09 AM	Service Provider Worker	Resolved (Permanently)	09/10/2024 11:08:24 AM
146308	Closed	Plan Validation Report	Request for Override	Juneen Johnson	09/10/2024 11:16:44 AM	APD Employee	Resolved (Permanently)	09/10/2024 11:36:48 AM
146313	Closed	Unable to upload full application document	Residential Licensing Renewal	Donna Price	09/10/2024 11:28:54 AM	Service Provider	Resolved (Permanently)	09/18/2024 12:31:37 PM
146317	Closed	Fully deleted SAN?	SAN	Amanda Soule	09/10/2024 11:39:31 AM	APD Employee	Resolved (Permanently)	09/12/2024 10:51:33 AM
146318	Closed	SAN ASSESSMENT ISSUE	SAN	Ludmila Senkevich	09/10/2024 11:40:51 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 01:17:57 PM
146320	Closed	creating an SA issue	Authorizations	Christina Maton	09/10/2024 11:41:52 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 11:54:53 AM
146321	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	09/10/2024 11:43:05 AM	Service Provider Worker	Resolved (Permanently)	09/10/2024 12:17:07 PM
146322	Closed	cannot create service authorizations	Authorizations	Ivy Gayle Hurkin	09/10/2024 11:44:30 AM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 11:59:37 AM
146323	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	09/10/2024 11:45:08 AM	Service Provider Worker	Resolved (Permanently)	09/10/2024 12:27:09 PM
146324	Closed	iConnect - Report Problem - Note Recipient Report from My Dashboard	Reports	Zachariah Sims	09/10/2024 11:56:43 AM	APD Employee	Resolved (Permanently)	09/10/2024 01:40:36 PM
146327	Closed	CONSUMER UNABLE TO UPDATED SERVICE AUTHORIZATION	Authorizations	Xiomara Margolles	09/10/2024 12:09:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 12:58:45 PM
146328	Closed	Incorrect Auth ID	Data Sync	Marcus Mcduffie	09/10/2024 12:16:19 PM	Service Provider	Resolved (Permanently)	09/10/2024 01:29:05 PM
146329	Closed	Auth Codes	Wrong Authorization	Vanae Foster	09/10/2024 12:16:33 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 01:32:06 PM
146331	Closed	Provider documentation reports	Reports	Kerri Montanez	09/10/2024 12:20:39 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 03:38:33 PM
146332	Closed	AUTORIZATION 949655 from July 1st, 2024, to June 30, 2024	Authorizations	RUTH CASTILLO	09/10/2024 12:27:31 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 03:54:35 PM
146333	Closed	Plan Validation Report	Request for Override	Josue Otero	09/10/2024 12:32:07 PM	APD Employee	Resolved (Permanently)	09/12/2024 03:41:02 PM
146334	Closed	57263 Iput the incorrect service	Provider Documentation	Patricia Orquera-kern	09/10/2024 12:32:43 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 10:28:02 AM
146337	Closed	Validation error	Request for Override	Carmen Pully	09/10/2024 12:46:46 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 03:05:28 PM
146343	Closed	cp validation issue	Request for Override	Sandra Perez	09/10/2024 12:55:02 PM	APD Employee	Resolved (Permanently)	09/10/2024 01:09:37 PM
146345	Closed	Provider Documentation	Provider Documentation	Cindy Rojas	09/10/2024 01:00:19 PM	Service Provider	Resolved (Permanently)	09/10/2024 01:31:53 PM
146346	Closed	Unable to see worker	Worker Issues	Ketly Camille	09/10/2024 01:03:42 PM	Service Provider	Resolved (Permanently)	09/10/2024 01:29:03 PM
146350	Closed	Need a ticket number	Unable to Start/End	Tranell Wiggins	09/10/2024 01:13:53 PM	Service Provider Worker	Resolved (Permanently)	09/10/2024 01:15:18 PM
146351	Closed	Need a ticket number	Unable to Start/End	Tranell Wiggins	09/10/2024 01:17:28 PM	Service Provider Worker	Resolved (Permanently)	09/10/2024 01:20:21 PM
146352	Closed	Cannot update authorization	Authorizations	Sean Moreau	09/10/2024 01:20:46 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 01:26:11 PM
146353	Closed	Living setting error message	Request for Override	Connie Miller	09/10/2024 01:23:15 PM	APD Employee	Resolved (Permanently)	09/10/2024 01:31:00 PM
146356	Closed	provider documentation	Reports	Kerri Montanez	09/10/2024 01:25:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 01:31:00 PM
146357	Closed	27495 Validation Error	Request for Override	Nicholas Ellis	09/10/2024 01:25:40 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 01:45:31 PM
146365	Closed	living setting validation error	Request for Override	Phyllis A Brown	09/10/2024 01:43:01 PM	APD Employee	Resolved (Permanently)	09/10/2024 01:48:36 PM
146367	Closed	notes	EVV Activities	Suonia Yon	09/10/2024 01:49:06 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 03:08:01 PM
146368	Closed	Remove iConnect note # 81515	Notes	Laurie Zitzer	09/10/2024 01:49:46 PM	APD Employee	Resolved (Permanently)	09/10/2024 01:54:21 PM
146371	Closed	Authorization rejected	Authorizations	Lauryn Whitcomb	09/10/2024 01:53:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 02:10:08 PM
146373	Closed	rejected saf	Authorizations	Sarah Diaz	09/10/2024 01:57:27 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 02:18:02 PM
146374	Closed	IIP	Forms - Implementation Plan	Linda Bugge1	09/10/2024 01:59:58 PM	Service Provider	Resolved (Permanently)	09/10/2024 03:13:26 PM
146375	Closed	GPS/Geolocation Settings	Geolocation/GPS	Louis Jones	09/10/2024 02:04:51 PM	Service Provider Worker	Resolved (Permanently)	09/10/2024 02:04:52 PM
146379	Closed	System will not allow me to create the SA	Authorizations	Sarah Gallivan	09/10/2024 02:13:41 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 07:49:31 AM
146382	Closed	Cannot create the service authorization	Authorizations	Sarah Gallivan	09/10/2024 02:19:13 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 02:28:55 PM
146384	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/10/2024 02:23:24 PM	APD Employee	Resolved (Permanently)	09/10/2024 03:22:14 PM
146386	Closed	Provider selection in the add plan service	Provider Selection	Ebony Mensah	09/10/2024 02:25:41 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 03:10:08 PM
146391	Closed	Validation Error	Request for Override	Latisha White	09/10/2024 02:40:20 PM	APD Employee	Resolved (Permanently)	09/10/2024 03:35:31 PM
146394	Closed	51335 NEED TICKLER FOR CDC COSTPLAN STARTOMG 7/1/24	Plans	Teresa Hubbard	09/10/2024 02:48:00 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 02:59:21 PM
146395	Closed	unable to start/end	Unable to Start/End	Danishia Polite	09/10/2024 02:53:13 PM	Service Provider	Resolved (Permanently)	09/10/2024 03:03:43 PM
146399	Closed	LSD1 Rejected SA iC#34711	Authorizations	Marilyn Paez	09/10/2024 03:12:16 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 03:48:04 PM
146401	Closed	Unable to save annual report	Provider Documentation	Crispin R Cole	09/10/2024 03:17:53 PM	Service Provider	Resolved (Permanently)	09/10/2024 05:01:53 PM
146403	Closed	iConnect Enhancement Suggestions	Enhancement	Alice Stanciu	09/10/2024 03:22:26 PM	APD Employee	Resolved (Permanently)	09/18/2024 12:31:38 PM
146410	Closed	Cost Plan failed validation	Request for Override	Janet Herring	09/10/2024 03:40:49 PM	APD Employee	Resolved (Permanently)	09/10/2024 03:50:13 PM
146415	Closed	AUTH - LINE ITEM NOT FOUND	Authorizations	Glenda Sheppard	09/10/2024 03:49:46 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 04:03:25 PM
146421	Closed	Iconnect	Other	Ashley Tiara Durden	09/10/2024 04:06:37 PM	Service Provider	Resolved (Permanently)	09/16/2024 11:53:02 AM
146422	Closed	Override needed	Request for Override	Jennifer Vazquez	09/10/2024 04:08:16 PM	APD Employee	Resolved (Permanently)	09/10/2024 04:26:17 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
146424	Closed	System not working properly	Unable to Start/End	Lorrie D Widemond	09/10/2024 04:21:13 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 09:38:49 AM
146425	Closed	Error in running validation state This service has exceeded the maximum units per	Request for Override	Toni Thomas	09/10/2024 04:23:27 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 08:00:09 AM
146426	Closed	wont pass validation	Request for Override	Nancy Calos	09/10/2024 04:26:22 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 08:03:37 AM
146427	Closed	Unable to create Service Authorizations for WSC	Authorizations	Tracy Davis	09/10/2024 04:31:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 04:56:17 PM
146429	Closed	Sign IN	Unable to Start/End	Gail Goss	09/10/2024 04:37:55 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 12:58:51 PM
146431	Closed	Evv visit disappear	Upload Issues	omamezi olokor	09/10/2024 04:40:26 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 08:22:47 AM
146434	Closed	Service Authorization Rejection: Line Item Not Found	Authorizations	Chanda Mayes	09/10/2024 04:51:58 PM	Waiver Support Coordinator	Resolved (Permanently)	09/10/2024 05:04:04 PM
146436	Closed	Need Cost Plan validation override	Plans	Chanda Mayes	09/10/2024 05:07:31 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 02:37:04 PM
146438	Closed	Helpdesk change request form attached thanks.	Enhancement	Katherine Czech	09/10/2024 05:18:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 08:40:28 AM
146439	Closed	Rejected	Authorizations	Isis Espino	09/10/2024 05:47:14 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 01:13:22 PM
146440	Closed	EVV Activity	Documentation	Terrisha Lorraine Miller	09/10/2024 05:53:58 PM	Service Provider	Resolved (Permanently)	09/11/2024 12:29:48 PM
146441	Closed	Delete Provider Documentation	Provider Documentation	Kareema Gallentine	09/10/2024 06:02:14 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 07:09:23 AM
146442	Closed	Put complete note back in draft	Notes	Courtney Negron	09/10/2024 06:02:55 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 07:22:14 AM
146443	Closed	Delete a form in draft	Forms	Courtney Negron	09/10/2024 06:04:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 10:16:37 AM
146444	Closed	EVV browser not working for specific staff member	Other	Breanna Damkoehler	09/10/2024 06:55:37 PM	Service Provider	Resolved (Permanently)	09/12/2024 07:24:08 AM
146447	Closed	REJECTED AUTHORIZATION	Authorizations	Grace Crosse-gray	09/10/2024 11:11:31 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 08:24:47 AM
146448	Closed	cannot update SA	Authorizations	Melissa Mazaeda	09/10/2024 11:37:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 01:20:32 PM
146449	Closed	provider documentation error	WSC Progress Notes	Anissa Gulley	09/11/2024 12:09:58 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 12:25:46 PM
146450	Closed	SAs Rejected Status	Authorizations	Daniella Font	09/11/2024 07:14:38 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 08:08:06 AM
146451	Closed	Linking Error	Consumer Budget	Brandy Goldson	09/11/2024 07:33:18 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 10:10:13 AM
146457	Closed	State SAN Assessments cannot be created in iConnect.	SAN	Amanda Soule	09/11/2024 08:04:05 AM	APD Employee	Resolved (Permanently)	09/11/2024 09:38:33 AM
146458	Closed	Validation error	Request for Override	Mildred Walker	09/11/2024 08:09:03 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 08:15:48 AM
146461	Closed	#23067-Consumer EVV system I unavailable	Other	Deedric Straughter	09/11/2024 08:16:56 AM	Service Provider	Resolved (Permanently)	09/11/2024 12:58:24 PM
146463	Closed	Plan Validation report	Request for Override	Juneen Johnson	09/11/2024 08:21:48 AM	APD Employee	Resolved (Permanently)	09/11/2024 08:32:39 AM
146465	Closed	Provider forms	Forms	Joshua Pickett	09/11/2024 08:29:02 AM	Service Provider	Resolved (Permanently)	09/11/2024 09:23:05 AM
146466	Closed		Notes	Karen Johnson	09/11/2024 08:32:17 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 08:53:25 AM
146469	Closed	Sync Data	Data Sync	Maria Maldonado	09/11/2024 08:35:47 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 08:35:47 AM
146470	Closed	Service Authorizations	Authorizations	Donna Lee	09/11/2024 08:37:04 AM	QIO Employee	Resolved (Permanently)	09/12/2024 04:32:07 PM
146472	Closed	HTTP Error 503. The service is unavailable.	Provider Documentation	Caroline Mousie Boswell	09/11/2024 08:40:55 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 03:15:49 PM
146474	Closed	Plan / Rejection	Plans	Marie Carson	09/11/2024 08:41:56 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 09:01:38 AM
146475	Closed	Client File 15480	Provider Documentation	Caroline Mousie Boswell	09/11/2024 08:47:39 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 12:43:02 PM
146479	Closed	VALIDATION ERRO	Request for Override	Brenda Sanchez	09/11/2024 08:55:33 AM	APD Employee	Resolved (Permanently)	09/11/2024 09:02:27 AM
146480	Closed	Client 37501 Provider Documentation Unable to save entered progress note as being kicked out session expired	System Performance	Caroline Mousie Boswell	09/11/2024 08:56:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 12:57:45 PM
146487	Closed	GEOLOCATIONS ISSUES	Geolocation/GPS	Latayia James	09/11/2024 09:11:31 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 09:11:31 AM
146489	Closed	CAP CORRECTION ACCESS	Provider QIO, POR, NNC, CAP	LOVE CERANT	09/11/2024 09:19:50 AM	Service Provider	Resolved (Permanently)	09/11/2024 02:05:36 PM
146490	Closed	Reject Authorization	Authorizations	Maria Stokes	09/11/2024 09:20:33 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 09:35:46 AM
146491	Closed	Blank Screen	Unable to Start/End	Julio E Martinez	09/11/2024 09:21:29 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 09:21:29 AM
146492	Closed	adding WSC	Other	Diana Ramirez	09/11/2024 09:21:47 AM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 04:31:03 PM
146499	Closed	iconnect	System Performance	Barbara Walker	09/11/2024 09:38:43 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 01:00:28 PM
146506	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	Elisa Carril	09/11/2024 09:42:58 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:15:51 PM
146514	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	lila gallardo camino	09/11/2024 09:54:28 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:15:53 PM
146515	Closed	Error Message 503	Other	Naitel Cartaya	09/11/2024 09:55:11 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:15:54 PM
146516	Closed	EVV Error message 503	Unable to Start/End	Tamekia Scott	09/11/2024 09:57:52 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:15:55 PM
146517	Closed	Error Message 503	Unable to Start/End	Marlen Cue Gonzalez	09/11/2024 10:00:53 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:15:56 PM
146519	Closed	Provider ID not linked	Residential Licensing Application - NEW	Kristy Ofori	09/11/2024 10:01:48 AM	Service Provider	Resolved (Permanently)	09/11/2024 11:40:25 AM
146521	Closed	Error Message 503	Unable to Start/End	Georgelina Comas	09/11/2024 10:05:56 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:15:58 PM
146522	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	YARITZA FELIPE	09/11/2024 10:07:51 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:15:59 PM
146523	Closed	Validation Error	Request for Override	Latisha White	09/11/2024 10:08:18 AM	APD Employee	Resolved (Permanently)	09/11/2024 10:16:26 AM
146526	Closed	iConnect **local tech assist**	System Performance	Denise Chaparro	09/11/2024 10:12:44 AM	APD Employee	Resolved (Permanently)	09/11/2024 12:57:17 PM
146530	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	Aldo Garcia	09/11/2024 10:24:55 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:16:03 PM
146532	Closed	SA for PS in rejected status	Authorizations	Gabriel Lefran	09/11/2024 10:28:59 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 10:45:57 AM
146534	Closed	iConnect form deleted	Forms	Jenna Bryan	09/11/2024 10:30:25 AM	APD Employee	Resolved (Permanently)	09/11/2024 12:01:08 PM
146535	Closed	Not able to update or create SA	Request for Override	Toni Lamar	09/11/2024 10:30:43 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 11:52:27 AM
146539	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	Sylvia Veronica Harris	09/11/2024 10:35:43 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:16:06 PM
146544	Closed	cant start deliver	Unable to Start/End	Nancy Vickers	09/11/2024 10:41:56 AM	Service Provider	Resolved (Permanently)	09/11/2024 11:36:27 AM
146546	Closed	Update Authorizations Tab Not Populating	Authorizations	Ryan Chandler	09/11/2024 10:47:01 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 10:51:16 AM
146549	Closed	CLOCKING IN AND CLOCKING OUT	Unable to Start/End	Yvette Saint Louis	09/11/2024 10:54:27 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 10:54:28 AM
146551	Closed	Delete a Form # 50392	Forms	Nicole Fabre	09/11/2024 10:56:32 AM	APD Employee	Resolved (Permanently)	09/11/2024 11:23:28 AM
146553	Closed	SA rejected	Authorizations	Toni Thomas	09/11/2024 11:02:52 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 11:10:46 AM
146554	Closed	SA rejected	Authorizations	Toni Thomas	09/11/2024 11:05:42 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 02:56:41 PM
146556	Closed	NOT ABLE TO CREATE SERVICE AUTHORIZATIONS	Request for Override	Ibexis Suarez	09/11/2024 11:12:34 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 11:40:35 AM
146558	Closed	Plan Validation error	Request for Override	Elaine Horn	09/11/2024 11:22:15 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 12:12:59 PM
146560	Closed	Delete a form	Forms	Patrice Vargas	09/11/2024 11:24:27 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 11:28:37 AM
146561	Closed	Billing denied	Claims	Dustie Huff	09/11/2024 11:25:32 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 02:54:53 PM
146562	Closed	Billing denied	Claims	Dustie Huff	09/11/2024 11:26:34 AM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 08:48:18 AM
146563	Closed	Billing denied	Claims	Dustie Huff	09/11/2024 11:27:04 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 08:21:18 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
146567	Closed	UNABLE TO UPDATE AUTHORIZATIONS	Authorizations	Rene Gomez	09/11/2024 11:29:12 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 11:57:25 AM
146568	Closed	Assistance Required for Technical Difficulties	Geolocation/GPS	Maritza Silverio	09/11/2024 11:30:02 AM	Service Provider	Resolved (Permanently)	09/20/2024 01:44:38 PM
146569	Closed	unable to approve services	Request for Override	Jacmiely Guilliani	09/11/2024 11:35:15 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 12:16:02 PM
146570	Closed	Plan Validation override request	Request for Override	Elaine Horn	09/11/2024 11:37:19 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 11:59:36 AM
146571	Closed	Unable to get service authorizations approved	Authorizations	Shermell Williams	09/11/2024 11:37:31 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 01:35:01 PM
146572	Closed	Rejected SA	Authorizations	Leah Wade	09/11/2024 11:38:02 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 11:57:09 AM
146573	Closed	unable to validade CP. tried 4 x	Request for Override	Wilma Johnson	09/11/2024 11:38:10 AM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 12:03:31 PM
146574	Closed	PHI	Provider Documentation	Kanisha Rogers	09/11/2024 11:38:22 AM	APD Employee	Resolved (Permanently)	09/11/2024 11:51:27 AM
146576	Closed	erase notes	Notes	Patrice Vargas	09/11/2024 11:40:19 AM	Service Provider Worker	Resolved (Permanently)	09/11/2024 11:54:00 AM
146578	Closed	iConnect	Provider Related Issues	Nikeycia Levy	09/11/2024 11:41:51 AM	APD Employee	Resolved (Permanently)	09/19/2024 12:52:40 PM
146580	Closed	Plan Validation Report	Consumer Budget	Josue Otero	09/11/2024 11:47:44 AM	APD Employee	Resolved (Permanently)	09/11/2024 12:09:42 PM
146588	Closed	Unable to make trip logs	Provider Documentation	Shantoria Laytaveus Reynolds	09/11/2024 12:26:21 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 12:59:21 PM
146591	Closed	39737 costplan cannot be approved because Medicaid is not showing approved in iconnect	Eligibility	Teresa Hubbard	09/11/2024 12:27:52 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 12:38:54 PM
146593	Closed	Unable to update SA	Authorizations	Xenia Norton	09/11/2024 12:31:22 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 12:40:04 PM
146596	Closed	Plan will not pass valdation	Request for Override	Rebecca Scales	09/11/2024 12:39:23 PM	APD Employee	Resolved (Permanently)	09/11/2024 12:55:30 PM
146600	Closed	Error Message 503	Unable to Start/End	Teena Hunter	09/11/2024 12:53:54 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:16:07 PM
146601	Closed	Unable to get service authorizations approved	Authorizations	Shermell Williams	09/11/2024 12:56:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 01:52:33 PM
146602	Closed	Rejected claim	Authorizations	Sonja Green	09/11/2024 01:00:43 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 01:14:11 PM
146603	Closed	Group home application	Residential Licensing Application - NEW	Claudius Wilson	09/11/2024 01:04:43 PM	Service Provider	Resolved (Permanently)	09/12/2024 09:01:57 AM
146605	Closed	Cannot find provider ID	Provider Related Issues	Danielle Kline	09/11/2024 01:07:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 01:41:24 PM
146606	Closed	WSC cannot create SA	Authorizations	Nicholas Ellis	09/11/2024 01:11:12 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 01:24:36 PM
146607	Closed	Duplicate dates in iConnect.	Authorizations	Alisa Seymore	09/11/2024 01:11:28 PM	Service Provider	Resolved (Permanently)	09/19/2024 12:52:41 PM
146608	Closed	Unable to complete visits for iConnect ID 18595	Provider Documentation	Liscaira Matos	09/11/2024 01:11:55 PM	Service Provider	Resolved (Permanently)	09/11/2024 04:02:14 PM
146610	Closed	How to find the new IFP/ Individual Financial Profile form	Forms	Dianne D Young	09/11/2024 01:26:34 PM	Service Provider	Resolved (Permanently)	09/11/2024 01:46:08 PM
146614	Closed	PROVIDER DOCUMENTATION ISSUES	Provider QIO, POR, NNC, CAP	Brenda Jones	09/11/2024 01:39:31 PM	Service Provider	Resolved (Permanently)	09/12/2024 07:57:48 AM
146617	Closed	Unable to Update Auth	Authorizations	Aric Gustafson	09/11/2024 01:48:30 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 01:53:45 PM
146620	Closed	Authorization	Authorizations	Kerri Montanez	09/11/2024 01:53:10 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 03:45:20 PM
146623	Closed	Error Message 503	Unable to Start/End	olga arrowsmith	09/11/2024 02:04:01 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:16:08 PM
146625	Closed	Re: adding provider	Provider Selection	Raashaan Higdon	09/11/2024 02:06:40 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 04:16:41 PM
146631	Closed	Rejected service auths	Authorizations	MKAYLA S CARTER	09/11/2024 02:14:36 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 02:33:50 PM
146633	Closed	Change status on NOTE tab	Request for Status Change	Ioslema Lopez	09/11/2024 02:17:14 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 03:08:07 PM
146636	Closed	clock out issue	Unable to Start/End	SHARONDA COURTNEY	09/11/2024 02:25:42 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 02:25:42 PM
146637	Closed	Cannot Add Provider documentation to September 2024	Provider Documentation	Patricia Casson	09/11/2024 02:28:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 02:47:34 PM
146639	Closed	compltte form	Request for Status Change	Patrice Vargas	09/11/2024 02:31:36 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:11:45 PM
146641	Closed	IT deleted wrong form - #52584	Forms	Nicole Fabre	09/11/2024 02:34:12 PM	APD Employee	Resolved (Permanently)	09/11/2024 03:28:45 PM
146644	Closed	Location issues	Geolocation/GPS	Kwanna Buie	09/11/2024 02:42:09 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 02:42:09 PM
146645	Closed	daily attendance log	Provider Documentation	Jessie W Taylor	09/11/2024 02:45:23 PM	Service Provider Worker	Resolved (Permanently)	09/13/2024 04:19:26 PM
146647	Closed	Adding units to an authorization	Authorizations	Erika Diaz-Mauri	09/11/2024 02:48:56 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 03:34:15 PM
146651	Closed	Can't Update Authorization	Request for Override	Brandy Goldson	09/11/2024 03:00:15 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 03:49:37 PM
146654	Closed	validation error	Request for Override	Malikah Tarver	09/11/2024 03:11:54 PM	APD Employee	Resolved (Permanently)	09/11/2024 03:48:51 PM
146655	Closed	Override needed	Request for Override	Sherry Thomas	09/11/2024 03:13:07 PM	APD Employee	Resolved (Permanently)	09/11/2024 03:46:31 PM
146659	Closed	cost plan not appearing in I-connect	Plans	Tiffany Solomon	09/11/2024 03:24:20 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 03:52:55 PM
146660	Closed	Service Authorization for 7/1/24 to 9/1/24 says "cancelled" Status "terminated" .	Authorizations	Sharon Sumpter	09/11/2024 03:25:18 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 03:41:59 PM
146662	Closed	EVV SCHEDULING ISSUES/503 ERROR	Unable to Start/End	Odalys Diaz	09/11/2024 03:27:35 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:27:36 PM
146663	Closed	Life Skill Overlapping Visits	Provider Documentation	Madelin Marichal	09/11/2024 03:28:44 PM	Service Provider Worker	Resolved (Permanently)	09/11/2024 03:49:07 PM
146667	Closed	rejected SA	Authorizations	Nicholas Ellis	09/11/2024 03:43:36 PM	Waiver Support Coordinator	Resolved (Permanently)	09/11/2024 03:53:35 PM
146671	Closed	Override needed	Request for Override	Sherry Thomas	09/11/2024 03:55:26 PM	APD Employee	Resolved (Permanently)	09/11/2024 03:58:55 PM
146672	Closed	PHI authorization	Worker Issues	Patience Jefferies Janes	09/11/2024 04:08:20 PM	Service Provider	Resolved (Permanently)	09/11/2024 04:36:48 PM
146673	Closed	Please remove iC Note	Notes	Laurie Zitzer	09/11/2024 04:14:22 PM	APD Employee	Resolved (Permanently)	09/11/2024 04:29:48 PM
146680	Closed	SA creation and updating issue.	Authorizations	Darilyn Ginebra	09/11/2024 04:47:31 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 07:08:17 AM
146683	Closed	15421 Sunrise Group Home is not sending me the logs via iConnect	Other	Patricia Orquera-kern	09/11/2024 05:16:42 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 07:00:11 AM
146692	Closed	iConnect Notes Tab	Request for Status Change	Hannah Middleton	09/11/2024 05:37:43 PM	Service Provider	Resolved (Permanently)	09/13/2024 04:01:42 PM
146693	Closed	Cost Plan failed validation	Request for Override	Janet Herring	09/11/2024 05:49:26 PM	APD Employee	Resolved (Permanently)	09/12/2024 06:50:14 AM
146695	Closed	LSD3 Denial But Plenty of Units Authorized	Authorizations	Natalie Ann Fontanes	09/11/2024 06:09:48 PM	Service Provider	Resolved (Permanently)	09/12/2024 09:21:19 AM
146700	Closed	39573 - No Create/Update Authorization Tab	Planned Services	Kajir Harriott	09/11/2024 08:26:53 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 06:37:48 AM
146701	Closed	Notes Tab/Support Plan Provider Copy	Notes	Gerda Mothersil	09/11/2024 09:05:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 07:09:03 AM
146704	Closed	Issue with Provider Visibility in Provider Selection	Provider Selection	Kajir Harriott	09/11/2024 10:45:10 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 07:53:33 AM
146705	Closed	SAN, AUTHORIZATION	Authorizations	Esther Francois	09/11/2024 11:11:20 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 07:54:08 AM
146706	Closed	iConnect Authorization	Authorizations	Nacoya Croom	09/11/2024 11:36:07 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 07:50:24 AM
146707	Closed	71031 - No Create/Update Authorization Tab	Planned Services	Kajir Harriott	09/11/2024 11:56:35 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 06:40:19 AM
146709	Closed	Issue with uploading attendance log and quarterly report	Provider Documentation	Michelle McCall	09/12/2024 08:09:04 AM	Service Provider	Resolved (Permanently)	09/12/2024 06:40:19 AM
146722	Closed	updated service autherzation for daily rate ,David Sutton	Authorizations	Michelle J Hill	09/12/2024 09:03:09 AM	Service Provider Worker	Resolved (Permanently)	09/12/2024 09:59:05 AM
146730	Closed	Error Message 503	Unable to Start/End	Nancy Baez Suarez	09/12/2024 09:22:57 AM	Service Provider Worker	Resolved (Permanently)	09/13/2024 06:48:50 AM
146733	Closed	No Dropdown Option in Notes/Behavior Analysis/Behavioral Assessment trail	Provider Selection	Robert Roth Martin	09/12/2024 09:30:00 AM	Service Provider	Resolved (Permanently)	09/13/2024 08:18:44 AM
146734	Closed	Code 4151 (PT assessment)	Provider Related Issues	Tania Telfort	09/12/2024 09:30:52 AM	APD Employee	Resolved (Permanently)	09/12/2024 09:52:55 AM
146736	Closed	service auth not generating	Authorizations	LINDSEY MCILWAINE	09/12/2024 09:35:21 AM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 11:44:20 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
146737	Closed	503 error	Other	Mar Mar	09/12/2024 09:35:33 AM	Service Provider Worker	Resolved (Permanently)	09/12/2024 09:35:33 AM
146739	Closed	Override for a service	Request for Override	Yesha Jani	09/12/2024 09:43:21 AM	APD Employee	Resolved (Permanently)	09/12/2024 09:54:20 AM
146742	Closed	Problema con la conexon	Unable to Start/End	GUILLERMO HERNANDEZ	09/12/2024 09:54:07 AM	APD Employee	Resolved (Permanently)	09/12/2024 10:00:44 AM
146745	Closed	Login Assistance/503	Unable to Start/End	Ana Del Llano	09/12/2024 10:05:31 AM	Service Provider Worker	Resolved (Permanently)	09/12/2024 10:05:31 AM
146747	Closed	Cannot create	Authorizations	Ansel Brooks	09/12/2024 10:11:19 AM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 11:52:38 AM
146748	Closed	Rejected Authorization update	Authorizations	Cristiana Robaina	09/12/2024 10:11:31 AM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 11:31:21 AM
146754	Closed	Unable to upload attachments into iConnect	Attachments	Marnie Brazzell	09/12/2024 10:24:24 AM	APD Employee	Resolved (Permanently)	09/12/2024 11:41:40 AM
146755	Closed	Implementation plan form	Forms	Tina Condon	09/12/2024 10:25:10 AM	Service Provider Worker	Resolved (Permanently)	09/12/2024 10:42:16 AM
146756	Closed	Follow up per Claim Denial Ticket 146602	Authorizations	Sonja Green	09/12/2024 10:25:27 AM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 10:39:21 AM
146758	Closed	Notes for PHI	Notes	edward banks	09/12/2024 10:27:40 AM	Service Provider	Resolved (Permanently)	09/12/2024 02:51:32 PM
146759	Closed	iConnect Enhancement/Suggestion	Enhancement	Meisha Stewart	09/12/2024 10:29:23 AM	APD Employee	Resolved (Permanently)	09/13/2024 08:42:34 AM
146763	Closed	Follow up from # 146756	Claims	Sonja Green	09/12/2024 10:47:28 AM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 11:18:04 AM
146765	Closed	Login Assistance/503	Unable to Start/End	vicenta perez sime	09/12/2024 10:49:45 AM	Service Provider Worker	Resolved (Permanently)	09/12/2024 10:49:45 AM
146766	Closed	Service Authorizations	Authorizations	Andres Pacheco	09/12/2024 10:53:31 AM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 11:13:57 AM
146769	Closed	Remove	Forms - Other	Ronald McCauley	09/12/2024 10:55:36 AM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 11:01:13 AM
146770	Closed	Location services	Geolocation/GPS	Emperatriz Thorne	09/12/2024 10:56:43 AM	Other	Resolved (Permanently)	09/12/2024 10:58:22 AM
146771	Closed	Budget	Consumer Budget	Theresa Pace	09/12/2024 10:57:07 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 09:39:28 AM
146772	Closed	Login Assistance/503	Unable to Start/End	SONIA NUNEZ	09/12/2024 11:07:00 AM	Service Provider Worker	Resolved (Permanently)	09/12/2024 01:14:44 PM
146775	Closed	Login Assistance/503	Unable to Start/End	Elizabeth c Dorado Salez	09/12/2024 11:24:50 AM	Service Provider Worker	Resolved (Permanently)	09/12/2024 11:24:51 AM
146782	Closed	auth in rejected status	Authorizations	Johanna Sharp	09/12/2024 11:47:01 AM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 11:59:02 AM
146788	Closed	UNABLE TO CREATE SERVICE AUTHORIZATION	Authorizations	ibexis Suarez	09/12/2024 12:01:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 12:08:10 PM
146789	Closed	Rejection and unable to create	Authorizations	Isis Espino	09/12/2024 12:07:36 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 12:52:55 PM
146790	Closed	Provider can't see new Auth in iConnect	Authorizations	Mary Schuh	09/12/2024 12:09:53 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 12:36:14 PM
146791	Closed	Please look into validation errors	Plans	Stephanie Waters	09/12/2024 12:12:13 PM	APD Employee	Resolved (Permanently)	09/12/2024 02:56:25 PM
146792	Closed	iConnect issues	Notes	Emperatriz V Buehl	09/12/2024 12:26:30 PM	Service Provider	Resolved (Permanently)	09/25/2024 11:56:57 AM
146794	Closed	Not able to update or create SA	Authorizations	Toni Lamar	09/12/2024 12:34:24 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 12:43:24 PM
146795	Closed	Not able to update or create SA	Authorizations	Toni Lamar	09/12/2024 12:37:49 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 12:58:09 PM
146798	Closed	Unable to create SAs	Authorizations	Wanda Chisholm	09/12/2024 12:45:12 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 12:55:53 PM
146802	Closed	Authorization rejected status	Authorizations	Janice Spears	09/12/2024 12:56:58 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 01:20:17 PM
146808	Closed	Error Code 503	Unable to Start/End	Terry Breen	09/12/2024 01:08:18 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 01:08:18 PM
146809	Closed	Can't Create Authorization	Authorizations	Bradley Dean Casson	09/12/2024 01:09:25 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 01:29:27 PM
146814	Closed	Pull all HCBS forms out of complete	Forms	Bethany A Hays	09/12/2024 01:24:52 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 01:37:25 PM
146818	Closed	Authorization	Authorizations	Xiomara Margolles	09/12/2024 01:43:09 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 02:13:27 PM
146821	Closed	Login Assistance/503	Unable to Start/End	Erika Alvarez	09/12/2024 01:57:15 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 01:57:15 PM
146822	Closed	Need correction to Incident report on Notes	Notes	Karen Murray	09/12/2024 01:59:52 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 02:35:00 PM
146834	Closed	Living setting override required	Request for Override	Deana Roberts	09/12/2024 02:22:07 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 02:58:44 PM
146835	Closed	Services -Alerts NOT showing up on Dashboard that I have a note	Notes	Debra Parramore	09/12/2024 02:23:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 03:20:28 PM
146836	Closed	PROVIDER DOCUMENTATION ISSUES	Provider Documentation	Emperatriz V Buehl	09/12/2024 02:23:42 PM	Service Provider	Resolved (Permanently)	09/12/2024 02:31:10 PM
146838	Closed	unable to validate plan	Request for Override	Julie Bazin	09/12/2024 02:25:39 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 12:25:47 PM
146840	Closed	EVV MALFUNCTION FOR SEVERAL DAYS	Unable to Start/End	Ubaldo Alvarez	09/12/2024 02:26:37 PM	Service Provider	Resolved (Permanently)	09/12/2024 03:11:38 PM
146847	Closed	INDIVIDUAL IMPLEMENTATION PLAN	Forms - Implementation Plan	Maria Cuellar	09/12/2024 02:47:11 PM	Service Provider	Resolved (Permanently)	09/12/2024 03:03:08 PM
146849	Closed	Need to update cost plan. Validation failed due to living setting	Request for Override	Chanda Mayes	09/12/2024 02:59:57 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 03:10:14 PM
146850	Closed	clock out issue	Unable to Start/End	Gemima Lafleur Alcindor	09/12/2024 03:00:43 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 03:40:42 PM
146851	Closed	SANs validation reports successful w/ issues.	SAN	Betty Daigger	09/12/2024 03:01:56 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 03:16:27 PM
146852	Closed	Contact added to wrong iconnect case	Demographics & Contacts Issues	Annette Zeeb	09/12/2024 03:02:28 PM	APD Employee	Resolved (Permanently)	09/12/2024 04:03:21 PM
146853	Closed	Login Assistance/503	Unable to Start/End	Gloria Nino	09/12/2024 03:03:51 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 03:03:52 PM
146854	Closed	Login Assistance	Unable to Start/End	Gloria Sanchez	09/12/2024 03:10:15 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 03:10:15 PM
146855	Closed	Unable to add Attendance Log for ID: 46648A	Authorizations	EeShawanna Matthews	09/12/2024 03:12:53 PM	Service Provider	Resolved (Permanently)	09/12/2024 04:09:37 PM
146856	Closed	Rate Assessment	Consumer Budget	Ronald McCauley	09/12/2024 03:13:09 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 04:02:15 PM
146857	Closed	IC#35770	Authorizations	Fiama Aguirre	09/12/2024 03:17:11 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 09:13:07 AM
146860	Closed	Login Assistance/503	Unable to Start/End	Yenisleidy Chavez	09/12/2024 03:27:46 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 03:27:47 PM
146862	Closed	Unable to update SA	Authorizations	Anthony Peck	09/12/2024 03:32:37 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 03:49:12 PM
146863	Closed	validation report	Plans	Claudia Lima	09/12/2024 03:37:49 PM	APD Employee	Resolved (Permanently)	09/12/2024 03:57:36 PM
146866	Closed	Login Assistance/503	Unable to Start/End	Sandra Patricia Diaz	09/12/2024 03:51:03 PM	Service Provider Worker	Resolved (Permanently)	09/12/2024 03:51:03 PM
146872	Closed	Reverse Provider Documentation	Provider Documentation	Dianna Mccallon	09/12/2024 04:08:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 04:34:27 PM
146874	Closed	Unable to update and create service authorizations	Authorizations	Shermell Williams	09/12/2024 04:27:09 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 06:36:14 AM
146875	Closed	Unable to put in second note	WSC Progress Notes	Livia Ribeiro	09/12/2024 04:29:38 PM	Waiver Support Coordinator	Resolved (Permanently)	09/12/2024 05:01:22 PM
146876	Closed	Cannot update provider documentation notes Error message	Provider Documentation	Alessandra Davalos	09/12/2024 04:31:02 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 08:59:46 AM
146884	Closed	HCBS	Request for Status Change	Bethany A Hays	09/12/2024 04:49:44 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 08:46:53 AM
146886	Closed	notes	Notes	Shada Daniels	09/12/2024 04:59:55 PM	Service Provider Worker	Resolved (Permanently)	09/13/2024 08:03:24 AM
146887	Closed	Denial of payment	Claims	Alessandra Davalos	09/12/2024 05:17:39 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 08:42:00 AM
146893	Closed	Cost Plan not updating	Authorizations	Laurn Whitcomb	09/12/2024 07:38:27 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 07:49:21 AM
146895	Closed	CAN'T CREATE OR UPDATE SAS FOR 87143	Authorizations	Pedro Herrera	09/12/2024 09:07:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 06:43:03 AM
146896	Closed	90345 - Issue with Adding Services for McCall Cares Companionship LLC	Planned Services	Alexandre Gelin	09/12/2024 10:12:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 02:41:26 PM
146897	Closed	Arc of the St John's inc	Unable to Start/End	Vanessa Dumas	09/12/2024 10:46:41 PM	Service Provider Worker	Resolved (Permanently)	09/13/2024 07:09:39 AM
146899	Closed	Transportation service auth and iconnect amount doo not match	Authorizations	Cheryl Race	09/13/2024 12:45:23 AM	Service Provider	Resolved (Permanently)	09/13/2024 06:49:12 AM
146900	Closed	Delete Provider Doc	Provider Documentation	Kareema Gallentine	09/13/2024 02:31:30 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 07:10:40 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
146902	Closed	Rejected Authorizations	Authorizations	Shelby L Costanza	09/13/2024 07:45:39 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 08:09:08 AM
146903	Closed	VALIDATION ERROR	Request for Override	Brenda Sanchez	09/13/2024 07:51:19 AM	APD Employee	Resolved (Permanently)	09/13/2024 08:15:02 AM
146904	Closed	Authorization ID	Authorizations	Ronald McCauley	09/13/2024 07:55:37 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 08:07:39 AM
146905	Closed	rejected SA	Authorizations	Elizabeth Swain	09/13/2024 07:56:39 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 08:04:27 AM
146910	Closed	No forms tab	Forms	Deanna Olson	09/13/2024 08:17:40 AM	Service Provider	Resolved (Permanently)	09/18/2024 10:47:30 AM
146913	Closed	Rejected SA	Authorizations	Dawn Schuster	09/13/2024 08:29:45 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 09:01:37 AM
146920	Closed	iConnect ID 12702 Error Message	Provider Documentation	Shirley Thalman	09/13/2024 08:40:19 AM	Service Provider Worker	Resolved (Permanently)	09/13/2024 09:44:54 AM
146921	Closed	GPS/Geolocation Settings	Geolocation/GPS	mercedes carmenate	09/13/2024 08:50:47 AM	Service Provider Worker	Resolved (Permanently)	09/13/2024 08:50:47 AM
146922	Closed	documentation	Provider Documentation	JACQUELINE SMOTHERS	09/13/2024 08:50:58 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 01:32:28 PM
146926	Closed	Login Assistance/503	Unable to Start/End	Andrea Villanueva Nieves	09/13/2024 09:04:18 AM	Service Provider Worker	Resolved (Permanently)	09/13/2024 09:04:18 AM
146928	Closed	Override needed	Request for Override	Jennifer Vazquez	09/13/2024 09:07:20 AM	APD Employee	Resolved (Permanently)	09/13/2024 09:26:31 AM
146944	Closed	Rejected Claim	Authorizations	Sonja Green	09/13/2024 09:38:29 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 10:00:06 AM
146945	Closed	Can Not Complete Note due to "Program/Provider" field not expanding	Provider Selection	GEORGE WRIGHT	09/13/2024 09:45:22 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 10:07:49 AM
146948	Closed	Juan Cespedes	Forms	Danielle Turner	09/13/2024 10:02:00 AM	Service Provider Worker	Resolved (Permanently)	09/13/2024 10:20:23 AM
146952	Closed	Plan Validation Error - Consumer is new to the waiver	Request for Override	Sophia Torres	09/13/2024 10:11:39 AM	APD Employee	Resolved (Permanently)	09/13/2024 10:25:02 AM
146955	Closed	Rejected Service Authorization	Authorizations	Ushae Lewis-Scille	09/13/2024 10:18:46 AM	APD Employee	Resolved (Permanently)	09/13/2024 10:35:51 AM
146958	Closed	Services	[-] Tier II Review -	TATIYUNA WALLACE	09/13/2024 10:25:17 AM	Service Provider Worker	Resolved (Permanently)	09/13/2024 10:41:52 AM
146961	Closed	Trip Logs	Provider Documentation	Parker Weikel	09/13/2024 10:28:02 AM	Service Provider	Resolved (Permanently)	09/13/2024 11:01:09 AM
146964	Closed	clock in/out issues	Unable to Start/End	Necole Duling	09/13/2024 10:30:51 AM	Service Provider	Resolved (Permanently)	09/13/2024 11:50:40 AM
146965	Closed	Unable to close in	Unable to Start/End	Yamisel Castro	09/13/2024 10:32:15 AM	Service Provider Worker	Resolved (Permanently)	09/13/2024 10:32:59 AM
146974	Closed	PERSONAL SUPPORT REJECTED	Authorizations	Roberto Pire	09/13/2024 11:00:13 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 11:41:42 AM
146977	Closed	Unable to use the 'Notes' function in iConnect	Notes	Tibab Ababa Delisser	09/13/2024 11:01:01 AM	Service Provider	Resolved (Permanently)	09/16/2024 11:05:04 AM
146979	Closed	Validation Report	Request for Override	Claudia Lima	09/13/2024 11:05:47 AM	APD Employee	Resolved (Permanently)	09/13/2024 11:16:23 AM
146981	Closed	Login Assistance/503	Unable to Start/End	Julia Diaz	09/13/2024 11:16:24 AM	Service Provider Worker	Resolved (Permanently)	09/13/2024 11:16:24 AM
146982	Closed	SA coming back rejected	Authorizations	Anthony Peck	09/13/2024 11:16:35 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 11:37:34 AM
146987	Closed	How can I put two Quarterlies in for two different services	Provider Documentation	Lynne Sibley	09/13/2024 11:25:54 AM	Service Provider Worker	Resolved (Permanently)	09/13/2024 12:24:30 PM
146988	Closed	Cost plan approved; consumable auth in rejected status- Rain	Authorizations	Rain Christi	09/13/2024 11:27:00 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 11:42:07 AM
146990	Closed	REJECTED AUTHS	Authorizations	Linda Scavella	09/13/2024 11:30:12 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 11:53:05 AM
146994	Closed	Claim Voided per - incident #146944	Authorizations	Sonja Green	09/13/2024 11:39:11 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 11:47:42 AM
146996	Closed	Please change Date of Birth	Demographics & Contacts Issues	Jennifer Harris	09/13/2024 11:42:23 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 11:50:01 AM
146998	Closed	approve assessment behavior and services 100 units/	Request for Override	Yadi Flores	09/13/2024 11:45:27 AM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 12:19:25 PM
147002	Closed	Rejection status	Authorizations	Dawn Best	09/13/2024 11:55:17 AM	APD Employee	Resolved (Permanently)	09/13/2024 12:06:34 PM
147004	Closed	A Better Solutions Rejection Status	Authorizations	Dawn Best	09/13/2024 11:59:35 AM	APD Employee	Resolved (Permanently)	09/13/2024 12:16:23 PM
147006	Closed	A Better Soutions Support Rejection Status	Authorizations	Dawn Best	09/13/2024 12:01:43 PM	APD Employee	Resolved (Permanently)	09/13/2024 12:18:44 PM
147007	Closed	A Better Solutions	Authorizations	Dawn Best	09/13/2024 12:03:07 PM	APD Employee	Resolved (Permanently)	09/13/2024 12:25:10 PM
147008	Closed	A Better Solutuons	Authorizations	Dawn Best	09/13/2024 12:06:02 PM	APD Employee	Resolved (Permanently)	09/13/2024 12:13:18 PM
147010	Closed	A Better Soutlions Support	Authorizations	Dawn Best	09/13/2024 12:11:33 PM	APD Employee	Resolved (Permanently)	09/13/2024 01:08:12 PM
147011	Closed	A Better Soutlions	Authorizations	Dawn Best	09/13/2024 12:12:52 PM	APD Employee	Resolved (Permanently)	09/13/2024 01:23:07 PM
147012	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	09/13/2024 12:13:04 PM	APD Employee	Resolved (Permanently)	09/13/2024 12:53:55 PM
147014	Closed	Employee device not able to connect to location services	Geolocation/GPS	Tonetta J Lee	09/13/2024 12:16:58 PM	Service Provider	Resolved (Permanently)	09/13/2024 12:26:18 PM
147016	Closed	Budget 2025	Consumer Budget	Ronald McCauley	09/13/2024 12:24:37 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 12:35:31 PM
147017	Closed	Accidentally Changed Support Plan 2023	Forms - PCSP	Tabatha Hewston	09/13/2024 12:25:31 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 12:34:32 PM
147018	Closed	Plan validation report	Request for Override	Juneen Johnson	09/13/2024 12:25:56 PM	APD Employee	Resolved (Permanently)	09/13/2024 12:36:21 PM
147019	Closed	WSC went to create and update SA under file tab but these two option did not appear	Authorizations	Danica Simpkins	09/13/2024 12:31:05 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 01:01:08 PM
147021	Closed	Please delete entry	Notes	Jannette Oliva	09/13/2024 12:36:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 01:06:17 PM
147023	Closed	49050 duplicate PA for transportation SA from 8/21/24-1/31/25	Authorizations	Marisa Caroline Krueger	09/13/2024 12:46:40 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 08:11:44 AM
147024	Closed	WSC 2024-2025 SA IN REJECTED STATUS	Authorizations	Nayza Hernandez	09/13/2024 12:52:53 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 01:11:33 PM
147029	Closed	Can't submit SANS	SAN	James Corn	09/13/2024 01:06:52 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 01:47:26 PM
147030	Closed	Consumer 34123 regarding authorizations	Authorizations	Jorge David Gomez-Chiang	09/13/2024 01:18:51 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 01:33:35 PM
147035	Closed	SA Rejected Status	Authorizations	Daniella Font	09/13/2024 01:34:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 01:39:40 PM
147036	Closed	New Ticket	Unable to Start/End	Stacy Reynolds	09/13/2024 01:34:50 PM	Service Provider Worker	Resolved (Permanently)	09/13/2024 01:37:26 PM
147037	Closed	Delite Form In the provider record	[-] Tier II Review -	Odalis Gorra	09/13/2024 01:36:13 PM	Service Provider	Resolved (Permanently)	09/19/2024 07:23:04 AM
147043	Closed	Ocan de Niye Group Home # 4	Residential Licensing Renewal	Odalis Gorra	09/13/2024 01:46:42 PM	Service Provider	Resolved (Permanently)	09/19/2024 07:23:04 AM
147045	Closed	Issue with Authorization ID	Provider Documentation	Elaine Mendez	09/13/2024 01:49:15 PM	Service Provider	Resolved (Permanently)	09/13/2024 02:49:33 PM
147047	Closed	Issue with Authorization ID	Provider Documentation	Elaine Mendez	09/13/2024 01:54:47 PM	Service Provider	Resolved (Permanently)	09/13/2024 02:59:34 PM
147048	Closed	Plan Validation Report	Request for Override	Josue Otero	09/13/2024 01:55:45 PM	APD Employee	Resolved (Permanently)	09/13/2024 02:00:54 PM
147051	Closed	Plan will not pass validation due to living setting	Request for Override	Rebecca Scales	09/13/2024 02:04:37 PM	APD Employee	Resolved (Permanently)	09/13/2024 02:34:51 PM
147055	Closed	Unable to Create Provider Notes	Provider Selection	Ian Turi	09/13/2024 02:20:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 02:34:41 PM
147061	Closed	This service has exceeded the maximum units per.	Request for Override	Anders Albamar	09/13/2024 02:40:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 02:45:34 PM
147062	Closed	unable to create auth	Authorizations	Trina Middleton	09/13/2024 02:42:58 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 02:46:27 PM
147064	Closed	Auth 1059283	Authorizations	RACHEL VERMETTE	09/13/2024 02:52:52 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 08:12:57 AM
147066	Closed	Auth 1059285	Authorizations	RACHEL VERMETTE	09/13/2024 02:55:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 08:20:49 AM
147067	Closed	Login Assistance/503	Unable to Start/End	Naillet Cartaya	09/13/2024 02:56:08 PM	Service Provider Worker	Resolved (Permanently)	09/13/2024 02:56:09 PM
147069	Closed	Provider having issues adding notes	Provider Selection	Holly Ochoa	09/13/2024 03:13:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 03:24:37 PM
147071	Closed	Unable to validate	Request for Override	Regina Sherman	09/13/2024 03:20:47 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 04:32:04 PM
147072	Closed	SA Creation Error	Request for Override	Ashley Littlepage	09/13/2024 03:23:20 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 04:29:14 PM
147073	Closed	Dashboard	Dashboard	Debra Parramore	09/13/2024 03:24:00 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 03:47:38 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
147074	Closed	overlapping dates	Provider Documentation	Pauline Morris	09/13/2024 03:24:03 PM	Service Provider	Resolved (Permanently)	09/13/2024 03:41:15 PM
147075	Closed	503 error	Unable to Start/End	Terri Gainous	09/13/2024 03:28:14 PM	Service Provider Worker	Resolved (Permanently)	09/13/2024 03:28:14 PM
147079	Closed	Validation Override Needed	Request for Override	Ushae Lewis-Scille	09/13/2024 03:31:35 PM	APD Employee	Resolved (Permanently)	09/13/2024 03:41:33 PM
147086	Closed	Plan Validation Error - Please advise	Request for Override	Sophia Torres	09/13/2024 03:51:16 PM	APD Employee	Resolved (Permanently)	09/13/2024 04:03:06 PM
147091	Closed	Unable to end delivery	Unable to Start/End	Emani M Mays	09/13/2024 04:02:57 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 07:10:36 AM
147094	Closed	Living setting error	Request for Override	Jacqueline Rewis	09/13/2024 04:16:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 04:26:21 PM
147097	Closed	ic#34395 County selection error	Demographics & Contacts Issues	Marilyn Paez	09/13/2024 04:22:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/13/2024 04:36:19 PM
147099	Closed	Validation Override Needed	Request for Override	Ushae Lewis-Scille	09/13/2024 04:30:44 PM	APD Employee	Resolved (Permanently)	09/16/2024 08:48:55 AM
147100	Closed	Missing Provider Documentations	Provider Documentation	Susan Bartsch	09/13/2024 04:41:37 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 07:15:39 AM
147102	Closed	GPS Issues Discussed During PTAC Call	Geolocation/GPS	Sylvia Baer	09/13/2024 04:44:15 PM	APD Employee	Resolved (Permanently)	09/16/2024 08:28:11 AM
147105	Closed	Support Plans	Plans	Pamela Ludwick	09/13/2024 04:53:44 PM	Service Provider	Resolved (Permanently)	09/16/2024 07:50:42 AM
147106	Closed	Note removal needed in iConnect	Notes	Sara Greene	09/13/2024 04:56:01 PM	APD Employee	Resolved (Permanently)	09/16/2024 08:02:48 AM
147107	Closed	Plan will not allow us to create SA	Request for Override	Christopher Gomez	09/13/2024 05:11:16 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 08:54:24 AM
147108	Closed	REJECTED AUTHORIZATION	Authorizations	Grace Crosse-gray	09/13/2024 05:15:01 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 08:04:43 AM
147112	Closed	Consumer record is no longer available on iConnect.	Provider Documentation	Fay I Decker	09/13/2024 05:55:12 PM	Service Provider	Resolved (Permanently)	09/17/2024 12:38:52 PM
147113	Closed	REJECTED AUTHORIZATION	Authorizations	Grace Crosse-gray	09/13/2024 06:18:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 08:09:54 AM
147114	Closed	EVV Geo Errors	Geolocation/GPS	Keith Lindsey	09/13/2024 06:36:23 PM	Service Provider	Resolved (Permanently)	09/16/2024 08:12:26 AM
147116	Closed	EVV GEO location issues	Geolocation/GPS	Retonia Peoples	09/13/2024 07:55:48 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 08:02:16 AM
147117	Closed	Iconnect Notes Review Issues	Provider Documentation	Erica Kay Evans	09/13/2024 09:30:23 PM	Service Provider	Resolved (Permanently)	09/16/2024 10:05:32 AM
147118	Closed	Clock in and clock out	Unable to Start/End	Tanisha Stanford	09/13/2024 09:35:20 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 08:42:09 AM
147119	Closed	Clock in clock out	Unable to Start/End	Tanisha Stanford	09/13/2024 09:38:26 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 08:42:32 AM
147121	Closed	Unable to end delivery	Unable to Start/End	Chantelle Wallace	09/13/2024 11:33:43 PM	Service Provider	Resolved (Permanently)	09/19/2024 03:18:11 PM
147122	Closed	Error message when trying to access iConnect EVV	Unable to Start/End	Frederick Pettine	09/14/2024 08:06:09 AM	Service Provider Worker	Resolved (Permanently)	09/16/2024 08:36:56 AM
147123	Closed	Provider cannot bill	Claims	Cheryl Saraceno	09/14/2024 08:30:00 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 04:05:00 PM
147125	Closed	Connectivity issues	Unable to Start/End	Christopher McKnight	09/14/2024 08:45:43 AM	Service Provider Worker	Resolved (Permanently)	09/16/2024 08:05:20 AM
147129	Closed	APD Reports	Reports	Adrienne Sears	09/14/2024 10:39:57 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 07:43:13 AM
147130	Closed	CANNOT ASSIGN WORKER	Worker Issues	Sandra R Mens-Langer	09/14/2024 11:46:11 AM	Service Provider	Resolved (Permanently)	09/16/2024 07:21:25 AM
147132	Closed	EVV time clock	Unable to Start/End	Denise Patrick	09/14/2024 03:12:51 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 08:13:38 AM
147135	Closed	Change of address needed in I-Connect-51046 and 51047 (siblings)	Demographics & Contacts Issues	Stephanie Ames	09/14/2024 04:13:43 PM	Service Provider	Resolved (Permanently)	09/16/2024 07:15:07 AM
147139	Closed	Provider Cost Plan Issue	Request for Override	Leonaise Loriston	09/14/2024 09:55:38 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 10:22:44 AM
147141	Closed	Person Centered Support Plan-Forms Tab	Provider Selection	Andrienne Thorb	09/15/2024 03:05:10 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 08:30:10 PM
147143	Closed	Cost Plan - (19432)	Plans	Sandra Wallace	09/15/2024 03:58:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 08:42:00 AM
147144	Closed	Cost Plan - (28314)	Plans	Sandra Wallace	09/15/2024 04:07:33 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 08:40:25 AM
147148	Closed	Delivery	Unable to Start/End	Chantelle Wallace	09/15/2024 10:16:02 PM	Service Provider	Resolved (Permanently)	09/16/2024 08:14:13 AM
147165	Closed	Getting a 503 service code	Unable to Start/End	Taelor Austin	09/16/2024 08:20:52 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 01:35:16 PM
147171	Closed	Validation Error	Consumer Budget	Antonio Fernandez	09/16/2024 08:36:25 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 08:49:47 AM
147176	Closed	iConnect error	Unable to Start/End	Terri Gainous	09/16/2024 08:45:25 AM	Service Provider Worker	Resolved (Permanently)	09/16/2024 12:27:28 PM
147181	Closed	Plan / Rejection	Plans	Marie Carson	09/16/2024 08:51:21 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 09:07:58 AM
147186	Closed	Provider Progeram Key	Provider Selection	Richard Berthelot	09/16/2024 08:56:13 AM	Service Provider	Resolved (Permanently)	09/16/2024 09:56:39 AM
147190	Closed	Login Assistance/503	Unable to Start/End	Lidus Utria	09/16/2024 09:07:59 AM	Service Provider Worker	Resolved (Permanently)	09/16/2024 09:08:00 AM
147191	Closed	RE-ENTERED MISSING PROGRESS NOTES-21876	Notes	Ubaldo Alvarez	09/16/2024 09:13:14 AM	Service Provider	Resolved (Permanently)	09/16/2024 09:50:51 AM
147194	Closed	Service Authorization - Rejected Status Please advise	Authorizations	Sophia Torres	09/16/2024 09:24:17 AM	APD Employee	Resolved (Permanently)	09/16/2024 10:00:59 AM
147195	Closed	Cost Plan shows as no funds are budgeted	Consumer Budget	Marianela Watawara	09/16/2024 09:24:19 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 09:48:54 AM
147198	Closed	Service Authorization - Rejected Status Please advise [similar situation]	Authorizations	Sophia Torres	09/16/2024 09:26:56 AM	APD Employee	Resolved (Permanently)	09/16/2024 10:01:27 AM
147201	Closed	Reopen and Delete Completed Provider Documentation	Provider Documentation	Ashley Hunter	09/16/2024 09:40:43 AM	Service Provider Worker	Resolved (Permanently)	09/16/2024 10:39:17 AM
147206	Closed	Form ID 1112085 Move to Pending	Request for Status Change	Shellie Galloway	09/16/2024 09:54:43 AM	Service Provider Worker	Resolved (Permanently)	09/16/2024 10:45:18 AM
147207	Closed	Unable to update service authorization 2023/2024 Cost plan	Plans	Sascha Cherry	09/16/2024 09:54:44 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 10:00:17 AM
147208	Closed	Form ID 1112095 Move to Pending	Request for Status Change	Shellie Galloway	09/16/2024 09:55:57 AM	Service Provider Worker	Resolved (Permanently)	09/16/2024 10:00:14 AM
147209	Closed	Login Assistance/503	Unable to Start/End	Rosio Hernandez	09/16/2024 09:57:31 AM	Service Provider Worker	Resolved (Permanently)	09/16/2024 09:57:31 AM
147214	Closed	Validation Error	Request for Override	Carmen Pulley	09/16/2024 10:08:33 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 10:58:59 AM
147216	Closed	client;; Maria Turbolino	Provider Documentation	Lorie Ann Esposito	09/16/2024 10:15:48 AM	Service Provider	Resolved (Permanently)	09/16/2024 04:16:21 PM
147219	Closed	Unable	Unable to Start/End	Olga Urrea	09/16/2024 10:19:19 AM	APD Employee	Resolved (Permanently)	09/16/2024 10:22:07 AM
147223	Closed	service auth can't create	Request for Override	Shawna Gagnon	09/16/2024 10:26:58 AM	Service Provider	Resolved (Permanently)	09/16/2024 10:49:47 AM
147224	Closed	Validation Errors	Request for Override	Stephanie Waters	09/16/2024 10:27:24 AM	APD Employee	Resolved (Permanently)	09/19/2024 11:17:40 AM
147228	Closed	WSC still rejected	Authorizations	Danielle Kline	09/16/2024 10:33:41 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 10:59:08 AM
147237	Closed	Services in Rejected Status	Authorizations	Sean Moreau	09/16/2024 10:55:40 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 11:22:52 AM
147238	Closed	EVV APP Wellsky	Provider Related Issues	Ivette Acevedo	09/16/2024 10:57:03 AM	Service Provider	Resolved (Permanently)	09/17/2024 08:37:37 AM
147239	Closed	NEED TO RETRIEVE SERVICE AUTHORIZATION	Request for Override	Pamela Blake	09/16/2024 10:57:11 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 11:33:13 AM
147244	Closed	Time Error	Upload Issues	HAKEEM THEODORE	09/16/2024 11:09:54 AM	Service Provider	Resolved (Permanently)	09/16/2024 11:16:26 AM
147245	Closed	tickler	Plans	MaryJo Mejia-Ramos	09/16/2024 11:16:10 AM	APD Employee	Resolved (Permanently)	09/16/2024 11:33:25 AM
147246	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/16/2024 11:16:48 AM	APD Employee	Resolved (Permanently)	09/16/2024 03:17:18 PM
147247	Closed	Duplicated G-Code for 9/16/24: Need Deleted	Provider Documentation	Patricia Casson	09/16/2024 11:25:51 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 11:29:13 AM
147250	Closed	Reverse Note	Notes	Lindsay Ison	09/16/2024 11:29:18 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 11:35:21 AM
147253	Closed	Update Authorizations option is not available in 2023-2024 Cost Plan	Authorizations	Nayza Hernandez	09/16/2024 11:33:03 AM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 12:23:03 PM
147254	Closed	service issue	Authorizations	Latasha T Spears	09/16/2024 11:35:40 AM	Service Provider	Resolved (Permanently)	09/16/2024 12:07:44 PM
147257	Closed	Unable to View LRC Recommendations in iConnect	Behavior Services	Amanda McCoy	09/16/2024 11:43:03 AM	Service Provider	Resolved (Permanently)	09/16/2024 03:57:44 PM
147260	Closed	Unable to see consumer	[-] Tier II Review -	Evelyn Smith	09/16/2024 11:54:10 AM	Service Provider Worker	Resolved (Permanently)	09/16/2024 11:57:59 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
147265	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/16/2024 12:11:52 PM	APD Employee	Resolved (Permanently)	09/16/2024 12:28:34 PM
147268	Closed	Service Authorization Not Appearing In Reports	Authorizations	Bradley Dean Casson	09/16/2024 12:25:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 12:42:50 PM
147269	Closed	Unable to update Consumer Planned Service	Plans	Jenny Whitely	09/16/2024 12:43:32 PM	APD Employee	Resolved (Permanently)	09/16/2024 12:47:58 PM
147273	Closed	Deliveries are disappearing	EVV Activities	Bridget StGeorge	09/16/2024 01:14:11 PM	Service Provider	Resolved (Permanently)	10/11/2024 12:27:04 PM
147274	Closed	Rejected Status	Authorizations	Anissa Gulley	09/16/2024 01:15:24 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 01:28:49 PM
147275	Closed	one of my clients has no services listed and I can't submit logs	[-] Tier II Review -	Elizabeth Quinn	09/16/2024 01:25:32 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 02:15:01 PM
147276	Closed	Can't get the dropdown for services for individuals	[-] Tier II Review -	Karen Circle	09/16/2024 01:26:04 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 07:25:11 AM
147278	Closed	ID: 36843	Forms	Danielle Turner	09/16/2024 01:32:19 PM	Service Provider	Resolved (Permanently)	09/16/2024 02:16:57 PM
147282	Closed	Login Assistance/503	Unable to Start/End	Nora Arzola	09/16/2024 02:00:38 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 02:00:39 PM
147283	Closed	service authorization	Authorizations	Mira Lane	09/16/2024 02:00:57 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 02:24:53 PM
147285	Closed	Login Assistance/503	Unable to Start/End	Vivian Maria Iniesta Castellanos	09/16/2024 02:08:49 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 02:08:49 PM
147286	Closed	Override needed	Request for Override	Jennifer Vazquez	09/16/2024 02:09:21 PM	APD Employee	Resolved (Permanently)	09/16/2024 02:30:44 PM
147288	Closed	unable to get services listed and therefore can't submit logs	Provider Related Issues	Elizabeth Quinn	09/16/2024 02:19:38 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 03:04:46 PM
147292	Closed	Unable to create Service Authorization.	Authorizations	Gladys Minino	09/16/2024 02:32:05 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 03:15:15 PM
147298	Closed	Fernando_Antonio	Other	Claudia Gordon	09/16/2024 02:51:19 PM	APD Employee	Resolved (Permanently)	09/16/2024 03:14:03 PM
147299	Closed	Mariela Rodriguez	Unable to Start/End	Mariela Rodriguez	09/16/2024 02:53:16 PM	APD Employee	Resolved (Permanently)	09/16/2024 04:02:44 PM
147301	Closed	CHANGE STATUS FROM COMPLETE TO DRAFT	Request for Status Change	Rene Gomez	09/16/2024 03:08:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 03:11:09 PM
147302	Closed	Authorization ID	Authorizations	Ronald McCauley	09/16/2024 03:14:36 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 03:21:08 PM
147305	Closed	phi 49521	Notes	Enrique Molina	09/16/2024 03:17:27 PM	APD Employee	Resolved (Permanently)	09/19/2024 11:00:25 AM
147308	Closed	iConnect error	Unable to Start/End	Tamekia Scott	09/16/2024 03:27:34 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 01:50:05 PM
147311	Closed	provider can't bill	Claims	Natasha Facey	09/16/2024 03:33:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 03:02:01 PM
147312	Closed	Address Validation Fail	Geolocation/GPS	Julia Mesa	09/16/2024 03:35:26 PM	Service Provider	Resolved (Permanently)	09/16/2024 04:07:05 PM
147319	Closed	please reverse a note from complete to pending	Request for Status Change	Melissa Mazaeda	09/16/2024 04:06:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 07:12:24 AM
147321	Closed	UNABLE TO CREA OR UPDATE SERVICE AUTHS FOR # 14732	Authorizations	Kimberly King	09/16/2024 04:06:53 PM	Waiver Support Coordinator	Resolved (Permanently)	09/16/2024 04:12:48 PM
147322	Closed	error trying to put in the clients information	Provider Documentation	Pauline Morris	09/16/2024 04:07:12 PM	Service Provider	Resolved (Permanently)	09/24/2024 11:18:33 AM
147324	Closed	LSD DOCUMENTATION ISSUES	LSD Services	devlin lynch	09/16/2024 04:10:50 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 04:15:29 PM
147331	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	Janice Carr	09/16/2024 04:26:19 PM	Service Provider Worker	Resolved (Permanently)	09/16/2024 04:26:19 PM
147333	Closed	authorization rejected	Authorizations	MARIAN GRAY	09/16/2024 04:27:42 PM	APD Employee	Resolved (Permanently)	10/04/2024 12:53:06 PM
147336	Closed		Request for Override	Anita Braun-Luria	09/16/2024 04:47:57 PM	QIO Employee	Resolved (Permanently)	09/17/2024 06:55:09 AM
147343	Closed	Need a ticket number	Unable to Start/End	Jaylen Forehand	09/16/2024 05:06:20 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 07:23:05 AM
147350	Closed	New Consumer to Waiver	Plans	Monica Robinson	09/16/2024 05:36:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 07:44:04 AM
147351	Closed	Cost Plan Creation	Plans	Elaine Horn	09/16/2024 05:43:38 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 07:48:15 AM
147352	Closed	New Consumer to Waiver	Plans	Monica Robinson	09/16/2024 05:45:47 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 07:55:12 AM
147353	Closed	Issues with SA	Authorizations	Lisa Tessmann	09/16/2024 06:32:47 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 08:14:06 AM
147354	Closed	Unable to use app	Unable to Start/End	Shelia Laster - Erickson	09/16/2024 06:37:23 PM	APD Employee	Resolved (Permanently)	09/17/2024 07:23:59 AM
147355	Closed	Edit Request	Notes	Kimberly Houston	09/16/2024 06:38:54 PM	Service Provider	Resolved (Permanently)	09/19/2024 03:19:25 PM
147356	Closed	unable to relink the plan to I budget	Consumer Budget	Xiomara Margolles	09/16/2024 07:18:16 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 07:33:43 AM
147357	Closed	Hello Angie Allen	Upload Issues	Kanisha Rogers	09/16/2024 07:31:07 PM	Service Provider	Resolved (Permanently)	09/17/2024 07:59:16 AM
147359	Closed	Missing Authorization 888994 of New Period on Iconnect EVV Scheduling section	Authorizations	Teresita Del Pilar Moreno	09/16/2024 09:34:55 PM	Service Provider	Resolved (Permanently)	09/17/2024 06:47:02 AM
147360	Closed	READY TO SEND STATUS OF RESPITE	Authorizations	Greilyn Mariela Rojas Morera	09/16/2024 10:11:20 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 07:09:31 AM
147362	Closed	EVV iConnect trouble	Unable to Start/End	Katherine Spencer	09/17/2024 12:32:27 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 07:25:09 AM
147363	Closed		Request for Status Change	Alisha Burns	09/17/2024 01:55:42 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 04:00:22 PM
147364	Closed	unable to save document	Plans	Pamela Blake	09/17/2024 01:57:30 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 07:52:30 AM
147369	Closed	Authorization in Rejected Status	Authorizations	Roy-Anne Smith	09/17/2024 07:43:04 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 08:01:43 AM
147375	Closed	35912 - Can Enter June 2024 Progress Notes	Notes	Mary Kathleen Leigh-Wojcik	09/17/2024 08:10:03 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 08:44:11 AM
147377	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	09/17/2024 08:19:28 AM	APD Employee	Resolved (Permanently)	09/17/2024 09:05:23 AM
147380	Closed	Login Assistance	Unable to Start/End	Sionny Alvarez Gonzalez	09/17/2024 08:20:58 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 08:20:58 AM
147393	Closed	cost plan validation error	Request for Override	Pamela Shorr	09/17/2024 08:55:17 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 04:22:31 PM
147394	Closed	WSC services not showing as an option for service plan	Plans	Amy Greathouse	09/17/2024 08:59:40 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 09:18:40 AM
147396	Closed	Login Assistance/503	Unable to Start/End	ortlycet fatbello	09/17/2024 09:03:01 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 09:03:02 AM
147400	Closed	reject authorization	Authorizations	Cathy Dacquet	09/17/2024 09:13:21 AM	Service Provider	Resolved (Permanently)	09/17/2024 09:27:23 AM
147406	Closed	Login Assistance/503	Unable to Start/End	Olga Urrea	09/17/2024 09:24:56 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 09:24:56 AM
147412	Closed	Failed validation	Plans	Linda Fogarty	09/17/2024 09:52:30 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 11:11:18 AM
147413	Closed	Login Assistance/503	Unable to Start/End	Merna Rivers	09/17/2024 09:53:15 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 09:53:15 AM
147415	Closed	Login Assistance/503	Unable to Start/End	Nidia Saez	09/17/2024 10:03:21 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 10:03:21 AM
147419	Closed	Unable to add Plan	Plans	Xiomara Margolles	09/17/2024 10:21:08 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 10:58:35 AM
147422	Closed	REJECTED STATUS FOR UNDERPADS 2024-2025	Authorizations	Rene Gomez	09/17/2024 10:26:11 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 10:39:05 AM
147426	Closed	Reverse note	Notes	LaTreat Nipple	09/17/2024 10:32:52 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 11:03:03 AM
147433	Closed	Error message after Saving QSI	QSI	Maureen ONeil	09/17/2024 10:51:30 AM	APD Employee	Resolved (Permanently)	09/20/2024 03:19:40 PM
147438	Closed	iConnect 49148	SAN	Andrea Caballero	09/17/2024 10:59:07 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 12:22:12 PM
147440	Closed	Login Assistance/503	Unable to Start/End	dermeka dozier	09/17/2024 11:04:59 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 11:04:59 AM
147441	Closed	SAN will not allow me to validate due to not coping Terminated service	SAN	LaWarren Williams	09/17/2024 11:06:03 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 12:18:21 PM
147442	Closed	EVV ENDING DELIVERY ISSUES	Upload Issues	Lateria Aiken	09/17/2024 11:06:23 AM	Service Provider Worker	Resolved (Permanently)	09/17/2024 11:28:30 AM
147448	Closed	Service screen will not validate	Request for Override	Leslie Varhol	09/17/2024 11:21:32 AM	APD Employee	Resolved (Permanently)	09/17/2024 12:23:39 PM
147452	Closed	Validation report client 55599	Request for Override	Andrea Desjardins	09/17/2024 11:27:54 AM	APD Employee	Resolved (Permanently)	09/17/2024 12:25:05 PM
147455	Closed	Cost plan approved- SA in rejected status- Rain	Authorizations	Rain Christi	09/17/2024 11:29:55 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 11:36:17 AM
147457	Closed	WSC is unable to see CAP under the Cap Tab on Worker Record	Provider QIO, POR, NNC, CAP	Ushae Lewis-Scille	09/17/2024 11:30:52 AM	APD Employee	Resolved (Permanently)	09/17/2024 12:19:39 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
147461	Closed	PT budget in approved status but i can't create authorization due to services are rejected they in rejected status because consumer Medicaid was in pending status.	Authorizations	Guy Molin	09/17/2024 11:44:39 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 12:28:33 PM
147463	Closed	A Better Solutions-Terminated Provider	Authorizations	Dawn Best	09/17/2024 11:50:36 AM	APD Employee	Resolved (Permanently)	09/17/2024 12:39:28 PM
147466	Closed	Meed Service Authorizations Refreshed	Authorizations	Chanda Mayes	09/17/2024 11:58:52 AM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 12:47:13 PM
147467	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	09/17/2024 12:00:51 PM	APD Employee	Resolved (Permanently)	09/17/2024 12:29:59 PM
147468	Closed	Wrong information	Provider Documentation	LaTavia Gadson	09/17/2024 12:01:55 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 12:44:28 PM
147469	Closed	unable to create AUTH	Authorizations	Mildred Walker	09/17/2024 12:02:51 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 12:16:05 PM
147471	Closed	no option to update and create after changes and approval from liaison	Plans	Julie Devore	09/17/2024 12:05:14 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 12:09:15 PM
147474	Closed	Plan Validation	Request for Override	Barbara Zatkoff	09/17/2024 12:08:57 PM	APD Employee	Resolved (Permanently)	09/17/2024 12:31:06 PM
147475	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/17/2024 12:15:42 PM	APD Employee	Resolved (Permanently)	09/17/2024 12:34:35 PM
147476	Closed	cannot add day rate for res hab	[-] Tier II Review -	Julie Devore	09/17/2024 12:20:18 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 11:32:30 AM
147477	Closed	Need to correct authorization total amount	Authorizations	Nereida Babilonia	09/17/2024 12:20:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 12:46:04 PM
147484	Closed	Delete provider documentation	Provider Documentation	Crystal Hunt	09/17/2024 12:57:46 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 02:00:01 PM
147487	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/17/2024 01:08:13 PM	APD Employee	Resolved (Permanently)	09/17/2024 04:09:18 PM
147488	Closed	wrong information	Provider Documentation	LaTavia Gadson	09/17/2024 01:10:06 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 01:28:42 PM
147492	Closed	Validatia Report	Request for Override	Claudia Lima	09/17/2024 01:17:46 PM	APD Employee	Resolved (Permanently)	09/17/2024 01:21:53 PM
147494	Closed	I-Connect - Remove Row	Other	GARY GERSHOWITZ	09/17/2024 01:24:00 PM	APD Employee	Resolved (Permanently)	09/17/2024 01:48:09 PM
147498	Closed	Missing Delivery	Unable to Start/End	Idalexys Garcia Morales	09/17/2024 01:34:00 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 01:34:01 PM
147499	Closed	A Better Solutions termination	Authorizations	Dawn Best	09/17/2024 01:36:36 PM	APD Employee	Resolved (Permanently)	09/17/2024 02:01:46 PM
147503	Closed	UNABLE TO LINK, ETC CHANGE	Consumer Budget	Susan Bartsch	09/17/2024 01:41:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 02:35:36 PM
147506	Closed	Companion EVV scheduling	[-] Tier II Review -	Brenda Baxter	09/17/2024 01:46:14 PM	Service Provider	Resolved (Permanently)	09/17/2024 01:49:12 PM
147509	Closed	Location issues	Geolocation/GPS	Michelle Antoinette Van Hoesen	09/17/2024 01:55:23 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 01:55:23 PM
147510	Closed	Error report when trying to validate	Request for Override	Leslie Varhol	09/17/2024 01:57:19 PM	APD Employee	Resolved (Permanently)	09/17/2024 02:05:05 PM
147520	Closed	Login Assistance/503	Unable to Start/End	Julissa Pena Desantana	09/17/2024 02:23:17 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 02:23:17 PM
147521	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/17/2024 02:24:02 PM	APD Employee	Resolved (Permanently)	09/17/2024 02:48:48 PM
147522	Closed	Plan Service for June 2024	Plans	Keiko Paola Tominaga Acosta	09/17/2024 02:27:04 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 03:03:46 PM
147524	Closed	Not able to see iConnect note	Notes	Yolanda Hocker	09/17/2024 02:31:05 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 03:13:25 PM
147525	Closed	Unable to save notes	Provider Selection	Bonite Paul	09/17/2024 02:36:54 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 02:40:00 PM
147528	Closed	Assistance in ICONNECT	Login Issues (not SSO)	nyema thomas	09/17/2024 02:40:59 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 02:40:59 PM
147529	Closed	Plan Deletion Needed	Plans	Ushae Lewis-Scille	09/17/2024 02:43:56 PM	APD Employee	Resolved (Permanently)	09/17/2024 03:20:44 PM
147530	Closed	SA Note generating	Authorizations	Mayda Wiltz	09/17/2024 02:46:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 03:43:18 PM
147531	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/17/2024 02:48:01 PM	APD Employee	Resolved (Permanently)	09/17/2024 02:56:49 PM
147532	Closed	Reopen Completed Provider Documentation	Request for Status Change	Ashley Hunter	09/17/2024 02:56:28 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 03:39:12 PM
147533	Closed	Application for Service form created in error.	Forms	Maria Goris	09/17/2024 02:57:11 PM	APD Employee	Resolved (Permanently)	09/18/2024 07:20:12 AM
147535	Closed	plan validation	Request for Override	Mary Williams	09/17/2024 02:59:02 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 03:32:08 PM
147536	Closed	Delete Provider Documentation	Provider Documentation	Ashley Hunter	09/17/2024 02:59:38 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 07:17:49 AM
147538	Closed	Validation error msgs	Request for Override	Sheri Goodman	09/17/2024 03:05:49 PM	APD Employee	Resolved (Permanently)	09/17/2024 03:35:22 PM
147539	Closed	Medicaid Number	Provider Related Issues	Lorraine Guziak	09/17/2024 03:09:00 PM	APD Employee	Resolved (Permanently)	09/17/2024 03:51:34 PM
147540	Closed	Login Assistance/503	Unable to Start/End	Sandra Rivera	09/17/2024 03:09:11 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 03:09:12 PM
147543	Closed		49943 [-] Tier II Review -	Anita Braun-Luria	09/17/2024 03:14:54 PM	QIO Employee	Resolved (Permanently)	09/17/2024 03:17:54 PM
147545	Closed	Dates	Provider Documentation	Jessica Gray	09/17/2024 03:18:00 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 04:03:40 PM
147546	Closed	503 error	Unable to Start/End	CHEYENNE LEWIS	09/17/2024 03:20:53 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 03:20:54 PM
147548	Closed	Login Assistance/503	Unable to Start/End	Erika Alvarez	09/17/2024 03:29:25 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 03:29:25 PM
147558	Closed	Unable to create authorizations	Authorizations	Tricia Kalicharan	09/17/2024 03:56:52 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 04:12:54 PM
147561	Closed	unable to create SA	Authorizations	Mildred Walker	09/17/2024 04:01:11 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 04:40:22 PM
147562	Closed	Validation Override Needed	Request for Override	Ushae Lewis-Scille	09/17/2024 04:01:29 PM	APD Employee	Resolved (Permanently)	09/18/2024 08:08:37 AM
147564	Closed	Login Assistance/503	Unable to Start/End	Victoria Piedra	09/17/2024 04:04:03 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 04:04:03 PM
147572	Closed	Validation error	Consumer Budget	Dawn Schuster	09/17/2024 04:09:49 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 04:52:31 PM
147573	Closed	Login Assistance/503	Unable to Start/End	Sandra Rivera	09/17/2024 04:13:31 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 04:13:31 PM
147575	Closed	Need to delete Provider documentation	Notes	Robin Annette Garmon	09/17/2024 04:17:20 PM	Service Provider	Resolved (Permanently)	09/18/2024 07:34:03 AM
147576	Closed	503 Error Code	Other	Gai Troublefield	09/17/2024 04:23:15 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 04:23:16 PM
147578	Closed	Billing issue	Claims	Keiko Paola Tominaga Acosta	09/17/2024 04:24:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/17/2024 05:16:55 PM
147585	Closed	clock in	Unable to Start/End	Angela Barnum	09/17/2024 05:16:54 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 05:26:50 PM
147586	Closed	Rejected Status	Authorizations	Ronda Kissinger	09/17/2024 05:22:40 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 09:35:10 AM
147587	Closed	Login Assistance Error Code 503	Unable to Start/End	Brenda Denise Cheeseboro	09/17/2024 05:23:52 PM	Service Provider Worker	Resolved (Permanently)	09/17/2024 05:23:52 PM
147588	Closed	It won't let me create service authorization	Authorizations	Christopher Gomez	09/17/2024 05:44:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 06:59:29 AM
147589	Closed	duplicate notes please deleted	Provider Documentation	Yadi Flores	09/17/2024 05:46:07 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 12:17:16 PM
147591	Closed	Unable to add provider to service plan to ID 14350	Plans	Adrienne Sears	09/17/2024 06:34:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 07:42:12 AM
147592	Closed	Plan wont let me create service authorization	Planned Services	Christopher Gomez	09/17/2024 06:36:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 06:56:07 AM
147595	Closed	ST Ev. issue/ consumer #51362	Authorizations	Darilyn Ginebra	09/17/2024 10:22:36 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 08:02:07 AM
147596	Closed	Cost plan issue	Authorizations	Leonaise Loriston	09/17/2024 10:52:04 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 07:50:00 AM
147606	Closed	11390- PHI	Authorizations	Renee Rolling	09/18/2024 08:14:05 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 08:27:06 AM
147607	Closed		503 Unable to Start/End	Maritza Rosales	09/18/2024 08:14:48 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 08:14:48 AM
147609	Closed	Unit per day issue	Provider Documentation	Parker Weikel	09/18/2024 08:15:42 AM	APD Employee	Resolved (Permanently)	09/18/2024 10:50:26 AM
147611	Closed	PHI- 15338	Plans	Renee Rolling	09/18/2024 08:21:21 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 08:32:12 AM
147613	Closed	Please override WSC service	Request for Override	Niurka Romero	09/18/2024 08:26:36 AM	APD Employee	Resolved (Permanently)	09/18/2024 08:29:27 AM
147616	Closed	Unable to Generate SA	Authorizations	Lisa Tessmann	09/18/2024 08:35:16 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 09:17:47 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
147617	Closed	Reopen and Delete Provider Documentation	Provider Documentation	Ashley Hunter	09/18/2024 08:36:33 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 08:40:05 AM
147619	Closed	Validatin errors	Request for Override	Stephanie Waters	09/18/2024 08:43:20 AM	APD Employee	Resolved (Permanently)	09/18/2024 09:21:41 AM
147620	Closed	2023-2024 SA not able to be updated base on SAN approved	Authorizations	Nayza Hernandez	09/18/2024 08:44:21 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 09:14:06 AM
147622	Closed	Delete note	Notes	Gertrude Stallon	09/18/2024 08:50:23 AM	APD Employee	Resolved (Permanently)	09/18/2024 09:08:14 AM
147628	Closed	Validation Errors	Request for Override	Stephanie Waters	09/18/2024 08:58:26 AM	APD Employee	Resolved (Permanently)	09/18/2024 09:07:57 AM
147634	Closed	Delete IPP entered in Notes tab	Notes	Brandie Rodriguez	09/18/2024 09:05:57 AM	Service Provider	Resolved (Permanently)	09/18/2024 09:22:18 AM
147636	Closed	iConnect not loading	Worker Issues	Lauren Crews	09/18/2024 09:08:16 AM	Service Provider Worker	Resolved (Permanently)	09/25/2024 11:56:58 AM
147641	Closed		503 Unable to Start/End	Belkis Martin	09/18/2024 09:21:09 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 09:21:09 AM
147642	Closed	Need duplicate cost plan for FY 25 deleted	Plans	Margaret OConnor	09/18/2024 09:22:28 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 09:27:48 AM
147643	Closed	Create/Update authorization button missing	Authorizations	Ebony Mensah	09/18/2024 09:23:25 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 09:55:28 AM
147644	Closed	Unable to create SA	Authorizations	Yanet GarciaVera	09/18/2024 09:24:12 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 09:53:28 AM
147658	Closed	Unable to View Forms in iConnect	Forms	Amanda McCoy	09/18/2024 09:55:21 AM	Service Provider	Resolved (Permanently)	09/19/2024 11:48:42 AM
147659	Closed	503 Error	Unable to Start/End	Kara Kelley	09/18/2024 09:55:55 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 09:55:55 AM
147675	Closed	Provider Documentation	Provider Documentation	Siera Chambers	09/18/2024 10:19:04 AM	Service Provider	Resolved (Permanently)	09/18/2024 10:32:15 AM
147679	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	09/18/2024 10:26:41 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 10:32:50 AM
147680	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	09/18/2024 10:30:56 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 10:32:24 AM
147681	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	09/18/2024 10:32:40 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 10:37:02 AM
147685	Closed	Second Address for consumer that is not correct	Demographics & Contacts Issues	Michelle Antoinette Van Hoeven	09/18/2024 10:39:27 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 01:45:55 PM
147687	Closed	LOGIN ASSISTANCE	Other	AVA NEEL	09/18/2024 10:40:20 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 10:40:20 AM
147688	Closed	Medicaid is approved under the waiver for client	Plans	Lisette Rodriguez	09/18/2024 10:40:49 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:26:20 AM
147692	Closed	VALIDATION ERROR	Request for Override	Brenda Sanchez	09/18/2024 10:48:06 AM	APD Employee	Resolved (Permanently)	09/18/2024 12:22:05 PM
147694	Closed	A Better Solutions	Authorizations	Dawn Best	09/18/2024 10:48:35 AM	APD Employee	Resolved (Permanently)	09/18/2024 11:34:00 AM
147702	Closed	63356 validation error report	Request for Override	Fanny Chulig	09/18/2024 11:06:32 AM	APD Employee	Resolved (Permanently)	09/18/2024 12:05:14 PM
147703	Closed	Provider, Adult Care Housing is attempting to bill for June for res hab , however the service authorization is in rejection status.	Authorizations	Dawn Best	09/18/2024 11:11:04 AM	APD Employee	Resolved (Permanently)	09/18/2024 11:21:50 AM
147704	Closed	CSI Catalanos Nurses Registry - Incident #146297 follow up	Upload Issues	Susan Best-Rodriguez	09/18/2024 11:11:58 AM	Service Provider	Resolved (Permanently)	09/23/2024 09:17:53 AM
147707	Closed	Alert Notes on Dashboard	Notes	Andrienne Thorb	09/18/2024 11:13:59 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 12:32:35 PM
147709	Closed	Dates 8/5/2024 and 8/8/2024 says overlapping time and wont let me enter	Provider Documentation	Denise Comolli	09/18/2024 11:17:39 AM	Service Provider	Resolved (Permanently)	09/18/2024 11:29:21 AM
147710	Closed	#69144 can not create/update SA	Authorizations	Jennifer Rose	09/18/2024 11:17:43 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 11:36:25 AM
147717	Closed	LS1 Provider Documentation	[-] Tier II Review -	Ivette Acevedo	09/18/2024 11:27:25 AM	Service Provider	Resolved (Permanently)	09/18/2024 02:12:56 PM
147720	Closed	Unable to Generate SA	Authorizations	Lisa Tessmann	09/18/2024 11:31:11 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 11:37:47 AM
147722	Closed	503 error	Unable to Start/End	Guilene Milord	09/18/2024 11:32:55 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 11:32:55 AM
147725	Closed	iConnect Note Removal	Notes	Laura Todd	09/18/2024 11:35:33 AM	APD Employee	Resolved (Permanently)	09/18/2024 11:56:04 AM
147726	Closed	Rejected Authorizations	Authorizations	Annabel Diaz	09/18/2024 11:36:22 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 11:41:09 AM
147731	Closed	Rejected Authorizations	Authorizations	Annabel Diaz	09/18/2024 11:38:53 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 11:44:46 AM
147733	Closed	Rejected Authorizations	Authorizations	Annabel Diaz	09/18/2024 11:40:29 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 11:46:30 AM
147735	Closed	Rejected Authorizations	Authorizations	Annabel Diaz	09/18/2024 11:41:53 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 11:47:50 AM
147737	Closed	Rejected Authorizations	Authorizations	Annabel Diaz	09/18/2024 11:45:07 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 11:51:37 AM
147738	Closed	Rejected Authorizations	Authorizations	Annabel Diaz	09/18/2024 11:46:14 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 11:53:34 AM
147741	Closed	Rejected Authorizations	Authorizations	Annabel Diaz	09/18/2024 11:49:31 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 02:01:31 PM
147742	Closed	Incorrect entry	Provider Documentation	Siera Chambers	09/18/2024 11:52:53 AM	Service Provider Worker	Resolved (Permanently)	09/18/2024 12:36:40 PM
147743	Closed	Unable to create authorizations	Authorizations	Tracy Davis	09/18/2024 11:53:44 AM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 11:59:23 AM
147745	Closed	Move to pending	Provider Documentation	Shellie Galloway	09/18/2024 12:14:45 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 12:32:28 PM
147746	Closed	iConnect error	Unable to Start/End	Terri Gainous	09/18/2024 12:26:25 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 01:59:59 PM
147753	Closed	Adding planned services	Plans	Bertha Mucherera	09/18/2024 12:41:47 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 07:48:32 AM
147759	Closed	Rejected SA	Authorizations	Leah Wade	09/18/2024 12:56:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 01:11:33 PM
147762	Closed	case 54041	Request for Override	Andrea Desjardins	09/18/2024 01:03:44 PM	APD Employee	Resolved (Permanently)	09/18/2024 01:25:22 PM
147763	Closed	rejected sa	Authorizations	Debra Vollen	09/18/2024 01:04:30 PM	Service Provider	Resolved (Permanently)	09/18/2024 01:15:24 PM
147765	Closed	Cannot create service authorizations	Authorizations	Brooke Botelho	09/18/2024 01:12:58 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 01:31:40 PM
147772	Closed	BA Assessment was terminated	Authorizations	Cassidy Noble	09/18/2024 01:29:10 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 01:43:55 PM
147775	Closed	deleted clock in and clock outs	Other	Stacie Ferguson	09/18/2024 01:35:39 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 01:45:35 PM
147779	Closed	503 error	Unable to Start/End	Anita Hughes	09/18/2024 01:50:36 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 01:50:36 PM
147780	Closed	ID 31671	Authorizations	Susana Almarza	09/18/2024 01:56:20 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 02:08:50 PM
147781	Closed	Provider Documentation Error Message	Provider Documentation	Ushae Lewis-Scille	09/18/2024 01:57:10 PM	APD Employee	Resolved (Permanently)	09/18/2024 02:06:17 PM
147785	Closed	Creating a note in iConnect in someone else's name	Notes	Kimberly Walsh	09/18/2024 02:15:48 PM	APD Employee	Resolved (Permanently)	09/19/2024 02:56:21 PM
147790	Closed	Service has exceeded the maximum units per	Request for Override	Nereida Babilonia	09/18/2024 02:37:51 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 02:47:15 PM
147791	Closed	Please delete under Note Tab	Notes	Julianne Modrcin	09/18/2024 02:39:39 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 11:02:36 AM
147799	Closed	UPDATE SERVICE AUTHORIZATION 2023-2024 FOR CONSUMER	Authorizations	Kwame Lumumba	09/18/2024 02:49:43 PM	Service Provider	Resolved (Permanently)	09/18/2024 03:38:33 PM
147800	Closed	AUTH in rejected status	Authorizations	Janice Spears	09/18/2024 02:49:47 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 03:13:20 PM
147801	Closed	Missing Delivery	Unable to Start/End	Yenisleidy Chavez	09/18/2024 02:52:41 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 02:52:41 PM
147802	Closed	Unable to bill for Enhanced CDC Consultant services	Claims	Tracy Davis	09/18/2024 02:56:14 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 07:41:01 AM
147803	Closed	Login Assistance Error Code 503	Unable to Start/End	Hope Ferrell	09/18/2024 02:57:23 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 02:57:23 PM
147807	Closed	GPS/Geolocation Settings	Geolocation/GPS	Stephanie Y Hodges	09/18/2024 03:06:49 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 03:06:50 PM
147813	Closed	2024-2025 Cost plan	Plans	Tracy Davis	09/18/2024 03:18:27 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 03:23:49 PM
147814	Closed	Exceeding Max Cost/ Unit	Request for Override	Kayla Farrell	09/18/2024 03:18:56 PM	Waiver Support Coordinator	Resolved (Permanently)	09/18/2024 03:27:10 PM
147820	Closed	Transportation not showing in iconnect	Authorizations	Cheryl Race	09/18/2024 03:33:36 PM	Service Provider	Resolved (Permanently)	09/18/2024 04:17:21 PM
147823	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	Martha Cordoves	09/18/2024 03:42:54 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 03:42:54 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
147825	Closed	Support Plan disappeared	Plans	Andrea Jackson	09/18/2024 03:45:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 07:18:22 AM
147826	Closed	Erase Service Delivery assigned consumer unavailable	Unable to Start/End	Katilyn Davis	09/18/2024 03:46:09 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 04:10:42 PM
147827	Closed	iConnect 54041 Tier II over ride CP please	Plans	Belinda Alexander	09/18/2024 03:46:50 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:20:20 AM
147830	Closed		503 Unable to Start/End	Maria Maldonado	09/18/2024 03:53:08 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 03:53:09 PM
147833	Closed	clock in/out issues	Unable to Start/End	Terri Gainous	09/18/2024 03:58:25 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 03:58:25 PM
147834	Closed	Implementation Plan	Forms - Implementation Plan	Dianne D Young	09/18/2024 04:06:47 PM	Service Provider	Resolved (Permanently)	09/18/2024 04:39:41 PM
147840	Closed	Login Assistance Error Code 503	Unable to Start/End	Shakera dozier	09/18/2024 04:30:08 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 04:30:09 PM
147842	Closed	missing visits	Provider Documentation	Quinneca E Harris	09/18/2024 04:39:50 PM	Other	Resolved (Permanently)	09/18/2024 04:53:55 PM
147843	Closed	503 Error	Unable to Start/End	Nissa Seabrooks	09/18/2024 04:42:28 PM	Service Provider Worker	Resolved (Permanently)	09/18/2024 04:42:28 PM
147844	Closed	service validation	Authorizations	Marty Lyons	09/18/2024 04:43:05 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:23:04 AM
147846	Closed	Please open MEW dated 12.01.2022	Forms	Bethany A Hays	09/18/2024 04:48:30 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:49:21 AM
147848	Closed	Please open MEW dated 07.28.2023	Forms	Bethany A Hays	09/18/2024 04:50:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:52:39 AM
147851	Closed	Need cost plan validation override	Request for Override	Chanda Mayes	09/18/2024 05:18:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 06:47:44 AM
147852	Closed	Accidentally attached 2 notes in Jan.	Provider Documentation	Diana Ramirez	09/18/2024 05:19:51 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 07:45:42 AM
147853	Closed	Plan Rejected	Authorizations	Jaimi Bebley	09/18/2024 05:20:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 02:12:44 PM
147856	Closed	Unable to see and print service authorization.	Authorizations	Paulette Charles	09/18/2024 05:49:11 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:17:42 AM
147857	Closed	Unable to add new service to SAN under SAN Service	SAN	Chanda Mayes	09/18/2024 05:57:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:16:02 AM
147858	Closed	Report Error	Plans	Toni Thomas	09/18/2024 06:02:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 07:28:03 AM
147859	Closed	Not able to create SA from respite services S5151 UC	Authorizations	Veronica Neria	09/18/2024 06:11:55 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 06:52:09 AM
147861	Closed	Validation error	Plans	Jaimi Bebley	09/18/2024 06:50:44 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 06:27:35 AM
147862	Closed	14472 - Reject status	Authorizations	Jaimi Bebley	09/18/2024 07:00:16 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:12:08 AM
147863	Closed	Provider Documentation	Provider Documentation	Annabel Diaz	09/18/2024 07:43:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 06:45:42 AM
147864	Closed	Validation Report	Planned Services	Maria Legree	09/18/2024 08:04:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:11:42 AM
147865	Closed	Need help with the Monthly Summary Report	Reports	Lindsay Oris	09/18/2024 09:41:06 PM	Service Provider	Resolved (Permanently)	09/19/2024 06:54:49 AM
147867	Closed	sans validation error	SAN	RACHEL VERMETTE	09/18/2024 11:22:04 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:07:56 AM
147868	Closed	sans validation error	SAN	RACHEL VERMETTE	09/18/2024 11:27:52 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:06:10 AM
147870	Closed	iConnect#: 50645 - Unable to Create and updated Services Plan for FY 2023-2024	Plans	Sophonie Maneus	09/18/2024 11:34:01 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 06:08:35 AM
147871	Closed	SA-unable to send	Authorizations	Cindy Timbis	09/19/2024 06:42:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:21:11 AM
147872	Closed	Problem to see the provider documentations for my WSC	Provider Documentation	Arturo Allegue	09/19/2024 07:00:56 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 12:01:48 PM
147873	Closed	2025 SA's in reject 21992	Authorizations	Daniel Crandall	09/19/2024 07:28:05 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 08:54:37 AM
147875	Closed	EVV LOGIN ISSUES/503	Login Issues (not SSO)	Cherril Mundle	09/19/2024 07:38:29 AM	Service Provider Worker	Resolved (Permanently)	09/19/2024 07:38:30 AM
147877	Closed		503 Unable to Start/End	Sandra Rivera	09/19/2024 07:53:24 AM	Service Provider Worker	Resolved (Permanently)	09/19/2024 07:53:24 AM
147878	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	Charlien E Charlotin-Gonzalez	09/19/2024 08:01:52 AM	Service Provider Worker	Resolved (Permanently)	09/19/2024 08:01:52 AM
147879	Closed	Rejected Authorization	Authorizations	Annabel Diaz	09/19/2024 08:05:15 AM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 11:58:12 AM
147881	Closed	503/PW Reset	Unable to Start/End	Andrea Villanueva Nieves	09/19/2024 08:13:01 AM	Service Provider Worker	Resolved (Permanently)	09/19/2024 08:13:01 AM
147882	Closed	The system does not have the option to create authorization	Authorizations	Barbara Damus	09/19/2024 08:14:43 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 08:24:24 AM
147884	Closed	EVV LOGIN ISSUES/503/SERVER UNAVAILABLE	Unable to Start/End	Rosio Hernandez	09/19/2024 08:28:40 AM	Service Provider Worker	Resolved (Permanently)	09/19/2024 08:28:40 AM
147886	Closed	Service Unavailable	Unable to Start/End	Parker Weikel	09/19/2024 08:30:38 AM	APD Employee	Resolved (Permanently)	09/23/2024 04:13:41 PM
147892	Closed	Plan Validation Report failed	Request for Override	Niurka Romero	09/19/2024 08:57:29 AM	APD Employee	Resolved (Permanently)	09/19/2024 09:20:31 AM
147895	Closed	REJECTED AUTHORIZATION	Authorizations	Grace Crosse-gray	09/19/2024 09:07:43 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 09:35:49 AM
147901	Closed	Plan validation report	Request for Override	Josue Otero	09/19/2024 09:17:52 AM	APD Employee	Resolved (Permanently)	09/19/2024 09:40:40 AM
147904	Closed	503/Login Assistance	Unable to Start/End	Maurisha Lanessa Williams	09/19/2024 09:20:31 AM	Service Provider Worker	Resolved (Permanently)	09/19/2024 09:20:31 AM
147907	Closed	Not able to validate	Authorizations	Martha Cox	09/19/2024 09:24:16 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 09:48:08 AM
147910	Closed	provider unable to bill	Claims	Julie Sherman	09/19/2024 09:30:55 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 11:12:05 AM
147913	Closed	Override needed	Request for Override	Jennifer Vazquez	09/19/2024 09:37:06 AM	APD Employee	Resolved (Permanently)	09/19/2024 09:43:16 AM
147915	Closed	System not uploading my new consumer on evv	Unable to Start/End	Stephanie Dioshawn Curry	09/19/2024 09:38:34 AM	Service Provider	Resolved (Permanently)	09/19/2024 02:52:19 PM
147919	Closed	Services	Request for Override	Timothy Carr	09/19/2024 09:43:16 AM	APD Employee	Resolved (Permanently)	09/19/2024 09:51:02 AM
147923	Closed	Over ride	Request for Override	Nancy Cravey	09/19/2024 09:48:35 AM	APD Employee	Resolved (Permanently)	09/19/2024 09:52:19 AM
147924	Closed	Delete Forms	Forms - Other	Janine Vito	09/19/2024 09:50:15 AM	APD Employee	Resolved (Permanently)	09/19/2024 10:42:27 AM
147926	Closed	Services	Request for Override	Timothy Carr	09/19/2024 09:51:47 AM	APD Employee	Resolved (Permanently)	09/19/2024 09:58:55 AM
147928	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	Teodomira M Bonachea Cabrera	09/19/2024 09:58:17 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 04:14:55 PM
147932	Closed	PROVIDER NAME DOES NOT APPEAR IN THE FIELD WHEN I NEED TO COMPLETE A PROVIDER CHANGE	Planned Services	Wendy Florvil	09/19/2024 10:03:55 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 10:37:51 AM
147941	Closed	Missing documentation	Upload Issues	Betty Caroline Evans	09/19/2024 10:27:50 AM	Service Provider	Resolved (Permanently)	09/19/2024 03:02:51 PM
147943	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	Yamisel Castro	09/19/2024 10:32:51 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 04:15:20 PM
147945	Closed		503 Unable to Start/End	Jeremy Heinemann	09/19/2024 10:35:59 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 03:30:53 PM
147949	Closed	Authorization in rejected status (977406)	Authorizations	LORENA HERNANDEZ	09/19/2024 10:52:41 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 10:57:47 AM
147959	Closed	Not able to connect to patient authorization	Authorizations	jolanda Swan	09/19/2024 11:08:26 AM	Service Provider	Resolved (Permanently)	09/19/2024 01:41:46 PM
147961	Closed	503 Error message.	Unable to Start/End	Angela Rose	09/19/2024 11:10:00 AM	Service Provider Worker	Resolved (Permanently)	09/19/2024 12:19:20 PM
147963	Closed	living setting override	Request for Override	MKAYLA S CARTER	09/19/2024 11:16:24 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 01:01:58 PM
147964	Closed	Rejected Service Authorizations	Authorizations	Katrina Keith	09/19/2024 11:16:40 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 08:25:01 AM
147965	Closed	Res Hab Service Authorization rejected	Authorizations	JUAN MANUEL SOMARRIBA JARQUE	09/19/2024 11:20:24 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 11:24:52 AM
147969	Closed	iConnect Update Needed ASAP	Authorizations	Amanda Rodriguez	09/19/2024 11:31:14 AM	Service Provider	Resolved (Permanently)	09/19/2024 12:21:25 PM
147971	Closed	Transportation	Other	Robin Simmons	09/19/2024 11:37:29 AM	Service Provider	Resolved (Permanently)	09/19/2024 12:01:22 PM
147972	Closed	Request to add text space to CAP items - comment field	Enhancement	Kimberly Walsh	09/19/2024 11:40:01 AM	APD Employee	Resolved (Permanently)	10/01/2024 12:48:23 PM
147975	Closed	Need Form deleted	Forms	Monica Wetherington	09/19/2024 11:46:27 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 11:59:16 AM
147977	Closed	Consumer 43431	Request for Override	Karen Johnson	09/19/2024 11:50:02 AM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 12:57:03 PM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
147978	Closed	503 Error	Unable to Start/End	Tammy Gainous	09/19/2024 11:53:49 AM	Service Provider Worker	Resolved (Permanently)	09/19/2024 11:53:49 AM
147980	Closed	Unable to see staff deliveries	Provider Documentation		09/19/2024 11:56:13 AM	Service Provider	Resolved (Permanently)	09/19/2024 12:40:38 PM
147981	Closed	Unable to upload photo / photo sideways	Demographics & Contacts Issues	Robin Satchell	09/19/2024 11:59:10 AM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 08:10:03 AM
147985	Closed	Request for plan 2025 creation for consumer ID 61815	Plans	Kibel Quesada-dominguez	09/19/2024 12:23:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 12:37:22 PM
147991	Closed	IC# 39257	Eligibility	Fiama Aguirre	09/19/2024 12:29:25 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 12:44:20 PM
147994	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	Aidin Sanabria	09/19/2024 12:39:43 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 04:15:51 PM
147996	Closed	Exceeded Units	Provider Documentation	Idelvis Miranda	09/19/2024 12:40:28 PM	Service Provider	Resolved (Permanently)	09/19/2024 12:45:28 PM
148001	Closed		37536 Authorizations	Anita Braun-Luria	09/19/2024 12:50:47 PM	QIO Employee	Resolved (Permanently)	09/19/2024 01:22:41 PM
148007	Closed	I CAN NOT CREATE AND UPDATE AUTHORIZATIONS	Authorizations	Wilfredo De Jesus Denies	09/19/2024 01:05:59 PM	APD Employee	Resolved (Permanently)	09/19/2024 01:26:44 PM
148008	Closed	Unable to create WSC SA for All at Ease Care LLC	Authorizations	Tracy Davis	09/19/2024 01:08:12 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 01:35:24 PM
148009	Closed	Add Notes in Provider Documentation	Provider Documentation	Louise Barbee	09/19/2024 01:10:24 PM	Service Provider	Resolved (Permanently)	09/24/2024 11:47:27 AM
148010	Closed	PHI (33919)	Forms - Implementation Plan	Robin Brown	09/19/2024 01:15:41 PM	Service Provider Worker	Resolved (Permanently)	09/19/2024 01:45:52 PM
148014	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	Halah Abusenaina	09/19/2024 01:43:54 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 04:17:04 PM
148015	Closed	This service has exceeded the maximum units per error	Request for Override	Lydia Bustillo	09/19/2024 01:44:49 PM	APD Employee	Resolved (Permanently)	09/19/2024 01:57:37 PM
148017	Closed	not receiving messages in iConnect	Notes	Bryan Clark	09/19/2024 01:48:08 PM	APD Employee	Resolved (Permanently)	09/27/2024 12:10:58 PM
148019	Closed	iConnect 81141 LS1 rejected but no reason	Authorizations	Belinda Alexander	09/19/2024 02:00:44 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 02:07:33 PM
148022	Closed	Failed Validation - Living Setting	Request for Override	Shelby L Costanza	09/19/2024 02:05:03 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 02:14:52 PM
148024	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/19/2024 02:18:06 PM	APD Employee	Resolved (Permanently)	09/19/2024 02:38:17 PM
148027	Closed	unable to create service authorization	Request for Override	Ivy Gayle Hurkin	09/19/2024 02:24:35 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 02:29:05 PM
148031	Closed		503 Unable to Start/End	Lourdes Lugo	09/19/2024 02:29:28 PM	Service Provider Worker	Resolved (Permanently)	09/24/2024 03:30:47 PM
148035	Closed	Living setting	Request for Override	Alex Perez-Viera	09/19/2024 02:46:30 PM	APD Employee	Resolved (Permanently)	09/19/2024 03:16:21 PM
148036	Closed	Unable to link budgets	Plans	Lydia Bustillo	09/19/2024 02:51:12 PM	APD Employee	Resolved (Permanently)	09/20/2024 08:25:48 AM
148038	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	Elizabeth Diaz Dalessandro	09/19/2024 02:59:19 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 04:17:35 PM
148039	Closed	I-CONNECT EXTRA ROW	Notes	GARY GERSHOWITZ	09/19/2024 03:00:44 PM	APD Employee	Resolved (Permanently)	09/20/2024 01:11:24 PM
148042	Closed	Incorrect Provider Documentation Date	Provider Documentation	Ryan Chandler	09/19/2024 03:17:59 PM	Waiver Support Coordinator	Resolved (Permanently)	09/19/2024 03:48:59 PM
148044	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	CARLINE BERNARD	09/19/2024 03:24:41 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 04:17:53 PM
148048	Closed	Validation error	Request for Override	Sheri Goodman	09/19/2024 03:27:00 PM	APD Employee	Resolved (Permanently)	09/19/2024 03:38:13 PM
148052	Closed	iConnect Enhancement - User Access Changes	Enhancement	Lukas Tubeck	09/19/2024 03:40:20 PM	APD Employee	Resolved (Permanently)	09/19/2024 03:50:17 PM
148054	Closed	Delete row dated 8-28-2024	Notes	Tangee Hinson	09/19/2024 03:56:09 PM	APD Employee	Resolved (Permanently)	09/19/2024 04:00:12 PM
148055	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	Aminta Caro	09/19/2024 03:59:51 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 04:18:12 PM
148056	Closed		26208 Notes	Sara Velasquez	09/19/2024 04:01:51 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 08:53:56 AM
148064	Closed	HHAExchange	Other	Nigel Harris	09/19/2024 04:22:50 PM	Service Provider	Resolved (Permanently)	09/20/2024 03:06:48 PM
148067	Closed	Plan Validation Error -- consumer moved into Supported Living	Request for Override	Sophia Torres	09/19/2024 04:29:30 PM	APD Employee	Resolved (Permanently)	09/20/2024 08:10:49 AM
148075	Closed	Current Deliveries Disappearance	Documentation	Yasimin Plans Miranda	09/19/2024 04:58:14 PM	Service Provider Worker	Resolved (Permanently)	09/19/2024 05:21:54 PM
148076	Closed	Cost Plan failed validation	Authorizations	Janet Herring	09/19/2024 05:02:35 PM	APD Employee	Resolved (Permanently)	09/20/2024 11:03:27 AM
148081	Closed	Mall function	Unable to Start/End	Jessica Gonzalez	09/19/2024 06:16:37 PM	Service Provider	Resolved (Permanently)	09/20/2024 07:26:57 AM
148083	Closed	iConnect Note Tabs Correction	[-] Tier II Review -	Ernestine Brewer	09/19/2024 08:42:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 08:06:22 AM
148084	Closed	Current delivery dropping off	Unable to Start/End	Richard Berthelot	09/19/2024 09:38:08 PM	Service Provider Worker	Resolved (Permanently)	09/20/2024 06:54:02 AM
148085	Closed	LIVING SETTING ISSUE	Request for Override	Greilyn Mariela Rojas Morera	09/19/2024 09:38:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 08:15:32 AM
148086	Closed	Report Error	Request for Override	Toni Thomas	09/19/2024 09:42:29 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 08:33:32 AM
148087	Closed	145087. Starting EVV service deliveries disappear at the end of the service delivery on my iPhone 11	EVV Activities	Catherine F Costa	09/19/2024 10:08:45 PM	Service Provider	Resolved (Permanently)	09/28/2024 11:51:35 AM
148088	Closed	Plan validation states I exceeded the limits of support coordination	Request for Override	Mary Mcdougal	09/19/2024 10:20:59 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 08:17:25 AM
148089	Closed	Unable to end delivery	Unable to Start/End	Chantelle Wallace	09/19/2024 11:33:08 PM	Service Provider	Resolved (Permanently)	09/24/2024 03:31:21 PM
148090	Closed	Not able to access iconnect EVV	Unable to Start/End	Rayonna Haynes	09/19/2024 11:47:51 PM	Service Provider	Resolved (Permanently)	09/24/2024 03:31:48 PM
148094	Closed	Validation Errors	Plans	Stephanie Waters	09/20/2024 08:14:30 AM	APD Employee	Resolved (Permanently)	09/20/2024 08:21:31 AM
148095	Closed	cannot update or create SA	Authorizations	Pamela Shorr	09/20/2024 08:16:47 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 08:24:42 AM
148097	Closed	Delete Form	Forms - Other	Janine Vito	09/20/2024 08:21:56 AM	APD Employee	Resolved (Permanently)	09/20/2024 09:04:23 AM
148099	Closed	Plan Validation report for 23-24 cost plan needs cleared	Request for Override	Adriann Corriero-Ferla	09/20/2024 08:30:02 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 08:38:46 AM
148100	Closed	Validation Error- WSC Exceeds Max Units- Request For Override	Request for Override	Marnie Brazzell	09/20/2024 08:39:15 AM	APD Employee	Resolved (Permanently)	09/20/2024 09:06:37 AM
148102	Closed	Need 54880 out of rejection status- Errors say all S/A need initial review	Authorizations	Dawn Best	09/20/2024 08:43:58 AM	APD Employee	Resolved (Permanently)	09/20/2024 08:52:20 AM
148103	Closed	Login Assistance	EVV Activities	Victoria Benson	09/20/2024 08:44:47 AM	Service Provider Worker	Resolved (Permanently)	09/20/2024 08:44:48 AM
148107	Closed	Need Service Authorization Corrected from Rejected to Approved	Authorizations	Chanda Mayes	09/20/2024 09:02:19 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 10:07:56 AM
148110	Closed	#49524 CP override	Request for Override	Merisa Simonson	09/20/2024 09:08:33 AM	APD Employee	Resolved (Permanently)	09/20/2024 09:22:28 AM
148111	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	09/20/2024 09:11:15 AM	APD Employee	Resolved (Permanently)	09/20/2024 11:13:42 AM
148116	Closed	iconnect 39737 rejected authorizations	Authorizations	Teresa Hubbard	09/20/2024 09:25:21 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 09:32:22 AM
148117	Closed	AUTHORIZATION REJECTED	Authorizations	Sergio Comas	09/20/2024 09:28:21 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 09:39:46 AM
148118	Closed	Cannot update SA	Authorizations	Danielle Kline	09/20/2024 09:28:33 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 11:15:27 AM
148121	Closed	Service Plans	Plans	Gerda Mothersil	09/20/2024 09:45:13 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 09:52:40 AM
148122	Closed	#72469 CP override	Request for Override	Merisa Simonson	09/20/2024 09:47:59 AM	APD Employee	Resolved (Permanently)	09/20/2024 11:18:54 AM
148124	Closed	IC# 29276	Authorizations	Fiama Aguirre	09/20/2024 09:48:47 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 10:03:42 AM
148125	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	Mariela Acosta	09/20/2024 09:57:27 AM	Service Provider Worker	Resolved (Permanently)	09/20/2024 04:11:40 PM
148133	Closed	Medicaid	Claims	Sandra Solis	09/20/2024 10:08:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 10:25:35 AM
148135	Closed	Need note changed from complete to pending	Provider Documentation	Chanda Mayes	09/20/2024 10:14:54 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 01:08:33 PM
148137	Closed		503 Unable to Start/End	Yamila Perez Cuba	09/20/2024 10:15:33 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 03:30:41 PM
148140	Closed	I CONNECT	Provider Documentation	TANYA COLSON	09/20/2024 10:21:34 AM	Service Provider Worker	Resolved (Permanently)	09/20/2024 12:04:31 PM
148142	Closed	Remove Form in Iconnect	Forms	Lorraine Guziak	09/20/2024 10:26:56 AM	APD Employee	Resolved (Permanently)	09/20/2024 11:08:03 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
148143	Closed	Validation Report	Request for Override	Claudia Lima	09/20/2024 10:28:21 AM	APD Employee	Resolved (Permanently)	09/20/2024 11:20:07 AM
148144	Closed	Cost Plan Failed Validation	Request for Override	Tangee Hinson	09/20/2024 10:29:37 AM	APD Employee	Resolved (Permanently)	09/20/2024 11:28:04 AM
148149	Closed	error trying to upload attachment to note	Attachments	SAMANTHA ZINGARELLI	09/20/2024 10:44:46 AM	Service Provider	Resolved (Permanently)	09/20/2024 11:39:22 AM
148151	Closed	Error Message	Login Issues (not SSO)	Skyla Deveaux	09/20/2024 10:51:20 AM	Service Provider Worker	Resolved (Permanently)	09/20/2024 10:56:50 AM
148152	Closed	Auth in Rejection	Authorizations	Chiquitta Nash	09/20/2024 10:56:16 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 01:08:22 PM
148154	Closed	I'm trying to access the cost plan for my consumer	Reports	Daisys Sanchez Gonzalez	09/20/2024 11:00:42 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 11:35:06 AM
148160	Closed	Unable to add more days on the Daily Attendance	Provider Documentation	Abigail Valdes	09/20/2024 11:35:51 AM	Service Provider Worker	Resolved (Permanently)	09/20/2024 12:34:35 PM
148161	Closed	Unable to create WSC service auth	Authorizations	Shermell Williams	09/20/2024 11:36:19 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 11:43:41 AM
148163	Closed	Clocking out issues	Unable to Start/End	Martha Avery	09/20/2024 11:41:31 AM	Service Provider Worker	Resolved (Permanently)	09/20/2024 11:41:32 AM
148165	Closed	Missing Delivery	Unable to Start/End	Tania Manreza	09/20/2024 11:43:44 AM	Service Provider Worker	Resolved (Permanently)	09/20/2024 11:43:44 AM
148167	Closed	MEDICAID ELIGIBILITY/SERVICES	[-] Tier II Review -	Hortense Walker	09/20/2024 11:51:16 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 12:00:10 PM
148170	Closed	CARGIVER IS NOT ABLE TO CLOCK HER VISITS	Unable to Start/End	Oswaldo Fernandez	09/20/2024 11:57:31 AM	Service Provider	Resolved (Permanently)	09/20/2024 04:19:09 PM
148172	Closed	2024-2025 Cost Plan does not have the option to update nor crearet services authorizations	Authorizations	Nayza Hernandez	09/20/2024 11:57:59 AM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 12:04:40 PM
148173	Closed	AUTH / Rejection	Authorizations	Marie Carson	09/20/2024 12:06:47 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 12:40:54 PM
148178	Closed	2023-2024 Cost Plan - SA in REJECTED Statues	Authorizations	Nayza Hernandez	09/20/2024 12:17:40 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 12:40:45 PM
148179	Closed	Medicaid Back on but I can't update SA's	Authorizations	Robert Sanderson	09/20/2024 12:28:51 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 12:42:58 PM
148189	Closed	Personal Centered Support Plan 9/9/22	Forms - PCSP	Lourdes Mangual	09/20/2024 12:56:22 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 01:34:00 PM
148195	Closed	SAN validation problems	SAN	Heidi Ickes	09/20/2024 01:17:33 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 01:28:27 PM
148196	Closed	consumer not showing in Iconnect	Dashboard	Laquanne Newcombe	09/20/2024 01:22:49 PM	Service Provider	Resolved (Permanently)	09/20/2024 02:37:45 PM
148197	Closed	Adjustment needed	Provider Documentation	Donna summerville	09/20/2024 01:26:03 PM	Other	Resolved (Permanently)	10/01/2024 07:40:14 AM
148198	Closed	Validation Error	Request for Override	Stephanie Waters	09/20/2024 01:34:03 PM	APD Employee	Resolved (Permanently)	09/20/2024 01:54:05 PM
148199	Closed		49625 Request for Override	Charshus Terry	09/20/2024 01:37:01 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 01:56:29 PM
148201	Closed	EVV STARTING DELIVERY ISSUES	Unable to Start/End	Sheena Dean-Franklin	09/20/2024 01:46:14 PM	Service Provider Worker	Resolved (Permanently)	09/20/2024 02:31:39 PM
148203	Closed	COMPANION SERVICE	[-] Tier II Review -	Orley Martinez	09/20/2024 01:48:49 PM	Service Provider	Resolved (Permanently)	09/20/2024 02:27:47 PM
148209	Closed	The validation says support coordination exceeds its limits	Request for Override	Mary McDougal	09/20/2024 02:07:30 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 02:52:34 PM
148212	Closed	Authorization Denied	Claims	Vivian Orizu	09/20/2024 02:12:21 PM	Service Provider	Resolved (Permanently)	09/23/2024 11:00:24 AM
148225	Closed	503 Error Code	Unable to Start/End	Saryna Jones	09/20/2024 03:02:13 PM	Service Provider Worker	Resolved (Permanently)	09/20/2024 03:02:14 PM
148228	Closed	Need consumers uploaded	Other	Jakira Gammons	09/20/2024 03:13:14 PM	Service Provider	Resolved (Permanently)	09/23/2024 02:13:45 PM
148231	Closed	503 error	Unable to Start/End	Yarisney Russiel	09/20/2024 03:22:18 PM	Service Provider Worker	Resolved (Permanently)	09/20/2024 03:22:18 PM
148238	Closed	Notes Not Populating on Dashboard	Dashboard	Michael Taylor	09/20/2024 03:50:45 PM	APD Employee	Resolved (Permanently)	09/20/2024 04:44:08 PM
148240	Closed	IC-80922 CP Approved but unable to create SA	Authorizations	Lamont Townsend	09/20/2024 04:00:47 PM	Waiver Support Coordinator	Resolved (Permanently)	09/20/2024 04:09:47 PM
148241	Closed	A better Solutions	Authorizations	Dawn Best	09/20/2024 04:06:18 PM	APD Employee	Resolved (Permanently)	09/20/2024 05:05:03 PM
148243	Closed	A Better Solutions	Authorizations	Dawn Best	09/20/2024 04:08:52 PM	APD Employee	Resolved (Permanently)	09/20/2024 05:11:17 PM
148244	Closed	A Better Solutions	Authorizations	Dawn Best	09/20/2024 04:11:16 PM	APD Employee	Resolved (Permanently)	09/23/2024 02:22:30 PM
148246	Closed	A Better Solutions	Authorizations	Dawn Best	09/20/2024 04:18:45 PM	APD Employee	Resolved (Permanently)	09/20/2024 04:52:08 PM
148247	Closed	UNABLE TO CREATE SERVICE AUTHORIZATION	Authorizations	Ibexis Suarez	09/20/2024 04:23:41 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 07:51:19 AM
148252	Closed	change from complete to pending	Provider Documentation	Curtis John	09/20/2024 04:44:51 PM	Service Provider	Resolved (Permanently)	09/24/2024 04:30:34 PM
148253	Closed	Unable to process billing for client id: 89596	Claims	Shirley Harris	09/20/2024 05:01:53 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 02:39:46 PM
148255	Closed	duplicate billing note	Notes	Wilma Johnson	09/20/2024 05:20:47 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 02:44:59 PM
148256	Closed	Support Coordination BY 2024 December	Authorizations	Ronald McCauley	09/20/2024 05:21:00 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 11:48:59 AM
148257	Closed	Unable to update and create service authorization	Authorizations	Gladys Minino	09/20/2024 05:46:40 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 07:53:29 AM
148258	Closed	30293 Goodwill staff edited by not copy putting it into complete status	Request for Status Change	Patricia Orquera-kern	09/20/2024 05:49:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 08:12:12 AM
148260	Closed	30293 Unable to see uploads for quaterly RES HAB Advises they are uplaoding	Authorizations	Patricia Orquera-kern	09/20/2024 06:24:12 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 11:11:29 AM
148261	Closed	SA Reject status	Authorizations	Maria Schwarz	09/20/2024 07:42:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 09:13:33 AM
148262	Closed	Not able to log out of the portal	Unable to Start/End	Nakia Tabb	09/20/2024 08:26:19 PM	APD Employee	Resolved (Permanently)	09/23/2024 07:56:13 AM
148263	Closed	CAN'T UPDATE AUTHORIZATIONS	Authorizations	Ellen Rentz	09/20/2024 08:57:55 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 11:14:20 AM
148264	Closed	Please delete duplicate form	Forms	Alison Ford	09/20/2024 11:53:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 08:00:26 AM
148265	Closed	Unable to end delivery	Unable to Start/End	Chantelle Wallace	09/20/2024 11:59:36 PM	Service Provider	Resolved (Permanently)	09/23/2024 07:55:29 AM
148266	Closed	Signing in to Apd	Geolocation/GPS	betty pittman	09/21/2024 09:06:33 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 07:54:41 AM
148268	Closed		89712 Request for Override	Susan Sculles	09/21/2024 09:25:00 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 11:17:35 AM
148269	Closed	UNABLE TO PULL AUTHORIZATIONS	Authorizations	Ludmila Senkevich	09/21/2024 10:28:46 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 01:44:19 PM
148270	Closed	Unable to update and create service authorization.	Request for Override	Geneva Williams	09/21/2024 10:58:55 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 06:13:44 AM
148272	Closed	Need to delete support plan	Forms - PCSP	Lisette Rodriguez	09/21/2024 12:22:58 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 02:49:05 PM
148273	Closed	Couldnâ€™t clock in system error	Unable to Start/End	Evelyn Bankston	09/21/2024 01:38:05 PM	APD Employee	Resolved (Permanently)	09/23/2024 08:43:01 AM
148276	Closed	WSC service Rejected Status unable to reverse to Approve Status	Planned Services	Jonathan Joseph	09/21/2024 10:45:51 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 12:34:14 PM
148277	Closed	Logging In	Geolocation/GPS	betty pittman	09/22/2024 06:21:41 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 07:26:43 AM
148278	Closed	Medicaid Eligibility inquiry	Eligibility	Gregg Burns	09/22/2024 11:08:38 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 07:54:38 AM
148279	Closed	I can not add dates back to iconnect	Provider Documentation	Alisa Seymore	09/22/2024 02:30:25 PM	Service Provider	Resolved (Permanently)	09/27/2024 11:24:22 AM
148284	Closed	QSI portal entries	QSI	Chrisan Pyle-Holton	09/23/2024 07:04:07 AM	APD Employee	Resolved (Permanently)	10/12/2024 12:21:33 PM
148285	Closed	duplicate iconnect name	Worker Issues	Sandra Perez	09/23/2024 07:16:08 AM	APD Employee	Resolved (Permanently)	09/23/2024 08:58:25 AM
148288	Closed	Loging in apd website	Geolocation/GPS	betty pittman	09/23/2024 07:55:24 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 07:58:10 AM
148289	Closed	Plan Validation	Request for Override	Barbara Zatkoff	09/23/2024 07:55:53 AM	APD Employee	Resolved (Permanently)	09/23/2024 08:04:26 AM
148292	Closed	EVV LOGIN ISSUES/503	Login Issues (not SSO)	Julia Lopez	09/23/2024 08:19:28 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 08:19:28 AM
148293	Closed	Cost plan date errors for Medicaid reinstatement while in the middle of IF's approval	Request for Override	Stephanie Waters	09/23/2024 08:30:06 AM	APD Employee	Resolved (Permanently)	09/23/2024 09:12:56 AM
148296	Closed	EVV server not working	Unable to Start/End	Stephanie Dioshawn Curry	09/23/2024 08:38:20 AM	Service Provider	Resolved (Permanently)	09/30/2024 08:09:32 AM
148297	Closed	Plan Validation Report	Request for Override	Juneen Johnson	09/23/2024 08:47:01 AM	APD Employee	Resolved (Permanently)	09/23/2024 08:53:37 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
148300	Closed	SERVICE AUTH IS REJECTION STATUS	Authorizations	Janice Spears	09/23/2024 08:52:25 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 08:59:50 AM
148306	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	Erika Alvarez	09/23/2024 09:19:15 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 09:19:15 AM
148308	Closed	Override needed	Request for Override	Sherry Thomas	09/23/2024 09:27:49 AM	APD Employee	Resolved (Permanently)	09/23/2024 09:40:15 AM
148313	Closed	503 Error	Unable to Start/End	Bessie Lashell Harris	09/23/2024 09:32:54 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 09:32:54 AM
148315	Closed	SA Terminated	Authorizations	Isis Espino	09/23/2024 09:36:24 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 10:31:47 AM
148316	Closed	Create/update authorization button missing	Authorizations	Ebony Mensah	09/23/2024 09:36:52 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 09:44:08 AM
148317	Closed	service provider selection	Provider Selection	Ana Maria Chacon	09/23/2024 09:37:39 AM	Service Provider	Resolved (Permanently)	09/23/2024 11:56:46 AM
148321	Closed	Delete duplicate entry	Forms	Kimberly Jones	09/23/2024 09:46:47 AM	APD Employee	Resolved (Permanently)	09/23/2024 10:11:51 AM
148330	Closed	Plan validation report	Request for Override	Juneen Johnson	09/23/2024 10:00:46 AM	APD Employee	Resolved (Permanently)	09/23/2024 10:47:33 AM
148334	Closed	Provider for Cost plan	Plans	Tammi Watkins	09/23/2024 10:09:06 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 11:10:47 AM
148338	Closed	EVV LOGIN ISSUES	Login Issues (not SSO)	Sonia Oquendo	09/23/2024 10:14:56 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 10:14:56 AM
148342	Closed	503 error	Unable to Start/End	Catalina Gonzalez	09/23/2024 10:20:50 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 10:20:50 AM
148346	Closed	EVV ISSUES	Unable to Start/End	Nikka Boyd	09/23/2024 10:33:44 AM	APD Employee	Resolved (Permanently)	09/23/2024 05:29:49 PM
148347	Closed	Can't Choose service provider for cost plan	Plans	Jennifer Matthews	09/23/2024 10:35:20 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 10:57:06 AM
148348	Closed	Unable to create service authorization	Request for Override	Gladys Minino	09/23/2024 10:38:50 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 10:50:13 AM
148357	Closed	New SA created with Duplicated PA number	Authorizations	Charles Lindsey	09/23/2024 10:50:58 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 11:09:55 AM
148368	Closed	Service Plan	Request for Override	Timothy Carr	09/23/2024 11:12:59 AM	APD Employee	Resolved (Permanently)	09/23/2024 11:20:51 AM
148371	Closed	iConnect	Notes	Ranee Coffy-Andesha	09/23/2024 11:15:49 AM	APD Employee	Resolved (Permanently)	09/23/2024 11:20:46 AM
148375	Closed	OLD SA REJECTED /CLIENT PASSED AWAY 7/8/2024- WSC needs to resolve the rejected SA to close case.	Authorizations	Irene Estevez	09/23/2024 11:25:40 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 12:55:39 PM
148377	Closed	need to edit time on service log for client saved as complete.	Provider Documentation	Chelsea L'Etoile-Lopes	09/23/2024 11:28:08 AM	Service Provider	Resolved (Permanently)	09/23/2024 11:39:16 AM
148378	Closed	Validation Error	Request for Override	Malikah Tarver	09/23/2024 11:31:09 AM	APD Employee	Resolved (Permanently)	09/23/2024 11:39:19 AM
148379	Closed	Please Create Cost Plan	Plans	Charles Lindsey	09/23/2024 11:32:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 12:04:17 PM
148382	Closed	Reactivating PA for all SA 6/1/2024-Present	Authorizations	Charles Lindsey	09/23/2024 11:36:42 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 11:42:25 AM
148384	Closed	Missing EVV application	Other	Ronda L Wrice	09/23/2024 11:45:17 AM	Service Provider Worker	Resolved (Permanently)	09/23/2024 11:52:35 AM
148385	Closed	Wellsky	Unable to Start/End	Ivette Acevedo	09/23/2024 11:47:02 AM	Service Provider	Resolved (Permanently)	09/23/2024 04:28:19 PM
148386	Closed	Override needed	Request for Override	Sherry Thomas	09/23/2024 11:48:50 AM	APD Employee	Resolved (Permanently)	09/23/2024 12:20:27 PM
148387	Closed	Consumer 57700	Authorizations	Jorge David Gomez-Chiang	09/23/2024 11:50:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 12:00:41 PM
148390	Closed	Plan validation report	Request for Override	Juneen Johnson	09/23/2024 11:57:54 AM	APD Employee	Resolved (Permanently)	09/23/2024 12:12:00 PM
148392	Closed	validation error	Request for Override	Malikah Tarver	09/23/2024 11:59:32 AM	APD Employee	Resolved (Permanently)	09/23/2024 12:06:45 PM
148394	Closed	Need assistance with save and send a POR DOCUMENT IN Service providers to my WSCs	Provider QIO, POR, NNC, CAP	Wilma Johnson	09/23/2024 12:03:57 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 01:28:05 PM
148399	Closed	LIVING SETTING (54041)	Request for Override	Andrea Desjardins	09/23/2024 12:12:08 PM	APD Employee	Resolved (Permanently)	09/23/2024 12:48:28 PM
148402	Closed	Trying to fix an Error so I can create a Planned Service	Planned Services	Toni Thomas	09/23/2024 12:23:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 12:45:32 PM
148405	Closed		Request for Override	Charshus Terry	09/23/2024 12:27:50 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 12:52:55 PM
148409	Closed	Service Plans	Plans	Gerda Mothersil	09/23/2024 12:32:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 12:43:42 PM
148421	Closed	EVV SCHEDULING ISSUES	Other	Myriam N Orta	09/23/2024 01:15:24 PM	Service Provider	Resolved (Permanently)	09/23/2024 01:23:42 PM
148425	Closed	validation report	Plans	Ava Bernard	09/23/2024 01:33:31 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 01:41:50 PM
148431	Closed	503 error	Unable to Start/End	Lisa Perryman	09/23/2024 01:41:13 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 01:41:14 PM
148433	Closed	unable to create SA and it is approved	Authorizations	Tressie Wimberly	09/23/2024 01:41:40 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 06:38:42 AM
148438	Closed	Not able to clock in	Unable to Start/End	Deniedra Lapearl Morrison	09/23/2024 01:52:05 PM	Service Provider	Resolved (Permanently)	09/30/2024 08:09:56 AM
148439	Closed	Request for report to be run from iConnect	Reports	Lynne Daw	09/23/2024 01:53:24 PM	APD Employee	Resolved (Permanently)	09/24/2024 08:31:49 AM
148440	Closed	I need assisting to find my POR in reference to consumer 38069	Provider QIO, POR, NNC, CAP	Olimpia M Omier	09/23/2024 02:05:35 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 02:21:50 PM
148441	Closed	Validation is not showing up	Request for Override	Katherine Czech	09/23/2024 02:06:27 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 02:24:24 PM
148444	Closed	Consumer 26269	Claims	Hugo Merino	09/23/2024 02:14:39 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 03:04:02 PM
148446	Closed	Need a cdc disposition/ cost plan 24/25 in iconnect	Plans	Tracy Davis	09/23/2024 02:15:15 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 02:31:31 PM
148448	Closed	clocking in/out issues	Unable to Start/End	Yvena Desire	09/23/2024 02:17:40 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 02:17:40 PM
148453	Closed	Billing error	Claims	Tracy Davis	09/23/2024 02:29:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 02:43:44 PM
148457	Closed	GPS/Geolocation	Geolocation/GPS	Idelvis Miranda	09/23/2024 02:34:22 PM	Service Provider	Resolved (Permanently)	09/23/2024 02:43:21 PM
148463	Closed	04/19/2024 Josefa Batista	Unable to Start/End	Idelvis Miranda	09/23/2024 02:54:53 PM	Service Provider	Resolved (Permanently)	09/23/2024 03:03:35 PM
148466	Closed	Not able to fine provider	Provider Selection	Ivory Gray	09/23/2024 03:03:44 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 03:26:18 PM
148471	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	Tania Rivera Izquierdo	09/23/2024 03:11:15 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 03:11:15 PM
148472	Closed	503 Error	Login Issues (not SSO)	Nirda Fernandez	09/23/2024 03:11:54 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 03:11:55 PM
148473	Closed	503 error	Unable to Start/End	Holly Harrell	09/23/2024 03:13:43 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 03:13:44 PM
148477	Closed	503 Error	Login Issues (not SSO)		09/23/2024 03:21:31 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 03:21:31 PM
148478	Closed		Plans	Anita Braun-Luria	09/23/2024 03:22:25 PM	QIO Employee	Resolved (Permanently)	09/23/2024 03:33:57 PM
148479	Closed	WSC service has exceeded the maximum units per.	Request for Override	Niurka Romero	09/23/2024 03:23:17 PM	APD Employee	Resolved (Permanently)	09/23/2024 03:44:52 PM
148481	Closed	COST PLAN	Plans	Aleyda Blanco	09/23/2024 03:26:05 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 03:41:06 PM
148482	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	Keilys Monterrey	09/23/2024 03:26:46 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 03:26:47 PM
148483	Closed		Request for Override	Anita Braun-Luria	09/23/2024 03:31:24 PM	QIO Employee	Resolved (Permanently)	09/23/2024 03:47:09 PM
148489	Closed	JC: 91501	Request for Override	Marsha Odom	09/23/2024 03:40:24 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 03:48:36 PM
148493	Closed	problem making corrective action	Notes	Linnette Robinson	09/23/2024 03:51:12 PM	Service Provider	Resolved (Permanently)	10/01/2024 07:29:06 AM
148494	Closed	503 Error	Unable to Start/End	Shakeya Williams	09/23/2024 03:54:03 PM	Service Provider Worker	Resolved (Permanently)	09/24/2024 07:31:14 AM
148496	Closed	Login Assistance Error Code 503	Unable to Start/End	Michelle Antoinette Van Hoeven	09/23/2024 04:00:06 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 04:00:07 PM
148497	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Unable to Start/End	Dolly Rodriguez	09/23/2024 04:02:05 PM	Service Provider Worker	Resolved (Permanently)	09/23/2024 04:02:05 PM
148498	Closed	Serv Authorizations	Authorizations	Haydee Milián	09/23/2024 04:04:41 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 10:36:32 AM
148499	Closed	PLEASE DELETE Training Graphs (Reshab Quarterly)	Notes	jake Desuyo	09/23/2024 04:06:26 PM	Service Provider	Resolved (Permanently)	09/23/2024 04:21:34 PM
148500	Closed	budget not populating	Consumer Budget	Rachel Payne	09/23/2024 04:06:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 07:22:10 AM

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
148501	Closed	Plan Validation Report	Request for Override	Josue Otero	09/23/2024 04:09:36 PM	APD Employee	Resolved (Permanently)	09/24/2024 07:47:44 AM
148503	Closed	Rejected service auth	Authorizations	Shiphrah Mercado	09/23/2024 04:18:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/23/2024 04:29:37 PM
148504	Closed	Override needed	Request for Override	Shery Thomas	09/23/2024 04:19:33 PM	APD Employee	Resolved (Permanently)	09/24/2024 07:04:20 AM
148510	Closed	Iconnect enhancement request	Enhancement	Sarah Lozano	09/23/2024 04:28:45 PM	APD Employee	Resolved (Permanently)	09/25/2024 08:24:07 AM
148511	Closed	Validation Error	Authorizations	Jaimi Bebley	09/23/2024 04:45:56 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 03:53:27 PM
148514	Closed	delete note	Notes	Crystal Smeets	09/23/2024 04:50:47 PM	Service Provider	Resolved (Permanently)	09/23/2024 04:56:58 PM
148515	Closed	Delete entry from iConnect	Notes	Kathy Stringer	09/23/2024 04:52:27 PM	APD Employee	Resolved (Permanently)	09/23/2024 04:59:09 PM
148516	Closed	Approved and updated service plan (behavior therapy assessment 06/02/2024-06/30/2024) not generating	Plans	Osasumwen Osaghae	09/23/2024 04:53:52 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 07:45:05 AM
148517	Closed	Service authorizations not generating for updated cost plans 2023/2024 and 2024/2025	Authorizations	Osasumwen Osaghae	09/23/2024 04:58:30 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 06:36:53 AM
148519	Closed	Remove completed note please	Provider Documentation	Dawn Johnson	09/23/2024 05:05:15 PM	Service Provider Worker	Resolved (Permanently)	09/24/2024 07:15:54 AM
148520	Closed	Unable to create SA	Authorizations	Pamela Silva	09/23/2024 05:07:15 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 06:29:53 AM
148521	Closed	note deletion	Notes	Crystal Smeets	09/23/2024 05:14:17 PM	Service Provider	Resolved (Permanently)	09/25/2024 11:23:02 AM
148522	Closed	Unable to generate a service authorization	Authorizations	Shiphrah Mercado	09/23/2024 05:33:13 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 06:27:33 AM
148524	Closed	Consumer ID 50146	Plans	Ivonne Acosta	09/23/2024 05:55:11 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 06:22:27 AM
148525	Closed	Continue Problem with Person-Centered Support Plan 9/9/22	Forms - PCSP	Lourdes Mangual	09/23/2024 06:15:31 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 08:44:57 AM
148526	Closed	Unable to logout	Unable to Start/End	Nakia Tabb	09/23/2024 06:15:49 PM	APD Employee	Resolved (Permanently)	09/24/2024 07:36:01 AM
148527	Closed	Below Error Message received when trying to attached a document in the notes tab.	Notes	Valerie Ervin	09/23/2024 08:00:27 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 08:20:17 AM
148528	Closed	REJECTED STATUS	Authorizations	Hoda Valentine	09/23/2024 08:42:38 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 09:19:48 AM
148530	Closed	REJECTED SA	Authorizations	Debra Vollen	09/23/2024 10:29:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 09:24:42 AM
148531	Closed	Unable to create authorization	Authorizations	Cristiana Robaina	09/23/2024 10:38:49 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 07:24:38 AM
148532	Closed	lost deliveries	Upload Issues	Skyah Monay Worth	09/23/2024 10:44:49 PM	Service Provider	Resolved (Permanently)	09/24/2024 07:21:29 AM
148534	Closed	Not showing all my consumers and staff	Dashboard	Clyde Newton	09/24/2024 12:37:02 AM	Other	Resolved (Permanently)	10/01/2024 07:29:54 AM
148535	Closed	Shannon M incident report	[-] Tier II Review -	Mirlande Monplaisir	09/24/2024 01:18:41 AM	Other	Resolved (Permanently)	10/01/2024 07:30:47 AM
148538	Closed	Paid invoice	Claims	Anne Ambroise	09/24/2024 07:30:59 AM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 08:35:25 AM
148541	Closed	EVV LOGIN ISSUES/503/SERVICES UNAVAILABLE	Login Issues (not SSO)	Betty L Hicks	09/24/2024 07:44:34 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 07:44:34 AM
148547	Closed	Evww not working	Unable to Start/End	Theresa L Bates	09/24/2024 08:04:01 AM	Service Provider	Resolved (Permanently)	09/30/2024 08:11:16 AM
148553	Closed	Login Assistance	Unable to Start/End	Lashonda Roundtree	09/24/2024 08:17:39 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 08:17:39 AM
148554	Closed	Unable to sign in at time to provide clients service	Unable to Start/End	Laura Iglesias	09/24/2024 08:18:26 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 08:11:36 AM
148560	Closed	GPS/Geolocation Settings	Geolocation/GPS	Julio E Martinez	09/24/2024 08:32:26 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 08:48:08 AM
148565	Closed	Trouble signing in	Unable to Start/End	Ariel Wilson	09/24/2024 08:52:17 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 08:11:59 AM
148566	Closed	67989 G.T.	Plans	Susan Sculles	09/24/2024 08:54:36 AM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 09:03:56 AM
148568	Closed	#77883 Validation override	Request for Override	Merisa Simonson	09/24/2024 08:56:28 AM	APD Employee	Resolved (Permanently)	09/24/2024 09:02:31 AM
148570	Closed	Delete note in Admin action tab for Hickson Group Home (10574)	Provider QIO, POR, NNC, CAP	Robin Keller	09/24/2024 08:58:13 AM	APD Employee	Resolved (Permanently)	09/25/2024 11:28:09 AM
148572	Closed	Services Authorization	Authorizations	David Valcana	09/24/2024 09:00:30 AM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 09:05:56 AM
148573	Closed	Service Unavailable	Unable to Start/End	Eva Paterson	09/24/2024 09:01:05 AM	Service Provider	Resolved (Permanently)	09/24/2024 09:19:07 AM
148574	Closed	error 503	Unable to Start/End	Bernardo Dieguez	09/24/2024 09:05:26 AM	Service Provider	Resolved (Permanently)	09/24/2024 09:11:29 AM
148577	Closed	503 error	Unable to Start/End	Mary Ann Taylor	09/24/2024 09:11:48 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 09:11:48 AM
148582	Closed	Authentication not Recognizing user	Authorizations	Tracy Moring	09/24/2024 09:26:57 AM	APD Employee	Resolved (Permanently)	09/24/2024 09:36:23 AM
148583	Closed	503 Error	Login Issues (not SSO)	Terri Gainous	09/24/2024 09:28:03 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 09:28:03 AM
148586	Closed	new enrollee override needed	Request for Override	Sandra Perez	09/24/2024 09:37:09 AM	APD Employee	Resolved (Permanently)	09/24/2024 10:25:34 AM
148588	Closed	new enrollee override needed	Request for Override	Sandra Perez	09/24/2024 09:47:59 AM	APD Employee	Resolved (Permanently)	09/24/2024 10:00:39 AM
148594	Closed	Medicaid Payment Not Received	Claims	Chiquitta Nash	09/24/2024 10:01:53 AM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 12:05:16 PM
148597	Closed	Auth Rejected	Authorizations	Cheryl McConnell	09/24/2024 10:09:29 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 07:43:06 AM
148602	Closed	Error Message	Other	Emperatriz Espinosa	09/24/2024 10:19:56 AM	Service Provider Worker	Resolved (Permanently)	09/25/2024 09:28:14 AM
148604	Closed	TaquelaSeay	Unable to Start/End	Taquela T Seay	09/24/2024 10:22:28 AM	Service Provider	Resolved (Permanently)	09/24/2024 10:26:44 AM
148608	Closed	Please delete?	Forms	Michael Jeffrey Mann	09/24/2024 10:26:32 AM	Service Provider	Resolved (Permanently)	09/24/2024 11:00:10 AM
148610	Closed	503 Error	Login Issues (not SSO)	SHARONDA COURTNEY	09/24/2024 10:31:09 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 10:31:10 AM
148613	Closed	Override	Request for Override	Nancy Cravey	09/24/2024 10:39:41 AM	APD Employee	Resolved (Permanently)	09/24/2024 10:42:45 AM
148614	Closed	Unable to update authorizations (Consumer ID 50146)	Authorizations	Ivonne Acosta	09/24/2024 10:40:18 AM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 10:45:57 AM
148615	Closed	Medical supplies rejected	Authorizations	Roberto Pire	09/24/2024 10:42:27 AM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 10:54:31 AM
148616	Closed		503 Unable to Start/End	Mariblanca Sanchez	09/24/2024 10:44:11 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 10:44:12 AM
148624	Closed	Delete Provider Documentation and Notes	Provider Documentation	Louise Barbee	09/24/2024 10:54:09 AM	Service Provider	Resolved (Permanently)	09/24/2024 10:58:23 AM
148625	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	YASMIANIS JIMENEZ	09/24/2024 10:56:14 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 10:56:14 AM
148626	Closed	503 Error Message	Login Issues (not SSO)	Terry Pergerson	09/24/2024 10:56:35 AM	Service Provider	Resolved (Permanently)	09/24/2024 10:56:35 AM
148636	Closed	Validation Error Override	Request for Override	Jasmine Howard	09/24/2024 11:11:09 AM	APD Employee	Resolved (Permanently)	09/24/2024 12:09:09 PM
148639	Closed	Delete Provider Documentation and Notes	Provider Documentation	Louise Barbee	09/24/2024 11:14:44 AM	Service Provider	Resolved (Permanently)	09/24/2024 11:37:25 AM
148645	Closed	error code due to issues not happening	Plans	Tiffany Solomon	09/24/2024 11:24:22 AM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 11:54:08 AM
148646	Closed	GPS/Geolocation Settings/PW Reset	Geolocation/GPS	Nidia Saez	09/24/2024 11:24:53 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 11:24:53 AM
148650	Closed	Diaper and underpads rejected	[-] Tier II Review -	Roberto Pire	09/24/2024 11:27:57 AM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 11:36:08 AM
148651	Closed	Rejected SA's	Authorizations	Katie Rice	09/24/2024 11:30:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 11:41:04 AM
148652	Closed	503 error	Unable to Start/End	Sylvia Veronica Harris	09/24/2024 11:31:56 AM	Service Provider Worker	Resolved (Permanently)	09/24/2024 11:31:56 AM
148654	Closed	Duplicate PA	Authorizations	Linda Fogarty	09/24/2024 11:36:09 AM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 11:47:30 AM
148656	Closed	Unable to bill for Client	Claims	Roselyn Metayer	09/24/2024 11:39:48 AM	Service Provider	Resolved (Permanently)	09/24/2024 12:11:36 PM
148669	Closed	Validation Report	Request for Override	Claudia Lima	09/24/2024 12:03:01 PM	APD Employee	Resolved (Permanently)	09/24/2024 12:14:42 PM
148671	Closed	Override	Request for Override	Nancy Cravey	09/24/2024 12:09:13 PM	APD Employee	Resolved (Permanently)	09/24/2024 12:18:09 PM
148672	Closed	Iconnect note error	Notes	Cederia A Lattimore	09/24/2024 12:15:38 PM	Service Provider	Resolved (Permanently)	09/25/2024 11:40:57 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
148673	Closed	Please	Notes	Tanishia Garvin	09/24/2024 12:18:22 PM	Service Provider Worker	Resolved (Permanently)	09/25/2024 11:41:49 AM
148679	Closed	Plan Validation Error - Consumer is new to waiver	Request for Override	Sophia Torres	09/24/2024 12:41:37 PM	APD Employee	Resolved (Permanently)	09/24/2024 12:59:35 PM
148686	Closed	Forms to be deleted, not needed	Forms - Other	Deborah Schoelkopf	09/24/2024 12:58:47 PM	APD Employee	Resolved (Permanently)	09/24/2024 02:27:32 PM
148687	Closed	Service Authorization is not updating for client Ic ID 24216	Authorizations	PAULA CHRISTINA ROCA	09/24/2024 12:59:50 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 01:05:32 PM
148688	Closed	EVV LOGIN ISSUES/503	Unable to Start/End	olga arrowsmith	09/24/2024 01:00:07 PM	Service Provider Worker	Resolved (Permanently)	09/24/2024 01:00:08 PM
148694	Closed	Override needed	Request for Override	Shery Thomas	09/24/2024 01:14:59 PM	APD Employee	Resolved (Permanently)	09/24/2024 01:46:32 PM
148699	Closed	Need note 12542326 id for august to be deleted	Notes	Lisette Rodriguez	09/24/2024 01:22:01 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 01:42:19 PM
148702	Closed	23046 notes put in complete by mistake	Notes	Daniel Crandall	09/24/2024 01:29:27 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 01:41:05 PM
148705	Closed	7924453585 pa# for personal supports in rejection	Authorizations	Lisette Rodriguez	09/24/2024 01:55:59 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 02:04:12 PM
148706	Closed	EVV issue	EVV Activities	Monise Sylvain	09/24/2024 01:57:26 PM	Service Provider Worker	Resolved (Permanently)	09/24/2024 01:57:27 PM
148717	Closed	iConnect	Notes	Ranee Coffy-Andesha	09/24/2024 02:22:40 PM	APD Employee	Resolved (Permanently)	09/24/2024 02:24:51 PM
148721	Closed	unable to do provider documentation	Provider Documentation	Natasha Facey	09/24/2024 02:32:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 02:43:28 PM
148726	Closed	Forms to be deleted	Forms	Deborah Schoelkopf	09/24/2024 02:54:44 PM	APD Employee	Resolved (Permanently)	09/24/2024 03:03:07 PM
148729	Closed	Forms to be deleted	Forms	Deborah Schoelkopf	09/24/2024 03:06:15 PM	APD Employee	Resolved (Permanently)	09/25/2024 07:12:00 AM
148730	Closed	GEO LOCATION ISSUES/BROWSER ISSUES	Geolocation/GPS	Ildeladys Salazar	09/24/2024 03:07:35 PM	Service Provider Worker	Resolved (Permanently)	09/24/2024 03:07:35 PM
148731	Closed	Forms to be deleted	Forms	Deborah Schoelkopf	09/24/2024 03:08:28 PM	APD Employee	Resolved (Permanently)	09/25/2024 07:33:04 AM
148732	Closed	Forms to be deleted	Forms	Deborah Schoelkopf	09/24/2024 03:10:33 PM	APD Employee	Resolved (Permanently)	09/25/2024 07:37:01 AM
148734	Closed	PROVIDER DOCUMENTATION ISSUES	Provider Documentation	Stella Fuentes	09/24/2024 03:17:54 PM	Service Provider Worker	Resolved (Permanently)	09/27/2024 11:25:42 AM
148735	Closed		503 Unable to Start/End	Holly Harrell	09/24/2024 03:19:36 PM	Service Provider Worker	Resolved (Permanently)	09/24/2024 03:30:25 PM
148740	Closed	Create SA Not an Option	Request for Override	Ryan Chandler	09/24/2024 03:26:19 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 07:23:01 AM
148745	Closed	Services	Request for Status Change	Cassie L Bennett	09/24/2024 03:36:44 PM	Waiver Support Coordinator	Resolved (Permanently)	09/24/2024 03:43:35 PM
148747	Closed	Connection Issue	Unable to Start/End	Carmen Elena Lora	09/24/2024 03:50:50 PM	Service Provider Worker	Resolved (Permanently)	09/24/2024 03:50:50 PM
148750	Closed	The Arc of St. Johns 9.23.2024	Unable to Start/End	Tirza Wilson	09/24/2024 04:01:22 PM	Service Provider Worker	Resolved (Permanently)	10/09/2024 09:23:17 AM
148753	Closed	Wrong hours billed on 9/1/24	[-] Tier II Review -	Rogelio G Sirot	09/24/2024 04:03:45 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 08:12:51 AM
148755	Closed	Services approved	Request for Override	Cheryl McConnell	09/24/2024 04:06:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 08:28:08 AM
148756	Closed	EVV system issue	Unable to Start/End	Henry J Corneillie	09/24/2024 04:09:34 PM	Service Provider	Resolved (Permanently)	09/30/2024 08:09:04 AM
148758	Closed	503 error	Unable to Start/End	Evelyn Bankston	09/24/2024 04:16:24 PM	Service Provider Worker	Resolved (Permanently)	09/24/2024 04:16:24 PM
148766	Closed	UNABLE TO SEND STATUS	Authorizations	Greilyn Mariela Rojas Morera	09/24/2024 05:04:10 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 07:50:37 AM
148769	Closed	Please override validation error	Request for Override	Alessandra Davalos	09/24/2024 05:07:15 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 11:44:17 AM
148773	Closed	Please Remove line	[-] Tier II Review -	Sandra Hill	09/24/2024 06:15:51 PM	APD Employee	Resolved (Permanently)	09/25/2024 07:29:16 AM
148774	Closed	Living setting error for consumer Validation report in Iconnect	Request for Override	Tracy Davis	09/24/2024 06:59:03 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 08:55:23 AM
148775	Closed	Request for Override	Request for Override	Elaine Horn	09/24/2024 07:27:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 07:53:06 AM
148777	Closed	apd not working	Unable to Start/End	Evelyn Bankston	09/24/2024 07:51:32 PM	APD Employee	Resolved (Permanently)	09/25/2024 07:23:58 AM
148780	Closed	Rejected Auth	Authorizations	Rachel Nicole Fawaz	09/24/2024 09:05:29 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 07:58:40 AM
148781	Closed	Unable to successfully clock in on Iconnect	EVV Activities	Deanna Olson	09/24/2024 09:11:55 PM	Service Provider Worker	Resolved (Permanently)	09/25/2024 09:15:28 AM
148782	Closed	SA approved but not available to print	Authorizations	Tressie Wimberly	09/24/2024 09:19:30 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 08:11:09 AM
148783	Closed	EVV time clock	Unable to Start/End	Denise Patrick	09/24/2024 09:42:11 PM	APD Employee	Resolved (Permanently)	10/02/2024 02:05:57 PM
148784	Closed	Budget	Consumer Budget	Marilyn Lopez	09/24/2024 10:12:07 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 11:45:34 AM
148785	Closed	Unable to See/Print Service Authorization	Authorizations	Adrienne Sears	09/24/2024 10:19:39 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 10:56:45 AM
148788	Closed	Reassign to Service Provider Worker - Respond to CAP for High Score	Provider QIO, POR, NNC, CAP	Ernesto Perez	09/25/2024 12:21:36 AM	Service Provider Worker	Resolved (Permanently)	09/25/2024 12:02:24 PM
148789	Closed	Authorization Rejection	Authorizations	Ivy Lofton	09/25/2024 06:59:15 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 08:17:14 AM
148790	Closed		503 Unable to Start/End	Suheiry Vega-Claudio	09/25/2024 07:42:38 AM	Service Provider Worker	Resolved (Permanently)	10/03/2024 07:12:02 AM
148792	Closed	Living Setting Error	Request for Override	Shelby L Costanza	09/25/2024 07:47:41 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 07:55:36 AM
148794	Closed	Duplicate PA Error	Authorizations	Shelby L Costanza	09/25/2024 07:49:49 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 08:13:43 AM
148813	Closed	503/Login Assistance	Unable to Start/End	Geraldine Scott	09/25/2024 08:31:29 AM	Service Provider Worker	Resolved (Permanently)	09/25/2024 08:31:29 AM
148815	Closed	can't see the consumer in the system to assign staff	[-] Tier II Review -	Willesha Smith	09/25/2024 08:33:06 AM	Service Provider	Resolved (Permanently)	09/25/2024 08:38:02 AM
148818	Closed	HTTP error code 503 the service is unavailable	Login Issues (not SSO)	Eileen Marie OMeara	09/25/2024 08:41:07 AM	Service Provider	Resolved (Permanently)	10/08/2024 10:00:25 AM
148820	Closed	Error Message	Other	Emperatriz E Thorne	09/25/2024 08:45:06 AM	Service Provider Worker	Resolved (Permanently)	09/25/2024 09:27:55 AM
148825	Closed	service auth in rejected status	Authorizations	Janice Spears	09/25/2024 08:51:44 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 09:06:21 AM
148831	Closed	Please delete plan created by me in september	Plans	Esther Francois	09/25/2024 08:59:37 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 09:03:41 AM
148838	Closed	Life Skills	Authorizations	Elvira Rodriguez	09/25/2024 09:20:15 AM	Service Provider	Resolved (Permanently)	09/25/2024 09:38:43 AM
148845	Closed	Staff was unable to clock-in	Unable to Start/End	Daneiry Moya Aloma	09/25/2024 09:32:00 AM	Service Provider	Resolved (Permanently)	09/30/2024 08:14:09 AM
148847	Closed	PLEASE HELP	Authorizations	Mayda Wiltz	09/25/2024 09:34:09 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 09:54:20 AM
148850	Closed	Tickler	Dashboard	Ushae Lewis-Scille	09/25/2024 09:44:06 AM	APD Employee	Resolved (Permanently)	09/25/2024 10:55:54 AM
148851	Closed	WSC cannot create Service Authorizations	Request for Override	Alfredo Vega Hernandez	09/25/2024 09:44:31 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 10:37:56 AM
148854	Closed	GPS locator	Geolocation/GPS	Marianne Nicole Litcher	09/25/2024 09:50:07 AM	Service Provider	Resolved (Permanently)	09/25/2024 09:59:43 AM
148856	Closed	services	Other	Latasha T Spears	09/25/2024 09:52:41 AM	Service Provider	Resolved (Permanently)	09/25/2024 10:49:49 AM
148858	Closed	SA Rejection	Authorizations	Toni Lamar	09/25/2024 09:54:52 AM	Waiver Support Coordinator	Resolved (Permanently)	10/02/2024 12:28:47 PM
148867	Closed	Living setting validation error	Request for Override	Phyllis A Brown	09/25/2024 10:06:21 AM	APD Employee	Resolved (Permanently)	09/25/2024 10:25:35 AM
148870	Closed	Support coordination service exceeds maximum units	Request for Override	Phyllis A Brown	09/25/2024 10:17:58 AM	APD Employee	Resolved (Permanently)	09/25/2024 10:28:29 AM
148880	Closed	iConnect	Forms	Ranee Coffy-Andesha	09/25/2024 10:30:06 AM	APD Employee	Resolved (Permanently)	09/25/2024 10:39:15 AM
148881	Closed	Provider number not populating in service authorization.	Authorizations	Susan Sculles	09/25/2024 10:34:29 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:05:22 PM
148883	Closed	Unable to create authorization	Request for Override	Cristiana Robaina	09/25/2024 10:35:10 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 10:41:23 AM
148890	Closed	503 error	Unable to Start/End	Evalda Dasilva	09/25/2024 11:00:19 AM	Service Provider Worker	Resolved (Permanently)	09/25/2024 11:00:20 AM
148896	Closed	SERVICE AUTHORIZATIONS	Authorizations	Aleyda Blanco	09/25/2024 11:06:13 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 11:46:45 AM
148903	Closed	Validation error	Request for Override	Rebecca Scales	09/25/2024 11:27:22 AM	APD Employee	Resolved (Permanently)	09/25/2024 11:39:03 AM
148906	Closed		89712 WSC Progress Notes	Susan Sculles	09/25/2024 11:40:58 AM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 12:39:49 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
148910	Closed	Validation Override Needed	Request for Override	Ushae Lewis-Scille	09/25/2024 11:47:09 AM	APD Employee	Resolved (Permanently)	09/25/2024 11:53:18 AM
148912	Closed	Auth not populating	Authorizations	Amy Schleter	09/25/2024 11:48:29 AM	Service Provider	Resolved (Permanently)	09/27/2024 08:44:58 AM
148913	Closed	validation report client(20460)	Request for Override	Andrea Desjardins	09/25/2024 11:52:08 AM	APD Employee	Resolved (Permanently)	09/25/2024 12:19:29 PM
148914	Closed		Provider Documentation	Susan Sculles	09/25/2024 11:52:54 AM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 04:58:30 PM
148915	Closed	unable to add notes in some of my clients profiles	Provider Selection	Lisette Lorenzo	09/25/2024 12:02:52 PM	Service Provider	Resolved (Permanently)	09/25/2024 01:21:03 PM
148916	Closed	Living setting	Request for Override	Joyce George	09/25/2024 12:05:00 PM	APD Employee	Resolved (Permanently)	09/30/2024 02:02:14 PM
148919	Closed	Remove iConnect Note 43949	Notes	Laurie Zitzer	09/25/2024 12:15:34 PM	APD Employee	Resolved (Permanently)	09/25/2024 12:50:42 PM
148920	Closed	Notes entered not being able to be seen by parties tagged in the note- Rain	Notes	Rain Christi	09/25/2024 12:19:28 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 12:56:39 PM
148923	Closed	Change of county	Planned Services	Cheryl McConnell	09/25/2024 12:29:37 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 01:00:24 PM
148924	Closed	Validation error	Request for Override	Deion Williams	09/25/2024 12:38:52 PM	APD Employee	Resolved (Permanently)	10/01/2024 12:42:48 PM
148926	Closed	Unlock note dated 8/29/24 in Brown's Group Home III - West Forest Record (13917)	Notes	Robin Keller	09/25/2024 12:49:00 PM	APD Employee	Resolved (Permanently)	09/25/2024 01:03:41 PM
148927	Closed	Change in Living Setting	Request for Override	Sophia Torres	09/25/2024 01:05:04 PM	APD Employee	Resolved (Permanently)	09/25/2024 01:14:48 PM
148928	Closed	Need Cost Plan Validation Override	Request for Override	Chanda Mayes	09/25/2024 01:09:04 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 01:21:42 PM
148929	Closed	Request to create consumer Plan for 2025 consumer ID 53299	Planned Services	Kibel Quesada-dominguez	09/25/2024 01:12:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 01:18:33 PM
148931	Closed	SA is in REJECTED Status	Authorizations	Nayza Hernandez	09/25/2024 01:17:08 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 02:48:54 PM
148932	Closed	Service Authorization is in Rejected Status	Authorizations	Sophia Torres	09/25/2024 01:19:39 PM	APD Employee	Resolved (Permanently)	09/25/2024 02:08:19 PM
148933	Closed	Service Authorization is in Rejected Status	Authorizations	Sophia Torres	09/25/2024 01:21:30 PM	APD Employee	Resolved (Permanently)	09/25/2024 02:28:49 PM
148935	Closed	Service Authorization is in Rejected Status	Authorizations	Sophia Torres	09/25/2024 01:24:44 PM	APD Employee	Resolved (Permanently)	09/26/2024 12:16:29 PM
148938	Closed	Can't update SA	Plans	Lee West	09/25/2024 01:53:00 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 02:31:34 PM
148940	Closed	Eligibility in iConnect needs to be updated & current Svce Authorizations in rejected status need to be fixed as well	Authorizations	Laura Vinent	09/25/2024 02:03:20 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 12:41:31 PM
148943	Closed	Provider not listed	Provider Related Issues	Lee West	09/25/2024 02:23:55 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 12:41:15 PM
148946	Closed	Shannon Messinger i connect id number and agency name	Other	Mirlande Monplaisir	09/25/2024 02:42:41 PM	Service Provider	Resolved (Permanently)	09/26/2024 07:31:23 AM
148947	Closed		Request for Override	Susan Sculles	09/25/2024 02:53:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 03:12:54 PM
148948	Closed	Need to delete an entry	Notes	Brenda Ponce	09/25/2024 02:59:13 PM	Service Provider	Resolved (Permanently)	09/30/2024 09:29:07 AM
148949	Closed	Plan of Remendation documents issue	Attachments	Geysel Acosta	09/25/2024 03:07:27 PM	Service Provider	Resolved (Permanently)	09/26/2024 09:22:24 AM
148950	Closed	Provider Not Appearing in iConnect	Planned Services	Jorge Font	09/25/2024 03:20:41 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 04:02:46 PM
148952	Closed	Validation error	Request for Override	Malikah Tarver	09/25/2024 03:33:21 PM	APD Employee	Resolved (Permanently)	09/25/2024 03:43:34 PM
148953	Closed	Plan override	Request for Override	Connie Miller	09/25/2024 03:38:57 PM	APD Employee	Resolved (Permanently)	09/25/2024 03:45:29 PM
148954	Closed	need assistance validating this cp. Demographics for apd gh had been updated.	Plans	Wilma Johnson	09/25/2024 03:50:55 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 08:23:29 AM
148955	Closed	change activity ID to draft	Provider Documentation	Julie Devore	09/25/2024 03:50:56 PM	Waiver Support Coordinator	Resolved (Permanently)	09/25/2024 04:10:54 PM
148957	Closed	Over ride	Request for Override	Yesha Jani	09/25/2024 04:01:22 PM	APD Employee	Resolved (Permanently)	09/25/2024 04:35:55 PM
148958	Closed	provider cannot see the provider copy	Provider Related Issues	Julie Devore	09/25/2024 04:20:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 07:40:43 AM
148960	Closed	Shannon Messinger Incident report	Other	Mirlande Monplaisir	09/25/2024 04:28:42 PM	Service Provider	Resolved (Permanently)	09/26/2024 07:32:47 AM
148963	Closed	SERVICES	Request for Override	Rose Salter	09/25/2024 05:02:33 PM	APD Employee	Resolved (Permanently)	09/26/2024 08:53:43 AM
148964	Closed	SA Rejection	Authorizations	Tricia Garretto	09/25/2024 05:22:13 PM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 08:57:07 AM
148965	Closed	Unlock the note dated 8/22/24 in the Commonwealth House record (22053)	Notes	Robin Keller	09/25/2024 05:27:53 PM	APD Employee	Resolved (Permanently)	09/26/2024 07:50:00 AM
148966	Closed	Unlock the note dated 8/1/24 in the Buck Point Group Home record in iConnect (20951)	Notes	Robin Keller	09/25/2024 05:34:02 PM	APD Employee	Resolved (Permanently)	09/26/2024 07:45:50 AM
148967	Closed	Can't log back in	Unable to Start/End	TeCora J Porter	09/25/2024 08:33:18 PM	Service Provider Worker	Resolved (Permanently)	09/26/2024 09:57:38 AM
148968	Closed	PLAN TAB NOT SHOWING	Plans	Barbara Jones Marrero	09/25/2024 09:28:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 07:43:15 AM
148969	Closed	Reverse Provider Documentation	Provider Documentation	Dianna Mccallon	09/26/2024 12:12:25 AM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 07:38:32 AM
148971	Closed	Unable to sign in at time to provide clients service	Unable to Start/End	Laura Iglesias	09/26/2024 08:13:33 AM	Service Provider Worker	Resolved (Permanently)	09/26/2024 09:16:31 AM
148973	Closed	EVV Server down AGAIN	Unable to Start/End	Stephanie Dioshawn Curry	09/26/2024 08:26:52 AM	Service Provider	Resolved (Permanently)	09/26/2024 09:38:36 AM
148975	Closed	Evv not work	Unable to Start/End	Theresa L Bates	09/26/2024 08:33:03 AM	Service Provider	Resolved (Permanently)	09/26/2024 11:31:55 AM
148977	Closed	SA approved but unable to print	Reports	Tressie Wimberly	09/26/2024 08:45:49 AM	Waiver Support Coordinator	Resolved (Permanently)	10/02/2024 08:23:01 AM
148978	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Yaimara Delgado	09/26/2024 08:53:52 AM	Service Provider Worker	Resolved (Permanently)	09/26/2024 09:14:39 AM
148986	Closed	Validation Report	Request for Override	Claudia Lima	09/26/2024 10:13:39 AM	APD Employee	Resolved (Permanently)	09/26/2024 10:19:50 AM
148987	Closed	Unable to create authorization	Request for Override	Carlina Lahens	09/26/2024 10:22:36 AM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 10:39:44 AM
148988	Closed	Unable to Input Provider Documentation " Authorization Code Not Working Since July 1st	Provider Documentation	Bobbiell Devorea Horton	09/26/2024 10:31:44 AM	Service Provider Worker	Resolved (Permanently)	09/26/2024 12:43:42 PM
148990	Closed	Duplicate PA Rejection	Authorizations	Robyne Hockett	09/26/2024 10:54:40 AM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 11:25:40 AM
148991	Closed	Plan Validation Report	Request for Override	Josue Otero	09/26/2024 10:55:22 AM	APD Employee	Resolved (Permanently)	09/26/2024 11:23:20 AM
148994	Closed	iConnect Issue	Dashboard	Claudia Lima	09/26/2024 11:35:35 AM	APD Employee	Resolved (Permanently)	09/26/2024 02:47:20 PM
148995	Closed	Fw: Acres of Diamonds Ent LLC Rememtiation Submitted	Provider QIO, POR, NNC, CAP	Marilyn D Cole	09/26/2024 11:56:13 AM	Service Provider	Resolved (Permanently)	09/26/2024 04:00:27 PM
148996	Closed	rejected authorizations	Authorizations	Jessica Smith	09/26/2024 12:26:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 01:34:08 PM
148997	Closed	Plan Validation Report	Plans	Juneen Johnson	09/26/2024 12:27:28 PM	APD Employee	Resolved (Permanently)	09/26/2024 01:19:29 PM
149000	Closed		Plans	Dora Guzman	09/26/2024 12:44:14 PM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 01:13:37 PM
149003	Closed	Program/Provider drop down under notes tab	Provider Selection	Rachel Megan Holcomb	09/26/2024 12:57:54 PM	Service Provider	Resolved (Permanently)	09/26/2024 01:11:07 PM
149005	Closed	Unable to Open Plans in IC	Plans	Susan Bartsch	09/26/2024 01:09:43 PM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 03:40:41 PM
149007	Closed	CAREGIVER PHONE NOT ABLE TO WORK WITH HER EVV-CLIENT 93763	Unable to Start/End	Ubaldo Alvarez	09/26/2024 01:32:15 PM	Service Provider	Resolved (Permanently)	09/26/2024 02:21:04 PM
149008	Closed	Validation Override Needed	Request for Override	Ushae Lewis-Scille	09/26/2024 01:33:41 PM	APD Employee	Resolved (Permanently)	09/26/2024 01:51:57 PM
149009	Closed	Planned Service - Floridaapd.wellsky	Planned Services	Maria Schwarz	09/26/2024 01:33:57 PM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 04:26:39 PM
149012	Closed	EVV	Unable to Start/End	Henry J Corneillie	09/26/2024 01:52:33 PM	Service Provider	Resolved (Permanently)	09/26/2024 03:16:38 PM
149013	Closed	Unable to access Plan in Iconnect	Plans	Carlina Lahens	09/26/2024 01:54:24 PM	Waiver Support Coordinator	Resolved (Permanently)	10/02/2024 01:48:26 PM
149014	Closed	Plan of Remediation	Provider QIO, POR, NNC, CAP	Ernesto Perez	09/26/2024 02:27:19 PM	Service Provider	Resolved (Permanently)	09/26/2024 03:19:39 PM
149015	Closed	35451: Plans	Plans	Marsha Odom	09/26/2024 02:32:52 PM	Waiver Support Coordinator	Resolved (Permanently)	09/26/2024 03:12:09 PM
149016	Closed	Item Status (Search)	Provider QIO, POR, NNC, CAP	Amanda Ortiz	09/26/2024 02:33:58 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 12:16:34 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
149021	Closed	Billing	Claims	Charshus Terry	09/26/2024 03:27:28 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:04:27 PM
149023	Closed	Unable to sign in at time to provide client services	Unable to Start/End	Yunaisi Pineda	09/26/2024 03:41:02 PM	Service Provider	Resolved (Permanently)	09/27/2024 08:08:07 AM
149025	Closed	Ongoing ewv issue	Other	Jakira Gammons	09/26/2024 03:49:23 PM	Service Provider	Resolved (Permanently)	09/27/2024 08:15:17 AM
149027	Closed	LSD1	Provider Documentation	Michelle Rivers	09/26/2024 04:46:28 PM	Service Provider	Resolved (Permanently)	09/27/2024 08:06:33 AM
149029	Closed	Delete Provider documentation, Consumer 52342	Provider Documentation	HILDA P ROCHA	09/26/2024 05:14:20 PM	QIO Employee	Resolved (Permanently)	09/27/2024 07:44:46 AM
149031	Closed	Notes Tab	Notes	Gerda Mothersil	09/26/2024 05:19:22 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 07:43:12 AM
149032	Closed	consumer budget/cost plan adjustment	Plans	ERIC MYERS	09/26/2024 06:08:55 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 07:55:31 AM
149033	Closed	client attendance entry	Provider Documentation	Henreitta Bryant	09/26/2024 06:27:16 PM	Service Provider Worker	Resolved (Permanently)	09/27/2024 07:51:35 AM
149034	Closed	Teresita Rodriguez	Unable to Start/End	Teresita Rodriguez	09/26/2024 08:09:08 PM	Service Provider Worker	Resolved (Permanently)	09/27/2024 08:23:33 AM
149035	Closed	change phone number of employee	Device Issues/Compatibility	Zaily Bello	09/26/2024 10:31:04 PM	Service Provider	Resolved (Permanently)	09/27/2024 08:18:39 AM
149036	Closed	The Arc of St. Johns 09/26/2024	Upload Issues	Tirza Wilson	09/26/2024 11:31:50 PM	Service Provider Worker	Resolved (Permanently)	09/27/2024 08:01:42 AM
149037	Closed	PIN# 27259 Individual converted to from WSC waiver to CDC+ Waiver	Plans	Nysha Wilson	09/27/2024 12:32:43 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 08:00:13 AM
149038	Closed	SA IN REJECTED STATUS	Authorizations	Brenda Sanchez	09/27/2024 05:43:10 AM	APD Employee	Resolved (Permanently)	09/27/2024 08:33:48 AM
149039	Closed	cannot create SA	Request for Override	Pamela Shorr	09/27/2024 07:28:02 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 07:41:59 AM
149040	Closed	Reverse note status	Request for Status Change	Lindsay Ison	09/27/2024 08:24:20 AM	Waiver Support Coordinator	Resolved (Permanently)	10/02/2024 08:24:44 AM
149044	Closed	Consumer Cost plan issues	Reports	Mayra Alarcon	09/27/2024 08:54:39 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 11:18:25 AM
149045	Closed	Delete Provider documentation 12579732	Provider Documentation	HILDA P ROCHA	09/27/2024 08:57:08 AM	QIO Employee	Resolved (Permanently)	09/27/2024 09:07:43 AM
149048	Closed	Service Authorization Rejected ID: 847932	Authorizations	Lineth Rhodes	09/27/2024 09:17:08 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 09:30:55 AM
149052	Closed	CP error in validation	Request for Override	Trina Middleton	09/27/2024 10:09:23 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 10:59:15 AM
149053	Closed	provider not showing in selection by name or number	Provider Selection	Margaret OConnor	09/27/2024 10:12:34 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 11:05:11 AM
149054	Closed	Provider selections issue	Provider Selection	Holly Ochoa	09/27/2024 10:24:53 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 10:53:33 AM
149055	Closed	issue - provider selection	Provider Selection	Holly Ochoa	09/27/2024 10:26:20 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 10:43:30 AM
149058	Closed	Ew not allowing worker access	Unable to Start/End	Marlesa Whitney-Curtis	09/27/2024 10:45:09 AM	Service Provider Worker	Resolved (Permanently)	09/27/2024 12:24:28 PM
149059	Closed	GPS EVV violations	Geolocation/GPS	Hilda Calero	09/27/2024 10:54:29 AM	APD Employee	Resolved (Permanently)	09/27/2024 11:09:35 AM
149060	Closed	Cost plan override needed	Request for Override	Natasha Broxton	09/27/2024 11:04:40 AM	APD Employee	Resolved (Permanently)	09/27/2024 11:17:20 AM
149061	Closed	No option to create/update service auth	Authorizations	Colleen Moreau	09/27/2024 11:07:59 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 11:23:55 AM
149062	Closed	Cannot create an auth	Request for Override	Trina Middleton	09/27/2024 11:24:42 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 11:51:20 AM
149063	Closed	Remove entry on the Notes Tab	Notes	Leonard Brewer	09/27/2024 11:29:57 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 12:19:27 PM
149064	Closed	employee	Other	Lourdes Perez	09/27/2024 11:52:02 AM	APD Employee	Resolved (Permanently)	09/27/2024 01:09:29 PM
149065	Closed	Cannot add Service	Authorizations	Mary Stuart	09/27/2024 11:55:42 AM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 02:45:46 PM
149071	Closed	49148 REJECT STATUS	Authorizations	Andrea Caballero	09/27/2024 12:19:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 02:31:45 PM
149072	Closed	49148 REJECTED	Authorizations	Andrea Caballero	09/27/2024 12:23:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 01:04:41 PM
149076	Closed	Rejected service authorization	Authorizations	Arlana Harris	09/27/2024 12:39:27 PM	Waiver Support Coordinator	Resolved (Permanently)	10/07/2024 08:11:13 AM
149080	Closed	Crisis tool created in error. Forms need deletion	Forms	Daniel Ferguson	09/27/2024 01:05:52 PM	APD Employee	Resolved (Permanently)	09/27/2024 01:47:25 PM
149081	Closed	Delete Central Record Transfer Note from 9/12/24 for IC# 36292	Notes	Lisa Lee	09/27/2024 01:13:41 PM	APD Employee	Resolved (Permanently)	09/27/2024 01:28:17 PM
149082	Closed	UNABLE TO SUBMIT PROVIDER DOCUMENTATION - 90412	Provider Documentation	Bakeisha Payton Cooper	09/27/2024 01:14:43 PM	Service Provider	Resolved (Permanently)	09/30/2024 10:31:12 AM
149084	Closed	clocking in/out Fails	Unable to Start/End	amy marie nava	09/27/2024 01:27:58 PM	APD Employee	Resolved (Permanently)	09/27/2024 01:47:56 PM
149085	Closed	I connect	EVV Activities	TANYA COLSON	09/27/2024 01:28:04 PM	Service Provider	Resolved (Permanently)	09/27/2024 03:13:13 PM
149086	Closed	Rejected status although he is deemed Eligible for medicaid.	Authorizations	Tanika Pressley	09/27/2024 01:28:13 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 12:33:39 PM
149087	Closed	Over ride needed	Request for Override	Jacqueline Rewis	09/27/2024 01:30:13 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 01:40:41 PM
149088	Closed	Cost Plan Approved unable to create auths- Rain	Request for Override	Rain Christi	09/27/2024 01:49:14 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 01:59:44 PM
149089	Closed	Medicaid has been back on for over a week, but Iconnect still doesn't seem to be updating	Eligibility	Robert Sanderson	09/27/2024 01:54:21 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 02:08:17 PM
149090	Closed	LIVING SETTING (20460)	Request for Override	Andrea Desjardins	09/27/2024 01:55:26 PM	APD Employee	Resolved (Permanently)	09/27/2024 02:05:19 PM
149091	Closed	Login in issues	Unable to Start/End	Deniedra Lapearl Morrison	09/27/2024 01:58:58 PM	Service Provider	Resolved (Permanently)	09/30/2024 04:23:26 PM
149095	Closed	iConnect 31555 rejected status on LS1 2023/2024	Authorizations	Belinda Alexander	09/27/2024 02:30:29 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 03:24:31 PM
149096	Closed	Remove Note Entry	Notes	Leonard Brewer	09/27/2024 02:45:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 03:20:40 PM
149097	Closed	rejected authorization	Authorizations	Diana Ramirez	09/27/2024 02:49:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 04:51:56 PM
149100	Closed	UNABLE TO UPDATE & CREATE UPDATE MEDICAL SUPPLIES	Request for Override	Roberto Pire	09/27/2024 03:08:02 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 03:15:02 PM
149103	Closed	service has exceeded the maximum units per.	Request for Override	Anders Albamar	09/27/2024 03:37:44 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 03:57:24 PM
149105	Closed	Line Item Not Found	Authorizations	Barbara Jones Marrero	09/27/2024 03:57:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 04:36:21 PM
149108	Closed	Malfuction	Unable to Start/End	Jessica Gonzalez	09/27/2024 04:20:07 PM	Service Provider	Resolved (Permanently)	09/30/2024 04:25:59 PM
149109	Closed	Maximum Units Exceeded Error Message	Request for Override	Ryan Chandler	09/27/2024 04:26:58 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:09:36 AM
149110	Closed	Unable to view and print service authorization.	Authorizations	Paulette Charles	09/27/2024 04:32:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 11:02:16 AM
149111	Closed	Clock out	Unable to Start/End	Tanisha Stanford	09/27/2024 04:38:18 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 04:26:58 PM
149112	Closed	Unable to see and print service authorization.	Authorizations	Paulette Charles	09/27/2024 04:44:20 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:15:59 AM
149113	Closed	Iconnect ID 81830	Provider Documentation	Ledy Martinez	09/27/2024 04:48:20 PM	Waiver Support Coordinator	Resolved (Permanently)	09/27/2024 04:55:10 PM
149114	Closed	REJECTION STATUS	Authorizations	Hoda Valentine	09/27/2024 04:59:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:32:05 AM
149115	Closed	Clock in	Unable to Start/End	Tanisha Stanford	09/27/2024 05:03:37 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 04:27:47 PM
149117	Closed	Please delete the following form ID: 1085349	Forms	Marie Demerville	09/27/2024 09:13:37 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 07:36:25 AM
149119	Closed	Rejected authorization	Authorizations	Erika Diaz-Mauri	09/27/2024 11:33:38 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:49:50 AM
149120	Closed	On 9-27 the app would not open	Unable to Start/End	Pamela Blount	09/28/2024 08:42:58 AM	Service Provider Worker	Resolved (Permanently)	10/01/2024 07:17:34 AM
149121	Closed	Rejected authorization	Authorizations	Diana Ramirez	09/28/2024 08:46:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:59:09 AM
149122	Closed	This consumer does not have an approved consumers budget linked	Consumer Budget	Mayte Lopez	09/28/2024 08:57:50 AM	Service Provider	Resolved (Permanently)	09/30/2024 07:54:03 AM
149123	Closed	rejected authorization	Authorizations	Diana Ramirez	09/28/2024 08:58:16 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 09:12:14 AM
149124	Closed	Rejected authorization	Authorizations	Diana Ramirez	09/28/2024 09:02:55 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 11:03:39 AM
149125	Closed	rejected authorization.5	Authorizations	Diana Ramirez	09/28/2024 09:09:16 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 09:49:42 AM
149126	Closed	rejected authorization	Authorizations	Diana Ramirez	09/28/2024 09:13:06 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 09:27:42 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
149127	Closed	rejected authorization 7 e	Authorizations	Diana Ramirez	09/28/2024 09:20:54 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 09:21:28 AM
149128	Closed	rejected authorization 8	Authorizations	Diana Ramirez	09/28/2024 09:25:02 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 10:27:28 AM
149129	Closed	rejected authorization 9	Authorizations	Diana Ramirez	09/28/2024 09:27:01 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 09:16:03 AM
149130	Closed	Unable to Start Delivery	Unable to Start/End	HAKEEM THEODORE	09/28/2024 09:31:49 AM	Service Provider	Resolved (Permanently)	10/03/2024 08:02:48 AM
149132	Closed	WSC went to create and update SA but these two option did not appear under cost plan file tab	Request for Override	Danica Simpkins	09/28/2024 10:13:20 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 11:09:55 AM
149133	Closed	Unable to secure PA # for Res Hab just approved	Request for Override	Susan Bartsch	09/28/2024 11:58:10 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:20:39 AM
149134	Closed	New ticket	Unable to Start/End	Stacy Reynolds	09/28/2024 12:34:24 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 08:04:40 AM
149135	Closed	Rejected service auth	Authorizations	Mia Pocklington	09/28/2024 12:40:23 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:58:35 AM
149136	Closed	New Ticket	Documentation	Stacy Reynolds	09/28/2024 12:48:24 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 09:07:50 AM
149137	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	09/28/2024 01:30:31 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 10:15:29 AM
149138	Closed	Need a ticket number	Unable to Start/End	Dorothy Shelton	09/28/2024 01:31:44 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 11:03:03 AM
149139	Closed	Wilaneisha Albury	Unable to Start/End	Pauline Carwell	09/28/2024 01:48:53 PM	Service Provider	Resolved (Permanently)	09/30/2024 08:05:21 AM
149140	Closed	No service to sign out	Unable to Start/End	Sequoia Dugger	09/28/2024 01:52:56 PM	APD Employee	Resolved (Permanently)	09/30/2024 08:06:02 AM
149141	Closed	Unable to log in	Unable to Start/End	Alicia Bronner	09/28/2024 02:08:39 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 08:17:07 AM
149142	Closed	Unable to log in	Geolocation/GPS	Alicia Bronner	09/28/2024 02:23:47 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 08:03:53 AM
149143	Closed	Need notes deleted	Notes	Jamie Dallas	09/28/2024 02:26:53 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 11:12:26 AM
149145	Closed	CA; 87732	Request for Override	Marsha Odom	09/28/2024 02:53:34 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 11:28:13 AM
149146	Closed	ID 20706. REJECTED S/A - WSC	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 03:31:48 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 09:16:29 AM
149147	Closed	TO DELETE PROVIDER DOCUMENTATION NOTE	Provider Documentation	Maxine Jimenez	09/28/2024 03:47:36 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 07:50:03 AM
149148	Closed	ID 20706. LSD3 APRIL 4TH THROUGH JUNE 2024	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 04:02:28 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:34:16 AM
149149	Closed	enhancement ticket	Enhancement	Melissa Mazaeda	09/28/2024 04:08:59 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:20:38 AM
149150	Closed	TO DELETE PROVIDER DOCUMENTATION NOTE	Provider Documentation	Maxine Jimenez	09/28/2024 04:25:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 10:30:04 AM
149151	Closed	ID 54667 P/S REJECTED STATUS (L3)	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 04:29:13 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:10:30 AM
149152	Closed	ID 59837. Rejected S/A (L3)	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 04:40:13 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:15:27 AM
149153	Closed	Rejected Status	Authorizations	DAPHENE WATSON	09/28/2024 04:48:12 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:40:53 AM
149154	Closed	ID 64463. REJECTED S/A (L3)	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 04:58:38 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:18:07 AM
149155	Closed	ID 40893. REJECTED S/A. (L3)	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 05:09:41 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:13:03 AM
149156	Closed	ID 42726. REJECTED S/A (L3)	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 05:19:33 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:06:42 AM
149157	Closed	The Arc of St. Johns 9/28/2024	Unable to Start/End	Tirza Wilson	09/28/2024 05:32:03 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 10:26:27 AM
149158	Closed	ID 42726. S/A REJECTED RES HAB MOD DAY & RES HAB MOD MONTHLY	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 05:35:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:32:02 AM
149159	Closed	ID 54392. REJECTED S/A WSC.	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 05:51:54 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:27:09 AM
149160	Closed	ID 43780. REJECTED S/A. WSC	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 06:07:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:20:26 AM
149161	Closed	The Arc of St. Johns 9/28/2024 (2)	Unable to Start/End	Tirza Wilson	09/28/2024 06:15:58 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 10:17:52 AM
149162	Closed	Unable to update serviced	Request for Override	Shermell Williams	09/28/2024 06:45:20 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 02:46:59 PM
149163	Closed	ID 38992. REJECTED S/As	Authorizations	Charmaine Gardener-Fung Chung	09/28/2024 07:09:33 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:02:45 AM
149165	Closed	claim in rejection status	Authorizations	Janice Spears	09/29/2024 10:10:09 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:58:40 PM
149166	Closed	service authorization is in rejected status	Authorizations	Janice Spears	09/29/2024 10:13:58 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 12:58:19 PM
149168	Closed	System Unavailable	Unable to Start/End	Tammie Wilson	09/29/2024 02:41:20 PM	Service Provider	Resolved (Permanently)	09/30/2024 10:20:59 AM
149169	Closed		27369 Forms	Alisha Burns	09/29/2024 05:09:57 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:01:16 PM
149170	Closed		66066 Provider Documentation	Alisha Burns	09/29/2024 05:27:23 PM	Waiver Support Coordinator	Resolved (Permanently)	10/03/2024 03:17:55 PM
149171	Closed	Not allowing create authorizations	Request for Override	Lawrence Gordon	09/29/2024 06:19:35 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 06:58:07 AM
149172	Closed		89712 Authorizations	Susan Sculles	09/29/2024 07:48:45 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:08:50 PM
149173	Closed	iConnect service unavailable. Was unable to finish notes and end service delivery	Unable to Start/End	SHANNON MCCRAY	09/29/2024 07:55:14 PM	APD Employee	Resolved (Permanently)	09/30/2024 10:16:43 AM
149174	Closed	HCBS Waiver Eligibility Worksheet issues	Forms	Mayra Alarcon	09/29/2024 09:00:16 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:00:54 PM
149175	Closed	Can't log in	Login Issues (not SSO)	TeCorra J Porter	09/29/2024 10:02:59 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 10:19:09 AM
149176	Closed	Cannot upload Casenotes	Provider Documentation	Elizabeth Ruth	09/29/2024 10:28:27 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:14:25 PM
149177	Closed	I couldn't open the app on my phone	Upload Issues	Roseline Richelieu Estin	09/29/2024 11:29:42 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 10:14:56 AM
149178	Closed	SAN Issue	SAN	Brandy Goldson	09/30/2024 01:56:39 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 08:07:43 AM
149179	Closed	PLAN SERVICES START DATE	Authorizations	Rhonda Lee	09/30/2024 06:21:48 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 09:12:55 AM
149181	Closed	VALIDATION ERROR	Request for Override	Brenda Sanchez	09/30/2024 07:37:02 AM	APD Employee	Resolved (Permanently)	09/30/2024 08:11:48 AM
149183	Closed	Unable to sign in at time to provide clients service	Unable to Start/End	Laura Iglesias	09/30/2024 07:58:42 AM	Service Provider Worker	Resolved (Permanently)	10/04/2024 10:13:06 AM
149191	Closed		503 Unable to Start/End	Yunia Gutierrez	09/30/2024 08:17:17 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 08:17:17 AM
149196	Closed		503 Unable to Start/End	Zenaida Aragon	09/30/2024 08:23:11 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 08:23:11 AM
149201	Closed	Issues with the Geographic location	Geolocation/GPS	Stephanie Dioshawn Curry	09/30/2024 08:32:27 AM	Service Provider	Resolved (Permanently)	09/30/2024 08:40:10 AM
149208	Closed	Auth ID# 912580 for Cox Support Coordination	Authorizations	Larry Cox	09/30/2024 08:58:30 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 09:19:12 AM
149211	Closed	iTest is not loading	System Performance	Sylvia Baer	09/30/2024 09:00:27 AM	APD Employee	Resolved (Permanently)	09/30/2024 10:31:25 AM
149215	Closed	503 errors	Unable to Start/End	Tameka Battle	09/30/2024 09:05:52 AM	APD Employee	Resolved (Permanently)	10/04/2024 10:13:24 AM
149224	Closed	Dialog Vendor Service Pop-UP	Provider Documentation	Jacqueline Manderville	09/30/2024 09:18:11 AM	Service Provider	Resolved (Permanently)	09/30/2024 03:55:48 PM
149225	Closed	Override needed	Request for Override	Sherry Thomas	09/30/2024 09:19:14 AM	APD Employee	Resolved (Permanently)	09/30/2024 09:27:21 AM
149232	Closed	Provider can only bill 4 hours a day and not 12 hours a day	Claims	Karen Wilds-Sylvain	09/30/2024 09:31:41 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 10:18:54 AM
149234	Closed	Plan validation report	Request for Override	Josue Otero	09/30/2024 09:35:44 AM	APD Employee	Resolved (Permanently)	09/30/2024 09:40:07 AM
149236	Closed	services approved daily rate of rh no link to updated SA to create	Authorizations	Yadi Flores	09/30/2024 09:40:03 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 09:51:14 AM
149238	Closed	unable to create auth	Request for Override	Julie Bazin	09/30/2024 09:44:09 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 09:51:10 AM
149244	Closed	503 Error Code	Unable to Start/End	Arlene Mitchell	09/30/2024 09:52:51 AM	Service Provider	Resolved (Permanently)	09/30/2024 09:52:51 AM
149248	Closed		44443 Demographics & Contacts Issues	Susan Sculles	09/30/2024 09:58:13 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 10:11:45 AM
149258	Closed	Client stated that their waiver Medicaid was approved but don't see it under fmmis	[-] Tier II Review -	Lisette Rodriguez	09/30/2024 10:18:38 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 10:33:18 AM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
149260	Closed	Missing Delivery	Unable to Start/End	Dolly Rodriguez	09/30/2024 10:20:59 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 10:21:00 AM
149262	Closed	issues using EVV	Unable to Start/End	kim marie marion	09/30/2024 10:22:13 AM	Service Provider	Resolved (Permanently)	10/01/2024 07:19:26 AM
149263	Closed	Override needed	Request for Override	Jennifer Vazquez	09/30/2024 10:22:21 AM	APD Employee	Resolved (Permanently)	09/30/2024 10:51:44 AM
149269	Closed	503 Error	Unable to Start/End	Bibi Baksh	09/30/2024 10:37:21 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 10:37:21 AM
149277	Closed		503 Unable to Start/End	Elizabeth M Oliva Vega	09/30/2024 10:57:38 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 10:57:39 AM
149278	Closed	Not able to Validate Plan to check for errors	Authorizations	Lawrence Gordon	09/30/2024 11:00:28 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 11:10:09 AM
149279	Closed	Cost Plan Validation Override Needed	Request for Override	Chanda Mayes	09/30/2024 11:01:32 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 11:07:36 AM
149280	Closed	Unable to validate report for errors	Authorizations	Lawrence Gordon	09/30/2024 11:03:51 AM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 02:40:18 PM
149283	Closed	iConnect tool doesn't have save option	Residential Monitoring	Jenna Bryan	09/30/2024 11:08:20 AM	APD Employee	Resolved (Permanently)	10/10/2024 12:31:35 PM
149284	Closed		503 Unable to Start/End	YAMILE VILTRE CARRALERO	09/30/2024 11:09:35 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 11:09:36 AM
149285	Closed	Unable to validate plan to see errors	Authorizations	Lawrence Gordon	09/30/2024 11:09:51 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 11:26:11 AM
149288	Closed	SA in rejected status	Authorizations	Michael Mclean	09/30/2024 11:12:19 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 12:35:11 PM
149289	Closed	Unable to access IConnect	Worker Issues	Latanya Thompson	09/30/2024 11:14:50 AM	Service Provider Worker	Resolved (Permanently)	10/02/2024 08:58:17 AM
149292	Closed	93056 WSC unable to create auths	Request for Override	Deirdre Dzamba	09/30/2024 11:22:40 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 11:34:33 AM
149295	Closed	Enhancement â€œ QSI Assessors to pull provider documentation report by Consumer.	Reports	Andrea Jones	09/30/2024 11:26:16 AM	APD Employee	Resolved (Permanently)	10/01/2024 11:05:53 AM
149299	Closed	Override	Request for Override	Nancy Cravey	09/30/2024 11:32:08 AM	APD Employee	Resolved (Permanently)	09/30/2024 11:37:39 AM
149300	Closed	Incorrect Service Authorizations	Authorizations	Sharon Sumpter	09/30/2024 11:33:25 AM	Waiver Support Coordinator	Resolved (Permanently)	10/02/2024 07:23:57 AM
149302	Closed	plan services are approved status for new provider selection but i'm unable to create the Authorization	Provider Selection	Guy Molin	09/30/2024 11:34:58 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 11:46:56 AM
149305	Closed	iConnect 49107 Rejection status on Auth ID 653791 need reason Tier II	Authorizations	Belinda Alexander	09/30/2024 11:38:09 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 11:44:22 AM
149308	Closed	EAA Assessment	Planned Services	Ronald McCauley	09/30/2024 11:47:06 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 12:24:26 PM
149312	Closed	Superfluous Form in iConnect (please delete)	Forms	Daniel Ferguson	09/30/2024 11:50:08 AM	APD Employee	Resolved (Permanently)	09/30/2024 12:24:02 PM
149314	Closed	rejected authorization N	Authorizations	Diana Ramirez	09/30/2024 11:52:30 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:28:13 PM
149316	Closed	Need Authorization	Authorizations	AMBER HALL	09/30/2024 11:55:01 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 12:07:02 PM
149318	Closed	Unable to update Auths for 2024 CP *ticket will not allow me to enter text in the description box. File> update Auths is not an option on the menu for the 2025 CP	Authorizations	Tricia Garretto	09/30/2024 11:56:42 AM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 12:02:10 PM
149321	Closed	Terminate previous Iconnect number	Other	Dana Ekarintaragun	09/30/2024 11:57:48 AM	APD Employee	Resolved (Permanently)	10/01/2024 02:29:19 PM
149322	Closed	Location	Geolocation/GPS	Lucretia Stevenson	09/30/2024 11:59:12 AM	Service Provider Worker	Resolved (Permanently)	09/30/2024 11:59:12 AM
149325	Closed	Service unavailable	Other	ZORIDA Y TAPIA	09/30/2024 12:06:53 PM	Service Provider Worker	Resolved (Permanently)	10/02/2024 08:26:11 AM
149328	Closed	Unable to validate services plan to resolve errors (rejected auths)	Authorizations	Lawrence Gordon	09/30/2024 12:10:02 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 12:46:57 PM
149330	Closed	Unable to validate services plan to resolve rejected auths	Authorizations	Lawrence Gordon	09/30/2024 12:13:05 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 12:33:25 PM
149332	Closed	Unable to validate plan to see errors (rejected auths)	Authorizations	Lawrence Gordon	09/30/2024 12:15:25 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:08:58 PM
149333	Closed	Validation report issue	Request for Override	Lovely Fameux	09/30/2024 12:18:30 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 12:28:22 PM
149340	Closed	Cannot update service authorization	Authorizations	Nereida Babilonia	09/30/2024 12:31:26 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 12:51:14 PM
149343	Closed	SA in rejected status	Authorizations	Alessandra Davalos	09/30/2024 12:38:15 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:18:02 PM
149344	Closed	SA in rejected status.	Authorizations	Alessandra Davalos	09/30/2024 12:40:42 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:39:12 PM
149345	Closed	SAs rejected status	Authorizations	Alessandra Davalos	09/30/2024 12:44:32 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:09:33 PM
149348	Closed	Missing tab	Provider Expansions	Lasunya Rossin	09/30/2024 12:54:56 PM	Service Provider	Resolved (Permanently)	10/01/2024 05:14:40 PM
149351	Closed		503 Unable to Start/End		09/30/2024 12:58:21 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 12:58:21 PM
149352	Closed	Unable to validate auth to see errors (rejected auth)	Authorizations	Lawrence Gordon	09/30/2024 12:59:15 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:14:46 PM
149354	Closed	SAs in rejected	Authorizations	Alessandra Davalos	09/30/2024 01:04:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:54:20 PM
149356	Closed	SAs in rejected status	Authorizations	Alessandra Davalos	09/30/2024 01:10:08 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:40:18 PM
149357	Closed	Error Message when Creating SAN	SAN	LUCIETTE V SZASZ	09/30/2024 01:12:35 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:29:54 PM
149361	Closed	Service Authorization rejected status FY 2025	Authorizations	Leydis Alfonso	09/30/2024 01:25:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:20:08 PM
149363	Closed	Unable to add service code in cost plan for 2024-25	Plans	Viveen Brooks	09/30/2024 01:27:12 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:38:34 PM
149364	Closed	Mal funcionamiento de la app mobile	Unable to Start/End	Claritza Hernandez	09/30/2024 01:28:05 PM	Service Provider	Resolved (Permanently)	09/30/2024 01:32:29 PM
149368	Closed	change of adress of a consumer	Demographics & Contacts Issues	Clara Chukwuelue	09/30/2024 01:29:36 PM	APD Employee	Resolved (Permanently)	09/30/2024 01:51:25 PM
149371	Closed	Clients auth listed as unable to send	Authorizations	Jamie Boyd	09/30/2024 01:30:59 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 01:45:06 PM
149378	Closed		503 Unable to Start/End	Romina Pamela Meadow	09/30/2024 01:39:20 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 01:39:20 PM
149379	Closed	Iconnect not pulling eligibility from FLMMIS	Eligibility	Robert Sanderson	09/30/2024 01:40:36 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:03:42 PM
149386	Closed	ID 56890. UPDATE S/As. CP 2025	Request for Override	Charmaine Gardener-Fung Chung	09/30/2024 01:53:10 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:04:35 PM
149391	Closed	Plan of remediation	Provider QIO, POR, NNC, CAP	Ernesto Perez	09/30/2024 01:58:36 PM	Service Provider	Resolved (Permanently)	10/01/2024 09:44:56 AM
149395	Closed	Unable to pull down authorization for client id: 90013	Authorizations	Shirley Harris	09/30/2024 02:04:47 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 02:18:17 PM
149396	Closed		503 Unable to Start/End	Driscy Mara Galindo Garcia	09/30/2024 02:05:45 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 02:05:46 PM
149397	Closed	SA Rejected	Authorizations	Andres Pacheco	09/30/2024 02:08:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:19:41 PM
149399	Closed	SA Rejected	Authorizations	Andres Pacheco	09/30/2024 02:10:40 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:34:30 PM
149402	Closed	SA Rejected	Authorizations	Andres Pacheco	09/30/2024 02:12:08 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:26:14 PM
149409	Closed	89120 WSC Authorization in reject	Authorizations	THOMAS SHRIVER	09/30/2024 02:28:29 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 02:46:05 PM
149412	Closed	Provider Documentation Issue	Provider Documentation	Anissa Gutley	09/30/2024 02:39:06 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 03:03:06 PM
149416	Closed	ALF rate change issue	Request for Override	Rebecca Scales	09/30/2024 02:44:44 PM	APD Employee	Resolved (Permanently)	10/01/2024 10:00:42 AM
149417	Closed	Rejected Authorizations	Authorizations	Sarah Gallivan	09/30/2024 02:46:29 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 03:17:54 PM
149420	Closed	Maximum Units Override	Request for Override	Ryan Chandler	09/30/2024 03:00:51 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 03:08:58 PM
149421	Closed	Geolocation Issue	Geolocation/GPS	Alison Joan Williams	09/30/2024 03:03:20 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 03:07:45 PM
149426	Closed	Auth : 939854	Claims	Marsha Odom	09/30/2024 03:13:05 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 03:27:53 PM
149427	Closed	Rejected SAs	Authorizations	Sarah Gallivan	09/30/2024 03:13:17 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 04:28:16 PM
149435	Closed	Override needed	Request for Override	Natasha Broxton	09/30/2024 03:28:25 PM	APD Employee	Resolved (Permanently)	09/30/2024 03:52:14 PM
149450	Closed	Death	Request for Override	Timothy Carr	09/30/2024 03:56:20 PM	APD Employee	Resolved (Permanently)	09/30/2024 04:07:50 PM

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
149464	Closed	Cost plan	Plans	Artana Harris	09/30/2024 04:14:00 PM	Waiver Support Coordinator	Resolved (Permanently)	09/30/2024 04:35:00 PM
149466	Closed	Service type issue	Provider Documentation	sade evelyn timberlake	09/30/2024 04:20:04 PM	Service Provider Worker	Resolved (Permanently)	10/01/2024 03:12:09 PM
149467	Closed	iconnect evw	EVV Activities	Jessica A Walters	09/30/2024 04:20:58 PM	Service Provider	Resolved (Permanently)	10/02/2024 08:20:06 AM
149468	Closed	Open forms	Request for Status Change	Betty Leonard	09/30/2024 04:23:21 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 04:44:02 PM
149469	Closed	ID 20260 REJECTED S/A	Authorizations	Charmaine Gardener-Fung Chung	09/30/2024 04:30:49 PM	Waiver Support Coordinator	Resolved (Permanently)	10/08/2024 01:08:24 PM
149475	Closed	503 Error	Unable to Start/End	Jamie Thomas	09/30/2024 04:44:28 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 04:44:28 PM
149482	Closed	503 ERROR MESSAGE	Login Issues (not SSO)	Terrence Williams	09/30/2024 05:23:43 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 05:23:43 PM
149483	Closed	LOGIN ASSISTANCE	Login Issues (not SSO)	dermeka dozier	09/30/2024 05:53:13 PM	Service Provider Worker	Resolved (Permanently)	09/30/2024 05:53:13 PM
149484	Closed	ID 47580. REJECTED S/A	Authorizations	Charmaine Gardener-Fung Chung	09/30/2024 05:58:52 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 08:05:44 AM
149485	Closed	Plan 2025 for consumer ID 62172	Plans	Kibel Quesada-dominguez	09/30/2024 06:11:31 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 08:51:47 AM
149486	Closed	Put provider documentation in pending status	Request for Status Change	Danay Guas	09/30/2024 06:12:02 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 09:47:21 AM
149487	Closed	ID 52654. REJECTED S/A	Authorizations	Charmaine Gardener-Fung Chung	09/30/2024 06:16:16 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 08:06:57 AM
149488	Closed	ID 54834. REJECTED AUTHORIZATION	Authorizations	Charmaine Gardener-Fung Chung	09/30/2024 06:27:34 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 11:02:23 AM
149489	Closed	Clocking in/out	Unable to Start/End	zena lee Anzualda	09/30/2024 06:36:02 PM	Service Provider	Resolved (Permanently)	10/01/2024 07:19:40 AM
149490	Closed	ID 65416. REJECTED S/A	Authorizations	Charmaine Gardener-Fung Chung	09/30/2024 06:36:18 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 08:11:54 AM
149491	Closed	ID 65416. REJECTED S/A	Authorizations	Charmaine Gardener-Fung Chung	09/30/2024 06:41:20 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 03:19:20 PM
149492	Closed	I went ahead and updated the authorization but still cant bill for client for wsc	Authorizations	Lisette Rodriguez	09/30/2024 07:10:37 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 03:49:24 PM
149493	Closed	Remove duplicated HCBS Waiver Eligibility Forms with incorrect Support Plan date	Forms	Theresa Pace	09/30/2024 07:40:21 PM	Waiver Support Coordinator	Resolved (Permanently)	10/01/2024 09:15:07 AM
149494	Closed	Couldn't log back in	Unable to Start/End	TeCora J Porter	09/30/2024 08:21:28 PM	Service Provider Worker	Resolved (Permanently)	10/01/2024 09:42:30 AM
149495	Closed	having issues adding Planned services	Plans	Grete Llanes Perez	09/30/2024 08:34:37 PM	Waiver Support Coordinator	Resolved (Permanently)	10/02/2024 01:51:22 PM
149496	Closed	EVV worker could not end delivery on Friday 9/27	Unable to Start/End	Jack Guarneri	09/30/2024 09:36:15 PM	Service Provider	Resolved (Permanently)	10/01/2024 09:57:33 AM
136925	Closed	iConnect notes disappearing	Notes	Randal Salter	07/11/2024 02:43:29 PM	APD Employee	Not Resolved (Not Reproducible)	08/22/2024 10:43:08 AM
95376	Solution Identified	iConnect - Pending Assessments Queue - Page 2 and >15 entries problems	[-] Tier II Review -	Zachariah Sims	11/13/2023 02:32:17 PM	APD Employee	Solution Identified Waiting on Future Build Update	
100978	Solution Identified	CSI Catalan Nurses Registry - Provider Documentation - Detailed Note Section Not Saving	Provider Documentation	Susan Best-Rodriguez	01/03/2024 04:01:51 PM	Service Provider	Solution Identified Waiting on Future Build Update	
106696	Solution Identified	printing implementation plan	Forms - Implementation Plan	Brandie Rodriguez	02/06/2024 11:17:43 AM	Service Provider	Solution Identified Waiting on Future Build Update	
121652	Solution Identified	Printing blank pages	Forms - Other	Lorie Latouche	04/26/2024 08:51:03 AM	APD Employee	Solution Identified Waiting on Future Build Update	
121688	Solution Identified	Blank reports	Reports	Jacqueline Dubissette-Johnson	04/26/2024 09:56:26 AM	APD Employee	Solution Identified Waiting on Future Build Update	
121931	Solution Identified	Printing Issue - iConnect Provider Dashboard	Forms	Hillary Jackson	04/29/2024 06:50:03 AM	APD Employee	Solution Identified Waiting on Future Build Update	
122009	Solution Identified	JPG not loading	Provider Documentation	Breydik Diaz	04/29/2024 10:31:06 AM	Service Provider Worker	Solution Identified Waiting on Future Build Update	
122024	Solution Identified	FILE PRINT BLANK	Provider Documentation	kim marie marion	04/29/2024 11:07:58 AM	Service Provider	Solution Identified Waiting on Future Build Update	
122361	Solution Identified	unable to print forms from iConnect	Forms	Maria Arias	04/30/2024 09:56:27 AM	APD Employee	Solution Identified Waiting on Future Build Update	
122637	Solution Identified	Documentation Disappearing	Provider Documentation	Chasity Phillips	05/01/2024 07:22:38 AM	Service Provider	Solution Identified Waiting on Future Build Update	
123072	Solution Identified	screenshots		Guy Earle	05/02/2024 11:47:19 AM	Waiver Support Coordinator	Solution Identified Waiting on Future Build Update	
123204	Solution Identified	Printing "charts" from iConnect	Forms - Other	Sharon Lipford	05/02/2024 04:39:53 PM	APD Employee	Solution Identified Waiting on Future Build Update	
123235	Solution Identified	Cant print Eligibility form as it comes out with all letters and numbers	Forms	Juanita Wild	05/02/2024 05:54:20 PM	Waiver Support Coordinator	Solution Identified Waiting on Future Build Update	
124643	Solution Identified	Eligibility issues	Eligibility	Karen Johnson	05/10/2024 10:19:23 AM	Waiver Support Coordinator	Solution Identified Waiting on Future Build Update	
124682	Solution Identified	Elig form	Eligibility	Karen Johnson	05/10/2024 01:01:21 PM	Waiver Support Coordinator	Solution Identified Waiting on Future Build Update	
124684	Solution Identified	Eligibility issue	Eligibility	Karen Johnson	05/10/2024 01:02:39 PM	Waiver Support Coordinator	Solution Identified Waiting on Future Build Update	
124685	Solution Identified	Eligibility form issue	Eligibility	Karen Johnson	05/10/2024 01:03:55 PM	Waiver Support Coordinator	Solution Identified Waiting on Future Build Update	
128616	Solution Identified	HCBS FORMS	Forms	Christine Kellogg	06/03/2024 11:03:27 AM	Waiver Support Coordinator	Solution Identified Waiting on Future Build Update	
132815	Solution Identified	Consumer 59194 no information shown on the Reshab referral form	Forms - Word Merges	Karen Johnson	06/23/2024 01:15:45 PM	Waiver Support Coordinator	Solution Identified Waiting on Future Build Update	
148283	Solution Identified	iConnect Printing Issue - Pending Assessments Queue	Other	Hillary Jackson	09/23/2024 07:03:48 AM	APD Employee	Solution Identified Waiting on Future Build Update	
105201	Solution Identified	PS Day Rate unit issue	[-] Tier II Review -	Alma Jeanine Garrett	01/29/2024 11:47:06 AM	Service Provider	Proposed solution identified, pending WS resolution for creation of test data	
18359	Solution Identified	Loading please wait	Other	Ernesto Suarez	06/10/2022 11:45:53 AM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
49931	Solution Identified	Missing Primary Diagnosis Code	Other	Eva Paterson	01/19/2023 12:48:05 PM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
88423	Solution Identified	Needs reviewed: duplicated or cloned WL record in iconnect	Other	Terri Lynn Favero	09/26/2023 11:08:49 AM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
96304	Solution Identified	day rate -	Authorizations	AYXA GOMEZ	11/20/2023 02:46:06 PM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
107535	Solution Identified	FW: Arc Pine Hill - GH Personnel Record Review Form	Residential Monitoring	Carmelita Mayfield	02/09/2024 04:34:05 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
107536	Solution Identified	Iconnect related ticket	Residential Planning	Bassem Paul	02/09/2024 04:45:24 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
107537	Solution Identified	Iconnet	Residential Licensing Renewal	Alison Maddox	02/09/2024 04:49:57 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
111171	Solution Identified	I Connect - Group home Personnel record.	Residential Licensing Renewal	Alison Maddox	03/01/2024 01:29:35 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
111304	Solution Identified	CSI Privat Duty Services - #14036 - Upload Deliveries Failed	Upload Issues	Susan Best-Rodriguez	03/03/2024 05:27:52 PM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
114675	Solution Identified	Ongoing issue with errors when saving the Personnel Record checklist in iConnect	Residential Licensing Renewal	Robin Keller	03/20/2024 12:03:22 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
115739	Solution Identified	iconnect-Personnel record crashed while completing	Residential Licensing Renewal	Bassem Paul	03/27/2024 11:15:01 AM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
116034	Solution Identified	iConnect issues (GH Personnel Record Review Form)	Forms	Miriam Oketch	03/28/2024 12:41:40 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
116152	Solution Identified	iConnect error message	Licensing Admin Actions	Bassem Paul	03/28/2024 06:16:32 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
118394	Solution Identified	Missing forms dated 4/1 - 4/2	Residential Monitoring	Myra Dempsey	04/09/2024 04:35:54 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
118453	Solution Identified	I Connect Issue - GH Personnel Record Review	Residential Licensing Renewal	Adelle Laurien	04/10/2024 09:00:32 AM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
119037	Solution Identified	iConnect - Lost Data GH Personnel Record Review Form	Residential Licensing Renewal	Christopher Rogers	04/12/2024 01:03:41 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
120110	Solution Identified	Updated letter needed in Word Merge in iConnect	Enhancement	Amanda Ingrassia	04/18/2024 02:10:32 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
120757	Solution Identified	Licensing/monitoring staff - Christopher Rogers lost data entered/saved in a facility personnel record checklist	Forms - Lost Data	Robin Keller	04/22/2024 04:13:14 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
120788	Solution Identified	iConnect Issues Personnal Support Day and Printing	Other	Rafael Camacho	04/22/2024 06:15:50 PM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
121057	Solution Identified	Can't print service detail screen	Provider Documentation	Shelbea Houston	04/23/2024 04:15:16 PM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
121374	Solution Identified	Unable to save delivery in completed status	Provider Documentation	Bridget StGeorge	04/24/2024 07:55:11 PM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
121377	Solution Identified	Not able to put in provider for 24-25 Cost Plan Res Hab Service	Authorizations	Kathleen Groskopf	04/24/2024 08:46:33 PM	Waiver Support Coordinator	Solution Identified and Assigned to Category for Prioritization	

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
121822	Solution Identified	iConnect issue	Demographics & Contacts Issues	Kathleen Bellamy	04/26/2024 03:30:35 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
123075	Solution Identified	Unable to Paste Quarterly Information into iConnct for two clients	Provider Documentation	Melody Smith	05/02/2024 11:49:26 AM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
123788	Solution Identified	Case notes for February 2024	Notes	Marianeta Watawara	05/06/2024 04:39:44 PM	Waiver Support Coordinator	Solution Identified and Assigned to Category for Prioritization	
124008	Solution Identified	WSC cannot see any documentation for Divine Choice	Provider Documentation	Katherine Czech	05/07/2024 02:32:16 PM	Waiver Support Coordinator	Solution Identified and Assigned to Category for Prioritization	
124686	Solution Identified	Eligibility form issue	Eligibility	Karen Johnson	05/10/2024 01:05:19 PM	Waiver Support Coordinator	Solution Identified and Assigned to Category for Prioritization	
125218	Solution Identified	Clocking in from future dates	EVV Activities	Elisa Bland	05/14/2024 04:48:03 PM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
126144	Solution Identified	unable to print demographics	Demographics & Contacts Issues	Daisys Sanchez Gonzalez	05/20/2024 11:18:26 AM	Waiver Support Coordinator	Solution Identified and Assigned to Category for Prioritization	
128205	Solution Identified	iconnect Group Home Personnel checklist problems	Residential Licensing Renewal	NinaGiordanoArchive20241004	05/30/2024 12:31:16 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
128421	Solution Identified	Unable to upload documentation	Residential Licensing Renewal	Jessica T Espinosa	05/31/2024 11:58:18 AM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
128710	Solution Identified	EVV activities for the month not printing out	EVV Activities	Marlesa Whitney-Curtis	06/03/2024 02:42:19 PM	Service Provider Worker	Solution Identified and Assigned to Category for Prioritization	
130772	Solution Identified	Missing items in IConnect	Residential Licensing Renewal	John Showers	06/13/2024 07:46:19 AM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
132289	Solution Identified	Attachments can be removed when a "NOTE" is in "Complete" status	Attachments	Ann Cecelia Sliney	06/20/2024 09:04:43 AM	Waiver Support Coordinator	Solution Identified and Assigned to Category for Prioritization	
133674	Solution Identified	WSC notes problem	WSC Progress Notes	Mayda Wiltz	06/26/2024 03:49:36 PM	Waiver Support Coordinator	Solution Identified and Assigned to Category for Prioritization	
133675	Solution Identified	WSC Case Notes	WSC Progress Notes	Mayda Wiltz	06/26/2024 03:50:35 PM	Waiver Support Coordinator	Solution Identified and Assigned to Category for Prioritization	
136412	Solution Identified	Service log minutes incorrect	EVV Activities	Barbara Smith	07/09/2024 02:28:04 PM	Service Provider Worker	Solution Identified and Assigned to Category for Prioritization	
138051	Solution Identified	new hires both clocked in same day	EVV Activities	Angelica Smith	07/17/2024 09:07:11 PM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
139401	Solution Identified	Request to not let service providers remove attachments in completed notes	Attachments	Kimberly Walsh	07/25/2024 03:45:59 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
139776	Solution Identified	Unable to add a program after creating a new client in the training site	Other	Mollie Brown-Ferrier	07/29/2024 11:13:38 AM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
140652	Solution Identified	RES HAB PROVIDER CAN NOT ACCESS TO PUT IN INFORMATION	Provider Documentation	Arlana D Barnes	08/01/2024 09:08:56 PM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
140721	Solution Identified	evv manual entry	Documentation	Serina Yvette Maxwell	08/02/2024 11:14:10 AM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
140926	Solution Identified	Error - Creating Consumers Record - Adding a Program	Other	Eggly Ramos-Monteagudo	08/05/2024 01:21:39 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
141262	Solution Identified	Notes not showing up after Forms are marked complete.	Forms - Lost Data	Mark Lee	08/07/2024 08:56:23 AM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
141609	Solution Identified	ICONNECT	System Performance	Ashley Jones	08/08/2024 03:05:07 PM	APD Employee	Solution Identified and Assigned to Category for Prioritization	
143967	Solution Identified	Activity Services	Notes	Tajuana Gadson Miles	08/26/2024 09:36:45 AM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
145937	Solution Identified	Documents not downloading properly in i connect	System Performance	Kathy English	09/06/2024 12:59:58 PM	Service Provider	Solution Identified and Assigned to Category for Prioritization	
147920	Solution Identified	Nursing House Assessment Form	Forms	Lyn Bongat Nepomuceno	09/19/2024 09:45:43 AM	Service Provider Worker	Solution Identified and Assigned to Category for Prioritization	
22137	Solution Identified	Cannot do a manual entry	Other	Bridgette Carson-Smith	07/02/2022 11:24:25 PM	Service Provider	Awaiting response from submitter	
80335	Solution Identified	iconnect issues	Provider Documentation	Nysha Hunter	08/04/2023 05:22:21 PM	Service Provider		
83611	Solution Identified	Problems to login	Unable to Start/End	Sandra Muniz	08/24/2023 08:43:28 PM	Service Provider Worker		
83665	Solution Identified	LIFE SKILLS 1 IN ICONNECT-iphone and ipad	LSD Services	Ubaldo Alvarez	08/25/2023 10:04:37 AM	Service Provider		
83860	Solution Identified	Life skills login	[-] Tier II Review -	Crystal Mozie	08/27/2023 01:47:43 PM	Service Provider Worker		
84092	Solution Identified	LSD NOTE ISSUES	LSD Services	Maria Suarez	08/28/2023 03:30:19 PM	Service Provider		
84290	Solution Identified	ADD DATE AND TIME ISSUE	[-] Tier II Review -	Ileana Zamora	08/29/2023 01:00:12 PM	Service Provider Worker		
84326	Solution Identified	LSD LOGS ISSUES	LSD Services	Teresa Boone	08/29/2023 03:02:53 PM	Service Provider Worker		
84918	Solution Identified	Issues with iConnect not able to document	Provider Documentation	JeQue Billingslea	09/02/2023 02:29:03 PM	Service Provider Worker		
84962	Solution Identified	information is not auto populating	LSD Services	YeLaun Laws	09/04/2023 06:02:04 PM	APD Employee		
85919	Solution Identified	Tabs in iConnect Provider Documentation Screen Is Not Working	Provider Documentation	JeQue Billingslea	09/08/2023 02:26:42 PM	Service Provider Worker		
121744	Solution Identified	Missing VAS form	Forms	Victor Galan	04/26/2024 12:16:10 PM	Waiver Support Coordinator		
139959	Solution Identified	sa report won't work	Reports	Teresa Kyle	07/30/2024 08:36:43 AM	APD Employee		
145067	Solution Identified	Deliveries getting auto ended after upload	Upload Issues	Eileen Marie O'Meara	09/02/2024 08:59:43 AM	Service Provider		
116310	Newly Submitted and Pending Assignment	Unable to access iconnect	[-] Tier II Review -	Gladys Jean Williams	03/29/2024 12:44:48 PM	Service Provider		
118209	Newly Submitted and Pending Assignment	ICONNECT ISSUEÁ À Personnel record crashed	Dashboard	Bassem Paul	04/09/2024 10:59:32 AM	APD Employee		
146936	Newly Submitted and Pending Assignment	iConnect error	Unable to Start/End	Tammy Gainous	09/13/2024 09:22:07 AM	Service Provider Worker		
147081	Newly Submitted and Pending Assignment	iConnect error	Unable to Start/End	Tamekia Scott	09/13/2024 03:43:44 PM	Service Provider Worker		
147082	Newly Submitted and Pending Assignment	503 error	Unable to Start/End	CUNNINGHAM SKAYRA	09/13/2024 03:45:55 PM	Service Provider Worker		
147847	Newly Submitted and Pending Assignment	cant add employee in evv	EVV Activities	DUQUESNE INNOCENT	09/18/2024 04:49:38 PM	Service Provider Worker		
148551	Newly Submitted and Pending Assignment	503 Error	Login Issues (not SSO)	Sarah Mitchell	09/24/2024 08:15:04 AM	Service Provider Worker		
148725	Newly Submitted and Pending Assignment	503 Error	Unable to Start/End	Latrell Gaskin	09/24/2024 02:53:48 PM	Service Provider		
148761	Newly Submitted and Pending Assignment	503 error	Unable to Start/End	Xavier Walters	09/24/2024 04:32:06 PM	Service Provider		
149200	Newly Submitted and Pending Assignment	503 error	Unable to Start/End	Desiree Wilson	09/30/2024 08:31:47 AM	Service Provider Worker		
94091	Awaiting External Input	Enhancement Request	Enhancement	Ushae Lewis-Scittle	11/02/2023 01:16:36 PM	APD Employee		
96488	Awaiting External Input	Enhancement Requested for Support Plan	Enhancement	Caroline Shorter	11/21/2023 02:56:33 PM	Waiver Support Coordinator		
110859	Awaiting External Input	iConnect Enhancement request	Enhancement	SymonLorraine	02/29/2024 11:39:02 AM	Waiver Support Coordinator		
114349	Awaiting External Input	iConnect Member ID numbers	Enhancement	Lori Poole	03/19/2024 10:25:33 AM	APD Employee		
123981	Awaiting External Input	Enhancement Request	Enhancement	Amy Greathouse	05/07/2024 01:41:55 PM	Waiver Support Coordinator		
124153	Awaiting External Input	EVV System Glitches	Feedback	Eva Paterson	05/08/2024 09:11:06 AM	Service Provider		
128287	Awaiting External Input	Enhancement Requested	Enhancement	Caroline Shorter	05/30/2024 03:49:06 PM	APD Employee		
141860	Awaiting External Input	support plan issue	Enhancement	Jamie Dallas	08/11/2024 03:55:59 PM	Waiver Support Coordinator		
142660	Awaiting External Input	New Division Disposition	Enhancement	Liest Ramos	08/15/2024 04:25:21 PM	APD Employee		09/27/2024 12:10:55 PM
149050	Awaiting External Input	Note subtype "further documentation required" not working in admin action record	Provider Admin Actions	Kimberly Walsh	09/27/2024 09:49:46 AM	APD Employee		
49216	Assigned	problem in the app	Other	Norys Nodarse	01/13/2023 09:26:46 AM	Service Provider Worker		
49393	Assigned	Service Code s9122	Claims	Jacqueline Wade	01/16/2023 11:07:07 AM	Billing Agent		
49394	Assigned	Service Code S9122	Claims	Jacqueline Wade	01/16/2023 11:08:18 AM	Billing Agent		
49414	Assigned	Launch iconnect	Other	Christine Leotaud	01/16/2023 05:40:41 PM	Service Provider Worker		
49513	Assigned	Activity ID# 5188213 Date of service 12/26/2022	Request for Status Change		01/17/2023 11:59:34 AM	Service Provider		
49799	Assigned	Geo Location Error	Geolocation/GPS	Aulia Norris	01/18/2023 03:21:46 PM	Service Provider Worker		
50438	Assigned	Consumer Notes Are Not Saving	Notes	Ltrevis Nathan	01/23/2023 11:34:06 PM	Waiver Support Coordinator		

**Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)**

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
50462	Assigned	Evw	Authorizations	Brenda Rivera	01/24/2023 09:26:36 AM	Service Provider		
50463	Assigned	delete mistake	Forms	Paula Christina Roca	01/24/2023 09:28:37 AM	Waiver Support Coordinator		
50832	Assigned	geo location isn't working on app	Geolocation/GPS	Elizabeth Alzate	01/25/2023 03:01:50 PM	Service Provider		
50983	Assigned	Need rejection resolved	Claims	Carla Steinmann	01/26/2023 12:08:52 PM	APD Employee		
51587	Assigned	Progress Notes Needs Reversed	Request for Status Change	Daniella Font	01/31/2023 11:10:21 AM	Waiver Support Coordinator		
51648	Assigned	Incorrect note	Notes		01/31/2023 02:05:08 PM	Waiver Support Coordinator		
51858	Assigned	rejected authorization	Authorizations	Tina Lacayo	02/01/2023 02:10:51 PM	Waiver Support Coordinator		
51978	Assigned	Rejected Service authorization	Claims	Janet Batet	02/02/2023 10:34:21 AM	Waiver Support Coordinator		
52106	Assigned	colock in issues	Unable to Start/End	Theira Jones	02/03/2023 07:46:26 AM	Service Provider Worker		
52391	Assigned	Dashboard issue	Provider Documentation	Jay T Sweatt	02/06/2023 12:43:46 PM	Service Provider Worker		
53051	Assigned	How to edit or delete	Provider Documentation	Melanie Bailey	02/09/2023 03:06:17 PM	Service Provider Worker		
53167	Assigned	LOCATION ISSUE	Geolocation/GPS	Ada Reyes	02/10/2023 11:10:07 AM	Service Provider Worker		
53169	Assigned	EVV GPS ISSUE	EVV Violations	Ada Reyes	02/10/2023 11:15:58 AM	Service Provider Worker		
53585	Assigned	END DELIVERIES ISSUES	Unable to Start/End	Cynthia Ann Rowe	02/14/2023 11:23:38 AM	Service Provider Worker		
54321	Assigned	GPS LOCATION VIOLATION	EVV Violations	Marlene Ortiz	02/20/2023 10:33:19 AM	Service Provider Worker		
54339	Assigned	rejection status	Claims	Lashan Washington	02/20/2023 11:44:51 AM	Waiver Support Coordinator		
54451	Assigned	REJECTED STATUS AUTHORIZATION	Authorizations	Jill Mari Barlow Desouza	02/21/2023 08:40:06 AM	Service Provider Worker		
54736	Assigned	current deliveries	Other	Keith Crawford	02/22/2023 05:11:22 PM	Service Provider Worker		
55182	Assigned	LOCATION VIOLATION	EVV Violations	Julio E Martinez	02/27/2023 09:12:45 AM	Service Provider Worker		
55220	Assigned	NOT ABL TO SEE NOTES FROM PREVIOS AND NEW CAREGIVERS	Notes	Geysel Acosta	02/27/2023 11:13:09 AM	Service Provider		
55416	Assigned	LOCATON ISSUE	Geolocation/GPS	Georgina Fernandez Rodriguez	02/28/2023 09:44:57 AM	Service Provider Worker		
55729	Assigned	GPS LOCATION VIOLATION	EVV Violations	Idania Garcia	03/01/2023 03:46:04 PM	Service Provider Worker		
56050	Assigned	14001 - Please Remove Lines	Other	Sandra Hill	03/03/2023 10:59:06 AM	APD Employee		
56802	Assigned	Override needed - Consumer	Request for Override	James Spadaccini	03/08/2023 02:26:06 PM	APD Employee		
57116	Assigned	Forms need to be deleted.	Other	Theresa Pace	03/10/2023 02:23:23 PM	Waiver Support Coordinator		
60092	Assigned	Overwrite Validation Error	Other	Nikauly Reyes-Bautista	04/04/2023 02:38:37 PM	Waiver Support Coordinator		
99847	Assigned	iConnect pending assessments	Dashboard	Wayne Sager	12/20/2023 12:26:09 PM	APD Employee		
100822	Assigned	Cannot see options in iConnect	Forms	Shirell E Lewis	01/03/2024 09:43:31 AM	Service Provider		
101242	Assigned	Notes Issue	Notes	Tammy Kreber	01/05/2024 08:30:07 AM	Service Provider Worker		
101575	Assigned	making changes for consumers	[-] Tier II Review -	Linda Fedyk	01/08/2024 12:00:16 PM	Service Provider Worker		
102852	Assigned	Can only select on hour	Other	Sandy Grant	01/15/2024 09:44:02 AM	Service Provider		
103868	Assigned	Technical Issue	Authorizations	Nathalie Narcisse	01/19/2024 05:37:00 PM	Service Provider Worker		
104377	Assigned	Provider documentation error	Provider Documentation	Sarah Millien	01/23/2024 05:09:29 PM	Service Provider Worker		
104487	Assigned	Iconnect issue	Plans	Katie Rice	01/24/2024 12:09:37 PM	Waiver Support Coordinator		
104493	Assigned	The Cyber Ark App will now not allow me to save documentation in Provider Documentation tab	Provider Documentation	Byron Stone	01/24/2024 12:19:28 PM	Waiver Support Coordinator		
104874	Assigned	Can't print Med Waiver Eligibility Work sheets from Edge	Forms	Traci Brennan	01/26/2024 09:10:13 AM	Waiver Support Coordinator		
104884	Assigned	EVV Start Delivery Issue	Unable to Start/End	Zulema Gonzalez	01/26/2024 09:52:24 AM	Service Provider Worker		
107822	Assigned	Unable to see consumers	Data Sync	Angel Johnson	02/12/2024 02:58:47 PM	Service Provider		
108065	Assigned	iConnect Applications immensely Slow - Not Loading Page	System Performance	ElisaReinoArchive20240613	02/13/2024 03:07:42 PM	APD Employee		
109828	Assigned	Issue with this request	Provider Documentation	Kathryn L Morgan	02/23/2024 09:41:40 AM	Service Provider Worker		
112021	Assigned	IConnect Notes	Notes	Lisa Thompson	03/06/2024 01:20:29 PM	APD Employee		
112587	Assigned	Provider Documentation	Provider Documentation	Carlos Damian Duardo	03/08/2024 03:35:52 PM	Service Provider		
112941	Assigned	Creating deliveries issues	EVV Activities	Catherine Moore	03/11/2024 05:33:22 PM	Service Provider Worker		
116320	Assigned	Copy Cost Plan report request	Reports	Beatrice Dejoie	03/29/2024 01:15:32 PM	APD Employee		
123342	Assigned	Unable to see current Authorizations	Authorizations	Natalie Washington	05/03/2024 11:33:33 AM	Service Provider		
127414	Assigned	iConnect issues.	Other	Tevin Robinson	05/24/2024 03:41:06 PM	APD Employee		
128857	Assigned	Unable to add notes	Notes	Yacile Aleman Toledo	06/04/2024 11:29:27 AM	Service Provider Worker		
129175	Assigned	Unidades	Provider Documentation	Carmen Maria Cires	06/05/2024 03:40:48 PM	Service Provider		
131729	Assigned	Approved services	Unable to Start/End	sharon Richardson	06/18/2024 10:18:10 AM	Service Provider Worker		
133573	Assigned	can't put note into the complete status	Notes	Willesha Smith	06/26/2024 12:02:32 PM	Service Provider		
135812	Assigned	Unable to upload provider documentation.	Provider Documentation	Emily Matteda	07/06/2024 05:26:08 PM	Service Provider		
136931	Assigned	QO owner cannot access the SAs for these individuals	Authorizations	Tricia Garretto	07/11/2024 02:53:10 PM	Waiver Support Coordinator		
137201	Assigned	UNABLE TO PULL OR SEE SERVICE AUTHORIZATIONS	Authorizations	Chantal Meo	07/12/2024 03:27:47 PM	Waiver Support Coordinator		
137875	Assigned	Incident 134301 continuation All consumers does not appear in SA Reports, therefore I cannot generate the Service Authorizations for any service.	Worker Issues	Marisel Pintado	07/17/2024 10:43:12 AM	Waiver Support Coordinator		
138148	Assigned	Unable to add notes	Notes	Veronica Ramsey	07/18/2024 11:59:14 AM	Service Provider Worker		
138955	Assigned	Wrong Provider name	Provider Documentation	Regina Bradley	07/23/2024 03:12:22 PM	Service Provider		
138988	Assigned	Provider Documentation	Provider Documentation	JoAnn Ajayi-Scott	07/23/2024 04:43:56 PM	Waiver Support Coordinator		
140167	Assigned	iConnect	EVV Activities	Lisa Steward	07/30/2024 04:44:52 PM	Service Provider Worker		
140215	Assigned	Please Advise	[-] Tier II Review -	ARIANA JACKSON	07/31/2024 09:35:25 AM	Waiver Support Coordinator		
142225	Assigned	Word Merge Incomplete in iConnect for License Application	Forms - Word Merges	EESHAWNNA MATTHEWS	08/13/2024 03:07:18 PM	Service Provider		
143360	Assigned	Worker/Record issue	Provider Documentation	Stephanie Smith	08/21/2024 08:37:10 AM	Service Provider		
143394	Assigned	Request to update documents in iConnect	Enhancement	Liest Ramos	08/21/2024 10:18:47 AM	APD Employee		09/14/2024 01:04:00 PM
146073	Assigned	Authorization	Authorizations	Ronald McCauley	09/09/2024 09:15:05 AM	Waiver Support Coordinator		
146075	Assigned	Authorizations	Authorizations	Ronald McCauley	09/09/2024 09:18:07 AM	Waiver Support Coordinator		
146784	Assigned	Need assistance please	Authorizations	Julia Bowen	09/12/2024 11:49:58 AM	Waiver Support Coordinator		

Appendix B - iConnect Ticket Data
SFY 2024-2025 Q1 (Jul-Sep)

Ticket Number	State	Title	iConnect Category	Requester	Created	Requester Type	Ticket Status	Resolved
146820	Assigned	iConnect error	Unable to Start/End	Betty L Hicks	09/12/2024 01:50:08 PM	Service Provider Worker		
146870	Assigned	cant access reports-claims authorizations	Authorizations	Patricia Casson	09/12/2024 04:03:35 PM	Waiver Support Coordinator		
147460	Assigned	Issue with Closing Visits	Unable to Start/End	Maritza Silverio	09/17/2024 11:44:10 AM	Service Provider Worker		
147480	Assigned	SA not in connect	Authorizations	Kamal Patel	09/17/2024 12:46:52 PM	Service Provider		
147580	Assigned	Access to clients	Reports	Charmaine Gardener-Fung Chung	09/17/2024 04:36:13 PM	Waiver Support Coordinator		
147967	Assigned	CAN'T ASSESS SAF	Authorizations	Xiomara Benavides	09/19/2024 11:23:14 AM	Waiver Support Coordinator		
148693	Assigned	iconnect Credential is not showing up under one of the Group Home Record	Forms - Word Merges	Bassem Paul	09/24/2024 01:12:45 PM	APD Employee		
149028	Assigned	WSC Unable to Access APD Service Report iCon in iConnect	Reports	Beryl Fenton	09/26/2024 04:51:55 PM	Service Provider		
149324	Assigned	problem with iConnect	Authorizations	Dawn Marie Lawson	09/30/2024 12:06:20 PM	Service Provider		

Appendix B - iConnect Ticket Data
Column Definitions

Ticket Number - A unique identifier generated by APD's help desk ticketing system for every single issue reported by an individual end user.

State – Status of the ticket when this report was generated.

- **Newly Submitted and Pending Assignment** – Ticket is newly submitted and pending assignment to appropriate support group.
- **Assigned** – Ticket has been assigned to a support group.
- **Awaiting External Input** – Ticket is in progress and awaiting customer response (to a question, further information, etc.).
- **Solution Identified** – Resolution has been identified and assigned to category for prioritization (Examples include Build Updates).
- **Resolved** – Solution has been completed and delivered.
- **Closed** – After resolution, the ticket is closed.

Title – Short description of the issue as reported by the customer.

Subcategory – Business functionality area that identifies specific system component the issue is associated with.

Requester – Name of the end user that is reporting the issue.

Created – Date and Time when the ticket was created in the system.

Requester Type – Type of the end user who is reporting the issue.

- APD Employee.
- QIO Employee (*Quality Improvement Organization employee*).
- Service Provider.
- Service Provider Worker.
- Waiver Support Coordinator.
- Other.

Ticket Status – Status of the ticket.

Resolved – Date and Time when the customer issue was resolved or confirmed resolved by customer.

6701 - FY24/25 - EO - INTERFACE SPECIALIST

CHANGED REQUISITION NO. PR540567-V2

RECEIVING

Issued: Tuesday, July 23, 2024 EDT, Created: Tuesday, July 23, 2024 EDT by Emily Oakley

LINE ITEMS

SUPPLIER:

Vcarve, Inc.
1832 Capital circle NE, Suite #3
Tallahassee, FL 32308
United States
Phone: +1 (850) 205-8278
Fax: +1 800-304-9160
Contact: Yogi Kumbham

TOTAL AMOUNT
\$170,000.00000 USD

SHIP TO:

APD State Office Budget & Planning Ship-to
4030 Esplanade Way
Rm 335.05
Tallahassee, FL 32399
United States

BILL TO:

APD Budget & Planning 335.05
4030 Esplanade Way
Rm 335.05
Tallahassee, FL 32399
United States

DELIVER TO:

Emily Oakley
Organization Code:
Description: SPECIAL PROJECTS
Expansion Opt:
Description:
Object Code:
Description: CONSULTING SERVICES - GENERAL
Transaction Fee Exempt?: No
Transaction Fee Exempt Reason:

PUI:

ID: 6701
Name: 6701 - APD: Central Office
PO Start Date: Monday, July 1, 2024 GMT
PO End Date: Monday, June 30, 2025 GMT
Site Code:
ID: 670000-20
Name: 20
Release Encumbrance:
Encumber Funds: Yes
Attachment Disclaimer: Yes
Pcard Flag: No
Entity Description: Agency for Persons with Disabilities

LINE ITEM DETAILS (1 LINE ITEM)

NO.	ACTION	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT
1	Modified	Interface Specialist for an enterprise ...		2,000 hour	-	\$85.00000 USD	\$170,000.00000 USD

Full Description: Interface Specialist for an enterprise software implementation project. The Interface Specialist will be required to develop, support and maintain the internal and external data exchange interfaces for the Software as a Service (SaaS) modules of the Client Data Management System (CDMS).

FOB Code:

Incoterms Code:

Order No.: C3D2A1

Ship To:

Shipping Method: Best Way

State Contract ID:

ID: 80101507-23-STC-ITSA

Name: Information Technology Staff Augmentation

Prime Vendor:

Set Defaults: Yes

TOTAL AMOUNT
\$170,000.00000 USD

Changes

Sue Taylor, Tue, 23 Jul, 2024

- Requisition Delay Purchase Until changed from Mon, 1 Jul, 2024 to (no value)
- Requisition Time Created changed from Thu, 6 Jun, 2024 to Tue, 23 Jul, 2024
- Requisition Time Updated changed from Tue, 23 Jul, 2024 to Tue, 23 Jul, 2024
- Line Item 1, Accounting, Accounting 1, Expansion Opt changed from WR to WR
- Line Item 1, Accounting, Accounting 1, Opt Version changed from 05 to 06
- Line Item 1, Accounting, Accounting 1, Grant changed from PMA24 to PMA25

Aaron Thomas, Mon, 10 Jun, 2024

- Line Item 1, Accounting, Accounting 1, Expansion Opt changed from YS to WR
- Line Item 1, Accounting, Accounting 1, Account Code changed from 67202516013671002000010155600 to 67101000328671002000010155600
- Line Item 1, Accounting, Accounting 1, Fund Identifier changed from 516013 to 000328
- Line Item 1, Accounting, Accounting 1, GAAFR Fund changed from 20 to 10
- Line Item 1, Accounting, Accounting 1, State Fund changed from 2 to 1

Approvals					
Required	Status	Reason	Approver	Approved By	Date
Required	Approved	Supervisor Must Approve	Rose Salinas	Rose Salinas	Tuesday, July 23, 2024 EDT
Required	Approved	6701 - Legal Approver must approve	6701 - Legal Approver	Brett Taylor	Tuesday, July 23, 2024 EDT
Required	Approved	6701 - FA Approver must approve	6701 - FA Approver	Robert Wilcox	Tuesday, July 23, 2024 EDT
Required	Approved	6701 - Budget Office must approve	6701 - Budget Office	Aaron Thomas	Tuesday, July 23, 2024 EDT
Required	Approved	6701 - Purchasing Director must approve	6701 - Purchasing Director	Alexis Capps	Tuesday, July 23, 2024 EDT

REQUISITION COMMENTS

- Emily Oakley, 06/06/2024:
Interfaces Specialist for an enterprise software implementation project. The Interfaces Specialist will be required to develop, support and maintain the internal and external data exchange interfaces for the Software as a Service (SaaS) modules of the Client Data Management System (CDMS). The selected candidate will be the subject matter expert and primary point of contact on the interfaces for this new system. IT Consulting Services Project Area 4 Job#: 1240 - Systems Analyst Scope Variant: Advanced Hourly Rate: \$85.00 The unit of service shall be one hour and the contract shall be for 2,000 hours. Total dollar amount not to exceed \$170,000.00. Date of Service: July 1, 2024 - June 30, 2025.

Please see attached detailed Scope of Services for additional information relating to the Agency's request for quote.

Contract is successor of #80101507-22-STC-ITSA (Emily Oakley, Thursday, June 6, 2024 EDT)

- COMMENT by **Melissa Hurst** on 06/11/2024
Yr. (1) of (2) year renewal period. (Melissa Hurst, Tuesday, June 11, 2024 EDT)
- Melissa Hurst, 06/11/2024:
Approved (Melissa Hurst, Tuesday, June 11, 2024 EDT)
- COMMENT by on 07/01/2024
Year End Approval (YE Encumbered Approver, Monday, July 1, 2024 EDT)
- Sue Taylor, 07/23/2024:
ROLL GRANT TO PMA25 (Sue Taylor, Tuesday, July 23, 2024 EDT)

REQUISITION ATTACHMENTS

- ATTACHMENT by **Emily Oakley** on Thursday, June 6, 2024 at 2:35 PM
APD_RFQ_2223_018_IT Interface Specialist.pdf (2158753 bytes)
- ATTACHMENT by **Emily Oakley** on Thursday, June 6, 2024 at 2:36 PM
Posting_PR249609_6701_FY22_23_Interface Specialist.pdf (175366 bytes)
- ATTACHMENT by **Emily Oakley** on Thursday, June 6, 2024 at 2:36 PM
Quote_APD-RFQ2223-018_Vcarve Inc.pdf (825308 bytes)
- ATTACHMENT by **Emily Oakley** on Thursday, June 6, 2024 at 2:36 PM
APD PO Terms and Conditions 06.2022 .pdf (132767 bytes)

6701 - FY 24/25 - EO - REPORT ANALYST

CHANGED REQUISITION NO. PR540790-V3

RECEIVING

Issued: Friday, July 26, 2024 EDT, Created: Friday, July 26, 2024 EDT by Emily Oakley

LINE ITEMS

SUPPLIER:

Vcarve, Inc.
1832 Capital circle NE, Suite #3
Tallahassee, FL 32308
United States
Phone: +1 (850) 205-8278
Fax: +1 800-304-9160
Contact: Yogi Kumbham

TOTAL AMOUNT
\$160,000.00000 USD

SHIP TO:

APD State Office Budget & Planning Ship-to
4030 Esplanade Way
Rm 335.05
Tallahassee, FL 32399
United States

BILL TO:

APD Budget & Planning 335.05
4030 Esplanade Way
Rm 335.05
Tallahassee, FL 32399
United States

DELIVER TO:

Emily Oakley
Organization Code:
Description: SPECIAL PROJECTS
Expansion Opt:
Description:
Object Code:
Description: CONSULTING SERVICES - GENERAL
Transaction Fee Exempt?: No
Transaction Fee Exempt Reason:

PUI:

ID: 6701
Name: 6701 - APD: Central Office
PO Start Date: Monday, July 1, 2024 GMT
PO End Date: Monday, June 30, 2025 GMT
Site Code:
ID: 670000-20
Name: 20
Release Encumbrance:
Encumber Funds: Yes
Attachment Disclaimer: Yes
Pcard Flag: No
Entity Description: Agency for Persons with Disabilities

LINE ITEM DETAILS (1 LINE ITEM)

NO.	ACTION	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT
1	Modified	Report Analyst for an enterprise software ...		2,000 hour	-	\$80.00000 USD	\$160,000.00000 USD

Full Description: Report Analyst for an enterprise software implementation project. The Report Analyst will gather and assess business reporting needs and prepare reports specifications for the Software as a Service (SaaS)/COTS modules of the iConnect System. This individual will work closely with the APD business units and perform analyses, development and evaluation of data reports in a data warehouse environment.

FOB Code:

Incoterms Code:

Order No.: C3FBBD

Ship To:

Shipping Method: Best Way

State Contract ID:

ID: 80101507-22-STC-ITSA

Name: Information Technology Staff Augmentation Services

Prime Vendor:

Set Defaults: Yes

TOTAL AMOUNT
\$160,000.00000 USD

Changes

Emily Oakley, Fri, 26 Jul, 2024

- Requisition Total Cost changed from \$150,000.00000 USD to \$160,000.00000 USD
- Line Item 1, Description, Price changed from \$75.00000 USD to \$80.00000 USD
- Line Item 1, Base Price changed from \$75.00000 USD to \$80.00000 USD
- Line Item 1, Original Price changed from \$75.00000 USD to \$80.00000 USD
- Requisition Time Created changed from Tue, 23 Jul, 2024 to Fri, 26 Jul, 2024
- Requisition Time Updated changed from Fri, 26 Jul, 2024 to Fri, 26 Jul, 2024

Sue Taylor, Tue, 23 Jul, 2024

- Requisition Delay Purchase Until changed from Mon, 1 Jul, 2024 to (no value)
- Requisition Time Created changed from Thu, 6 Jun, 2024 to Tue, 23 Jul, 2024
- Requisition Time Updated changed from Tue, 23 Jul, 2024 to Tue, 23 Jul, 2024
- Line Item 1, Accounting, Accounting 1, Expansion Opt changed from YS to YS
- Line Item 1, Accounting, Accounting 1, Opt Version changed from 05 to 06
- Line Item 1, Accounting, Accounting 1, Grant changed from PMA24 to PMA25

Melissa Hurst, Mon, 24 Jun, 2024

- Line Item 1, State Contract ID changed from Information Technology Staff Augmentation to Information Technology Staff Augmentation Services

Approvals					
Required	Status	Reason	Approver	Approved By	Date
Required	Approved	Supervisor Must Approve	Rose Salinas	Rose Salinas	Monday, July 29, 2024 EDT
Required	Approved	6701 - Legal Approver must approve	6701 - Legal Approver	Brett Taylor	Friday, July 26, 2024 EDT
Required	Approved	6701 - FA Approver must approve	6701 - FA Approver	Sue Taylor	Monday, July 29, 2024 EDT
Required	Approved	6701 - Budget Office must approve	6701 - Budget Office	Aaron Thomas	Monday, July 29, 2024 EDT
Required	Approved	6701 - Purchasing Director must approve	6701 - Purchasing Director	Alicia Ponchak	Monday, July 29, 2024 EDT

REQUISITION COMMENTS

- Emily Oakley, 06/06/2024:
The Report Analyst will gather and assess business reporting needs and prepare reports specifications for the Software as a Service (SaaS)/COTS modules of the iConnect System. This individual will work closely with the APD business units and perform analyses, development and evaluation of data reports in a data warehouse environment. Date of Service: July 1, 2024 - June 30, 2025.

Please see attached detailed Scope of Services for additional information relating to the Agency's request for quote.

Contract is successor of 80101507-22-STC-ITSA (Emily Oakley, Thursday, June 6, 2024 EDT)

- COMMENT by on 07/01/2024
Year End Approval (YE Encumbered Approver, Monday, July 1, 2024 EDT)
- Sue Taylor, 07/23/2024:
CORRECT GRANT TO PMA25 (Sue Taylor, Tuesday, July 23, 2024 EDT)
- Emily Oakley, 07/26/2024:
Price increased from 75/hr to 80/hr per request from vendor and approval from Rose Salinas/Kathryn Whitehurst. (Emily Oakley, Friday, July 26, 2024 EDT)

REQUISITION ATTACHMENTS

- ATTACHMENT by **Emily Oakley** on *Thursday, June 6, 2024 at 3:54 PM*
Quote_APD RFQ 2223-017_Vcarve inc.pdf (803964 bytes)
- ATTACHMENT by **Emily Oakley** on *Thursday, June 6, 2024 at 3:54 PM*
APD RFQ 2223-017_Report Analyst.pdf (3639028 bytes)
- ATTACHMENT by **Emily Oakley** on *Thursday, June 6, 2024 at 3:54 PM*
APD RFQ 2223-017_Award.pdf (125138 bytes)
- ATTACHMENT by **Emily Oakley** on *Thursday, June 6, 2024 at 3:58 PM*
APD PO Terms and Conditions 06.2022 .pdf (132767 bytes)

6701 - EO - FY 24/25 - PROJECT/PROGRAM MANAGER

CHANGED REQUISITION NO. PR549987-V2

RECEIVING

Issued: Tuesday, July 23, 2024 EDT, Created: Tuesday, July 23, 2024 EDT by Emily Oakley

LINE ITEMS

SUPPLIER:

Sanrose Information Services Inc.
1607 Village Square Blvd, Suite # 1
Tallahassee, FL 32309
United States
Phone: +1 850-339-7551
Fax: +1 850-727-0699
Contact: Santosh Pradhan

TOTAL AMOUNT
\$247,520.00000 USD

SHIP TO:

APD State Office Budget & Planning Ship-to
4030 Esplanade Way
Rm 335.05
Tallahassee, FL 32399
United States

BILL TO:

APD Budget & Planning 335.05
4030 Esplanade Way
Rm 335.05
Tallahassee, FL 32399
United States

DELIVER TO:

Emily Oakley
Organization Code:
Description: SPECIAL PROJECTS
Expansion Opt:
Description:
Object Code:
Description: INFORMATION TECHNOLOGY SERVICES - GENERAL
Transaction Fee Exempt?: No
Transaction Fee Exempt Reason:

PUI:

ID: 6701
Name: 6701 - APD: Central Office
PO Start Date: Monday, July 1, 2024 GMT
PO End Date: Monday, June 30, 2025 GMT
Site Code:
ID: 670000-20
Name: 20
Release Encumbrance:
Encumber Funds: Yes
Attachment Disclaimer: Yes
Pcard Flag: No
Entity Description: Agency for Persons with Disabilities

LINE ITEM DETAILS (1 LINE ITEM)

NO.	ACTION	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT
1	Modified	Senior Project/Program Manager for an ...		2,080 hour	-	\$119.00000 USD	\$247,520.00000 USD

Full Description: Senior Project/Program Manager for an enterprise software implementation project. Senior Project/Program Manager (PM) will provide direction and oversight for all agency-wide projects, to include direct support to the iConnect program. Job #8210 - Project/Program Manager Scope Variant - Senior Manager. The contract shall be limited to 2080 hours at \$119.00/hr.

Coverage Terms: 07/01/2024-06/30/2025

Contract is successor of #80101507-21-STC-ITSA

FOB Code:

Incoterms Code:

Order No.: C40508

Ship To:

Shipping Method: Best Way

State Contract ID:

ID: 80101507-23-STC-ITSA

Name: Information Technology Staff Augmentation

Prime Vendor:

Set Defaults: Yes

TOTAL AMOUNT
\$247,520.00000 USD

Changes

Sue Taylor, Tue, 23 Jul, 2024

- Requisition Delay Purchase Until changed from Mon, 1 Jul, 2024 to (no value)
- Requisition Time Created changed from Thu, 20 Jun, 2024 to Tue, 23 Jul, 2024
- Requisition Time Updated changed from Tue, 23 Jul, 2024 to Tue, 23 Jul, 2024
- Line Item 1, Accounting, Accounting 1, Expansion Opt changed from WR to WR
- Line Item 1, Accounting, Accounting 1, Opt Version changed from 05 to 06
- Line Item 1, Accounting, Accounting 1, Grant changed from PMA24 to PMA25

Approvals

Required	Status	Reason	Approver	Approved By	Date
Required	Approved	Supervisor Must Approve	Rose Salinas	Rose Salinas	Tuesday, July 23, 2024 EDT
Required	Approved	6701 - Legal Approver must approve	6701 - Legal Approver	Brett Taylor	Tuesday, July 23, 2024 EDT
Required	Approved	6701 - FA Approver must approve	6701 - FA Approver	Robert Wilcox	Wednesday, July 24, 2024 EDT
Required	Approved	6701 - Budget Office must approve	6701 - Budget Office	Aaron Thomas	Thursday, July 25, 2024 EDT
Required	Approved	6701 - Purchasing Director must approve	6701 - Purchasing Director	Alexis Capps	Thursday, July 25, 2024 EDT

REQUISITION COMMENTS

- Emily Oakley, 06/21/2024:
 Renewal 2 of 2 - Senior Project/Program Manager for an enterprise software implementation project. Senior Project/Program Manager (PM) will provide direction and oversight for all agency-wide projects, to include direct support to the iConnect program. Job #8210 - Project/Program Manager Scope Variant - Senior Manager. The contract shall be limited to 2080 hours at \$119.00/hr.

 Coverage Terms: 07/01/2024-06/30/2025

 Contract is successor of #80101507-21-STC-ITSA (Emily Oakley, Friday, June 21, 2024 EDT)
- COMMENT by on 07/01/2024
 Year End Approval (YE Encumbered Approver, Monday, July 1, 2024 EDT)
- Sue Taylor, 07/23/2024:
 CORRECT GRANT TO PMA25 (Sue Taylor, Tuesday, July 23, 2024 EDT)

REQUISITION ATTACHMENTS

- ATTACHMENT by **Emily Oakley** on *Thursday, June 20, 2024 at 4:29 PM*
APD PO Terms and Conditions 06.2022 .pdf (132767 bytes)
- ATTACHMENT by **Emily Oakley** on *Friday, June 21, 2024 at 8:54 AM*
RFQ-APD2223-001-Senior PM renewal FY24.25.pdf (374524 bytes)
- ATTACHMENT by **Emily Oakley** on *Friday, June 21, 2024 at 8:59 AM*
QuoteRFQ-APD2223-001SANRSOEInfoServinc_15692745.pdf (1011838 bytes)
- ATTACHMENT by **Emily Oakley** on *Friday, June 21, 2024 at 8:59 AM*
EquoteAwardPR12142070-6701-FY2223AS-CDMSProjectManager_15692741.xls (34816 bytes)
- ATTACHMENT by **Emily Oakley** on *Friday, June 21, 2024 at 8:59 AM*
ResumeSelf-AcknowledgementForm-NarasimhaNayak_15692738.pdf (1284585 bytes)
- ATTACHMENT by **Emily Oakley** on *Friday, June 21, 2024 at 9:00 AM*
RFQ-APD2223-001-SeniorPM-202204191045_15694186_Original.pdf (622496 bytes)



Vcarve Inc.
 1832 Capital Circle NE
 Tallahassee, FL 32308
 Invoices@Vcarve.com
 http://www.vcarve.com

INVOICE

BILL TO
 APD
 Information Technology.
 Agency For Persons With
 Disabilities. 4030 Esplanade
 Way, Room 260T.
 Tallahassee, FL 32399-0950

INVOICE # N24-1389
DATE 08/13/2024
DUE DATE 09/12/2024
TERMS Net 30

P.O. NUMBER C3D2A1 **TOTAL HOURS** 176

DATE	ACTIVITY	QTY	RATE	AMOUNT
07/01/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/02/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/03/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/08/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/09/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/10/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	9:00	85.00	765.00
07/11/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/12/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/15/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/16/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	9:00	85.00	765.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
07/17/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	9:00	85.00	765.00
07/18/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	9:00	85.00	765.00
07/19/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/22/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/23/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	9:00	85.00	765.00
07/24/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	9:00	85.00	765.00
07/25/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	9:00	85.00	765.00
07/26/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/29/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
07/30/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	9:00	85.00	765.00
07/31/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00

FEID- 59-3655495

BALANCE DUE

\$14,960.00



Vcarve Inc.
 1832 Capital Circle NE
 Tallahassee, FL 32308
 Invoices@Vcarve.com
 http://www.vcarve.com

INVOICE

BILL TO
 APD
 Information Technology.
 Agency For Persons With
 Disabilities. 4030 Esplanade
 Way, Room 260T.
 Tallahassee, FL 32399-0950

INVOICE # N24-1390
DATE 08/13/2024
DUE DATE 09/12/2024
TERMS Net 30

P.O. NUMBER C3FBBD **TOTAL HOURS** 168

DATE	ACTIVITY	QTY	RATE	AMOUNT
07/01/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/02/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/03/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/08/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/09/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:30	80.00	680.00
07/10/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	7:45	80.00	620.00
07/11/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/12/2024	APD- Neathala Consulting services provided by Ravi Shekar	8:00	80.00	640.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
07/15/2024	Neathala - Ravi Shekar Neathala-Conch Technologies APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/16/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/17/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	7:45	80.00	620.00
07/18/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/19/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/22/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/23/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/24/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/25/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/26/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/29/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/30/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
07/31/2024	APD- Neathala Consulting services provided by Ravi Shekar	8:00	80.00	640.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
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Neathala - Ravi Shekar Neathala-Conch
Technologies

FEID- 59-3655495

BALANCE DUE

\$13,440.00



1607 Village Square Blvd, STE 1,
Tallahassee, FL 32309-2772

FEID: 20-2887462

<http://www.sanrose.com>

INVOICE

Bill To
Operations & Management Consultant Agency for Persons With Disabilities 4030 Esplanade Way 260 Tallahassee, FL 32399

Date	Invoice Number
8/13/2024	567

Service Period	P. O. / Contract
July 2024	C40508

Description	Hours	Rate	Amount
Provide direction and leadership to project team members for the Client Data Management System (CDMS) project. State Term Contract # 80101507-23-STC-ITSA IT Consulting - Staff Augmentation Project Area – 4 Job # 8210 Job Title: Program Manager Scope Variant: Senior Manager Consultant: Narasimha (Naru) Nayak	149.75	119.00	17,820.25

Total	\$17,820.25
--------------	--------------------

Santosh Pradhan
Email: accounts@sanrose.com
Phone: 850-339-7551

We appreciate your business!!



Vcarve Inc.
 1832 Capital Circle NE
 Tallahassee, FL 32308
 Invoices@Vcarve.com
 http://www.vcarve.com

INVOICE

BILL TO
 APD
 Information Technology.
 Agency For Persons With
 Disabilities. 4030 Esplanade
 Way, Room 260T.
 Tallahassee, FL 32399-0950

INVOICE # N24-1455
DATE 09/12/2024
DUE DATE 10/12/2024
TERMS Net 30

P.O. NUMBER C3D2A1 **TOTAL HOURS** 176

DATE	ACTIVITY	QTY	RATE	AMOUNT
08/01/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/02/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/05/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	6:30	85.00	552.50
08/06/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:30	85.00	722.50
08/07/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:30	85.00	722.50
08/08/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:30	85.00	722.50
08/09/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/12/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/13/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/14/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
08/15/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/16/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/19/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/20/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/21/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/22/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/23/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/26/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/27/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/28/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/29/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00
08/30/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla - Rama Rao Macherla	8:00	85.00	680.00

FEID- 59-3655495

BALANCE DUE

\$14,960.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
08/14/2024	Neathala - Ravi Shekar Neathala-Conch Technologies APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
08/15/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	7:45	80.00	620.00
08/16/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
08/19/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
08/20/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
08/21/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
08/22/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
08/23/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
08/26/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:30	80.00	680.00
08/27/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	7:45	80.00	620.00
08/28/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:00	80.00	640.00
08/29/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala - Ravi Shekar Neathala-Conch Technologies	8:15	80.00	660.00
08/30/2024	APD- Neathala Consulting services provided by Ravi Shekar	8:00	80.00	640.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
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Neathala - Ravi Shekar Neathala-Conch
Technologies

FEID- 59-3655495

BALANCE DUE

\$13,440.00



1607 Village Square Blvd, STE 1,
Tallahassee, FL 32309-2772

FEID: 20-2887462

<http://www.sanrose.com>

INVOICE

Bill To
Operations & Management Consultant Agency for Persons With Disabilities 4030 Esplanade Way 260 Tallahassee, FL 32399

Date	Invoice Number
9/13/2024	601

Service Period	P. O. / Contract
08/01/2024 - 08/31/2024	C40508

Description	Hours	Rate	Amount
Provide direction and leadership to project team members for the Client Data Management System (CDMS) project. State Term Contract # 80101507-23-STC-ITSA IT Consulting - Staff Augmentation Project Area – 4 Job # 8210 Job Title: Program Manager Scope Variant: Senior Manager Consultant: Narasimha (Naru) Nayak	198.75	119.00	23,651.25

Total	\$23,651.25
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Santosh Pradhan
Email: accounts@sanrose.com
Phone: 850-339-7551

We appreciate your business!!



Vcarve Inc.
 1832 Capital Circle NE
 Tallahassee, FL 32308
 Invoices@Vcarve.com
 http://www.vcarve.com

INVOICE

BILL TO
 APD
 Information Technology.
 Agency For Persons With
 Disabilities. 4030 Esplanade
 Way, Room 260T.
 Tallahassee, FL 32399-0950

INVOICE # N24-1509
DATE 10/10/2024
DUE DATE 11/09/2024
TERMS Net 30

P.O. NUMBER C3FBBD **TOTAL HOURS** 140

DATE	ACTIVITY	QTY	RATE	AMOUNT
09/03/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/04/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/05/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/06/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/09/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/10/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/11/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/12/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/13/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/16/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
09/17/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/18/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/19/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/20/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/23/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:15	80.00	660.00
09/24/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:00	80.00	640.00
09/25/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	3:00	80.00	240.00
09/30/2024	APD- Neathala Consulting services provided by Ravi Shekar Neathala -	8:45	80.00	700.00

FEID- 59-3655495

BALANCE DUE

\$11,200.00



Vcarve Inc.
1832 Capital Circle NE
Tallahassee, FL 32308
Invoices@Vcarve.com
<http://www.vcarve.com>

INVOICE

BILL TO

APD
Information Technology.
Agency For Persons With
Disabilities. 4030 Esplanade
Way, Room 260T.
Tallahassee, FL 32399-0950

INVOICE # N24-1510
DATE 10/10/2024
DUE DATE 11/09/2024
TERMS Net 30

P.O. NUMBER	TOTAL HOURS
C3D2A1	143

DATE	ACTIVITY	QTY	RATE	AMOUNT
09/03/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/04/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/05/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/06/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/09/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/10/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/11/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/12/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/13/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/16/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
09/17/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/18/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/19/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/20/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/23/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/24/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:00	85.00	680.00
09/25/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	6:30	85.00	552.50
09/30/2024	APD - Macherla Consulting Services Provided by Rama Rao Macherla -	8:30	85.00	722.50

FEID- 59-3655495

BALANCE DUE

\$12,155.00



1607 Village Square Blvd, STE 1,
Tallahassee, FL 32309-2772

FEID: 20-2887462

<http://www.sanrose.com>

INVOICE

Bill To
Operations & Management Consultant Agency for Persons With Disabilities 4030 Esplanade Way 260 Tallahassee, FL 32399

Date	Invoice Number
10/10/2024	634

Service Period	P. O. / Contract
09/01/2024 - 09/30/2024	C40508

Description	Hours	Rate	Amount
Provide direction and leadership to project team members for the Client Data Management System (CDMS) project. State Term Contract # 80101507-23-STC-ITSA IT Consulting - Staff Augmentation Project Area – 4 Job # 8210 Job Title: Program Manager Scope Variant: Senior Manager Consultant: Narasimha (Naru) Nayak	187	119.00	22,253.00

Total	\$22,253.00
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Santosh Pradhan
Email: accounts@sanrose.com
Phone: 850-339-7551

We appreciate your business!!

Revised 05/2024

CA-32

Contract No. ACI02 Client Non-Client
**FLORIDA AGENCY FOR PERSONS WITH DISABILITIES STANDARD CONTRACT
 SUPPLEMENT TO ALTERNATE CONTRACT SOURCE**

THIS SUPPLEMENT TO ALTERNATE CONTRACT SOURCE ("CONTRACT") is entered into between the Florida Agency for Persons with Disabilities, hereinafter referred to as the "Agency" or "APD," and **WellSky Corporation** hereinafter referred to as the "Vendor" or "WellSky."

The Vendor and the State of Florida, **Florida Department of Management Services** entered into that certain State of Florida **Florida Department of Management Services** Standard Contract, contract number **43230000-NASPO-16-ACS**, dated as of **08/09/2019** (the "**FLDMS** Contract") under which **Florida Department of Management Services** contracted with the Vendor to obtain **Cloud Solutions**.

Pursuant to section 287.042(16), Florida Statutes, the Florida Department of Management Services ("DMS") authorized the Agency to enter into an Alternate Contract Source Agreement subject to the FLDMS Contract with the Vendor under which the Agency would be an approved buyer under the Agreement. The FLDMS Agreement and its attachments and any exhibits referenced in said attachments (including the NASPO ValuePoint Master Agreement, AR3110 and attachments therein), together with any documents incorporated by reference, govern this Contract and are incorporated herein by reference and maintained in the Contract Manager's file.

The Vendor and the Agency desire to enter into this Contract to supplement and clarify the provisions of the **FLDMS** Contract.

Accordingly, the Agency and Vendor agree as follows:

1. Contract Document

This Contract and its attachments and any exhibits referenced in said attachments, together with any documents incorporated by reference, contain all the terms and conditions agreed upon by the parties, and such documents shall collectively constitute and be referred to as the "Contract." Agency forms, policies, and operating procedures incorporated herein by reference can be obtained from the Contract Manager.

2. Requirements of Section 287.058, Florida Statutes (F.S.)

- a. The Vendor shall provide units of deliverables that are quantifiable, measurable, and verifiable, as specified in this Contract. Each deliverable must be directly related to the scope of work and specify a performance measure. These deliverables must be received and accepted by the Contract Manager (as defined in Section 40 below) in writing prior to payment, subject to subsequent audit and review and to the satisfaction of the Agency subject to Section 27 below. The Vendor shall also provide required reports, plans, findings, and drafts, as specified in this Contract.
- b. The Vendor shall submit bills for fees or other compensation for services or expenses in sufficient detail for proper pre-audit and post-audit; where itemized payment for travel expenses are permitted in this Contract, submit bills for any travel expenses in accordance with section 112.061, F.S., or at such lower rates as may be provided in this Contract.
- c. The Vendor shall allow public access to all documents, papers, letters, or other public records as defined in subsection 119.011(12), F.S. and as prescribed by sections 119.07 and 119.0701, F.S., made or received by the Vendor in conjunction with this Contract except that public records which are made confidential by law must be protected from disclosure. It is expressly understood that the Vendor's failure to comply with this provision may constitute an immediate breach of contract for which the Agency may unilaterally and without prior notice terminate the Contract.

3. Effective and Ending Dates

This Contract shall begin on, **July 1, 2024** or on the date on which the Contract has been signed by the last party required to sign it, whichever is later. It shall end at midnight, Eastern Time on **June 30, 2026**.

4. Contract Amount

The Agency shall pay for contracted services according to the terms and conditions of this Contract in an amount not to exceed **\$5,334,630** or the rate schedule, subject to the availability of funds and satisfactory performance of all terms and conditions by the Vendor. The State of Florida's performance and obligation to pay under this Contract is contingent upon an annual appropriation by the Legislature. Any costs or services paid for under any other contract or from any other source are not eligible for payment under this Contract.

5. Federal Law

- a. If this Contract contains federal funds, the Vendor shall comply with the provisions of federal law and regulations including, but not limited to, 45 Code of Federal Regulations (CFR) Part 75, and other applicable regulations.
- b. If this Contract contains over \$150,000 of federal funds, the Vendor shall comply with all applicable standards, orders, or regulations issued under section 306 of the Clean Air Act, as amended (42 United States Code (U.S.C.) 7401 et seq.), section 508 of the Federal Water Pollution Control Act, as amended (33 U.S.C. 1251 et seq.), Executive Order 11738, as amended and where applicable, and Environmental Protection Agency regulations (40 CFR Chapter 1, subchapter B). The Vendor shall report any violations of the above to the Agency.
- c. No federal funds received in connection with this Contract may be used by the Vendor, or agent acting for the Vendor, or subcontractor to influence legislation or appropriations pending before the Congress or any State legislature. If this Contract contains federal funding in excess of \$100,000, the Vendor must, prior to contract execution, complete the Certification Regarding Lobbying form, Attachment **N/A**. If a Disclosure of Lobbying Activities form, Standard Form LLL, is required, it may be obtained from the Contract Manager. All disclosure forms as required by the Certification Regarding Lobbying form must be completed and returned to the Contract Manager, prior to payment under this Contract.
- d. Unauthorized aliens shall not be employed by the Vendor. The Agency shall consider the employment of unauthorized aliens a violation of section 274A(a) of the Immigration and Nationality Act (8 U.S.C. 1324a) and section 101 of the Immigration Reform and Control Act of 1986 (8 U.S.C. 1324a). Such violation shall be cause for unilateral termination without prior notice of this Contract by the Agency.
- e. If this Contract contains \$10,000 or more of federal funds, the Vendor shall comply with Executive Order 11246, Equal Employment Opportunity, as amended by Executive Order 11375 and others, and as supplemented in Department of Labor regulation 41 CFR Part 60 and 45 CFR Part 75, if applicable.
- f. If this Contract contains federal funds and provides services to children up to age 18, the Vendor shall comply with the Pro-Children Act of 1994 (20 U.S.C. 6081-6084). Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1,000 for each violation or the imposition of an administrative compliance order on the responsible entity, or both.

6. Audits, Inspections, Investigations, Records and Retention, Cooperation with the Inspector General

- a. The Vendor shall establish and maintain books, records and documents (including electronic storage media) sufficient to reflect all income and expenditures of funds provided by the Agency under this Contract.
- b. Retention of all client records, financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to this Contract to verify the provision of Services shall be maintained by the Vendor for a period of six (6) years after completion or termination of the Contract or the resolution of any pending action (i.e., audit, legal, etc.), or longer when required by law. In the event an audit is required by this Contract, records shall be retained for a period of six (6) years after the audit report is issued or until resolution of any audit findings or litigation based on the terms and conditions of this Contract, at no additional cost to the Agency.
- c. Upon written demand no more than once per year, at no additional cost to the Agency, the Vendor will facilitate the duplication and transfer of any records or documents during the required retention period in

Section 6.b.

- d. These records shall be made available at all reasonable times for inspection, review, copying, or audit by Federal, State, or other personnel duly authorized by the Agency in a time and manner agreed upon by the Parties.
- e. At all reasonable times for as long as records are maintained, persons duly authorized by the Agency and Federal auditors, pursuant to 45 CFR Part 75.364, shall be allowed full access to and the right to examine any of the Vendor's contracts and related records and documents pertinent to the Vendor's provision of the Services, regardless of the form in which kept, subject to applicable confidentiality obligations.
- f. A financial and compliance audit shall be provided to the Agency as specified in this Contract and in **Attachment II**.
- g. Pursuant to section 20.055(5), F.S., the Vendor and any subcontractors understand and shall comply with their duty to cooperate with the Agency's Inspector General in any investigation, audit, inspection, review, or hearing.
- h. The Vendor agrees to include these aforementioned audit and record keeping requirements in all approved subcontracts and/or assignments of this Contract.
- i. Pursuant to **Governor's Executive Order 20-44**, issued February 20, 2020, if the Vendor is required by the Internal Revenue Code to file IRS Form 990 and is named in statute with which the Agency must form a sole-source, public-private agreement; or through contract or other agreement with the State, annually receives 50% or more of its budget from the State or from a combination of State and Federal funds, the **Vendor shall submit Exhibit F- Form CA-48** (Executive Compensation Attestation Report) to the Agency annually, including the most recent IRS Form 990, detailing the total compensation for each member of the Vendors executive leadership team.
 - (1) Total compensation shall include salary, bonuses, cashed-in leave, cash equivalents, severance pay, retirement benefits, deferred compensation, real-property gifts, and any other payout.
 - (2) The Vendor shall inform the Agency of any changes in total executive compensation during the period between the filing of Annual Reports within 60 days of any change taking effect.
 - (3) All compensation reports shall detail the percentage of executive leadership compensation received directly from all State and/or Federal allocations to the Vendor.
 - (4) Annual Reports shall be in the form approved by the Agency and shall be submitted to the Agency Contract Manager listed in Section 40, or otherwise so designated, within 180 days following the end of each tax year of the Vendor receiving Agency funding.
- j. For the purposes of this Contract, "subcontractor" shall mean a subcontractor providing Services directly to the Agency on behalf of Vendor under this Contract and shall not include any third-party component (product) or services provider for the generally available Services.

7. Monitoring by the Agency

Exhibit A, Section L 12.1 of 43230000-NASPO-16-ACS is incorporated herein.

8. Indemnification

Exhibit A, Section K 7.5 of 43230000-NASPO-16-ACS is incorporated herein.

9. Insurance

Attachment A, Section 16 of the NASPO AR 3110 is incorporated herein.

10. Public Records (Section 119.0701, F.S.)

- a. The Vendor shall keep and maintain public records required by the Agency to perform the Services as

specified in this Contract.

- b. Upon written request from the Agency's Custodian of Public Records, the Vendor shall provide the Agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes or as otherwise provided by law.
- c. The Vendor shall ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term and following completion of the Contract if the Vendor does not transfer the records to the Agency.
- d. Upon completion of the Contract and upon written request, the Vendor shall transfer, at no cost, to the Agency all public records in possession of the Vendor related to the performance of the Service. If the Vendor transfers all public records to the Agency upon completion of the Contract, the Vendor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements except as retain in the ordinary course of business practices. If the Vendor keeps and maintains public records upon completion of the Contract, the Vendor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Agency, upon request from the Agency's Custodian of Public Records, in Vendor's then-current format or a format that is compatible with the information technology systems of the Agency as agreed upon by Vendor.
- e. A request to inspect or copy public records relating to the Agency Contract must be made directly to the Agency. If the Agency does not possess the requested records, the Agency shall immediately notify the Vendor of the request, and the Vendor must provide the records to the Agency or allow the records to be inspected or copied within a reasonable time as set forth in subsection (b) above.
- f. If the Vendor does not comply with the Agency's request for records, the Agency shall enforce the Contract provisions in accordance with the Contract.
- g. If the Vendor fails to provide the public records to the Agency within a reasonable time, the Vendor may be subject to penalties under section 119.10, F.S.
- h. If a civil action is filed against the Vendor to compel the production of public records relating to the Contract, the court shall assess and award against the Vendor the reasonable costs of enforcement, including reasonable attorney fees, if (i) the court determines that the Vendor unlawfully refused to comply with the public records request within a reasonable time; and (ii) at least 8 business days before filing the action, the plaintiff provided written notice of the public records request, including a statement that the Vendor has not complied with the request, to the Agency and to the Vendor. A Vendor who complies with a public records request within 8 business days after the notice is sent is not liable for the reasonable costs of enforcement.
- i. **If the Vendor has questions regarding the application of Chapter 119, F.S., to the Vendor's duty to provide public records relating to this Contract, contact the Custodian of Public Records at:**

**Agency's Public Records Coordination Office
Agency for Persons with Disabilities
4030 Esplanade Way, Suite 335
Tallahassee, FL 32399-0950
(850) 410-1309
publicrecords@apdcares.org**

11. Assignments and Subcontracts

- a. The Vendor shall not assign the responsibility for this Contract to another party without prior written approval of the Agency, and such approval shall only be granted upon the Agency's sole determination, to at least include but is not limited to consideration that such assignment will not adversely affect the public interest or the Agency; however, in no event may Vendor assign or enter into any transaction having the effect of assigning or transferring any right to receive payment under this Contract which right is not conditioned on full and faithful performance of Vendor's duties hereunder. Notwithstanding the foregoing, Vendor may assign this Agreement to an affiliate or in connection with any merger, reorganization or sale of substantially all of Vendor's assets or other change of control transaction without consent from Agency provided such assignment does not materially adversely affect Vendor's continued performance under the Contract, provided Vendor shall provide notice to Agency when appropriate and generally available in the market. Any sublicense, assignment, or transfer otherwise occurring without prior approval of the Agency shall be null and void. The Vendor shall not subcontract for any of the Services contemplated under this Contract without prior written approval of the Agency, which shall not be unreasonably withheld.
- b. To the extent permitted by Florida Law, and in compliance with Section 8 of this Contract, the Vendor is responsible for all Services performed and for all commodities produced pursuant to this Contract whether actually furnished by the Vendor or its subcontractors. Any subcontracts shall be evidenced by a written document. The Vendor further agrees that the Agency shall not be liable to the subcontractor in any way or for any reason. The Vendor, at its expense, will defend the Agency against such claims.
- c. The Vendor shall make payments to any subcontractor within seven (7) working days after receipt of full or partial payments from the Agency in accordance with section 287.0585, F.S., unless otherwise stated in the contract between the Vendor and subcontractor.
- d. The State of Florida shall at all times be entitled to assign or transfer, in whole or part, its rights, duties, or obligations under this Contract to another governmental Agency in the State of Florida, upon giving prior written notice to the Vendor. In the event the State of Florida approves transfer of the Vendor's obligations, the Vendor remains responsible for all Services performed and all expenses incurred in connection with this Contract. This Contract shall remain binding upon the successors-in-interest of either the Vendor or the Agency.
- e. The Vendor shall include, or cause to be included, in all subcontracts for subcontractors the substance of all clauses contained in this Contract that mention or describe subcontract compliance.

12. Return of Funds

The Vendor shall return to the Agency any balance of unobligated funds which has been advanced or paid, any funds paid in excess of the amount to which the Vendor is entitled under the terms and conditions of this Contract, overpayments due to unearned funds or funds disallowed that were disbursed to the Vendor by the Agency. In the event that the Vendor or its independent auditor discovers that an overpayment has been made, the Vendor shall repay said overpayment immediately without prior notification from the Agency. In the event that the Agency first discovers an overpayment has been made, the Contract Manager, on behalf of the Agency, will notify the Vendor by letter of such findings. If Vendor agrees that such amount was an overpayment, and should repayment not be made within thirty (30) business days after discovery by the Vendor of the overpayment after the notification letter is received from the Agency, then the Vendor will be charged interest at the lawful rate of interest on the outstanding balance. In the event Vendor owes any amount to the Agency under this Contract and fails to pay such amount within thirty (30) days after written demand, the Agency may deduct such amount from payments due to Vendor from the Agency pursuant to this Contract if Vendor agrees in writing that such amount is due to Agency.

13. Client Risk Prevention and Incident Reporting

The following provision shall be applicable if Vendor provides Services directly to Agency clients. The Vendor and any subcontractor must comply with and inform its employees assigned to this Contract of the following mandatory reporting requirements. Each employee of the Vendor, and of any subcontractor, providing services

in connection with this Contract who has any knowledge of a reportable incident shall report such incident as follows:

- a. A reportable incident is defined in APD OP 3-006, Incident Reporting and Risk Prevention for Clients Living in the Community, which can be obtained from the Contract Manager. Reportable incidents that may involve an immediate or impending impact on the health or safety of a client shall be immediately reported to the Contract Manager.
- b. Other reportable incidents shall be reported to the Agency's Office of Inspector General through: APD.OIG@apdcares.org.

14. Civil Rights Requirements

Exhibit A, Section K 5.1 of 43230000-NASPO-16-ACS is incorporated herein.

15. Independent Capacity of the Contractor

- a. The Vendor agrees that it acts at all times in the capacity of an independent entity and not as an officer, employee, or agent of the Agency for Persons with Disabilities or the State of Florida. The Vendor shall not represent to others that it has the authority to bind the APD or State of Florida unless specifically authorized in writing to do so. In addition to the Vendor, this is also applicable to the Vendor's officers, agents, employees or subcontractors in performance of this Agreement.

16. Publicity

Without limitation, the Vendor and its employees, agents, and representatives shall not, without prior Agency written consent in each instance, use in advertising, publicity or any other promotional endeavor any State mark, the name of the State's mark, the name of the State or any State affiliate or any officer or employee of the State, or represent, directly or indirectly, that any product or service provided by the Vendor has been approved or endorsed by the State, or refer to the existence of this Contract in press releases, advertising or materials distributed to the Vendor's prospective customers. The Vendor may include the name of Agency on its client list (orally or in print) for similar services.

17. Final Invoice

The final invoice for payment shall be submitted to the Agency no more than 90 days after the Contract expires, ends, or is terminated, provided if such expiration or termination occurs within 30 days of the end of Agency's fiscal year, such final invoice shall be submitted to Agency no more than 60 days after such expiration or termination. If the Vendor fails to do so and the associated funding cycle has ended, the Agency may elect not to honor any requests submitted after the aforesaid time period.

18. Use of Funds for Lobby Prohibited

The Vendor shall comply with the provisions of sections 11.062 and 216.347, F.S., which prohibit the expenditure of Contract funds for the purpose of lobbying the Legislature, judicial branch, or a state Agency.

19. Public Entity Crime and Discriminatory Contractors

Exhibit A, Section K 5.4 of 43230000-NASPO-16-ACS is incorporated herein.

20. Employee Gifts

The Vendor shall not offer to give or give any gift to any Agency employee. In addition to any other remedies available to the Agency, any violation of this provision will result in referral of the Vendor's name and description of the violation of this term to the Department of Management Services for the potential inclusion of the Vendor's name on the Suspended Vendor List for an appropriate period. The Vendor shall ensure that its subcontractors, if any, comply with these provisions.

21. Patents, Copyrights, and Royalties

- a. It is agreed that all intellectual property, inventions, discoveries, written or electronically created materials, including manuals, presentations, films, or other copyrightable materials, arising in relation to Vendor's performance under this Contract, and the performance of all of its officers, agents and subcontractors in relation to this Contract are and shall remain the intellectual property of Vendor.
- b. To the extent that the Services provided by Contractor are generated by Contractor's proprietary software, created prior to the execution of this contract and not modified using funds from this contract, the Agency agrees that it has no claims of ownership, including copyrights, patents, or other intellectual property rights to Contractor's software.
- c. If the Vendor or one of its subcontractors is a university and a member of the State University System of Florida, then section 1004.23, F.S., shall apply, but the Agency shall retain a perpetual, fully-paid, nonexclusive license for its use and the use of its contractors of any resulting patented, copyrighted or trademarked work products.

22. Information Security Obligations

An appropriately skilled individual shall be identified by the Vendor to function as its Data Security Officer. The Data Security Officer shall act as the liaison to the Agency's Information Security staff and will maintain an appropriate level of data security for the information the Vendor is collecting or using in the performance of this Contract. An appropriate level of security includes:

- a. Approving and tracking all Vendor employees and authorized subcontractors that request or have access to any Agency data system or information; and
- b. Notifying the Agency within two (2) business days of termination of any employee who possesses credentials to access the Agency's systems or facilities, which access is controlled by the Agency. (DMS Rule 60GG-2.003(1)(a)(7), F.A.C.)

The Data Security Officer shall implement security controls equivalent to or exceeding the level of security according to industry standard practices to ensure that user access to any Agency data system or information has been removed from all terminated, separated, and retired Vendor employees, or any employees who have been reassigned to positions where access to data systems and/or information is no longer authorized. (Section 282.318(4)(h), F.S.)

- c. The Vendor shall provide security awareness training to its staff who have access to Agency information. The Vendor shall maintain documentation of its affected staff's completion of this training. The Vendor shall make available to the Agency confirmation of this training, upon request.
- d. All Vendor staff and subcontractors who have access to Agency information shall comply with Vendor's policies and procedures relating to data security consistent with industry standards.
- e. The Vendor shall employ reasonable and appropriate administrative, technical, and physical safeguards to protect against unauthorized releases of any protected health information, personally identifiable information, and/or or confidential information by ensuring both data and storage devices are adequately encrypted per Vendor's policies and procedures consistent with industry standards. If encryption of these devices is not possible, then the Vendor shall assure that unencrypted protected health information, personally identifiable information, and/or and confidential Agency data are not stored on unencrypted storage devices. The Vendor will comply with obligations relative to subcontractors as provided in the Business Associate Agreement set forth in Attachment III.
- f. Except as otherwise provided for in the Business Associate Agreement, if applicable, the Vendor agrees to notify Information Security Management at APD.ISM@apdcare.org and the Contract Manager immediately and without delay, but no later than within forty-eight hours following the discovery of any breach, or 10 business days for any attempted breach (provided Vendor will provide a report of any attempted breach upon written request of Agency), or unauthorized release of protected health information, personally identifiable information, and/or and confidential Agency data. The Vendor shall require the same notification requirements of all of its subcontractors.

- g.** Except as otherwise provided for in the Business Associate Agreement, if applicable the Vendor shall comply with the provisions of section 501.171, F.S. In the event of a breach of security of a system maintaining Agency PHI by the Vendor, the Vendor shall notify the Agency of the breach of security, or reason to believe a breach has occurred, within 10 days following determination of the breach of security, or reason to believe a breach has occurred. The Vendor shall provide the Agency with all information the Agency needs to comply with the Agency's notice requirements under section 501.171, F.S. to the extent known.

h. Health Insurance Portability and Accountability Act (HIPAA)

The Vendor shall, where applicable, comply with the Health Insurance Portability and Accountability Act (42 U.S.C. 1320d) as well as all regulations promulgated there under 45 CFR Parts 160, 162, and 164. If the Vendor is a Business Associate, as defined in 45 CFR 160.103, the Vendor shall execute and comply with the terms and conditions of the Business Associate Agreement attached hereto as **Attachment III**, which is incorporated herein by reference as if set forth herein. A violation or breach of the terms and conditions of the Business Associate Agreement may constitute a material breach of this Contract.

23. PUR (Purchasing) 1000 Form

The PUR 1000 Form dated 10/06 is hereby incorporated by reference and made a part hereof as if fully recited herein. Sections 1.d., 2-4, 6, 7-13, 18-19, 21-25, 27, 31-33 and 35 of the PUR 1000 Form are not applicable to this Contract. Other provisions of the PUR 1000 Form are clarified, revised or supplemented as set forth elsewhere in this Contract. In the event of any conflict between the PUR 1000 Form, and any terms or conditions of this Contract, the terms or conditions of this Contract shall take precedence over the PUR 1000 Form. Notwithstanding the foregoing, if the conflicting term in the PUR 1000 Form is required by any section of the Florida Statutes, the term in the PUR 1000 Form shall take precedence.

24. Notification of Legal Action

The Vendor shall notify the Agency of actual legal actions taken against the Vendor related to Services provided through this Contract or that may adversely impact the Vendor's ability to deliver the contractual Services, or that may adversely impact the Agency. The Agency's Contract Manager will be notified within ten (10) calendar days of Vendor becoming aware of such actions or from the day of the legal filing, whichever comes first.

25. Whistleblower's Act Requirements

In accordance with subsection 112.3187(2), F.S., the Vendor and its subcontractors shall not retaliate against an employee for reporting violations of law, rule, or regulation that creates substantial and specific danger to the public's health, safety, or welfare to an appropriate Agency. Furthermore, agencies or independent contractors shall not retaliate against any person who discloses information to an appropriate Agency alleging improper use of governmental office, gross waste of funds, or any other abuse or gross neglect of duty on the part of an Agency, public officer, or employee.

26. Proprietary or Trade Secret Information

- a.** Unless exempted by law, all public records are subject to public inspection and copying under Florida's Public Records Law, Chapter 119, F.S. Any claim by Vendor of proprietary or trade secret confidentiality for any information contained in Vendor's documents (reports, deliverables or work papers, etc., in paper or electronic form) submitted in connection with this Contract will be waived, unless the claimed confidential information is submitted in accordance with Section 26.b. or c. below.
- b.** In accordance with Section 215.985(14), F.S., this Contract, is subject to inclusion in the web-based system called the Florida Accountability Contract Tracking System (FACTS). A copy of this Contract, any amendments, renewals, and extensions thereof, and any associated procurement documents, are subject to posting in FACTS and made available to the public. Any claim by Vendor that the Contract or procurement documents contain "confidential" or "exempt" material will be waived at the time of execution of this Contract, unless the claimed confidential information is submitted in accordance with Section 34.c.

below. For the purposes of this Contract, information relating to Vendor product functionality, source code, object code, Documentation (as defined in the Master License and Services Agreement), product plans, operations, trade secrets, or use of the Vendor's products will be considered confidential and exempt from release. Trade secrets shall be deemed confidential per 119 F.S., on a case-by-case basis.

- c. For items other than those specified in this Section, the Vendor must clearly label any portion of the documents, data, or records submitted that it considers exempt from public inspection or disclosure pursuant to Florida's Public Records Law as confidential, exempt, proprietary or trade secret. The labeling will include a justification citing specific statutes and facts that authorize exemption of the information from public disclosure. If different exemptions are claimed to be applicable to different portions of the protected information, the Vendor shall include information correlating the nature of the claims to the particular protected information. The Vendor is deemed to have released the Agency from liability for disclosure of confidential, exempt, proprietary, or trade secret information if Vendor fails to comply with this subsection at the time the Contract is executed.
- d. The Agency, when required to comply with a public records request including documents submitted by the Vendor, may require the Vendor to expeditiously submit redacted copies of documents marked as confidential, exempt, proprietary, or trade secret in accordance with Section 26.c. above. Accompanying the submission shall be an updated version of the justification under Section 26.c. above, correlated specifically to redacted information, either confirming that the statutory and factual basis originally asserted remain unchanged or indicating any changes affecting the basis for the asserted exemption from public inspection or disclosure. The redacted copy must exclude or obliterate only those exact portions that are claimed to be proprietary or trade secret. If the Vendor fails to promptly submit a redacted copy, the Agency is authorized to produce the records sought without any redaction of proprietary or trade secret information.
- e. The Vendor shall be responsible for defending its claim that each and every portion of the redactions of confidential, proprietary, or trade secret information are exempt from inspection and copying under Florida's Public Records Law.

27. Contract Payment

- a. Pursuant to section 215.422, F.S., the Agency has five (5) working days to inspect and approve goods and services, unless the bid specifications, purchase order, or this Contract specify otherwise. If Agency Contract Manager does not provide an objection in writing to the Vendor Project Manager or Client Success Executive within such time period, such goods and/or services shall be deemed approved or accepted. With the exception of payments to health care Vendors for hospital, medical, or other health care services, if payment is not available within forty (40) days, measured from the latter of the date a properly completed invoice is received by the Agency or the goods or services are received, inspected, and approved, a separate interest penalty set by the Chief Financial Officer pursuant to section 55.03, F.S., will be due and payable in addition to the invoice amount. Payments to health care Vendors for hospital, medical, or other health care services, shall be made not more than thirty-five (35) days from the date eligibility for payment is determined. Financial penalties will be calculated at the daily interest rate of .03333%. Invoice payment requirements do not start until a properly completed invoice is provided to the Agency. Interest penalties less than one (1) dollar will not be paid unless the Vendor requests payment. Payment shall be made only upon acceptance by the Agency but shall remain subject to subsequent audit or review to confirm Contract compliance and/or to the Return of Funds provision of Section 12 of this contract.
- b. For any contract pertaining to construction, the Agency must pay the remaining balance of the contract within twenty (20) business days after receipt of a completed invoice.

c. Vendor Ombudsman

A Vendor Ombudsman has been established within the Department of Financial Services. The duties of this office are found in section 215.422(7), F.S., which include disseminating information relative to prompt payment by the State and to assisting vendors in receiving their payments in a timely manner from a state Agency. The Vendor Ombudsman may be contacted at (850) 413-5516 or (800) 342-2762, the State of Florida Chief Financial Officer's Hotline.

28. Notice

Any notice that is required under this Contract shall be in writing and sent by electronic mail, or U.S. Postal Service, or any expedited delivery service that provides verification of delivery, or by hand delivery. Said notice shall be sent to the representative of the Vendor or Agency responsible for administration of the program, to the designated address contained in this Contract.

29. Financial Consequences for Vendor's Failure to Perform or Failure to Comply with Requirement for Corrective Actions

- a. Corrective action plans and/or financial consequences must be required for noncompliance, nonperformance, unacceptable performance, or failure to meet the minimum level of service or performance under this Contract pursuant to sections 215.971 and 287.058, F.S. Financial consequences must be imposed for failures to timely implement or to make acceptable progress on such corrective action plans. The Parties agree that such noncompliance or failures may cause damages to the Agency, which by their nature such damages are difficult to ascertain. Accordingly, the financial consequences set forth in Exhibit B (excluding D12, D16, and D21) and subsection (c) below are intended to compensate Agency for such damages. Such financial consequences shall be Agency's only remedy for breach of Deliverables set forth in Exhibit B (excluding D12, D16, and D21) and subsection (c) below and are consistent with the obligations pursuant to 215.971 and 287.058, F.S. This shall not limit Agency's right to seek damages or other available remedies for breaches of other provisions of the Contract (i.e., not the requirements in Exhibit B or subsection (c)) if such breaches arise out of the same event or events that gave rise to the breach of Deliverables in Exhibit B (excluding D12, D16, and D21) or subsection (c) below.
- b. The aggregate financial consequences imposed against Vendor pursuant to this Section 29 and Exhibit B shall not exceed 5% of the recurring Cloud Services fees for such annual period in a calendar year and shall not exceed 10% of overall Contract value for recurring Cloud Services fees.
- c. For Cloud Services Availability as set forth in Vendor's Cloud Services Support Terms set forth in Exhibit D, the following financial consequences shall apply: In the event that the Availability is less than the minimum acceptable performance measure of 99% for an annual measurement period ("Availability Failure"), a financial consequence will be imposed to the applicable percentage of the annual recurring fees for Cloud Services applicable to the annual measurement period in which the failure occurred as set forth in the table below.

Availability	Financial Consequence
Less than 99% but at least 98%	2% of the fees for the Cloud Services
Less than 98% but at least 97%	4% of the fees for the Cloud Services
Less than 97%	6% of the fees for the Cloud Services

- d. The deadline for payment shall be as stated in the notification imposing the financial consequences. Payment shall be in the form of a financial consequence imposed on the Vendor on Agency's subsequent invoice received for Services.
- e. Deliverables set forth in Exhibit B items D12, D16, and D21, will each require a mutually agreeable statement of work that establishes scope and timeline for the applicable Deliverables. If WellSky fails to deliver such Deliverables in accordance with the requirements in the applicable statement of work and Exhibit B, the Agency shall have available remedies under the Contract or as provided in the applicable statement of work, which may include refusing payment, withholding payments until deficiency is cured, tendering only partial payments, and applying payment adjustments.
- f. If this Contract is funded with federal assistance, this provision can be excluded from the Contract only if financial consequences are prohibited by the federal Agency awarding the funds.

30. Termination

- a. This Contract may be terminated by either party without cause upon no less than thirty (30) calendar days' notice in writing to the other party unless a sooner time is mutually agreed upon in writing, provided that if a party seeks to terminate due to an emergency caused by the other party for which cure is not feasible, the Contract may be terminated for convenience upon twenty-four (24) hours' notice in writing to the other party. Said notice shall be delivered as noted in Section 28 to the Contract Manager or the representative of the Vendor responsible for administration of the program. The Vendor shall not furnish any services after it receives the written notice of termination, except as necessary to complete the continued portion of the Contract, if any. The Vendor shall be compensated for any work completed in accordance with the Contract up to and including the date of termination but shall not be entitled to recover any cancellation charges or lost profits.
- b. In the event funds for payment pursuant to this Contract become unavailable, the Agency may terminate this Contract upon no less than twenty-four (24) hours' notice in writing to the Vendor. Said notice shall be sent as noted in Section 28. The Agency shall be the final authority as to the availability and adequacy of funds. In the event of termination of this Contract, the Vendor will be compensated for any work completed in accordance with the Contract prior to the effective date of the termination.
- c. In the event the Vendor materially breaches the terms and conditions of this Contract, the Agency may terminate the Contract upon no less than twenty-four (24) hours (excluding Saturday, Sunday, and Holidays) notice in writing to the Vendor after Vendor's failure to fully cure such breach within the time specified in a written notice of noncompliance issued by the Agency (which shall be no less than 45 days) specifying the nature of the noncompliance and the actions required to cure such noncompliance. The Agency's failure to demand performance of any provision of this Contract shall not be deemed a waiver of such performance. The Agency's waiver of any one breach of any provision of this Contract shall not be deemed to be a waiver of any other breach and neither event shall be construed to be a modification of the terms and conditions of this Contract.
- d. In the event the Agency materially breaches the terms and conditions of this Contract, the Vendor may terminate the Contract upon no less than twenty-four (24) hours (excluding Saturday, Sunday, and Holidays) notice in writing to the Agency after Agency's failure to fully cure such breach within the time specified in a written notice of noncompliance issued by the Vendor (which shall be no less than 45 days) specifying the nature of the noncompliance and the actions required to cure such noncompliance. The Vendor's failure to demand performance of any provision of this Contract shall not be deemed a waiver of such performance. The Vendor's waiver of any one breach of any provision of this Contract shall not be deemed to be a waiver of any other breach and neither event shall be construed to be a modification of the terms and conditions of this Contract.

31. Renegotiations or Modifications

Exhibit A, Section 8 of 43230000-NASPO-16-ACS is incorporated herein.

32. Dispute Resolution

Exhibit A, Section K 5.2 of 43230000-NASPO-16-ACS is incorporated herein.

33. Background Screening

- a. The Vendor shall ensure or contractually obligate that all Vendor's staff, and Vendor's subcontractor's staff, assigned to perform services under this Contract, shall have a background-screening. The Vendor is responsible for the cost of obtaining the screenings. The Agency reserves the right to request removal of any Vendor personnel assigned to the Services, provided Vendor shall not be responsible for any delays result from such removal.

- b. Licensed physicians, nurses, or other professionals licensed and regulated by the Department of Health are not subject to background screening pursuant to s. 393.0655, F.S., if they are providing a service that is within their scope of licensed practice.
- c. Human resource personnel who have been fingerprinted or screened pursuant to Chapters 393, 394, 397, 402, and 409, F.S., and teachers and non-instructional personnel who have been fingerprinted pursuant to Chapter 1012, F.S. who have not been unemployed for more than ninety (90) days and who under the penalty of perjury attest to the completion of the fingerprinting or screening and to compliance with the provisions of the applicable Florida Statute(s) and the standards for good moral character shall not be required to be re-fingerprinted or rescreened in order to comply with any caretaker screening or fingerprinting requirements.

34. Renewals

This Contract may be renewed, unless specifically stated otherwise in the **Attachment I**, for an additional 1 year term, in accordance with Section 287.057(14), Florida Statutes, (F.S.), at the same terms, and conditions and prices established in Exhibit A. If the Agency makes the determination to renew, a written notice will be provided to the Vendor, no later than 90 Days, prior to the Agreement expiration date. Such renewal shall be made by mutual agreement and shall be contingent upon satisfactory performance evaluations as determined by the Agency. Contracts procured by an exceptional purchase pursuant to Section 287.057 (3)(a) or (3)(c), F.S., may not be renewed. Any renewal shall be subject to the availability of funds and any costs for renewing the contract shall not be charged. Any renewal must be in writing and is subject to the same terms and conditions as set forth in the initial Contract and any written amendments signed by the parties.

35. Mandatory Reporting

If Vendor provides Services directly to Agency clients, this provision shall apply. The Vendor and its subcontractors assigned to this Contract must comply with and inform their employees of the following mandatory reporting requirements. Each employee, assignee, and volunteer of the Vendor, and of any subcontractor, providing services in connection with this Contract who has any knowledge or reasonable suspicion of a critical or reportable incident shall report such incident as follows:

- a. Reportable incidents that may involve the abuse, sexual misconduct, neglect, threatened harm, or exploitation of a client; or may have an immediate or impending impact on the health or safety of a client shall be immediately reported to the Florida Abuse Hotline on the statewide toll-free telephone number (1-800-962-2873) (TDD 1-800-453-5145). The Vendor shall then notify the Contract Manager immediately and without delay, but no later than one (1) business day, of the reported incident(s) to the Florida Abuse Hotline.
- b. Other reportable incidents shall be reported to the Agency's Contract Manager immediately and without delay, but no later than one (1) business day following the discovery of the incident. A critical or reportable incident is defined in APD Operating Procedure 3-0006, Incident Reporting for Clients Living in the Community, and APD Operating Procedure 7-004, Suspected Misconduct and Dishonesty.

36. Verification of Employment Status (E-Verify)

Exhibit A, Section K 13.2 of 43230000-NASPO-16-ACS is incorporated herein.

37. MyFloridaMarketPlace Registration

Exhibit A, Section D of 43230000-NASPO-16-ACS is incorporated herein.

38. MyFloridaMarketPlace Transaction Fee

Exhibit A, Section F of 43230000-NASPO-16-ACS is incorporated herein.

39. Scrutinized Companies

If this Contract is valued at \$1,000,000 (total Contract value) or more, awarded, extended, or renewed on or after July 1, 2011, the Vendor agrees to refrain from any of the prohibited business activities with the Governments of Sudan and Iran as described in section 215.473, F.S. If this Contract is valued at \$1,000,000 (total Contract value) or more, awarded, extended, or renewed on or after July 1, 2012, the Vendor also agrees to not engage in business operations in Cuba or Syria as described in section 287.135, F.S. If this Contract is valued at \$1,000,000 (total Contract value) or more, awarded, extended, or renewed on or after October 1, 2016, the Vendor also agrees to refrain from the boycott of Israel as described in section 215.4725, F.S. Pursuant to section 287.135, F.S., the Agency may immediately terminate this Contract for cause if the Vendor is found to have submitted a false certification required under Section 287.135(5), F.S., or the Vendor is placed on the Scrutinized Companies that Boycott Israel List, or is engaged in the boycott of Israel as described in section 215.4725, F.S, or is placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List or engaged in business operations in Cuba or Syria during the term of the Contract. If this Contract is valued at \$1,000,000 (total Contract value) or more, in execution of this Contract, Vendor certifies that it is not listed on either the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, is not participating in a boycott of Israel, and has not engaged in business operations in Cuba or Syria.

40. Official Payee and Representatives (Names, Addresses, Telephone Numbers, E-mail addresses):

- a. The Vendor name, as shown on page 1 of this Contract, and mailing address of the official payee to whom the payment shall be made is:

WellSky Corporation
11300 Switzer Road
Overland Park, KS 66210
703-657-1425

- b. The name of the contact person and street address where financial and administrative records are maintained is:

Dusty Rudicel
11300 Switzer Road
Overland Park, KS 66210
913-307-1039
dusty.rudicel@wellsky.com

- c. The name, mailing address, telephone number, and e-mail address of the Contract Manager for the Agency for this Contract is:

Bureau of Contract Administration
4030 Esplanade Way; Suite 280
Tallahassee, Florida 32399-0950
850-488-4262
contractadministration@apdcares.org

- d. The name, mailing address, telephone number, and e-mail address of the representative of the Vendor responsible for administration of the program under this Contract is:

Grace Burghart
11300 Switzer Road
Overland Park, KS 66210
617-380-3073
grace.burghart@wellsky.com

Upon change of representative information (names, addresses, telephone numbers or e-mail addresses) by either party, notice shall be provided in writing to the other party and the notification attached to the originals of this Contract.

41. All Terms and Conditions Included

This Contract and its Attachments, **I, II, and III** and any exhibits referenced in said attachments, together with any documents incorporated by reference, contain all the terms and conditions agreed upon by the parties. There are no provisions, terms, conditions, or obligations other than those contained herein, and this Contract shall supersede all previous communications, representations, or agreements, either verbal or written between the

parties. Vendor shall comply with all applicable federal, state, and local laws and regulations. If any term or provision of this Contract is legally determined unlawful or unenforceable, the remainder of the Contract shall remain in full force and effect and such term or provision shall be stricken. In the event of a conflict between the provisions of the documents, the documents shall be interpreted in the following order of precedence:

- a. Attachment I (Ongoing Maintenance & Support Services Scope of Work)
- b. Attachment I Exhibits A, B, C , F
- c. Attachment I Exhibit D
- d. Attachment I Exhibit E
- e. The Standard Contract; and
- f. Any documents incorporated in the Standard Contract by reference.

By signing this Contract, the parties acknowledge that they have read and agree to the entire Contract, as described in Section 40 above.

IN WITNESS THEREOF, the parties hereto have caused this **97** page Contract to be executed by their undersigned officials as duly authorized.

WELLSKY CORPORATION

FLORIDA AGENCY FOR PERSONS WITH DISABILITIES

SIGNATURE: Stephen Greenberg

SIGNATURE: Taylor N. Hatch

NAME: Stephen Greenberg

NAME: Taylor N. Hatch

TITLE: SVP Human & Social Services

TITLE: Director

DATE: 7/4/2024 | 10:19 AM CDT

DATE: 7.4.24

FEDERAL EID # (or SSN, if applicable): 54-19141650

Vendor Fiscal Year Ending Date: 06/30

**ATTACHMENT I
(ONGOING MAINTENANCE AND SUPPORT SERVICES)
SCOPE OF WORK**

A. SERVICES TO BE PROVIDED

1. Definition of Terms

a. Contract Terms

Contract terms used in this document and not otherwise defined herein or in the FLDMS Contract, including attachments thereto, can be found in the Agency for Persons with Disabilities (Agency or APD) Glossary of Contract Terms, which is incorporated herein by reference and can be obtained from the Agency's Contract Manager.

b. Service Specific Terms

- 1) Agency** – The State of Florida, Agency for Persons with Disabilities referred to in this document as “the Agency” or “APD”.
- 2) Calendar Day** - Each day, not including the day of the act, event, or default from which a designated period of time begins to run, but including the last day of the period unless it is a Saturday, Sunday, statewide furlough day, or legal holiday, in which case the period runs until the end of the next day that is not a Saturday, Sunday, Federal holiday, or legal holiday.
- 3) Change Order** - Any deviation or change in Services which may result in a reduction or increase to the cost of the original Contract.
- 4) Confidential Information** – This term is as defined in Attachment A, Section 2, NASPO ValuePoint Master Agreement Terms and Conditions, of AR3110, provided (1) product functionality, (2) product plans and business operations, (3) trade secrets, (4) the Documentation, (5) the design and architecture of the Cloud Services, including the database, and (6) any source and object code of the system, where (1)-(6) is confidential information of Vendor.
- 5) Client** - Any person determined eligible by the Agency for services under Chapter 393, Florida Statutes (F.S.).
- 6) Critical Issues** – this term is defined in Vendor's Cloud Services Support Terms in Exhibit D. Critical Issues –this term is defined in Vendor's Cloud Services Support Terms in Exhibit D.
- 7) Developmental Disability** - A disorder or syndrome that is attributable to intellectual disability, cerebral palsy, autism, spina bifida, Down syndrome, Phelan-McDermid syndrome, or Prader-Willi syndrome; that manifests before the age of 18; and that constitutes a substantial handicap that can reasonably be expected to continue indefinitely.
- 8) Intellectual Disability** - Significantly subaverage general intellectual functioning existing concurrently with deficits in adaptive behavior which manifests before the age of 18 and can reasonably be expected to continue indefinitely. For the purposes of this definition, the term:
 - a) “Adaptive behavior”** means the effectiveness or degree with which an individual meets the standards of personal independence and social responsibility expected of his or her age, cultural group, and community.
 - b) “Significantly subaverage general intellectual functioning”** means performance that is two or more standard deviations from the mean score on a standardized intelligence test specified in the rules of the Agency.

9) “Offshore” - means outside North American continent. Additionally, and however, access outside the United States is allowed only within the parameters allowed by the Agency.

2. Authority

The Agency is authorized to enter into this Contract under the authority found in sections 287.056 F.S. and Laws of Florida, Chapter 2024-231, General Appropriations Act, Line 256A.

3. Contract Limits

- a. The Services provided under this Contract are limited to the availability of funds. The State of Florida’s performance and obligation to pay under this Contract is contingent upon an annual appropriation by the Legislature.
- b. Legal Effect: Except as otherwise agreed in writing by the parties, the Agency assumes no liability for costs incurred by Vendor or payment under this Contract until vendor is notified in writing that this Contract has been approved by the Agency. The total liability of the State under this Contract is limited in accordance with the terms and conditions of this Contract.

4. Statement of Work

The following Services are to be rendered by the Vendor: ongoing support and maintenance for the existing APD client data management system used for electronic visit verification (EVV) and central client records, WellSky’s Cloud Services offering, WellSky Human Services, known by the Agency as iConnect, which is a trademarked name of Agency. *WellSky Human Services* solution (and annual subscription) includes licenses, user access, hosting, backup and disaster recovery, system maintenance, technical support, and ongoing software updates, including regular releases and security patches.

A. Scope of Work

Services to be rendered by Vendor pursuant to this Contract are defined and described in detail in below. The scope of work is organized as follows:

- General Hosting and Ongoing Maintenance
- One-Time Functional Enhancements
- Professional Services
 - Managed Services
 - Special Tasks
- Assurance Services (Interfaces and Technical Services)
- Value-Added Services

1. General Hosting and Ongoing Maintenance

Ongoing maintenance, hosting, operations, and support of APD’s iConnect system, in its current live production environment as of the Contract execution date, specifically, WellSky Human Services version 8.8.1. The iConnect system’s current technical and functional requirements are

described in Exhibit C – Current State and Technical Requirements listing. The Parties agree that Vendor’s Documentation of WellSky Human Services version 8.8.1 supersedes **Exhibit C**.

- a. Annual Cloud Services apply to three (3) user groups and five (5) Vendor environments (one production and four non-production). Hosting and ongoing maintenance services are to be provided to the Agency at no additional cost beyond annual SaaS Cloud Services fees.
 1. Cloud Services are provided through an annual subscription to the WellSky Human Services solution which shall include all required user licenses, software licenses, hosting costs, backup systems, system maintenance, product support and ongoing version upgrades, releases, and security patches.
- b. Hosting and Ongoing Maintenance includes:
 1. Load Testing
 - a. Load testing of the production site on an annual basis.
 - b. Load testing reports per **Exhibit B, D19** to include definitions of what falls within acceptable parameters and detailed proactive processes for performance improvement when performance falls outside of acceptable parameters.
 2. Automated system monitoring consistent with industry standard policies and procedures, to monitor against security threats and known security risks as indicated in **Exhibit B, D5**.
 3. Annual disaster recovery and business continuity planning and testing.
 4. Hosting and maintenance of separate development, training, UAT, pre-production (“gold environment”), and production environments for the purposes of system development, testing, training, and live production.
 - i. The Vendor shall provide a Pre-Production (Gold) environment, as indicated in **Exhibit B, D11**. The Pre-Production (Gold) environment shall be in addition to the current development, training, UAT, and production environments.
 - ii. The Vendor shall deploy interfaces to the pre-production site as indicated in **Exhibit B, D11**.
 5. Cloud Services availability consistent with Vendor Cloud Services Support Terms in Exhibit D.
 6. Having a scalable architecture designed to allow for increases in capacity to address expansion in usage demand for additional users.
- c. Hosting and Ongoing Maintenance tasks:
 1. System Hosting
 - a. The Vendor shall refresh non-production environments, upon Agency’s written request but no more than quarterly, unless mutually agreed upon, during the term of the Contract.
 - b. The Vendor shall monitor infrastructure events and performance on a 24x7x365 basis.
 - c. The Vendor shall maintain an architecture to address performance, redundancy, and security of the production and non-production environments.

7. Vendor's standard Client-Side Support Model (CSSM) is described below:
- a. Initial Support
 - i. Power users and subject matter experts are established within the various APD offices that can provide prompt assistance to APD staff and stakeholders. This support focuses on how-to types of questions and initial triage of issues that are reported to confirm they are not training related or easily resolved by a subject matter expert.
 - b. Escalated Support
 - i. The next level of support is provided by the APD help desk, responsible for providing an initial level of support for staff and power users alike. This support focuses on detailed evaluation of reported issues, troubleshooting, and gathering of documentation prior to escalation to the WellSky Client Support help desk.
 - c. WellSky Client Support
 - i. Once the APD help desk has completed troubleshooting of reported issues and has gathered the appropriate documentation, the issue will be escalated to WellSky Client Support.
 - ii. Once an issue has been escalated to the WellSky Client Support team from the APD help desk, the issue will be routed to the team member best equipped to help resolve the issue. This single Client Support point of contact will be responsible for driving a solution from the time an issue is transferred from the APD help desk, through to final resolution, providing regular updates along the way. This contact has the capabilities expected of a Level 2 Technical Support representative.
 - d. Accessing WellSky Client Support
 - i. The WellSky Client Support team provides telephone, email, and internet-based support. All cases escalated from the client-side support organization are logged as cases in WellSky's Support Center Client Relationship Management (CRM) system and assigned unique identification numbers for tracking.
 1. Telephone/portal support response times shall be as indicated in **Exhibit B, D20**.
 - ii. The *WellSky Human Services* help desk shall be open Monday – Friday, 8 a.m. – 7 p.m. ET (excluding mutually agreed upon holidays).
 - iii. After Hours Support is available through the WellSky Client Support Portal 24/7 and can be accessed to report or view support cases. Cases can also be reported via email and by phone.
 - iv. Urgent or critical issues shall be handled by a WellSky representative via an after-hours call center.
 - e. Contact and Case Creation Methods
 - i. The WellSky Client Support help desk tracks issues via a Salesforce-based CRM through the creation of support cases. Support cases are tracked via the following:
 1. WellSky Client Support Portal - An automated solution for APD help desk to manage support cases they have opened with WellSky Client Support.

2. Email - Sending an email to the WellSky Client Support help desk will automatically generate a support case in the CRM system. Users may email WellSky at any time, and the Technical Support team will communicate via the case that is created when the email is received. Users will receive a response and may reply via the email thread throughout the lifetime of the case. All email activity will be stored in the case record.
 3. Phone - Toll-free, telephone-based support.
- f. Remote Session Sharing Tools
- i. Collaborative, web-based access tool that allows sharing of desktops between technical support representatives and end users during phone conversations. These sessions would be facilitated by the APD help desk.
 - ii. This tool enables the WellSky Client Support team to:
 1. Accelerate diagnosis and problem-solving
 2. Troubleshoot issues on end user hardware and solutions when needed
 3. Provide real-time analysis while a problem is occurring
 4. Demonstrate solution features when appropriate

2. One-Time Functional Enhancements

The Vendor will develop and deploy the one-time functional enhancements described below. These enhancements will not use Managed Services hours but are accounted for in Exhibit A: Cost Tables as part of One-Time Professional Services. Updated technical specifications for the one-time functional enhancements will be delivered as indicated in **Exhibit B, D8**.

- a. Provide the ability online for providers to generate graphical representations of the data that comprises reactive strategies for clients for whom they have service authorizations as indicated in **Exhibit B, D12**.
 1. The Vendor will fulfill this enhancement through the development of custom reports by WellSky Professional Services. WellSky will provide up to 500 Professional Services hours for this work (hours are distinct from included Managed Services hours). If more than 500 hours are needed to satisfy the requirements, then the Agency may opt to use available Managed Services hours or increase hours through a Change Order process.
- b. The system shall provide the ability online to notify providers who have not entered service logs for a client more than 30 days after the end date on the Vendors' service authorization for that client **Exhibit B, D13**.
 1. The Vendor will fulfill this enhancement via the creation of a scheduled job that will, nightly, identify missing service logs and trigger a tickler and/or email notification to the provider.
- c. The system shall provide the ability online to not allow a cost plan to be approved if the total service plan amounts exceed the clients' annual budget **Exhibit B, D14**.
 1. The Vendor will fulfill this enhancement via the implementation of an additional APD-specific plan validation rule.
- d. The system shall provide the ability online to not allow a service plan to be saved if adding the service plan will cause the client's total service plan amount to exceed the clients' annual budget **Exhibit B, D15**.

1. The Vendor will fulfill this enhancement via the implementation of an additional APD-specific plan validation rule.
- e. The system shall provide the ability online to have multiple dashboards related to the contracted Medicaid Quality Improvement Organization and CMS goals and objectives for common measures, and scorecards **Exhibit B, D16**.
 1. The Vendor will fulfill this enhancement via the creation of up to 25 custom reports or 2,075 Professional Services hours, whichever comes first, and such custom reports will be published as dashboards on the My Work > My Dashboards screen. The cost of creating and deploying the reports/dashboards will not use Managed Services hour. However, non-defect related support of dashboards, including any requested changes to the dashboards after creation are outside of the scope of this enhancement and may be addressed through available Managed Services hours.

3. Annual Professional Services

a. Managed Services

The Vendor shall provide Professional Services when requested by APD using Managed Services hours. Managed Services hours exclude work associated with interfaces, which are covered by Assurance Services and exclude work listed as Special Tasks. This Contract includes 1,000 hours of Managed Services which can be used for ongoing and as needed/as requested tasks. Except where noted, tasks provided as Managed Services will be counted against the 1,000 hours. The Monthly Managed Services Hours Usage Report will be provided as described in **Exhibit B, D3**. The Agency may leverage Managed Services for tasks provided below:

1. Ongoing Tasks:
 - a. Provide ongoing cost plan, rate change, and plan rule updates using Managed Services hours as indicated in **Exhibit B, D21**.
 - b. Provide ongoing word merge support (e.g., troubleshooting and resolution) using Managed Services hours.
2. As Needed/As Requested Tasks
 - a. State and federal regulatory changes
 - i. The Vendor will provide or assist with configuration changes needed in order to comply with state and federal regulatory changes using Managed Services hours.
 - ii. If state and/or federal regulatory changes require solution enhancements, the Vendor will collaborate with APD to determine if each enhancement can be included in the solution roadmap and provided at no additional charge. If there are Florida-specific changes that are required or if APD seeks to prioritize any such change outside of WellSky's standard roadmap, APD may be required to use a Change Order or available Managed Services hours. Where enhancements are APD-specific and not applicable to the Vendor's general user base, additional fees may apply. Fees can be addressed using a Change Order or available Managed Services hours.
 - b. Audit Findings

- i. The Vendor will provide or assist with configuration changes needed in order to comply with audit findings using Managed Services hours.
 - ii. If audit findings require solution enhancements, the Vendor will collaborate with APD to determine if each enhancement can be included in the solution roadmap and provided at no additional charge. If there are APD changes required or if APD seeks to prioritize any such change outside of WellSky's standard roadmap, use of a Change Order or available Managed Services hours may be warranted. Where enhancements are APD-specific and not applicable to the Vendor's general user base, additional fees may apply. Fees can be addressed using a Change Order or available Managed Services hours.
 - c. Custom Reports
 - i. The Vendor will create custom reports as requested by APD using a Change Order or available Managed Services hours.
 - ii. Request, creation, and delivery of custom reports, if requested by Agency, will be performed as indicated in **Exhibit B, D6**.
 - 3. Functional Enhancements (not included as part of the One-Time Functional Enhancements described elsewhere in this Contract)
 - a. The Vendor will make mutually agreed-upon functional enhancements to the Cloud Services using a Change Order or available Managed Services hours.
- b. Special Tasks
- The following tasks are included in the Contract and Cost Proposal as Annual Professional Services and will be provided without using the included 1,000 Managed Services hours:
- 1. Enhanced Upgrade Support
 - a. The Vendor will provide enhanced Upgrade support for up to 2 releases.
 - b. Upgrade support will include
 - i. Configuration of enhancements and new features that APD elects to implement in the Cloud Services
 - ii. Regression testing of associated APD workflows
 - 2. Annual Support of APD Provider Outreach
 - a. The Vendor will continue to support APD's statewide outreach to providers which may include Vendor subject matter experts traveling to regional sites and making presentations per APD's direction/request in a manner that is similar to what has been conducted in the past.
 - 3. Annual Onsite Visit of WellSky Staff to APD
 - a. Participation in and support during ongoing stakeholder meetings regarding system functionality.
 - 4. Annual Health Checks (Operational Assessments)
 - a. The Vendor will provide an Annual Operational Assessment to assess current business processes to identify opportunities for solution improvements and business process efficiencies and will work with APD to remediate gaps identified in the Health Check.
 - b. The results of the Operational Assessment will be delivered by the Project Manager as described in **Exhibit B, D9**.

- c. Assistance with configuration changes identified as an outcome of the Operational Assessment is outside of the scope of the included Special Tasks and may be requested using Managed Services hours.

4. Assurance Services (Interfaces and Technical Services)

- a. Annual Assurance Services include
 1. Break-fix work to resolve defects in interfaces where requirements have not changed.
 2. Proactive engagement to investigate and resolve issues with interfaces based on internal monitoring and alerts without waiting for the client to notify WellSky, including proactively addressing WellSky controlled service accounts and passwords.
 3. In coordination with APD, engagement with sister Florida State Agencies (e.g., verifying files sent/received, updating interface specifications).
 4. Direct escalation from Client Support to Professional Services when APD reports an issue with a custom interface through Client Support.
 5. Direct access to WellSky resources who are regularly responsible for triaging and resolving interface issues.
 6. Delivery of updated technical interface specifications, as needed.
- b. Assurance Services are provided under the following conditions
 1. Changes in functionality to implement new requirements are not included.
 2. Assurance Services fees may increase if functional requirements change for a covered interface.
 3. Assurance Services addresses enhancements and defect resolution only for interfaces covered by Assurance Services. Enhancements and defect resolution for the larger WellSky product are covered under the standard WellSky Cloud Services Support Terms set forth in Exhibit D.
 4. Issues reported by Agency shall be described using screen captures, verbiage, and steps necessary for WellSky to reproduce the defect.
 5. Assurance Services are to be performed Monday through Friday during standard business hours except when agreed to by both WellSky and Agency to address a specific issue that must be addressed outside this timeframe.
- c. Data Replication Services
 1. The Vendor will provide data replication services which replicate iConnect data to a database hosted by APD. Monitoring, maintenance, upkeep, availability, and problem resolution for data replication services will be included in Vendor's Assurance Services.

5. Value-Added Services

- a. Client Success Executive
 1. The Vendor's Client Success Executive shall
 - a. Hold regular meetings as agreed upon by the Parties that include updates on support tickets, resolution, upcoming releases, and timing and tracking of submitted Change Orders as indicated in **Exhibit B, D2**.
 - b. Facilitate delivery of the Annual SOC 2 report as indicated in **Exhibit B, D1**.
 - c. Facilitate delivery of the Annual Disaster Recovery Tabletop Exercise Summary Report as described in **Exhibit B, D4**.

- d. Facilitate delivery of the Monthly System Monitoring Report as indicated in **Exhibit B, D5**.
- e. Facilitate delivery of the Annual Penetration Test Report as indicated in **Exhibit B, D17**.
- f. Facilitate the delivery of the Annual Load Testing Report as indicated in **Exhibit B, D19**.
- g. Facilitate delivery of the Quarterly System Up-time Report as indicated in **Exhibit B, D10**.

b. Invitation to Annual WellSky CareForum

1. WellSky's Annual CareForum is the premier learning and networking event for healthcare and community care professionals where WellSky's clients learn about the latest innovations, engage in educational sessions, network, and hear from trailblazing speakers.

5. Task Limits

The Vendor is limited to receiving payment only for the tasks specified and performed in accordance with its proposal and this Contract, unless there is expressed written consent from the Agency for expansion. Such consent can only be authorized by a formal contract amendment. The Vendor's proposal and any subsequent updates submitted by Vendor in writing during the formal proposal process are incorporated herein by reference and maintained in the Contract Manager's file.

6. Staffing Requirements

a. Staffing Levels

- 1) The Vendor shall determine administrative staff, qualified management staff, support staff and organizational structure to meet the Contract terms, conditions and deliverables.
- 2) Agency may request in writing a list of staff selected by the Vendor to conduct Services identified in this Contract and the tasks.

b. Professional Staff Qualifications

- 1) The Vendor shall determine the qualifications of staff as they relate to this Contract.
- 2) If any of the Vendor's staff are required to be licensed or certified in their fields to provide services, the Vendor shall ensure they are licensed or certified at all times in accordance with applicable federal and state laws and rules.
- 3) The Vendor shall maintain documentation of staff's professional qualifications, which shall be made available to the Agency upon written request.

c. Staffing Changes

- 1) The Vendor shall use commercially reasonable efforts to notify the Contract Manager within 15 business days of any changes in Executive Management, such as the Executive Director or equivalent and the Chief Financial Officer, as well as any change in ownership.
- 2) The Agency reserves the right to require the removal from the project of Contractor personnel found, in the reasonable judgement of the Agency, to be unacceptable. Vendor shall not be responsible for delays caused by such removal Replacement personnel for the removed person shall have equal or superior experience and qualifications.

d. Subcontractors

This Contract allows the Vendor to subcontract for the provision of all services under this Contract, subject to the provisions of Section 11 of the Standard Contract. Written requests by the Vendor to subcontract for the provision of services under this Contract shall be routed through the Contract Manager for Agency approval. The Vendor cannot subcontract with an employee of the Agency to provide services pursuant to this Contract.

e. Changes in Location

The Vendor shall notify the Contract Manager in writing a minimum of five (5) business days prior to changing the location of administrative services that will affect the Agency's ability to contact the Vendor by telephone, email or facsimile transmission. Notice should specify the address of the location and telephone number where the Vendor may be reached.

f. Service Hours

Services are to be performed Monday through Friday during standard business hours unless otherwise stated. Standard business hours are defined as 8:00 a.m. – 5:00 p.m. ET excluding weekends and observed National Holidays unless planned in advance and approved by the WellSky assigned resources.

g. Equipment

- 1) The Vendor shall be responsible for supplying all equipment necessary to perform, conduct and complete the terms and conditions of this Contract.
- 2) The Vendor shall not utilize Agency vehicles for contract-related travel.

B. RECORDS AND DOCUMENTATION

1. The Vendor shall maintain records in the agreed-upon format by the Agency and Vendor at the Vendor's expense. Data files shall be provided in Vendor's then-current format or in a format agreed upon by the Agency and Vendor.
2. The Vendor shall maintain records and documentation as specified in this Contract to ensure an audit trail documenting Service delivery is maintained.
3. The Vendor shall maintain a separate, organized, individualized, and secure file to include applicable reporting forms, progress reports and all other required elements set forth in the Contract.
4. The Vendor shall maintain copies of all invoices submitted to the Agency as required under the Contract.
5. All records and documentation maintained as required in this Contract and relating to the Services shall be made available to the Agency in a time and manner agreed upon by the Parties, if requested by Agency in writing no more than once per year.
6. The Vendor shall ensure its subcontractors maintain records and documentation of applicable reporting forms, progress reports and all other required elements as required by this Contract.

C. REPORTS

The Vendor shall submit all reports and/or plans required under the Contract to the Contract Manager

as indicated on Section 40 of the Standard Contract and/or other Agency designated employee(s). All such required reports and/or plans shall be in a format agreed upon by the Parties and received as outlined in Exhibit B, Deliverables, Performance Measures and Financial Consequences. If the dates fall on an established State holiday or weekend, such reports shall be due the next business day. If a natural disaster occurs, such reports shall be due when Vendor and/or Agency administrative services are restored. The Vendor must request prior approval, in writing, to submit required reports and/or plans after the due dates, and such approval shall not be unreasonably withheld, delayed, or conditions.

D. ENGAGEMENT ASSUMPTIONS

1. The Vendor shall function primarily for the purpose to deliver the technology product and associated Services and will serve as a subject matter expert consultant.
2. At the Agency's request and Vendor's acceptance, the Vendor shall participate in and support ongoing stakeholder meetings regarding system functionality.
3. The Vendor shall only utilize Managed Service hours upon Agency approval and completion of each task is based upon the Agency acceptance, validation, and approval of each task.
4. The Vendor shall provide industry standard testing and Upgrade support for up to 2 releases per year to include but is not limited to, configuration of enhancements and new features that APD wishes to take advantage of and regression testing of associated APD workflows under Annual Software Version Upgrade Support.
5. The Agency is responsible for executing validation activities, including user acceptance testing before moving items into production.
6. Services within the scope of this document are to be provided remotely unless otherwise agreed upon by the parties.
7. Vendor shall provide annual onsite visits as deemed appropriate and agreed upon by the parties.
8. Vendor will use good faith efforts to have the Project Manager or other appropriate personnel who are already familiar with APD's configuration and setup to handle any services requiring activity from the Vendor where such knowledge and experience is appropriate as determined by Vendor and to utilize the Project Manager or other appropriate resource to manage service requests and provide an estimated timeframe prior to Agency authorization of Services.
9. WellSky will derive level of effort estimates (e.g., total # of hours, itemized cost, requirements, configuration updates) for activities in this SOW for APD requested Managed Services hours usage and gain APD approval from the APD designated contact before beginning work.
10. Any Managed Services hours needed over what is included in this Contract would require a Change Order. Defect resolution for the Cloud Services are covered under the standard Vendor Cloud Services Support Terms set forth in Exhibit D.

E. CHANGE ORDERS

Change Orders shall be utilized after the 1,000 hours under the Managed Services category have been exhausted.

The Vendor shall perform tasks outside of the Scope of Work in this Contract via a Change Order, as

requested by APD and if agreed upon by Vendor, at labor rates established in Exhibit A: Cost Table B, once the Agency has fully used the 1,000 allotted hours via the Managed Services category. The Vendor shall not begin work until a signed Change Order is provided by the Agency.

Change Orders may include work for the following:

1. Creation of custom reports as requested by APD, that are not natively included as existing report options.
2. System enhancements that require Agency specific code changes as requested by APD, that are not natively included as configuration options.
3. Vendor Change Order Responsibilities:
 - a. Evaluate Change Order requests from APD and provide written quotes to APD within 30 calendar days after receipt of a written Change Order Request from APD. If Vendor can not meet the 30 calendar day request, the Vendor shall notify the Agency in writing. Quote shall include, where applicable:
 - 1) Itemized level of effort
 - 2) Revision design
 - 3) Code development
 - 4) Unit testing
 - 5) Regression testing
 - 6) Acceptance testing
 - 7) Test Scripts
 - 8) User documentation updates
 - 9) Training material updates
 - 10) Quality Assurance
 - 11) Configuration Management
 - 12) Identified and specified timeframes in which work can be complete and if it is dependent on a future build update any associated dependencies that could impact timeline
 - b. Perform work as agreed upon
4. Agency Change Order Responsibilities
 - a. Provide Change Order request to Vendor
 - b. Approve Change Order

F. DATA SECURITY

Exhibit A, Section K 9 of 43230000-NASPO-16-ACS is incorporated herein.

- A. **Personal Data Breach Responsibilities:** This section only applies when a Data Breach occurs with respect to Personal Data within the possession or control of the Contractor.
 1. The Vendor shall (1) cooperate with the Agency to investigate and resolve the Data Breach, (2)

promptly implement necessary remedial measures, if necessary, and (3) document responsive actions taken related to the Data Breach, including any post-incident review of events and actions taken to make changes in business practices in providing the Services, if necessary.

B. OFFSHORE UTILIZATION

Except as specifically approved in writing by the Agency in advance, neither the Vendor nor any of the Vendors subcontractors may utilize any Offshore businesses, services, facilities, equipment, personnel or processing capabilities that stores or accesses Agency PHI in carrying out the terms of this Contract. The Vendor may use services outside North American continent ("Offshore Services") for its other administrative activities, not associated with handling any of the State's PHI or access to the State's network. The Agency will enforce certain restrictions regarding network access according to APD IT policy.

G. SURVIVAL

Any provisions of this Contract that impose continuing obligations on the parties including the parties' respective indemnity and confidentiality obligations (if applicable), shall survive the expiration and/or termination of this Contract for any reason.

H. RIGHTS IN DATA

The State will retain complete ownership of all data made available by the State to the Vendor or its agents, Subcontractors or representatives pursuant to this Contract. The Agency will have access to all data within the iConnect system at all times subject to Vendor's Cloud Services Support Terms in Exhibit D, and the Vendor will provide a complete copy of Agency data in Vendor's then-current format or other format agreed upon by the Parties upon written request at termination of the Contract or otherwise as agreed upon by the Parties, which may incur reasonable costs to Agency. The data will be provided in Vendor's then-current format or other format agreed upon by the Parties. Except as authorized in this Contract, Vendor will not use the State's data for any purpose other than providing the Services, nor will any part of the State's data be disclosed, sold, assigned, leased or otherwise disposed of to the general public or to specific third parties or commercially exploited by or on behalf of Vendor, nor will any employee of Vendor other than those on a strictly need to know basis have access to the State's data. Vendor will not possess or assert any lien or other right against the State's data. Vendor shall only use personally identifiable information and HIPAA data as set forth in the Business Associate Agreement.

I. RIGHTS AND OBLIGATION UPON CONTRACT EXPIRATION AND/OR TERMINATION

1. If this Contract expires or is terminated by the Agency for any reason, the Vendor shall:
 - a. Stop all work as specified by the expiration date and/or notice of termination;
 - b. Take any action that may be reasonably necessary, or that the Agency may reasonably direct, for preservation and protection of Agency data under this Contract that may be in Vendor's possession;
 - c. Return all materials and property provided directly or indirectly to Vendor by any entity, agent or employee of the Agency;

- d. Transfer and deliver to the Agency upon written request no more than thirty (30) days following expiration or termination, unless otherwise directed, Agency data;
- e. Take any action to mitigate and limit any potential damages, or requests for Vendor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the expired and/or terminated contract;
- f. Unless termination results from Agency's breach of the Contract, offer to provide transition services, including temporary hosting to ensure business continuity at the fees otherwise in effect under this Contract for such services (or commercially reasonable fees), for up to an additional six (6) months.
- g. Permanently remove all Agency data from Vendor storage upon completion of transition services, except for copies of the data contained in Vendor's archival back-ups that cannot readily be removed and are stored in a secure manner

J. TRANSITION ASSISTANCE

If this contract expires or is terminated for any reason other than for Agency's breach of the Contract prior to completion of contract term, Vendor agrees to provide up to six (6) months after the expiration and/or termination all reasonable transition assistance requested by the Agency to facilitate the orderly transfer of Agency data to the State or its designees in a manner designed to minimize interruption and adverse effect. Such transition assistance will be deemed by the parties to be governed by the terms and conditions of this Contract (notwithstanding its expiration and/or termination) other than any terms or conditions that do not reasonably apply to such transition assistance. The Agency shall compensate Vendor for such transition assistance on a time and materials basis, based upon hourly rates and hours documented at the applicable category of the blended rates pursuant to the Change Order Labor Rates documented in Exhibit A: Cost Table and for any applicable Cloud Services fees during such transition period.

K. VENDOR RESPONSIBILITIES

1. Assign a dedicated Point of Contact (Project Manager) to the Agency to ensure continuity and provide for a single point of reference for the Agency to manage and appropriately assign work agreed upon by the parties related to this scope of work, to include issue management, communications management, status reporting, planning and scheduling. Additional resources (analyst, technical resource, implementation consultant and/or trainer) may be involved, as necessary.
2. Assign a Client Success Executive that will host routine meetings as necessary (but at a minimum monthly unless otherwise agreed upon by the parties) with the Agency to discuss updates on support tickets, resolution, upcoming releases, and timing and tracking of submitted change orders and managed services requests up to 1,000 hours.
3. Assign the Client Success Executive or Project Manager, as applicable, who will work with the Agency designated point of contact regarding any scope changes.
4. Subject to applicable fees, the Vendor shall provide an annual Software-as-a-Service (SaaS) subscription to the *WellSky Human Services* solution that includes licenses, user access, hosting,

backup and disaster recovery, system maintenance, technical support, and ongoing software updates, including regular releases and security patches.

5. Review, prioritize, and assign Service requests as determined by Vendor in consideration of:
 - a) Agency's goal/desired outcome for the request.
 - b) Priority of request identified by the Agency
 - c) System dependencies and impact of request on other templates and reports
 - d) Agency timelines/needs
6. Configuration in Agency's staging environment and notify the Agency to start testing and validation activities.
7. Transfer Agency validated changes from staging to production.
8. Provide necessary technical support to the Agency post-production to ensure the system and any identified releases, when operated in accordance with the Documentation, perform in all material respects as set forth in the Documentation.
9. Set up calls as necessary for clarification and scheduling of various activities under this contract.
10. Each quarterly Upgrade is accompanied by updated Documentation. The WellSky Client Success Manager will provide a copy to APD upon written request. APD can also download the most recent Documentation on-demand from the WellSky Support Hub and/or request copies from the WellSky Client Support team. Updated technical specifications will be provided, as necessary, by the WellSky Professional Services and/or WellSky Technical Services team as part of the One-Time Functional Enhancements and/or Assurance Services.
11. The Vendor will comply with Protected Health Information (PHI) as outlined in Attachment III.

L. AGENCY RESPONSIBILITIES

1. Agency Obligations

- a. The Contract Manager shall conduct ongoing monitoring of the activities, progress and status of deliverables under this Contract.
- b. The Contract Manager shall assist with acquiring technical assistance.
- c. The Contract Manager shall assist with providing policy and standard interpretations as determined necessary by the Agency.
- d. The Agency shall furnish information requested to the Vendor that is reasonably necessary for Vendor to fulfill its responsibilities under this Contract.
- e. The Agency shall establish and maintain primary points of contact (POCs).
- f. The Agency shall enter a Service request with the assigned Point of Contact at WellSky and APD.
- g. The Agency shall review desired changes on a regular basis to determine:
 - (1) The end goal
 - (2) Impacts and changes
 - (3) Priorities

- h. The Agency shall meet with WellSky team as needed for clarification and planning and shall attend all scheduled meetings between the parties.
- i. The Agency shall review and validate configured content and conduct user acceptance testing on all configured content in Agency's environments.
- j. The Agency shall communicate any changes to the WellSky Project Manager and/or Client Success Executive, as applicable.
- k. The Agency shall review final build and approve changes to be promoted to the production environment via the WellSky support request.
- l. The Agency shall train staff on any changes.
- m. The Agency shall perform resource scheduling for any Learning Services sessions.
- n. The Agency shall maintain a Help Desk, responsible for initial support for APD staff and Vendors.

2. Monitoring Requirements

The Vendor shall be monitored in accordance with Agency requirements set forth in the Contract, as applicable.

M. METHOD OF PAYMENT

Payment Terms. All fees due under this Contract shall be paid as follows:

Annual Cloud Services

- The Vendor shall be eligible to invoice the Agency the annual Cloud Services fees annually on the Contract Effective Date and on July 1 of every year thereafter. The Agency shall pay the Cloud Services fees pursuant to Section 27 of this Contract. Year 1 shall mean from the Contract Effective Date through June 30, 2025, and each subsequent Year shall mean the twelve (12) months thereafter.

One-Time Professional Services

- Agency shall pay one-time fees of \$516,630.00 for development and deployment of "One Time Functional Enhancements" as set forth in Attachment I, Section A.4.A.2 as follows:
 - \$105,000.00 due upon completion of enhancement #1 (Provide the ability online for providers to generate graphical representations of the data that comprises reactive strategies for clients for whom they have service authorizations), or 365 days after Contract Execution, whichever comes first.
 - \$19,320.00 due upon completion of enhancement #2 (The system shall provide the ability online to notify providers who have not entered service logs on a client more than 30 days after the end date on the providers' service authorization for that client), or 365 days after Contract Execution, whichever comes first.

- \$40,530.00 due upon completion of enhancement #3 (The system shall provide the ability online to not allow a cost plan to be approved if the total service plan amounts exceed the clients' annual budget), or 365 days after Contract Execution, whichever comes first.
- \$40,530.00 due upon completion of enhancement #4 (The system shall provide the ability online to not allow a service plan to be saved if adding the service plan will cause the clients total service plan amount to exceed the clients' annual budget), or 365 days after Contract Execution, whichever comes first.
- \$311,250.00 due upon completion of enhancement #5 (The system should provide the ability online to have multiple dashboards related to the contracted Medicaid Quality Improvement Organization and CMS goals and objectives for common measures, and scorecards), or 365 days after Contract Execution, whichever comes first.

Annual Professional Services

- Agency shall pay 100% of the Annual Professional Services fees of \$390,000.00 annually as of the Contract Effective Date and on each anniversary of such date every year thereafter.

Annual Assurance Services

- Agency shall pay 100% of the Annual Assurance Services fees of \$81,375.00 annually as of the Contract Effective Date and on each anniversary of such date every year thereafter.

1. Payment Clause

The Agency shall pay the Vendor for Services at the rates specified in this Section M, and Exhibit A, Cost Tables A & Change Order Requests Cost Table B, in accordance with the terms and conditions of this Contract, for a total amount not to exceed the amount specified in the Standard Contract. The State of Florida's performance and obligation to pay under this contract is contingent upon an annual appropriation by the Legislature. The Agency's obligation to pay under this Contract is subject to the availability of funds.

2. Invoice Requirements and Documentation

- a. The Vendor shall request payment on an annual basis through the submission of a properly completed Request for Payment/Invoice.
- b. The Request for Payment/Invoice shall include, at a minimum, the following information:
 - 1) Vendor's Name;
 - 2) Contract Number;
 - 3) Vendor Identification Number (Federal Tax Identification Number);
 - 4) Invoice Number;
 - 5) Inclusive dates of services covered by the invoice;
 - 6) Types of services, number of units, and price per unit;
 - 7) A listing of all invoiced costs to be accompanied by copies of supporting documentation and actual receipts, if applicable to this Contract;
 - 8) Invoice Total;

- The date on which the invoice was submitted to the Agency;
 - 9) Required reports or a concise, meaningful description of services rendered, with sufficient detail to enable the Agency to evaluate services rendered and costs; and
 - 10) A certification statement signed by the Vendor's contract administrator or authorized representative that reads, "I certify that the invoice is complete, and all costs and fees claimed for payment are accurate and were performed in furtherance of this Contract Between **WellSky Corporation** and the **Florida Agency for Persons with Disabilities**."
- c. The invoice shall be on the Vendor's letterhead and contain a signature from an appropriate officer or authorized individual (with a Signature Authority Letter, if applicable).

3. Financial Consequences

The financial consequences as defined in Exhibit B: Deliverables, Performance Measures and Financial Consequences, shall apply to this Contract.

4. MyFloridaMarketPlace Transaction Fee

This Contract is exempt from the MyFloridaMarketPlace Transaction Fee in accordance with Rule 60A-1.031(5)(d), F.A.C.

N. LIST OF EXHIBITS

1. Exhibit A, Cost Tables A & Change Order Requests Cost Table B
2. Exhibit B, Deliverables, Performance Measures and Financial Consequences
3. Exhibit C, Current State Functional and Technical Requirements Listing
4. Exhibit D, Vendors Reply inclusive of Addendum 2
5. Exhibit E, RFQ 2324-023 Ongoing Maintenance and Support Services
6. Exhibit F, Executive Compensation Attestation Report

EXHIBIT B: DELIVERABLES, PERFORMANCE MEASURES AND FINANCIAL CONSEQUENCES**VENDOR NAME: WellSky Corporation****FISCAL YEAR: 2024-2025 through 2025-2026****EXHIBIT A: Cost Table**

Service Type	Unit Frequency	Year One (Y1)	Year Two (Y2)	Renewal Year One (if applicable)
Cloud Services	Annual	\$1,837,500	\$2,037,750	\$2,160,015
Professional Services (Includes 1000 Managed Services Hours)	Annual	\$390,000	\$390,000	\$390,000
Interface Maintenance Services (Assurance Services)	Annual	\$81,375	\$81,375	\$81,375
Professional Services	One-Time	\$516,630	\$0	\$0

Cost Table B for Change Order Requests

Item Description	Onsite Hourly Rate		Remote Hourly Rate	
	NVP Price	Catalog Price	NVP Price	Catalog Price
Professional Services	210.00	250.00	210.00	250.00
Project Leader	210.00	250.00	210.00	250.00
Senior Business Consultant	210.00	250.00	210.00	250.00
Integration Services	210.00	250.00	210.00	250.00
Technical Consultant	210.00	250.00	210.00	250.00
Associate Technical Architect	210.00	250.00	210.00	250.00
Functional/Technical Analysts	210.00	250.00	210.00	250.00
Training Deployment Services (corresponds to line 191 "Trainers" in WellSky's published NASPO pricing)	210.00	250.00	210.00	250.00
*Travel costs for implementation and professional services to be billed separately				

Note: Pricing in Cost Table B is from WellSky Corporation's published NASPO pricing at:

<https://www.naspo.valuepoint.org/portfolio/cloud-solutions-2016-2026/wellsky-corporation/>

See "Pricing Documents".

Deliverable Terms

The Vendor shall work with the Agency in good faith to develop additional deliverables when deemed necessary by the Agency and agreed upon by Vendor. Vendor shall not be responsible for delays other than those caused solely by Vendor.

The Vendor shall perform all tasks necessary to complete the deliverables listed in the table below:

EXHIBIT B: DELIVERABLES, PERFORMANCE MEASURES AND FINANCIAL CONSEQUENCES

Number	Deliverable Description	Service Type	Deliverable Tasks & Requirements	Deliverable Acceptance Criteria	Financial Consequences
D1	Annual Service Organizational Control (SOC) 2 Report:	Annual Professional Services	This report shall be submitted to the Contract Manager annually, within 30 business days of each contract term or upon written request by the Agency to provide assurance of security, availability, processing integrity, confidentiality and privacy controls that are in place.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$100.00 per calendar day (excluding holidays) that the report is not timely provided and accepted by the Agency Contract Manager.
D2	Monthly Status Meeting	Annual Professional Services	Vendor shall conduct a monthly meeting with a performance scorecard in the manner the Parties agree upon and consistent with practice of the Parties to review support tickets, resolution, upcoming releases, and timing, and tracking of submitted Change Orders held between the Parties by the 10 th of each month, following the month of service delivery or as otherwise agreed upon by the Parties.	The completion of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$100.00 per calendar day (excluding holidays) that the performance scorecard in the manner the Parties agree upon and consistent with practice of the Parties is not timely provided and accepted by the Agency Contract Manager.
D3	Monthly Managed Services Hours Usage Report	Annual Professional Services	This report shall be submitted to the Contract Manager within 5 business days of the end of the month, for the previous month to include details on the managed services hours requested and used.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$100.00 per calendar day that the report is not timely provided and accepted by the Agency Contract Manager.
D4	Annual Disaster Recovery TableTop Exercise Summary Report	Annual Professional Services	This report shall be submitted to the Contract Manager within 30 business days of each contract term or upon request by the Agency.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and	N/A

Number	Deliverable Description	Service Type	Deliverable Tasks & Requirements	Deliverable Acceptance Criteria	Financial Consequences
				signed-off by the Agency Contract Manager.	
D5	Monthly System Monitoring Report	Annual Professional Services	The Vendor shall submit unredacted external vulnerability scanning reports to the Contract Manager within 10 business days of each month via a secure file share, following the month of service delivery.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$100.00 per calendar day that the report is not timely provided and accepted by the Agency Contract Manager.
D6	Custom Reports	Annual Professional Services	The Vendor shall create custom reports as requested by APD via the use of a Change Order, that are not natively included as existing report options or covered in the Managed Services Hours. Acknowledgement of the Custom report request shall be provided to the Agency Contract Manager within 5 business days of the request. Vendor shall thereafter scope the request with Agency and work with Agency on an agreed-upon completion timeline.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	N/A
D7	Technical Specifications/ System Administration Documentation Exchange	Annual Professional Services	After each Upgrade, within 15 business days, the Vendor shall post updated Documentation (e.g., System Administrator and User Guides) to the WellSky Support Center. APD can also download the most recent documentation on-demand from the WellSky Support Hub	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$100.00 per calendar day that the document repository items and updates are not timely provided and accepted by the Agency Contract Manager.

Number	Deliverable Description	Service Type	Deliverable Tasks & Requirements	Deliverable Acceptance Criteria	Financial Consequences
			and/or request copies from the WellSky Client Support team.		
D8	Updated technical specifications for the one-time delivery of functional requirements listed on page 41 of the Contract.	Assurance Services	The Vendor shall provide to the Agency Contract Manager, within 15 business days upon request.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	N/A
D9	Annual Health Check Report	Annual Professional Services	The Vendor conducts an annual Operational Assessment to review current business processes in order to identify opportunities for solution improvements and business process efficiencies. This report shall be submitted to the Contract Manager within 30 business days of each contract term or at a mutually agreed upon date based on the completion date of the Operational Assessment.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	N/A
D10	Quarterly System Up-time Report	Annual Professional Services	The Vendor shall provide a quarterly system uptime report that measures the downtime and any associated incidents for a given period of time to the Contract Manager. This report shall be submitted within 10 business days of the month following the quarter.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$100.00 per calendar day that the report is not timely provided and accepted by the Agency Contract Manager.
D11	Pre-Prod environment (gold environment)	Assurance Services	The Vendor shall provide a pre-prod (gold) environment within 5 months of contract execution unless otherwise	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and	The Vendor shall be subject to a financial consequence of \$500.00 per calendar day that the environment is not provided and

Number	Deliverable Description	Service Type	Deliverable Tasks & Requirements	Deliverable Acceptance Criteria	Financial Consequences
			agreed upon by the Agency in writing.	signed-off by the Agency Contract Manager.	accepted by the Agency Contract Manager.
D12	Provide the ability online for Vendors to generate graphical representations of the data that comprises reactive strategies for clients for whom they have service authorizations to the My work, My Dashboard screen via the WellSky Dashboard module.	Annual Professional Services – One Time Functional Enhancements	Delivered incrementally over one year after Contract execution unless otherwise agreed upon by the Parties in writing.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	As defined in Section 29(e) of the Contract.
D13	The system shall provide the ability online to notify Vendors who have not entered service logs on a client more than thirty (30) days after the end date on the Vendors' service authorization for that client;	Annual Professional Services – One Time Functional Enhancements	Within six months after contract execution unless otherwise agreed upon by the Parties in writing.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$500.00 per calendar day that the functionality is not timely provided and accepted by the Agency Contract Manager.
D14	The system shall provide the ability online to not allow a cost plan to be approved if the total service plan amounts exceed	Annual Professional Services – One Time Functional Enhancements	Within six months after contract execution unless otherwise agreed upon by the Parties in writing.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$500.00 per calendar day that the functionality is not timely provided and accepted by the Agency Contract Manager.

Number	Deliverable Description	Service Type	Deliverable Tasks & Requirements	Deliverable Acceptance Criteria	Financial Consequences
	the client's annual budget;				
D15	The system shall provide the ability online to not allow a service plan to be saved if adding the service plan will cause the clients' total service plan amount to exceed the clients' annual budget	Annual Professional Services – One Time Functional Enhancements	Within six months after contract execution unless otherwise agreed upon by the Parties in writing.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$500.00 per calendar day that the functionality is not timely provided and accepted by the Agency Contract Manager.
D16	The system should provide the ability online to have multiple dashboards related to the contracted Medicaid Quality Improvement Organization and CMS goals and objectives for common measures, and scorecards	Annual Professional Services – One Time Functional Enhancements	Delivered incrementally over one year after Contract execution or as otherwise agreed upon by the Parties in writing.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	As defined in Section 29(e) of the Contract.
D17	Annual Penetration Test Report	Annual Professional Services	The Vendor conducts an annual penetration test and will provide the Agency a report to show the counts of findings by severity and assurances that any findings have been remedied. This report shall be submitted to the Contract Manager within 30 business days of each contract term.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$100.00 per calendar day that the report is not timely provided and accepted by the Agency Contract Manager.

Number	Deliverable Description	Service Type	Deliverable Tasks & Requirements	Deliverable Acceptance Criteria	Financial Consequences
D18	Disaster Recovery Plan	Annual Cloud Services	The Vendor shall provide to the Agency Contract Manager, a copy of the WellSky Disaster Recovery Plan within 30 business days of contract execution.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$100.00 per calendar day that the report is not timely provided and accepted by the Agency Contract Manager.
D19	Annual Load Testing	Annual Cloud Services	The Vendor shall provide to the Agency Contract Manager, a copy of the annual Load Testing results within 6 months of Contract execution and annually thereafter to reflect web transactions complete within five (5) seconds or less at the 90 th percentile excluding reports.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements herein, which has been approved and signed-off by the Agency Contract Manager.	The Vendor shall be subject to a financial consequence of \$100.00 per calendar day that the report is not timely provided and accepted by the Agency Contract Manager.

Number	Deliverable Description	Service Type	Deliverable Tasks & Requirements	Deliverable Acceptance Criteria	Financial Consequences
D20	Telephone/Portal Support Times	Annual Professional Services	<p>The Vendor shall provide telephone and portal support to assist the Agency with use of the Cloud Services and with issue resolution.</p> <p>Issue Severity "Critical Issue" Response time is within 4 business Hours.</p> <p>"High Issue" Response time is within 8 business Hours.</p> <p>"Medium Issue" Response time is within 1 business day.</p> <p>"Low Issue" Response time is within 3 business days.</p>	The Vendor will use commercially reasonable efforts to submit an email response to Agency within the specified timeframes for issue severity levels.	The Vendor shall be subject to a financial consequence of \$500 per hour for Critical Issue Severity not addressed within the prescribed number of hours, noted in the WellSky Cloud Services Support Exhibit, up to a maximum of \$5,000, provided such issues are reported by telephone.
D21	Annual cost plans, rate changes and plan rule updates	Annual Cloud Services	The Vendor shall provide ongoing cost plan, rate changes and plan rule updates to the Agency on an annual basis. The Annual delivery date shall be mutually agreed-upon for each request.	The submission of a fully completed deliverable that complies with the deliverable tasks and requirements, herein, which has been approved and signed-off by the Agency Contract Manager.	As defined in Section 29(e) of the Contract.

EXHIBIT B: DELIVERABLES, PERFORMANCE MEASURES AND FINANCIAL CONSEQUENCES

PERFORMANCE MEASURES

As required by section 287.058(1)(e), F.S., the Vendor shall perform all Services and provide all Deliverables as set forth in the Contract.

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

New ID	Business Area	Business Process or Type	System Area	Requirements Description
1	Functional	Application/ Eligibility	Client general demographic data/information	The system provides the ability online for agency staff to track waiver eligibility requirements criteria for waiver applicants that includes checklists and allows APD staff to record the eligibility determination, designate the client as pre-enrollment, Intermediate Care Facility (ICF) or waiver and generate the Eligibility Determination Notice.
2	Functional	Application/Eligibility	Client general demographic data/information	The system provides the ability online for Vendors and agency staff to select a client and enter employment data including, but not limited to employment history, salary, performance, and goals.
3	Functional	Application/ Eligibility	Client general demographic data/information	The system provides the ability online for agency staff and Waiver Support Coordinators to select a client and enter information pertaining to client Level of Care.
4	Functional	Application/Eligibility	Client general demographic data/information	The system provides the ability online to notify agency staff and Waiver Support Coordinators when a client's Level of Care is coming due for annual review (every 364 days).
5	Functional	Application/Eligibility	Core Client Central Record	The system provides the ability online for a potential client, legal representative, or agency staff to enter and submit the Referral Form for agency staff review.
6	Functional	Application/Eligibility	Core Client Central Record	The system provides the ability online for a potential client, legal representative, or agency staff to enter and submit the Application for Services for agency staff review.

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

7	Functional	Application/Eligibility	Core Client Central Record	The system provides the ability online for client, legal representative, and agency staff to select a client and electronically attach supporting documentation for the Application for Services.
8	Functional	Application/Eligibility	Pre-enrollment	The system provides the ability online for agency staff to complete a checklist to prioritize pre-enrollment clients based on predefined criteria.
9	Functional	Application/ Eligibility	Pre-enrollment	The system provides the ability online for agency staff to enter General Revenue Support Plans (short) for a pre-enrollment client.
10	Functional	Behavioral Services	Behavioral Services	The system provides the ability online for Support Coordinator to select a client assigned to them and enter a request for new service(s) for the client, track the date the submission was made and notify the appropriate agency staff the request was submitted.
11	Functional	Behavioral Services	Behavioral Services	The system provides the ability online for Vendors to select a client with an existing service authorization and enter Behavioral Assessment data for the client.
12	Functional	Behavioral Services	Behavioral Services	The system provides the ability online for Vendors to select a client with an existing service authorization and enter and update Behavioral Analysis Services Plan (BASP) data for the client.
13	Functional	Behavioral Services	Behavioral Services	The system provides the ability online for Vendors to select a client with an existing service authorization and enter and update Behavior Analysis Quarterly Summary data for the client.

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

14	Functional	Behavioral Services	Behavioral Services	The system provides the ability online for Vendors to select a client with an existing service authorization and enter and update Vendor Request for Behavior Focused and Intensive Behavioral Residential Habilitation Designation data for the client.
15	Functional	Behavioral Services	Behavioral Services	The system provides the ability online for agency staff and Vendors to select a client and enter and update the data that comprises the Behavior Focused Recipient Characteristics.
16	Functional	Behavioral Services	Behavioral Services	The system provides the ability online for agency staff and Vendors to select a client (in the area or with an existing service authorization) and enter and update the data that comprises Intensive Behavioral Recipient Characteristics for the client.
17	Functional	Behavioral Services	Behavioral Services	The system provides the ability online for agency staff to select a client in their Region and enter and update Behavioral Analysis Eligibility Form (BASE) data for the client.
18	Functional	Behavioral Services	Behavioral Services	The system provides the ability online for agency staff to select a client in their Region and enter/ update data that comprises client eligibility for Behavioral-Medical Residential Habilitation for the client.
19	Functional	General	General	The system provides the ability online for agency staff to select a client in their Region and to generate agency correspondence (notices) including but not limited to Notices of Agency Action (NOAA).

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

20	Functional	Behavioral Services	Behavioral Services	The system provides the ability online to notify agency staff and Vendors of approaching deadlines for their clients for behavioral process requirements (workflow) including but not limited to BASP, Assessment, Eligibilities, Intensive Behavioral Matrices, Local Review Committee Reviews, Quarterly reports, Reactive Strategies etc. prior to being out of compliance and provide a report on the items that have exceeded timeframe parameters.
21	Functional	Consumer Directed Care Plus (CDC+)	Consumer Directed Care Plus (CDC+)	The system provides the ability online for the Support Coordinator/consultant to select a CDC+ client and enter monthly case notes for the client as required in rule.
22	Functional	Consumer Directed Care Plus (CDC+)	Consumer Directed Care Plus (CDC+)	The system provides the ability online for agency staff to select a client and generate due process notices as required including but not limited to reduction of allocation and change in services.
23	Functional	Crisis	Client general demographic data/information	The system provides the ability online for agency staff to select a client and enter data related to client crisis enrollment.
24	Functional	Crisis	Crisis Enrollment	The system provides the ability online for agency staff to select a client and enter all data required for crisis reviews including attaching supporting documentation.

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

25	Functional	Crisis	Crisis Enrollment	The system provides the ability online for agency staff to select a client and enter crisis review checklist data including attachments and track timelines with appropriate notifications (workflow).
26	Functional	Discovery	Quality Assurance	The system provides the ability online to interface with the QIO Vendor to receive and upload QIO service Vendor and client data to track Vendor deficiencies and client health and safety alerts requiring remediation.
27	Functional	Discovery	Quality Assurance	The system provides the ability online for APD staff to input service Vendor remediation tracking data.
28	Functional	Discovery	Quality Assurance	The system provides the ability online to interface with DCF FSFN system to receive and upload APD Vendor deficiencies requiring remediation.
29	Functional	Discovery	Quality Assurance	The system provides the ability online to interface with DCF FSFN system to receive and upload APD client data and to associate it with the client's record.
30	Functional	General	Core Client Central Record, Vendor management directory and Vendor enrollment	The system provides the ability online for Support Coordinators and agency staff to select a client and attach documents, images, or relevant information that link to items in all the client's checklists; including the ability to retrieve, view, send, and print such material on demand.
31	Functional	General	Forensic	The system provides the ability online for agency staff to track client forensic information including but not limited to court dates and facility placement and provide alerts related to this information.

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

32	Functional	General	General	The system provides the ability online to link to the User Manuals and FAQs for user self-help.
33	Functional	General	General	The system provides the ability online to notify specific users when a task is ready for their review/ approval.
34	Functional	General	General	The system provides the ability online for agency staff to flag clients as having hearing or legal cases and the type of hearing/case.
35	Functional	Vendor	Cost Plan	The system provides the ability online for agency staff to associate negotiated rates with Vendor services. These rates are associated with client service plans when the waiver service is selected for the service plan.
36	Functional	Waiver	Cost Plan	The system provides the ability online for agency staff to associate standard rates with waiver services in accordance with the rate rule. These rates are associated with client service plans when the waiver service is selected for the service plan.
37	Functional	Waiver	Cost Plan	The system provides the ability online to require Support Coordinator and/or agency staff to enter a manual rate on a service plan for a waiver service designated as a manual rate service when the service is selected for a service plan. The manual rate entered does not exceed the maximum allowable rate for the waiver service.
38	Functional	Waiver	Cost Plan	The system provides the ability online for agency staff to designate a waiver service that does not have a standard rate as being a manual rate service.

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

39	Functional	Vendor	General	The system provides the ability online to produce a report on Vendors who have not entered service logs on a client more than 30 days after the end date on the Vendors' service authorization for that client.
40	Functional	Vendor Billing	Vendor	The system provides online access to Vendors for service authorizations.
41	Functional	Vendor Services	Vendor	The system provides the ability online for Vendors to add/update service log progress/case notes, comments and units for Visit Verification entries for their service authorization clients. Date and time are not editable.
42	Functional	Vendor Services	Vendor	The system provides the ability online for agency staff to associate approved services with the Vendor by field office/region to indicate what services the Vendor can provide in which field office/regions.
43	Functional	Vendor Services	Vendor	The system provides the ability online for Vendors to create implementation plans for a client that include but are not limited to activities and tasks based on handbook rules.
44	Functional	Vendor Services	Vendor	The system provides the ability online for Vendors to enter client progress on Support Plan goals and objectives.
45	Functional	Vendor Services	Vendor	The system provides the ability online to automatically notify agency staff and Waiver Support Coordinators of a Vendor termination if there are clients that have active service authorizations with that Vendor and therefore need to find a new Vendor for that/those service(s).

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

46	Functional	Vendor Services	Vendor	The system provides the ability online for Vendors to associate client service logs to implementation plan goals.
47	Functional	Remediation	Quality Assurance	The system provides the ability online to notify the Vendor of the individual deficiencies requiring remediation.
48	Functional	Remediation	Quality Assurance	The system provides the ability online for Vendors to enter the plan of remediation for each individual deficiency and allows agency staff to review and approve the plan of remediation for each deficiency.
49	Functional	Remediation	Quality Assurance	The system provides the ability online to track the remediation due date for Vendor deficiencies and notify APD Staff if dates are not met.
50	Functional	Remediation	Quality Assurance	The system provides the ability online to notify APD Staff of Request for Vendor Termination.
51	Functional	Remediation	Quality Assurance	The system provides the ability online for agency staff to update Vendor deficiencies to indicate that the deficiency has been corrected, description of evidence of completion and the date it was corrected.
52	Functional	Residential	Facility Licensure	The system provides the ability online to enable prospective facilities and licensed facilities to apply for licensure and renew licenses.
53	Functional	Residential	Facility Licensure	The system provides the ability online for APD staff to enter the monthly group home monitoring tool/ checklist for each group home Vendor.
54	Functional	Residential	Facility Licensure	The system provides the ability online for APD staff to enter the licensure monitoring checklists.

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

55	Functional	Residential	Facility Licensure	The system provides the ability online to report on monitoring deficiencies noted on the monitoring tools.
56	Functional	Residential	Facility Licensure	The system provides the ability online for agency staff to generate correspondence (Notice of Noncompliance) to Vendors based on results from the monitoring tools.
57	Functional	Residential	Facility Licensure	The system provides the ability online for agency staff to enter expected timeframes for deficiency corrections and the date the deficiency was corrected.
58	Functional	Residential	Facility Licensure	The system provides the ability online for agency staff to collect data related to licensing disciplinary actions.
59	Functional	Residential	Facility Licensure	The system provides the ability online to track license expiration dates.
60	Functional	Residential Planning	ICF	The system provides the ability online for agency staff to select a client and enter the Central Admissions Cover Sheet and the Document of Choice.
61	Functional	Residential Planning	ICF	The system provides the ability online for agency staff to document the ICF acceptance or denial of the Authorization for Admission for a client and enter the anticipated admission date or reason for denial.
62	Functional	Residential Planning	Residential Planning	The system provides the ability online for agency staff or Vendors to maintain bed availability data by Vendor and Vendor characteristics, (for example Vendors that serve clients with medically complex needs or clients with significant behavioral issues.)

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

63	Functional	Residential Planning	Residential Planning	The system provides the ability online for agency staff, Vendors and clients/legal rep to enter the residential Planning Referral form.
64	Functional	Service	Electronic Visit Verification	The system provides the ability online for Vendors to use Visit Verification technology (geodata) to enter service logs for client services provided for a service authorization using Vendor GPS enabled devices. This technology is used for in- home, community, facility and Vendor office locations and tracks service logs, attendance logs, and Daily Progress Notes.
65	Functional	Service	Electronic Visit Verification	The system provides the ability online for agency staff to use Visit Verification technology (geodata) to document monitoring visits to Vendors.
66	Functional	Service	Electronic Visit Verification	The system provides the ability online to associate a unique login identifier to each employee/sub-contractor of each Vendor in order to track individual direct care Vendors.
67	Functional	Supplemental Funding Request	Supplemental Funding Request	The system provides the ability online for Support Coordinators to enter a client Supplemental Funding Request and submit to agency staff for review and approval or denial.
68	Functional	Supplemental Funding Request	Supplemental Funding Request	The system provides the ability online for Support Coordinators and agency staff to attach scanned justification documentation for a client Supplemental Funding Request (person needing services (PNS)).

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69	Functional	Supplemental Funding Request	Supplemental Funding Request	The system provides the ability online for Support Coordinators and agency staff to complete Supplemental Funding Request checklists appropriate to their roles. The checklists include a brief description of the required documentation.
70	Functional	Supplemental Funding Request	Supplemental Funding Request	The system provides the ability online for submission of Supplemental Funding Request and a notification by agency staff to support coordinator that additional documentation is needed (support coordinator checklist is complete).
71	Functional	Supplemental Funding Request	Supplemental Funding Request	The system provides the ability online for agency staff to select the reason for Supplemental Funding Request denial from a dropdown list and provide a text box for other reasons not on the list.
72	Functional	Supplemental Funding Request	Supplemental Funding Request	The system provides the ability online for agency staff to generate the standard Notice of Denial and Due Process Letter for a denied Supplemental Funding Request.
73	Functional	Supplemental Funding Request	Supplemental Funding Request	The system provides the ability online to send reminder notifications to the appropriate agency staff for follow-up to revisit Supplemental Funding Request approved Cost Plan changes.

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74	Functional	Supplemental Funding Request	Supplemental Funding Request	The system provides the ability online for agency staff to enter text for missing information for a Supplemental Funding Request (SFR) and generates the standard Notice of Missing Information notification that includes the text entered by the agency staff.
75	Functional	Supplemental Funding Request	Supplemental Funding Request	The system provides the ability online for agency staff to generate the standard approval notification for an approved Supplemental Funding Request.
76	Functional	Supplemental Funding Request	Supplemental Funding Request	The system provides the ability to capture the dates associated with each submission and review of the supplemental funding request process.
77	Functional	Supplemental Funding Request	Reports	The system provides the ability for agency staff to generate a report on the dates associated with each submission and review of the supplemental funding request.
78	Functional	Technical	Interface	The system provides a real time service that replicates new production system data into an APD data warehouse.
79	Functional	Waiver	Cost Plan	The system provides the ability online for agency staff to select a client and enter an annual cost plan budget information for the client.
80	Functional	Waiver	Cost Plan	The system provides the ability online for agency staff to select a client and generate a Due Process Notification Letter for the client that lists: (A) the pre-approved service families and (B) the iBudget yearly allocation amount. This notification is sent to clients/legal representative and Support Coordinator.

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81	Functional	Waiver	Cost Plan	The system provides the ability online for the waiver support coordinator and agency staff to only be able to create an annual cost plan for a client that has an annual budget.
82	Functional	Waiver	Cost Plan	The system provides the ability online to create a generic CDC Vendor and allow this Vendor to be associated with CDC client service plans until all the CDC+ functionality has been integrated into the iConnect system.
83	Functional	Waiver	Cost Plan	The system provides the ability online for Support Coordinator and agency staff to enter service specific notes (at least 10,000 characters) on the client service plan which appears on the Vendor service authorization for that service.
84	Functional	Waiver	Cost Plan	The system provides the ability online to only allow selection of Vendors for client service plans who have been approved to provide the selected service in the clients' geographic location.
85	Functional	Waiver	Cost Plan	The system provides the ability online to automatically send a cost plan for field office/regional review if a service plan for a critical service exists and the critical service has not been scheduled according to the critical service/group rules.
86	Functional	Waiver	Cost Plan	The system provides the ability online for Support Coordinator and agency staff to modify the cost plan at any time for funds that have not been spent.

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87	Functional	Waiver	Cost Plan	The system provides the ability online to display the service name (not service code) for all service plan and service authorization lists, information pages and reports.
88	Functional	Waiver	Cost Plan	The system provides the ability online to have a flag for Support Coordinator to indicate that client or authorized representative agrees with cost plan changes that Support Coordinator has made.
89	Functional	Waiver	Cost Plan	The system provides the ability online to track the service authorization prior authorization (PA) number and date the PA number is returned by FMMIS.
90	Functional	Waiver	Cost Plan	The system provides the ability online to create and send new and modified service authorization requests directly to FMMIS.
91	Functional	Waiver	Cost Plan	The system provides the ability online to notify Vendors of service authorizations approved by FMMIS (with a PA number).
92	Functional	Waiver	Cost Plan	The system provides the ability online for Support Coordinators and agency staff to copy the approved cost plan, make changes and maintain a history of changes.
93	Functional	Waiver	Cost Plan	The system provides the ability online for Support Coordinator and agency staff to approve a cost plan based on medical necessity and flexibility of services found in APD rules and in AHCA iBudget Handbook rules.
94	Functional	Waiver	Cost Plan	The system provides the ability online for agency staff to approve a cost plan that has been sent for area or central office review.

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95	Functional	Waiver	Cost Plan	The system provides the ability online to notify agency staff when a cost plan is manually sent for review by the Support Coordinator or includes a service plan for critical service that has not been scheduled according to critical service rules.
96	Functional	Waiver	Cost Plan	The system provides the ability to maintain a history of annual budget changes for each client.
97	Functional	Waiver	Cost Plan	The system provides the ability online to allow cost plans and service authorizations to be exported to a PDF or Excel formats for printing.
98	Functional	Waiver	Cost Plan	The system provides the ability online to issue Vendor service authorizations at a minimum on a quarterly basis or when modified (not to exceed the current quarter).
99	Functional	Waiver	Cost Plan	The system automatically creates and sends service authorization requests to FMMIS for all service plans.
100	Functional	Waiver	Waiver Enrollment	The system provides the ability online for agency staff to select a client and generate client waiver eligibility enrollment or denial decision correspondence based on the review of the Application for Services.
101	Functional	Waiver	Waiver Enrollment	The system provides the ability online for agency staff to select a client and assign a waiver support coordinator to the client, based on the client's choice from a list of approved available Waiver Support Coordinators.

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102	Functional	Waiver	Waiver Enrollment	The system provides the ability online for agency staff and Waiver Support Coordinators to select a client and enter client-central record information including, but not limited to documents/forms listed below.
103	Functional	Vendor	Billing	The system provides the ability online to deny service plans from being built if Vendor deficiencies are present (e.g. including, but not limited to; proof of insurance, licenses, and required training).
104	Functional	Vendor	Billing	The system provides the ability online to reject quarterly service authorizations from being created for Vendors with deficiencies (e.g., including, but not limited to; proof of insurance, licenses, and required training).
105	Functional	Vendor	Billing	The system generates a report from the quarterly service authorization process indicating which service authorizations were not created for these Vendors.
106	Functional	Quality Assurance	Client general demographic data/information	The system provides the ability online to notify Support Coordinators when the annual support plan review/update is due or out of date.
107	Functional	Quality Assurance	Client general demographic data/information	The system provides the ability online for agency staff to select a client and enter data related to QSI assessments.
108	Functional	Quality Assurance	Client general demographic data/information	The system provides the ability online for Vendors and Support Coordinators to select a client, enter quarterly supported living plans and received notification when quarterly supported living plan reviews are due or out of date.

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109	Functional	Clinical	Clinical - MCM BA	The system provides the ability online for agency staff to select a client, enter, review, edit and approve Report of Death information.
110	Functional	Clinical	Clinical - MCM BA	The system provides the ability online to upload DOH Vital Statistic Report of Death information and match it with client records based on social security number and date of birth. Agency staff are able to review, edit and approve Report of Death information.
111	Functional	Clinical	Clinical - MCM BA	The system provides the ability online for agency staff to select a client and enter client Medical Case Management review form information.
112	Functional	General	Document Management	The system provides the ability online for Support Coordinator and agency staff to select a client and attach client files/documents to the client record.
113	Functional	General	Programs	The system provides the business logic that incorporates the rules, coverage and limitations of the current handbook.
114	Functional	Quality Assurance	Quality Assurance	The system provides the ability online for agency staff to upload pictures for supporting evidence of non-compliance.
115	Functional	Quality Assurance	Quality Assurance	The system provides the ability online to send a notification to specified agency staff at specified intervals until the QIO alert has been addressed.
116	Functional	Report	Reports	The system provides the ability online to generate the reports listed on the "Reports" spreadsheet.

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117	Functional	Waiver	Cost Plan	System provides the ability online to restrict client service plans from being built if there is already a client service plan for the service, Vendor, ratio, and date ranges (non-overlapping).
118	Functional	Waiver	Cost Plan	The system provides the ability online for Support Coordinators to generate a report on service authorization requests returned from FMMIS with a rejected status.
119	Functional	Vendor	Vendor	The system provides the ability online for Vendors to enter client progress on Implementation plan goals.
120	Technical	Activity Logging	General	The system provides an activity logging capability.
121	Technical	Activity Logging	General	The system retains a history whenever a user enters/ updates/deletes any entity information, including the before and after value of the change, date and time of the change and user ID of the person making the change.
122	Technical	Activity Logging	General	The system periodically creates a backup of the activity logs to a physical storage outside of this system.
123	Technical	Architecture	General	The system architecture is based on and consistent with standard architecture, design, and implementation patterns that are fully supported by Microsoft .NET Framework.
124	Technical	Architecture	General	The system architecture provides a consistent model for data access and the data model is abstracted and hidden from the business logic.
125	Technical	Architecture	General	The system architecture supports distribution of application layers over multiple physical tiers and provides for fault-tolerance.

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126	Technical	Architecture	General	The system architecture is easy to understand, transition, and maintain.
127	Technical	Architecture	General	The system is based on a layered-system architecture where each layer of the architecture interacts with other layers through well-defined interfaces.
128	Technical	Architecture	General	The system facilitates a mechanism to deploy alternative implementations of a layer without significant disruption to other layers.
129	Technical	Architecture	General	The system allows for incremental testing on a layer before the layers it depends on are fully implemented.
130	Technical	Architecture	General	The system provides an ability to switch out varying implementations of layer interfaces.
131	Technical	Architecture	General	The system architecture is easy to re-use, enhance, and extend.
132	Technical	Architecture	General	Under no circumstance is any COTS package modified in a way that will prevent future upgrades to newer versions of the COTS package (termed "modifications").
133	Technical	Architecture	General	Customizations to a COTS package are allowed if they fall within publicly marketed allowable configurations or alterations which do NOT prevent future upgrades to newer version of the COTS package (termed "customizations").
134	Technical	Architecture	General	Any customizations to any COTS package are fully documented, including the customization performed as well as the anticipated subsequent work effort anticipated with future upgrades.

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135	Technical	Architecture	General	Integration of multiple COTS packages, or between COTS packages and custom development involve ONLY previously proven and maintainable technologies.
136	Technical	Availability	General	All system unavailability, whether scheduled or emergency, displays an APD - approved message to anyone trying to access the system.
137	Technical	Availability	General	The system considers normal working hours to be from 8:00 AM Eastern to 6:00 PM Eastern Time, Monday through Friday.
138	Technical	Availability	General	During normal working hours, the system availability is equal to or exceeds 99.9.
139	Technical	Availability	General	During normal working hours, the system is available to systems users within one hour following any application software failure.
140	Technical	Availability	General	External partners have the capability to access the system through web portals on a 24x7 basis. Except for routine maintenance of the system, web portals are available at all other times.
141	Technical	Availability	General	The system preventive maintenance is performed without impact to normal operations.
142	Technical	Availability	General	The system includes the capability to determine and record why the system was unavailable during normal working hours to users (e.g., hardware failure, software failure, preventive maintenance, or other reason).
143	Technical	Availability	General	The system includes the capability to provide a report on system availability for a specified period of time during normal working hours, upon user request.

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144	Technical	Backup & Recovery	General	A Disaster Recovery Plan is developed and maintained that includes detailed technical information regarding the offset recovery of the entire system in the event of a local disaster.
145	Technical	Backup & Recovery	General	The system provides data backup capability that meets the performance requirements without interruption by a backup being recorded.
146	Technical	Backup & Recovery	General	The system recovers database data up to the last committed transaction following a system failure.
147	Technical	Backup & Recovery	General	The system has redundancy.
148	Technical	Backup & Recovery	General	The system is fully recoverable and replicated to an off-site warm or hot site.
149	Technical	Backup & Recovery	General	Vendor works with Disaster Recovery Service Vendor to ensure that the Disaster Recovery Plan for iConnect is incorporated into the agency- wide Disaster Recovery Plan/COOP.
150	Technical	Capacity	General	<p>The system provides sufficient capacity to accommodate all existing legacy data that supports the iBudget and ABC systems, as well as the following anticipating future workload and the associated Office workers. Specifically:</p> <ul style="list-style-type: none"> a) The system provides the capacity to store 75000 records including all associated records plus a 200% reserve. b) The system has sufficient capacity to retain all data available from any of the data import sources and data exports, including all the data received or sent at the frequencies (daily, weekly, monthly) of the

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				interface transactions, listed in the external interface table plus a 200% reserve. c) The system allows for 20% annual growth for 5 years.
151	Technical	Flexibility	General	The system supports a Model- View-Controller pattern where the user interface displays multiple views of the same data.
152	Technical	Flexibility	General	The Model-View-Controller pattern is flexible for further specializations of this pattern such as Page Controller and Front Controller to achieve increased performance.
153	Technical	Flexibility	General	The system utilizes a Service Oriented approach for all external interfaces with other systems.
154	Technical	Flexibility	General	The system allows for additional interfaces to be added or existing interfaces to be removed without negatively impacting the layers.
155	Technical	Flexibility	General	The system is compatible with future implementations of enterprise application integration (EAI).
156	Technical	Interface	General	The system provides centralized software support for all system data interfaces including but not limited to AHCA, DOH Vital Stats System, DCF, DOR and Commerce data management systems.
157	Technical	Interface	General	The system minimizes the number of places (i.e., modules) where software modifications are required in order to implement changes in interface format, content, or additional interfaces.

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158	Technical	Interface	General	The system provides a capability to perform validation of data from an external system without requiring any changes to the external system including but not limited to DOR, Commerce, FMMIS, FLAIR, SAMAS, DFS, Vendors.
159	Technical	Interface	General	The system provides data validation for all data imported from any source based on configurable business rules for what data validations to perform for each data source
160	Technical	Interface	General	The system invalidates imported records for failure of required field validation in accordance with configurable business rules.
161	Technical	Interface	General	The system provides a mechanism to correct the invalid import data.
162	Technical	Interface	General	When a data import record fails validation, the system records which record failed and why it failed.
163	Technical	Interface	General	Upon user request, the system outputs a report of records that failed data validation on import including, but not limited to, a record identifier and the reason data failed.
164	Technical	Interface	General	The system determines whether or not to discard a record that fails import data validation based upon user-defined parameters that are specific to the data source from which data is being imported.
165	Technical	Interface	General	The system monitors data imports and associated schedules from all external sources and notifies an appropriate user or system operator when an expected data transmission has not occurred.

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166	Technical	Interface	General	The system fully meets the system performance requirements whether or not data import operations are on-going and avoid detrimental impact to user operations as a result of data import operations.
167	Technical	Interface	General	<p>The system at a minimum performs the following data validations:</p> <ol style="list-style-type: none"> 1. Required fields that are blank, empty, or null 2. Required fields that contain invalid values including invalid special characters <ol style="list-style-type: none"> a. Alphabetic fields with numeric characters b. Numeric fields with alphabetic characters c. Incomplete fields such as SSN, date of birth, and phone numbers d. Consistency with existing data when such data is available e. Convert values from external sources where appropriate to comply with data definitions in iConnect f. Date fields to contain valid dates (in a given / pre- determined date range) g. Dynamic comparison to compare values in different fields h. Range checking to ensure that value entered into a field is within the specified range.
168	Technical	Performance	General	Internet website traffic does not affect system response times to the point of negatively impacting productivity of iConnect users.

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169	Technical	Performance	General	Query, reporting, and decision- support functionality do not affect system response times to the point of negatively impacting productivity of APD staff.
170	Technical	Performance	General	The system completes any batch operations without impact to normal operations.
171	Technical	Performance	General	The system architecture is designed to be responsive given current and projected workloads.
172	Technical	Performance	General	Vendor conducts stress testing sufficient to demonstrate expected system performance during heaviest anticipated loads, including internal and external web traffic simulations.
173	Technical	Performance	General	The system architecture supports distribution on separate physical tiers of the Web service interface code from the service implementation code.
174	Technical	Performance	General	During normal working hours, for any user-requested operation that cannot be completed within 15 seconds of the last user action necessary to begin the operation, the system provides a mechanism to: <ul style="list-style-type: none"> a. Predict how long the operation is likely to take b. Allow the user to cancel the operation c. Allow the user to run the operation as a background operation that notifies the requesting user when the operation is completed. d. Provide a visible indication of progress toward completion if the user chooses to continue running the operation.

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175	Technical	Platform	General	The system utilizes a Microsoft SQL Server database 2008 or higher.
176	Technical	Platform	General	The system deploys as a web- application in a Microsoft Net-based platform.
177	Technical	Platform	General	The system deploys on Microsoft Windows servers.
178	Technical	Reporting	General	The system includes predefined reports as well as support for user creation of new reports.
179	Technical	Reporting	General	The system provides an ad hoc report building capability that allows a user with appropriate system privileges to define the content and format of a report on a one-time basis or save the report for future use.
180	Technical	Reporting	General	The system allows users with appropriate system privileges to modify or delete a previously defined report.
181	Technical	Reporting	General	Upon user request, the system exports report data in a format that can be imported into standard APD word processing, spreadsheet, PDF, database, and statistical tools (such as Microsoft Word, Microsoft Excel, Microsoft Access, SPSS, SAS), as well as standard data manipulation and simulation tools.
182	Technical	Reporting	General	For extensive reporting and decision support functionality, a separate data warehouse or data mart is used. Query and reporting functionality against production transactional databases is strongly controlled. Ad hoc query and decision support functionality utilize a separate non-iConnect-time database to avoid negatively impacting system response times.

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183	Technical	Rule Based	General	The system provides automated business rules and case-based decision making. The system accommodates approved changes to business rules quickly by a user with the proper knowledge and authorization.
184	Technical	Rule Based	General	Rule and case-based decision- making supports APD business processes by allowing users with sufficient authority to specify and modify the adaptable business rules.
185	Technical	Rule Based	General	Rule-based decision-making supports the APD business processes by recommending or automatically taking the next appropriate action based on adaptable business rules.
186	Technical	Security	General	All confidential or sensitive data being transmitted outside the APD network is protected by encryption (e.g., SSL, SFTP, etc.) and not be sent via e-mail.
187	Technical	Security	General	The system complies with APD Enterprise Security Policies.
188	Technical	Security	General	The System is fully HIPAA and HITECH compliant.
189	Technical	Security	General	The system does not require more than one login and password entry across the entire iConnect system.
190	Technical	Security	General	The standard APD security warning message is prominently displayed on the login page.

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191	Technical	Security	General	The system provides a security role mechanism to limit access to objects, including but not limited to displays, fields within displays, forms, and reports, to users with sufficient system privileges to see the information or perform the operation. Security roles are based upon segregation of duties defined during design and define the user's system privileges, identifying what objects, including but not limited to displays, fields within displays, forms, and reports, the user can access and what updates or deletions the user is allowed to make.
192	Technical	Security	General	The system provides the ability to restrict access of the caregiver to only the clients assigned to them based on their authenticated, unique system ID and, if applicable, their assigned role(s).
193	Technical	Security	General	The system provides a capability to deactivate and archive a former user account.
194	Technical	Security	General	The system does not allow a user that has logged in to be deleted. Only user accounts that were created but never logged in can be deleted.
195	Technical	Security	General	Users receive an error message that they are not authorized for that screen, as applicable.
196	Technical	Security	General	The system provides for identification and security for records with characteristics of high-profile, confidential records (user or user-related records). The system proceeds with records processing to an optimum level in these records without user involvement.

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197	Technical	Security	General	The system prohibits the ability of a user without sufficient security privileges to access high-profile records.
198	Technical	Security	General	The system prohibits the ability of a user to access records identified as confidential record for that user.
199	Technical	Security	General	The system provides authorized staff the ability to insert and override data and provide an audit trail for the changes.
200	Technical	Security	General	The system provides security mechanisms when accessing external interfaces.
201	Technical	Security	General	The system provides the capability to identify, for each record, system users authorized to access the record's information.
202	Technical	Security	General	The system provides the capability to collect security audit information, including but not limited to Security Administrator actions, user logins and logouts, and tracking the access of each user to each object, including but not limited to displays, fields within displays, forms, reports and screens that are classified as 'Display only' screens.
203	Technical	Security	General	The system provides capabilities to automatically report security audit information including but not limited to the capabilities to report audit information by user and to report audit information by record.
204	Technical	Security	General	The system provides the capability to generate security audit information reports for each user on randomly selected records as well as the capability to view all the details for any user.

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205	Technical	Security	General	The system provides the capability to encrypt the records, and restricted access for electronic filing, and electronic signatures.
206	Technical	Security	General	The system provides a mechanism to track and audit users that have conflicting Segregation of Duties (SOD) Roles.
207	Technical	Security	General	The system provides a mechanism to add conflicting SOD Roles for a user only after user gets approval authorization.
208	Technical	Security	General	The system provides a mechanism to do 'What if' scenarios before adding a new Role to a Composite Role or a new Transaction to a Role to ensure that it does not result in SOD conflict.
209	Technical	Security	General	The system provides a mechanism to do 'What if' scenarios before adding a new Role to a user to ensure that it does not result in SOD conflict.
210	Technical	Usability Requirements	General	<p>The system uses state of the art Graphical User Interface conventions:</p> <ol style="list-style-type: none"> a. Radio buttons to indicate mutually exclusive input choices. b. Check boxes to accept a binary input for a set of independent choices. c. Scrolling fields for values that are too large to be entirely displayed. d. Scrolling forms for a display too large to be completely displayed at one time. e. Ability to minimize, maximize, and restore windows. f. Ability to cut, copy and paste (in accordance with normal Windows operations) for approved iConnect screens.

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211	Technical	Usability Requirements	General	The system uses menus, buttons, hyperlinks, or some similar mechanism to select a desired program function from a set of available program functions.
212	Technical	Usability Requirements	General	Navigation is intuitive, easy to use, consistent, and well planned regarding opening new windows, locking records, etc.
213	Technical	Usability Requirements	General	The system minimizes needed user keystrokes and pointer movement by providing at a minimum: <ul style="list-style-type: none"> a. Cursor movement via a pointing device. b. The ability to select from a limited number of possible input items, when appropriate. c. Default values for user entry items, in every case where appropriate. d. Visually indicated default buttons that are activated if user presses Enter or Escape. e. Shortcut keys. f. Drop down lists.
214	Technical	Usability Requirements	General	The system organizes all screen displays and data input fields in a consistent manner.
215	Technical	Usability Requirements	General	Screen displays fit on a 1024 x 768 screen without horizontal scrolling.
216	Technical	Usability Requirements	General	The system consistently names all display, form, and report data fields across all displays, forms, and reports where the vendor has the option.
217	Technical	Usability Requirements	General	The system avoids using cryptic (e.g., numeric) codes on all user displays and reports. This does not prohibit data from being stored using cryptic codes, but the codes are interpreted before being output to the user in displays or reports. It

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				also does not prohibit displaying commonly understood codes, such as state abbreviations. If the system uses mnemonic alphabetic codes for storing information and displays them to the user, the system provides a mechanism to allow the user to easily request and receive the full meaning of the code. This is achieved with a popup or tip interpretation (Alt Tag) if the pointing device lingers over the code or by allowing the user to right click on the code to request the full meaning.
218	Technical	Usability Requirements	General	<p>The system provides on-line help that includes but is not limited to:</p> <ul style="list-style-type: none"> a. Addresses the needs of all different types of users (e.g., APD Employees, Vendors, etc.). b. Provides access to explanation and suggested response for all iConnect error messages that can be output to a user. c. Provides Step-by-step instructions to include required fields, status updates for various conditions and associated time frame if any. d. Includes access to the Operations Procedures and Policy Clarification Memos e. Includes access to User Manual f. Includes access to the APD Policy and Procedures Manual and APD Rules g. Provides users a search capability which includes easy access to a search h. Provides the ability for the user to print a single

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				help topic or an entire document.
219	Technical	Usability Requirements	General	When a user enters a record, the system does not require the user to re-enter the defining information for the record for subsequent screens/tabs/ activities but allows the user to overwrite the defining information if a different record is desired and close all windows on previous record.
220	Technical	Usability Requirements	General	The system provides Intranet user access via the current version of the APD standard web browser.
221	Technical	Usability Requirements	General	The system provides Internet access via the current version of the APD standard browser. If Internet user browser data is available that is used for the browser standard.
222	Technical	Usability Requirements	General	The system provides for user creation of standard "comments" in some assisted way (such as use of a pull-down list) for repetitive comments made in recording activity on a record on different components of the system.
223	Technical	Usability Requirements	General	The system provides for user entry of free-text comments that are associated with a specific person, task, or activity on a record.
224	Technical	Usability Requirements	General	The system provides a search capability to locate, including but not limited to, cases, persons, collections, tasks, or activities based on the content of related database fields, including comments and associated documents.
225	Technical	Usability Requirements	General	The system provides the ability to enter an address once and select the various address fields to which that address pertains.

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

226	Technical	Usability Requirements	General	The system provides warnings to users and operators of impending problems such as running out of storage space, length of time to accomplish substantive tasks, loss of network access, and other such conditions.
227	Technical	Usability Requirements	General	All error messages are relevant, intuitive, consistent, and inform the user of the specific error and what corrective action to take.
228	Technical	Usability Requirements	General	Users receive immediate confirmation of forms successfully or unsuccessfully generated.
229	Technical	Usability Requirements	General	Print menus identify local vs. central printers and require confirmation if a form is not sent to the normal print queue.
230	Technical	Usability Requirements	General	The system, including training for the system, is ADA compliant. All iConnect electronic information and technology is accessible for persons with disabilities. Specifically, iConnect provides access to persons with sight impairments, including those with visual impairment or total blindness. Additionally, the contractor is required to implement any necessary usability requirements that may result from changes in Florida Statutes or law prior to full deployment of the system. The iConnect System complies with SB 2021.
231	Technical	Usability Requirements	General	The Intranet and Internet Web Portal comply with the Americans Disabilities Act and Section 508 (Subpart A-D) of the Rehabilitation Act of 1973.

EXHIBIT C: CURRENT STATE FUNCTIONAL AND TECHNICAL REQUIREMENTS LISTING

232	Technical	Usability Requirements	General	The system utilizes consistent user controls across the entire system.
233	Technical	Usability Requirements	General	The system uses upper case (capital) letters in all addresses and edits and/or converts to capitals regardless of the input source, including but not limited to external interface files.
234	Technical	Usability Requirements	General	The system is consistent in its use of lower- and upper-case letters, although a single system- wide solution is not required.
235	Technical	Usability Requirements	General	The system includes automation of system activities to the fullest extent possible.
236	Technical	Usability Requirements	General	The system is able to communicate via email, and local and central print.
237	Technical	Usability Requirements	General	The system provides programmable workflows and notifications. Notifications employ email as a communications medium at a minimum.

EXHIBIT D: Vendors Reply to RFQ #2324-023 – Ongoing Maintenance and Support Services

Space reserved for Vendors Reply

The WellSky Corporation response to APD RFQ #2324-023 Ongoing Maintenance and Support Services dated May 3, 2024 is hereby incorporated in its entirety to this contract. A copy of the Vendors response to APD RFQ #2324-023 Ongoing Maintenance and Support Services dated May 3, 2024 is available upon request by contacting the Agency Contract Manager, noted in Section 40 of the Standard Contract, or by visiting My Florida Market Place. However, if after following the Order of Precedence, Exhibit A are the controlling documents in precedence, then Exhibit A shall control and have precedence over any term in the Contractors Reply and APD’s RFQ.

EXHIBIT E: RFQ #2324-023 – Ongoing Maintenance and Support Services

Space reserved for RFQ

The APD Request For Quotes (RFQ) Ongoing Maintenance and Support Services also known as APD RFQ #2324-023 and any of its addendums are hereby incorporated in its entirety to this contract. A copy of the APD RFQ #2324-023 Ongoing Maintenance and Support Services is available upon request by contacting the Agency Contract Manager, noted in Section 401 of the Standard Contract, or by visiting My Florida Market Place. However, if after following the Order of Precedence, Exhibit A are the controlling documents in precedence, then Exhibit A shall control and have precedence over any term in the Contractors Reply and APD's RFQ.

EXHIBIT F: EXECUTIVE ORDER #20-44**ANNUAL REPORT ATTESTATION**

Instructions: Pursuant to Governor's Executive Order 20-44, issued February 20, 2020, vendors that enter into a contract with the Agency for Persons with Disabilities (Agency) must **complete Form CA-48 annually by May 1 of each year**. Vendors in a contract with the Agency must complete Sections 1 and 2 of this form, and Section 3 if required. All references to entity or contract(s) in Sections 2 and 3 shall refer to the Entity and Contract(s) identified in Section 1. Upon completion submit this form to assigned Agency Contract Manager.

Section 1: Attestation

As an "Authorized Representative" I attest to my authority to make binding representations on behalf of the entity listed below. All information contained in this document is accurate and true as presented to the best of the below-listed entity's knowledge. I also understand that pursuant to section 287.135, Florida statutes, the submission of a false certification may be subject to civil penalties, attorney's fees, and/or costs.

 Entity Name

 Agency Contract Number(s)

 UEI Number

 Printed Name of Authorized Person

 Signature of Authorized Person

 Date
Section 2: Qualifying Questions

1) Did one or more of the contract(s) result from the Entity being named in federal law or Florida Statutes (substantive or appropriation) as the required recipient of a single source, public-private agreement?

 Yes

 No

2) Over the past fiscal year, did the Entity receive 50% or more of its budget from either the State of Florida or from a combination of State and Federal funds?

 Yes

 No

3) During the preceding fiscal year, did the Entity: (a) receive more than \$25 million in total federal funding, (b) the federal funds so received accounted for more than 80% of the Vendor's annual gross revenue, and (c) was the compensation of top five executives for the preceding fiscal year not available publicly?

 Yes

 No

If the answer to **any** question in this section is Yes, you must proceed to and complete **Section 3**. Otherwise, submit this form to your relevant Agency Contract Manager.

Section 3: Annual Executive Compensation Report

Attach the latest copy of the Entity's most recent IRS Form 990 and complete the following. If the IRS 990 form is unavailable for the last fiscal year, please explain why:

WellSky is a for-profit organization and does not file an IRS Form 990

List the Entity's current directors, board members, chief executive officer, chief financial officer, chief operating officer, and any other person performing equivalent functions by their title, the person's total annual compensation, and the percentage of compensation from state (FL %) or federal (Fed %) allocations. If any executive compensation changes prior to the next annual report, the Entity must submit an updated version of this report incorporating those changes. Total annual compensation includes salary, bonuses, cashed-in-leave, cash equivalents, paid personal leave, severance pay, retirement benefits, deferred compensation, real-property gifts, and any other payout [see also 17 CFR 229.402(c)(2)]. Include the percentage of the total compensation directly from the state or federal allocations to the contracted entity.

Name	Title	Total Annual Compensation	FL %	Fed %	FL and Fed % (Total)

If any of the above-listed persons also receive compensation from organizations that: (a) created or were created by the Entity; (b) that were created by any of the above-listed persons whose compensation therefrom also derives from state or federal allocations; or (c) contract with the Entity, then identify the organization(s), their relationship with the Entity or the above listed person, and that person's annual compensation from each such organization, and the percentage of that compensation from state (FL %) or federal (Fed %) allocations.

Organization	Relationship with Entity	Total Annual Compensation	FL %	Fed%

ATTACHMENT II (FINANCIAL AND COMPLIANCE AUDIT)

The administration of resources awarded by the Agency for Persons with Disabilities to the Vendor may be subject to audits and/or monitoring by the Agency as described in this attachment.

MONITORING

In addition to reviews of audits conducted in accordance with OMB Circular A-133 and Section 215.97, Florida Statutes, the Agency for Persons with Disabilities (APD) or other State agencies may monitor or conduct oversight reviews to evaluate compliance with the contract, management and programmatic requirements. Such monitoring or other oversight procedures may include, but not be limited to, on-site visits by APD and/or other State agencies' staff, limited scope audits as defined by OMB Circular A-133, as revised or other procedures in a time and manner agreed upon by the Parties, provided, APD shall not have access to Cloud Services hardware or facilities. By entering into this contract, the Vendor agrees to comply and cooperate with any monitoring procedures deemed reasonably appropriate by APD and/or other State agencies. In the event that APD and/or another State Agency determines that a limited scope audit of the Vendor is appropriate, the Vendor agrees to comply with any reasonable additional instructions provided by APD and/or other State agencies regarding such audit. The Vendor further agrees to comply and cooperate with any inspections, reviews, investigations, or audits deemed reasonably necessary by the APD Inspector General, the state's Chief Financial Officer or the Auditor General.

AUDITS

PART I: FEDERAL REQUIREMENTS

This part is applicable if the Vendor is a State or local government or a non-profit organization as defined in OMB Circular A-133, as revised.

1. In the event that the Vendor expends \$750,000 or more in Federal awards during its fiscal year, the Vendor must have a single or program-specific audit conducted in accordance with the provisions of OMB Circular A-133, as revised. In determining the Federal awards expended during its fiscal year, the Vendor shall consider all sources of Federal awards, including Federal resources received from APD, Federal government (direct), other state agencies, and other non-state entities. The determination of amounts of Federal awards expended should be in accordance with the guidelines established by OMB Circular A-133, as revised. An audit of the Vendor conducted by the Auditor General in accordance with the provisions of OMB Circular A-133, as revised, will meet the requirements of this part. In connection with the above audit requirements the Vendor shall fulfill the requirements relative to auditee responsibilities as provided in Subpart C of OMB Circular A-133, as revised.

The schedule of expenditures should disclose the expenditures by contract number for each contract with APD in effect during the audit period. The financial statements should disclose whether or not the matching requirement was met for each applicable contract. All questioned costs and liabilities due APD shall be fully disclosed in the audit report package with reference to the specific contract number.

2. If the Vendor expends less than \$750,000 in Federal awards in its fiscal year, an audit conducted in accordance with the provisions of OMB Circular A-133, as revised, is not required. In the event the Vendor expends less than \$750,000 in Federal awards during its fiscal year, the Vendor agrees to provide certification to APD's Contract Administration and its Contract Manager that a single audit was not required. In the event that the Vendor expends less than \$750,000 in Federal awards in its fiscal year and elects to have an audit conducted in accordance with the provisions of OMB Circular A-133, as revised, the cost of the audit must be paid from non-Federal resources (i.e., the cost of such an audit must be paid from Vendor resources obtained from other than Federal entities).
3. The OMB Circular A-133 and compliance supplement are available at the following address:
<http://www.whitehouse.gov/omb/circulars/>

PART II: STATE REQUIREMENTS

This part is applicable if the Vendor is a nonstate entity as defined by Section 215.97(2), Florida Statutes.

1. In the event the Vendor expends \$750,000 or more in state financial assistance during its fiscal year, the Vendor must have a State single or project-specific audit conducted in accordance with Section 215.97, Florida Statutes; applicable rules of the Department of Financial Services; and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General. In determining the state financial assistance expended during its fiscal year, the Vendor shall consider all sources of state financial assistance, including state financial assistance received from APD, other state agencies, and other nonstate entities. State financial assistance does not include Federal direct or pass-through awards and resources received by a nonstate entity for Federal program matching requirements.

In connection with the audit requirements addressed in the preceding paragraph, the Vendor shall ensure that the audit complies with the requirements of Section 215.97(8), Florida Statutes. This includes submission of a financial reporting package as defined by Section 215.97(2), Florida Statutes, and Chapters 10.550 or 10.650, Rules of the Auditor General.

The schedule of expenditures should disclose the expenditures by contract number for each contract with APD in effect during the audit period. The financial statements should disclose whether or not the matching requirement was met for each applicable contract. All questioned costs and liabilities due APD shall be fully disclosed in the audit report package with reference to the specific contract number.

2. If the Vendor expends less than \$750,000 in state financial assistance in its fiscal year, an audit conducted in accordance with the provisions of Section 215.97, Florida Statutes, is not required. In the event the Vendor expends less than \$750,000 in state financial assistance during its fiscal year, the Vendor agrees to provide certification to APD's Contract Administration and its Contract Manager that a single audit was not required. In the event that the Vendor expends less than \$750,000 in state financial assistance in its fiscal year and elects to have an audit conducted in accordance with the provisions of Section 215.97, Florida Statutes, the cost of the audit must be paid from the nonstate entity's resources (i.e., the cost of such an audit must be paid from the Vendor's resources obtained from other than State entities).
3. The State Projects Compliance Supplement is available at the following address:

<https://apps.fldfs.com/fsaa/compliance.aspx>

PART III: REPORT SUBMISSION

Any reports, management letters, or other information required to be submitted to APD pursuant to this contract shall be submitted within 180 days after the end of the Vendor's fiscal year or within 30 days of the Vendor's receipt of the audit report, whichever occurs first, directly to each of the following unless otherwise required by Florida Statutes:

- A. The Contract Manager for this contract at the email address specified in the Standard Contract.
- B. The Agency for Persons with Disabilities Contract Administration at the following email address: apd.fsa@apdcares.org.
- C. Reporting packages for audits conducted in accordance with OMB Circular A-133, as revised, and required by Part I of this Attachment shall be submitted, when required by §__.320(d), OMB Circular A-133, as revised, by or on behalf of the Vendor directly to the Federal Audit Clearinghouse using the Federal Audit Clearinghouse's Internet Data Entry System at: <http://harvester.census.gov/fac/collect/ddeindex.html> and other Federal agencies and pass-through entities in accordance with §__.320(e) and (f), OMB Circular A-133, as revised.
- D. Copies of reporting packages required by Part II of this agreement shall be submitted by or on behalf of the Vendor directly to the following address:

Auditor General
Local Government Audits/342
Claude Pepper Building, Room 401
111 West Madison Street
Tallahassee, Florida 32399-1450
Email address: flaudgen_localgovt@aud.state.fl.us

Vendors, when submitting audit report packages to Agencies for audits done in accordance with OMB Circular A-133 or Chapters 10.550 (local governmental entities) or 10.650 (nonprofit or for-profit organizations), Rules of the Auditor General, should include, when available, correspondence from the auditor indicating the date the audit report package was delivered to them. When such correspondence is not available, the date that the audit report package was delivered by the auditor to the Vendor must be indicated in correspondence submitted to the Agency in accordance with Chapter 10.558(3) or Chapter 10.657(2), Rules of the Auditor General.

PART V: RECORD RETENTION

Exhibit A, Section K 5.6 of 43230000-NASPO-16-ACS is incorporated herein.

PART VI: EXHIBITS

Exhibit A: Post Award Notice

Exhibit B: Vendor Determination

EXHIBIT A (FOR ATTACHMENT II)

POST AWARD NOTICE

Vendor: «Vendor Name»

Contract: «Contract »

1. FEDERAL RESOURCES AWARDED TO THE VENDOR PURSUANT TO THIS CONTRACT CONSIST OF THE FOLLOWING:

Federal Program 1: _____

CFDA#: _____

Title: _____

Amount: \$_____

Federal Program 2: _____

CFDA#: _____

Title: _____

Amount: \$_____

TOTAL FEDERAL AWARDS \$_____

COMPLIANCE REQUIREMENTS APPLICABLE TO THE FEDERAL RESOURCES AWARDED PURSUANT TO THIS CONTRACT CAN BE FOUND IN OMB CIRCULAR A-133, APPENDIX B: COMPLIANCE SUPPLEMENT AT: <http://www.whitehouse.gov/omb/circulars>

2. STATE RESOURCES AWARDED TO THE RECIPIENT PURSUANT TO THIS CONTRACT CONSIST OF THE FOLLOWING:

Matching resources for federal program(s): _____

CFDA#: _____

Title: _____

Amount: \$_____

State financial assistance subject to Sec. 215.97, Florida Statutes:

CSFA#: N/A

Title: **Implementation and Enhancement of the iConnect system**

Amount: **\$5,334,630**

TOTAL STATE FINANCIAL ASSISTANCE AWARDED PURSUANT TO SECTION 215.97, FLORIDA STATUTES **\$5,334,630**

State funds reported above may include Maintenance of Effort (MOE) funding. This occurs when a CFDA number is associated with State funds used to meet Federal maintenance of effort requirements

COMPLIANCE REQUIREMENTS APPLICABLE TO STATE RESOURCES AWARDED PURSUANT TO THIS CONTRACT CAN BE FOUND IN PART FOUR: STATE PROJECT COMPLIANCE REQUIREMENTS OF THE FLORIDA SINGLE AUDIT ACT AT: <https://apps.fldfs.com/fsaa/compliance.aspx>

EXHIBIT B (For Attachment II)**VENDOR DETERMINATION****PART I: AUDIT RELATIONSHIP DETERMINATION**

Vendors who receive state or federal resources may or may not be subject to the audit requirements of OMB Circular A-133, as revised, and/or Section 215.97, Florida Statutes. Vendors who are determined to be recipients or subrecipients of federal awards and/or state financial assistance may be subject to the audit requirements if the audit threshold requirements set forth in Part I and/or Part II of Attachment II are met. Vendors who have been determined to be vendors are not subject to the audit requirements of OMB Circular A-133, as revised, and/or Section 215.97, Florida Statutes. Regardless of whether the audit requirements are met, Vendors who have been determined to be recipients or subrecipients of Federal awards and/or state financial assistance must comply with applicable programmatic and fiscal compliance requirements.

In accordance with Sec. 210 of OMB Circular A-133 and/or Rule 691-5.006, FAC, Vendor has been determined to be:

Vendor not subject to OMB Circular A-133 and/or Section 215.97, Florida Statutes

Recipient/subrecipient subject to OMB Circular A-133 and/or Section 215.97, Florida Statutes

Exempt organization not subject to OMB Circular A-133 and/or Section 215.97, Florida Statutes. For Federal awards, for-profit organizations are exempt; for state financial assistance projects, public universities, community colleges, district school boards, branches of state (Florida) government, and charter schools are exempt. Exempt organizations must comply with all compliance requirements set forth within the contract or award document

NOTE: If a Vendor is determined to be a recipient/subrecipient of federal and or state financial assistance and has been approved by APD to subcontract, they must comply with Section 215.97(7), F.S., and Rule 691-5.006(2), FAC [state financial assistance] and §__ .400 OMB Circular A-133 [federal awards].

PART II: FISCAL COMPLIANCE REQUIREMENTS

FEDERAL AWARDS OR STATE MATCHING FUNDS ON FEDERAL AWARDS. Vendors who receive Federal awards, state MOE funds, or state matching funds on Federal awards and who are determined to be a recipient or subrecipient, must comply with the following fiscal laws, rules and regulations:

STATES, LOCAL GOVERNMENTS AND INDIAN TRIBES MUST FOLLOW:

2 CFR 225 a/k/a OMB Circular A-87 – Cost Principles*

OMB Circular A-102 – Administrative Requirements**

OMB Circular A-133 – Audit Requirements

Reference Guide for State Expenditures

Other fiscal requirements set forth in program laws, rules and regulations

NON-PROFIT ORGANIZATIONS MUST FOLLOW:

2 CFR 230 a/k/a OMB Circular A-122 – Cost Principles*

2 CFR 215 a/k/a OMB Circular A-110 – Administrative Requirements

OMB Circular A-133 – Audit Requirements

Reference Guide for State Expenditures

Other fiscal requirements set forth in program laws, rules and regulations

EDUCATIONAL INSTITUTIONS (EVEN IF A PART OF A STATE OR LOCAL GOVERNMENT) MUST FOLLOW:

2 CFR 220 a/k/a OMB Circular A-21 – Cost Principles*

2 CFR 215 a/k/a OMB Circular A-110 – Administrative Requirements

OMB Circular A-133 – Audit Requirements

Reference Guide for State Expenditures

Other fiscal requirements set forth in program laws, rules and regulations

*Some Federal programs may be exempted from compliance with the Cost Principles Circulars as noted in the OMB Circular A-133 Compliance Supplement, Appendix 1.

**For funding passed through U.S. Health and Human Services, 45 CFR 92; for funding passed through U.S. Department of Education, 34 CFR 80.

STATE FINANCIAL ASSISTANCE. Vendors who receive state financial assistance and who are determined to be a recipient/subrecipient, must comply with the following fiscal laws, rules and regulations:

Section 215.97, Florida Statutes

Chapter 69I-5, Florida Administrative Code

State Projects Compliance Supplement

Reference Guide for State Expenditures

Other fiscal requirements set forth in program laws, rules and regulations

**ATTACHMENT III
TO
CONTRACT #ACI02
BUSINESS ASSOCIATE AGREEMENT
BETWEEN
FLORIDA AGENCY FOR PERSONS WITH DISABILITIES (“AGENCY”)
AND WELLSKY CORPORATION (“VENDOR”)**

This Business Associate Agreement (“Agreement”) is made by and between Covered Entity, the Florida Agency for Persons with Disabilities (“Agency” or “Covered Entity”) and Business Associate, WellSky Corporation, (“Vendor” or “Business Associate”) to comply with the requirements of the Health Insurance Portability and Accountability Act of 1996, as amended (“HIPAA”), 45 CFR Parts 160, 162, and 164, as well as other applicable federal and state confidentiality laws.

This Agreement shall begin on the effective date of the Contract (defined below) or on the date on which the Agreement has been signed by the last party required to sign it, whichever is earlier. It shall end upon termination or expiration of the Agency Contract.

RECITALS

WHEREAS, Business Associate and Covered Entity have entered into Agency Contract Number ACI02, a Supplement to the Alternate Source Contract, and which incorporates 43230000-NASPO-16-ACS, in effect between the parties (the “Contract”) wherein Business Associate will provide certain services to or on behalf of the Agency. In providing such services, Business Associate may receive from the Agency, and/or may maintain, create, or transmit information on behalf of the Agency that contains protected health information (“PHI”) or electronic protected health information (“E-PHI”) (both defined below), as collectively referred to herein as “PHI” or “protected health information.”

WHEREAS, each party separately acknowledges and agrees that PHI, whether electronic, written, or in oral form shall be safeguarded and any access, use, or disclosure of such information that is created, received, maintained, and/or transmitted between the Agency and the Business Associate, or on behalf of the Agency by Business Associate, shall comply with the requirements of the HIPAA rules.

WHEREAS, the HIPAA rules require that the Agency receive adequate assurances that Business Associate will use appropriate administrative, technical, and physical safeguards to protect the confidentiality of PHI, as shared within the course of providing services to or on behalf of the Agency.

NOW THEREFORE, in consideration of the mutual promises and covenants herein, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. **Definitions.** The definition of the terms contained in this Agreement shall have the same meaning and effect as those terms contained in the HIPAA rules, 45 CFR Parts 160, 162, and 164. In the event of any inconsistency between the provisions of this Agreement and mandatory provisions of the HIPAA rules, the HIPAA rules shall control.

- 1.1. "Business Associate" has the same meaning as the term "Business Associate" which is defined in 45 CFR § 160.103.
 - 1.2. "Covered Entity" has the same meaning as the term "Covered Entity" which is defined in 45 CFR § 160.103, and in this Agreement means the Florida Agency for Persons with Disabilities ("Agency").
 - 1.3. "HIPAA Rules" means the Health Insurance Portability and Accountability Act of 1996, as amended ("HIPAA"), as set forth in 45 CFR Parts 160, 162, and 164.
 - 1.4. "Breach" means the unauthorized acquisition, access, use, or disclosure of PHI under the HIPAA rules which compromises the confidentiality of the PHI. 45 CFR §164.402.
 - 1.5. "Protected Health Information or (PHI)" means individually identifiable health information that is: transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium relating to past, present, or future physical or mental health or condition of an individual, provision of health care to an individual, or the past, present, or future payment for the provision of health care to an individual. ("Electronic PHI" or "E-PHI" means information transmitted by or maintained in electronic media).
 - 1.6. "Security Incident" means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system. 45 CFR § 164.304.
 - 1.7. "Unsecured PHI" means PHI that is not rendered unusable, unreadable, or indecipherable to unauthorized persons through the use of technology or methodology specified by the Secretary of the U.S. Department of Health and Human Services in the guidance issues under section 13402(h)(2) of Public Law 111-5. 45 CFR § 164.402.
2. Purposes for which PHI May Be Disclosed to Business Associate. In connection with the services provided by Business Associate to or on behalf of the Agency, the Agency shall only disclose PHI to Business Associate and Business Associate may use and disclose such disclosed PHI for the stated purposes referenced in Contract #**ACI02** or as authorized in this Agreement, including to perform functions, activities or services for, or on behalf of, Covered Entity in connection with the Contract, including this Agreement, including the provision of software implementation and support services, provided that such use or disclosure would not violate the Regulations if done by Covered Entity (each and collectively, the "Intended Purpose") and shall limit disclosure to the minimum necessary information to accomplish the Intended Purpose.
- 2.1. Business Associate may also use and disclose PHI for disclosures that are permitted by 45 CFR §164.512(e)(1).
 - 2.2. Business Associate may also use and disclose PHI to provide Data Aggregation services to Covered Entity as permitted by 45 CFR § 164.504(e)(2)(i)(B).
 - 2.3. Business Associate may also use and disclose PHI to de-identify any PHI, provided such de-identification conforms to the requirements of 45 CFR § 164.514(b).
 - 2.4. Business Associate may also use and disclose PHI to report violations of law to appropriate Federal and State authorities, consistent with 45 CFR § 164.502(j)(1).

3. Disclosure to Third Parties, Agents, and Subcontractors. Business Associate shall not divulge, disclose, or communicate any PHI to any third party which does not comport with this Agreement without prior written approval from the Agency. Prior to the Business Associate disclosing any PHI received from the Agency, or created or received by Business Associate on behalf of the Agency, to any agent or subcontractor, if applicable, Business Associate shall require its agent or subcontractor to enter into a written contract consistent with the terms and conditions of this Agreement and the requirements of 45 CFR § 164.314(a). Business Associate acknowledges and agrees that it shall be responsible to the Agency for any acts, failures or omissions of its agents or subcontractors in providing the Services as if they were the Business Associate's own acts, failures or omissions, to the extent permitted by law.
4. Business Associate Responsibilities. Business Associate may only access, use, or disclose the minimum necessary PHI needed to accomplish the intended functions, services, or activities on behalf of the Agency. Business Associate shall comply with the following requirements:
- 4.1. Business Associate acknowledges and agrees that it must review, understand, and comply with applicable federal and state confidentiality and security laws; specifically, the provisions of the HIPAA rules at 45 CFR Parts 160, 162, and 164, Fla. Stat. § 501.171, as well as any applicable amendments.
 - 4.2. Business Associate shall familiarize its workforce members with the requirements of this Agreement, shall provide HIPAA training to any member of its workforce that is authorized to access, use, or disclose PHI, and shall develop and implement a sanctions policy in accordance with 45 CFR 164.530(e) for any workforce member, agent, or subcontractor who violates this Agreement or the requirements of HIPAA.
 - 4.3. Business Associate shall not use or disclose PHI other than as permitted or required by the Agency or as required by federal or state law.
 - 4.4. Business Associate will implement and maintain reasonable and appropriate administrative, technical, and physical safeguards that protect the confidentiality, integrity, and privacy of PHI which Business Associate receives, creates, maintains, or transmits on behalf of the Agency.
 - 4.5. Use reasonable and appropriate safeguards and comply, where applicable, with Subpart C of 45 CFR Part 164 regarding electronic PHI, to prevent the access, use, or disclosure of PHI for any purpose not in conformity with the functions, service, or activities provided on behalf of the Agency, this Agreement, or federal or state law.
 - 4.6. Business Associate shall make a good faith effort to identify any access, use, or disclosure of PHI that is not authorized under this Agreement nor permitted under the HIPAA rules and report the same to the Agency, including breaches by Business Associate or its subcontractor of unsecured PHI, per 45 CFR §164.410, and any security incidents, provided that this Agreement shall constitute notice by Business Associate to Covered Entity of the ongoing existence and occurrence of attempted but unsuccessful Security Incidents including, but not be limited to, pings and other broadcast attacks on Business Associate's firewall, port scans, unsuccessful log-on attempts, denials of service and any combination of the foregoing, so long as any such incident does not result in unauthorized access, use or disclosure of PHI or material disruption of Business Associate's information systems (each an "Unsuccessful Security Incident"). Upon written request by Covered Entity no more than once per year unless otherwise agreed upon by the Parties, Business Associate shall provide a report of such Unsuccessful Security Incidents during the period of time requested by Covered Entity.

Notwithstanding the foregoing, Business Associate shall notify Agency of any advanced persistent threat within ten (10) business days upon becoming aware of such threat.

4.6.1. Notice to the Covered Entity. Business Associate will report to the Agency, within forty-eight (48) hours of discovery, any access, use, or disclosure of PHI that is not authorized under this Agreement nor permitted under the HIPAA rules of which Business Associate becomes aware. Business Associate acknowledges and agrees that its failure or refusal to comply with the reporting requirements set forth in this paragraph may be a material violation of this Agreement. The requisite notice shall, to the extent possible or known, include the full name of each individual whose unsecured PHI has been, or is reasonably believed by Business Associate to have been, accessed, used, or disclosed during the incident; as well as, Business Associate's written risk assessment which shall provide a brief description of what happened, including the date of the breach and the date of discovery of the breach, a description of the types of unsecured PHI that were involved in the breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved), as well as a description of what steps Business Associate is taking to investigate the breach, to mitigate harm to individuals, and to protect against further breaches. Business Associate shall provide the Covered Entity with any information under 45 CFR 164.404 (to the extent known) that Covered Entity is required to include in any notification.

4.6.2. Notice to Individuals, Media, Secretary of Health and Human Services, and the Florida Department of Legal Affairs. Unless otherwise required by law or agreed to by the parties, it shall be the responsibility of Covered Entity to communicate with affected individual(s), the Secretary and the media information regarding any unintended use or disclosure of PHI.

- 4.7. In accordance with 45 CFR §164.502(e)(1)(ii) and § 164.308(b)(2), if applicable, ensure that every agent or subcontractor of Business Associate that creates, receives, maintains, or transmits PHI on behalf of Business Associate, for the benefit of the Agency, executes a written agreement requiring the agent or subcontractor to agree to the same restrictions, conditions, and requirements as required by HIPAA that apply to Business Associate.
- 4.8. If Business Associate maintains a designated record set for Agency, as reasonably designated by the Agency in writing, Business Associate shall make PHI, in a designated record set, available to an individual via the Agency, as necessary, to satisfy the requirements of 45 CFR § 164.524. More specifically, within ten (10) calendar days of a request by an individual for his or her right of access to PHI contained in a designated record set, Business Associate shall forward any individual requests to the Agency to fulfill such requests.
- 4.9. If Business Associate maintains a designated record set for Agency, as reasonably designated by the Agency in writing, Business Associate shall make any amendment(s) to PHI, in a designated record set, as directed or agreed upon by the Agency pursuant to 45 CFR § 164.526, or take other measures as necessary to satisfy the Agency's obligations.
- 4.10. Business Associate shall maintain and make available the information required to provide an accounting of disclosures to the Agency pursuant to the requirements of 45 CFR §164.528. Business Associate shall document all disclosures of PHI as needed for the Agency to respond to a request for an accounting of disclosures. Within ten (10) calendar days of Agency making such request for an accounting of disclosure of PHI, other than disclosures excepted under 45 CFR § 164.528(a), Business Associate shall provide the Agency with a written report of such disclosures to the Agency for the Agency to fulfill such requests. At a minimum, Business

Associate shall provide the following information for each disclosure: (i) the date of the disclosure; (ii) the name of the entity or person who received the PHI and, if known, the address of such entity or person; (iii) a brief description of the PHI disclosed; and (iv) a brief statement of the purpose of the disclosure that reasonably informs the individual of the basis for the disclosure or, in lieu of such statement, a copy of a written request for a disclosure under §164.502(a)(2)(ii) or §164.512, if any. Such information must be maintained by Business Associate and its agents and subcontractors for a period of six (6) years from the date of each disclosure.

- 4.11. To the extent Business Associate is to carry out one or more of the Agency's obligations under Subpart E of 45 CFR 164, it shall comply with the requirements of Subpart E that apply to the Agency in the performance of such obligation(s). 45 CFR § 164.504.
 - 4.12. Make its internal practices, books, records relating to the access, use, and disclosures of PHI received from, or created or received by Business Associate on behalf of, the Agency available to the Secretary of the U.S. Department of Health and Human Services for purposes of determining compliance with the HIPAA rules. 45 CFR § 164.504.
 - 4.13. Unless precluded by law or court order, Business Associate agrees to notify Agency within five (5) calendar days of Business Associate's receipt of any request, subpoena, or judicial or administrative order to disclose PHI. If the Agency decides to challenge the validity of such request, subpoena or order, Business Associate agrees to cooperate with Agency in such challenge.
5. Use and Disclosure of Information for Management, Administration, and/or Legal Responsibilities. Business Associate may not use or disclose PHI in a manner that violates the HIPAA rules, if done by the Agency, or that exceeds the permitted uses set forth in this Agreement. Notwithstanding, in accordance with 45 CFR § 164.504(e)(4), the Agency acknowledges that Business Associate is permitted to use and disclose PHI received from the Agency for the proper management and administration of the Business Associate, including the development and improvement of the Services, and to carry out the legal responsibilities of Business Associate to the extent that such disclosures are required by law or Business Associate obtains reasonable assurances from the person to whom the PHI is disclosed that: (1) the PHI will be held confidentially; (2) the PHI will be used or further disclosed only as required by law or for the purposes for which it was disclosed to the person; and (3) the person notifies Business Associate of any instance of which it is aware in which the confidentiality of the PHI has been breached.
6. Prohibited Uses. Unless specifically stated in the "Purposes for which PHI May Be Disclosed to Business Associate" section of this Agreement, Business Associate, nor any of its officers, employees, subcontractors, or agents shall not access, use, or disclose any PHI for the purposes of marketing, fundraising, or selling PHI.
7. Mitigation. Business Associate agrees to mitigate, to the extent practicable, any harmful effects that arises from the unauthorized access, use, or disclosure of PHI by Business Associate in violation of the requirements of this Agreement and the HIPAA rules.
8. Reimbursement. Business Associate shall reimburse Covered Entity for direct costs, incurred by Covered Entity (a) in notifying individuals if such notice is required by law and (b) for credit monitoring for any affected Individual for a period not to exceed one year if such monitoring is required by law and (for each (a) and (b) if Business Associate is solely responsible for a Breach of Unsecured PHI.

9. Term and Termination.

- 9.1. Term. The Term of this Agreement shall be effective upon both parties executing this Agreement and will continue until such time as the main underlying agreement has been concluded or terminated via the terms and conditions of this Agreement.
- 9.2. Termination Without Cause. Either party may terminate this Agreement without cause upon no less than thirty (30) calendar days' written notice to the other party unless a lesser time is mutually agreed upon, in writing, by both parties, provided such termination without cause shall automatically terminate the Contract under Section 30(a) of the Contract, and Vendor shall have no further liability under the Contract as of such termination. This Agreement may be terminated by either party without cause upon no less than thirty (30) calendar days' notice in writing to the other party unless a sooner time is mutually agreed upon in writing, provided that if a party seeks to terminate due to an emergency caused by the other party for which cure is not feasible, the Agreement may be terminated for convenience upon twenty-four (24) hours' notice in writing to the other party, provided such termination without cause shall automatically terminate the Contract under Section 30(a) of the Contract, and Vendor shall have no further liability under the Contract as of such termination.
- 9.3. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery.
- 9.4. Termination for Cause. If the Agency determines that Business Associate has violated a material term of this Agreement, Agency shall notify Business Associate in writing of such violation. If cure of such violation is feasible, Agency shall provide Business Associate an opportunity to cure such violation within forty-five (45) days of such notice of violation. If Business Associate fails to cure such violation within forty-five (45) days' notice by Agency or cure is not feasible, the Agency may terminate this Agreement upon twenty-four (24) hours written notice to Business Associate.
- 9.5. Obligations of Business Associate Upon Termination. Upon termination of the Contract, if feasible and upon written request within thirty (30) days following termination, Business Associate shall return all PHI received from, or created, or received by Business Associate on behalf of the Agency that Business Associate still maintains in any form, including any copies or hybrid or merged databases made by Business Associate. Business Associate shall not retain any paper or electronic copies of the Agency PHI unless approved, in writing, by the Agency. Business Associate must properly dispose of the PHI to ensure the PHI is no longer accessible and provide the Agency with written confirmation of such destruction of the PHI. If the return or destruction of the PHI is determined infeasible by the Business Associate, Business Associate shall continue to extend the protections of this Agreement to the PHI and limit further uses and disclosures to those purposes that make the return or destruction of the information infeasible.
10. Survival. Business Associate's obligations under paragraph 10.4 shall survive the termination of this Agreement.
11. Relationship of the Parties. None of the provisions of this Agreement are to be construed as creating any Agency relationship (as defined under the Federal common law of Agency) between the parties.

12. Interpretation. Each party acknowledges and agrees that it entered into this Agreement with the intention of complying with the requirements of HIPAA as well as other applicable federal and state confidentiality laws. Any ambiguity in this Agreement shall be interpreted to permit compliance with the HIPAA rules.
13. Severability. In the event that any term or provision of this Agreement is legally determined to be unlawful or unenforceable, the remainder of this Agreement shall remain in full force and effect and such term or provision shall be stricken.
14. Regulatory References. Any reference in this Agreement to any statutory or regulatory authority means that which is currently in effect as well as any future amendments.
15. Amendments. This Agreement may not be modified or amended except in a writing duly executed by authorized representatives of both parties. The parties agree to work in good faith to amend this Agreement to the extent necessary to allow each party to comply with the standards and requirements of HIPAA, the HITECH Act, as well as other applicable federal and Florida laws relating to the security and confidentiality of PHI or personal information.
16. Waiver. Either party's failure to enforce any provision of this Agreement shall not, in any way, be construed as a waiver of such provision or prevent that party from enforcing it and every other provision of this Agreement.
17. Incorporation. Except for Covered Entity, no third party may rely on the terms, conditions, rights, remedies, or obligations hereunder. The terms of this Agreement supersede any prior or contemporaneous agreement or understandings with respect to the subject matter of the Agreement and are fully incorporated into and subject to the terms of the Contract.
18. Miscellaneous. If the Agency determines that Business Associate is not performing its duties under the terms and conditions of this Agreement, the Agency may, at its sole discretion, allow Business Associate a period of time to cure its deficiencies to achieve compliance.

BY SIGNING THIS AGREEMENT THE PARTIES ACKNOWLEDGE THEY HAVE READ AND AGREE TO THE ENTIRE AGREEMENT.

IN WITNESS THEREOF, THE PARTIES HERETO HAVE CAUSED THIS AGREEMENT TO BE EXECUTED BY THEIR UNDERSIGNED OFFICIALS AS DULY AUTHORIZED.

WELLSKY CORPORATION

FLORIDA AGENCY FOR PERSONS WITH DISABILITIES

Stephen Greenberg

Taylor N. Hatch

Signature

Signature

STEPHEN GREENBERG

TAYLOR N. HATCH

Printed Name

Printed Name

SVP HUMAN & SOCIAL SERVICES

DIRECTOR

Title

Title

7/4/2024 | 10:19 AM CDT

7.4.24

Date

Date

Signature: *Taylor N. Hatch*
Taylor N. Hatch (Jul 4, 2024 23:56 EDT)

Email: taylor.hatch@apdcares.org

Signature:

Email: kathryn.whitehurst@apdcares.org

ORDER NO. C40C4D

Issued on Tuesday, July 9, 2024 EDT

Created on Tuesday, July 9, 2024 EDT by Alicia Ponchak

SUPPLIER:

WellSky Corporation
11300 Switzer Road
Overland Park, KS 66210
United States
Phone: +1 703-674-5103
Contact: David McMillan

TOTAL AMOUNT

\$2,825,505.00000 USD

SHIP TO:

APD Support Services
4030 Esplanade Way
Suite 215
Tallahassee, FL 32399
United States

BILL TO:

APD State Office General Services
4030 Esplanade Way
Suite 215 R
Tallahassee, FL 32399
United States

DELIVER TO:

Alicia Ponchak

Split Percentage: 50

Split Amount: \$918,750.00000 USD

Entity:

Purchasing Unit: 670000

Organization Code:

Description: SPECIAL PROJECTS

Expansion Opt:

Description:

Object Code:

Description: CONTRACTED SERVICES - OTHER

Transaction Fee Exempt?: No

Transaction Fee Exempt Reason:

Split Percentage: 50

Split Amount: \$918,750.00000 USD

Entity:

Purchasing Unit: 670000

Organization Code:

Description: SPECIAL PROJECTS

Expansion Opt:

Description:

Object Code:

Description: CONTRACTED SERVICES - OTHER

Transaction Fee Exempt?: No

Transaction Fee Exempt Reason:

VersionNumber: 1

PUI:

ID: 6701

Name: 6701 - APD: Central Office

PO Start Date: Monday, July 1, 2024 GMT

PO End Date: Monday, June 30, 2025 GMT

Site Code:

ID: 670000-20

Name: 20

Encumber Funds: Yes

Entity Description: Agency for Persons with Disabilities

Requester: Alicia Ponchak

PR No.: PR556248

Method of Procurement: B - State term contract with RFQ [s 287.042(2) s 287.056, F.S.; Rule 60A-1.043, 60A-1.044(2),F.A.C.]

Shipping Method: Best Way

State Contract ID:

ID: 43230000-NASPO-16-ACS

Name: Cloud Solutions

Prime Vendor:

incoTerm:

LINE ITEM DETAILS (4 LINE ITEMS)

NO.	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT	ORDER CONFIRMATION STATUS
1	Cloud Services for ongoing support and ...		1 each	-	\$1,837,500.00000 USD	\$1,837,500.00000 USD	Unconfirmed

Full Description: Cloud Services for ongoing support and maintenance services for APD iConnect client data management system for the period July 1, 2024, through June 30, 2025. Contract #ACI02

Req. Line No.: 1

NO.	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT	ORDER CONFIRMATION STATUS
2	Professional Services for ongoing support and...		1 each	-	\$390,000.00000 USD	\$390,000.00000 USD	Unconfirmed

Full Description: Professional Services for ongoing support and maintenance services for APD iConnect client data management system for the period July 1, 2024, through June 30, 2025. Contract #ACI02

Req. Line No.: 2

NO.	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT	ORDER CONFIRMATION STATUS
3	Interface Maintenance Services for ongoing ...		1 each	-	\$81,375.00000 USD	\$81,375.00000 USD	Unconfirmed

Full Description: Interface Maintenance Services for ongoing support and maintenance services for APD iConnect client data management system for the period July 1, 2024, through June 30, 2025. Contract #ACI02

Req. Line No.: 3

NO.	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT	ORDER CONFIRMATION STATUS
4	Professional Services for ongoing support and...		1 each	-	\$516,630.00000 USD	\$516,630.00000 USD	Unconfirmed

Full Description: Professional Services for ongoing support and maintenance services for APD iConnect client data management system for the period July 1, 2024, through June 30, 2025. Contract #ACI02

TOTAL AMOUNT
\$2,825,505.00000 USD

COMMENTS

- Alicia Ponchak, 07/08/2024:
The Agency for Persons with Disabilities (APD) is seeking to procure ongoing support and maintenance services from qualified vendors for the existing APD client data management system used for electronic visit verification (EVV) and central client records, known as iConnect, under the State of Florida Services Contract # 43230000-NASPO-16-ACS.

Original collaboration requisition was under PR485743. (Alicia Ponchak, Monday, July 8, 2024 EDT)
- COMMENT by **Melissa Hurst** on 07/08/2024
Line (1) will be an advanced payment (Melissa Hurst, Monday, July 8, 2024 EDT)

ATTACHMENTS

- ATTACHMENT by **Alicia Ponchak** on *Monday, July 8, 2024 at 12:12 PM*
RFQ Final for iConnect.pdf (407168 bytes)
- ATTACHMENT by **Alicia Ponchak** on *Monday, July 8, 2024 at 12:12 PM*
2024-07-04 Executed #ACI02 CP.pdf (2254834 bytes)
- ATTACHMENT by **Alicia Ponchak** on *Monday, July 8, 2024 at 12:13 PM*
REDACTED+COPY_Quote+APD+RFQ+2324-023+WellSky.pdf (2105891 bytes)
- ATTACHMENT by **Alicia Ponchak** on *Monday, July 8, 2024 at 12:13 PM*
Exhibit D Contractor Selection Justification Form bcredits.pdf (106159 bytes)

TERMS AND CONDITIONS OF PURCHASE

Purchase Order Terms & Conditions

http://dms.myflorida.com/mfmp_PO_TC



**Comprehensive SQA and Testing Services Proposal for
APD's iConnect Project Assessment**

RFQ 2324 - 025

iConnect Project Assessment

July 3, 2024





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1. Executive Summary

Celebrating
25
YEARS
of Service

iLAB is pleased to offer a comprehensive testing proposal for the Florida Agency for Persons with Disability (APD) RFQ 2324 - 025 iConnect Project Assessment. With our exclusive focus on Software Quality Assurance (SQA) and testing, complemented by a proven track record in the public sector, iLAB provides APD with a strategic advantage in delivering technology solutions.

600+
Consultants
Available

iLAB is a GSA Contract Holder No. GS-35F-323GA under MAS IT – IT Services Category, sub-category No. 54151S, Information Technology Professional Services.

9 Years
Average Length of
Client Relationship

At iLAB, we excel in independently testing business process workflows across integrated components and systems, providing comprehensive end-to-end testing from eligibility through Managed Care with specialized Managed Care Experts. Our test teams are designed to collaborate seamlessly with state employees or other vendors to achieve goals. Our past initiatives, such as the successful deployment of similar systems for the Department of Children and Families, demonstrate our capability to enhance operational efficiencies significantly.

ERP
1% of revenue
channelled into the
(Elephants, Rhinos,
& People) Program

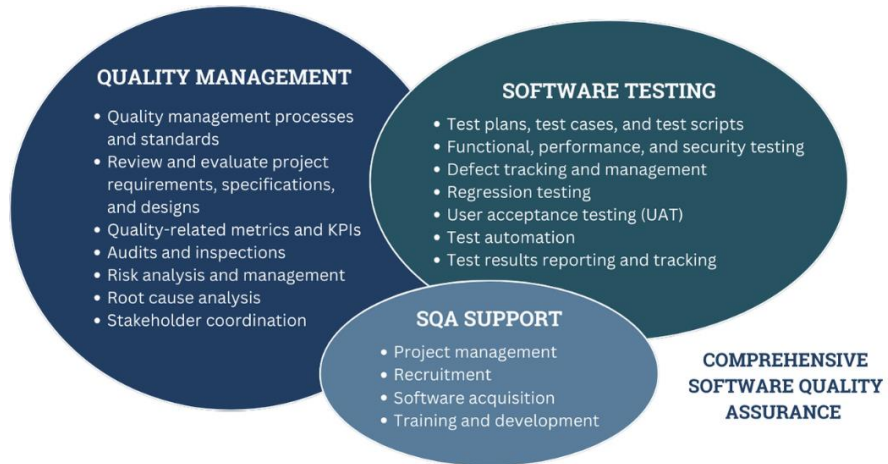
We are eager to engage with APD to explore additional approaches that align with the objectives outlined in this RFQ. iLAB is the exclusive provider of independent SQA and testing services for the state of Indiana.

30+ Clients
Across **6 States**
Actively Being Served

In Florida, we have extensive experience serving multiple state agencies, including:

- Department of Corrections
- Department of Financial Services
- Department of Children and Families
- Highway Safety and Motor Vehicles
- House of Representatives and Senate
- Office of Legislative Information Technology Services
- Agency for Health Care Administration

Global reach with
presence on
4 Continents



Our comprehensive range of services leverages highly skilled and trained personnel, robust processes covering all aspects of software quality assurance throughout the software development lifecycle, and advanced technology. These services encompass software quality assurance, testing, workforce solutions, technical support, and training. Our people are well-versed in industry standards and our proprietary iTEST© methodology, ensuring that our clients receive top-notch quality assurance and testing services.

Given the conciseness of our RFQ response, iLAB is eager to provide further details on areas such as Test Strategy, our proprietary iTEST© Methodology, and any other aspects outlined in our initial response. We look forward to expanding on these to meet your needs comprehensively and invite you to a detailed discussion to explore how we can contribute to the success of the iConnect Project.

Point of Contact: Katy Tucker, Director Client Relations | 305.746.0570 | katy.tucker@ilabqa.com

2. Our Understanding of the Project

The primary objective of this RFQ is to procure services from a qualified independent software quality assurance and testing provider. The provider will assess the iConnect project by March 1, 2025, as mandated by legislation. This assessment and associated deliverables must be provided to key stakeholders, including the Agency and legislative committees. The selected provider will conduct comprehensive quality assurance and testing, leveraging subject matter expertise to review iConnect's technical and functional requirements outlined in Attachment IV. Key activities include stakeholder engagement, system assessment, compliance identification, test execution, and defect reporting.

3. Capabilities

APD shares significant similarities with clients we've assisted, such as the Indiana Family and Social Services Administration (FSSA), both operating within the health and human services domain. This alignment is highlighted by iLAB's Subject Matter Expertise (SME) demonstrated in projects. **For instance, our initial analysis indicates that 75% of the functional requirements align closely with our experience with CaMSS, detailed below:**

Client	Project Details	Key Contributions	Similarities to iConnect
Indiana Care Management for Social Services (CaMSS)	Since January 2016, provided comprehensive SQA services from pre-implementation to launch and ongoing support. Project serves the Indiana Family and Social Services Administration.	<p>Comprehensive Testing Services: Encompasses requirements review, test case design and execution, including automation and user story testing.</p> <p>Adaptive Support: Offers round-the-clock support during sprints and post-deployment.</p>	Shares similarities with iConnect in technical architecture, compliance standards (HIPAA), stakeholder engagement, and integration. Demonstrates a comprehensive approach to functional and non-functional requirements.
Indiana PathWays for Aging	FSSA launched Indiana PathWays for Aging in July 2024, a coordinated care program for Medicaid enrollees aged 60 and older. Eligibility and enrollment managed by FSSA DFR.	<p>Quality Assurance: Conducted comprehensive QA activities for the internal tool supporting Indiana PathWays for Aging members.</p> <p>User Stories Testing: Rigorously tested user stories during sprint phases to ensure alignment with specified requirements.</p> <p>Enhancements Support: Provided ongoing support and testing for enhancements to the internal tool.</p> <p>Defect Management and Updates: Conducted retesting of defects, applied updates, and managed changes in production environments to support enterprise solutions.</p>	Similar technical architecture, HIPAA compliance, stakeholder engagement, integration focus. Comprehensive approach to functional requirements.
Bureau of Disabilities Services (BDS)	Since 2019, iLAB has been the software quality assurance partner in the Systems Consolidation Project	<p>Comprehensive Testing: Includes functional, UAT, ADA compliance, and continuous testing.</p> <p>Strategic Planning: Develops and maintains detailed test plans</p>	Aligns closely with iConnect in scope, complexity, technology stack (ASP.NET, SQL Server, IIS, JavaScript),



	(SCP). This project aims to benefit a wide array of stakeholders including FSSA, DDRS, CMCOs, providers, and families.	covering manual, automated, and performance testing. Continuous Improvement: Manages defects, enhances stakeholder communication, and fosters process improvements.	regulatory compliance (ADA/Section 508), and data management (HIPAA).
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4. Independence

External SQA consultation demands a high degree of independence to ensure unbiased and objective evaluations of project processes and products. This independence helps prevent conflicts of interest and maintain integrity, essential when SQA relationships could otherwise limit oversight. Key aspects of independence include:

- **Technical Independence:** SQA consultants independently assess development processes and products.
- **Managerial Independence:** SQA responsibilities are managed by an organization separate from development and program management.
- **Financial Independence:** SQA budgets are controlled by an entity separate from the development organization.
- **Contractual Independence:** SQA contracts are executed independently from development contracts.

This independence allows the SQA team to offer honest, third-party evaluations crucial for meeting project standards and contractual obligations, while still collaborating closely with all stakeholders to provide balanced assessments and actionable recommendations.

5. Protected Health Information (PHI)

At iLAB, we take the protection of health information (PHI) very seriously and are committed to complying with 45 CFR Parts 160, 162, and 164. Our team is experienced in working with state and federal agencies that have similar requirements, ensuring the highest standards of data security and privacy. We implement stringent measures to safeguard PHI, demonstrating our dedication to maintaining compliance and protecting sensitive information.

6. Our Approach

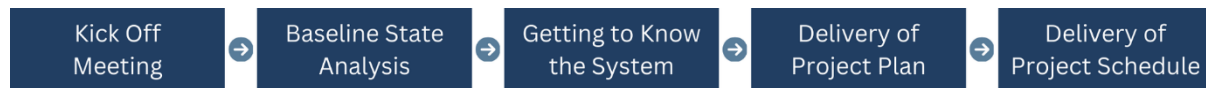
Our implementation strategy follows a three-phase approach, starting in Aug 2024.



As per the legislative direction, the QA vendor is responsible for the following activities, in addition to fulfilling identified deliverables, including an assessment of the iConnect project by March 1, 2025. We have broken these activities into phases.

High Level Timeline		
Dates	Phase	Activities
Aug 24– Sep 24	1	Onboarding and Planning
Oct 24– Jan 25	2	Execution
Feb 25– Mar 25	3	Final Assessment and Closeout

Phase 1: Onboarding and Planning



During the initial phase, iLAB will collaborate with APD staff and your implementation partners to understand objectives, expectations, and methodologies. This period allows for comprehending project documents and identifying value-adding opportunities for the iConnect project. iLAB assumes the availability of all required documentation, access to subject matter experts, and timely responses to questions throughout the project.

Phase 1: Key Activities

Getting Started	<ul style="list-style-type: none"> Connect with iConnect staff to discuss logistics, timeframe, resource requirements, and an overview of the iConnect program. Foster collaborative relationships with the Core Project Team to meet project milestones. Review compliance or regulatory requirements
Baseline State Analysis	<ul style="list-style-type: none"> Interview current Subject Matter Experts (SMEs) and review existing use cases. Assess current IT Strategy, system architecture, and implementation details. Understanding of current business workflows of the iConnect applications.
Understanding the Proposed Solution	<ul style="list-style-type: none"> Review sprint work performed to include any issues encountered. Review of the Proposed iConnect Implementation and Project Timelines Review of the customization of the user interface Systems integrating with iConnect (third-party applications, internal systems, APIs, and data sources) Specifics of development methodology, SDLC, and processes utilized Tool stack utilized by the Development team, etc.
Project Alignment	<ul style="list-style-type: none"> Review project requirements and project timelines.
Deliver a project plan Deliverable D1: Project plan	<ul style="list-style-type: none"> Define project scope and objectives Allocate resources and assign tasks Establish communication and reporting protocols Identify potential risks and mitigation strategies
Deliver a project schedule Deliverable D2: Schedule	<ul style="list-style-type: none"> Develop a detailed schedule with milestones and deadlines Sequence tasks and identify dependencies Create a timeline using Gantt charts or other visual tools Incorporate buffer time for potential delays Review and adjust the schedule as needed

Phase 1: Benefits

Understanding Business Workflows	<ul style="list-style-type: none"> Gains insight into the current business workflows of the applications, crucial for tailored testing strategies.
Analysis of Proposed COTS/SaaS Solution	<ul style="list-style-type: none"> Documents major issues or risks early in the project cycle, detailing configuration, customization, and training requirements.
Communication and Expectation Setting	<ul style="list-style-type: none"> Sets clear expectations to ensure communication, scope definition, and alignment on project goals.
Delivery of Test Strategy and Workstream Test Plans	<ul style="list-style-type: none"> Provides a systematic and structured approach to testing. Ensures understanding of the scope, objectives, and methodology of testing activities. Creates a robust and comprehensive test practice at APD, eliminating ad-hoc testing.



	<ul style="list-style-type: none"> Establishes a baseline for effective resource allocation and management. Provides a timeline for testing activities, aids in project scheduling, tracks progress against milestones, and ensures visibility and transparency.
Technology Implementation Plan	<ul style="list-style-type: none"> Includes a detailed implementation plan for requirements, test, and defect management tools, facilitating a streamlined setup for subsequent phases.

Phase 2: Test Design and Test Execution



Phase 2 of the iConnect Project Assessment involves rigorous testing activities to ensure the system's stability and usability meet project requirements. This phase includes creating and mapping test cases, executing tests, managing defects, and regularly reporting progress, all aimed at validating the system's functionality and enhancing the overall quality assurance process.

Phase 2: Key Activities

Create Test Cases	<ul style="list-style-type: none"> Work with the vendor and relevant stakeholders to develop tests that validate the project requirements and the stability and usability of the system. Consult on best practices and standards that must be adhered to.
Mapping of Test Cases	<ul style="list-style-type: none"> Map all test cases during test design to requirements in the Test Case Management Tool. Use the Bidirectional Traceability Matrix to ensure that test cases cover requirements (forward tracing) and that all test cases are linked to specific requirements (backward tracing).
Test Execution	<ul style="list-style-type: none"> Test execution during various iterative phases of the project Identify and report inconsistencies and errors Verify that functionality meets the business requirements and determines that actual results match the expected results. Document findings using the standards set by the iConnect project Update the test case status (Pass or Fail), log, and manage defects.
Defect Management	<ul style="list-style-type: none"> Support defect triage, analysis, and resolution Re-test resolved defects to confirm that they have been fixed and meet the expected outcomes. Generate regular defect reports to provide visibility into the status and trends of defects. Share reports with stakeholders to keep them informed of progress and any potential risks. Maintain comprehensive documentation of all defects, including their resolution and any related changes.
Reporting Deliverable D3: Monthly Status Reports	<ul style="list-style-type: none"> Provide regular updates on the project's progress, including milestones achieved, tasks completed, issues, concerns, and upcoming activities. Report on identified risks and issues, including their status, impact, and any mitigation or resolution strategies in place. Provide information on resource allocation and utilization, including any changes to the project team or adjustments in resource needs. Report any deviations from the requirements and/or any defects preventing the system working as intended. Report on the project's financial status, including budget expenditures, cost variances, and forecasted costs. List action items and follow-ups from meetings, including responsible parties and due dates.

Phase 2: Benefits

Requirement Traceability	<ul style="list-style-type: none"> Ensures efficient testing and validation by linking requirements to their corresponding test cases and results.
Creation and Delivery of Detailed Test Cases	<ul style="list-style-type: none"> Removes critical person dependency with detailed step-by-step documentation. Ensures comprehensive coverage of all application features, reducing the risk of defects. Regular and thorough test execution enhances project reliability and stability.
Comprehensive Validation	<ul style="list-style-type: none"> Provides APD detailed visibility into the project's quality state through regular updates. Executing tests that mimic real-world usage helps identify usability issues and improve user experience.
All-round Feedback on System Quality	<ul style="list-style-type: none"> Verifies that the software meets both functional and non-functional requirements. Speeds up testing and reduces effort through test automation.

Phase 3: Test Closeout and Transition



iLAB's involvement extends to project close-out activities, ensuring comprehensive evaluation of success and adherence to SQA and testing objectives.

Phase 3: Key Activities

Final Project Assessment	<ul style="list-style-type: none"> Work with APD on the completion of the assessment. (D3) Provide an assessment of the iConnect project and application. (D4)
Draft of Final Assessment Report	<ul style="list-style-type: none"> Provide guidance on how the organization can support itself going forward with an eye on SQA best practices. <ul style="list-style-type: none"> Consult on the Maintenance and Operation (M&O) plan. Provide guidance on a change control structure. Work with the Implementation vendor on an ongoing test plan to support future releases.
Documentation and Closure	<ul style="list-style-type: none"> Provide requested documentation and archive project artifacts. Produce a Post Implementation Evaluation Report. Participate in the project postmortem\lessons learned. Obtain client sign-off.

Phase 3: Benefits

Delivery of Test Closeout Report	<ul style="list-style-type: none"> Offers a final assessment of the software quality, providing insights into the effectiveness and stability of the product.
Compliance and Audit Facilitation	<ul style="list-style-type: none"> The closeout report provides a clear trail of documentation, facilitating compliance checks and audits.
Reference for Future Projects	<ul style="list-style-type: none"> Serves as a valuable reference for future projects, especially useful when encountering similar requirements or challenges.
Evaluation of Testing Objectives	<ul style="list-style-type: none"> Evaluates whether the initial testing objectives and criteria were met, giving an overall view of the project's success.
Lessons Learned	<ul style="list-style-type: none"> Highlights key learnings from the testing phase to foster continuous improvement in future projects, offering insights into what worked well and what didn't.

Decision-Making Support	<ul style="list-style-type: none"> Provides stakeholders with essential information to make informed decisions regarding the software's readiness for release or the need for further development and testing.
Knowledge Transfer	<ul style="list-style-type: none"> Aids in transferring knowledge to new team members or those taking over maintenance and operations, ensuring continuity and understanding.

7. Out of Scope

The following **advanced** areas of testing have been determined as out of scope for this proposal. **iLAB is open to discussing and clarifying any areas listed below to ensure the proposed approach aligns with APD's objectives.**

- Performance Testing (Scoping Required)
- Providing device farm or devices for mobile testing
- Security Testing (Scoping Required)
- Review of any tools typically used for software development
- Automation of Scripted Tests and execution

8. Deliverables

At a minimum, iLAB will deliver the following items during the initial engagement. Additionally, iLAB has incorporated Value Add deliverables based on our comprehensive understanding of the scope. **Testing deliverables are essential and form a core component of the vendor's responsibilities outlined in the RFQ.**

No.	Deliverable	Details	Frequency
D1	Project Plan	<ul style="list-style-type: none"> iLAB will provide a comprehensive Project Plan detailing the Vendor's analysis of the iConnect system, stakeholder engagement, planning assumptions, decisions, communication facilitation, and documenting scope, cost, and schedule baselines. The project plan will establish clear objectives, scope, and timelines, ensuring all stakeholders have a shared understanding. 	Once, 14 business days of contract execution
D2	Schedule	<ul style="list-style-type: none"> A schedule outlining the coordination of tasks, meetings (including a kick-off), stakeholder engagements, and special communications, detailing attendees from both the Agency and the Vendor. A comprehensive schedule will ensure everyone is aligned and aware of deadlines. It will facilitate coordination, help to manage resources efficiently, and keep the project on track to meet its objectives. 	Within one week of acceptance of the Project Plan by the Agency and updated monthly at a minimum for the duration of the contract.
D3	Monthly Status Reports	<ul style="list-style-type: none"> Regular communication is vital to the success of any project. We will provide you with monthly status and progress updates to keep you informed about the status of our SQA activities, any challenges encountered, and the overall progress toward your goals. 	The 15 th of each month
D4	Draft of the Final Assessment Report	<ul style="list-style-type: none"> A draft of the final assessment report. A draft assessment report will provide preliminary findings for review, allowing stakeholders to give feedback and ensure accuracy before finalizing the report. 	February 1, 2025
D5	Final Assessment Report	<ul style="list-style-type: none"> The final assessment report, required per legislative direction. 	February 28, 2025
D6	Test Cases/Test	<ul style="list-style-type: none"> Create detailed test cases for the identified areas. 	Oct – Jan 25 (Phase 2: Execution)

Proposed Deliverable	Scripts/Test Execution Plan	<ul style="list-style-type: none"> Traceability matrix between test cases and requirements Test Data Identification / Development Updated test cases with the execution status 	
D7 Proposed Deliverable	Defect Management: Reports	<ul style="list-style-type: none"> Track, log, and prioritize defects in the agreed upon Defect Tracking System Our team will also ensure that defects are re-tested after resolution to verify their successful correction. 	Oct – Jan 25 (Phase 2: Execution)
D8 Proposed Deliverable	Test Results	<ul style="list-style-type: none"> Test results are submitted in the agreed-upon format. Defect metrics are submitted at regular intervals. 	Oct – Jan 25 (Phase 2: Execution)

9. Core Team

We are confident in our resources' abilities to assist with all phases of the Software Development Lifecycle (SDLC) and Software Testing Lifecycle (STLC). Our resources are adept at working on strategic initiatives with tight deadlines and are prepared for training and participation to add value from day one. The following engagement model is in place and ready to commence working with APD.

Roles	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
Service Delivery Manager	1	1	1	1	1	1	1
Sr. SQA Manager	1	1	1	1	1	1	1
Sr. SQA Analyst	4	4	5	5	5	5	5
Total Team Members Per Month	6	6	7	7	7	7	7

Proposed Team

Based on the official start date of the project and resource availability, proposed resource may change. Credentials are available upon request.

Resource	Experience Summary
Sherry Wooldridge, Service Delivery Manager	With a rich background spanning over 25 years in the software testing and quality assurance industry, Sherry possesses a wealth of expertise. She is well-versed in SQA assessment, analysis, implementation, and optimization, demonstrating proficiency in testing methodologies, best practices, and industry standards. Her leadership skills shine through as she effectively manages large-scale client initiatives and portfolios, excelling in Agile, Waterfall, and Hybrid development methodologies. Sherry's comprehensive knowledge extends to various software development frameworks and associated quality assurance practices.
Adam Hillard, Sr. SQA Manager	Adam is an accomplished process lead with comprehensive experience in IT operations, technology architecture, change management, and core business processes. He is a proactive and dynamic leader with keen attention to detail and has the proven ability to streamline IT service management and ITIL process integration. Adam's core competencies include data enablement, IT service management, change management, data analysis, team leadership, solutions design, project management, quality assurance, strategic planning, customer service, technical writing, release management, process improvement, requirement management, IT compliance, and reporting.

Sr. SQA Analysts	<p>iLAB's Full Time Sr. SQA Analysts bring a wealth of expertise to the APD team, specializing in manual and automated testing methodologies, user acceptance testing (UAT), API and integration testing, security testing, and usability testing. Each analyst plays a crucial role in creating and executing comprehensive test cases, managing defects, assessing performance, ensuring data integrity, maintaining regulatory compliance, and enhancing user experience across platforms. They hold certifications such as ISTQB Certified Tester Foundation Level and have extensive experience with various state systems, including Division of Disability Services.</p>
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10. Roles and Responsibilities

Role:	Director Service Delivery
<p>The Director of Service Delivery role ensures quality and delivery of the portfolio objectives on time. Primary responsibilities include the following:</p> <ul style="list-style-type: none"> • Analyzes client engagement requirements and crafts Statements of Work (SOWs), Change Requests (CRs), and Software Quality Solutions. • Ensures contractual deliverables meet scope, cost, schedule, and resource requirements. • Oversees Service Level Agreement (SLA) compliance and builds client relationships for new business development. • Manages engagement teams, ensuring adequate resource coverage and staff management. • Acts as the primary escalation point for clients, resolving critical situations through effective communication. • Leads regular client reviews to ensure contractual delivery commitments are met. • Develops standards and best practices to enhance team efficiency and work quality. • Collaborates with client management to strategize service organization growth. 	
Role:	Sr. SQA Manager
<p>The Sr. SQA Manager utilizes a combination of the customized iTEST® methodology and APD's existing policies and processes to accurately determine the required quality solution. This enables precise identification of the size and composition of Software Quality Assurance resources essential for the project. Additionally, the Sr. SQA Manager:</p> <ul style="list-style-type: none"> • Utilizes iTEST® methodology and aligns with APD's policies to determine quality assurance resource needs. • Acts as the main client contact, overseeing the iLAB Test Team and quality assurance efforts. • Participates in all project phases, including requirements review, test planning, execution, and reporting. • Delivers iConnect Test Strategy, regression test strategies, and manages testing activities. • Coordinates with the PMO to integrate Quality Assurance tasks into project plans. • Provides quality metrics to APD Leadership for decision-making. • Manages defect reporting, risk management, and collaborates with Developers and Business Analysts. • Oversees testing team capacity planning and release scheduling recommendations. • Identifies and resolves complex issues, supporting client needs for improved quality and cost efficiency. 	
Role:	Senior SQA Analyst
<p>The Sr. SQA Analyst will provide expertise for the manual testing solution, such as:</p> <ul style="list-style-type: none"> • Provides manual testing expertise including system function identification, test requirement extraction, and risk analysis. • Develops, maintains, and executes test cases for various testing types including Smoke, System, User Acceptance, Regression, and End-to-End. • Conducts peer reviews, ensures test environment readiness, and logs defects and change requests. • Updates and maintains test cases, facilitates knowledge transfer, and compiles test plans and models. • Reports progress and manages defects, liaising with Developers and Business Analysts. • Identifies areas for process improvement and validates critical business workflows. 	



11. Attachment II- Price Sheet

Not-To-Exceed Total Cost:

Vendor is not to exceed \$1,000,000 over the life span of the contract for providing all of the services identified in this RFQ.

Total Cost: \$ \$995,192.00

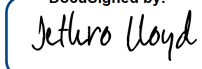
Deliverables, Job Titles, and Hourly Rates

Deliverable Name and Number	Position Title and Name of Candidate <i>*Refer to Section 9 in Technical Response for Candidate Details</i>	Job Description	Number of Hours to achieve this task	Hourly Rate	Total Cost
D1 –Project Plan	Service Delivery Manager	<i>Refer to Section 10 in Technical Response</i>	84	\$150.00	\$64,008.00
	Sr. SQA Manager		84	\$140.00	
	Sr. SQA Analyst		336	\$118.00	
D2 – Schedule	Service Delivery Manager	<i>Refer to Section 10 in Technical Response</i>	42	\$150.00	\$32,004.00
	Sr. SQA Manager		42	\$140.00	
	Sr. SQA Analyst		168	\$118.00	
D3 - Monthly Status Reports	Service Delivery Manager	<i>Refer to Section 10 in Technical Response</i>	168	\$150.00	\$640,080.00
	Sr. SQA Manager		168	\$140.00	
	Sr. SQA Analyst		672	\$118.00	
D4 – Draft of the Final Assessment Report	Service Delivery Manager	<i>Refer to Section 10 in Technical Response</i>	168	\$150.00	\$166,080.00
	Sr. SQA Manager		168	\$140.00	
	Sr. SQA Analyst		1,000	\$118.00	
D5 - Final Assessment Report	Service Delivery Manager	<i>Refer to Section 10 in Technical Response</i>	168	\$150.00	\$92,380.00
	Sr. SQA Manager		168	\$140.00	
	Sr. SQA Analyst		370	\$118.00	

The person submitting the quote and pricing is authorized to respond to this RFQ on the contractor’s behalf, as confirmed by signature below.

iLAB LLC

Contractor Name
Jethro Lloyd

Printed name of authorized representative submitting quote
Digitally signed by

510E82810E544C9...
 Signature

7/8/2024

Date

12. Attachment III - References

ATTACHMENT III

BUSINESS REFERENCES

Vendors are required to submit with the Proposal contact information for three (3) current references for whom it has provided services similar to those requested in this solicitation. The Agency reserves the right to contact any and all entities in the course of this solicitation evaluation in order to make a fitness determination. The Agency will make only two (2) attempts to contact each entity. The Agency's determination is not subject to review or challenge.

PROPOSED CANDIDATE: iLAB LLC

CONTACT (REFERENCE) PERSON:	Terrence Samuels, CIO
PHONE NUMBER:	850-617-2022
EMAIL ADDRESS:	TerrenceSamuel@flhsmv.gov
BUSINESS NAME:	Florida Department of Highway Safety Motor Vehicles
CONTACT (REFERENCE) PERSON:	Willie Thomas, Project Administrator
PHONE NUMBER:	850- 717-0248
EMAIL ADDRESS:	thomas.willie@leg.state.fl.us
BUSINESS NAME:	Florida Office of Legislative IT Services
CONTACT (REFERENCE) PERSON:	Chuck Carufel, IT Project Manager
PHONE NUMBER:	317/234-8855
EMAIL ADDRESS:	Chuck.Carufel@fssa.in.gov
BUSINESS NAME:	Indiana Family and Social Services Administration

6701 - FY 24/25 - ASP - ILAB (ICONNECT PROJECT ASSESSMENT)

CHANGED REQUISITION NO. PR566245-V2

ORDERED

Issued: Wednesday, August 7, 2024 EDT, Created: Wednesday, August 7, 2024 EDT by
Alicia Ponchak on behalf of Kieran Holland

LINE ITEMS

SUPPLIER:

iLAB
8888 Keystone Crossing, Suite 675
Indianapolis, IN 46240
United States
Phone: +1 317-908-3353
Fax: +1 317-218-3623
Contact: Chetan Sharma

TOTAL AMOUNT
\$994,552.00000 USD

SHIP TO:

APD State Office Operations
4030 Esplanade Way
Suite 380.04
Tallahassee, FL 32399
United States

BILL TO:

APD Operations 380.04
4030 Esplanade Way
Rm 380.04
Tallahassee, FL 32399
United States

DELIVER TO:

Kieran Holland

Split Percentage: 50
Split Amount: \$32,004.00000 USD
Entity:

Purchasing Unit: 670000
Organization Code:
Description: SPECIAL PROJECTS

Expansion Opt:
Description:

Object Code:
Description: INFORMATION TECHNOLOGY SERVICES - GENERAL

Transaction Fee Exempt?: No
Transaction Fee Exempt Reason:

Split Percentage: 50
Split Amount: \$32,004.00000 USD
Entity:

Purchasing Unit: 670000
Organization Code:
Description: SPECIAL PROJECTS

Expansion Opt:
Description:

Object Code:
Description: INFORMATION TECHNOLOGY SERVICES - GENERAL

Transaction Fee Exempt?: No
Transaction Fee Exempt Reason:

PUI:

ID: 6701
Name: 6701 - APD: Central Office
PO Start Date: Thursday, August 1, 2024 GMT

PO End Date: Monday, June 30, 2025 GMT

Site Code:

ID: 670000-20

Name: 20

Release Encumbrance:

Encumber Funds: Yes

Attachment Disclaimer: Yes

Entity Description: Agency for Persons with Disabilities

FOB Code:

Incoterms Code:

Order No.: C42BB9

Ship To:

Shipping Method: Best Way

State Contract ID:

ID: 252-GSA Schedule 70

Name: Information Technology Equipment, Software, and Services

Prime Vendor:

Set Defaults: Yes

LINE ITEM DETAILS (5 LINE ITEMS)

NO.	ACTION	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT
1	Unmodified	D1 - •iLAB will provide a comprehensive ...		1 each	-	\$64,008.00000 USD	\$64,008.00000 USD

Full Description: D1 - •iLAB will provide a comprehensive Project Plan detailing the Vendor's analysis of the iConnect system, stakeholder engagement, planning assumptions, decisions, communication facilitation, and documenting scope, cost, and schedule baselines.
• The project plan will establish clear objectives, scope, and timelines, ensuring all stakeholders have a shared understanding.

Project Plan for iConnect Project Assessment - To include the following position to complete the task.

Service Delivery Manager - 84 Hours @ \$150.00 per hour

Sr SQA Manager - 84 Hours @ \$140.00 per hour

Sr SQA Analyst - 336 Hours @ \$118.00 per hour

NO.	ACTION	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT
2	Unmodified	D2 - • A schedule outlining the coordination ...		1 each	-	\$32,004.00000 USD	\$32,004.00000 USD

Full Description: D2 - • A schedule outlining the coordination of tasks, meetings (including a kick-off), stakeholder engagements, and special communications, detailing attendees from both the Agency and the Vendor.
• A comprehensive schedule will ensure everyone is aligned and aware of deadlines. It will facilitate coordination, help to manage resources efficiently, and keep the project on track to meet its objectives.

Schedule for iConnect Project Assessment - To include the following position to complete the task.

Service Delivery Manager - 42 Hours @ \$150.00 per hour

Sr SQA Manager - 42 Hours @ \$140.00 per hour

Sr SQA Analyst - 168 Hours @ \$118.00 per hour

NO.	ACTION	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT
3	Modified	D3 - • Regular communication is vital to the ...		7 each	-	\$91,440.00000 USD	\$640,080.00000 USD

Full Description: D3 - • Regular communication is vital to the success of any project. We will provide you with monthly status and progress updates to keep you informed about the status of our SQA activities, any challenges encountered, and the overall progress toward your goals.

Monthly Status Reports for iConnect Project Assessment - To include the following position to complete the task.
 Service Delivery Manager - 168 Hours @ \$150.00 per hour
 Sr SQA Manager - 168 Hours @ \$140.00 per hour
 Sr SQA Analyst - 672 Hours @ \$118.00 per hour

NO.	ACTION	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT
4	Unmodified	D4 - • A draft of the final assessment report...		1 each	-	\$166,080.00000 USD	\$166,080.00000 USD

Full Description: D4 - • A draft of the final assessment report.
 • A draft assessment report will provide preliminary findings for review, allowing stakeholders to give feedback and ensure accuracy before finalizing the report.

Draft of the Final Assessment Report for iConnect Project Assessment - To include the following position to complete the task.
 Service Delivery Manager - 168 Hours @ \$150.00 per hour
 Sr SQA Manager - 168 Hours @ \$140.00 per hour
 Sr SQA Analyst - 1,000 Hours @ \$118.00 per hour

NO.	ACTION	DESCRIPTION	PART NUMBER	QTY	NEED-BY DATE	UNIT PRICE	AMOUNT
5	Unmodified	D5 - • The final assessment report, required ...		1 each	-	\$92,380.00000 USD	\$92,380.00000 USD

Full Description: D5 - • The final assessment report, required per legislative direction.

Final Assessment Report for iConnect Project Assessment - To include the following position to complete the task.
 Service Delivery Manager - 168 Hours @ \$150.00 per hour
 Sr SQA Manager - 168 Hours @ \$140.00 per hour
 Sr SQA Analyst - 370 Hours @ \$118.00 per hour

TOTAL AMOUNT
\$994,552.00000 USD

Changes

Kieran Holland, Wed, 7 Aug, 2024

- Line Item 3, Description, Price changed from \$80,010.00000 USD to \$91,440.00000 USD
- Line Item 3, Base Price changed from \$80,010.00000 USD to \$91,440.00000 USD
- Line Item 3, Original Price changed from \$80,010.00000 USD to \$91,440.00000 USD
- Requisition Time Created changed from Mon, 22 Jul, 2024 to Wed, 7 Aug, 2024
- Requisition Time Updated changed from Wed, 7 Aug, 2024 to Wed, 7 Aug, 2024
- Line Item 3, Quantity changed from 8 to 7

Aaron Thomas, Wed, 31 Jul, 2024

- Line Item 1, Accounting, Accounting 1, Grant changed from PMA24 to PMA25
- Line Item 1, Accounting, Accounting 2, Grant changed from PMA24 to PMA25
- Line Item 2, Accounting, Accounting 1, Grant changed from PMA24 to PMA25
- Line Item 2, Accounting, Accounting 2, Grant changed from PMA24 to PMA25
- Line Item 3, Accounting, Accounting 1, Grant changed from PMA24 to PMA25
- Line Item 3, Accounting, Accounting 2, Grant changed from PMA24 to PMA25
- Line Item 4, Accounting, Accounting 1, Grant changed from PMA24 to PMA25
- Line Item 4, Accounting, Accounting 2, Grant changed from PMA24 to PMA25
- Line Item 5, Accounting, Accounting 1, Grant changed from PMA24 to PMA25
- Line Item 5, Accounting, Accounting 2, Grant changed from PMA24 to PMA25

Melissa Hurst, Mon, 22 Jul, 2024

- Requisition On Behalf Of changed from Alicia Ponchak to Kieran Holland
- Line Item 1, Bill To changed from APD State Office General Services to APD Operations 380.04
- Line Item 1, Ship To changed from APD Support Services to APD State Office Operations
- Line Item 1, Deliver To changed from Alicia Ponchak to Kieran Holland
- Line Item 2, Bill To changed from APD State Office General Services to APD Operations 380.04
- Line Item 2, Ship To changed from APD Support Services to APD State Office Operations
- Line Item 2, Deliver To changed from Alicia Ponchak to Kieran Holland
- Line Item 3, Bill To changed from APD State Office General Services to APD Operations 380.04
- Line Item 3, Ship To changed from APD Support Services to APD State Office Operations
- Line Item 3, Deliver To changed from Alicia Ponchak to Kieran Holland
- Line Item 4, Bill To changed from APD State Office General Services to APD Operations 380.04
- Line Item 4, Ship To changed from APD Support Services to APD State Office Operations
- Line Item 4, Deliver To changed from Alicia Ponchak to Kieran Holland
- Line Item 5, Bill To changed from APD State Office General Services to APD Operations 380.04
- Line Item 5, Ship To changed from APD Support Services to APD State Office Operations
- Line Item 5, Deliver To changed from Alicia Ponchak to Kieran Holland

Melissa Hurst, Mon, 22 Jul, 2024

- Requisition Title changed from 6701 - FY 24/25 - ASP - ILab (iConnect Project Assessment) to 6701 - FY 24/25 - ASP - iLab (iConnect Project Assessment)

Melissa Hurst, Mon, 22 Jul, 2024

- Requisition Title changed from 6701 - FY 24/25 - ASP - ILab to 6701 - FY 24/25 - ASP - ILab (iConnect Project Assessment)

Approvals

No Approval Requests

REQUISITION COMMENTS

- Alicia Ponchak, 07/22/2024:
Justification: Services needed to complete APD's iConnect Project Assessment.

Note: MH spoke with Katy Tucker and the calculations at top of pg. 12 for Total Cost: \$995,192.00 are incorrect. The correct total cost of the project (\$994,552.00) is reflected in the table on pg. 12 (Alicia Ponchak, Monday, July 22, 2024 EDT)
- COMMENT by **Melissa Hurst** on 07/22/2024
Kieran will be sending BAA agreement to ILab for execution (Melissa Hurst, Monday, July 22, 2024 EDT)
- COMMENT by **Kieran Holland** on 07/31/2024
BAA is now attached to PR (Kieran Holland, Wednesday, July 31, 2024 EDT)
- Kieran Holland on behalf of Kieran Holland, 07/31/2024:
PR ready for review and approval (Kieran Holland, Wednesday, July 31, 2024 EDT)
- Aaron Thomas, 07/31/2024:
Corrected grant to PMA25 (Aaron Thomas, Wednesday, July 31, 2024 EDT)
- Kieran Holland, 08/07/2024:
Revised line 3 to reflect there will only be 7 monthly reports instead of 8. This was agreed to by APD and iLAB. (Kieran Holland, Wednesday, August 7, 2024 EDT)

REQUISITION ATTACHMENTS

- ATTACHMENT by **Alicia Ponchak** on *Monday, July 22, 2024 at 9:57 AM*
APD RFQ 2324-025 Vendor Award Letter.docx (154931 bytes)
- ATTACHMENT by **Kieran Holland** on *Wednesday, July 24, 2024 at 3:30 PM*
Quote_RFQ2324-025iLABLLC_REDACTED_FINAL.pdf (641430 bytes)
- ATTACHMENT by **Kieran Holland** on *Wednesday, July 31, 2024 at 9:25 AM*
APD BAA iLab PR566245 FINAL.pdf (714583 bytes)