Florida Association for Behavior Analysis

9/10/2024

Since plans for implementation of iConnect have been rolled out, FABA has shared many concerns regarding the system.   Concerns have been raised at iConnect trainings, public meetings, meetings with APD leadership, in memos and discussed in the FABA town hall.

Recommendations/Concerns:

1. **The templates for service logs, behavioral assessments, behavior analysis service plans, quarterly summaries and annual reports should be eliminated.** Requiring the use of the pull-down menus, fill in the blank fields, specific organization for assessments, plans, summaries and annuals will limit and dictate practice.   Printed versions of the forms are paper intensive. Hands on staff will require extensive training on how to use the template. Requiring the use of a specific template appears to go beyond rules contained in the iBudget handbook or Florida rules and regulations.

2. **The training courses and requirements should be carefully re-evaluated and streamlined so that they are much more efficient, only apply to those provider types required to take them and are consistent with existing state rules, regs and provider advisories.**   FABA has also suggested that a manager from each provider take required training and then be responsible for their own training on use of iConnect system.

3. **Providers should be allowed to use their existing formats for writing Behavioral Assessment, Behavior Analysis Service Plans, Quarterly Summaries and Annual Reports.**   Efficient procedures for uploading documents and automatically notifying key recipients should be designed and pilot tested with providers.   *Note: APD has developed a system for allowing providers to upload their own forms (a.k.a. "the push pin system"), but this system is inefficient and may lead to notes becoming inaccessible, difficulties correcting problems when error made, etc.)*

4. **A system for allowing providers to automatically upload service logs from existing billing and payroll systems must be in place.**   This should be available to providers who have purchased systems such as Therapp as well as to those who have created their own systems.   *Note: APD is working on a method for allowing this, but it is not yet completely functional.*

5. **Using iConnect to complete reactive strategy reports is time consuming and cannot be completed by the person who was actually present during the behavioral event.** This often leads to increased paperwork time by behavior analyst and decreases the amount of time they are available for staff training and client intervention.

6. The system should be re-designed so that all providers with approved authorizations can access copies of the individual's individualized support plan.

7. Behavioral providers should be allowed to access copies of reactive strategy reports completed by other providers.

8. A method is designed for ensuring that providers do not have access to individuals they have not served in the past 2 fiscal years. *Note: This may have been corrected, but FABA has not verified.*

9. **As soon as a BASE is completed, a copy or notice of completion should be sent automatically through iConnect to the behavioral provider.   Similarly, the BCBA should be notified when LRC documents are completed.**

10. **CDC clients are not in the system, requiring the BCBA's to use 2 different systems when submitting plans for LRCs**. *Note: It is not clear how many providers find this a significant problem since many providers are not using the system.*

11. **APD should implement an ongoing customer satisfaction survey with providers and consumers.**

12. ~~**The system should be re-designed so that a valid authorization is automatically sent to each provider whenever it modified and approved.**~~ *Service authorizations are now available to those using the system.   If the provider authorizers one of their staff as a "biller", that individual will get an authorization when the support plan is changed*

13. ~~**It is recommended that APD consider a phased approach in implementing iConnect. Implementation of each phase should only be initiated, when data indicate previous phase is working adequately.**   Use of a customer satisfaction survey should be implemented along with implementation.~~