



State of Florida
Agency for Persons with Disabilities

iConnect
ADT New Licensing Facility Application Request Training Manual
October 09, 2025

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ADT LICENSING

Introduction

New Prospective Applicants seeking licensure of an Adult Day Training (ADT) facility will contact APD by phone, email or in person and will be directed to the link for the Online Application Request form for ADTs and will be instructed to attach their Photo ID/Driver's License. The Prospective applicant will also be instructed to do a background screening. The Online Application Request will be used for all interested new prospective applicants.

Submit Online Application Request

1. Access the Online Application Request via the URL:
<https://floridaapd.wellsky.com/assessments/?WebIntake=DE588ADD-286E-47FA-A5FF-06494042E9D8>

Online Application Request for New Facility ←

This questionnaire will help APD assess individuals who are interested in submitting an APD facility license application to determine whether the potential applicant is eligible to move forward. Please note: This is not a provider enrollment application and does not warrant either expressly or by implication that an individual is permitted to render services. This tool can be used by:

- Individuals or Parties wishing to open a licensed facility

Required questions are marked with a red **required** label.

Prospective Licensed Applicant Information Section

Prospective Licensed Applicant Business Name **required**

First and Last Name if a Solo Provider

Enter response...

Prospective Licensed Applicant Business Telephone Number **required**

Enter response...

2. Complete all required fields on the Online Application Request Form

Prospective Licensed Applicant Information Section

Prospective Licensed Applicant Business Name **required**

First and Last Name if a Solo Provider

Enter response...

Prospective Licensed Applicant Business Telephone Number **required**

Enter response...

Prospective Licensed Applicant Email Address **required**

Enter response...

Prospective Licensed Applicant EIN/Tax ID **required**

Include dashes

Enter response...

Prospective Licensed Applicant Region **required**

☒ Unanswered ☐ Central ☐ Northeast ☐ Northwest ☐ Suncoast ☐ Southeast ☐ Southern

Prospective Licensed Facility Address Section

Prospective Licensed Facility Street Address **required**

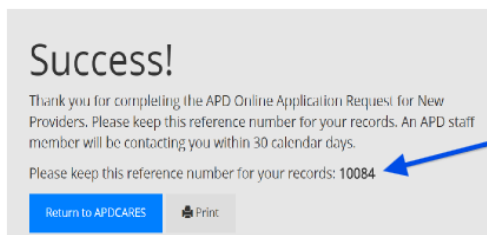
Enter response...

3. When finished with all sections, click the **Submit** button and then the Success Message will be displayed.

- a. *The reference number included will be the prospective licensed facility iConnect ID number.*

Thank you for completing the Online Application Request for a New Facility. Click "Submit" to submit your request. Once APD reviews the request, you will be contacted by an APD staff member either by phone or email.

Please note: Your request will not be processed until you click "Submit" and receive a "Success" message.



4. If the application request needs to be cancelled, click the **Cancel** button and then click **Yes**.

Cancel Submission

Are you **sure** you want to cancel without submitting the information?

*Please note: If you cancel the submission, your request will **not** be submitted for processing and it will **not** be saved. You will need to complete a brand new Online Application request.*



No

Yes

Assign Worker



Once the Online Application Request has been submitted by the Prospective Facility applicant, the Region will monitor the Prospective Applicant Queue via the My Dashboard > My Management area of iConnect. They will assign an ADT licensing specialist if appropriate. Some regions may need to assign a different worker than the one who works the queue. If so, they will add a note and add the assigned worker as the note recipient.

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

A screenshot of a web form showing a dropdown menu for "Role". The selected option is "Region QA Workstream Worker". A blue arrow points to the "GO" button next to the dropdown.

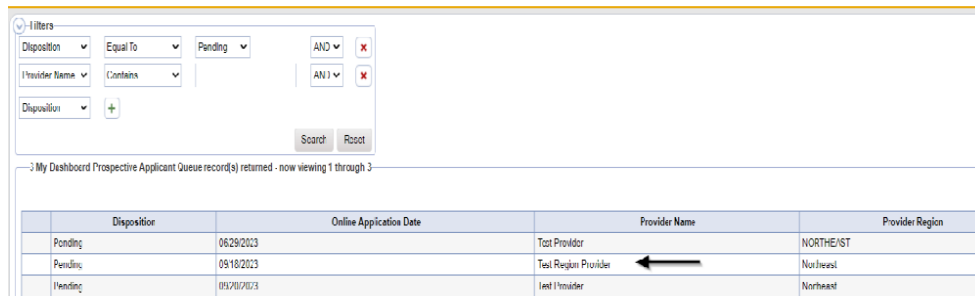
Role
Region QA Workstream Worker

2. The user can access the Prospective Applicant Queue via **My Dashboard**.
 - a. Go to **My Dashboard > Tasks** and scroll down to the My Management Panel. Click on the **Prospective Applicant Queue** link to open the Queue:

A screenshot of the "My Dashboard" interface. The dashboard has tabs for "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". The "MY DASHBOARD" tab is active. It shows several sections: "CONSUMERS" (with sub-sections like Division, Alert Notes, Ticklers, Plans, Authorizations), "PROVIDERS" (with sub-sections like Notes, Ticklers), and "TASKS" (with sub-sections like Links, My Management). A blue arrow points to the "MY DASHBOARD" tab, and another blue arrow points to the "Prospective Applicant Queue" link in the "My Management" section of the "TASKS" panel.

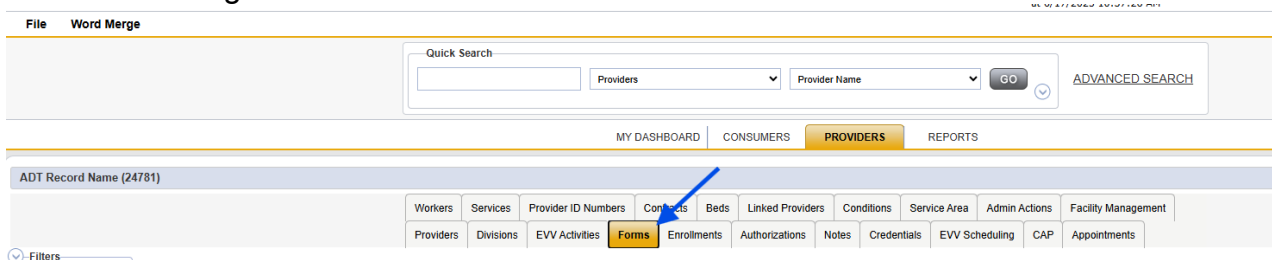
File	Reports	
Quick Search	Consumers Last Name GO ADVANCED SEARCH	
MY DASHBOARD	CONSUMERS PROVIDERS REPORTS	
CONSUMERS	PROVIDERS	TASKS
Division	Notes	Links
APD Eligible - Waiver 1	Draft 1	iConnect eLearning Library
Pending 1	Pending 1	APD Help Desk
Pending Disenrollment 1		New Updates (February 2025)
Alert Notes	Ticklers	My Management
Unread Alert Notes 0	Ticklers 1	Current Active Cases
Ticklers		Enrollments
Ticklers 3		Pending Assessments Queue
Plans		Pending Provider Assessments Queue
Draft 1		Pre-Enrollment
Authorizations		DOD OpenClose Open List
Approved 4		Provider Credentials Queue
Fully Approved 27		Pending Plans
Terminated 3		Administrative Actions Queue
		Prospective Applicant Queue

3. **Select** the Prospective applicant record via the hyperlink via the Applicant's record.



Disposition	Online Application Date	Provider Name	Provider Region
Pending	06/29/2023	Test Provider	NORTHEAST
Pending	09/18/2023	Test Region Provider	Northwest
Pending	09/20/2023	Test Provider	Northeast

4. The Applicant's record will display. To identify the appropriate worker, navigate to the **Providers > Forms** tab



File Word Merge

Quick Search: Providers Provider Name

MY DASHBOARD CONSUMERS **PROVIDERS** REPORTS

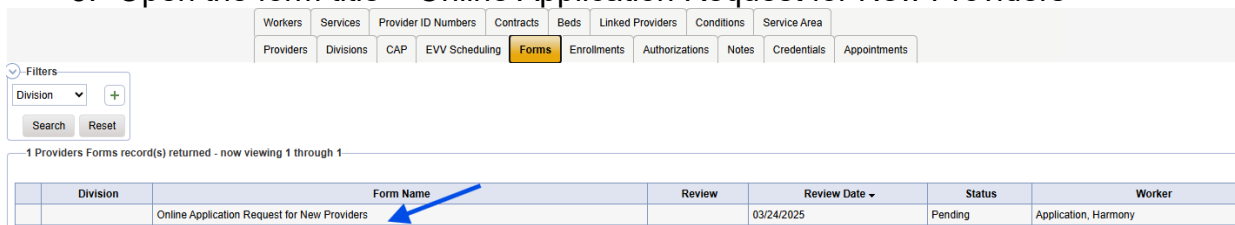
ADT Record Name (24781)

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions Facility Management

Providers Divisions EVV Activities **Forms** Enrollments Authorizations Notes Credentials EVV Scheduling CAP Appointments

Filters:

5. Open the form title = Online Application Request for New Providers



Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area

Providers Divisions CAP EVV Scheduling **Forms** Enrollments Authorizations Notes Credentials Appointments

Filters:

1 Providers Forms record(s) returned - now viewing 1 through 1

Division	Form Name	Review	Review Date	Status	Worker
	Online Application Request for New Providers		03/24/2025	Pending	Application, Harmony

6. Verify if the potential applicant is looking to open an ADT or a Licensed Residential Facility. **NOTE: If applying for a Residential Facility, please view the New Licensing Facility Application (Residential Facilities) Manual for further instructions.**



File Reports

Online Application Request for New Providers

An asterisk (*) indicates a required field

Provider Assessment

Division * Worker * Application, Harmony

Review * Status * Pending

Review Date * 09/03/2025 Approved By

Approved Date

Geographical Provision - Please select the region you intend to serve:

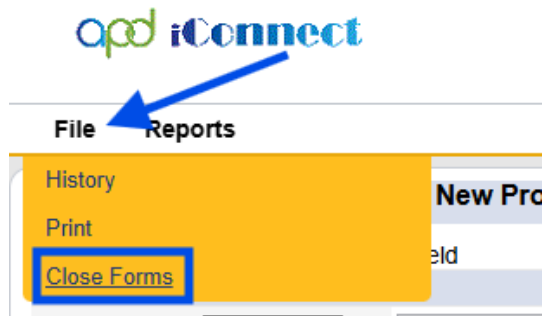
Service Areas by Region - Please only choose one Region in which you will initially submit an application. You may find information on Regional locations by visiting <http://adpcare.org/region/> *

Central

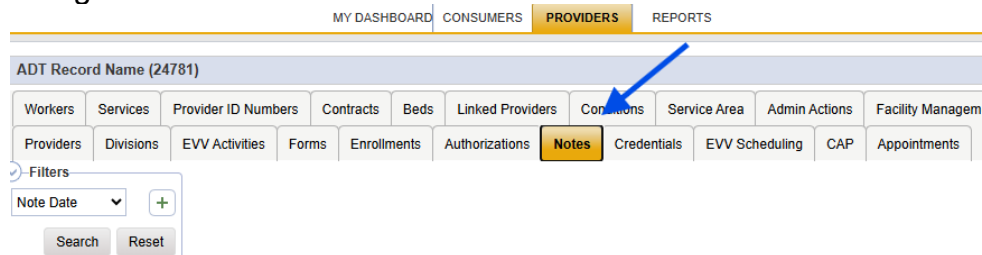
Application for Requested Services:

Application for APD Licensed Facility? *

7. Once information has been retrieved, go to **File > Close Forms**



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



9. Click **File > Add Notes**



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

- "Division" = APD
- "Associated Form ID#" = Enter Form ID# if applicable
- "Note Type" = Application Request
- "Note Subtype" = Assign Worker
- "Description" = Assign Worker
- "Note" = Enter notes
- "Status" = Complete
- Click the **Lookup** button on the "Add Note Recipient" to add the [QA Workstream Worker](#) (The ADT Licensing Specialist or other regional staff assigned to review the queue), as the Note Recipient
- Enter Last Name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Enter Notes

Status *

Date Completed

Attachments
[Add Attachment](#)

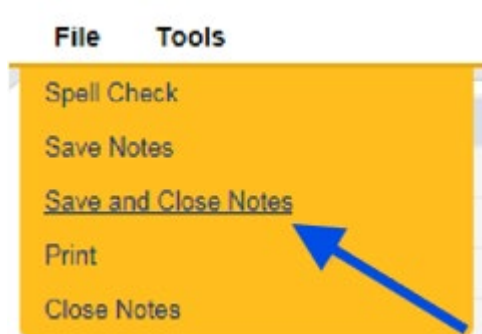
Attachments Grid

Document	Description	Category	Action
There are no attachments to display			

Note Recipients
 Add Note Recipient:

Note Recipients Grid

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



Access Prospective Applicant Queue



Once the Online Application Request has been submitted by the prospective applicant and someone has been assigned to work the new applicant record, they will pick up the phone and talk to the prospective applicant.

NOTE: There will be no visual indicator on My Dashboard > Prospective Applicant Queue that there has been an assignment.

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

A screenshot of a web form showing a dropdown menu for "Role". The selected option is "Region QA Workstream Worker". A blue arrow points to the "GO" button next to the dropdown.

2. The user can access the Prospective Applicant Queue via **My Dashboard**.
 - a. Go to **My Dashboard > Tasks** and scroll down to the My Management Panel. Click on the **Prospective Applicant Queue** link to open the Queue:

A screenshot of the "My Dashboard" interface. At the top, there are tabs for "File" and "Reports". Below them is a "Quick Search" bar with a text input, a "Consumers" dropdown, a "Last Name" dropdown, and a "GO" button. A blue arrow points to the "MY DASHBOARD" tab. The dashboard is divided into three main sections: "CONSUMERS", "PROVIDERS", and "TASKS". The "CONSUMERS" section has sub-sections for "Division", "Alert Notes", "Ticklers", "Plans", and "Authorizations". The "PROVIDERS" section has sub-sections for "Notes" and "Ticklers". The "TASKS" section has a "Links" list and a "My Management" list. A blue arrow points to the "Prospective Applicant Queue" link in the "My Management" list.

CONSUMERS		PROVIDERS		TASKS	
Division		Notes		Links	
APD Eligible - Waiver	1	Draft	1	iConnect eLearning Library	
Pending	1	Pending	1	APD Help Desk	
Pending Disenrollment	1			New Updates (February 2025)	
Alert Notes		Ticklers		My Management	
Unread Alert Notes	0	Ticklers	1	Current Active Cases	
Ticklers				Enrollments	
Ticklers	3			Pending Assessments Queue	
Plans				Pending Provider Assessments Queue	
Draft	1			Pre-Enrollment	
Authorizations				DOD OpenClose Open List	
Approved	4			Provider Credentials Queue	
Fully Approved	27			Pending Plans	
Terminated	3			Administrative Actions Queue	
				Prospective Applicant Queue	

3. Use the multi variable search to narrow down the results in the Queue. Click **Search** to view all submitted Online Application requests. **Select** the Prospective applicant record via the checkbox at the end of the Applicant's record.

Filters

Provider Name Equal To AND

Disposition

2 Online Provider Application Queue record(s) returned - now viewing 1 through 2

Disposition	Online Application Date	Provider Name	Provider Region	☐
Pending	06/12/2018	APD Test Provider		☒
Pending	04/17/2017	APD Test Provider	Central	☐

If the Prospective Applicant does not have a current or active MWSA, please validate the following:



- Valid photo ID
- Meeting with applicant – Face-to-Face or Zoom/Teams
- Ask if applicant has begun process of obtaining a Medicaid Provider Number
- Explain the application and enrollment steps for MWSA and CMS requirements
- Inquire if they have completed Background screening process
- Ask about qualifications and experience

Provider Search and Promote



When the ADT Licensing and Monitoring Specialist or other regional staff assigned to the Provider Applicant Queue has the information needed from the Prospective Applicant record and can proceed with initiating the provisioning process, they will "promote" the record from the Prospective Applicant Queue to a non-active provider record.

1. Select the prospective applicant's record in the Prospective Applicant queue by selecting the checkbox at the end of the record

File

Provider Search and Promote

Reject Provider

Print

Close Prospective Applicant Queue

Disposition: Pending

Online Application Date: 04/17/2025

Provider Name: Test Applicant

Provider Region: Central

1 My Dashboard Prospective Applicant Queue record(s) returned - now viewing 1 through 1

Disposition	Online Application Date	Provider Name	Provider Region	
Pending	04/17/2025	Test Applicant	Central	☒

2. Select **File > Provider Search and Promote** to search to see if a Provider record already exists for that Service Provider

File

Provider Search and Promote

Reject Provider

Print

Close Prospective Applicant Queue

3. On the Provider Search screen, click **Search**. The search will either return no matching records or a list view grid of matching records. The user will be able to click on the matching records to see more details and determine if the existing Provider record matches the New Online Application Request.

File Tools

Filters

Provider Name Contains ADT Facility

EIN/SSN * Equal To 123456789

Region Equal To Central

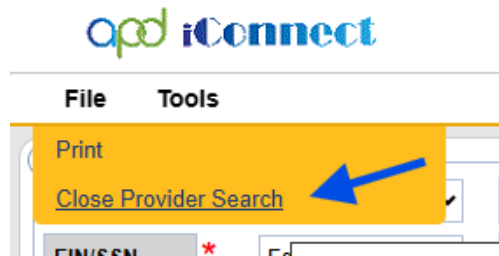
Provider Name +

Search Reset

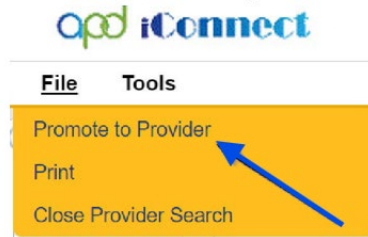
4. In Addition to searching for the Licensed Facility, the ADT Licensing and Monitoring Specialist must complete a thorough search for the Parent Provider Record to determine whether the New Prospective Applicant Record will need to be linked to an existing record or if Provider Enrollment must be contacted to add a Placeholder Parent Record.

IMPORTANT: If a parent or facility duplicate record is created, these CANNOT be deleted. It must be closed through State Office, not deleted.

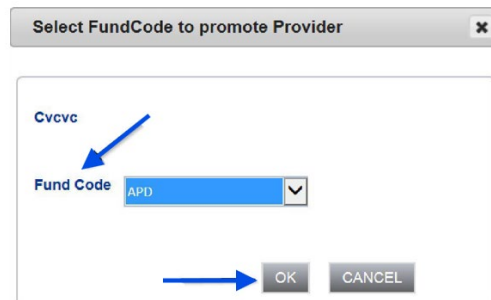
If the displayed results don't match the prospective applicant's record, then click **File > Close Provider Search**.



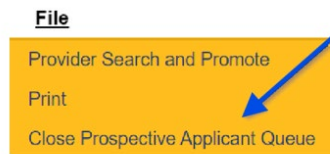
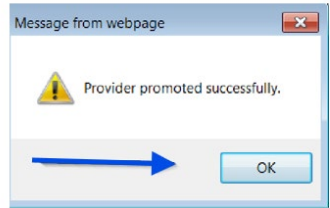
5. Then recheck the Provider Name and go to **File > Promote to Provider**



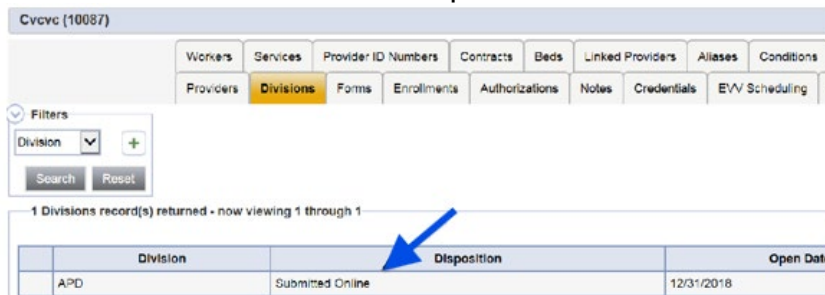
6. The Select Fund Code pop-up box will appear. Select the Fund Code as **APD** and then click **OK**



7. Click **OK** on the pop-up message box and then **File > Close Prospective Applicant Queue**



8. The Service Provider Division will be changed to “Submitted Online,” which will function similar to a Status of “Open.”



9. The Prospective Applicant will be active and available for selection in any drop-down lists. This needs to be unchecked until after it is Linked to the Provider Record or the Provider Placeholder Record.

The following scenarios may exist for a prospective applicant:

- If existing Provider with authorizations, would already have ID PASS access, but the promoted prospective applicant record will need to be linked to the Parent Provider Record.
- If existing Provider without authorizations – Needs ID PASS in addition to the Applicant Flag signaled.
- If Waiver Provider – already have licensed facilities and wants to open new licensed facility – Needs the promoted prospective applicant record linked to Parent Provider.
- If abandoned Provider, would need to get new ID PASS access.



The Prospective Applicant will need to complete the ID PASS process and get access to iConnect.

The Region will need to follow the background screening/Clearing House process which is outside of iConnect

No Parent Record Exists – Partner with Provider Enrollment for the creation of the Placeholder Parent Provider Record



At time of promotion from the Prospective Applicant Queue, the ADT Licensing and Monitoring Specialist will search for an existing parent provider record by trying alternate searches, such as the provider's last name and/or business name, etc. to ensure there is no existing parent provider record.

IMPORTANT: If a parent or facility duplicate record is created, these CANNOT be deleted. It must be closed through State Office, not deleted.

If no Parent Provider Record is located, the ADT Licensing and Monitoring Specialist will need to partner with Provider Enrollment to have a Placeholder Parent Provider Record Created.

Once the Placeholder Parent Provider Record is created, proceed to [Link to Existing Parent Provider Record and Add Applicant License Record](#) section.

Add a Placeholder Parent Provider Record, keeping the following information in mind:

- a. Use an iConnect ID as Medicaid ID (*instructions will direct you to contact State Office to input the Medicaid ID*)
- b. Follow standard “APD Vendor No” format
- c. Add a placeholder iBudget Waiver Certification record

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

Role
Region QA Workstream Worker ▼ GO

2. Navigate to the Providers Chapter, **File > Add New Provider Search**

File
Add New Provider Search
Add Notes
Print

providers ▼ Provider Name ▼ GO

MY DASHBOARD CONSUMERS PROVIDERS REPORTS

3. Use the Filters to search for Provider Record

APD iConnect

File

Filters

Provider Name * Contains ADT Name AND

Provider Number Equal To 123456789 AND

Provider Number +

Search Reset

4. If no Parent Provider Record is found, click “**Add New**”

APD iConnect

File

Filters

Provider Name * Contains ADT Name AND

Provider Number Equal To 123456789 AND

Provider Number +

Search Reset Add New

0 record(s) returned

5. Update the Following Fields:
- Initial Division = APD
 - APD Vendor Number = Follow standard “APD Vendor No” format (F+EIN or S+SSN)
 - Active = Checked
 - Exclude from Selection = Unchecked

Remember to come back and Check “Exclude from Selection” after the Placeholder Parent record has been linked to the facility record. Then when the provider signs a MWSA, the Exclude from Selection box should be unchecked so that the provider can be selected when WSCs attempt to add planned services for this provider.
 - External = Checked
 - Provider SSN = Add if known (as applicable)
 - Medicaid Provider ID = Leave Blank (This will be filled in by State Office later in the workflow)
 - Once the record is initially saved, the Provider iConnect ID will display.
 - Email the APD Provider Actions inbox for any Medicaid ID number edits needed. Include the following:
 - Subject Line:** MEDICAID ID# Edit Needed
 - The iConnect ID for the Corporate (parent) record, including the Placeholder record if

applicable.

- Provider/Business Names
- The correct Medicaid ID or Provider iConnect ID for the Placeholder record

h. Provider EIN = Add if Known (as applicable)

An asterisk (*) indicates a required field

Basic Information

Initial Division * APD

Provider Name * Placeholder Provider Record

DBA (if applicable)/Facility Name

APD Vendor Number F12345678901

WSC QO No

Active * ☒

Provider Type

Exclude from Selection ☐

Specialist/Liaison

Residential Monitor

Licensing Specialist

Area Behavior Analyst

Group Home/ADT # of workers

Provider SSN 111111111

Medicaid Provider ID

Provider EIN 59-123456789

Licensed Facility

Presumptively Institutional ☐

i. **File > Save Provider Record**

6. A new window opens with the Division Details screen

a. Update the following fields:

i. Disposition = Open

b. **File > Save and Close Division**

7. Navigate to the **Credentials** tab

MY DASHBOARD CONSUMERS **PROVIDERS** REPORTS

ADT Record Name (24781)

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions Facility Management

Providers Divisions EVV Activities Forms Enrollments Authorizations Notes **Credentials** EVV Scheduling CAP Appointments

Filters

Credential +

8. **File > Add Certification**

a. Update the following fields:

i. Certification Type = iBudget Waiver Applicant Placeholder

ii. Effective Date = Today's date

iii. Expiration Date = Leave Blank

iv. Comment = "Placeholder Provider Record created for the purposes of a new license provider application user provisioning and access."

v. Status = Applicant Placeholder

vi. QA Workstream Worker = Provider Enrollment Specialist



Placeholder Provider Record Certification Det
5/23/2024 4:48 PM

File

An asterisk (*) indicates a required field

Certification Details

Credential Type *

Certification

Certification Type

(Budget Waiver Applicant Placeholder ▾)

Effective Date

05/23/2024

Expiration Date

MM/DD/YYYY

Comment

Placeholder Provider Record created for the purposes of a new license provider application user provisioning

Status

Applicant Placeholder ▾

QA Workstream Worker

Shorter, Caroline

Lookup

Clear

Details

b. File > Save and Close Certification Details

Link to Existing or Placeholder Parent Provider Record and Add Applicant License Record

Once the online application request has been vetted and promoted from the Prospective Applicant Queue, the ADT Licensing and Monitoring Specialist will search for an existing parent provider record by trying alternate searches, such as the provider's last name and/or business name, etc. to see if there is existing parent provider record.



IMPORTANT: If a parent or facility duplicate record is created, these CANNOT be deleted. It must be closed through State Office, not deleted.

Once the Parent Provider Record is located, the ADT Licensing and Monitoring Specialist will link the new applicant record to the existing parent provider record and then add a Placeholder Applicant License Credential to grant the Service Provider access to this new Prospective Applicant Provider Record. This Placeholder Applicant License Credential is only a temporary credential added solely for the purpose of allowing the applicant access to the promoted record and is not an actual license credential.

If no Parent Provider Record is located, the Licensing Specialist has partnered with Provider Enrollment to create the Placeholder Provider Record and now can link the new applicant record to the Placeholder Provider Record and add an Applicant License Credential to grant the Service Provider Access to this new Prospective Applicant Provider Record.

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

Role
Region QA Workstream Worker

GO

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

oqo iConnect

File

Quick Search
A Test Provider X Providers Provider Name GO

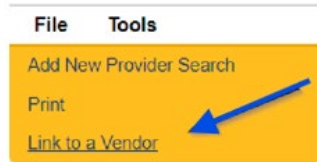
MY DASHBOARD COACHERS PROVIDERS INCIDENTS CLAIMS SCHEDULER

Filters

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



4. Select **File > Link to a Vendor**

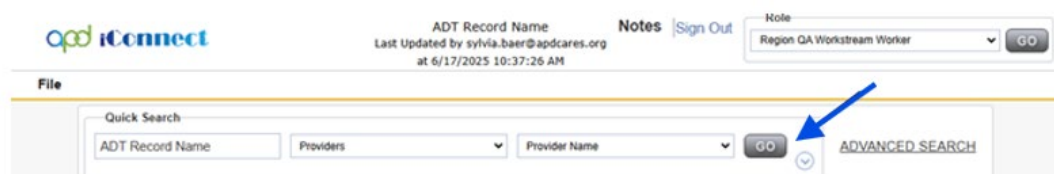


5. Update the following fields:

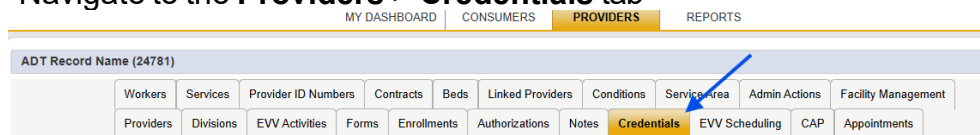
- a. Relationship = Subsidiary
- b. Linked Provider = Click ellipsis and search for Child Provider record (Previously Promoted Applicant Record)
- c. Start Date = Enter today's date
- d. **File > Save and Close the Linked Provider Record**

A screenshot of a form titled 'Linked Provider'. It has four main fields: 'Relationship' with a dropdown menu set to 'Subsidiary', 'Linked Provider' with a text input field containing 'Test Provider' and a search icon, 'Start Date' with a date picker set to '09/01/2023', and 'End Date' with a date picker. There are 'Clear' and 'Details' buttons next to the 'Linked Provider' field.

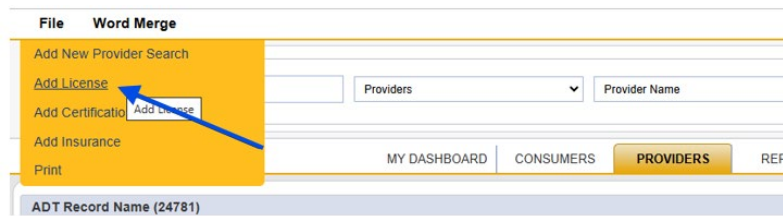
6. The Provider's record will display. Navigate to the Providers chapter and enter the **Facility** Provider's name in the Quick Search filter and click **Go**.



7. Navigate to the **Providers > Credentials** tab



8. Select **File > Add License**



9. Update the following fields:

- a. "License Type" = ADT
- b. "Date of Renewal/Subsequent License" = Enter Date
- c. "Effective Date" = Enter Date
- d. "Expiration Date" = Enter Date Expiration of 4 months (120 days)
- e. "Less than One Year" = check
- f. "License Duration" = Three Months
- g. Comment = "Placeholder License Record created for the purposes of a new license provider application user provisioning and access." Add the temporary license number using the following conventions.

Example: SCR-APPL-12345 where 12345 is the iConnect ID for the Promoted Application Record.

- Southern: SR-APPL-12345
 - Southeast: SER-APPL-98765
 - Central: CR-APPL-45645
 - Northeast: NER-APPL-91919
 - Suncoast: SCR-APPL-73257
 - Northwest: NWR-APPL-88665
- h. "Status" = Applicant
 - i. "Reason" = Initial
 - j. "QA Workstream Worker" = Click **Lookup** on the field to add the [ADT Licensing and Monitoring Specialist](#).
 - k. Enter the Last Name and click **Search** and then select the Name

The License Record will be updated when the license is approved, denied, or abandoned.

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

File

An asterisk (*) indicates a required field

License Details	
Credential Type *	License
License Type *	ADT
Date of Renewal/Subsequent License	10/29/2025
Effective Date *	07/01/2025
Expiration Date *	10/29/2025
Less than One Year	☒
License Duration	Three Month
Comment	Placeholder License Record created for the purposes of a new license provider application user provisioning and access. CR-APPL-24781
Status	Applicant
Reason	Initial
QA Workstream Worker	Baer, Sylvia Lookup Clear Details

11. Go back to the **Facility Record (Child Record)** and make sure to check **“Exclude from Selection”**. Once the licensing process has been completed, then it will be unchecked.

		Workers
		Providers
Basic Information		
Provider Name	Test Provider	
DBA (if applicable)/Facility Name		
Licensed Home licensed for capacity		
Active	Yes	
WSC QO		
External	Yes	
Exclude from Selection	Yes	
Specialist/Liaison		

12. ***Only needed if using a Parent Record that does not have an active MWSA.** - Once the facility record has been linked to the Parent record, navigate to the Parent record and go to **Edit > Select Edit Provider**. Check the Exclude from Selection. Then go to **File > Save and Close Provider**

APD Vendor Number	F12345678901
WSC QO	No
Active *	☒
Provider Type	
Exclude from Selection	☒
Specialist/Liaison	

Lookup Clear

User Provisioning and iConnect Access



Since some applicants may not have authorizations, the ID PASS email will not be sent. Some applicants may not have access to iConnect due to not having an MWSA. Applicants need access to iConnect to fill out the facility application.

User Provisioning is required for these providers, please proceed to [Flag Applicant Providers](#). The Provider Enrollment team will ID PASS the potential applicants once identified by the Licensing Specialist. The ADT Licensing and Monitoring Specialist will need to track these applicants to ensure if access to iConnect is still needed.

As Needed: Reject Prospective Applicant Provider



The users will be able to search on Provider Name, EIN/SSN, and Region. If a matching Provider record is found and the user decides to create a new record, they should be presented with a dialog box stating:

“Warning. A Provider record with a matching name and/or EIN/Tax ID Number already exists. Are you sure you want to continue?” If they click the “**Yes**” button, create the new Provider record. If they click the “**No**” button, the creation of the Provider record shall be canceled.

The screenshot shows the iConnect application interface. At the top is the 'iConnect' logo. Below it is a menu bar with 'File' and 'Tools'. A 'Filters' dialog box is open, allowing users to search for providers. The dialog has three rows of filters: 'Provider Name' with a 'Contains' dropdown and a text input field labeled 'Test Provider'; 'EIN/SSN' with a red asterisk, a 'Contains' dropdown, and an empty text input field; and 'Region' with an 'Equal To' dropdown and an empty dropdown menu. Each row has an 'AND' dropdown and a red 'X' icon to remove the filter. A '+' icon is at the bottom left of the filter section. At the bottom right are 'Search' and 'Reset' buttons. Below the dialog box, it says '0 record(s) returned'.

1. If the prospective applicant needs to be rejected due to an existing record, the ADT Licensing and Monitoring Specialist will select the record via the checkbox at the end of the record and then click **File > Reject Provider**

File

Provider Search and Promote

Reject Provider

Pending

AND

Reject Provider

AND

Search

Reset

3 My Dashboard Prospective Applicant Queue record(s) returned - now viewing 1 through 3

Disposition	Online Application Date	Provider Name	Provider Region	
Pending	05/29/2023	Test Provider	NORTHEAST	☐
Pending	09/18/2023	Test Region Provider	Northeast	☐
Pending	09/28/2023	Test Provider	Northeast	☐

- The ADT Licensing and Monitoring Specialist will be presented with a pop-up message box for a termination reason selection. Select one of the Online App reasons as appropriate and then click **OK**

Termination Reason

Other Reason for Termination

OK

CANCEL

3 My Dashboard Prospective Applicant Queue record(s) returned - now viewing 1 through 3

Disposition
Pending
Pending
Pending

Abandoned

Application Denied

Application Submitted

Expansion Denied

Expansion Request Submitted

Further Documentation Required

In Legal

Licensing Application Approved

MWSA Non-Renewal

Non-Renewal

Online App - Applicant refused meeting

Online App - Currently in iConnect

Online App - Duplicate Submission

Online App - Incorrect Agency

Online App - No proposed facility location

Online App - No response to meeting request

Online App - No valid photo ID

Revocation

Termination Approved

- The following pop-up message box will display. Click **OK**

Itssbh1.mediware.com says

Provider(s) rejected successfully.

OK

- The record will be changed to have a disposition of "Rejected".

qool iConnect Welcome, Monica Reed **Prospective Applicant Queue**
9/14/2023 3:56 PM

File

Filters

Disposition Equal To Rejected AND X

Provider Name Contains /NU X

Disposition +

Search Reset

2 My Dashboard Prospective Applicant Queue record(s) returned now viewing 1 through 2

Disposition	Online Application Date	Provider Name	Provider Region	
Rejected	05/04/2023	Trial Provider	NORTHWEST	☐
Rejected	09/13/2023	Prospective Applicant		

5. If finished with the record, Select **File > Close Prospective Applicant Queue**

File

Provider Search and Promote

Reject Provider

Print

Close Prospective Applicant Queue

Facility Application Form

Introduction

The Prospective Applicant will complete the application process by logging in to iConnect and updating their Provider record. Additional documentation will need to be provided for review of the application request.

Complete Facility Application Form



The Prospective Applicant will need to complete a New Licensure Application in iConnect and submit a Note to the ADT Licensing and Monitoring Specialist in iConnect. Once complete, they will need follow the steps outlined in the [Application Submitted Note section](#).

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

A screenshot of a web form showing a dropdown menu labeled 'Role' with 'Service Provider' selected. A blue arrow points to the 'GO' button next to the dropdown.

2. Navigate to the Prospective Applicant’s ADT record then click the **Providers > Forms** tab (Do not fill out the Facility Application Form in the Corporate record).

A screenshot of the iConnect interface. At the top, there is a 'Quick Search' bar with a dropdown menu set to 'Providers'. Below this, there are tabs for 'MY DASHBOARD', 'CONSUMERS', and 'PROVIDERS'. The 'PROVIDERS' tab is active. Underneath, there is a section for 'ADT Record Name (24781)' with a grid of tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Providers', 'Divisions', 'EVV Activities', 'Forms', 'Enrollments', 'Authorizations', 'Notes', and 'Credent'. The 'Forms' tab is highlighted with a blue arrow.

3. Click **File > Add Forms**

A screenshot of the iConnect interface showing the 'File' menu. The 'File' menu is open, and the 'Add Forms' option is highlighted with a blue box. A blue arrow points to the 'File' menu.

4. Select "Please Select Type" as "Facility Application Form (APD 2025-09)" from the drop-down list

9/2/202

File

Please Select Type: Facility Application Form (APD 2025-09) ▼

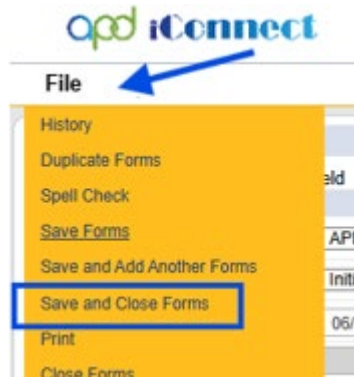
An asterisk (*) indicates a required field

Provider Assessment

Division *	APD ▼	Worker *	Provider, Sylvia	Lookup	Clear	Details
Review *	Initial ▼	Status *	Pending ▼			
Review Date *	09/02/2025	Approved By				
Approved Date						

5. Update the following Header fields:
- "Division" = APD
 - "Review" = Initial
 - "Review Date" = Defaults to today's date
 - Complete all fields on the Facility Application Form
 - "Status" = Pending

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



Add Other Qualifying Documentation



The Prospective Applicant will add a note with other qualifying documents that are required. This note will be done in the facility record, NOT the Parent/Corporate or Parent Placeholder record.

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

Role

Service Provider

GO

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

File Reports

QUICK SEARCH

Providers

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS GO

ADT Record Name (24781)

Workflows Services Provider ID Numbers Contracts Linked Providers Alerts Connections

Providers Divisions Forms Enrollments Authorizations **Notes** Credentials DM Scheduling

Filters

Note Type Equal To

Note Date +

Search Reset

3. Click **File > Add Notes**

File Reports

Add New Provider Search

Add Notes

Print

4. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Initial Application
 - c. "Note Subtype" = Select a category below
 - i. *Background Screening for (for Owner/Licensee, which could be one or more of the following)*
 1. Attestation of Good Moral Character
 2. Employment History Check
 3. Local Criminal Record
 4. Clearinghouse Screening

- ii. *Business Information (which could be one or more of the following from the Additional Documentation Section of the application)*
 - 1. Articles of Incorporation
 - 2. Documentation of Financial Ability (bank statements, credit lines, etc.)
 - 3. Promo Materials
 - 4. Current Board Members Names/Phone Numbers
 - 5. Names of all controlling Entities
 - iii. *Facility (which could be one or more of the following)*
 - 1. Facility Floor Plan
 - 2. Fire Inspection
 - 3. Signed Lease, if property is not owned by licensee
 - 4. Vehicle Registration/Insurance
 - 5. Zoning Variance
 - 6. Current Facility Staff Schedule
 - iv. *Personnel Information (which could be one or more of the following)*
 - 1. Driver's License (*Licensee/Facility Operator*)
 - 2. Education (*Licensee/Facility Operator*)
 - 3. Operator Experience (*Licensee/Facility Operator*)
 - 4. References (*Licensee/Facility Operator*)
 - 5. Resume (*Licensee/Facility Operator*)
 - 6. Summary of Employees (Education and Experience)
 - v. *Policies and Procedures (which could be one or more of the following)*
 - 1. Admission and Termination of Services Policy
 - 2. Sexual Activity Policy
 - 3. Behavioral Interventions and Responses Policy
 - 4. Comprehensive Emergency Management Plan
 - 5. Video Monitoring Criteria and Protocols (if video monitoring will be utilized)
 - 6. Professional Liability Insurance (for Medwaiver Service Providers)
- d. "Description" = Same as subtype
- e. "Note" = Enter notes to include list of documents
- f. "Status" = Pending (ADT Licensing and Monitoring Specialist will update the Note to Complete later in the process)
- g. Click "**Add Attachment**" and search for the copy of the document on the user's computer. Click **Upload**

NOTE: Each attachment can be up to 18mb in size

- h. Click the **Lookup** button on the "Add Note Recipient" to add the ADT *Licensing and Monitoring Specialist* as the Note Recipient
- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

The screenshot shows the 'Notes Details' form. Blue arrows point to the following fields: 'Note Type', 'Note Sub-Type', 'Description', 'Status', and the 'Lookup' button in the 'Note Recipients' section. The form contains the following data:

Notes Details	
Division *	APD
Note By *	Reed, Monica
Note Date *	09/25/2023
Note Type *	Initial Application
Note Sub-Type	Background Screening
Description	Background Screening
Note	
Status *	Pending
Date Completed	09/25/2023

Attachments

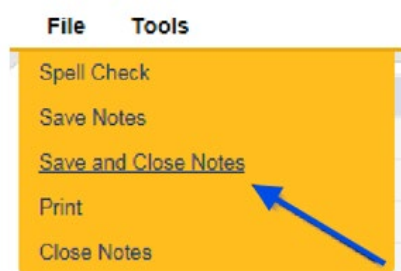
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



Application Submitted Note



The Prospective Applicant will add a note indicating the submittal of the Facility Application Form, and all supporting documentation.

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

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

3. The Provider's record will display. Navigate to the **Providers > Notes** tab

4. Click **File > Add Notes**

5. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Initial Application
 - c. "Note Subtype" = Application Submitted

- d. "Description" = Application Submitted
- e. "Note" = Enter notes
- f. "Status" = Pending
- g. Click the **Lookup** button on the "Add Note Recipient" to add the *Licensing Specialist* as the Note Recipient
- h. Enter Last Name and click **Search** in the pop-up browser window.
Select the Name of the worker to attach them to the note

Notes Details

Division *

Note By *

Note Date *

Note Type *

Note Sub-Type

Description

Note

Status *

Date Completed

Attachments

[Add Attachment](#)

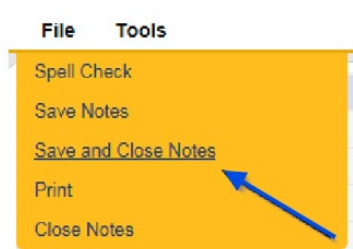
Attachments Grid

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient:

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



Access Ticklers



The QA Workstream Worker will login to the application and navigate to the My Dashboard > Provider > Ticklers in order to reassign and review any new ticklers.

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

Role

Region QA Workstream Worker

GO

2. Navigate to **My Dashboard > Provider > Ticklers** and click on the hyperlink for the Ticklers

MY DASHBOARD CONSUMERS PROVIDERS

PROVIDERS

Notes

Complete 32

Pending 20

Ticklers

Ticklers 75

3. Change the Sort Order on the Date Created column by clicking the column name once so that the most recent ticklers are displayed first.

Filters

Status Equal To New AND

Status +

☒ Apply Alert Days Before Due

Search Reset

75 My Dashboard Ticklers record(s) returned - now viewing 1 through 15

Tickler Name	Provider Name	Date Created	Date Due	Date Completed	Status
Reassign to Supervisor to initiate FSFN search on licensee	Test Provider	10/13/2023	10/19/2023		New
Notify Licensing Provider Applicant of any Errors or Omissions	Test Provider	09/27/2023	10/27/2023		New

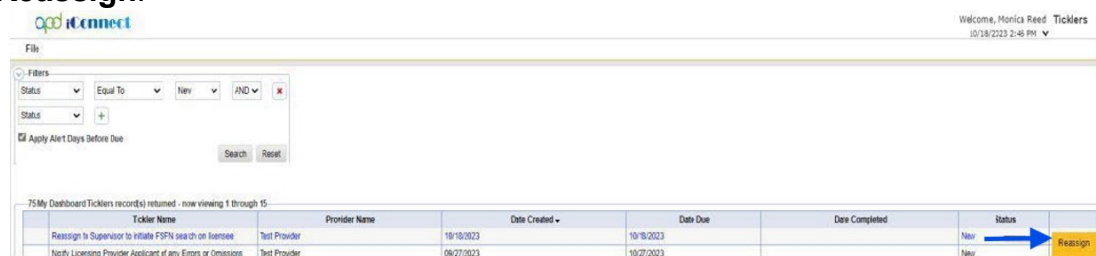
Workflow Wizard

[Notify Licensing Provider Applicant of any Errors or Omissions](#)

4. When the Initial Application/Application Submitted note was saved, a Workflow Wizard was triggered to remind the QA Workstream Worker (ADT Licensing and Monitoring Specialist) to notify the Prospective Applicant of any errors or omissions within 30 calendar days
 - a. Tickler – “Notify Licensing Provider Applicant of any errors or omissions”
 - b. Assigned to Monitor 3 (Licensing Specialist)
 - c. Due on the **30th** calendar day from the “Initial Application/Application Submitted” completed note



5. Additionally, a second tickler was triggered that needs to be reassigned to a QA Workstream Lead.
 - a. Tickler – “Reassign to Supervisor to Initiate FSFN search on licensee”
 - b. Assigned to the Licensing Specialist (Monitor 3) who will reassign the tickler to the QA Workstream Lead.
6. Due immediately. Click the tickler flyout menu on the “Reassign to Supervisor to Initiate FSFN search on the licensee” tickler and select **Reassign**.



7. Search for and select the Supervisor. Once the supervisor’s name has been selected, the tickler has been reassigned and will disappear from the QA Workstream Workers tickler list view. The QA Workstream Lead will retrieve the tickler from their My Dashboard > Provider > Ticklers when they log in to the application.

Abuse Record Search



Once the application is submitted, the ADT Licensing and Monitoring Specialist will review the Facility Application Form and all notes and attachments. Within 30 days or sooner, the ADT Licensing and Monitoring Specialist will do an Abuse Record Search on the licensee(s) and note the outcome in iConnect. This will coincide with the review of the application in the next section.

The ADT Licensing and Monitoring Specialist or designee will do the Abuse Record Search outside of iConnect. Once the outcome of the search is finalized, a Confidential Note will be created in the subsidiary (facility) record in iConnect. The provider will not be able to view a Confidential Note type.

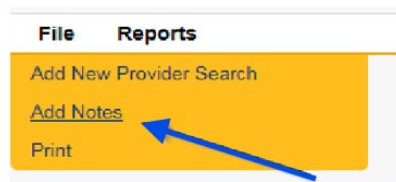
1. Set “Role” = Region QA Workstream Worker then click **Go**.

Role
Region QA Workstream Worker

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

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

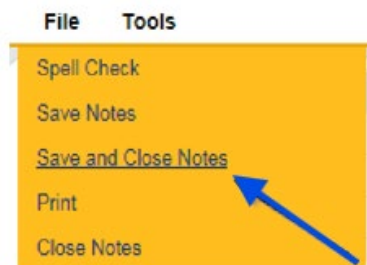
4. Go to **File > Add Notes**



5. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Confidential Note
 - c. "Note Subtype" = Abuse Record Search
 - d. "Description" = Abuse Record Search Complete
 - e. "Note" = Enter notes
 - f. "Status" = Update to Complete
 - g. Click the **Lookup** button on the "Add Note Recipient" to add the *Supervisor* as the Note Recipient
 - h. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

 A screenshot of a web form for adding a new note. Blue arrows point to the following fields: 'Note Type' (set to 'Confidential Note'), 'Note Sub-Type' (set to 'Abuse Record Search'), 'Description' (set to 'Abuse Record Search'), the 'Note' text area, and 'Status' (set to 'Complete'). Below these are sections for 'Attachments' (with an 'Add Attachment' link), 'Attachments Grid' (empty), 'Note Recipients' (with a 'Lookup' button), and a 'Note Recipients Grid' containing one entry: 'Beer, Sylvia' with status 'Unread'.

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



Complete Application



If the application is complete, the ADT Licensing and Monitoring Specialist will update the Facility Application Form to complete, then update the existing pending notes, including the Other Qualifying Documentation Notes.

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

A screenshot of a web form showing a dropdown menu for "Role". The selected option is "Region QA Workstream Worker". To the right of the dropdown is a grey button labeled "GO". A blue arrow points from the text "click Go" in the instruction to the "GO" button.

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

A screenshot of the "Providers" chapter search interface. At the top, there is a "Quick Search" section with a dropdown menu set to "Providers" and a text input field for "Provider Name". To the right is a "GO" button. Below this is a navigation bar with tabs: "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". The "PROVIDERS" tab is highlighted. A blue arrow points from the text "click Go" in the instruction to the "GO" button. Another blue arrow points from the text "Navigate to the Providers chapter" to the "PROVIDERS" tab.

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

A screenshot of the "Providers > Forms" tab interface. The "PROVIDERS" tab is highlighted in the navigation bar. Below it, there is a section for "ADT Record Name (24781)". Underneath, there is a row of tabs: "Workers", "Services", "Provider ID Numbers", "Beds", "Linked Providers", "Service Area", "Providers", "CAP", "EVV Activities", "EVV Scheduling", "Forms", "Contracts", "Enrollments", "Authorizations", "Notes", "Appointments", and "Credentials". The "Forms" tab is highlighted. A blue arrow points from the text "Navigate to the Providers > Forms tab" to the "Forms" tab.

4. Enter the Search criteria as **Form Name = Facility Application Form (APD 2025-09)** then click **Search** and select the form via the hyperlink on the record

ADT Record Name (24781)

Workers Services Provider ID Numbers Beds Linked Providers Service Area
Providers CAP EVV Activities EVV Scheduling **Forms** Contracts Enrollments Authorizations Notes Appointments Credentials

Filters
Form Name Equal To Facility Application Form (APD 2025-09) AND
Division +

Search Reset

2 Providers Forms record(s) returned - now viewing 1 through 2

Division	Form ID	Form Name	Review	Review Date
APD	28076	Facility Application Form (APD 2025-09)	Initial	09/02/2025

- Update the Status to **“Complete”** on the Form Header and click **“OK”** on the popup message box

File Reports at 6/12/2025 10:05:05 AM

Facility Application Form (APD 2025-09)

An asterisk (*) indicates a required field

Provider Assessment

Division * APD Worker * Baer, Sylvia Lookup Clear Details

Review * Initial Status * Complete

Review Date * 06/12/2025 Approved By Baer, Sylvia Details

Approved Date 08/15/2025

License Application

This application for an initial license or license renewal must be completed by the applicant / licensee or the designated representative of a business entity. *Please note, "Change in Ownership" refers to a facility or program that was acquired through...

hssflapdstage.wellsky.com says

By changing the status of this record, all required fields must be completed before the record can be saved. Do you want to continue?

OK Cancel

- When finished, Select **File > Save and Close Forms**

File Reports

History
Duplicate Forms
Spell Check
Save Forms
Save and Add Another Forms
Save and Close Forms
Print
Close Forms

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

MY DASHBOARD		CONSUMERS	PROVIDERS	REPORT
CONSUMERS		PROVIDERS		
Division		Notes		
APD Eligible - Pre-Enrollment	1	Complete		
APD Eligible - Waiver	3	Draft		
Application Pended	1	Pending		
Application Received	1			
Application Review	1			
		Ticklers		
		Ticklers		

8. Select the Note Type = Initial Application and Description = Application Submitted and select the pending record via the hyperlink.

File

Tools

Filters

Status

Equal To

Pending

AND

NoteType

+

Search

Reset

3 My Dashboard Notes record(s) returned - now viewing 1 through 3

Provider	NoteType	Note Date	Description	Author	Status	
ADT Record Name	Initial Application	08/12/2025	Application Submitted	Baer, Sylvia	Pending	

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 09/25/2023

Associated Form ID#

Note Type * Initial Application

Note Sub-Type * Application Form Review Complete

Description * Application Form Review Complete

Note

Status * Complete

Date Completed 09/25/2023

Attachments

Add Attachment

Document Description

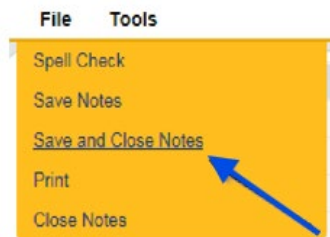
There are no attachments to display

Note Recipients

Add Note Recipient

Lookup Clear

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



11. Navigate to the **Providers > Notes** tab and update the status of the following Notes to the Complete status once the supporting documentation has been verified.

- Open the **Note Type = Initial Application** and **Note Subtypes = Background Screening, Business Information, Facility, Personnel Information and Policies and Procedures**.

Workers	Services	Provider ID Numbers	Contracts	Beds	Linked Providers	Conditions	Service Area
Providers	Divisions	EVV Activities	Forms	Enrollments	Authorizations	Notes	Credentials

Filters

Note Date

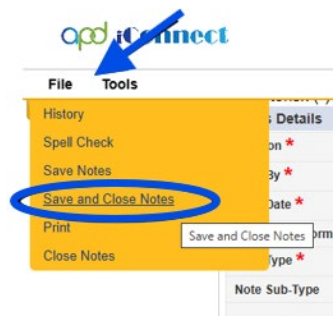
Search Reset

112 Providers Notes record(s) returned - now viewing 1 through 15

Note Date	Note Type	Note Sub-Type	Description
03/03/2025	Initial Application	Background Screening	Background Screening

b. Update the Status to Complete.

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



12. Upon saving the note, a Workflow Wizard triggered the reminder tickler that is due in 90 calendar days

- a. Tickler - "Notify Provider Applicant of Approval or Denial"
- b. Assigned to Self (ADT Licensing and Monitoring Specialist)
- c. Due on the **90th** calendar day from the "Initial Application/Application Form Review Complete" completed note

Schedule Site Visit



The ADT Licensing and Monitoring Specialist will contact the Prospective Applicant to schedule a site visit.

Complete Site Visit



The ADT Licensing and Monitoring Specialist can print out the applicable checklists prior to the site visit if they do not have a laptop/tablet. If they have a laptop/tablet, the forms can be completed in iConnect while conducting the site visit.

The list of applicable checklists are as follows:

ADT Licensing Personnel Record Review Checklist

ADT Licensing Participant Record Review Checklist

ADT Triennial Licensing Checklist

Complete Checklists



If the site visit checklists were documented manually, the ADT Licensing Specialist will need to enter the checklists into iConnect.

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

A screenshot of a web form showing a dropdown menu for the 'Role' field. The dropdown is open, displaying 'Region QA Workstream Worker' as the selected option. A blue arrow points to the 'GO' button next to the dropdown.

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

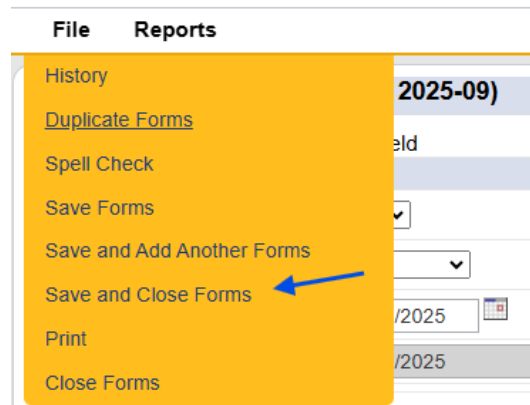
3. The Provider's record will display. Navigate to the **Providers > Forms** tab

4. Click **File > Add Forms**

5. Select the appropriate checklist from the drop-down list

6. Update the following Header fields:
a. "Division" = APD

- b. "Review" = select as appropriate
- c. Complete all fields on the Checklist Form
- d. "Status" = Complete (only set to complete once all information has been entered and won't need to be changed)
- e. Select **OK** on the pop-up message box confirming the complete status
- f. When finished, click **File > Save and Close Forms**



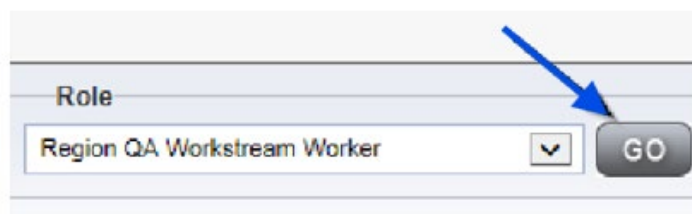
Repeat all steps as necessary for each checklist

Complete Application Package Checklist

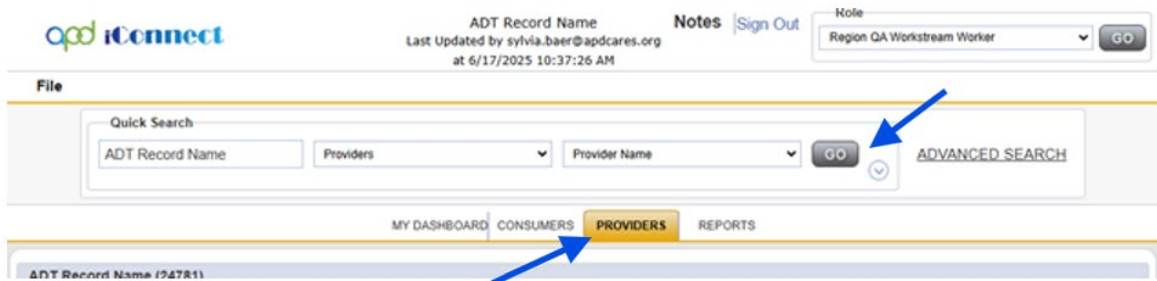


The ADT Licensing and Monitoring Specialist will generate the Application Package Checklist outside of iConnect and add it to a Note in iConnect. Then proceed with the Approval Process.

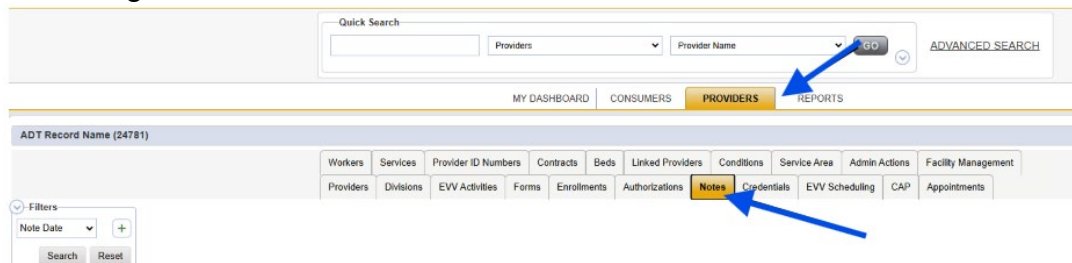
1. Once the ADT Application Package Checklist has been completed. Set "Role" = Region QA Workstream Worker then click **Go**.



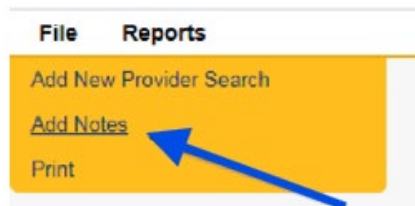
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **GO**



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



4. Click **File > Add Notes**



5. Update the following Header fields:

- "Division" = APD
- "Note Type" = Initial Application
- "Note Subtype" = blank
- "Description" = ADT Application Package Checklist
- "Note" = Enter notes
- "Status" = Complete

File Tools

An asterisk (*) indicates a required field

Notes Details

Division * APD ▾

Note By * Baer, Sylvia ▾

Note Date * 08/15/2025

Associated Form ID#

Note Type * Initial Application ▾

Note Sub.Type ▾

Description ADT Application Package Checklist

Note

Status * Complete ▾

Date Completed 08/15/2025

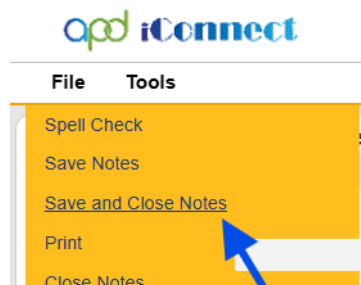
Attachments

[Add Attachment](#)

Attachments Grid

Document	Description	Category	Action
ADT Application Package Checklist .pdf			Remove

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



Site Visit No Violations Note



The ADT Licensing and Monitoring Specialist will enter a Site Visit Note when the site visit is complete with no issues or deficiencies. Proceed to [Site Visit Complete Note – Issues](#) if violations have been identified.

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

Role

Region QA Workstream Worker ▾

GO

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

3. The Provider's record will display. Navigate to the **Providers > Notes** tab

4. Click **File > Add Notes**

5. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Initial Application
 - c. "Note Subtype" = Site Visit Complete with no issues or deficiencies
 - d. "Description" = Site Visit Complete with no issues or deficiencies
 - e. "Note" = Enter notes
 - f. "Status" = Complete
 - g. Click the **Lookup** button on the "Add Note Recipient" to add the *Prospective Applicant* as the Note Recipient
 - h. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division *	APD
Note By *	Reed, Monica
Note Date *	09/25/2023
Associated Form ID#	
Note Type *	Initial Application
Note Sub-Type	Site Visit Complete with no issues or deficiencies
Description	Site Visit Complete with no issues or deficiencies
Note	
Status *	Complete
Date Completed	09/25/2023

Attachments

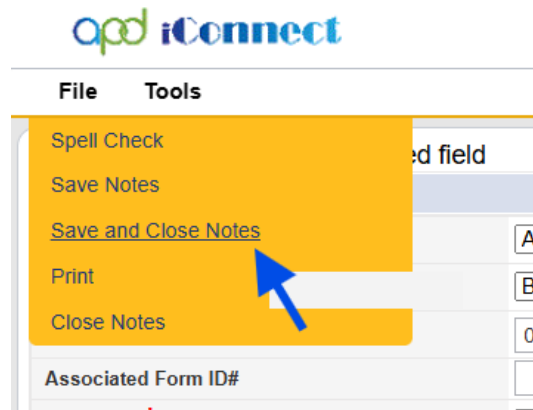
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



Supervisor Review



The Licensing Specialist will send a note to the ADT Licensing and Monitoring Supervisor to advise them to do a review of the checklists and any other documentation.

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

Role
Region QA Workstream Worker [v] GO

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

ADT Record Name (24781)

3. The Provider’s record will display. Navigate to the **Providers > Notes** tab

ADT Record Name (24781)

4. Click **File > Add Notes**

File Reports
Add New Provider Search
Add Notes
Print

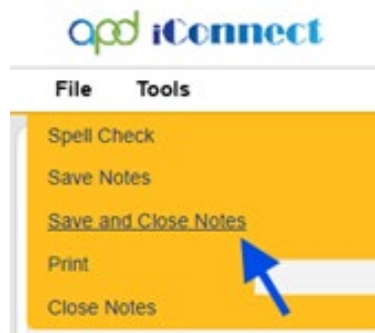
5. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Initial Application/Supervisor Review
 - c. "Description" = Enter description if applicable
 - d. "Note" = Enter notes
 - e. "Status" = Pending
 - f. Click the **Lookup** button on the "Add Note Recipient" to add the *Licensing Supervisor* as the Note Recipient
 - g. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

The screenshot shows a 'Notes Details' form with the following fields and values:

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/25/2023
- Associated Form ID#:
- Note Type: Initial Application/Supervisor Review
- Note Sub-Type:
- Description:
- Note:
- Status: Pending
- Date Completed:

Below the form are sections for 'Attachments' (Add Attachment), 'Document' (Description), and 'Note Recipients' (Add Note Recipient, Lookup, Clear). A blue arrow points to the 'Lookup' button in the 'Note Recipients' section.

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



Supervisor Approval



The Licensing Supervisor will review the application, add a note for the approval and send to the ROM or Designee for review. If additional actions are needed, proceed to [Further Documentation Required](#) or [Supervisor Denial](#).

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

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

3. Select the **Note Type = Initial Application/Supervisor Review** and select the pending record via the hyperlink.

4. In the existing Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Update to Initial Application/Supervisor Approval
 - c. "Description" = Enter description
 - d. "Note" = Enter Notes
 - e. "Status" = Update to Complete
 - f. Click the **Lookup** button on the "Add Note Recipient" to add the [Licensing Specialist](#) as the Note Recipient

- g. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note.
- h. Click the **Lookup** button on the "Add Note Recipient" to add the *ROM/Designee* as the Note Recipient
- i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note.

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Status *

Date Completed

Attachments

Add Attachment

Document Description

There are no attachments to display

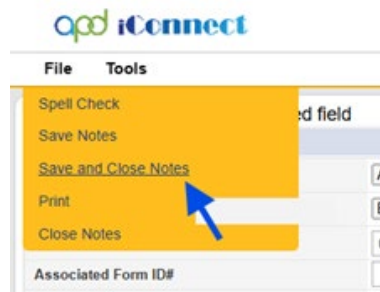
Note Recipients

Add Note Recipient

New Text

Enter approval notes

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



Edit License Information



The ADT Licensing and Monitoring Specialist will be notified of the Supervisor Approval from the Initial Application/Supervisor Approval note on My Dashboard > Provider > Notes. This note serves as notification to add the license information to the provider record. The license information needs to be added before the ROM Review begins.

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

A screenshot of a web form showing a dropdown menu for 'Role'. The selected option is 'Region QA Workstream Worker'. A blue arrow points to the 'GO' button next to the dropdown.

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

A screenshot of the iConnect dashboard. The 'Providers' tab is selected in the navigation bar. A blue arrow points to the 'GO' button in the Quick Search filter. Another blue arrow points to the 'PROVIDERS' tab in the navigation bar.

3. The Provider’s record will display. Navigate to the **Providers > Credentials** tab

A screenshot of the Provider record page. The 'Providers' tab is selected in the navigation bar. A blue arrow points to the 'Credentials' tab in the sub-navigation bar.

4. Select the Applicant License Record.

ADT Record Name (24781)

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions Facility Management

Providers Divisions EVV Activities Forms Enrollments Authorizations Notes **Credentials** EVV Scheduling CAP Appointments

Filters

Credential

2 Providers Credentials record(s) returned - now viewing 1 through 2

Credential	Type	Credential Number	Effective Date	Expiration Date	License Duration	Status
License	CMS Compliance		07/01/2024			CMS Compliance Monitoring Required
License	ADT		07/01/2025	09/30/2025		Applicant

5. Update the following fields:

- "License Type" = ADT
- "Date of Renewal/Subsequent License" = Enter Date
- "Effective Date" = Enter Date
- "Expiration Date" = Enter Date
- "Less than One Year" = As applicable
- "License Duration" = Enter if checked "Less than One Year"
- "Comment" = Enter the license number

Please note that each region has their own system for assigning license numbers

IMPORTANT!! Update the temporary placeholder license credential number with the real license number assigned by the region and update the effective and expiration dates.

- "Status" = Active
- "Reason" = Initial
- "QA Workstream Worker" = Click **Lookup** button on the field to add the *ADT Licensing and Monitoring Specialist*.
- Enter the Last Name and click **Search** and then select the Name

File

An asterisk (*) indicates a required field

License Details

Credential Type *	License
License Type *	ADT
Date of Renewal/Subsequent License	10/01/2025
Effective Date *	10/01/2025
Expiration Date *	10/01/2028
Less than One Year	☐
Comment	Enter License Number - Please note that each region has their own system for assigning license numbers
Status	Active
Reason	Initial
QA Workstream Worker	Baer, Sylvia

Lookup Clear Details

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

ROM Review



The ROM/Designee will receive notification of the Supervisor Approval or the Supervisor Denial via a note on My Dashboard. The ROM will need to review all checklists and notes. If approving, they will then print out the License Certificate outside of iConnect. The ROM/Designee will send the License Certificate to the ADT Licensing and Monitoring Specialist. The ROM/Designee will then sign, scan and save the License Certificate to their device.

ROM Approval



The ROM/Designee will attach the hardcopy of the License Certificate into a new note. If additional actions are needed proceed to [Further Documentation Required](#) or [ROM Denial](#).

NOTE: An electronic signature will not be accepted on the License Certificate. The ROM/Designee will need to sign the hard copy and send it via interoffice mail to the Licensing Specialist.

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

Role

ROM/Deputy ROM

GO

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

Quick Search

ADT Record Name Providers Provider Name GO ADVANCED SEARCH

MY DASHBOARD CONSUMERS PROVIDERS REPORTS

ADT Record Name (24781)

3. The Provider's record will display. Navigate to the **Providers > Notes** tab

ADT Record Name (24781)

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions Facility Management

Providers Divisions EJV Activities Forms Enrollments Authorizations Notes Credentials EJV Scheduling CAP Appointments

Filters

Note Date +

Search Reset

4. Click **File > Add Notes**

File Reports

Add New Provider Search

Add Notes

Print

5. In the new Note record, update the following fields:
- "Division" = APD
 - "Associated Form ID#" – Enter Form ID if applicable
 - "Note Type" = Initial Application/ROM Approval
 - "Description" = Initial Application/ROM Approval
 - "Note" = Enter notes
 - "Status" = Complete
 - Click **"Add Attachment"** and search for the copy of the signed License Certificate on the user's device. Click **Upload**
 - Click the **Lookup** button on the "Add Note Recipient" to add the [ADT Licensing and Monitoring Specialist](#) as the Note Recipient
 - Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD ▼

Note By * Baer, Sylvia ▼

Note Date * 08/16/2025

Associated Form ID#

Note Type * Initial Application/ROM Approval ▼

Note Sub-Type Initial Application/ROM Approval ▼

Description Initial Application/ROM Approval

Note

Status * Complete ▼

Date Completed 08/16/2025

Attachments

Add Attachment

Attachments Grid

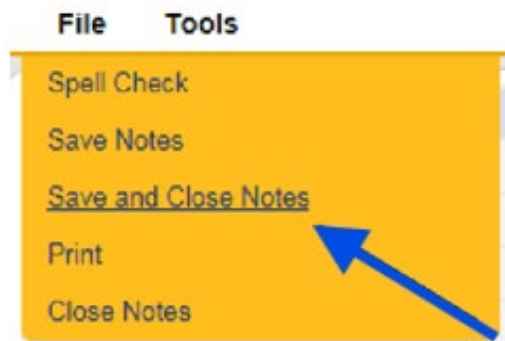
Document	Description
Signed License Certificate.pdf	

Note Recipients

Add Note Recipient:

Note Recipients Grid

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



Signed License Certificate Note



The ADT Licensing and Monitoring Specialist will receive notification of the ROM Approval note on My Dashboard. They will also receive the signed hard copy of the License Certificate from the ROM/Designee. They will then generate and print the Cover Letter and add a new note to advise the Service Provider and Agency Clerk.

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

A screenshot of a web form showing a dropdown menu for 'Role'. The selected option is 'Region QA Workstream Worker'. A blue arrow points to the 'GO' button next to the dropdown.

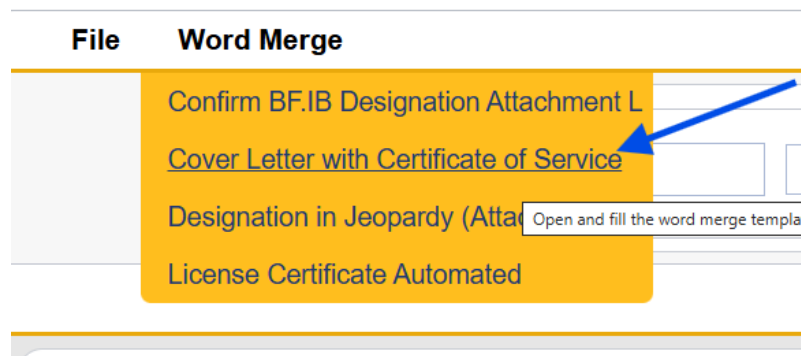
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

A screenshot of the 'Providers' search interface. It shows a 'Quick Search' section with a text input for 'ADT Record Name', a dropdown for 'Providers', and a 'GO' button. A blue arrow points to the 'GO' button. Below the search bar, there are tabs for 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', and 'REPORTS'. A blue arrow points to the 'PROVIDERS' tab.

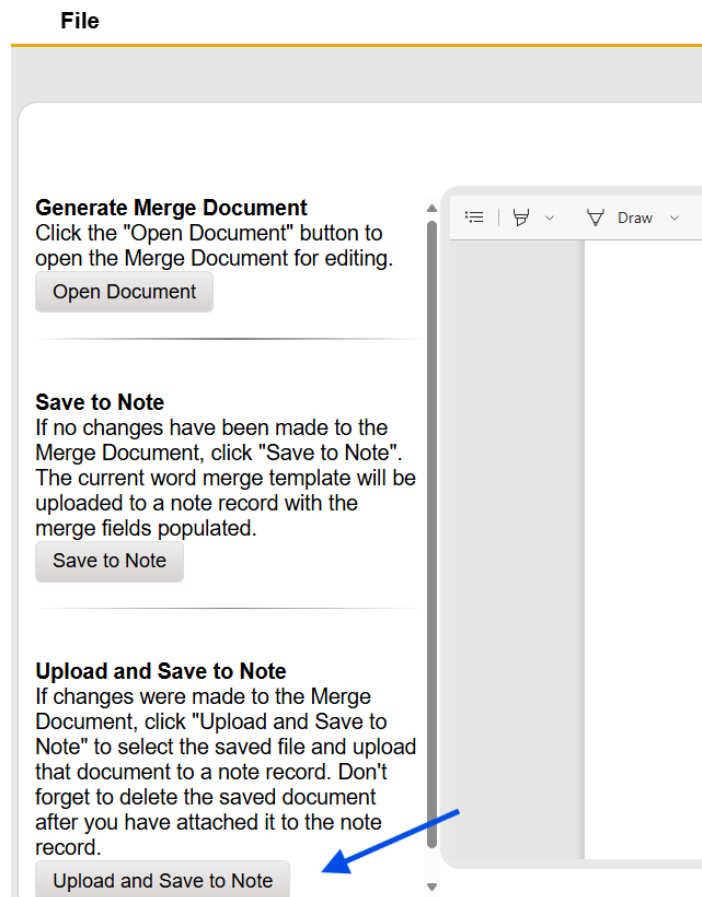
3. The Provider's record will display. Navigate to the **Providers > Credentials** tab

A screenshot of the Provider's record page. It shows a header with 'ADT Record Name (24781)' and a navigation bar with tabs for 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', and 'REPORTS'. Below the navigation bar, there is a grid of tabs for various sections: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Service Area', 'Admin Actions', 'Facility Management', 'Providers', 'Divisions', 'EVV Activities', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', 'EVV Scheduling', 'CAP', and 'Appointments'. A blue arrow points to the 'Credentials' tab. On the left side, there is a 'Filters' section with a dropdown for 'Credential' and a '+' button.

4. Select **Word Merge > Cover Letter with Certificate of Service**



5. Update the Word Merge as necessary. When finished click **File > Print** to print the updated Word Merge and then **File > Save, File > Close**
6. In iConnect, click **Upload and Save to Note** after saving the word document



7. Locate the saved document on your device and click **Open**. Click **OK**
8. In the new Note record, update the following fields:

- a. "Division" = APD
- b. "Associated Form ID#" = Enter Form ID# if applicable
- c. "Note Type" = Initial Application
- d. "Note Subtype" = Signed License Certificate
- e. "Description" = Signed License Certificate
- f. "Note" = Enter notes and click **Append Text to Note**
- g. "Status" = Complete
- h. Click **"Add Attachment"** and search for the copy of the signed License Certificate and the Cover Letter on the user's device. Click **Upload**
- i. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- j. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note
- k. Click the **Lookup** button on the "Add Note Recipient" to add the *Agency Clerk* as the Note Recipient

IMPORTANT: *The signed license certificate and cover letter will need to be emailed to the Agency Clerk outside of iConnect at apd.agencyclerk@apdcares.org.*

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

An asterisk (*) indicates a required field

Notes Details

Division *	APD
Note By *	Baer, Sylvia
Note Date *	08/16/2025
Associated Form ID#	
Note Type *	Initial Application
Note Sub-Type	Signed License Certificate
Description	Signed License Certificate

On 8/16/2025 at 9:34 AM, Sylvia Baer wrote:
Notes

Note

New Text

B I U 16px A

Append Text to Note

Status *	Complete
Date Completed	08/16/2025

Attachments

Add Attachment

Attachments Grid

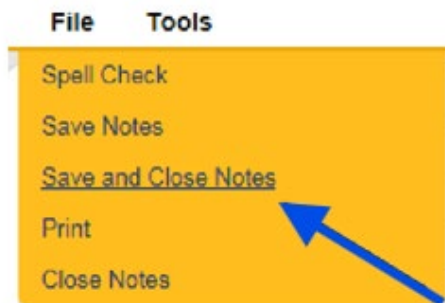
Document	Description	Category	Action
Cover Letter with Certificate of Service 08062025 .pdf	Word Template: Cover Letter with Certificate of Service		Remove

Note Recipients

Add Note Recipient:

Lookup Clear

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



10. The ADT Licensing and Monitoring Specialist will then mail the hardcopy signed Original License Certificate along with the Cover Letter to the Service Provider.

As Needed: Site Visit Violations Note



The ADT Licensing and Monitoring Specialist will enter a Facility Site Visit Note when the site visit is complete with issues or deficiencies.

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

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. A blue arrow points to the "GO" button next to the dropdown.

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

A screenshot of the ADT iConnect dashboard. The "Providers" tab is selected in the navigation bar. A blue arrow points to the "GO" button in the Quick Search filter. Another blue arrow points to the "PROVIDERS" tab in the navigation bar.

3. The Provider's record will display. Navigate to the **Providers > Notes** tab

A screenshot of the Provider record page for "ADT Record Name (24781)". The "Notes" tab is selected in the navigation bar. A blue arrow points to the "Notes" tab.

4. Click **File > Add Notes**

A screenshot of the "File" menu. The "Add Notes" option is highlighted with a blue arrow.

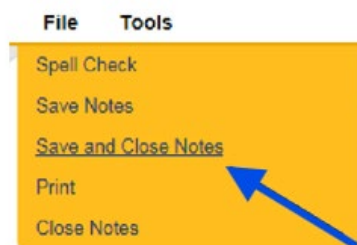
5. In the new Note record, update the following fields:
 - a. "Note Type" = Initial Application
 - b. "Note Subtype" = Site Visit Complete with issues or deficiencies
 - c. "Description" = Site Visit Complete with issues or deficiencies

- d. "Note" = Enter notes for all deficiencies/issues
- e. "Status" = Pending
- f. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- g. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

The screenshot shows a web form for adding a note. The form includes the following fields and sections:

- Division ***: APD (dropdown)
- Note By ***: Baer, Sylvia (dropdown)
- Note Date ***: 08/16/2025 (calendar icon)
- Associated Form ID#**: (empty text box)
- Note Type ***: Initial Application (dropdown) - *Blue arrow points here*
- Note Sub-Type**: Site Visit Complete with issues or deficiencies (dropdown) - *Blue arrow points here*
- Description**: Site Visit Complete with issues or deficiencies (text box) - *Blue arrow points here*
- Note**: (Large text area for notes) - *Blue arrow points here*
- Status ***: Pending (dropdown) - *Blue arrow points here*
- Date Completed**: (empty text box)
- Attachments**: Section with an [Add Attachment](#) link.
- Attachments Grid**: Table with columns Document, Description, and Category. It shows "There are no attachments to display". - *Blue arrow points down from this section to the Note Recipients section*
- Note Recipients**: Section with an "Add Note Recipient:" label, a text box, and "Lookup" and "Clear" buttons.

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



7. Upon saving the initial application record, a Workflow Wizards is triggered



- a. Tickler - "If application is abandoned, discontinue ID PASS access and close applicant record"
- b. Assigned to *Self*
- c. Due in 120 calendar days

As Needed: Corrective Actions Update



The Service Provider will update the existing note to advise the ADT Licensing and Monitoring Specialist (Region QA Workstream Worker) of the corrective actions taken for the unmet items. This process will be repeated until all items and documentation have been updated.

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

A screenshot of a web form. It features a dropdown menu labeled 'Role' with 'Service Provider' selected. To the right of the dropdown is a grey button labeled 'GO'. A blue arrow points from the text 'click Go' in the instruction to the 'GO' button.

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

A screenshot of a web application's navigation area. At the top, there's a 'Quick Search' bar. Below it, a horizontal menu has three tabs: 'MY DASHBOARD' (highlighted in yellow), 'CONSUMERS', and 'PROVIDERS'. Below these tabs are two main sections: 'CONSUMERS' and 'PROVIDERS'. The 'CONSUMERS' section has a table with columns 'Division' and a count. The 'PROVIDERS' section has a table with columns 'Notes' and a count. A blue arrow points from the 'MY DASHBOARD' tab to the 'PROVIDERS' section. Another blue arrow points from the 'Notes' table in the 'PROVIDERS' section to the 'Pending' row.

Division	
APD Eligible - Waiver	7
Forensic Open	1
Forensic to Crisis Transition	1

Notes	
Complete	3
Draft	1
Pending	2

3. Select the **Note Type = Initial Application** with a **Description = Site Visit Complete with issues or deficiencies** and select the pending record via the hyperlink.

A screenshot of a search interface. At the top, there are filters for 'Status' (set to 'Equal To'), 'Pending', and 'AND'. Below the filters is a 'Search' button and a 'Reset' button. Below the search area, a message says '22 My Dashboard Notes records returned - row viewing 1 through 15'. Below this is a table with columns: 'Provider', 'Note type', 'Note Date', 'Description', 'Author', and 'Status'. A blue arrow points from the 'Note type' column to the 'Initial Application' row. Another blue arrow points from the 'Description' column to the 'Site Visit Complete with issues or deficiencies' row.

Provider	Note type	Note Date	Description	Author	Status
Test Provider	Initial Application	10/23/2025	Site Visit Complete with issues or deficiencies	Good Monitor	Pending

4. In the existing Note record, update the following fields:
 - a. "Append Text to Note" = Enter notes with corrective action for Unmet items and click **Append Text to Note**
 - b. "Status" = Leave as Pending
 - c. Click **Add Attachment** and search for the copy of supporting documents on the user's device (if applicable). Click **Upload**

- d. Click the **Lookup** button on the "Add Note Recipient" to add the *ADT Licensing and Monitoring Specialist (Region QA Workstream Worker)* as the Note Recipient
- e. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division *

Note By *

Note Date *

Note Type *

Note Sub-Type

Description

Note

New Text

Enter notes with corrective action for Unmet Notes

Append Text to Note

Status *

Date Completed

Attachments

Add Attachment

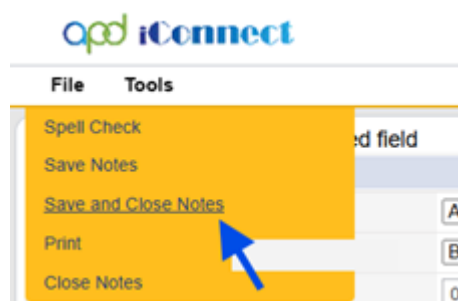
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient:

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





The ADT Licensing and Monitoring Specialist and Service Provider will leave the note in a Pending Status until all issues/deficiencies have been resolved. This process can be repeated multiple times.

As Needed: Add Appointment for CMS Compliance Site Visit



The CMS Compliance Specialist will schedule the site visit to initiate compliance monitoring and add the appointment information into iConnect. If the Site visit needs to be edited or rescheduled proceed to [Reschedule Site Visit Appointment](#)

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

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

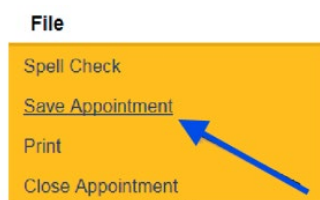
3. The Provider's record will display. Navigate to the **Providers > Appointments** tab.

4. Click **File > Add Appointment**

5. Update the following fields on the Appointment Details page
- a. "Division" = APD
 - b. "Appointment Start Date" = Update date
 - c. "Start Time" = Update time
 - d. "Appointment End Date" = Update date
 - e. "End Time" = Update time
 - f. "Type" = Site Visit
 - g. "Description" = Enter description
 - h. "Status" = Scheduled

The screenshot shows the 'Appointments' form with the following fields and values: Division (APD), Appointment Date (09/25/2023), Start Time (11:00 AM), Appointment End Date (09/25/2023), End Time (11:30 AM), Type (Site Visit), Subject (empty), and Status (Scheduled). Blue arrows point to each of these fields.

6. When finished select **File > Save Appointment**

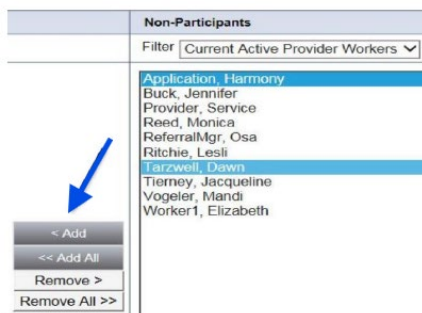


7. Click **New Participant** on the left-hand navigation menu



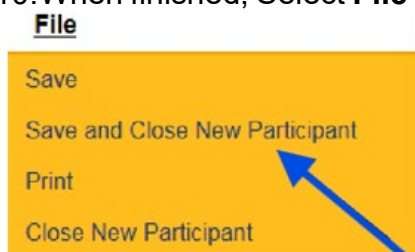
8. Set the **Non-Participants filter** list to the appropriate value in order to select the appointment participants

9. Select the appropriate Licensing Specialist and Service Provider Worker names by holding the control key down and clicking on the names and then click **< Add**



The screenshot shows a window titled "Non-Participants" with a filter dropdown set to "Current Active Provider Workers". A list of names is displayed, including "Application, Harmony", "Buck, Jennifer", "Provider, Service", "Reed, Monica", "ReferralMgr, Osa", "Ritchie, Leslie", "Tarzwell, Dawn", "Tierney, Jacqueline", "Vogeler, Mandi", and "Worker1, Elizabeth". A blue arrow points to the "< Add" button at the bottom left of the list.

10. When finished, Select **File > Save and Close New Participant**



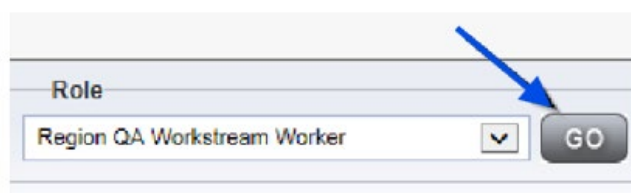
As Needed: CMS Compliance Site Visit Complete Note – No Issues



The CMS Compliance Specialist will enter a Site Visit Note when the site visit is complete and update the CMS Compliance License record. They will complete the CMS Survey outside of iConnect. It will be attached to this note.

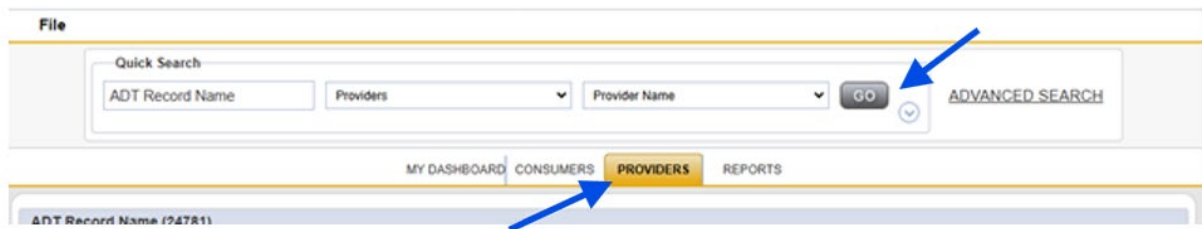
***NOTE:** If the CMS Compliance Specialist identifies issues/deficiencies, they will proceed with a Plan of Remediation outside of iConnect.*

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

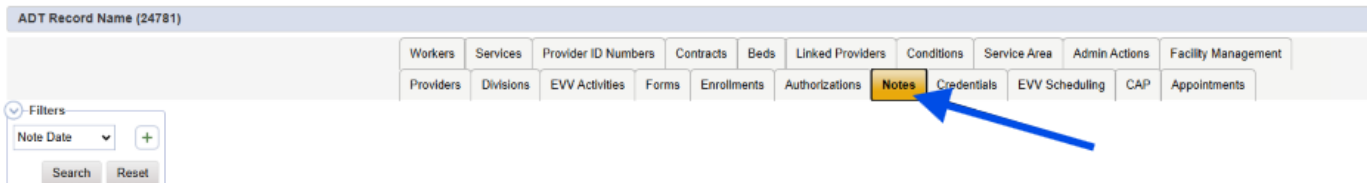


The screenshot shows a form with a "Role" dropdown menu. The selected role is "Region QA Workstream Worker". A blue arrow points to the "GO" button next to the dropdown.

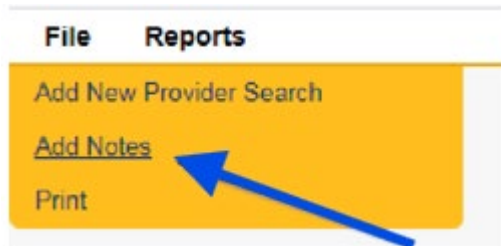
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **GO**



3. The Provider's record will display. Navigate to the **Providers > Notes** tab



4. Click **File > Add Notes**



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

- "Division" = APD
- "Note Type" = Facility Site Visit
- "Note Subtype" = CMS Site Visit Complete with no deficiencies
- "Description" = CMS Site Visit Complete with no deficiencies
- "Note" = Enter notes
- "Status" = Complete
- Click **"Add Attachment"** and search for the copy of the CMS Survey on the user's computer. Click **Upload**
- NOTE: Each attachment can be up to 18mb in size*
- Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * [APD v]

Note By * [Reed, Monica v]

Note Date * [09/29/2023]

Associated Form IUP []

Note Type * [Facility Site Visit v]

Note Sub-Type [CMS Site Visit Complete with no deficiencies v]

Description [CMS Site Visit Complete with no deficiencies]

Note []

Status * [Complete v]

Date Completed [09/29/2023]

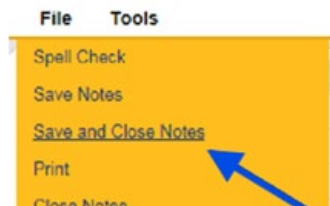
Attachments

Add Attachment []

Note Recipients

Add Note Recipient [] [Lookup] [Clear]

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



7. Proceed to [Complete Appointment](#)

As Needed: CMS Compliance Site Visit Complete Note – Issues



The CMS Compliance Specialist will enter a Site Visit Note when the site visit is complete.

***NOTE:** If the CMS Compliance Specialist identifies issues/deficiencies, they will proceed with a Plan of Remediation outside of iConnect after adding the note.*

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

Role

[Region QA Workstream Worker v] [GO]

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

The screenshot shows a 'Quick Search' section with a text input labeled 'ADT Record Name', a dropdown menu labeled 'Providers', another text input labeled 'Provider Name', and a 'GO' button. A blue arrow points to the 'GO' button. Below this is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), and 'REPORTS'. Another blue arrow points to the 'PROVIDERS' tab. Below the navigation bar, the text 'ADT Record Name (24781)' is visible.

3. The Provider's record will display. Navigate to the **Providers > Notes** tab

The screenshot shows a record page for 'ADT Record Name (24781)'. It features a grid of tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Service Area', 'Admin Actions', 'Facility Management', 'Providers', 'Divisions', 'EVV Activities', 'Forms', 'Enrollments', 'Authorizations', 'Notes' (highlighted), 'Credentials', 'EVV Scheduling', 'CAP', and 'Appointments'. A blue arrow points to the 'Notes' tab. On the left, there is a 'Filters' section with a 'Note Date' dropdown and 'Search' and 'Reset' buttons.

4. Click **File > Add Notes**

The screenshot shows a 'File' menu with three options: 'Add New Provider Search', 'Add Notes' (underlined), and 'Print'. A blue arrow points to the 'Add Notes' option. The 'Reports' tab is also visible at the top.

5. In the new Note record, update the following fields:
- "Division" = APD
 - "Note Type" = Facility Site Visit
 - "Note Subtype" = CMS Site Visit Complete with deficiencies
 - "Description" = CMS Site Visit Complete with deficiencies
 - "Note" = Enter notes
 - "Status" = Complete
 - Click **"Add Attachment"** and search for the copy of the CMS Survey on the user's computer. Click **Upload**
 - NOTE: Each attachment can be up to 18mb in size*
 - Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
 - Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 09/29/2023

Associated Form ID#

Note Type * Facility Site Visit

Note Sub-Type CMS Site Visit Complete with deficiencies

Description CMS Site Visit Complete with deficiencies

Note

Status * Complete

Date Completed 09/29/2023

Attachments

Add Attachment

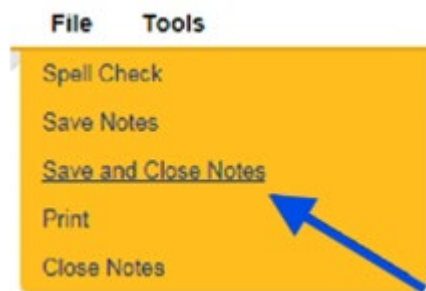
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: Lookup Clear

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



As Needed: Add CMS Compliance License Information



The Licensing Specialist will add the CMS Compliance License Information

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

Role

Region QA Workstream Worker

GO

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

File

Quick Search

ADT Record Name

Providers

Provider Name

GO

ADVANCED SEARCH

MY DASHBOARD CONSUMERS **PROVIDERS** REPORTS

ADT Record Name (24781)

3. The Provider's record will display. Navigate to the **Providers > Credentials** tab

MY DASHBOARD CONSUMERS **PROVIDERS** REPORTS

ADT Record Name (24781)

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions Facility Management

Providers Divisions EVV Activities Forms Enrollments Authorizations Notes **Credentials** EVV Scheduling CAP Appointments

Filters

Credential

4. Select **File > Add License**

oed iConnect

File Word Merge

Add New Provider Search

Add License

Add Certification Add License

Add Insurance

Print

ADT Record Name (24781)

5. Update the following fields:
 - a. "License Type" = CMS Compliance
 - "CMS Compliant" or "CMS Remediation Due" – ADTs reviewed by APD reflecting their status as a presumptive institution
 - b. "Effective Date" = Enter Date

- c. "Comment" = Enter comments if applicable
- d. "Status" = Select appropriate CMS option (i.e., CMS Remediation Due, CMS Final Rule Compliance Monitoring Required, CMS Final Rule Compliance)
- e. "QA Workstream Worker" = Click **Lookup** button on the field to Add the *CMS Compliance Specialist*. Enter the Last Name and click **Search** and then select the Name

File	
License Details	
Credential Type *	License
License Type *	CMS Compliance ▼
Effective Date *	09/06/2022 
Less than One Year	☐
Comment	
Status	CMS Final Rule Compliant ▼
QA Workstream Worker	Worker, Demonstration   Details

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



Proceed with Plan of Remediation outside of iConnect

As Needed: Link Child Provider



If a Parent Provider record exists for the new Provider – the Licensing Specialist will need to link the new facility to the Parent Provider

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

Role
Region QA Workstream Worker

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

Quick Search
A Test Provider X Providers Provider Name GO

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER

3. Navigate to the **Providers > Linked Providers** tab and select **File > Link to Vendor**

File Tools
New Provider Search
Print
Link to a Vendor

Quick Search
Providers Provider Name GO

MY DASHBOARD CONSUMERS **PROVIDERS** CLAIMS SCHEDULER UTILITIES

Demonstration Provider (15443)

Parent corporation record contains the MWSA on the Credentials tab and services listed on the service tab.

Search Reset

1 Linked Providers record(s) returned - now viewing 1 through 1

Linked As	Provider	Street	City	State	Zip Code	Status
Subsidiary	Demonstration GH					Active

First Previous Records per page 15 Next Last

4. Update the following fields:

- a. Relationship = Subsidiary
- b. Linked Provider = Click ellipsis and search for ADT Facility Provider record

7 record(s) returned

NAME	PROVIDER ID	CITY	STREET	MEDICAID ID	PROVIDER NO	PROVIDER ID NUMBER TYPE	PROVIDER ID NUMBER IDENTIFIER
Demo ADT	18843	TAMPA	123 Business Ave		12345678900	1	
Demo Designation GH	18844	TAMPA	12334 Business Rwy	123456789	123456789		
Demo GH 2	18838						
Demonstration GH	18836						
Demonstration Provider	15443	HALEAH	456 Corporate Drive	123456789	12345678900	1	
Demonstration Provider	15443	HALEAH	456 Corporate Drive	123456789	12345678900	Medicaid ID	123456789
Demonstration			456 Corporate		12345678900		

c. Start Date = Enter Date

d. End Date = Enter Date (if applicable)

Relationship * Subsidiary

Provider * Demo ADT

Start Date * 09/06/2022

End Date

Disclaimer The details of the facility are per Provider, it is up to the WSC and the Consumer to validate

5. When finished, Select **File > Save and Close**

File

- Save and Close
- Save Link a Provider
- Save and Add Another
- Print
- Close Link a Provider

6. Navigate back to the ADT facility record and validate that the Linked Provider tab shows the Corporate Parent record

Demonstration Provider (15443)

Workers

Services

Provider ID Numbers

Contracts

Benefits

Linked Providers

Conditions

Service Area

Admin Actions

Providers

Divisions

EVV Activities

Forms

Enrollments

Authorizations

Notes

Credentials

EVV Scheduling

CAP

Appointments

Filters

Linked As

+

Search

Reset

2 Linked Providers record(s) returned - now viewing 1 through 2

	Linked As	Provider	Street	City	State	Zip Code	Status	
	Subsidiary	Demonstration GH					Active	Ti
	Subsidiary	Demo ADT	123 Business Ave.	TAMPA	FL	33619	Active	th

As Needed: Initial Application with Errors



The ADT Licensing and Monitoring Specialist will review the Facility Application Form and all notes and attachments. If there are errors/omissions, the ADT Licensing and Monitoring Specialist will inform the Prospective Applicant by updating the pending note. Once all errors/omissions are resolved, reviewed and approved, the Licensing Specialist will update the note to complete

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

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

MY DASHBOARD		CONSUMERS	PROVIDERS	REPORT
CONSUMERS		PROVIDERS		
Division		Notes		
APD Eligible - Pre-Enrollment	1	Complete	2	
APD Eligible - Waiver	3	Draft	1	
Application Pended	1	Pending	2	
Application Received	1	Ticklers		
Application Review	1	Ticklers	6	

3. Select the Note Type = **Initial Application** and Description = **Application Submitted** and select the pending record via the hyperlink.

Filters					
Role	Equal To	Pending	AND		
Note Type					
23 My Dashboard Notes record(s) returned - now viewing 1 through 15					
Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Initial Application	08/25/2025	Application Submitted	Reed, Monica	Pending

4. In the existing Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Leave as Initial Application
 - c. "Note Subtype" = Update to Errors/Omissions
 - d. "Description" = Errors/Omissions

- e. "Note" = Enter notes specific to the outstanding errors/omissions
- f. "Status" = Pending (if there are errors or omissions)



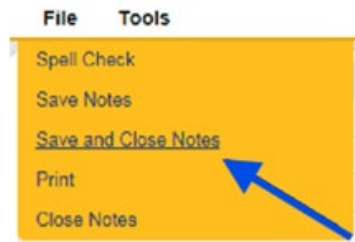
The Service Provider will need to respond with the appropriate documentation if there are errors or omissions and attach it back to this note. ***The Status will be updated to complete by the ADT Licensing and Monitoring Specialist*** when there are NO errors or omissions.

- g. Click the **Lookup** button on the "Add Note Recipient" to add the **Service Provider** as the Note Recipient
- h. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

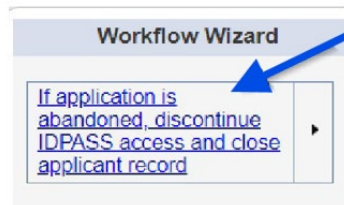
The screenshot shows the 'Notes Details' form with the following fields and annotations:

- Notes Details** section:
 - Division: APD (dropdown)
 - Note By: Reed, Monica (text)
 - Note Date: 09/25/2023 (calendar icon)
 - Associated Form ID#: (empty text field)
 - Note Type: Initial Application (dropdown) **←**
 - Note Sub-Type: Errors/Omissions (dropdown) **←**
 - Description: Errors/Omissions (text field) **←**
- Note** section:
 - Text area containing: "On 9/25/2023 at 7:35 PM, Monica Reed wrote: Enter notes specific to the outstanding errors/omissions"
 - New Text** pop-up window:
 - Rich text editor with buttons for Bold, Italic, Underline, 16pt, and text color.
 - ←** (arrow pointing to the text area)
 - Append Text to Note button
- Status**: Pending (dropdown) **←**
- Date Completed**: (empty text field)
- Attachments** section:
 - Add Attachment button
 - Document table with Description column
 - Message: "There are no attachments to display"
- Note Recipients** section:
 - Add Note Recipient text field
 - Lookup** button **←**
 - Clear button

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



6. Upon saving the initial application record, a Workflow Wizards is triggered



- a. Tickler - "If application is abandoned, discontinue ID PASS access and close applicant record"
- b. Assigned to *Self*
- c. Due in 120 calendar days

As Needed: Update Application



The Prospective Applicant will get notified of the pending note via My Dashboard and will review the errors/omissions provided by the ADT Licensing and Monitoring Specialist. The Prospective Applicant will then respond to the pending note with the requested corrections and leave it in pending status until no additional corrections are needed.

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

Role

Service Provider

GO

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

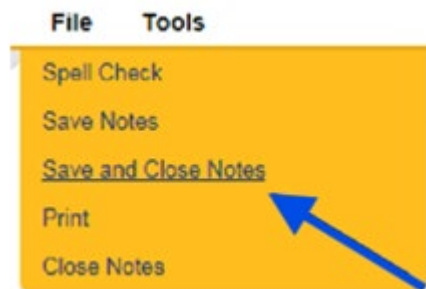
MY DASHBOARD		CONSUMERS	PROVIDERS	REPORT
CONSUMERS		PROVIDERS		
Division		Notes		
APD Eligible - Pre-Enrollment	1	Complete 2		
APD Eligible - Waiver	3	Draft 1		
Application Pended	1	Pending 2		
Application Received	1	Ticklers		

3. Select the **Note Type = Initial Application** and **Description = Errors/Omissions** and select the pending record via the hyperlink.

Provider	Note Type	Note Date	Description	Author	Status
test-provider	Initial Application	08/25/2023	errors/Omissions	Hend, Monica	Pending

4. In the existing Note record, update the following fields:
 - a. "Note" = Enter Notes as to what corrections have been made
 - b. "Status" = Leave Status as Pending.
 - c. Click the **Lookup** button on the "Add Note Recipient" to add the [ADT Licensing and Monitoring Specialist](#) as the Note Recipient
 - d. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note.

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



The ADT Licensing and Monitoring Specialist and Service Provider will leave the note in a Pending Status until all errors/omissions have been resolved. This process can be repeated multiple times.

As Needed: Further Documentation Required



If further documentation is required, the Licensing Supervisor will update the existing Initial Application/Supervisor Review note to the ADT Licensing and Monitoring Specialist. If the ROM/Designee is requesting Further documentation, they will add a new note.

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

Role

Region QA Workstream Worker

GO

2. If **Supervisor** is requesting Further Documentation:
 - a. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.

MY DASHBOARD CONSUMERS PROVIDERS REPORT

CONSUMERS PROVIDERS

Division		Notes	
APD Eligible - Pre-Enrollment	1	Complete	2
APD Eligible - Waiver	3	Draft	1
Application Pended	1	Pending	2
Application Received	1		
Application Review	1		

Ticklers

Ticklers 6

3. Select the **Note Type = Initial Application/Supervisor Review** and select the pending record via the hyperlink.

Status: Equal To: Pending /NO

Note Type: +

Search Reset

31 My Dashboard Notes recorded returned none viewing 1 through 15

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Initial Application/Supervisor Review	04/28/2023		Reed, Monica	Pending

4. If **Supervisor** is requesting further documentation:
 - a. In the existing Initial Application/Supervisor Review Note record, update the following fields:
 - i. “Associated Form ID#” = Enter Form ID# if applicable
 - ii. “Note Subtype” = Update to Further Documentation Required
 - iii. “Description” = Update to Further Documentation Required
 - iv. “Note” = Enter Notes as to what information is needed

- v. "Status" = Complete
- vi. Click the **Lookup** button on the "Add Note Recipient" to add the [ADT Licensing and Monitoring Specialist](#) as the Note Recipient
- vii. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note.

The screenshot shows the 'Notes Details' form. Blue arrows point to the following fields: Division (dropdown), Note By (text field), Note Date (date field), Associated Form ID# (text field), Note Type (dropdown), Note Sub-Type (dropdown), Description (text area), Note (text area), Status (dropdown), Date Completed (date field), and the 'Add Note Recipient' section at the bottom right which includes a text input and 'Lookup' and 'Clear' buttons.

5. If ROM /Designee is requesting further documentation:

- a. Click **File > Add Notes**

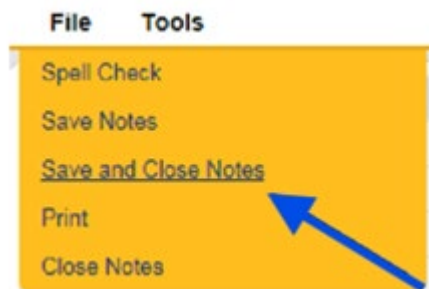


- b. In the new Note record, update the following fields:
 - i. "Associated Form ID#" = Enter Form ID# if applicable
 - ii. "Note Type" = Initial Application/ROM Approval
 - iii. "Note Subtype" = Further Documentation Required
 - iv. "Description" = Further Documentation Required
 - v. "Note" = Enter Notes as to what information is needed
 - vi. "Status" = Complete

- vii. Click the **Lookup** button on the "Add Note Recipient" to add the *Licensing Specialist* as the Note Recipient
- viii. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note.

The screenshot shows the 'Notes Details' form. Blue arrows point to the following fields: 'Associated Form ID#', 'Note Type', 'Note Sub-Type', 'Description', 'Note' (the text area), 'Status', and the 'Lookup' button in the 'Note Recipients' section. The form includes fields for Division (APD), Note By (Reed, Monica), Note Date (10/15/2023), Initial Application/ROM Approval, Further Documentation Required, and Date Completed (10/15/2023). There is also an 'Attachments' section and a 'Note Recipients' section with a 'Lookup' button.

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



As Needed: Requested Information



The ADT Licensing and Monitoring Specialist will be notified of the Further Documentation note via My Dashboard. They will request information from the Prospective Applicant via a new note.

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

Role

Region QA Workstream Worker

GO

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

MY DASHBOARD CONSUMERS PROVIDERS

PROVIDERS

Notes

Complete

Pending

Ticklers

3. Select the **Note Type = Initial Application/Supervisor Review** and **Subtype = Further Documentation Required** and select the record via the hyperlink.

Filters

Status Equal To Pending AND

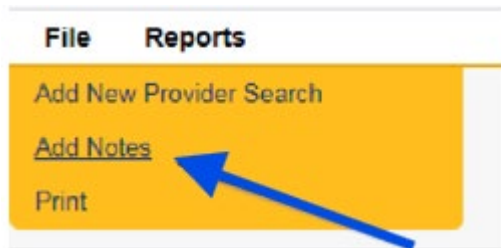
Note Type

Search Reset

28 My Dashboard Notes record(s) returned - now viewing 1 through 15

Provider	Note Type	Note Date	Description	Author
Test Provider	Licensing Renewal/Supervisor Review	09/23/2023	Further Documentation Required	Reed, Monica

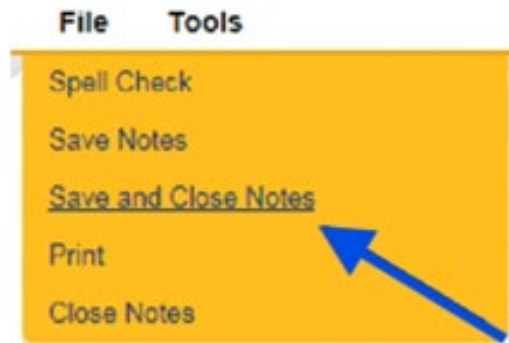
4. Review the note for the requested documentation then close the note.
5. The Licensing Specialist will create a new note to communicate with the Provider. Navigate to the **Provider > Notes** tab. Click **File > Add Notes**



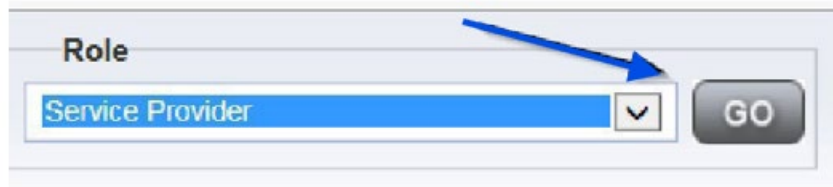
6. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Associated Form ID#" = Enter Form ID# if applicable
 - c. "Note Type" = Initial Application
 - d. "Note Subtype" = Further Documentation Required
 - e. "Description" = Further Documentation Required
 - f. "Note" = Enter notes as to what is being requested
 - g. "Status" = Pending
 - h. Click the **Lookup** button on the "Add Note Recipient" to add the *Prospective Applicant* as the Note Recipient
 - i. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

 A screenshot of a 'Notes Details' form. The form has two main columns. The left column contains labels for fields: Division, Note By, Note Date, Associated Form ID#, Note Type, Note Sub-Type, Description, Note, and Status. The right column contains the corresponding input fields. Blue arrows point to each of these labels. At the bottom, there is a section for 'Note Recipients' with a 'Lookup' button and a 'Clear' button. A blue arrow points to the 'Lookup' button.

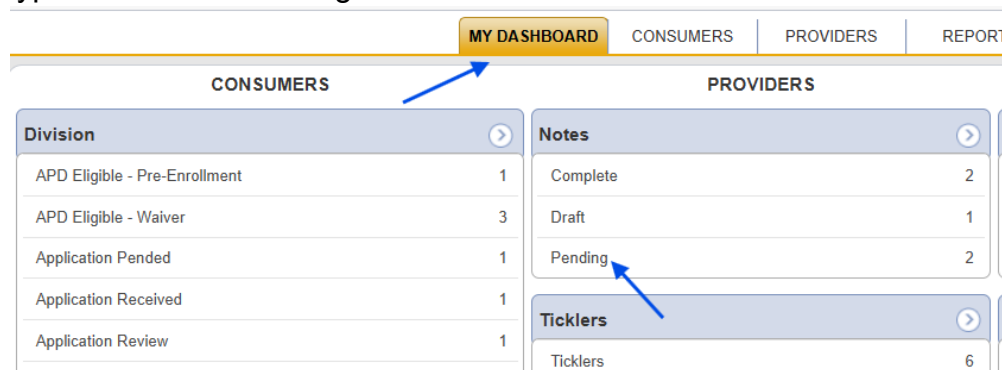
7. When finished click **File > Save and Close Notes**



8. Set "Role" = Service Provider



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



10. Select the **Note Type = Initial Application** and **Subtype = Further Documentation Required** and select the pending record via the hyperlink.



11. Review the note, then add the requested information to the existing note.
Update the following fields:

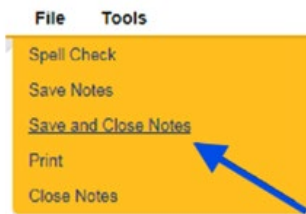
- a. "Note Subtype" = Leave as Further Documentation Required
- b. "Description" = Leave as Further Documentation Required
- c. "Note" = Enter notes as to what attachments have been provided
- d. "Status" = Leave as Pending
- e. Click **"Add Attachment"** and search for the copy of supporting documents on the user's device. Click **Upload**
- f. Click the **Lookup** button on the "Add Note Recipient" to add the *Licensing Specialist* as the Note Recipient
- g. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

The screenshot shows the 'Notes Details' form. Blue arrows point to the following fields and buttons:

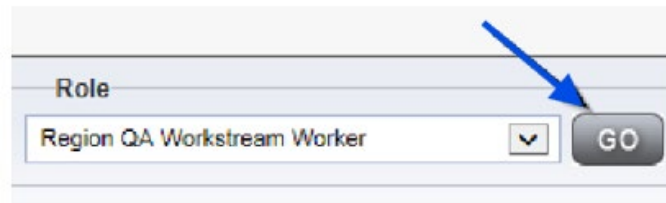
- Note Type**: Set to 'Initial Application'.
- Note Sub-Type**: Set to 'Further Documentation Required'.
- Description**: Contains the text 'On 9/16/2023 at 10:14 AM, Monica Reed wrote: Enter notes as to what is being requested'.
- Status**: Set to 'Pending'.
- Add Attachment**: A button located below the 'Attachments' section.
- Lookup**: A button located in the 'Note Recipients' section.

The 'Attachments' section shows 'There are no attachments to display.' The 'Note Recipients' section has a text input field and a 'Clear' button.

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

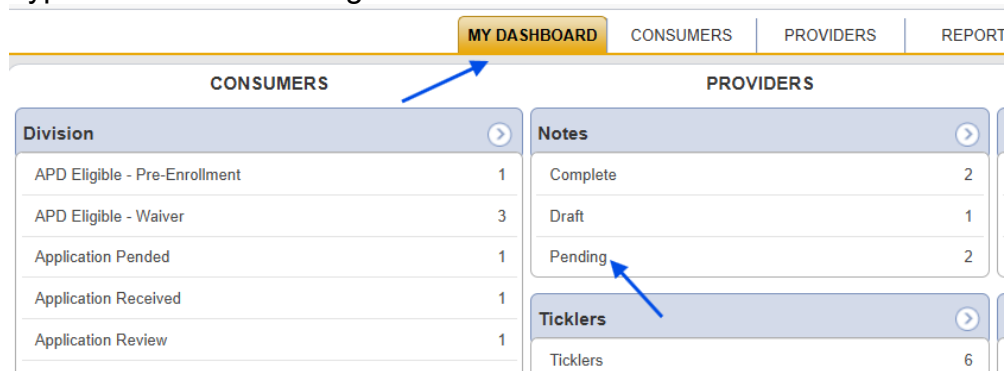


13. Set "Role" = QA Workstream Worker or Lead then click **Go**



14. The Licensing Specialist will review the note submitted by the Service Provider to ensure all requested information/documentation was provided.

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



16. Select the **Note Type = Initial Application** and **Subtype = Further Documentation Required** and select the pending record via the hyperlink.



17. Review the contents of the note. Update the following fields to forward the note to the Licensing Supervisor or ROM.

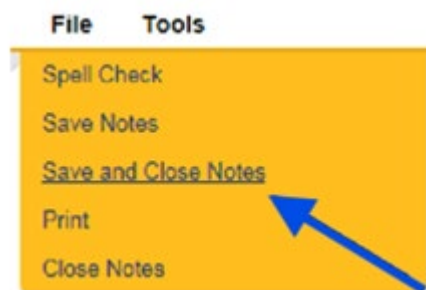
- a. "Note Type" = Update to Initial Application/Supervisor Review
- b. "Sub Type" = Update to Further Documentation Provided
- c. "Description" = Update to Further Documentation Provided
- d. "Notes" = add any additional details for the Supervisor or ROM/Designee regarding the requested documentation that was provided by the Service Provider.
- e. "Status" = Leave as Pending
- f. Click the **Lookup** button on the "Add Note Recipient" to add the *Licensing Supervisor or ROM/Designee* as the Note Recipient
- g. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

The screenshot shows the 'Notes Details' form. Blue arrows point to the following fields:

- Note Type**: Initial Application/Supervisor Review
- Note Sub-Type**: Further Documentation Provided
- Description**: Further Documentation Provided
- Status**: Pending
- Lookup** button in the Note Recipients section

The form also includes sections for Attachments, Note Recipients, and a 'New Text' editor.

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





Proceed to [Supervisor Approval](#). Even if the ROM/Designee requested the documentation, the Supervisor must approve it first.

As Needed: Abandoned Application



If the reminder tickler is received after 120 calendar days, or if the Prospective Applicant stops working on the application for more than 90 days, the application will be deemed abandoned by the ADT Licensing and Monitoring Specialist. The ADT Licensing and Monitoring Specialist will need to discontinue ID PASS access and close the prospective applicant record. The Prospective Applicant must reapply.

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

Role

Region QA Workstream Worker

GO

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

qod iConnect

File

Quick Search

A Test Provider X Providers Provider Name GO

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER

Filters

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

Workers Services Provider ID Numbers Contracts Beds Li

Providers Divisions EVW Activities Forms Enrollments Aut

Filters

Disposition Not Equal To Closed AND X

Division +

Search Reset

1 Providers Divisions record(s) returned - now viewing 1 through 1

Division	Disposition
APD	Open

4. Select the "Open" APD Division record via the hyperlink for that row.



Filters

Division +

Search

4 Divisions record(s) returned now viewing 1 through 4

Division	Disposition	Open Date
APD	Open	01/01/2017

5. Update the following fields on the Division Detail screen.

a. "Disposition" = Closed

b. "Close Date" = Enter Date (defaults to today)



Division

Division Details

Division * APD

Disposition * Closed

Open Date 01/01/2023

Close Date * 09/29/2023

6. When finished, Select **File > Save and Close Division**. Click **OK** on the pop-up message box.



As Needed: Supervisor Denial



The Licensing Supervisor will review the application and add a note if denying the application. They will then send to the ROM for review. If additional actions are needed, proceed to [Further Documentation Required](#).

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

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

MY DASHBOARD		CONSUMERS	PROVIDERS	REPORT
CONSUMERS		PROVIDERS		
Division		Notes		
APD Eligible - Pre-Enrollment	1	Complete	2	
APD Eligible - Waiver	3	Draft	1	
Application Pended	1	Pending	2	
Application Received	1			
Application Review	1			
		Ticklers		
		Ticklers	6	

3. Select the **Note Type = Initial Application/Supervisor Review** and select the pending record via the hyperlink.

Filters						
Status	Equal To	Pending	AND	X		
Note Type	+					
	Search	Reset				
38 My Dashboard Notes record(s) returned - now viewing 1 through 15						
Provider	Note Type	Note Date	Description	Author	Status	
Tool Monitor	Initial Application/Supervisor Review	10/19/2023		Hood, Monica	Pending	

4. In the pending Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Update to Initial Application/Supervisor Denial
 - c. "Description" = Enter description if applicable
 - d. "Append Text to Note" = Enter notes and click **Append Text to Note**
 - e. "Status" = Complete

- f. Click the **Lookup** button on the "Add Note Recipient" to add the ADT *Licensing and Monitoring Specialist* as the Note Recipient
- g. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note. Click the **Lookup** button on the "Add Note Recipient" to add an additional recipient –*ROM/Deputy ROM or Designee*
- h. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 09/29/2023

Associated Form ID# 352

Note Type * Initial Application/Supervisor Denial

Note Sub-Type

Description

Note

Status * Complete

Date Completed 09/29/2023

Attachments

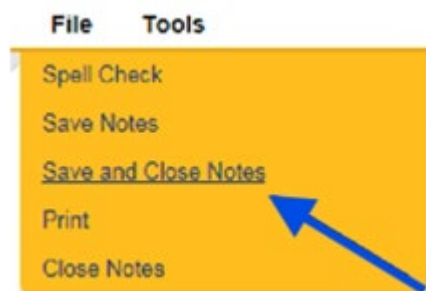
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient: **Lookup** **Clear**

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



Proceed to Chapter 13 to initiate the PAARF process

As Needed: ROM Denial



The ROM/Designee will review the application, add a new note for the denial. If additional actions are needed, proceed to [Further Documentation Required](#).

1. Set "Role" = ROM/Deputy or one of the designee then click **Go**.

A screenshot of a web form showing a dropdown menu for 'Role'. The dropdown is open, displaying 'ROM/Deputy ROM' as the selected option. A blue arrow points to the dropdown arrow. To the right of the dropdown is a 'GO' button.

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

A screenshot of a web application interface. At the top, there is a search bar with 'Providers' selected in the dropdown. Below this is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', and 'REPORTS'. The 'PROVIDERS' tab is active. Below the navigation bar is a sub-navigation bar with various tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Service Area', 'Admin Actions', 'Facility Management', 'Providers', 'Divisions', 'EVV Activities', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', 'EVV Scheduling', 'CAP', and 'Appointments'. The 'Notes' tab is highlighted with a blue arrow. On the left side, there is a 'Filters' section with a 'Note Date' dropdown and 'Search' and 'Reset' buttons.

3. Click **File > Add Notes**

A screenshot of a web application interface showing a 'File' and 'Reports' section. Below these sections is a yellow button labeled 'Add New Provider Search'. Below that is a blue button labeled 'Add Notes' with a blue arrow pointing to it. Below the 'Add Notes' button is a 'Print' button.

4. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Initial Application/ROM Denial
 - c. "Description" = Enter description if applicable
 - d. "Note" = Enter notes
 - e. "Status" = Complete
 - f. Click the **Lookup** button on the "Add Note Recipient" to add the [Licensing Specialist/Supervisor](#) as the Note Recipient
 - g. Enter Last Name and click **Search** in the pop-up browser window. Select the Name of the worker to attach them to the note

qad iConnect

File Tools

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 07/26/2022

Note Type * Initial Application/ROM Denial

Note Sub-Type *

Description

Note

Status * Complete

Date Completed 07/26/2022

Attachments

Add Attachment

Document Description

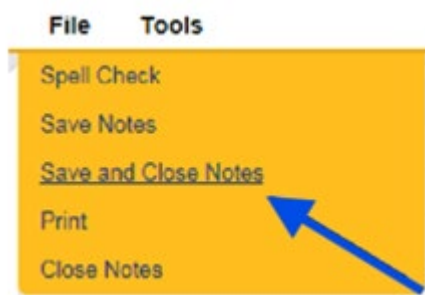
There are no attachments to display

Note Recipients

Add Note Recipient

Lookup Clear

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



The ADT Licensing and Monitoring Specialist will be notified of the ROM Denial via this note. The ADT Licensing and Monitoring Specialist will close the license record and will then proceed to Chapter 13 to initiate the PAARF process.

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

Role

Region QA Workstream Worker

GO

7. After reviewing the note accessed from **My Dashboard > Providers > Notes > Complete** navigate to the **Providers > Credentials** tab

8. Select the license added in the [Add License Information](#) section from the list.

9. Update the following fields:

- a. "Date of Renewal/Subsequent License" = Leave blank
- b. "Effective Date" = Change to date that ROM denied
- c. "Expiration Date" = Change to date that ROM denied
- d. "Less than One Year" = Leave blank
- e. "License Duration" = Won't be populated
- f. "Comment" = ROM Denied Initial License – Date of Denial
- g. "Status" = Closed
- h. "QA Workstream Worker" = Does not need to be changed

An asterisk (*) indicates a required field

License Details	
Credential Type *	License
License Type *	ADT
Date of Renewal/Subsequent License	MM/DD/YYYY
Effective Date *	07/01/2025
Expiration Date *	07/01/2025
Less than One Year	☐
Comment	
Status	Closed
Reason	Initial
QA Workstream Worker	Baer, Sylvia

[Lookup](#)
[Clear](#)
[Details](#)

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



The Licensing Specialist will proceed to Chapter 13 to initiate the PAARF process.

As Needed: Abandoned and Denied Applications – End iConnect Access to Placeholder Parent Provider Record.



If a Placeholder Parent Provider record was created and the provider has not pursued a MWSA and the License is Abandoned or Denied, region staff will end the iBudget credential record and close the Placeholder Parent Provider record.

In addition, APD staff will deactivate the worker records within the Placeholder Parent Provider record.

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

2. Navigate to the Placeholder Parent Provider record > **Credentials** tab

3. Locate the iBudget credential record in the List View Grid

Credential	Type	Credential Number	Effective Date	Expiration Date	License Duration	Status
Certification	iBudget Waiver Applicant Placeholder		05/23/2024			Applicant Placeholder

4. Update the following fields:

- "Expiration Date" = Enter Date of denial/abandonment
- "Status" = Select Applicable Status (Abandoned or Termination/Closed)

Placeholder Provider Record
Last Updated by caroline.shorter@apdncas.org
at 5/27/2024 4:58:18 PM

Certification Details

File

An asterisk (*) indicates a required field

Certification Details

Credential Type * Certification

Certification Type Budget Waiver Applicant Placeholder

Effective Date 05/23/2024

Expiration Date 06/05/2024

Comment Placeholder: Provider Record created for the purposes of a new license provider application user provisioning

Status Applicant Placeholder

QA Workstream Worker

Lookup Clear Details

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

6. Navigate to the Placeholder Parent provider > **Workers** tab.

7. In the list view grid, find and click on the name of the former employee.

Workers

Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions

Providers Divisions EVV Activities Forms Enrollments Authorizations Notes Credentials EVV Scheduling CAP Appointments

Filters

Provider Worker Active Equal To AND

Worker Name

Search Reset

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

Worker Name	Title	Phone Number	Active	Active
SALES, Giulia			True	True
Provider, Jaysree			True	True
Provider, Julia			True	True
Provider, Lorena			True	True
Thomas, Lina	Contact Demo 1		True	True
Worker, Test		(407)555-1212	True	True

8. This will open the Worker Details page

- Check the "Exclude" checkbox.
- When Finished File > Save and Close Worker

9. The former employee no longer appears in the list view grid on the Workers tab.

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service

Providers Divisions EVV Activities Forms Enrollments Authorizations Notes Credentials EV

Filters

Provider Worker Active Equal To ☒ AND

Worker Name

6 Workers record(s) returned - now viewing 1 through 6

Worker Name ▲	Title	Phone Number
Julia, Provider		
Provider, Jayasree		
Provider, Lorena		
Thomas, Lisa	Contacts Demo 1	
Worker, Iest		(407)555-1212
Worker-EVV, Test		

As Needed: End iConnect Access to Applicant Record by updating the Applicant License Record to Closed



If the Facility Application Form is abandoned by or withdrawn by a provider, the end dating of the license credential on the applicant record will remove that Applicant License record from the provider's access.

This step of ending a Placeholder Provider Record must also be completed for Applicant Licenses abandoned or withdrawn.

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

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

3. The Provider's record will display. Navigate to the **Providers > Credentials** tab

4. Locate the Applicant License in the List View Grid.

ADT Record Name (24781)

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service Area Admin Actions Facility Management
Providers Divisions EVV Activities Forms Enrollments Authorizations Notes **Credentials** EVV Scheduling CAP Appointments

Filters
Credential

2 Providers Credentials record(s) returned - now viewing 1 through 2

Credential	Type	Credential Number	Effective Date	Expiration Date	License Duration	Status
License	CMS Compliance		07/01/2024			CMS Compliance Monitoring Required
License	ADT		07/01/2025	09/30/2025		Applicant

5. Update the following fields:

- "Expiration Date" = Enter Date of denial/abandonment
- "Status" = Closed

An asterisk (*) indicates a required field

License Details

Credential Type *	License
License Type *	ADT
Date of Renewal/Subsequent License	MM/DD/YYYY
Effective Date *	07/01/2025
Expiration Date *	07/01/2025
Less than One Year	☐
Comment	
Status	Closed
Reason	Initial
QA Workstream Worker	Baer, Sylvia Lookup Clear Details

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

File

- History
- Spell Check
- Save License Details
- Save and Add Another License Details
- Save and Close License Details
- Print
- Close License Details

Less than One Year

As Needed: Reschedule Site Visit Appointment



If the site visit was scheduled and needs to be done on a different date/time, the QA Workstream Worker will need to reschedule the existing appointment. This will ensure the appointment information is accurate for reporting.

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

2. Navigate to the **Providers** chapter and enter the Provider's Licensed Facility home name in the Quick Search filter and click go.

3. The Provider's record will display. Navigate to the **Providers > Appointments** tab.

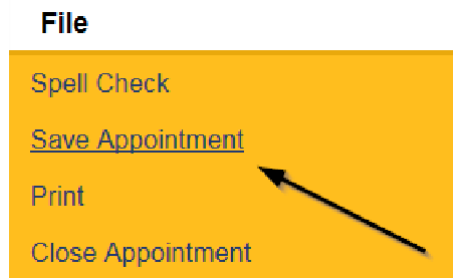
4. Select the appointment record that needs to be updated via the hyperlink in the list view

Appointment Date	Start time	End time	Type	Subject	Status
00/01/2022	3:00:00 PM	4:00:00 PM	Site Visit	Appointment Scheduled for monthly site visit	Scheduled
01/20/2022	5:00:00 PM	6:00:00 PM	Site Visit	Monthly visit	Scheduled
08/02/2020	10:20:00 AM	10:50:00 PM	General	test	Scheduled
07/06/2018	3:15:00 PM	3:45:00 PM	Site Visit	Site Visit License Renewal	Scheduled

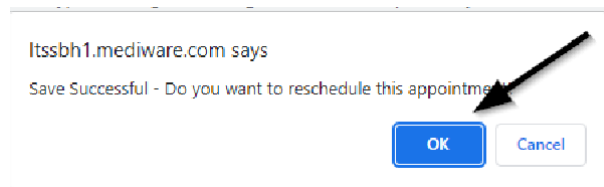
5. Update the following field on the Appointment Details page
 - a. "Status" = Update to Rescheduled

The screenshot shows the 'Appointment' details page in the qad iConnect system. The page has a header with the qad iConnect logo and a timestamp. The main content area is divided into sections: 'Appointment' (with sub-sections like Participants List, Notes, New Participant), 'Appointments' (with fields for Division, Appointment Date, Start Time, Appointment End Date, End Time, Type, Subject, Appt. Summary, Appt. Details, and Status), and a 'File' menu. The 'Status' field is currently set to 'Rescheduled', and an arrow points to it.

6. When finished select **File > Save Appointment**



7. A prompt will appear that asks, "Do you want to reschedule this appointment?"



8. Click OK to reschedule the appointment. The appointment page opens, showing some data from the previous appointment.
9. Update the Appointment date and time information for the new appointment.
10. Update the status from Pending to Scheduled, if appropriate.



File

Appointment

Participants List

Notes

New Participant

Appointments

Division	APD ▼
Appointment Date *	08/24/2023 07/19/2023
Start Time	03 ▼ 00 ▼ PM ▼
Appointment End Date	08/24/2023 07/19/2023
End Time	04 ▼ 00 ▼ PM ▼
Type *	Site Visit ▼
Subject	Site Visit for Service Level Designation Had to reschedule due to conflict with appointment time
Appt. Summary (non-HIPAA Data)	
Appt. Details(HIPAA Data)	
Status *	Scheduled ▼

11. Click **File > Save Appointment**. Both the original and reschedule appointments are listed in the Appointments tab detail view.

12. The rescheduled appointments detail page will now show the date of the original appointment next to the new Appointment Date and Appointment End date fields.



A Test Provider
 Last updated by mreed@apcare.org
 at 6/23/2022 4:20:58 PM

File

Appointment

Participants List

Notes

New Participant

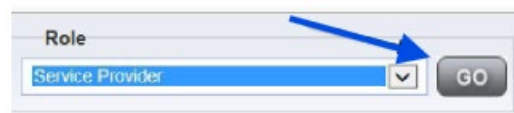
Appointments

Division	APD ▼
Appointment Date *	06/24/2022 01/20/2022
Start Time	02 ▼ 00 ▼ PM ▼
Appointment End Date	06/24/2022 01/20/2022
End Time	03 ▼ 15 ▼ PM ▼
Type *	Site Visit ▼
Subject	had to reschedule to to conflict with appointment time
Appt. Summary (non-HIPAA Data)	summary
Appt. Details(HIPAA Data)	details
Status *	Pending ▼

As Needed: Printing the Word Merge of the Facility Application Form

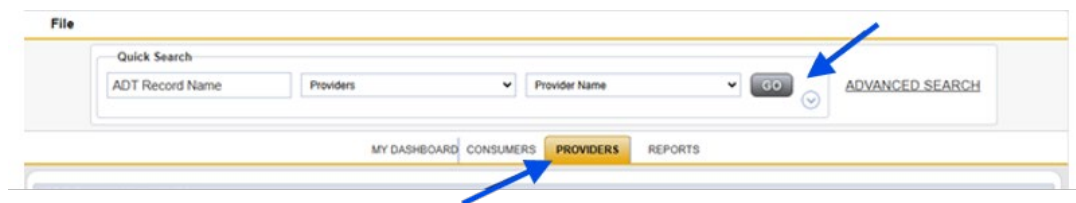
The user may want to print the Word Merge of the Facility Application Form in iConnect. The ability to print the Word Merge of the Facility Application Form will appear after the form is saved. Signatures are not required on the form due to typing the name on the form in iConnect in the Attestation. To print the Word Merge of the Facility Application Form, follow the steps below.

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



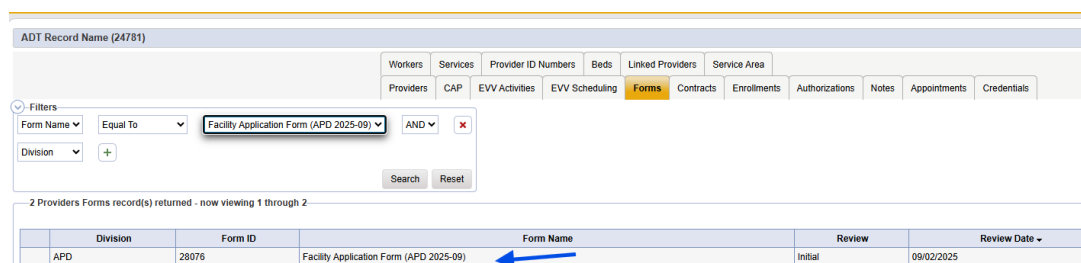
A screenshot of a web form with a dropdown menu labeled "Role" showing "Service Provider" selected. A blue arrow points from the dropdown to a "GO" button next to it.

2. Navigate to the Facility Record that contains the Facility Application Form that is being printed.



A screenshot of the iConnect interface. The top navigation bar has tabs for "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted), and "REPORTS". A blue arrow points to the "PROVIDERS" tab. Above the navigation bar is a search area with a "Quick Search" section containing "ADT Record Name", "Providers", and "Provider Name" dropdowns, a "GO" button, and an "ADVANCED SEARCH" link. Another blue arrow points to the "GO" button.

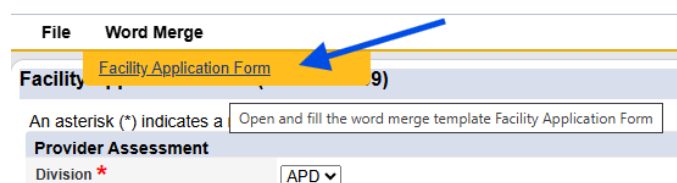
3. Navigate to the **Forms** tab and select the appropriate Facility Application Form from the list view grid.



A screenshot of the iConnect interface showing the "Forms" tab selected. The page displays a table of forms. The table has columns: Division, Form ID, Form Name, Review, and Review Date. The first row shows "APD" for Division, "28076" for Form ID, "Facility Application Form (APD 2025-09)" for Form Name, "Initial" for Review, and "09/02/2025" for Review Date. A blue arrow points to the "Form Name" column header. Above the table is a filter section with "Form Name" set to "Facility Application Form (APD 2025-09)" and "Division" set to "APD".

Division	Form ID	Form Name	Review	Review Date
APD	28076	Facility Application Form (APD 2025-09)	Initial	09/02/2025

4. Once opened, select **Word Merge > Facility Application Form**



A screenshot of the iConnect interface showing the "Word Merge" tab selected. The page displays a list of forms. The first row shows "Facility Application Form (APD 2025-09)". A blue arrow points to the "Facility Application Form" text. Below the list is a section titled "Provider Assessment" with a "Division" dropdown set to "APD".

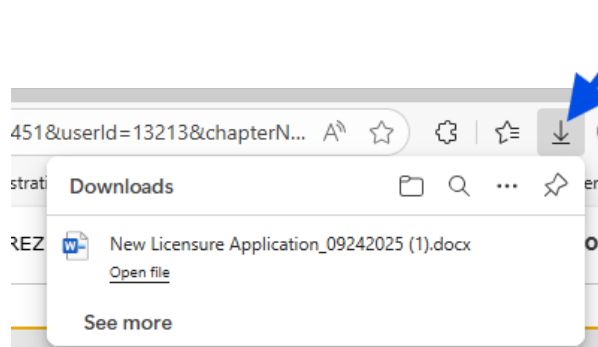


APD USE ONLY:
File #:
Application #:

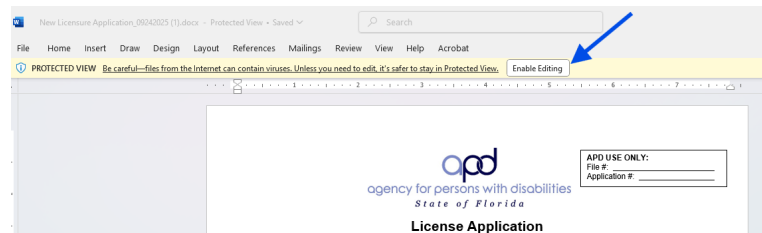
License Application

This application for an initial license or license renewal must be completed by the applicant / licensee or the designated representative of a business entity. *Please note, "Change in Ownership" refers to a facility or program that was acquired through a change of ownership/acquisition from an existing APD licensed provider. If you are pursuing a change in ownership of an existing licensed APD provider, please complete the form below as "initial" and indicate "Change in Ownership". Please ensure that all applicable parts of this form are completed legibly and in their entirety. All information completed in this form must comply with Section 393.067, Florida Statutes (F.S.) and Chapter 65G-2 *Florida Administrative Code* (F.A.C.). Applications shall be completed under oath and must contain factual and accurate information. If you have questions regarding this form or the application process, please contact your APD regional office for assistance.

5. The form will be on the computer's downloads. Open the file.



6. The form will display. Click **Enable Editing**.



7. Print the form from the device.