



State of Florida
Agency for Persons with Disabilities

Harmony for iConnect
QA – PDR Low Score Training Manual – Updated July 2024

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Chapter 20 | QA- PDR Low Score

The QIO Interface will import records into iConnect on a weekly basis and create Corrective Action Plan (CAP) records. The interface will import new PDR information, corrections, and reconsiderations into iConnect to pre-populate a new CAP in a provider's record.

NOTE: Qlarant replaces any prior report with a NEW report and the new one counts as the active report. A new review ID is given and thus becomes the current active record for a provider replacing the previous one.



Example:

*IF a Report is sent and then a correction is sent - close the report and **remediate the correction** only*

*IF a Report is sent and then a reconsideration is sent- close the report and **remediate the reconsideration** only*

*IF a Report is sent, then a reconsideration, then a correction - close report and reconsideration, **remediate the correction***

*IF a Report is sent, then a correction, then a reconsideration - close report and correction, **remediate the reconsideration***

IMPORTANT: APD will complete and review the CAP in the Provider record to ensure it is correct. APD will then contact the Provider with the appropriate letter according to the plan of remediation type. The provider can begin working on the CAP once this letter has been received.

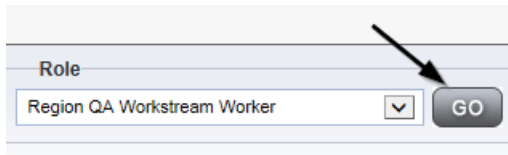
Do not work on any CAP within your record before the APD QA Liaison has contacted you as this may result in additional items being added to your CAP.

Generate Provider CAP Report

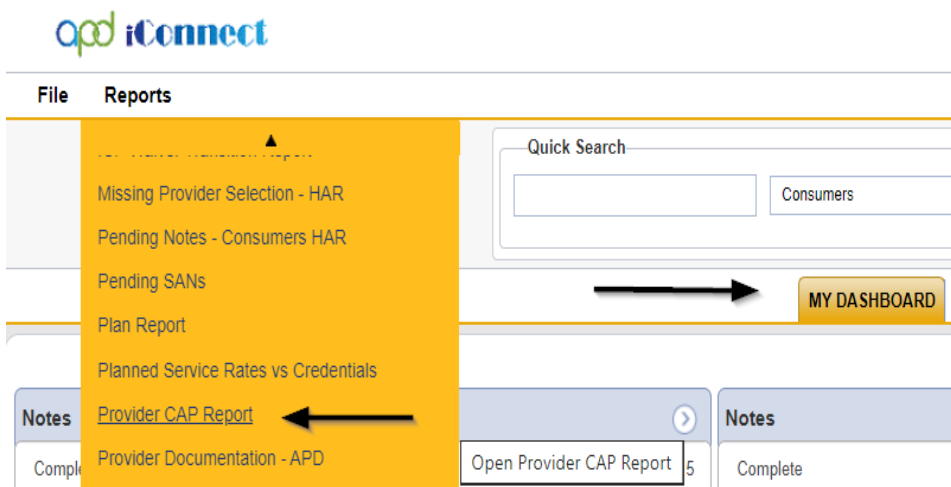


The QA Workstream Worker or Region Designee will generate the Provider CAP report to identify CAP records for their specific region.

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



2. Navigate to **My Dashboard > Reports > Provider CAP Report**



3. Enter the following information and then **Click > View Report** to generate the report
 - a. "CAP Begin Date:" = Enter Date
 - b. "CAP End Date:" = Enter Date

CAP Begin Date: 10/1/2023 12:00:00 AM NULL CAP End Date: 11/3/2023 12:00:00 AM NULL
 QIO Report Number: NULL

1 of 1 Find | Next

Provider CAP Report

Report Run Time: 11/3/2023 4:28:30 PM

Region	Provider County	ProviderID	Provider Agency/Name	Provider Medicaid ID	CAP ID	QIO Report Number(Same)	CAPType(Modifier)
NORTHEAST	Duval	21347	Test Provider	FL545454	101		Plan of Remediation
NORTHEAST	Duval	21347	Test Provider	FL545454	130		Plan of Remediation
NORTHEAST	Duval	21347	Test Provider	FL545454	131		Plan of Remediation
NORTHEAST	Duval	21347	Test Provider	FL545454	132		Plan of Remediation
NORTHEAST	Duval	21347	Test Provider	FL545454	152		Plan of Remediation - Alert
NORTHEAST	Duval	21347	Test Provider	FL545454	128		Notice of Non-Compliance

[View Report](#)

4. The Provider CAP report can be exported to excel for review if needed.

Region	Provider County	ProviderID	Provider Agency/Name	Provider Medicaid ID	CAP ID	QIO Report Number(Same)	CAPType(Modifier)
NORTHEAST	Duval	21347	Test Provider	FL545454	86		Notice of Non-Compliance
NORTHEAST	Duval	21347	Test Provider	FL545454	87		ROM Letter
NORTHEAST	Duval	21347	Test Provider	FL545454	87		ROM Letter
NORTHEAST	Duval	21347	Test Provider	FL545454	92		ROM Letter
NORTHEAST	Duval	21347	Test Provider	FL545454	101		Plan of Remediation

Update CAP



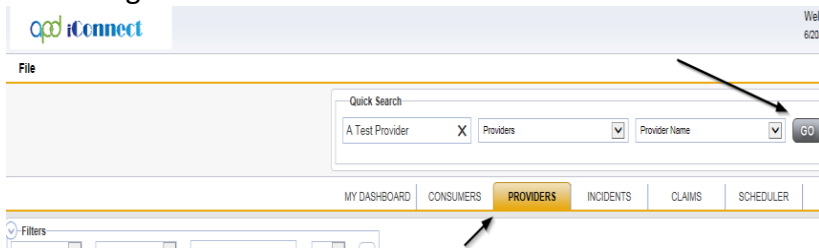
The QA Workstream Worker/Lead will update the CAP Detail Record with additional details and assign the QA Workstream Worker.

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

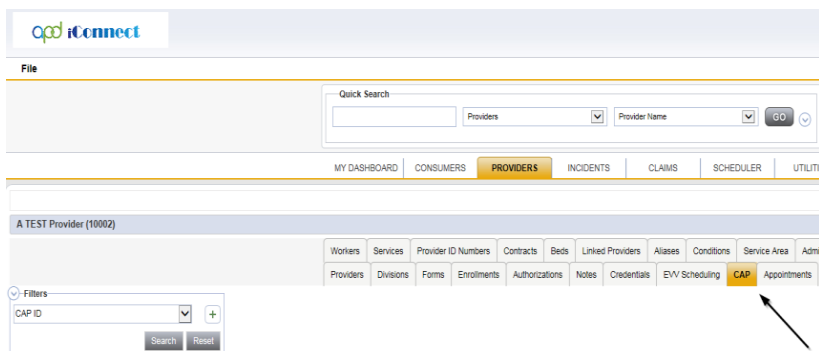
Role

Region QA Workstream Worker

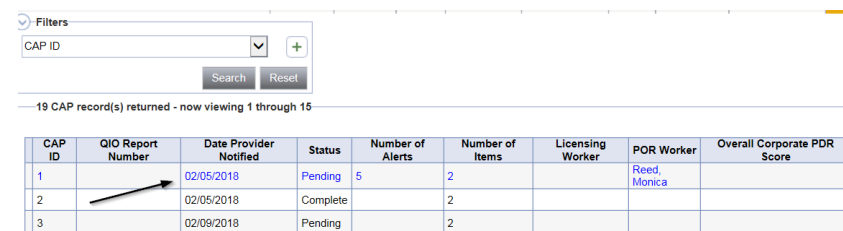
- Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



- The Provider’s record will display. Navigate to the **Providers > CAP** tab

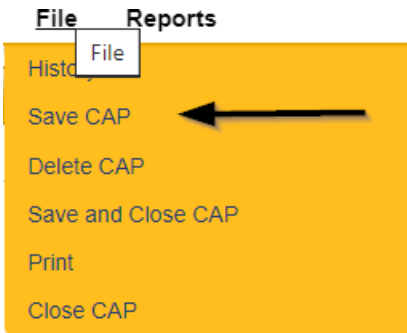


- Select the appropriate CAP record via the hyperlink

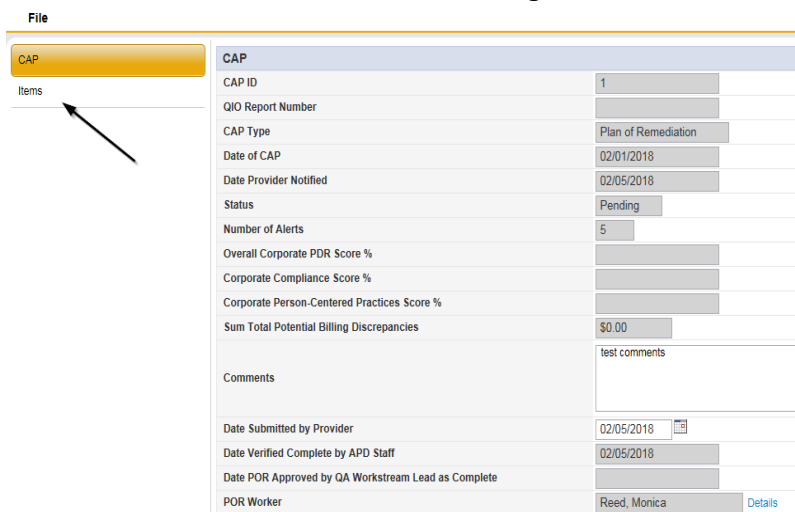


- In the CAP Detail, update the following fields:
 - “Date Provider Notified” = Enter Date
 - “CAP Due Date” = Enter Date as 90 calendar days after the date the provider was notified
 - “QA Workstream Worker” = Select worker

6. When finished, Click **File > Save CAP**



7. Click the Items link on the left-hand navigation menu



8. Select an Item via the hyperlink in the list view grid

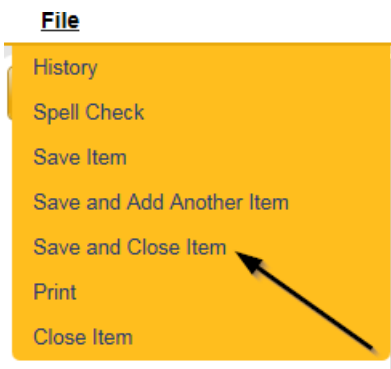
Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker	Action Type
4455		POR	8.010 (3)	Pending	02/01/2018	02/05/2018	Buck, Jennifer	Regional QA
		Licensing	1	Pending			Reed, Monica	Licensing
	Rights	POR		Complete	10/10/2018	10/12/2018		Alert

9. In the Item Detail, update the following fields:

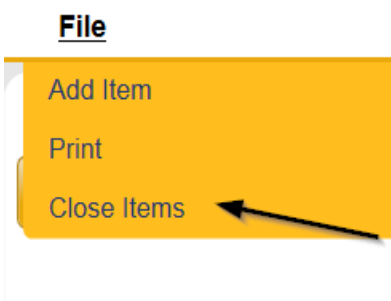
- a. "Due Date" = Enter Date that the CAP Item is due
- b. "Corrective Action Required" = Document what the necessary corrective action is and then Click Append Text to Note

The screenshot shows a software interface with several fields and buttons. At the top, there is a dropdown menu for 'Item Status' set to 'Pending'. Below it is a 'Due Date' field with a calendar icon and an arrow pointing to it. To the right is a 'Provider Worker' field with 'Lookup' and 'Clear' buttons. Below these is a large greyed-out area. At the bottom, there is a 'Corrective Action Required' section with a 'New Text' input area and an 'Append Text to Note' button. An arrow points to the 'Append Text to Note' button.

10. When finished, Click **File > Save and Close Item**



11. Click **File > Close Items**

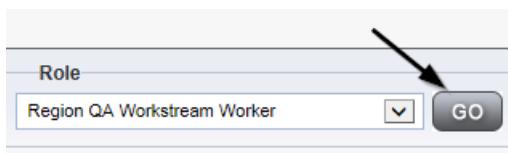


Contact Attempt

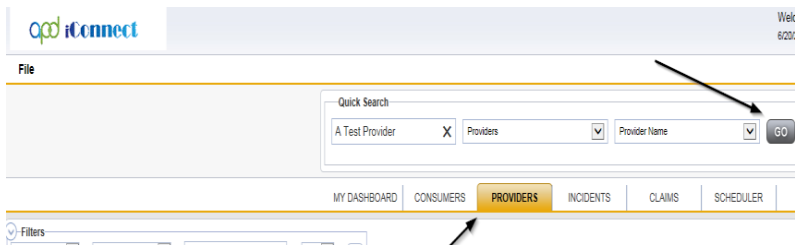


The QA Workstream Worker will attempt to contact the Service Provider to set up a meeting. A low score requires a face-to-face meeting with the Service Provider. This can be done in person or virtual, at the discretion of Regional Management. The call to the Service Provider is to set up the meeting and then the call is documented in a note.

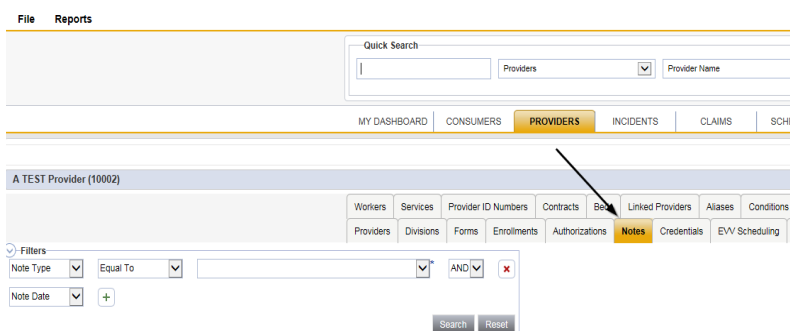
1. Set “Role” = Region QA Workstream Worker then click **Go**



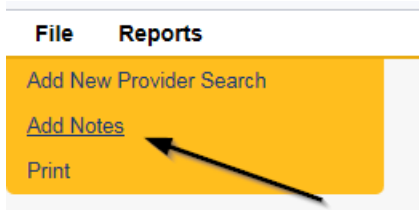
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



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



4. Click **File > Add Notes**



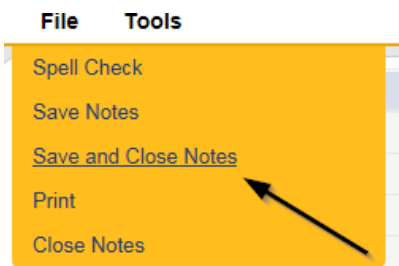
5. In the new Note record, update the following fields:

- a. "Associated Form ID#" = Enter Form ID if applicable
- b. "Note Type" = Plan of Remediation
- c. "Note Subtype" = Contact Attempt
- d. "Note" = Enter notes
- e. "Status" = Leave status as Pending until contact is made, then update to complete
- f. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Worker/Lead](#) 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 [Service Provider](#) 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



If no contact was made with the Service Provider, update this pending note with each contact attempt until the Service Provider is reached. If it has been more than 90 calendar days with no contact, proceed to [CAP Not Compliant](#).

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

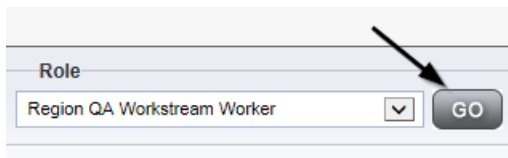


Generate Low Score Contact Letter

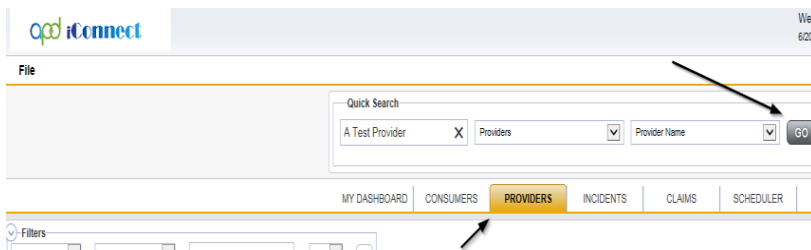


If the PDR score is less than 85%, the QA Workstream Worker will generate the Initial Low Score Contact Letter and include the CAP ID# in the documentation.

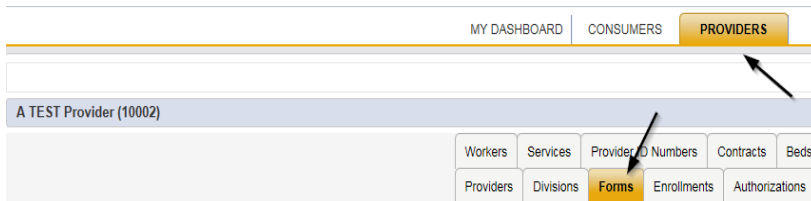
1. Set “Role” = Region QA Workstream Worker then click **Go**



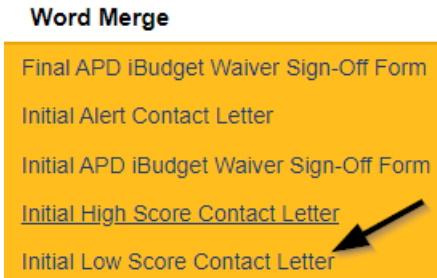
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



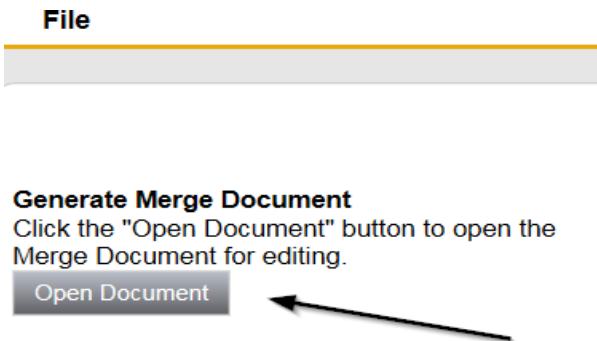
3. The Provider’s record will display. Navigate to the **Providers > Forms** tab



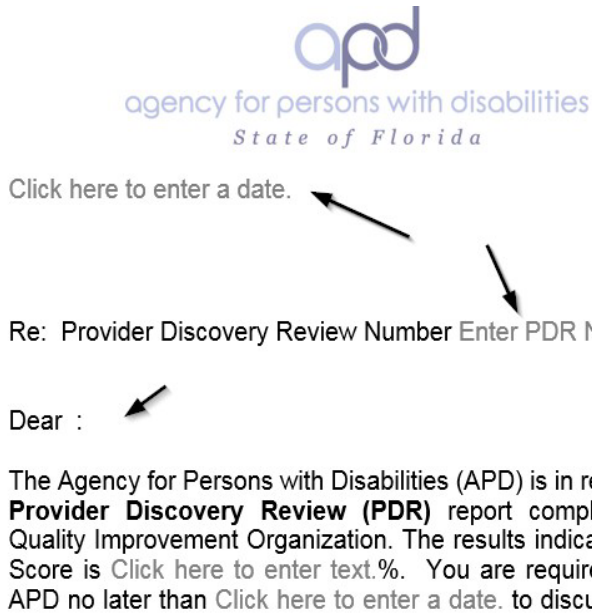
4. Select **Word Merge > Initial Low Score Contact Letter**



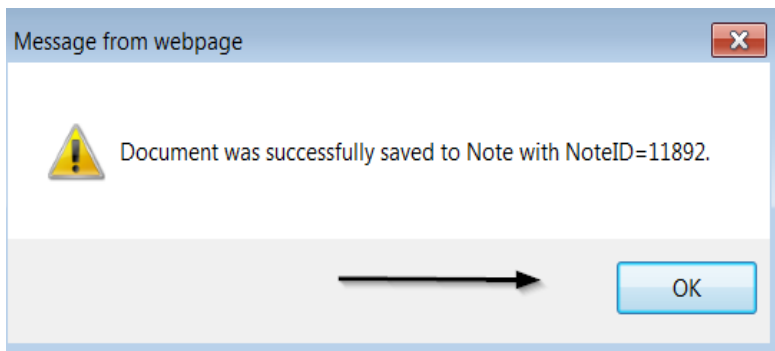
5. Select **Open Document** to open the Word Merge document for editing



6. Save the Word Merge Document to the computer desktop by clicking the **Save** button and then **Open**
7. **Edit** the Word Merge Document as necessary



8. When finished with editing the Word Merge Document, click **File > Save as** to save the updated Word Merge to a specified folder on the user's desktop
9. In iConnect, Click **Upload and Save to Note** after saving the word document
10. Select the file name on the computer desktop and then Click **Open** to open the word document and then click **OK** on the pop-up message box



11. Update the following fields on the Notes Detail Screen
 - a. "Division" = APD
 - b. "Note Type" = Plan of Remediation
 - c. "Note Subtype" = Low Score Contact Letter
 - d. "Description" = Low Score Contact Letter
 - e. "Append Text to Notes" = Enter notes
 - f. "Status" = Complete
 - 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

Notes Details

Division * ←

Note By *

Note Date *

Associated Form ID#

Note Type * ←

Note Sub-Type ←

Description ←

Note

New Text

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

Append Text to Note

Status * ←

Date Completed

Attachments

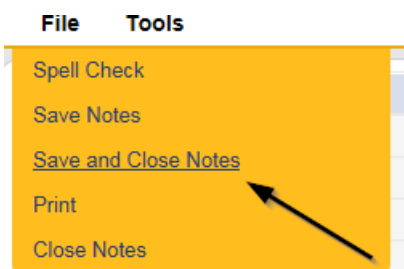
[Add Attachment](#)

Document	Description
Low_04102023.pdf	Word Template: Initial Low Score Contact Letter

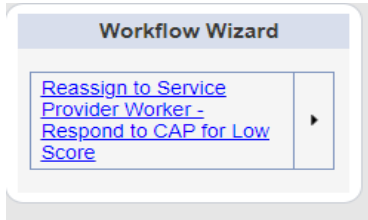
Note Recipients

Add Note Recipient:

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

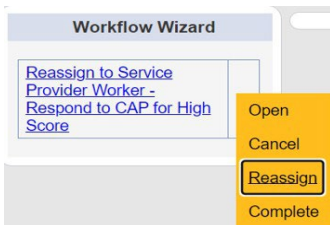


13. A tickler is triggered that needs to be reassigned to a Service Provider Worker.



- a. Tickler - “Reassign to Service Provider Worker – Respond to CAP for Low Score”
- b. Assigned to Self (whoever created the note will get the tickler) and they will reassign
- c. Due immediately

14. Click the tickler flyout menu on the “Reassign to Service Provider Worker – Respond to CAP for Low Score and select Reassign.



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

Search by: Search Text:

7 records returned

MEMBERID	Worker	Title	User ID Active
2486	Buck, Jennifer		Yes
1230	Buck, Sarah	Support Coordinator	Yes
15942	Buck, Timothy		Yes
15347	Buckley, Silvia		Yes

Access Ticklers



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

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

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

Notes	
Complete	32
Pending	20

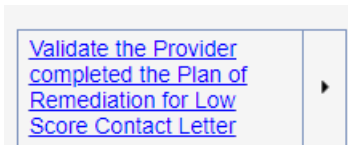
Ticklers	
Ticklers	75

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.

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	10/18/2023	10/18/2023		New
Notify Licensing Provider Applicant of any Errors or Omissions	Test Provider	09/27/2023	10/27/2023		New

4. When the Plan of Remediation/Low Score Contact Letter note was saved, a Workflow Wizard was triggered to remind the QA Workstream Worker to review in 90 calendar days



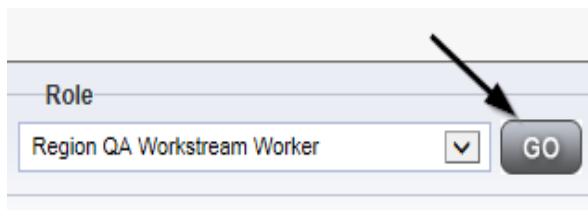
- a. Tickler - “Validate the Provider completed the Plan of Remediation for Low Score Contact Letter”
- b. Assigned to Self (whoever created the note will get the tickler)
- c. Due on the **90th** calendar day from the “Plan of Remediation/Low Score Contact Letter” completed note

Conduct Technical Assistance Meeting

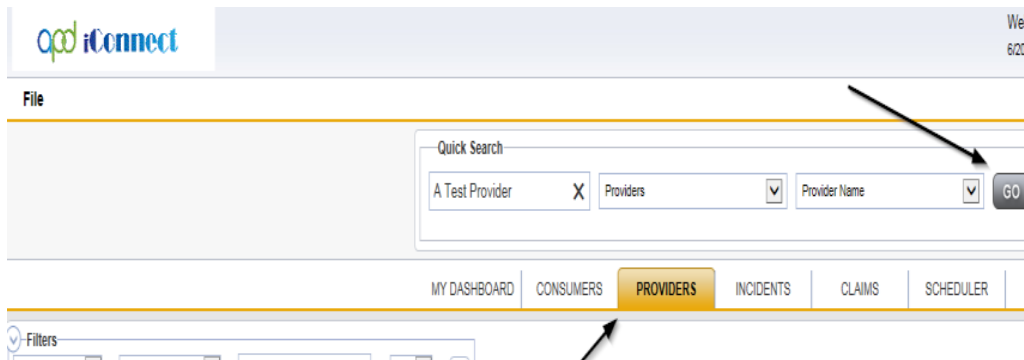


The QA Workstream Worker will conduct a virtual or in-office meeting to discuss the incomplete items prior to a Supervisor Review. The QA Workstream Worker will document the meeting specifics in a note.

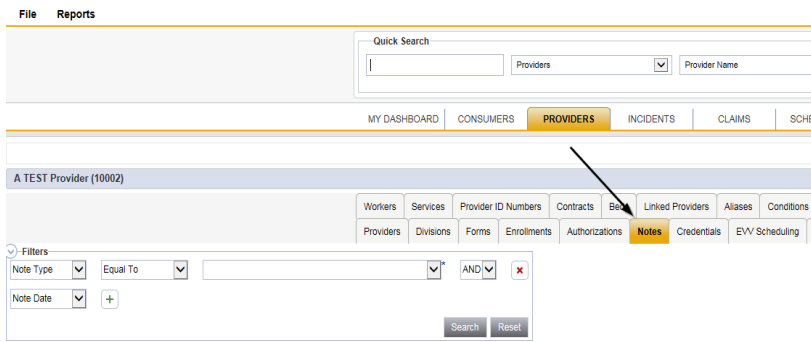
1. Set “Role” = Region QA Workstream Worker then click **Go**



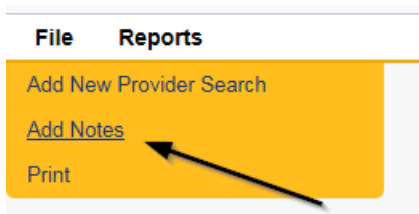
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



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



4. Click **File > Add Notes**



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

- a. “Division” = APD
- b. “Associated Form ID#” = Enter Form ID if applicable
- c. “Note Type” = Plan of Remediation
- d. “Note Subtype” = Visit to Provider
- e. “Description” = Visit to Provider
- f. “Enter Note” = Enter notes
- f. “Status” = Complete
- 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

opd iConnect

File Tools

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Status *

Date Completed

Attachments

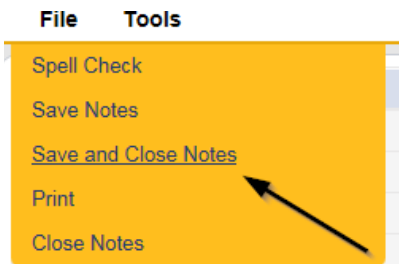
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



Update Plan of Remediation



The Service Provider will receive notification of the Plan of Remediation/Low Score Contact Letter note and tickler on My Dashboard. They will review the CAP record and item details and enter the corrective action taken for each item.

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

2. The Provider’s record will display. Navigate to the **Providers > CAP** tab

3. Select the appropriate CAP record via the hyperlink

CAP ID	QIO Report Number	Date Provider Notified	Status	Number of Alerts	Number of Items	Licensing Worker	POR Worker	Overall Corporate PDR Score
1		02/05/2018	Pending	5	2		Reed, Monica	
2		02/05/2018	Complete		2			
3		02/09/2018	Pending		2			

4. Click the Items link on the left-hand navigation menu

5. Select an Item via the hyperlink in the list view grid

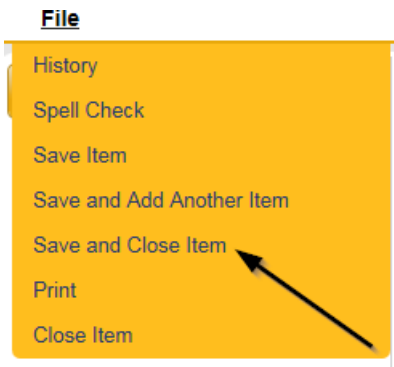
Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker	Action Type
4455		POR	8.010 (3)	Pending	02/01/2018	02/05/2018	Buck, Jennifer	Regional QA
		Licensing	1	Pending			Reed, Monica	Licensing
	Rights	POR		Complete	10/10/2018	10/12/2018		Alert

6. Enter the Corrective Action Required information and Click Append to Text to Note

Item

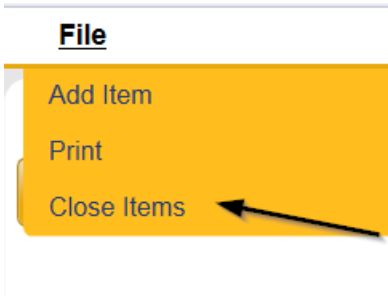
Summary	
Item ID	663
Item Number*	
Action Type	PDR *
Discovery Source*	QIO Report
Location*	Outside location
QIO License Number*	
Remediation Type*	POR *
QIO Category*	
Employee Involved*	John Smith
Standard Not Met Description*	1 Complete and signed Participant Representative Agreement is available for review.
Performance Standard Category	
Reason Not Met*	0 record(s) returned
Item Status	Pending
Potential Billing Discrepancy Amount	
Due Date	10/18/2023
Provider Worker	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>
Corrective Action Required	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> update corrective action </div> <div style="border: 1px solid #ccc; padding: 5px; min-height: 80px;"> New Text </div> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Append Text to Note"/> </div>
Evidence of Completion	New Text

7. When finished, Click **File > Save and Close Item**

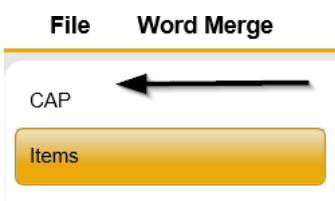


Repeat steps 4-7 for each item that needs to be updated

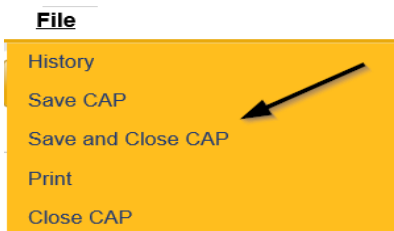
8. Click **File > Close Items**



9. Click **File > CAP** on the left-hand navigation menu



10. Select **File > Save and Close CAP**

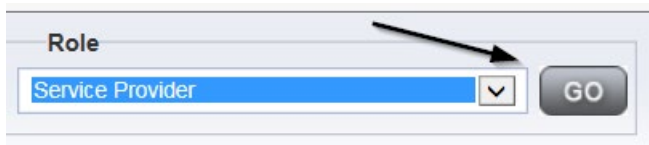


CAP Submitted

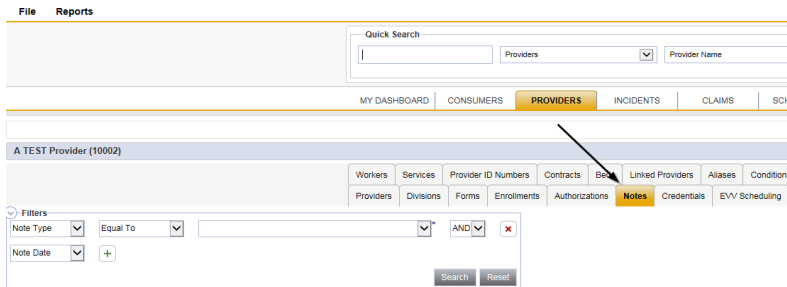


The Service Provider will add a new note to advise the QA Workstream worker that the CAP items have been updated and attach any supporting documents.

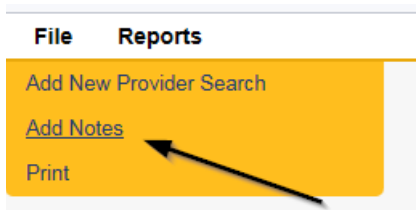
1. Set “Role” = Service Provider then click **Go**



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



3. Click **File > Add Notes**

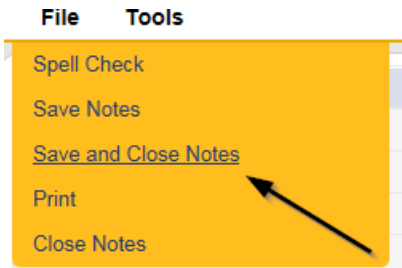


4. In the new Note record, update the following fields:
 - a. “Division” = APD
 - b. “Note Type” = Plan of Remediation
 - c. “Note Subtype” = CAP Submitted
 - d. “Description” = CAP Submitted
 - e. “Enter Note” = Enter notes
 - f. “Status” = Complete

- g. Click “Add Attachment” and search for the copy of the supporting documentation on the user's computer. Click Upload and Add Another until finished

- h. Click the Lookup button on the “Add Note Recipient” to add the *QA Workstream Worker* 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

- When finished click **File > Save and Close Notes**

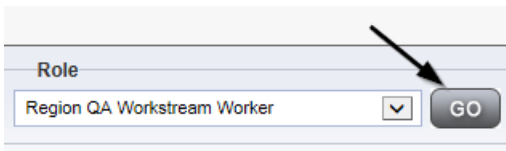


Submit for Supervisor Review

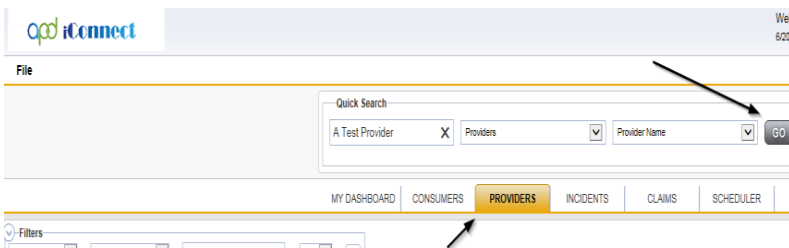


The QA Workstream Worker will receive notification of the CAP submitted/revised or further documentation note on My Dashboard. They will review the documentation for completeness and send a note for the QA lead to review the CAP record.

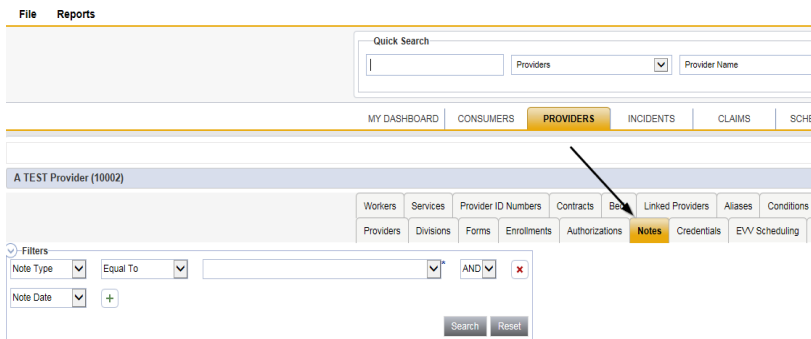
- Set “Role” = Region QA Workstream Worker then click **Go**



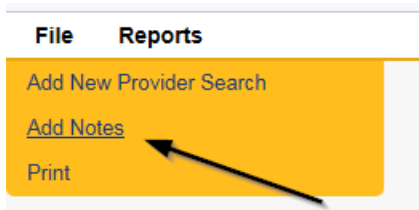
- Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



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



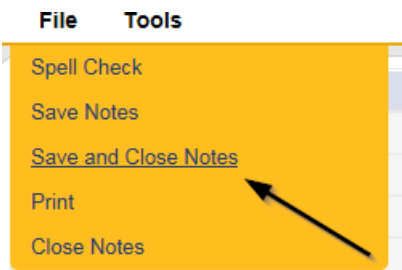
4. Click **File > Add Notes**



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

- a. "Associated Form ID#" = Enter Form ID if applicable
- b. "Note Type" = Plan of Remediation/Supervisor Review
- c. "Note" = Enter notes
- d. "Status" = Pending
- e. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Worker/Lead](#) as the Note Recipient
- f. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

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



Supervisor Approval



The QA Workstream Supervisor OR Lead will respond to the pending note from the QA Workstream Worker with approval. If denied, proceed to [CAP Rejected](#) or [Further Documentation Required](#)

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

A screenshot of a web form showing a dropdown menu for 'Role'. The selected option is 'Region QA Workstream Lead'. To the right of the dropdown is a grey button labeled 'GO'. An 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 dashboard navigation menu. The 'MY DASHBOARD' tab is highlighted. Below it are tabs for 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', and 'SCHEDULE'. Under the 'PROVIDERS' tab, there are three sub-sections: 'Inquiry Alert Notes List', 'Unread Alert Notes', and 'Notes'. The 'Notes' section shows a list with 'Complete' (3) and 'Pending' (11). An arrow points from the instruction 'click the hyperlink for the Pending notes' to the 'Pending' link in the 'Notes' section.

3. Select the **Note Type = Plan of Remediation/Supervisor Review** and select the pending record via the hyperlink.

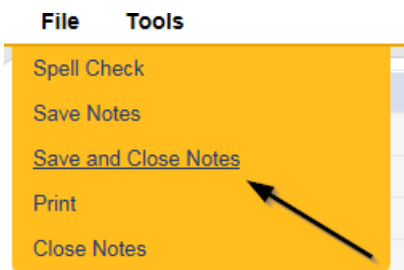
A screenshot of a search results page. The top left shows the 'iConnect' logo. The top right says 'Welcome, Monica Reed' and '11/8/2023 1:19 PM'. Below the header is a 'Filters' section with 'Status' set to 'Pending' and 'NoteType' set to 'Plan of Remediation/Supervisor Review'. Below the filters is a table with one record:

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Plan of Remediation/Supervisor Review	11/08/2023		Reed, Monica	Pending

An arrow points from the instruction 'select the pending record via the hyperlink' to the 'Note Type' column of the table.

4. In the pending Note record, update the following fields:
 - a. “Note Type” = Plan of Remediation/Supervisor Approval
 - b. “Append Text to Notes” = Enter notes to indicate review complete and approved
 - c. “Status” = Update to Complete
 - d. Click the Lookup button on the “Add Note Recipient” to add the *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

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



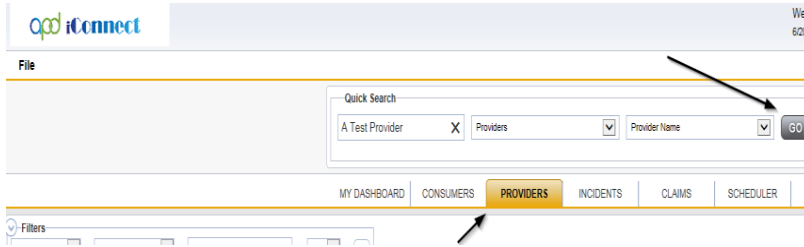
Update CAP Item



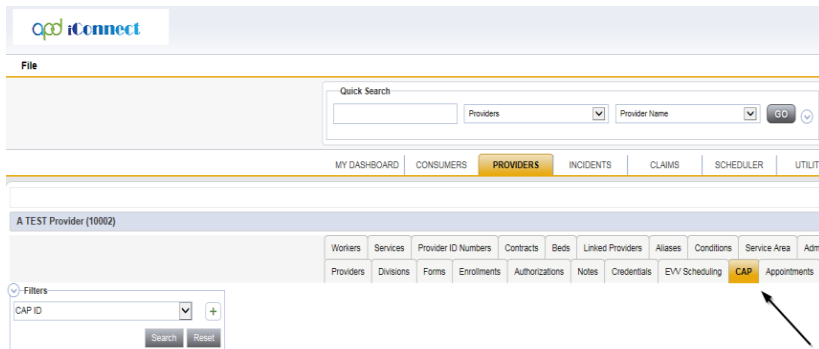
The QA Workstream Worker/Lead will review the CAP record and then close out each CAP item as either Complete, CAP Rejected, CAP Late, CAP Not Compliant or Correction/Reconsideration.

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

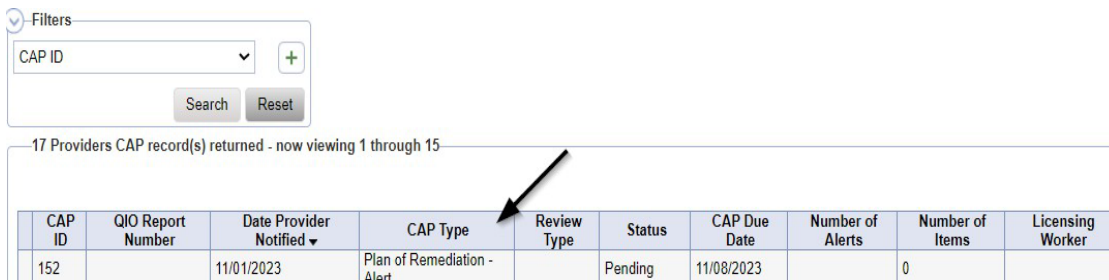
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



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



4. Select the appropriate CAP record via the hyperlink



5. Click the Items link on the left-hand navigation menu

6. Select an Item via the hyperlink in the list view grid

Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker	Action Type
4455		POR	8,010 (3)	Pending	02/01/2018	02/05/2018	Buck, Jennifer	Regional QA
		Licensing	1	Pending			Reed, Monica	Licensing
	Rights	POR		Complete	10/10/2018	10/12/2018		Alert

7. In the Item Detail, update the following fields:

If the **Item is Complete**:

- a. "Item Status" = Complete
- b. "Complete Date" = Enter Date
- c. "Evidence of Completion" = Document that the item was reviewed/approved for the corrective action noted and then Click Append Text to Note

Summary	
Item ID	84
Item Number	
Action Type	Alert
Discovery Source	QIO Report
Remediation Type	POR
QIO Category	Rights
Employee Involved	
Standard Not Met Description	0 record(s) returned
Reason Not Met	Search
Item Status	Complete
Due Date	10/10/2018
Complete Date	10/12/2018
Worker	Lookup Clear
	On 10/12/2018 at 5:06 PM, Monica Reed wrote: Append text
	New Text
Corrective Action Required	Append Text to Note
	New Text
Evidence of Completion	

If the Item is Rejected:

- a. "Comments" = Enter comments as to why CAP item is being rejected
- b. "Item Status" = CAP Rejected

Summary	
Item ID	
Action Type	POR
Discovery Source	QIO Report
Location	Group Home
QIO License Number	
Remediation Type	POR
QIO Category	
Employee Involved	
Item Number	
Client Reviewed	
Standard Not Met Description	1 The provider has complete Daily Progress Notes for each d Clear
Performance Standard Category	0 record(s) returned
Reason Not Met	Search
Comments	Enter comments as to why CAP Item is being rejected
Item Status	CAP Rejected
Potential Billing Discrepancy	
Due Date	
Provider Worker	Lookup Clear
Corrective Action Required	
Evidence of Completion	

If the Item is Late:

- a. "Item Status" = CAP Late

Summary	
Item ID	[Redacted]
Action Type	PDR
Discovery Source*	QIO Report
Location*	Group Home
QIO License Number*	[Redacted]
Remediation Type*	POR
QIO Category*	[Redacted]
Employee Involved*	[Redacted]
Item Number*	[Redacted]
Client Reviewed*	[Redacted]
Standard Not Met Description	1 The provider has complete Daily Progress Notes for each c ... Clear
Performance Standard Category	[Redacted]
Reason Not Met*	0 record(s) returned Search
Comments	[Redacted]
Item Status	CAP Late
Potential Billing Discrepancy	[Redacted]
Due Date	[Redacted]
Provider Worker	[Redacted] Lookup Clear
Corrective Action Required	[Redacted]
Evidence of Completion	[Redacted]

If the Item is Not Compliant:

- a. "Item Status" = CAP Not Compliant

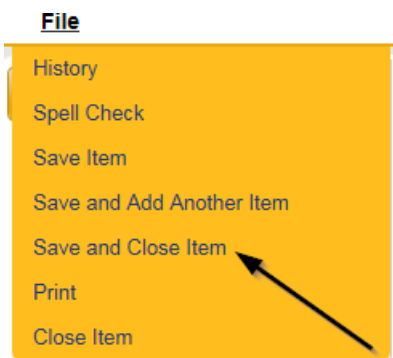
Summary	
Item ID	[Redacted]
Action Type	PDR
Discovery Source*	QIO Report
Location*	Group Home
QIO License Number*	[Redacted]
Remediation Type*	POR
QIO Category*	[Redacted]
Employee Involved*	[Redacted]
Item Number*	[Redacted]
Client Reviewed*	[Redacted]
Standard Not Met Description	1 The provider has complete Daily Progress Notes for each c ... Clear
Performance Standard Category	[Redacted]
Reason Not Met*	0 record(s) returned Search
Comments	[Redacted]
Item Status	CAP Not Compliant
Potential Billing Discrepancy	[Redacted]
Due Date	[Redacted]
Provider Worker	[Redacted] Lookup Clear
Corrective Action Required	[Redacted]
Evidence of Completion	[Redacted]

If the **Item is Correction/Reconsideration:**

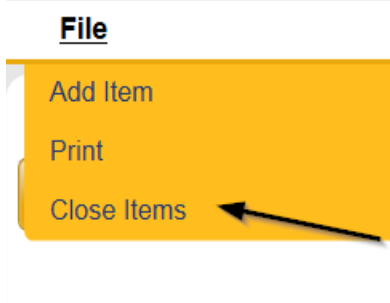
a. "Item Status" = Correction/Reconsideration

Summary	
Item ID	664
Action Type	PDR
Discovery Source*	QIO Report
Location*	Group Home
QIO License Number*	
Remediation Type*	POR
QIO Category*	
Employee Involved*	John Smith
Item Number*	
Client Reviewed*	
Standard Not Met Description	1 Level of care is reevaluated at least every 365 days and co ... Clear
Performance Standard Category	
Reason Not Met*	0 record(s) returned
Comments	<input type="text"/> <input type="button" value="Append Text to Note"/>
Item Status	Correction/Reconsideration
Potential Billing Discrepancy	
Due Date	11/09/2023
Provider Worker	Reed, Monica Lookup Clear Details
Corrective Action Required	<input type="text"/> <input type="button" value="Append Text to Note"/>

8. When finished, Click **File > Save and Close Item**



9. Click **File > Close Items**

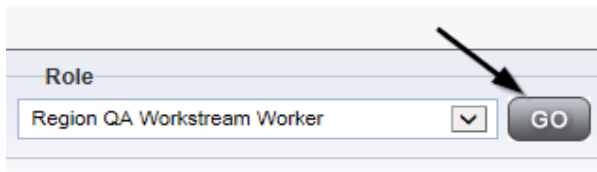


As Needed: Update CAP Detail Record

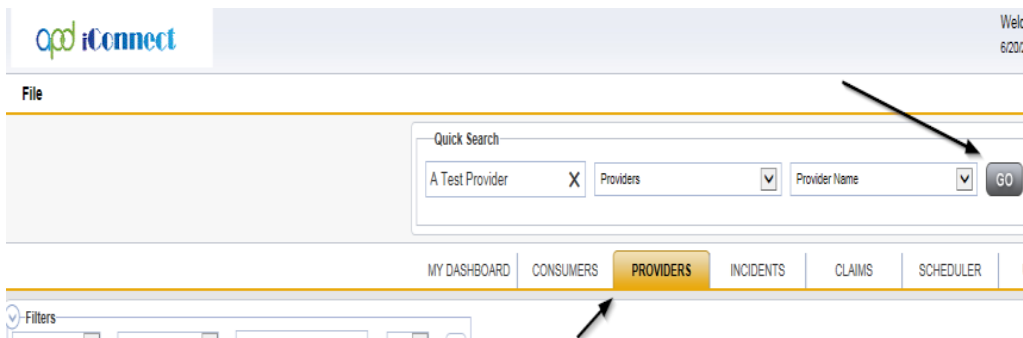


Once all items are complete, the QA Workstream Worker/Lead will update the CAP Detail Record status.

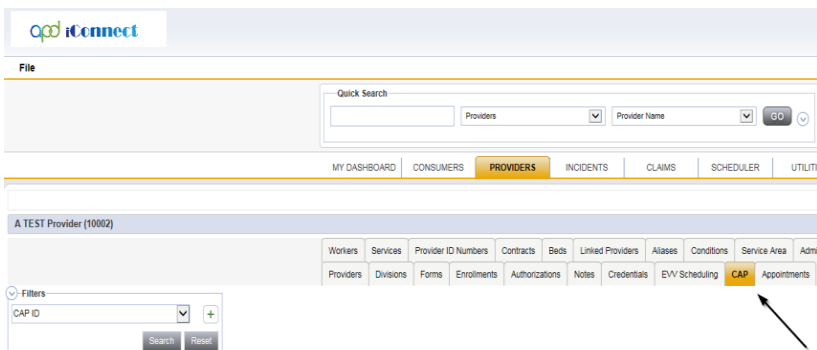
1. Set "Role" = Region QA Workstream Worker then click **Go**



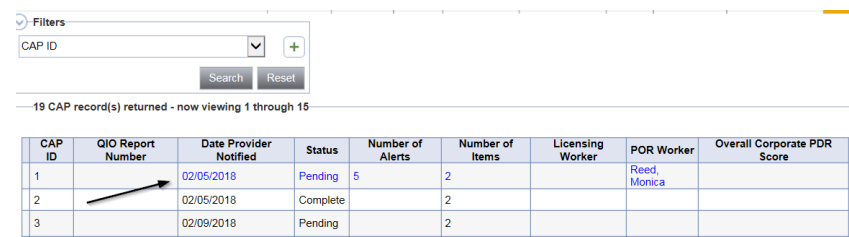
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click go.



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



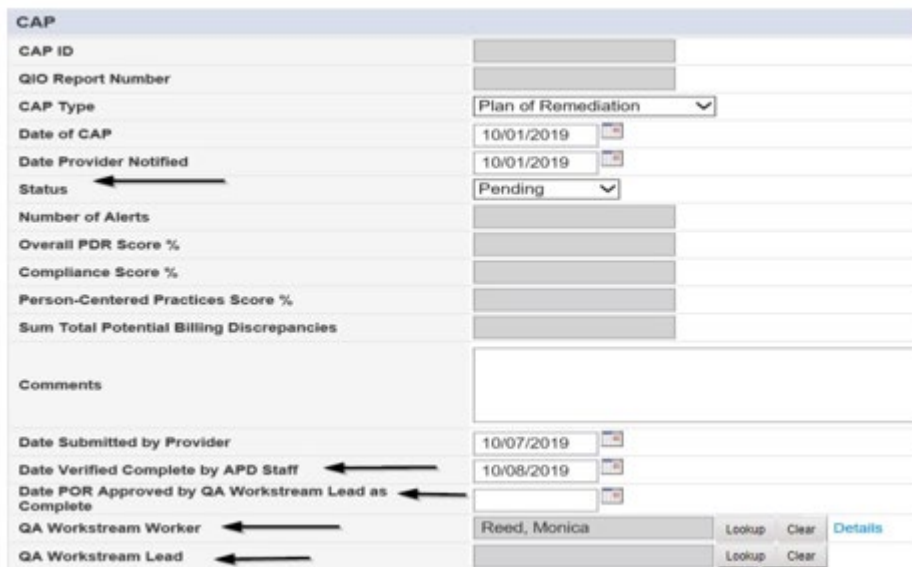
4. Select the appropriate CAP record via the hyperlink



5. If all CAP items are Complete, then update the CAP record status to Complete.

On the CAP Detail page, update the following fields:

- a. "Status" = Complete
- b. "Date Verified Complete by APD Staff" = Enter Date
- c. "Date POR Approved by QA Workstream Lead as Complete" = Enter Date
- d. "QA Workstream Lead" = Select worker



If all CAP items are Rejected, then update the CAP record status to CAP Rejected.

- a. "Status" = CAP Rejected
- b. "Date Submitted by Provider" = Enter Date

CAP	
CAP ID	131
QIO Report Number*	
CAP Type	Plan of Remediation
Review Type*	PDR Annual
Date of CAP*	10/25/2023
Region*	Northeast
Associated Form ID#	
Date Provider Notified *	10/31/2023
CAP Due Date *	11/14/2023
Status	CAP Rejected
Number of Alerts*	
Overall PDR Score %*	
Compliance Score %*	
Person-Centered Practices Score %*	
Sum Total Potential Billing Discrepancies*	
Date Submitted by Provider	11/03/2023
Date Verified Complete by APD Staff	
Comments	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; margin-bottom: 5px;"> B I U 16px A </div> </div>
Date POR Approved by QA Workstream Lead as Complete	
QA Workstream Worker	<input type="text"/> Lookup Clear
QA Workstream Lead	<input type="text"/> Lookup Clear



Proceed to [CAP Revision Note](#)

If all CAP items are Late, then update the CAP record status to CAP Late.

- a. "Status" = CAP Late
- b. "Date Submitted by Provider" = Enter Date
- c. "Date Verified Complete by APD Staff" = Enter Date
- d. "Date POR Approved by QA Workstream Lead as Complete" = Enter Date

CAP	
CAP ID	130
QIO Report Number*	
CAP Type	Plan of Remediation
Review Type*	PDR Annual
Date of CAP*	10/13/2023
Region*	Northeast
Associated Form ID#	2222
Date Provider Notified *	10/16/2023
CAP Due Date *	10/28/2023
Status ←	CAP Late
Number of Alerts*	
Overall PDR Score %*	
Compliance Score %*	
Person-Centered Practices Score %*	
Sum Total Potential Billing Discrepancies*	
Date Submitted by Provider ←	11/03/2023
Date Verified Complete by APD Staff ←	11/06/2023
Comments	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; margin-bottom: 5px;"> B I U 16px A </div> </div>
Date POR Approved by QA Workstream Lead as Complete	11/06/2023
QA Workstream Worker	<input type="text"/> Lookup Clear
QA Workstream Lead	<input type="text"/> Lookup Clear

If all CAP items are Not Compliant, then update the CAP record status to CAP Not Compliant.

- a. "Status" = CAP Not Compliant
- b. "Date Submitted by Provider" = Enter Date

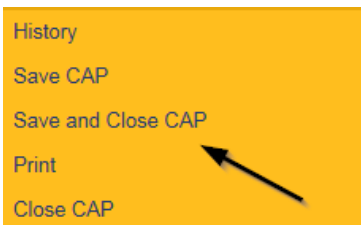
CAP	
CAP ID	131
QIO Report Number*	
CAP Type	Plan of Remediation
Review Type*	PDR Annual
Date of CAP*	10/25/2023
Region*	Northeast
Associated Form ID#	
Date Provider Notified *	10/31/2023
CAP Due Date *	11/14/2023
Status ←	CAP Not Compliant
Number of Alerts*	
Overall PDR Score %*	
Compliance Score %*	
Person-Centered Practices Score %*	
Sum Total Potential Billing Discrepancies*	
Date Submitted by Provider ←	11/03/2023
Date Verified Complete by APD Staff	
Comments	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; margin-bottom: 5px;"> B I U 16px A </div> </div>
Date POR Approved by QA Workstream Lead as Complete	
QA Workstream Worker	<input type="text"/> Lookup Clear
QA Workstream Lead	<input type="text"/> Lookup Clear

If all CAP items are Correction/Reconsideration, then update the CAP record status to Correction/Reconsideration.

- a. "Status" = Correction/Reconsideration
- b. "Comment" = Enter the new report/CAP ID# for the current CAP record

CAP	
CAP ID	132
QIO Report Number*	
CAP Type	Plan of Remediation
Review Type*	
Date of CAP*	10/27/2023
Region*	
Associated Form ID#	
Date Provider Notified *	10/27/2023
CAP Due Date *	11/10/2023
Status	Correction/Reconsideration
Number of Alerts*	
Overall PDR Score %*	
Compliance Score %*	
Person-Centered Practices Score %*	
Sum Total Potential Billing Discrepancies*	
Date Submitted by Provider	
Date Verified Complete by APD Staff	
Comments	<div style="border: 1px solid #ccc; padding: 5px;"> <p>B <i>I</i> <u>U</u> 10pt A</p> <p>Enter the new report/CAP ID# for the current CAP record</p> </div>
Date POR Approved by QA Workstream Lead as Complete	
QA Workstream Worker	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>
QA Workstream Lead	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>

6. When finished, Click **File > Save and Close CAP**

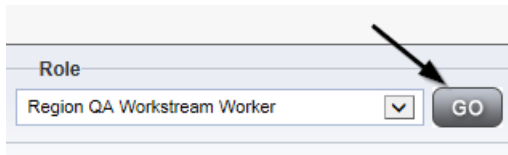


Service Provider Notification

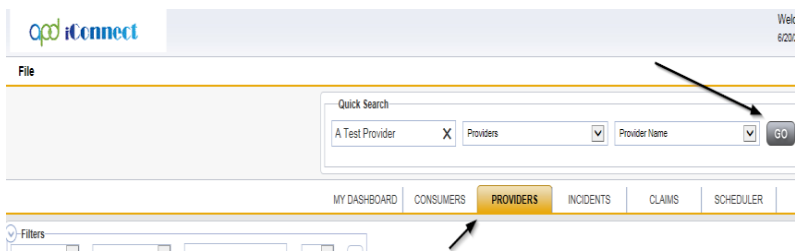


The QA Workstream Worker will receive notification of the Supervisor Approval on My Dashboard. They will then add a new note to notify the Service Provider.

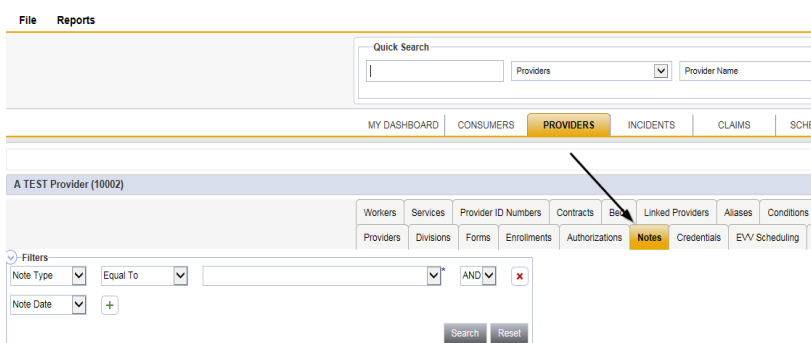
1. Set “Role” = Region QA Workstream Worker then click **Go**



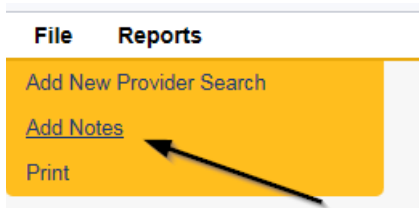
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



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



4. Click **File > Add Notes**



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

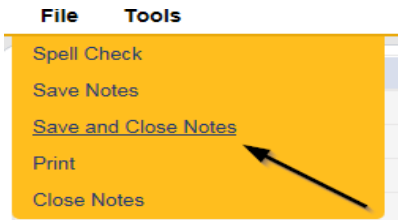
- a. "Associated Form ID#" = Enter Form ID if applicable
- b. "Note Type" = Plan of Remediation
- c. "Note Subtype" = CAP Accepted
- d. "Description" = CAP Accepted
- e. "Note" = Enter notes
- f. "Status" = Complete
- g. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* 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 a 'Notes Details' form with the following fields and values:

- Division: APD
- Note By: Reed, Monica
- Note Date: 12/19/2023
- Associated Form ID#: (Empty field, arrow points to it)
- Note Type: Plan of Remediation (arrow points to it)
- Note Sub-Type: CAP Accepted (arrow points to it)
- Description: CAP Accepted (arrow points to it)
- Note: (Empty text area with a rich text toolbar, arrow points to it)
- Status: Complete (arrow points to it)
- Date Completed: 12/19/2023

Below the form is an 'Attachments' section with a link 'Add Attachment' and a message 'There are no attachments to display'. At the bottom is a 'Note Recipients' section with an input field and 'Lookup' and 'Clear' buttons. An arrow points to the 'Lookup' button.

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

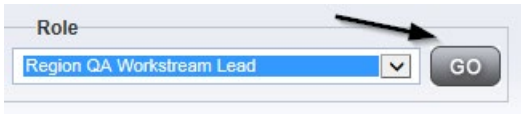


As Needed: Further Documentation Required

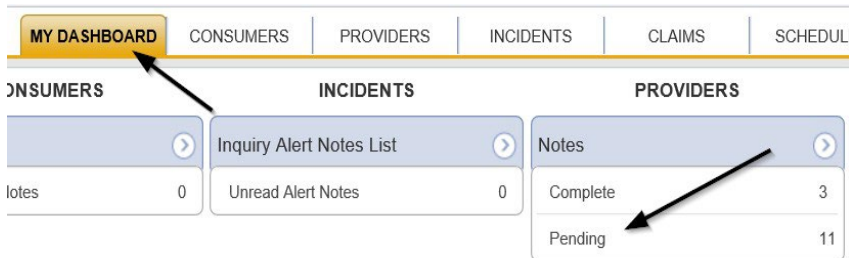


If the QA Workstream Worker/Lead determines that not all POR components are complete but further documentation is required, they will update the pending note.

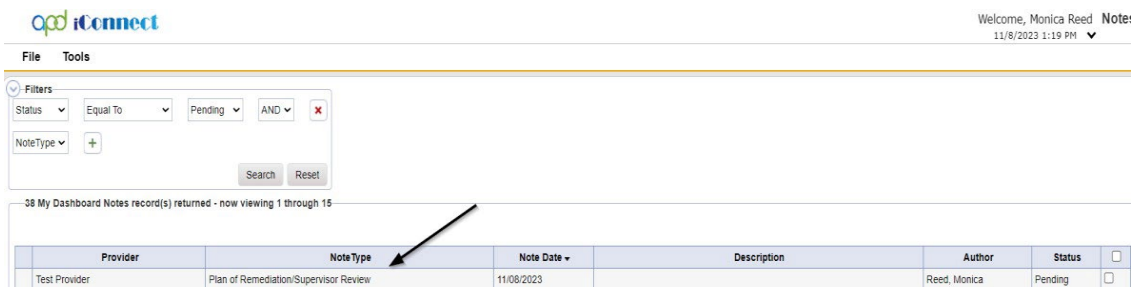
1. Set “Role” = Region QA Workstream Worker/Lead then click **Go**



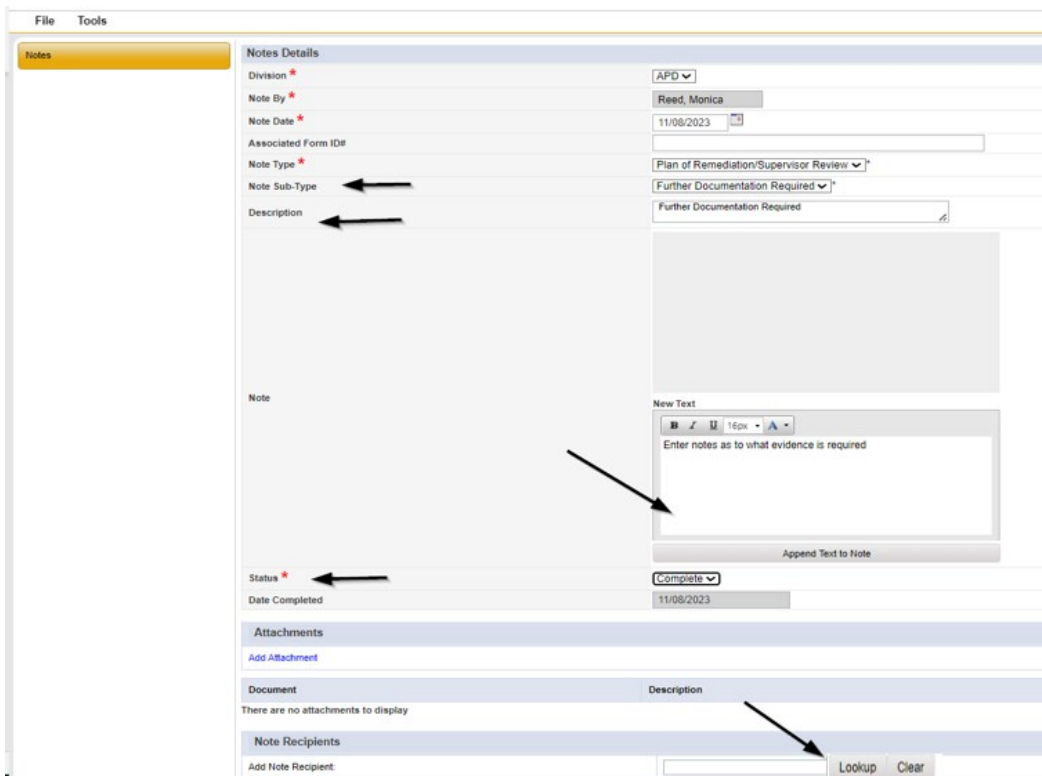
2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



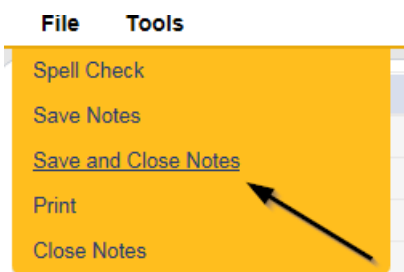
3. Select the **Note Type = Plan of Remediation/Supervisor Review** and select the pending record via the hyperlink.



4. In the pending Note record, update the following fields:
 - a. "Note Type" = Leave as Plan of Remediation/Supervisor Review
 - b. "Note Subtype" = Update to Further Documentation Required
 - c. "Description" = Update to Further Documentation Required
 - d. "Note" = Enter notes as to what evidence is required
 - e. "Status" = Update to Complete
 - f. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Worker](#) 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



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

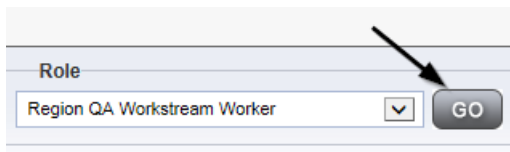


As Needed: Notify Service Provider

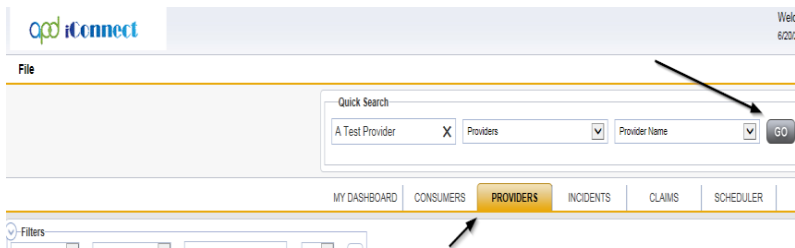


The QA Workstream Worker will receive notification of the Further Documentation Required note on My Dashboard. They will then add a new note to notify the Service Provider.

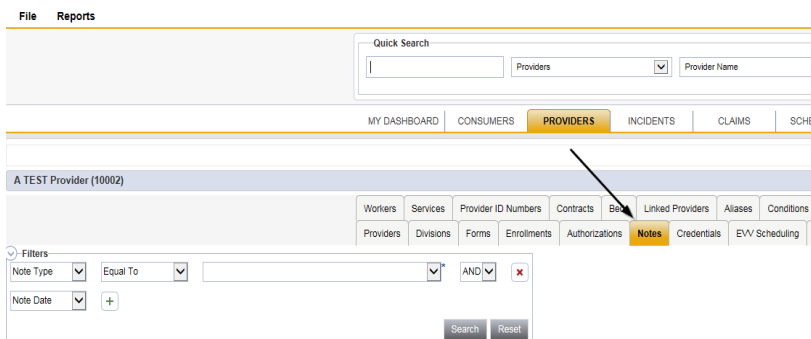
1. Set "Role" = Region QA Workstream Worker then click **Go**



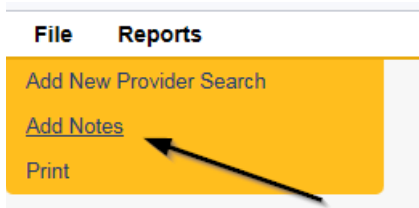
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click go.



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



4. Click **File > Add Notes**



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

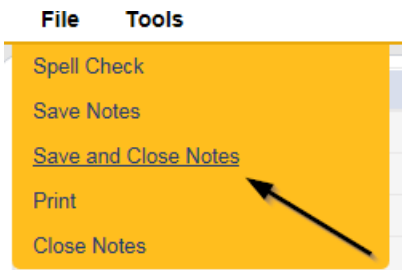
- a. "Associated Form ID#" = Enter Form ID if applicable
- b. "Note Type" = Plan of Remediation
- c. "Note Subtype" = Further Documentation Required
- d. "Description" = Further Documentation Required
- e. "Note" = Enter notes
- f. "Status" = Pending
- g. Click the Lookup button on the "Add Note Recipient" 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 a 'Notes Details' form with the following fields and values:

- Division: APD
- Note By: Reed, Monica
- Note Date: 11/08/2023
- Associated Form ID#: (empty)
- Note Type: Plan of Remediation
- Note Sub-Type: Further Documentation Required
- Description: Further Documentation Required
- Note: (empty text area)
- Status: Pending
- Date Completed: (empty)

Below the form are sections for Attachments (Add Attachment), Document (Description), and Note Recipients (Add Note Recipient, Lookup, Clear). Arrows in the image point to the 'Associated Form ID#' field, 'Note Type' dropdown, 'Note Sub-Type' dropdown, 'Description' text box, 'Note' text area, 'Status' dropdown, and the 'Lookup' button in the 'Note Recipients' section.

- When finished click **File > Save and Close Notes**

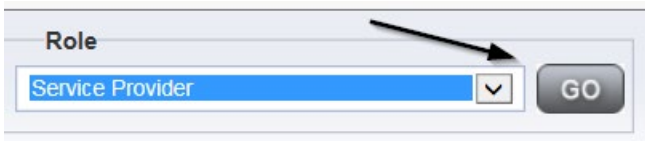


As Needed: Service Provider Response

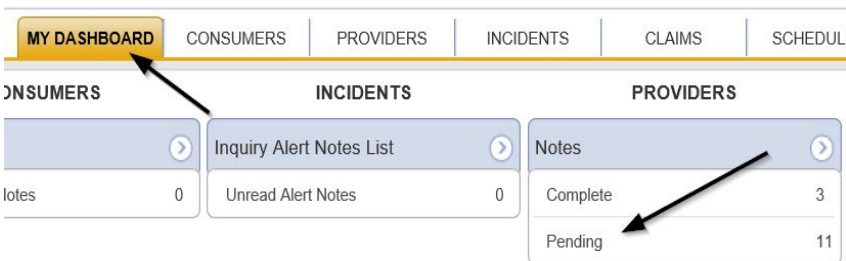


The Service Provider will receive notification of the Further Documentation Required Note and will respond by entering notes and attaching the requested documentation.

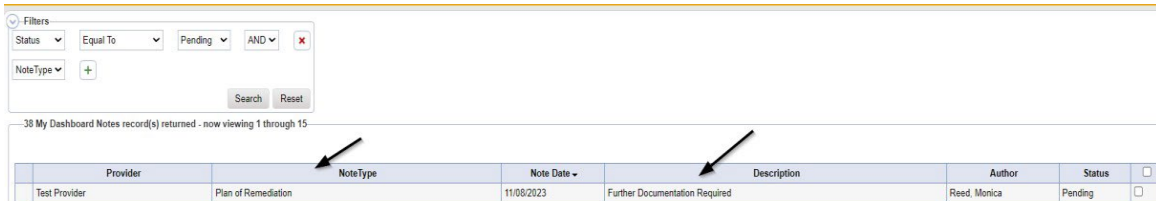
- Set "Role" = Service Provider then click **Go**



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



- Select the **Note Type = Plan of Remediation** and **Note Subtype = Further Documentation Required** and select the pending record via the hyperlink.

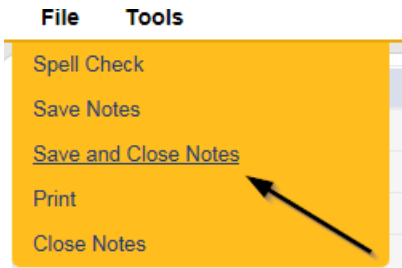


4. In the pending Note record, update the following fields:

- a. "Append Text to Note" = Enter Notes as to what is being provided
- b. Click "Add Attachment" and search for the copy of the supporting documentation on the user's computer. Click Upload and Add Another until finished

- c. Click the Lookup button on the "Add Note Recipient" to add the *QA Workstream Worker* 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**

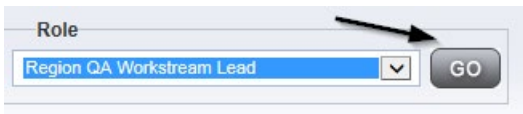


As Needed: Further Documentation Provided

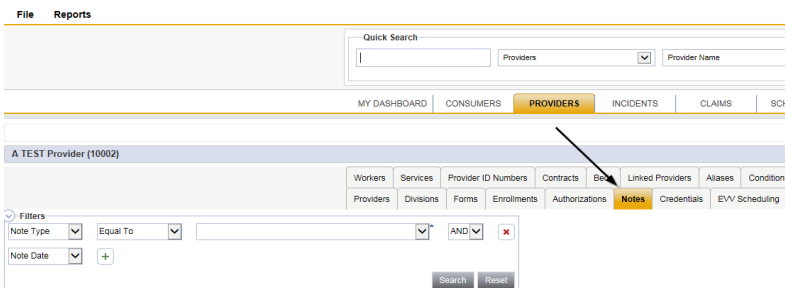


The QA Workstream Worker will receive notification of the Further Documentation Required Note. They will review and if complete, notify the QA Workstream Lead.

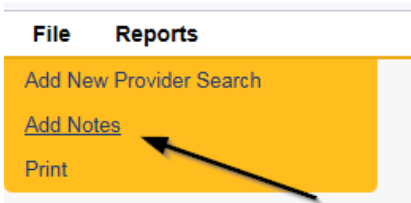
1. Set "Role" = Region QA Workstream Worker/Lead then click **Go**



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



3. Click **File > Add Notes**



4. In the new Note record, update the following fields:
 - a. "Note Type" = Plan of Remediation/Supervisor Review
 - b. "Note Subtype" = Further Documentation Provided
 - c. "Description" = Further Documentation Provided
 - d. "Notes" = Enter Notes
 - e. "Status" = Pending
 - f. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Lead](#) 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

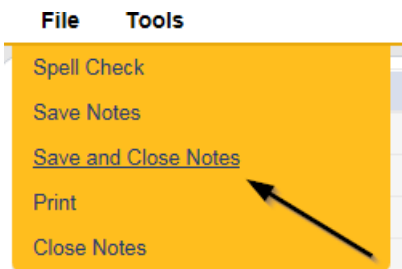
The screenshot shows the 'Notes Details' form with the following fields and values:

- Division: APD
- Note By: Reed, Monica
- Note Date: 12/19/2023
- Associated Form ID#: (empty)
- Note Type: Plan of Remediation/Supervisor Review
- Note Sub-Type: Further Documentation Provided
- Description: Further Documentation Provided
- Note: (empty text area)
- Status: Pending
- Date Completed: (empty)

Arrows in the image point to the following fields: Note Type, Note Sub-Type, Description, Note, and Status.

Below the form, there is an 'Attachments' section with an 'Add Attachment' link. Below that is a table with columns 'Document' and 'Description', containing the text 'There are no attachments to display'. At the bottom, there is a 'Note Recipients' section with an 'Add Note Recipient' field and 'Lookup' and 'Clear' buttons. An arrow points to the 'Lookup' button.

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



As Needed: CAP Rejected



Proceed to [Update CAP Item](#) Step 7 first and update each CAP item to rejected.

Then proceed to [Update CAP Detail Record](#) to update the CAP record to rejected. Once finished, proceed below to [Notify Provider of CAP Rejection](#)

The QA Workstream Lead will update the Plan of Remediation/Supervisor Review pending note if the decision is made to reject the CAP to notify the QA Workstream Worker.

CAP Rejected is defined as – Remediation documents submitted by the provider are not what is needed to remediate the identified issues and cannot be revised to meet the requirements. The provider would be required to re-review the citation and resubmit the correct documentation to remediate those items. The provider may still re-submit documentation during the 90-day period.

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	INCIDENTS	CLAIMS	SCHEDULE
CONSUMERS		INCIDENTS		PROVIDERS	
Notes	0	Inquiry Alert Notes List	Unread Alert Notes	0	Notes
					Complete
					Pending
					3
					11

3. Select the **Note Type = Plan of Remediation/Supervisor Review** and select the pending record via the hyperlink.

The screenshot shows the opd iConnect interface. At the top right, it says 'Welcome, Monica Reed' and '11/8/2023 1:19 PM'. Below the header is a 'File Tools' menu. A 'Filters' box is open, showing 'Status' set to 'Equal To', 'Pending', and 'AND'. The 'NoteType' dropdown is set to '+'. Below the filters, it says '38 My Dashboard Notes record(s) returned - now viewing 1 through 15'. A table of notes is displayed with columns: Provider, Note Type, Note Date, Description, Author, Status, and a checkbox. The first row is highlighted, with an arrow pointing to the 'Note Type' column which contains 'Plan of Remediation/Supervisor Review'. The 'Status' column for this row is 'Pending'.

Provider	Note Type	Note Date	Description	Author	Status	
Test Provider	Plan of Remediation/Supervisor Review	11/08/2023		Reed, Monica	Pending	<input type="checkbox"/>

4. In the pending Note record, update the following fields:
 - a. "Associated Form ID#" – Enter if applicable
 - b. "Note Type" = Leave as Plan of Remediation/Supervisor Review
 - c. "Note Subtype" = CAP Rejected
 - d. "Description" = CAP Rejected
 - e. "Append Text to Notes" = Enter notes to indicate review complete and why the CAP is being rejected
 - f. "Status" = Update to Complete
 - e. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Worker](#) as the Note Recipient
 - f. 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 *	11/09/2023
Associated Form ID#	
Note Type *	Plan of Remediation/Supervisor Review
Note Sub-Type	CAP Rejected
Description	CAP Rejected

Note

New Text

Enter notes to indicate the Supervisor Review is complete and why the CAP is being rejected

Append Text to Note

Status *	Complete
Date Completed	11/09/2023

Attachments

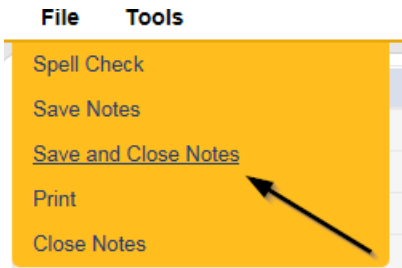
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

- When finished click **File > Save and Close Notes**

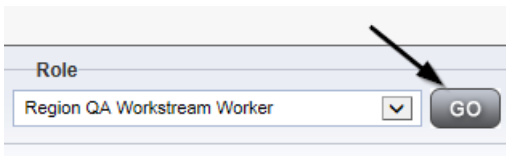


As Needed: Notify Provider of CAP Rejection

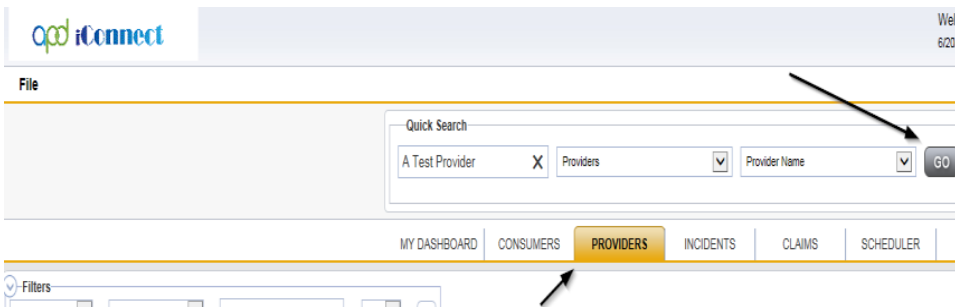


The QA Workstream Worker will add a new note to advise the Service Provider of the CAP rejection.

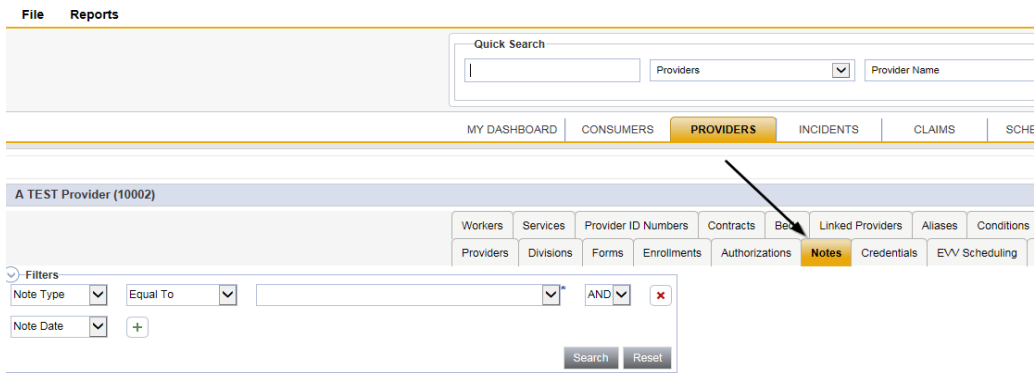
- Set "Role" = Region QA Workstream Worker then click **Go**



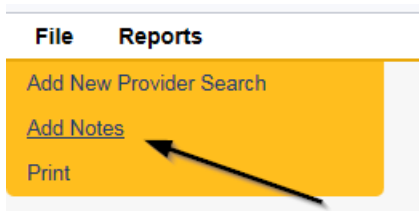
- Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click go.



- 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. "Associated Form ID#" = Enter Form ID if applicable
- b. "Note Type" = Plan of Remediation
- c. "Note Subtype" = CAP Rejected
- d. "Description" = CAP Rejected
- e. "Note" = Enter details as to why CAP is being rejected
- f. "Status" = Pending
- 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

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 11/09/2023

Associated Form ID#

Note Type * Plan of Remediation

Note Sub-Type CAP Rejected

Description CAP Rejected

Note

Status * Pending

Date Completed

Attachments

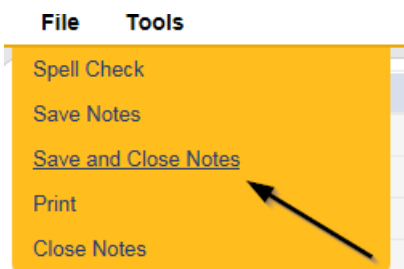
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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

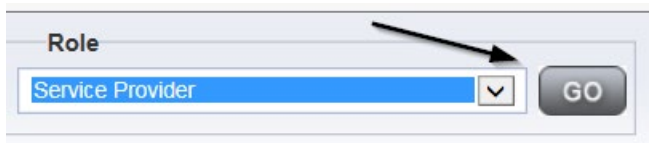


As Needed: CAP Revision Note

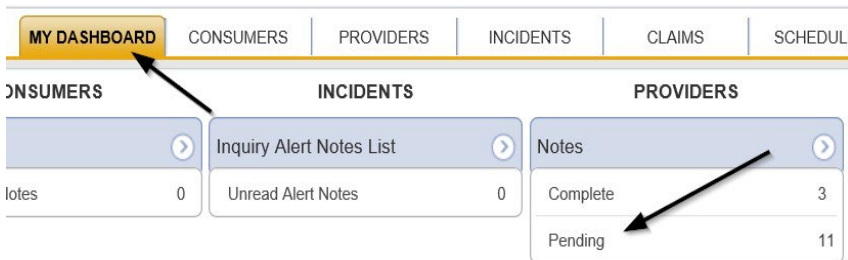


The Service Provider will receive notification on My Dashboard of the CAP Rejected note. They will scan and save and attach a copy of the supporting documentation to their desktop for the requested information, update CAP items as applicable and update the pending CAP Rejected note.

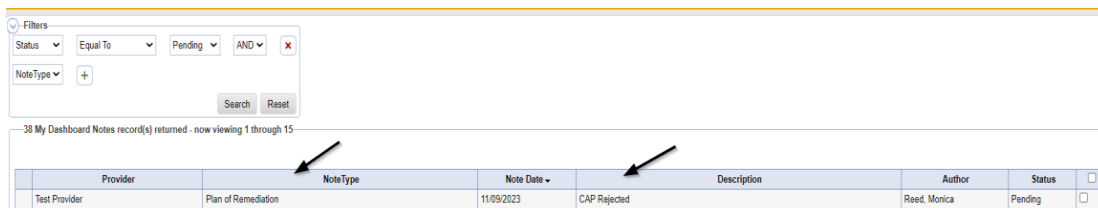
1. Set "Role" = Service Provider then click **Go**



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



3. Select the **Note Type = Plan of Remediation** and **Note Subtype = CAP Rejected** and then select the pending record via the hyperlink.

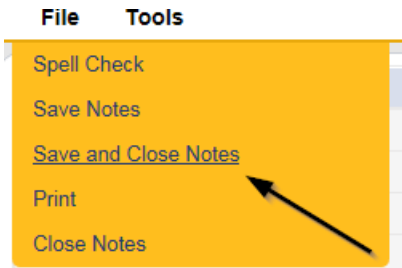


4. In the pending Note record, update the following fields:
 - a. "Note Subtype" = Update to CAP Revised
 - b. "Description" = Update to CAP Revised
 - c. "Status" = Pending

- d. Click “Add Attachment” and search for the copy of the supporting documentation on the user's computer. Click Upload and Add Another until finished

- e. Click the Lookup button on the “Add Note Recipient” to add the *QA Workstream Worker* as the Note Recipient
- f. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

- When finished click **File > Save and Close Notes**

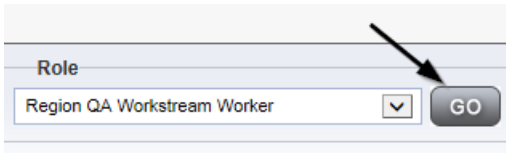


As Needed: CAP Revision Complete

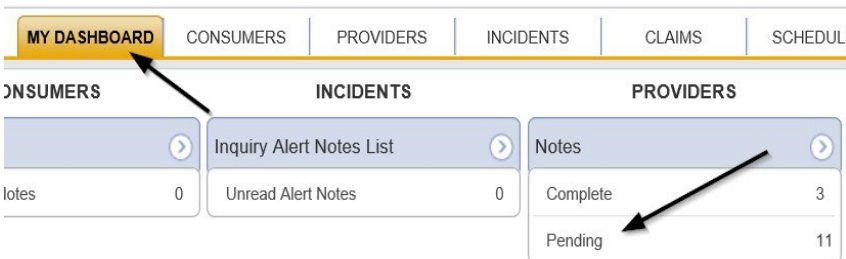


The QA Workstream Worker will receive notification on My Dashboard of the CAP Revised note. They will review the Provider’s response and any documentation and then update the pending note to complete.

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



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



- Select the **Note Type = Plan of Remediation** and **Note Subtype = CAP Revised** and then select the pending record via the hyperlink.

Filters

Status Pending

Note Type

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

Provider	Note Type	Note Date	Description	Author	Status	<input type="checkbox"/>
Test Provider	Plan of Remediation	11/09/2023	CAP Revised	Reed, Monica	Pending	<input type="checkbox"/>

4. In the pending Note record, update the following fields:
 - a. "Status" = Update to Complete

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

On 11/9/2023 at 12:46 PM, Monica Reed wrote:
Enter details as to why CAP is being rejected

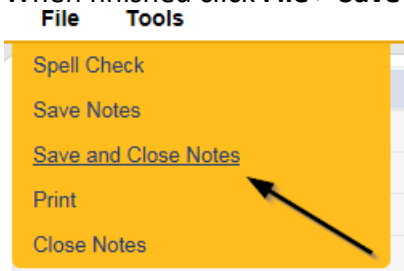
New Text

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

Status *

Date Completed

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



Proceed to [Submit for Supervisor Review](#)

As Needed: CAP Late

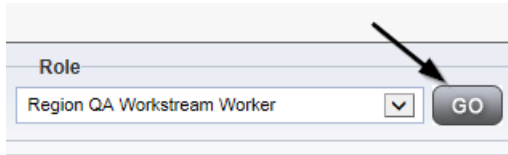
The QA Workstream Worker will add a new note if the Provider completes the POR but it is more than 7 calendar days past the 90 day timeframe. The CAP will be closed as CAP Late. The QA Workstream Worker may choose to run the Provider CAP report first to confirm. Proceed to [Generate Provider CAP Report](#) if this step is necessary.



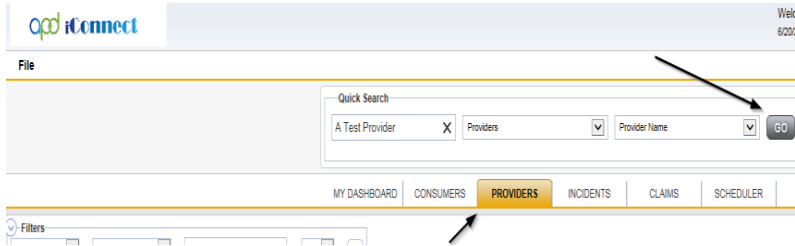
Proceed to [Update CAP Item](#) to update each item status as CAP Late first, then proceed to [Update CAP Detail Record](#) to update the CAP details record status to CAP Late. Once complete, proceed to update the note as outlined in the steps below.

CAP Late is defined as – A valid obstacle prevented the Provider/APD from sending/receiving/reviewing documents within the 90-day remediation period, but a good faith effort was applied, and the review was able to be closed beyond the required 90-day period. This should not exceed 14 days from the original 90-day deadline.

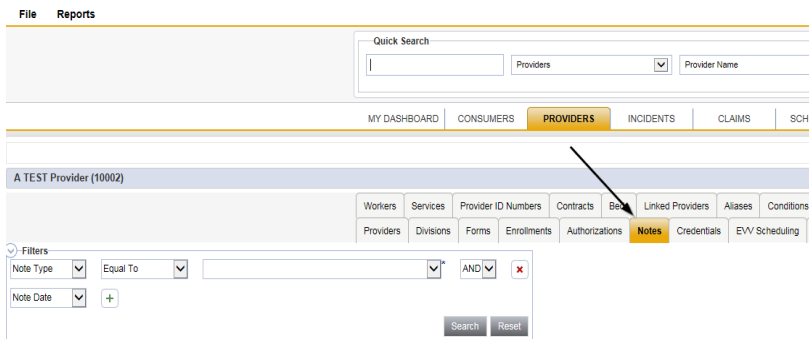
1. Set “Role” = Region QA Workstream Worker then click **Go**



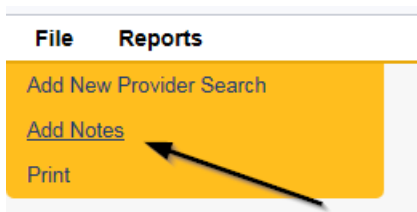
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



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



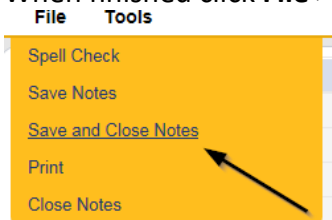
4. Click **File > Add Notes**



5. In the new Note record, update the following fields:
 - a. “Note Type” = Plan of Remediation
 - b. “Note Subtype” = CAP Late
 - c. “Description” = CAP Late

- d. "Notes" = Enter notes
- e. "Status" = Complete
- 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

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



As Needed: CAP Not Compliant

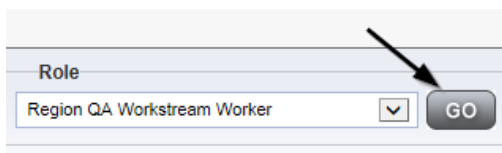


Proceed to [Update CAP Item](#) status to CAP Not Complaint first. *Please note that some items may already be in a complete status. These do not need to be updated to CAP Not Compliant.* Additionally, proceed to [Update CAP Detail Record](#) to update the CAP details record to CAP Not Compliant and then update the note as outlined below.

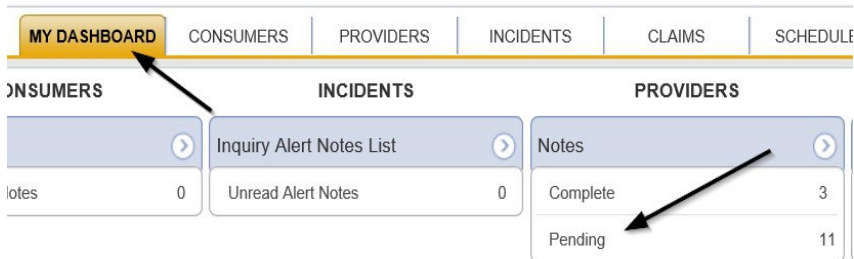
The QA Workstream Worker will update the pending Plan of Remediation/Supervisor Review note if the Provider does not complete the Plan of Remediation and the 90-day clock has expired. The CAP will be closed as Not Compliant.

CAP Not Compliant is defined as – All required documentation was not valid/correct/received from the provider within the 90-day remediation period, and there was no good faith communication between the provider/APD within the 90-day period to explain. A POR cannot be closed as CAP Not Compliant until the 90-day period has expired.

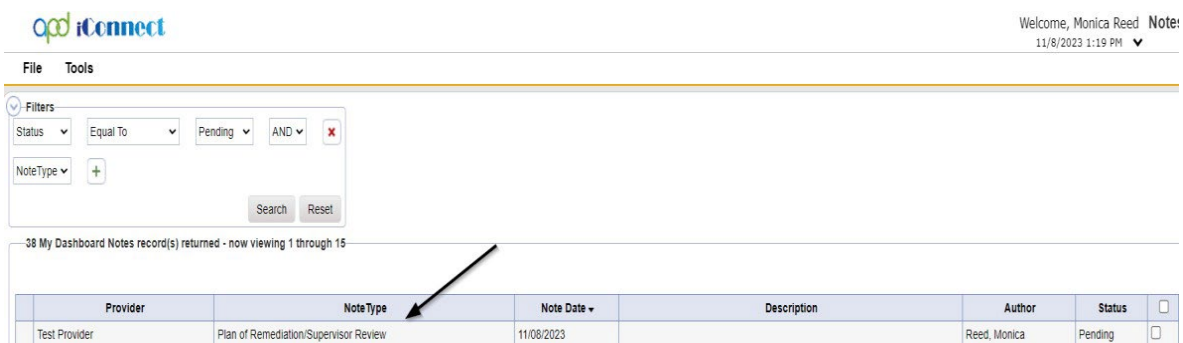
1. Set “Role” = Region QA Workstream Worker then click **Go**



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

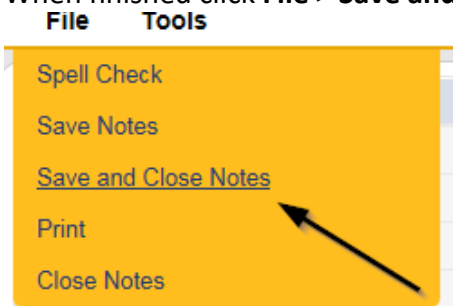


3. Select the **Note Type = Plan of Remediation/Supervisor Review** and select the pending record via the hyperlink.

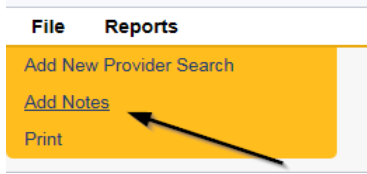


4. The pending note will be marked as complete and a new note created for the provider. In the pending Note record, update the following fields:
 - a. “Note Type” = Remains Plan of Remediation/Supervisor Review
 - b. “Note Subtype” = CAP Not Compliant
 - c. “Description” = CAP Not Compliant
 - d. “Append Text to Notes” = Enter notes
 - e. “Status” = Complete

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



6. Add a new Note record for the Provider. Click **File > Add Notes**



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

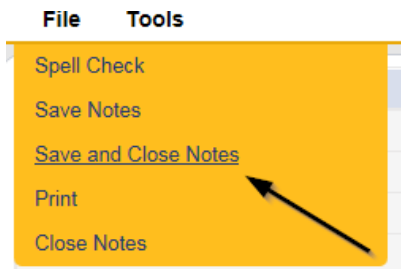
- f. "Note Type" = Plan of Remediation
- g. "Note Subtype" = CAP Not Compliant
- h. "Description" = CAP Not Compliant
- i. "Notes" = Enter notes
- j. "Status" = Complete
- k. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- l. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

A screenshot of a 'Notes Details' form. The form contains several fields with arrows pointing to them:

- Note Type**: Set to 'Plan of Remediation'.
- Note Sub-Type**: Set to 'CAP Not Compliant'.
- Description**: Set to 'CAP Not Compliant'.
- Note**: A large text area for entering notes.
- Status**: Set to 'Complete'.

 Below the form, there is an 'Attachments' section with a link to 'Add Attachment'. Below that is a table with columns 'Document' and 'Description', containing the text 'There are no attachments to display'. At the bottom, there is a 'Note Recipients' section with an 'Add Note Recipient' field, a 'Lookup' button, and a 'Clear' button. An arrow points to the 'Lookup' button.

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



As Needed: Correction/Reconsideration



The QA Workstream Worker may need to close an original CAP record due to a correction or reconsideration being sent through the import.

Qlarant replaces any prior report with a NEW report and the new one counts as the active report. A new review ID is given and thus becomes the current active record for a provider replacing the previous one.

Proceed to [Update CAP Item](#) to update each item as Correction/Reconsideration and then proceed to [Update CAP Detail Record](#) to close the CAP record as Correction/Reconsideration.