



State of Florida
Agency for Persons with Disabilities

iConnect
New Licensing Facility Application Request Training Manual
Updated March 10, 2025

Table of Contents

Chapter 3 Online Application Request	4
Introduction	4
Submit Online Application Request	4
Assign Worker	7
Access Prospective Applicant Queue	10
UPDATED: Provider Search and Promote	12
IMPORTANT: If a parent or facility duplicate record is created, these CANNOT be deleted. It must be closed through State Office, not deleted.	12
NEW! No Parent Record Exists – Partner with Provider Enrollment for the creation of the Placeholder Parent Provider Record	16
UPDATED - NEW! Link to Existing or Placeholder Parent Provider Record and Add Applicant License Record	19
NEW! User Provisioning and iConnect Access	24
As Needed: Reject Prospective Applicant Provider	24
UPDATED: New Licensed Facility Application	26
Introduction	26
Complete Facility Application Form	26
Complete Licensed Capacity Form	29
UPDATED: Add Other Qualifying Documentation	31
UPDATED: Application Submitted Note	34
Access Ticklers	36
New! Abuse Record Search	38
UPDATED: Complete Application	41
Schedule Site Visit	46
As Needed: Reschedule Site Visit Appointment	49
Complete Site Visit	52
Complete Appointment	53
Complete Checklists	55
Complete Application Package Checklist	57
Site Visit No Violations Note	59
Supervisor Review	61

<i>Supervisor Approval</i>	63
UPDATED: <i>Edit License Information</i>	66
<i>ROM Review</i>	68
<i>ROM Approval</i>	71
<i>Signed License Certificate Note</i>	73
<i>As Needed: Site Visit Violations Note</i>	76
<i>As Needed: Corrective Actions Update</i>	78
<i>As Needed: Add Appointment for CMS Compliance Site Visit</i>	81
<i>As Needed: CMS Compliance Site Visit Complete Note – No Issues</i>	84
<i>As Needed: CMS Compliance Site Visit Complete Note – Issues</i>	86
<i>As Needed: Add CMS Compliance License Information</i>	88
<i>As Needed: Link Child Provider</i>	90
<i>As Needed: Initial Application with Errors</i>	92
<i>As Needed: Update Application</i>	95
<i>As Needed: Further Documentation Required</i>	97
<i>As Needed: Requested Information</i>	100
<i>As Needed: Abandoned Application</i>	106
<i>As Needed: Supervisor Denial</i>	108
<i>As Needed: ROM Denial</i>	110
NEW! <i>As Needed: Abandoned and Denied Applications – End iConnect Access to Placeholder Parent Provider Record</i>	113
NEW! <i>As Needed: End iConnect Access to Applicant Record by updating the Applicant License Record to Closed</i>	116

Chapter 3 | Online Application Request

Introduction

New Prospective Applicants seeking licensure of residential facilities will contact APD by phone, email or in person and will be directed to the link for the Online Application Request form. 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 Providers

This questionnaire will help APD assess individuals who are interested in becoming an APD provider to determine whether the potential applicant is eligible to move forward. Please note: This is not a provider 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 Residential 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...

Prospective Licensed Applicant Email Address **required**

Enter response...

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

Include dashes

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 Home Address Section

Prospective Licensed Home 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 New Providers. 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.



Success!

Thank you for completing the APD Online Application Request for New Providers. Please keep this reference number for your records. An APD staff member will be contacting you within 30 calendar days.

Please keep this reference number for your records: **10084** ←

Return to APDCARES

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 Provider applicant, the Region will monitor the Prospective Applicant Queue via the My Dashboard > My Management area of iConnect. They will assign a 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" with "Region QA Workstream Worker" selected. A black 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:



File

A screenshot of the "MY DASHBOARD" navigation bar. It features a "Quick Search" input field and a yellow button labeled "MY DASHBOARD". A black arrow points to the "MY DASHBOARD" button.

My Management
Current Active Cases
Enrollments
Pending Assessments Queue
Pending Provider Assessments Queue
Waiting List
Provider Credentials Queue
Pending Plans
Administrative Actions Queue
Prospective Applicant Queue
Provider Management Queue
Event Ticklers
Alert Notes
Ticklers Due
Print Queue



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

Filters: Disposition: Equal To: Pending AND Provider Name: Contains: AND

Search Reset

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

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



4. The Applicant’s record will display. Navigate to the **Providers > Notes** tab

File Reports

Quick search: [] Providers Provider Name

MY DASH BOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SOCIAL

A TEST Provider (10002)

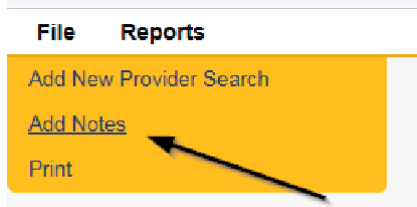
Workers Services Provider ID Number Contracts Billing Linked Provider Alerts Conditions
 Providers Divisions Forms Enrollments Authorizations **Notes** Credentials DVV Scheduling

Filters: Note Type: Equal To: Note Date: AND

Search Reset



5. Click **File > Add Notes**

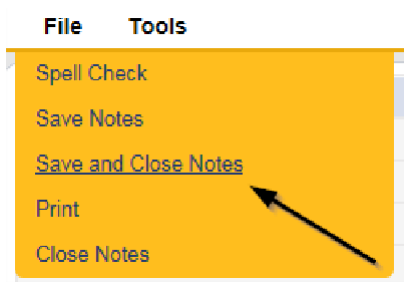


6. In the new Note record, update the following fields:

- a. "Division" = APD
- b. "Associated Form ID#" = Enter Form ID# if applicable
- c. "Note Type" = Application Request
- d. "Note Subtype" = Assign Worker
- e. "Description" = Assign Worker
- f. "Note" = Enter notes
- g. "Status" = Complete
- h. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Worker or other as applicable](#) 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 contains several fields with arrows pointing to them: 'Division' (dropdown menu set to 'APD'), 'Note By' (dropdown menu set to 'Reed, Morica'), 'Note Date' (calendar icon set to '09/24/2023'), 'Associated Form ID#' (text input field with '352'), 'Note Type' (dropdown menu set to 'Application Request'), 'Note Sub-Type' (dropdown menu set to 'Assign Worker'), 'Description' (text input field with 'Assign Worker'), 'Note' (a rich text editor area with a toolbar and the text 'Enter notes'), 'Status' (dropdown menu set to 'Complete'), and 'Date Completed' (text input field with '09/24/2023'). Below these fields are sections for 'Attachments' (with an 'Add Attachment' link), 'Document' (with a table header 'Document' and 'Description' and the text 'There are no attachments to display'), and 'Note Recipients' (with an 'Add Note Recipient' text input field and 'Lookup' and 'Clear' buttons). An arrow points to the 'Lookup' button in the 'Note Recipients' section.

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



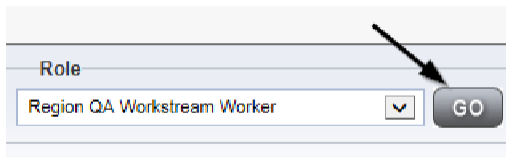
Access Prospective Applicant Queue



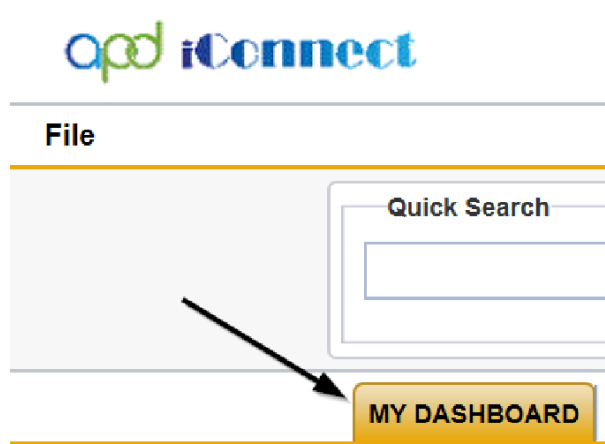
Once the Online Application Request has been submitted by the prospective applicant or someone has been assigned to work the new applicant record, they will pick up the phone and talk to the prospective applicant.

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**.



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:



UPDATED: Provider Search and Promote



When the QA Workstream Worker has the information needed from the Prospective Applicant record and can proceed with initiating the provision process, they will "promote" the record from the Prospective Applicant Queue to a non-active provider record.

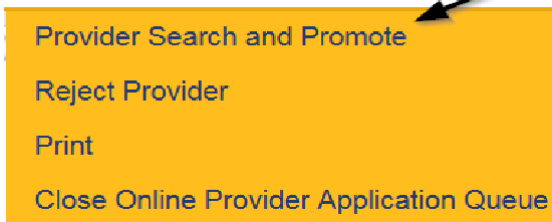
1. Select the prospective applicant's record in the Prospective Applicant queue by selecting the checkbox at the end of the record

The screenshot shows a web interface for managing prospective applicants. At the top, there is a 'File' menu with options like 'Provider Search and Promote', 'Close Prospective Applicant Queue', and 'Disposition'. Below the menu is a search area with 'Search' and 'Reset' buttons. A table displays the following data:

Disposition	Online Application Date	Provider Name	Provider Region	
Pending	06/29/2023	Test Provider	NORTHEAST	<input type="checkbox"/>
Pending	09/18/2023	Test Region Provider	Northeast	<input checked="" type="checkbox"/>
Pending	09/20/2023	Test Provider	Northeast	<input type="checkbox"/>

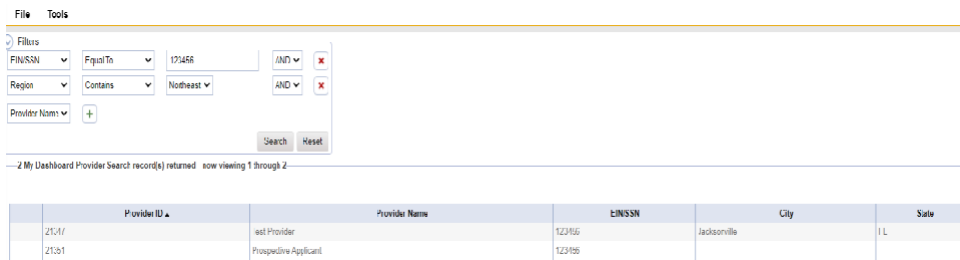
2. Select **File > Provider Search and Promote** to search to see if a Provider record already exists for that Service Provider

File

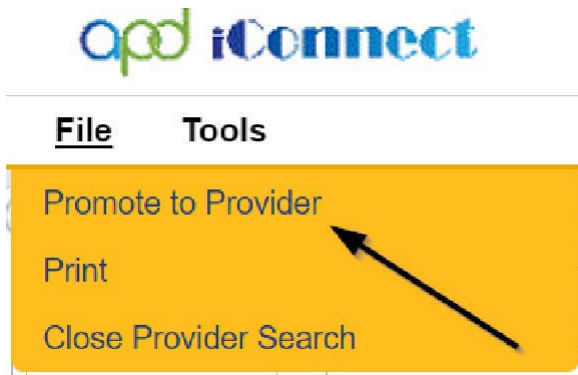


3. On the Provider Search screen, Click **Search**. The search will either return no matching records or a list view grid of matching records. The user will be able to click on the matching records to see more details and determine if the existing Provider record matches the New Online Application Request.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

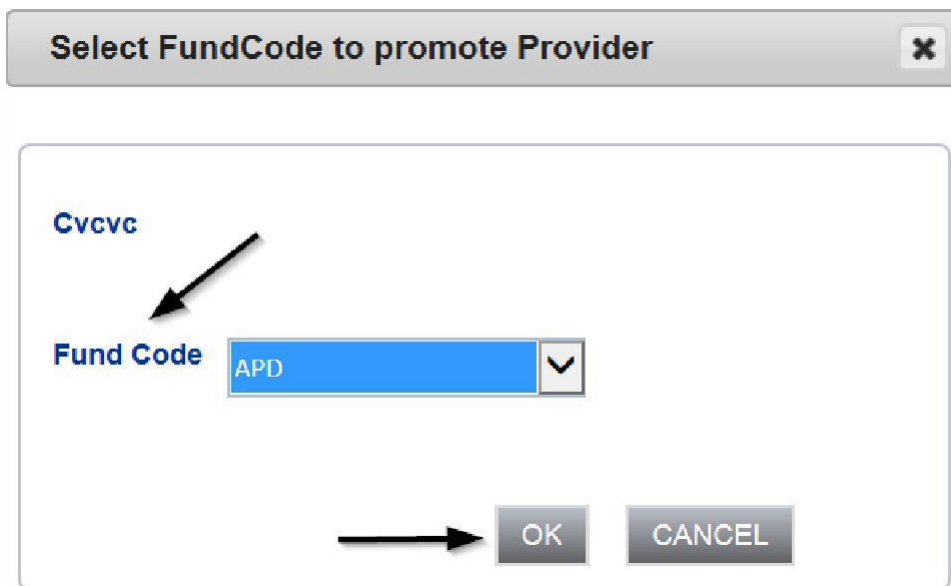
IMPORTANT: If a parent or facility duplicate record is created, these CANNOT be deleted. It must be closed through State Office, not deleted.



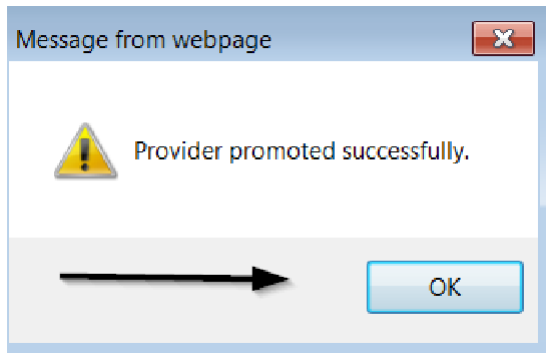
- If the displayed results don't match the prospective applicant's record, then Select **File > Promote to Provider**



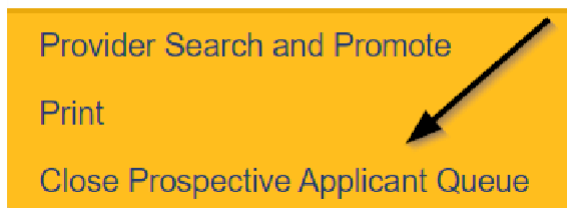
- The Select Fund Code pop-up box will appear. Select the Fund Code as **APD** and then Click **OK**



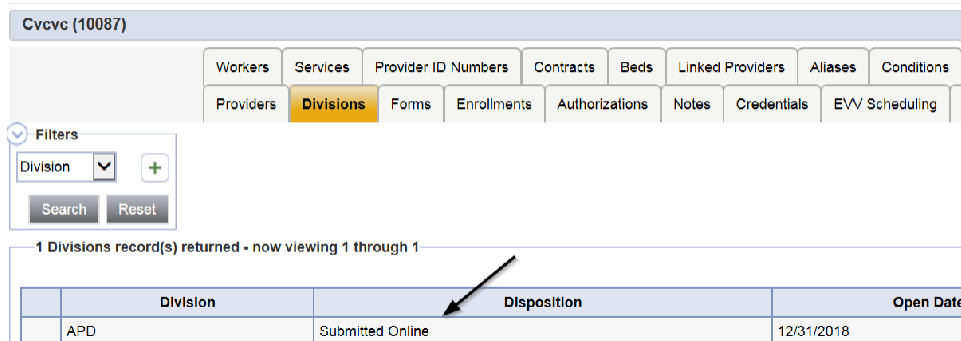
- Click **OK** on the pop-up message box and then **File > Close Prospective Applicant Queue**



File



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



- 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.

NOTE: Group Home and Foster Home Providers would always have the “Exclude from Selection” field enabled AFTER they are approved. They do need to be visible for adding as a Provider for selection when a consumer moves into a Group Home/Foster Home. The Licensed Facility needs to be selected and this selection would be included in any reporting.



The following scenarios may exist for a prospective applicant:

- If existing Provider with authorizations, but no licensed facility – would already have IDPASS access, but the promoted prospective applicant record will need to be linked to the Parent Provider Record.
- If existing Provider without authorizations – Needs IDPASS in addition to the Applicant Flag signaled.
- If Waiver Provider – already have group homes and want to open new group home – Needs the promoted prospective applicant record linked to Parent Provider
- If abandoned Provider, would need to get new IDPASS 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

NEW! 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 Licensing 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 licensing 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**.
2. Navigate to the Providers Chapter, File > Add New Provider Search
3. Use the Filters to search for Provider Record
4. If no Parent Provider Record is found, click “Add New”

5. Update the Following Fields:

- a. Initial Division = APD
- b. APD Vendor Number = Follow standard “APD Vendor No” format (F+EIN or S+SSN)
- c. Active = Checked
- d. Exclude from Selection = Unchecked

Remember to come back and Check “Exclude from Selection” after the Placeholder Parent record has been linked to the Group Home 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.
- e. External = Checked
- f. Provider SSN = Add if known (as applicable)
- g. Medicaid Provider ID = Leave Blank (This will be filled in by State Office later in the workflow)
 - i. Once the record is initially saved, the Provider iConnect ID will display.
 - ii. 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 *	<input checked="" type="checkbox"/>
Provider Type	
Exclude from Selection	<input type="checkbox"/>
Specialist/Liaison	<input type="text"/> Lookup Clear
Residential Monitor	<input type="text"/> Lookup Clear
Licensing Specialist	<input type="text"/> Lookup Clear
Area Behavior Analyst	<input type="text"/> Lookup Clear
Group Home/ADT # of workers	
Provider SSN	111111111
Medicaid Provider ID	
Provider EIN	59-123456789
Licensed Facility	
Presumptively Institutional	<input type="checkbox"/>

- 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
 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

Certification Details	
Credential Type *	Certification
Certification Type	iBudget 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 <input type="text"/> Lookup Clear Details

- b. File > Save and Close Certification Details

UPDATED - NEW! [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 Licensing 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 Licensing 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.

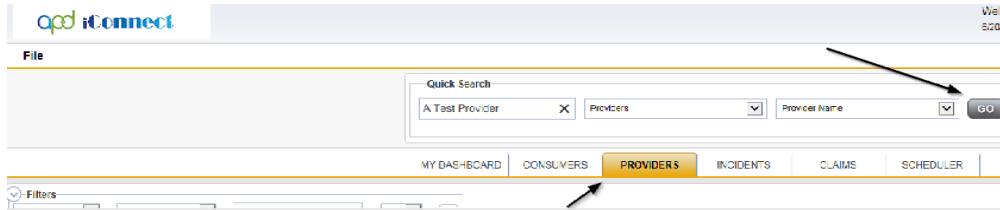
If no Parent Provider Record is located, the Licensing Specialist has partnered with Provider Enrollment to create the Placeholder Provider Record and now can link the new applicant record to the Placeholder Provider Record and add an Applicant License Credential to grant the Service Provider Access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

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

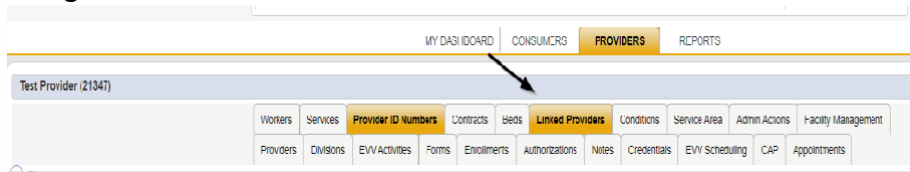
A screenshot of a web form field. The field is labeled "Role" and contains a dropdown menu with "Region QA Workstream Worker" selected. To the right of the dropdown is a "GO" button. A black arrow points to the "GO" button.

2. Navigate to the **Providers** chapter and enter the **PARENT** Provider's name in the

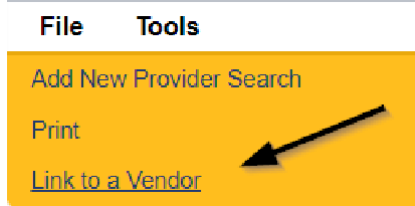
Quick Search filter and click **Go**.



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

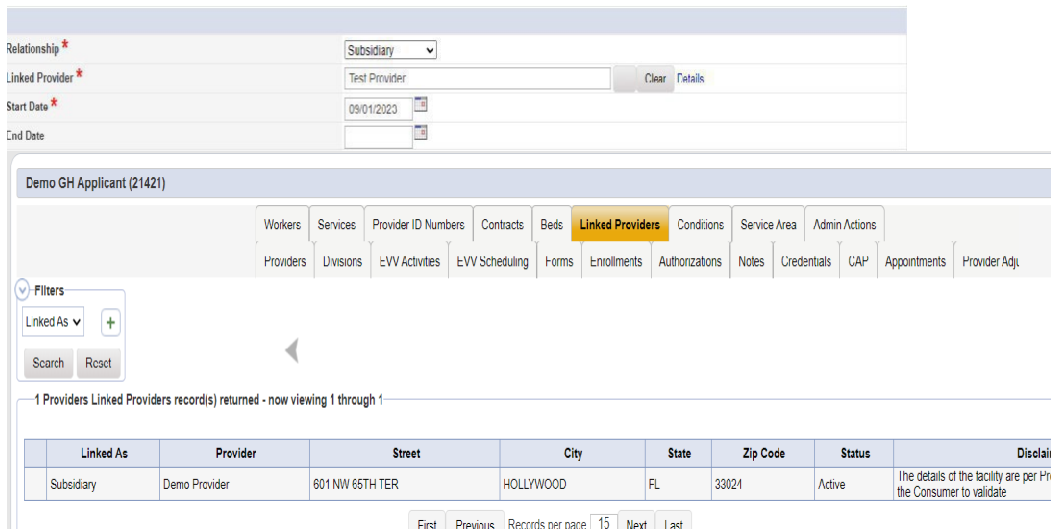


4. Select **File > Link to a Vendor**



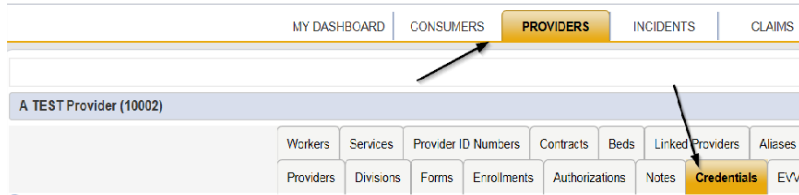
5. Update the following fields:

- Relationship = Subsidiary
- Linked Provider = Click ellipsis and search for Child Provider record (Previously Promoted Applicant Record)
- Start Date = Enter Today's Date
- File > Save and Close the Linked Provider Record

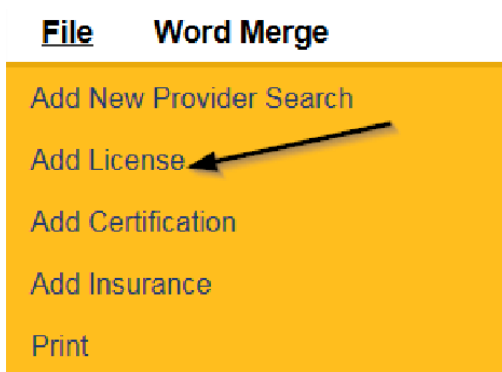


6. The Provider's record will display. Navigate to the Providers chapter and enter the **CHILD** Provider's name in the Quick Search filter and click Go.

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



8. Select **File > Add License**



9. Update the following fields:

a. "License Type" = select as appropriate

- Foster Home
- Group Home

b. License Number = Enter information – *Please note that each region has their own system for assigning license numbers, and the numbers included in the naming convention will be the Provider iConnect ID for the Promoted Application Record.*

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
- c. "Original Date of Issuance" = Enter Date
 - d. "Effective Date" = Enter Date
 - i. "Expiration Date" = Enter Date Expiration of 4 months (120 days)
Enter Date *Regional Staff may have to update the Expiration date if licensing goes beyond the originally entered expiration date.*
 - e. Comment = "Placeholder License Record created for the purposes of a new license provider application user provisioning and access."
 - f. **"Status" = Applicant**
 - g. "Reason" = Initial
 - h. "QA Workstream Worker" = Click Lookup on the field to add the [Licensing Specialist](#).
 - i. Enter the Last Name and Click Search and then select the Name

The screenshot shows the 'License Details' form in the iConnect system. The form is titled 'License Details' and includes a note: 'An asterisk (*) indicates a required field'. The form fields are as follows:

Credential Type *	License
License Type *	Group Home
License Number *	SCR-APPL-73257
Original Date of Issuance *	05/23/2024
Date of Renewal/Subsequent License	MM/DD/YYYY
Effective Date *	05/23/2024
Expiration Date *	07/31/2024
Less than One Year	<input type="checkbox"/>
Comment	License Record created for the purposes of a new license provider application user provisioning
Status	Applicant
Reason	Initial
QA Workstream Worker	Shorter, Caroline <input type="button" value="Lookup"/> <input type="button" value="Clear"/> Details

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

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

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

Test Provider (21354)	
	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 Group Home 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 *	<input checked="" type="checkbox"/>
Provider Type	
Exclude from Selection	<input checked="" type="checkbox"/>
Specialist/Liaison	

Lookup Clear

NEW! 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 residential 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 Licensing 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.

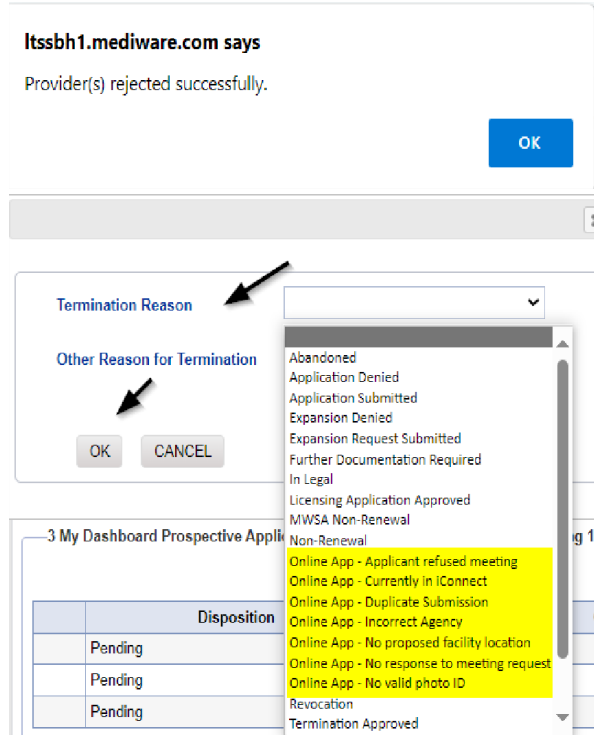
The screenshot shows the iConnect search interface. At the top, there is a 'File' menu and a 'Tools' section. Below this is a 'Filters' section with three rows of search criteria. Each row has a dropdown for the field name, a dropdown for the search type (all set to 'Contains'), a text input field, and a dropdown for the logical operator (all set to 'AND'). The first row has 'Provider Name' as the field and 'Test Provider' in the input field. The second row has 'EIN/SSN' as the field and a red asterisk next to it. The third row has 'Region' as the field. There is a '+' button to add more filters. At the bottom right of the filter section are 'Search' and 'Reset' buttons.

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

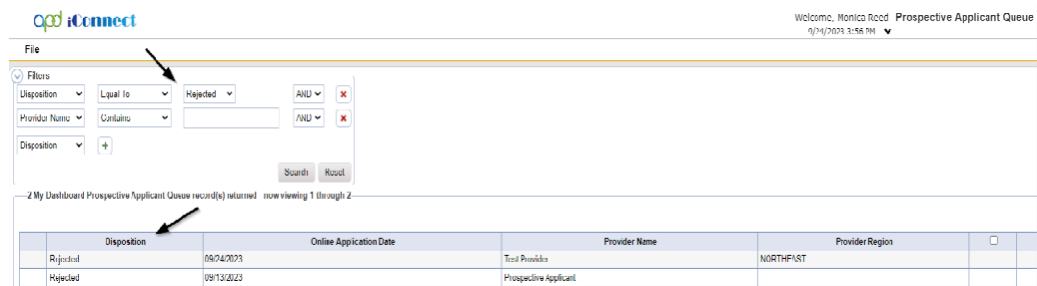
The screenshot shows the iConnect search results page. At the top, there is a 'File' menu and a 'Tools' section. Below this is a 'Provider Search and Promote' section with a 'Select Provider' button and a 'Reject Provider' button. The 'Reject Provider' button is highlighted with a yellow box. Below this is a table with columns: Disposition, Online Application Date, Provider Name, and Provider Region. The table contains three rows of data. The first row has 'Pending', '06/29/2023', 'Test Provider', and 'NORTHEAST'. The second row has 'Pending', '09/12/2023', 'Test Region Provider', and 'Northeast'. The third row has 'Pending', '09/29/2023', 'Test Provider', and 'Northeast'. There is a checkbox at the end of each row, and the checkbox for the first row is checked. At the bottom of the table, there is a 'Search' and 'Reset' button.

Disposition	Online Application Date	Provider Name	Provider Region	
Pending	06/29/2023	Test Provider	NORTHEAST	<input checked="" type="checkbox"/>
Pending	09/12/2023	Test Region Provider	Northeast	<input type="checkbox"/>
Pending	09/29/2023	Test Provider	Northeast	<input type="checkbox"/>

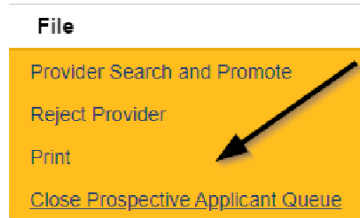
- The Licensing Specialist will be presented with a pop-up message box for a termination reason selection. Select one of the Online App reasons as appropriate and then Click **OK**
- The following pop-up message box will display. Click **OK**



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



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



UPDATED: New Licensed Facility Application

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 Facility Application in iConnect and submit the Word Merge form to the licensing specialist via a Note in iConnect. Once complete, they will need to print, sign, initial and notarize the form. They will then scan and save an electronic copy of the notarized form to their device. They will then attach that notarized form to a Note in iConnect following the [Application Submitted Note section](#).

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

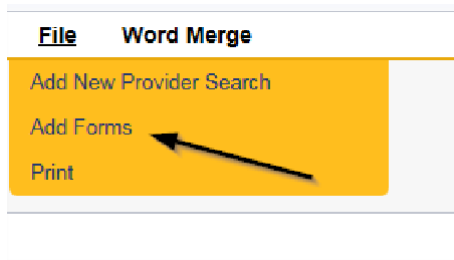
A screenshot of a web form showing a dropdown menu for "Role" with "Service Provider" selected. A black arrow points from the text above to the dropdown arrow. To the right of the dropdown is a grey "GO" button.

2. Navigate to the Prospective Applicant's Facility home record then click the **Providers > Forms** tab

A screenshot of the iConnect web application interface. At the top, the "iConnect" logo is visible. Below it, there are navigation tabs: "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "INCIDENTS". The "PROVIDERS" tab is selected. Underneath, there's a sub-tabbed area for "A TEST Provider (10002)". The sub-tabs include "WORKERS", "SERVICES", "PROVIDER B2 NUMBERS", "CONTRACTS", "NOTES", "LINKED", "PROVIDERS", "DRAFTS", "FORMS", "INCIDENTS", "AUTHORIZATIONS", and "NOTES". The "FORMS" sub-tab is selected. Below this, there are filter options for "Status" (set to "Draft") and "Division". A "Search" button is present. At the bottom, a table lists forms with columns for "Division" and "Form Name".

Division	Form Name
APU	Group Home Facility Checklist
APD	Group Home Personnel Record Review
APU	Provider Enrollment Application

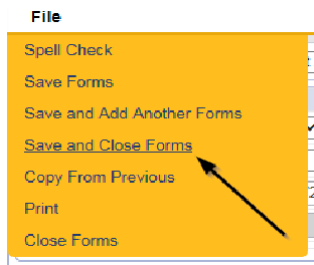
3. Click **File > Add Forms**



4. Select "Please Select Type" as "Facility Application Form" from the drop-down list

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

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



7. Select **Word Merge > Facility Application Form**

The screenshot shows the iConnect software interface. At the top left is the 'opd iConnect' logo. At the top right, it says 'Test Provider' and 'Forms', with a note: 'Last Updated by miked@apdrnek.org at 9/10/2023 6:25:50 PM'. Below this is a menu bar with 'File', 'Reports', and 'Word Merge'. The main content area is titled 'Facility Application Form (APD 2014-01)'. Underneath, there's a 'Provider Assessment' section with fields for 'Division' (set to 'APD'), 'Review' (set to 'Annual'), 'Review Date' (set to '09/12/2023'), 'Worker' (set to 'Reed, Monica'), 'Status' (set to 'Pending'), and 'Approved By'. There are also 'Clear' and 'Details' buttons. At the bottom of the form area, there's a blue banner that reads 'FACILITY APPLICATION FORM (APD 2014-01)'. An arrow points to the 'Facility Application Form (APD 2014-01)' title.

7. Select **File > Print** to print the Word Merge



FACILITY APPLICATION FORM (APD 2014-01)

Instructions: Please ensure that all applicable parts of this form are completed legibly and in their entirety. If you have questions regarding this form or the application process, please contact your area APD office for assistance.

Indicate in the space below whether this an application for an initial license or an application for renewal of an existing license.

Initial Renewal



The Prospective Applicant will need to sign, initial and notarize the form. They will then scan and save an electronic copy of the notarized form to their device. They will then attach that notarized form to a Note in iConnect following the Application Submitted Note section.

Complete Licensed Capacity Form



The Prospective Applicant will complete the Licensed Capacity form and the QA Workstream Worker will validate the information during the site visit.

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

A screenshot of a web form showing a dropdown menu for 'Role' with 'Service Provider' selected. An arrow points to the dropdown arrow. To the right is a 'GO' button.

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

A screenshot of the 'Providers' chapter in the system. The 'Quick Search' filter is set to 'A Test Provider' and 'Providers'. The 'GO' button is visible. The 'PROVIDERS' tab is selected in the navigation bar.

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

A screenshot of the 'Providers > Forms' tab. The 'Forms' tab is selected. A list of forms is displayed with columns for 'Division' and 'Form Name'. The list includes:

Division	Form Name
APD	Group Home Facility Checklist
APD	Group Home Personnel Record Review
APD	Provider enrollment Application

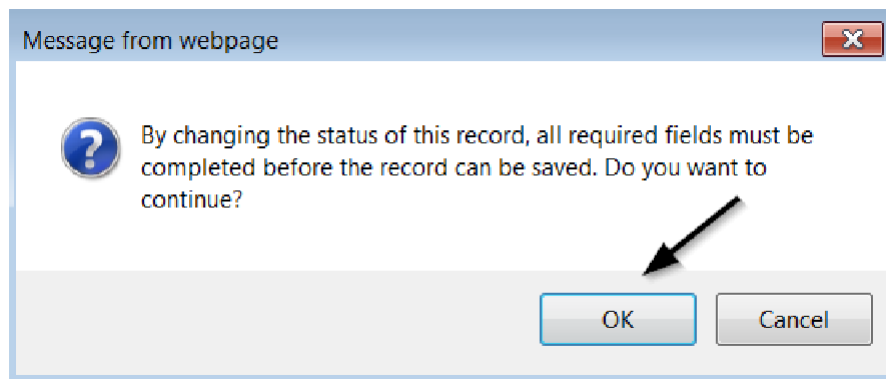
4. Click **File > Add Forms**

A screenshot of the 'File' menu showing the 'Add Forms' option selected. The menu also includes 'Add New Provider Search' and 'Print'.

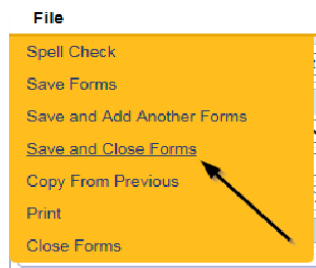
5. Select "Please Select Type" as "Use for after 2014 - Calculation of License Capacity" Form from the drop-down list

The screenshot shows the iConnect software interface. At the top, there is a 'File' menu and a 'Forms' section with the text 'A Test Provider 7/14/2022 6:26 PM'. Below this, a dropdown menu is open, showing 'Please Select Type: Use for after 2014 - Calculation of License Capacity'. The main form area is titled 'Provider Assessment' and contains several fields: 'Division' (APD), 'Review' (Initial), 'Review Date' (07/14/2022), 'Worker' (Reed, Monica), and 'Status' (Draft). There are also 'Clear' and 'Details' buttons next to the Worker field. At the bottom of the form, there is a blue banner that reads 'Use for after 2014 - CALCULATION OF LICENSED CAPACITY' and a green banner below it that reads 'For New License Applications as of July 1, 2014'.

6. Update the following Header fields:
 - a. "Division" = APD
 - b. "Review" = Initial
 - c. Complete all fields on the Licensed Capacity Application Form
 - d. "Status" = Pending



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



UPDATED: Add Other Qualifying Documentation



The Prospective Applicant will add a note if there are any other qualifying documents that are required.

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" = 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, Experience, and Training)
- 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 (Licensing 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

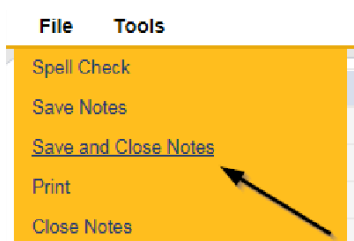
- h. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Specialist* as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/25/2023
- Note Type: Initial Application
- Note Sub-Type: Background Screening
- Description: Background Screening
- Note: Include list of documents
- Status: Pending
- Date Completed: 09/25/2023

Below the form, there are sections for Attachments, Document, and Note Recipients. The Attachments section has an 'Add Attachment' link. The Document section has a 'Description' header and the text 'There are no attachments to display'. The Note Recipients section has an 'Add Note Recipient' input field, a 'Lookup' button, and a 'Clear' button. Arrows in the image point to the Note Type, Note Sub-Type, Description, Status, and the Lookup button.

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



UPDATED: Application Submitted Note



The Prospective Applicant will add a note indicating the submittal of the Facility Application Form, Licensed Capacity form and all supporting documentation including the notarized form, that was generated from iConnect via Word Merge.

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 black arrow points to the "GO" button next to the dropdown.

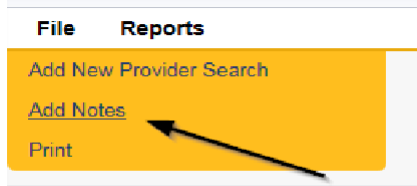
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.

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

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

A screenshot of the Provider record page for "A TEST PROVIDER (10002)". The "NOTES" tab is selected in the sub-navigation bar. A black arrow points to the "NOTES" tab.

4. Click **File > Add Notes**

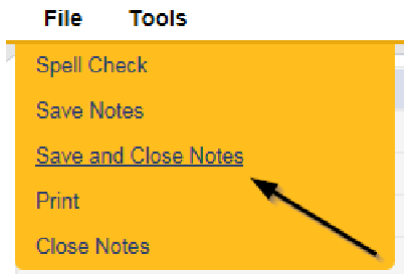


5. In the new Note record, update the following fields:

- 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 "Add Attachment" and search for the copy of the notarized form on the user's device. Click Upload
- h. Click the Lookup button on the "Add Note Recipient" to add the *Licensing 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

A screenshot of a 'Notes Details' form. The form has several fields with arrows pointing to them: 'Division' (dropdown menu set to 'APD'), 'Note By' (dropdown menu set to 'Baer, Sylvia'), 'Note Date' (text field with '11/13/2024' and a calendar icon), 'Note Type' (dropdown menu set to 'Initial Application'), 'Note Sub-Type' (dropdown menu set to 'Application Submitted'), 'Description' (text field with 'Application Submitted'), 'Status' (dropdown menu set to 'Pending'), and 'Add Attachment' (button). Below the form is an 'Attachments Grid' with columns for 'Document', 'Description', and 'Category'. The first row contains 'Notarized Form.pdf'. At the bottom is a 'Note Recipients' section with a text input field and 'Lookup' and 'Clear' buttons. An arrow points to the 'Lookup' button.

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

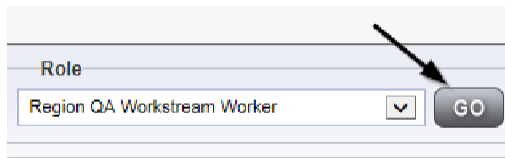


Access Ticklers

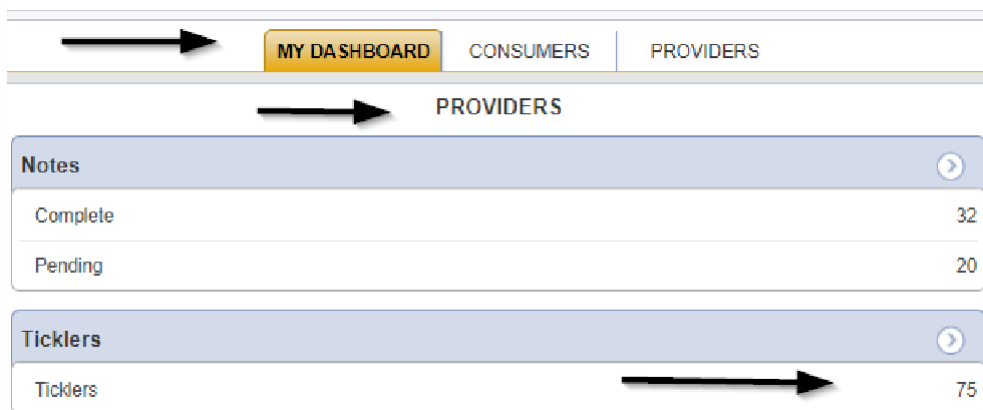


The QA Workstream Worker will login to the application and navigate to the My Dashboard > Provider > Ticklers in order to reassign and review any new ticklers.

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



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



- 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 +

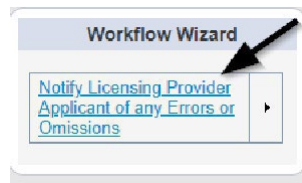
Apply Alert Days Before Due

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

4. When the Initial Application/Application Submitted note was saved, a Workflow Wizard was triggered to remind the QA Workstream Worker to notify the Prospective Applicant of any errors or omissions within 30 calendar days

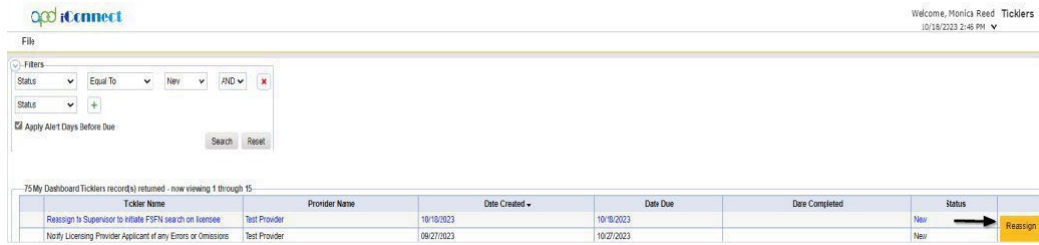


- a. Tickler – “Notify Licensing Provider Applicant of any errors or omissions”
 - b. Assigned to Monitor 3 (Licensing Specialist)
 - c. Due on the **30th** calendar day from the “Initial Application/Application Submitted” completed note
5. Additionally, a second tickler was triggered that needs to be reassigned to a QA Workstream Lead.

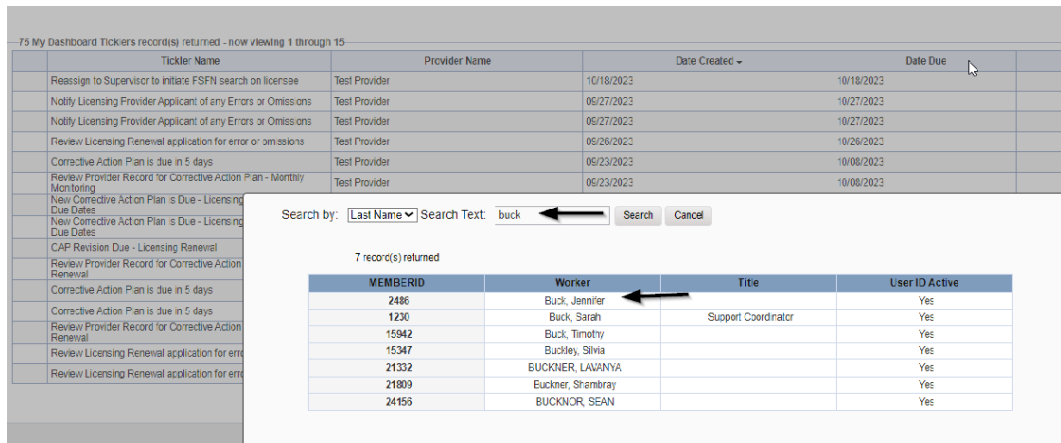


- a. Tickler – “Reassign to Supervisor to Initiate FSFN search on licensee”
- b. Assigned to the Licensing Specialist (Monitor 3) who will reassign the tickler to the QA Workstream Lead.
- c. Due immediately.

- Click the tickler flyout menu on the “Reassign to Supervisor to Initiate FSFN search on the licensee” tickler and select Reassign.



- 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.



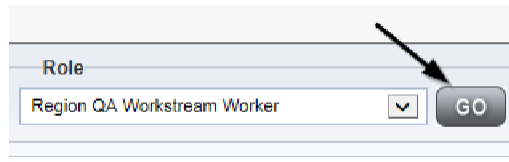
New! Abuse Record Search



Once the application is submitted, the Licensing Specialist will review the Licensing Application and all notes and attachments. Within 30 days or sooner, the Licensing 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.

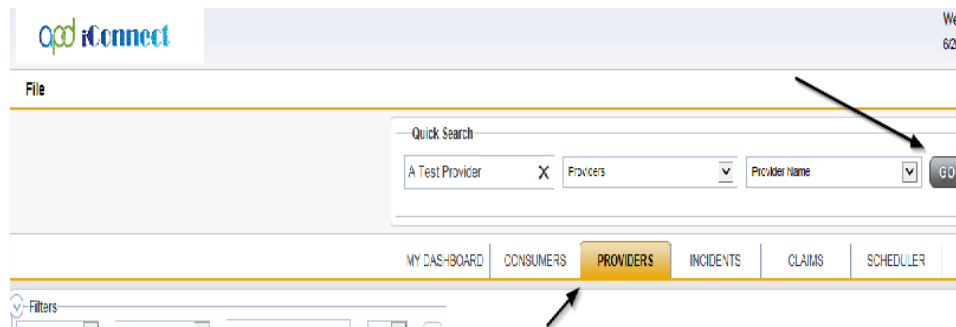
The Licensing Specialist or designee will do the Abuse Record Search outside of iConnect. Once the outcome of the search is finalized, a Confidential Note will be created in the subsidiary (child) record in iConnect. The provider will not be able to view a Confidential Note type.

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



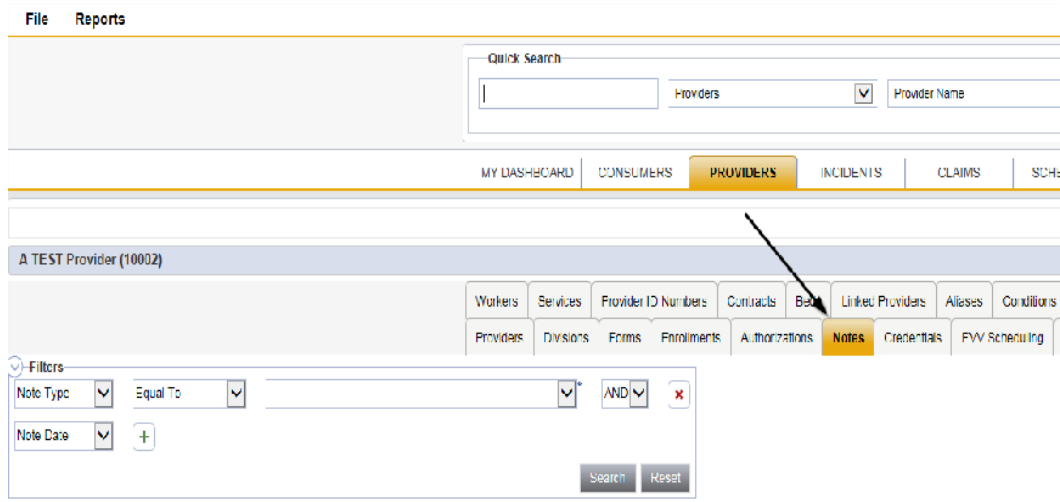
A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. A black arrow points to the "GO" button next to the dropdown.

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



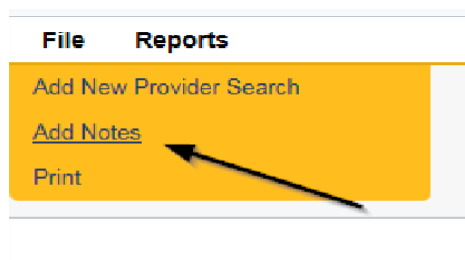
A screenshot of the "Providers" chapter search interface. The "Quick Search" filter contains "A Test Provider" and "Providers" is selected in the dropdown. A black arrow points to the "GO" button. Below the search bar, the "PROVIDERS" tab is highlighted in the navigation menu.

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



A screenshot of the "Providers > Notes" tab interface. The "Quick Search" filter is empty. The "PROVIDERS" tab is highlighted in the navigation menu. Below the search bar, the "NOTES" tab is highlighted in the sub-navigation menu. A black arrow points to the "NOTES" tab. Below the sub-navigation menu, there are filter options for "Note Type" and "Note Date".

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



A screenshot of the "File > Add Notes" menu. The "Add Notes" option is highlighted in yellow. A black arrow points to the "Add Notes" option.

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

The screenshot shows a web form for creating a note. The fields are as follows:

- Note Type ***: Confidential Note
- Note Sub-Type**: Abuse Record Search
- Description**: Abuse Record Search
- Note**: A text area with a rich text editor containing the text "Details of the Search and its completion." and a toolbar with options for Bold, Italic, Underline, font size (10pt), and text color.
- Status ***: Complete
- Date Completed**: 07/15/2024

Below the form, there are sections for Attachments and Note Recipients. The Note Recipients section includes a "Lookup" button and a table with the following data:

Name	Date Sent	Date Read	Status	Date Signed	
Baer, Sylvia	7/15/2024		Unread		Remove

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

UPDATED: Complete Application



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

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.

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

Quick Search: Providers [v]
MY DASHBOARD | CONSUMERS | **PROVIDERS** | REPORTS
A TEST Provider (10002)
Workers Services Provider ID Numbers Contracts Deds Linked Providers
Providers Divisions **Forms** Form ID Numbers Authorizations Notes
Filters: Status [v] Equal To [v] Dist [v] AND [v] x
Division [v] +
Search Reset
31 Forms record(s) returned - now viewing 1 through 15
Table with 2 columns: Division, Form Name

4. Enter the Search criteria as **Form Name = Use for after 2014 – Calculation of License Capacity** then Click **Search** and select the form via the hyperlink on the record

MY DASHBOARD | CONSUMERS | **PROVIDERS** | REPORTS
Test Provider (21347)
Workers Services Provider ID Numbers Contracts Deds Linked Providers Conditions Service Area Admin Actions Facility Management
Providers Divisions FVV Activities **Forms** Form ID Numbers Authorizations Notes Credentials FVV Scheduling CAP Appointments
Filters: Form Name [v] Equal To [v] Use for after 2014-Calculation of License Capacity [v] AND [v] x
Division [v] +
Search Reset
2 Providers Forms record(s) returned - now viewing 1 through 2
Table with 5 columns: Division, Form ID, Form Name, Review, Review Date

5. Update the Status to **Complete** on the Form Header and Click **OK** on the popup message box

Use for after 2014-Calculation of License Capacity

Provider Assessment

Division * A-U

Review * Initial

Review Date * 09/25/2023

Approved Date 09/25/2023

Worker * Reed, Monice

Status * Complete

Approved By Reed, Monice

Use for after 2014 - CALCULATION OF LICENSED CAPACITY

For New License Applications as of July 1, 2014

Message from webpage

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

OK Cancel

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

File Reports

History

Duplicate Forms

Save Forms

Save and Add Another Forms

Save and Close Forms

7. Enter the Search criteria as **Form Name = Facility Application Form (APD 2014-01)** then Click **Search** and select the form via the hyperlink on the record

MY DASHBOARD CONSUMERS PROVIDERS REPORTS

Test Provider (21347)

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

Form Name Equal To Facility Application Form (APD 2014-01) AND

Division +

Search Reset

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

Division	Form ID	Form Name	Review	Review Date
APU	004	Facility Application Form (APU 2014-01)	Initial	09/25/2023

8. Update the Status to **“Complete”** on the Form Header and Click **“OK”** on the popup message box

Facility Application Form (APD 2014-01)

Provider Assessment

Division * APD Worker * Reed, Monica Clear Details

Review * Initial Status * Complete

Review Date * 09/25/2023 Approved By Reed, Monica Details

Approved Date 09/25/2023

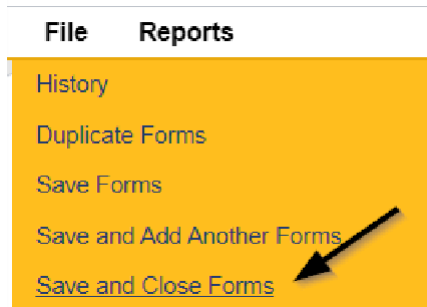
FACILITY APPLICATION FORM (APD 2014-01)

Message from webpage

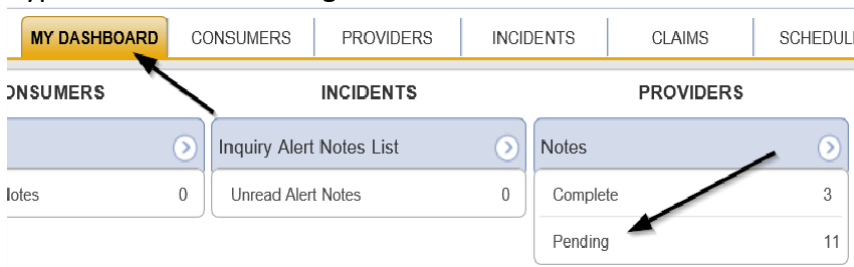
By changing the status of this record, all required fields must be completed before the record can be saved. Do you want to

OK Cancel

9. When finished, Select **File > Save and Close Forms**



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



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

Filters: Status: Pending AND Note Type: Initial Application

Search Reset

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Initial Application	09/25/2023	Application Submitted	Reed, Monica	Pending

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

- a. "Division" = APD
- b. "Note Type" = Leave as Initial Application
- c. "Note Subtype" = Update to Application Form Review Complete
- d. "Description" = Update to Application Form Review Complete
- e. "Note" = Enter notes
- f. "Status" = Update to 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

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/25/2023
- Associated Form ID#: (empty)
- Note Type: Initial Application
- Note Sub-Type: Application Form Review Complete
- Description: Application Form Review Complete
- Note: (empty text area)
- Status: Complete
- Date Completed: 09/25/2023

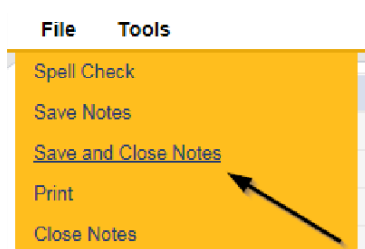
Arrows point to the following fields:

- Note Type
- Note Sub-Type
- Description
- Note
- Status

Below the form, there is an 'Attachments' section with an 'Add Attachment' link and a table with columns 'Document' and 'Description'. A message states 'There are no attachments to display'.

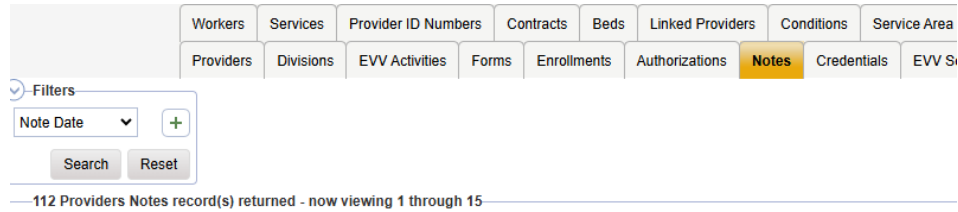
At the bottom, the 'Note Recipients' section includes an 'Add Note Recipient' field, a 'Lookup' button, and a 'Clear' button. An arrow points to the 'Lookup' button.

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



14. 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.

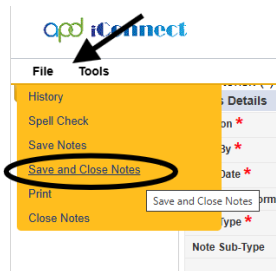
- a. Open the **Note Type = Initial Application** and **Note Subtypes = Background Screening, Business Information, Facility, Personnel Information and Policies and Procedures.**



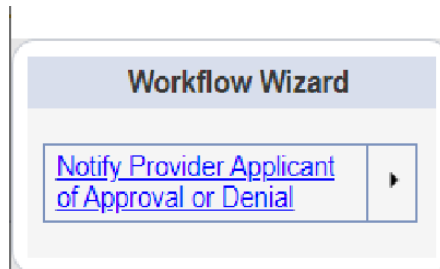
Note Date	Note Type	Note Sub-Type	Description
03/03/2025	Initial Application	Background Screening	Background Screening

- b. Update the Status to Complete.

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



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



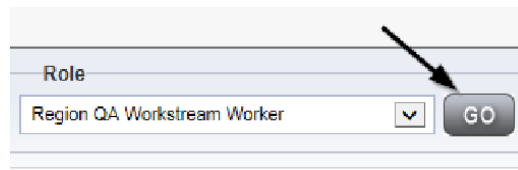
- a. Tickler - “Notify Provider Applicant of Approval or Denial”
- b. Assigned to Self (Licensing Specialist)
- c. Due on the **90th** calendar day from the “Initial Application/Application Form Review Complete” completed note

Schedule Site Visit

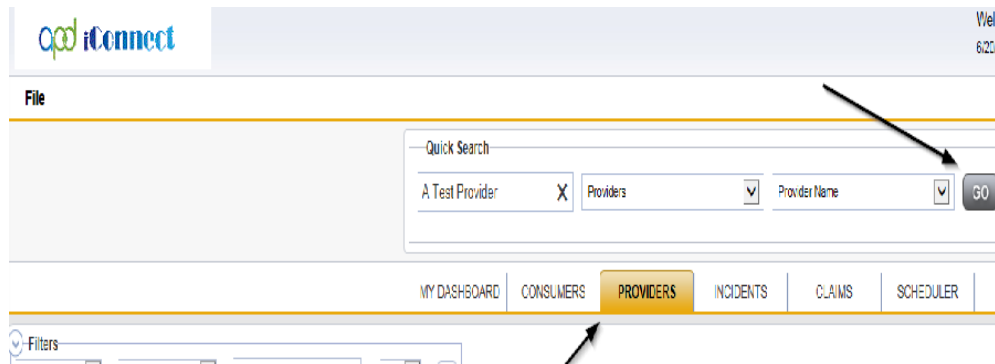


The Licensing Specialist will call the Prospective Applicant to schedule a site visit and then enter the appointment information in iConnect

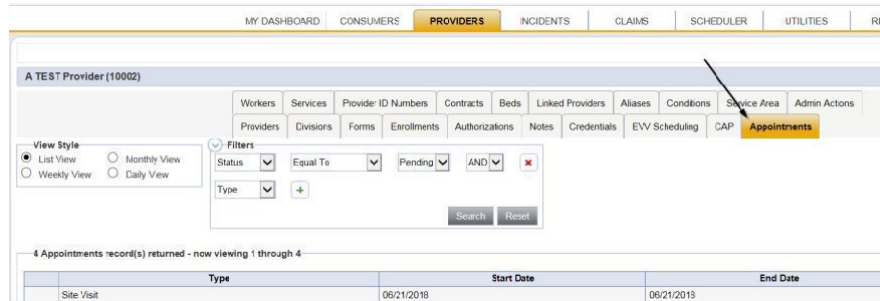
1. Set “Role” = Region QA Workstream Worker then click **Go**.



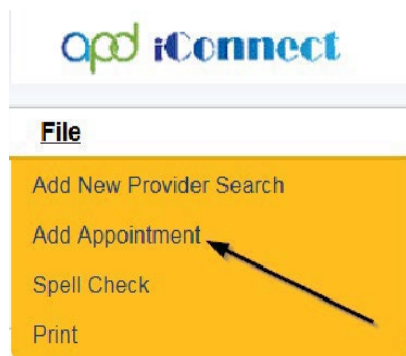
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click go.



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



4. Click **File > Add Appointment**



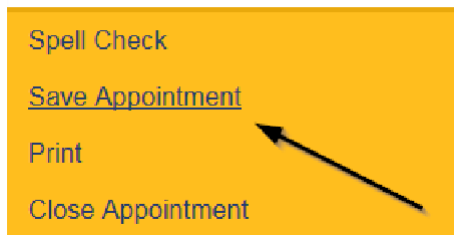
5. Update the following fields on the Appointment Details page

- "Division" = APD
- "Appointment Date" = Update date
- "Start Time" = Update time
- "Appointment End Date" = Update date
- "End Time" = Update time
- "Type" = Site Visit
- "Subject" = Enter subject description
- "Appt Summary" = Enter summary
- "Appt Details" = Enter details
- "Status" = Scheduled

Appointments	
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	
Status *	Scheduled

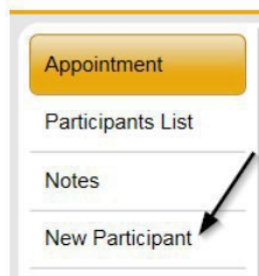
6. When finished select **File > Save Appointment**

File

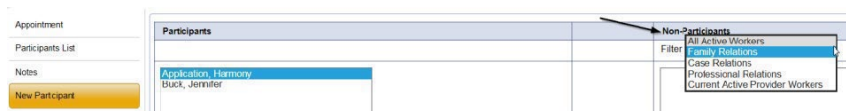


7. Click **New Participant** on the left-hand navigation menu.

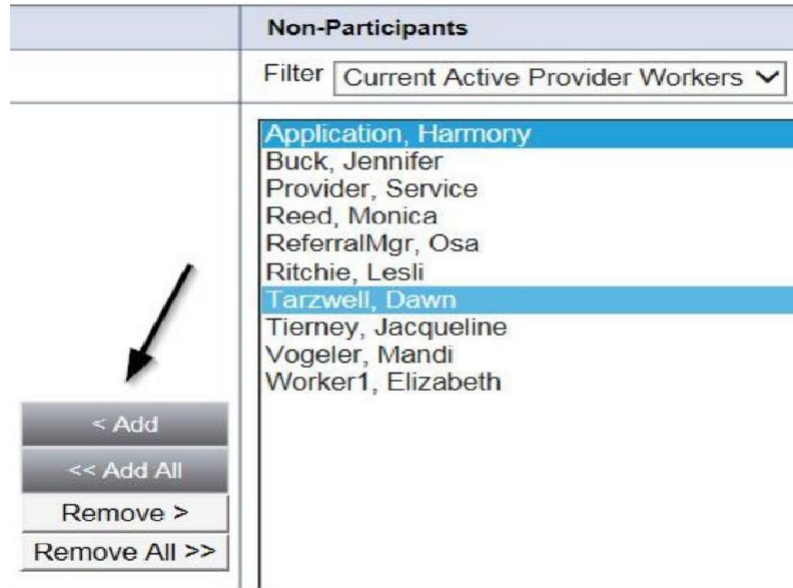
File



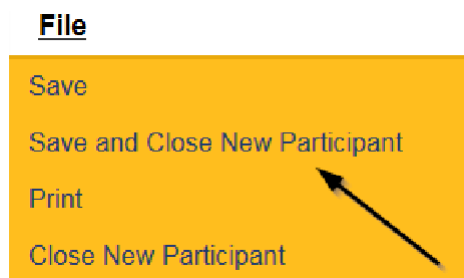
8. Set the **Non-Participants filter** list to the appropriate value in order to select the appointment participants



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**



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

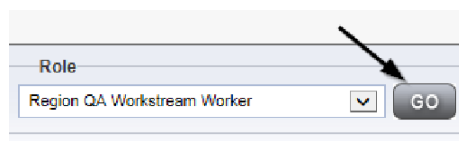


As Needed: Reschedule Site Visit Appointment

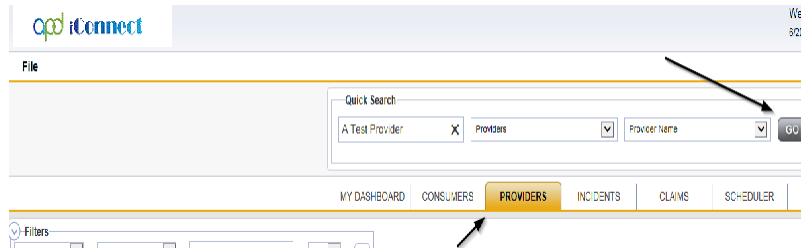


If the site visit was scheduled and needs to be done on a different date/time, the QA Workstream Worker will need to reschedule the existing appointment. This will ensure the appointment information is accurate for reporting.

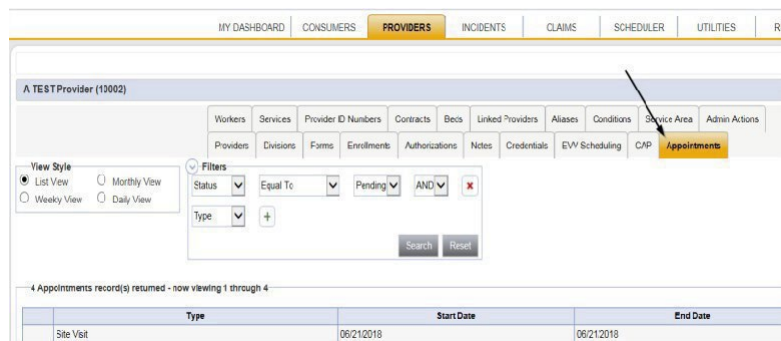
1. Set "Role" = Region QA Workstream Worker then click **Go**.



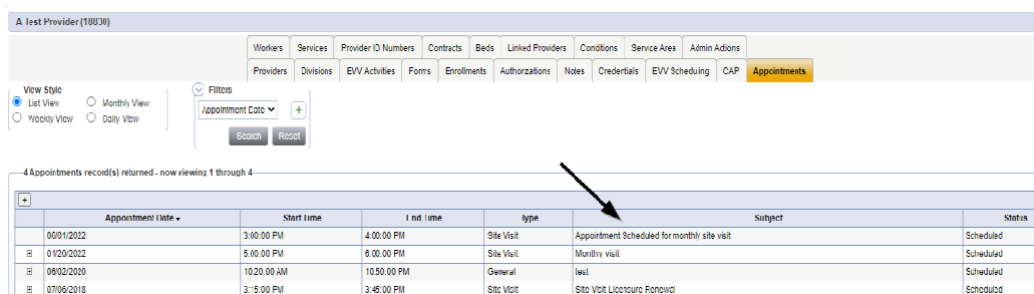
- Navigate to the **Providers** chapter and enter the Provider's Licensed Facility home name in the Quick Search filter and click go.



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



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



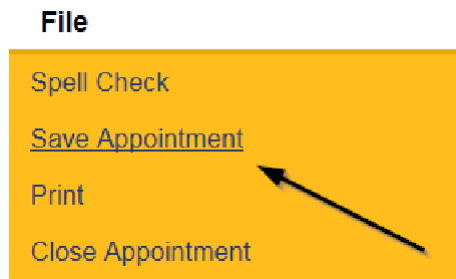
- Update the following field on the Appointment Details page
 - "Status" = Update to Rescheduled

iConnect
 Appointment
 & Tech Provider
 Last Updated by: mmed@itssbh.com
 at 6/9/2022 5:14:37 PM

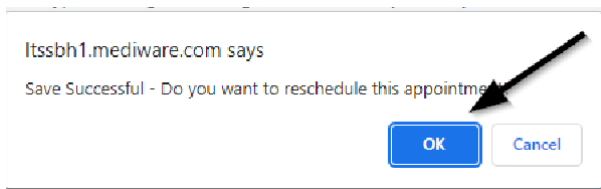
File
 Appointment
 Participants List
 Note
 New Participant

Appointments
 Division: APD
 Appointment Date: 01/20/2022
 Start Time: 05:00 PM
 Appointment End Date: 01/20/2022
 End Time: 06:00 PM
 Type: Site Visit
 Subject: Monthly visit
 Appt. Summary (non-HIPAA Data): summary
 Appt. Details(HIPAA Data): details
 Status: Rescheduled

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	Appointments
Participants List	Division: APD
Notes	Appointment Date *: 08/24/2023 07/19/2023
New Participant	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.

File

Appointment	Appointments
Participants List	Division: APD
Notes	Appointment Date *: 08/24/2022 01/20/2022
New Participant	Start Time: 02:00 PM
	Appointment End Date: 08/24/2022 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

Complete Site Visit



The Licensing 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:

Foster Care Facility Checklist

Foster Care Facility Client Checklist

Foster Care Facility Personnel Record Review

Group Home Client Checklist

Group Home Facility Checklist
Group Home Personnel Record Review
Res. Hab. Center Checklist
Res. Hab. Client Checklist
Res. Hab. Personnel Record Review

Complete Appointment



The QA Workstream Worker will update the appointment in iConnect after the site visit is completed.

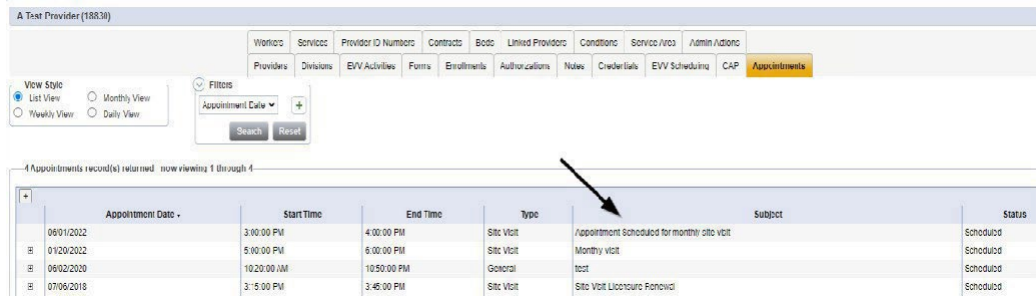
1. Set "Role" = Region QA Workstream Worker then click **Go**.

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

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

Appointment Date	Start Time	End Time	Type	Subject	Status
09/14/2023	2:00:00 PM	3:00:00 PM	Site Visit	Description of Site Visit	Scheduled

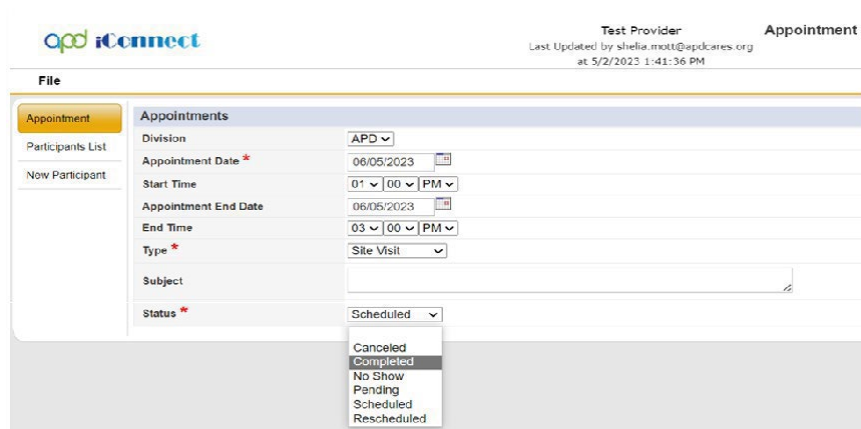
- Select the appointment record that needs to be updated via the hyperlink in the list view



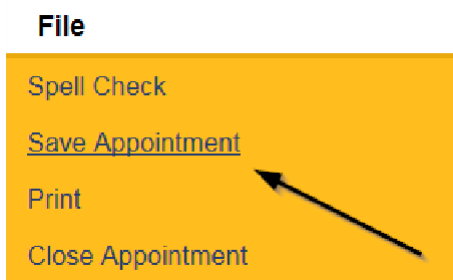
- Update the following field on the Appointment Details page

- "Status" =

- Update to Completed if the site visit was completed.
- Update to Cancelled if the site visit was cancelled but not rescheduled.
- Update to No Show if the Licensing Specialist attempted to make the site visit but the contact person was not available. A new site visit will need to be scheduled.



- When finished select **File > Save Appointment**



- From the **File** menu, select **Close Appointment**.

Complete Checklists



If the site visit checklists were documented manually, the 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 'Role' with 'Region QA Workstream Worker' selected. A black arrow points to a 'GO' button to the right of the dropdown.

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

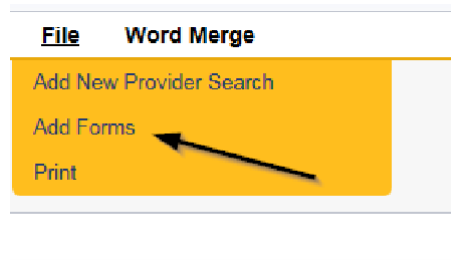
A screenshot of the iConnect web application. The 'Providers' tab is selected in the navigation bar. A 'Quick Search' box contains 'A Test Provider' and 'Providers' in the dropdown. A black arrow points to the 'GO' button. Another arrow points to the 'PROVIDERS' tab in the navigation bar.

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

A screenshot of the iConnect web application showing the 'Forms' tab for a provider record. The 'Forms' tab is highlighted in the sub-navigation bar. A black arrow points to the 'Forms' tab. Another arrow points to the 'Providers' dropdown in the 'Quick Search' box. Below the filters, a table lists forms for 'A TEST PROVIDER (10002)'.

Division	Form Name
APD	Group Home Facility Checklist
APD	Group Home Personnel Record Review
APD	Provider Enrollment Application

4. Click **File > Add Forms**

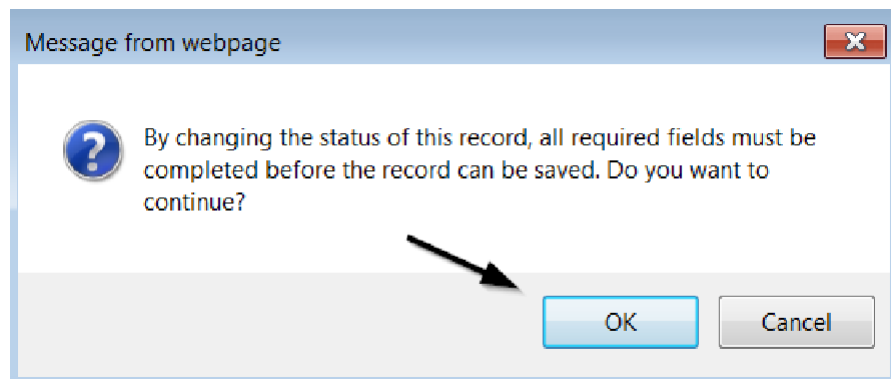


5. Select the appropriate checklist from the drop-down list

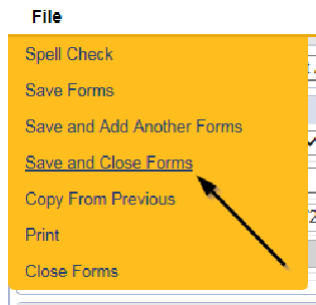


6. Update the following Header fields:

- 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**



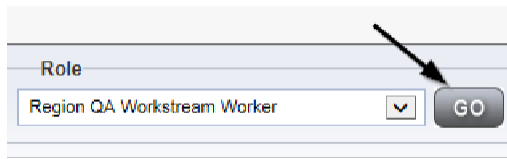
Repeat all steps as necessary for each checklist

Complete Application Package Checklist

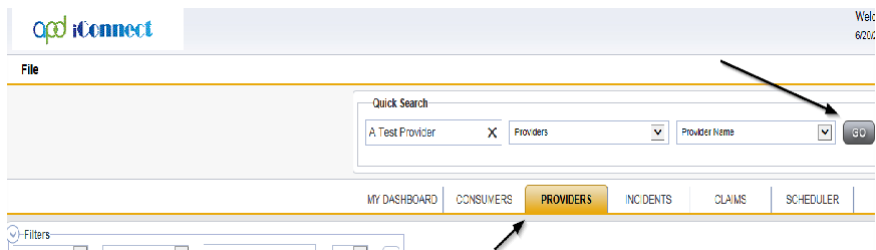


The Licensing Specialist will generate the Application Package Checklist and proceed with the Approval Process.

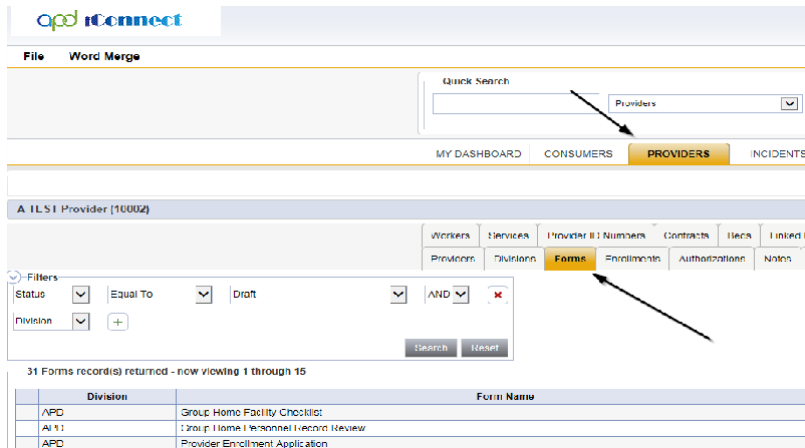
1. Set "Role" = Region QA Workstream Worker then click **Go**.



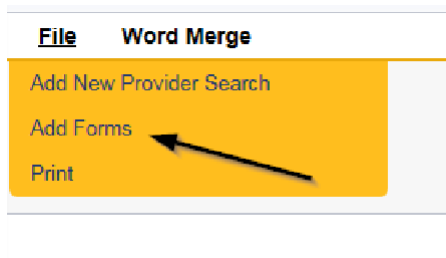
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **GO**



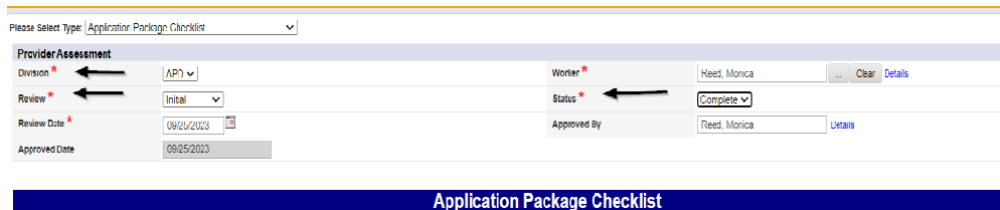
3. Navigate to the **Providers > Forms** tab



4. Click **File > Add Forms**

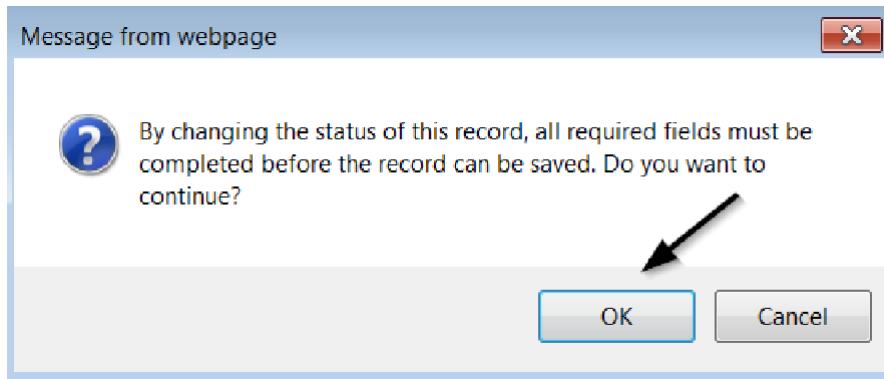


5. Select "Please Select Type" as "Application Package Checklist" from the drop-down list

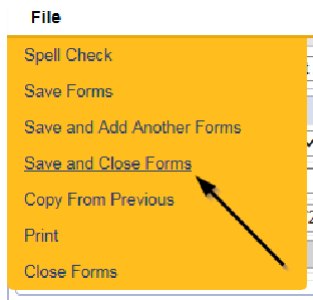


6. Update the following Header fields:

- "Division" = APD
- "Review" = Initial
- Complete all fields on the Application Package Checklist Form
- "Status" = Complete (click **OK** on the pop-up message)



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

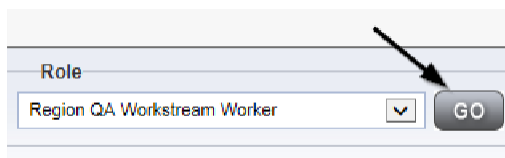


Site Visit No Violations Note

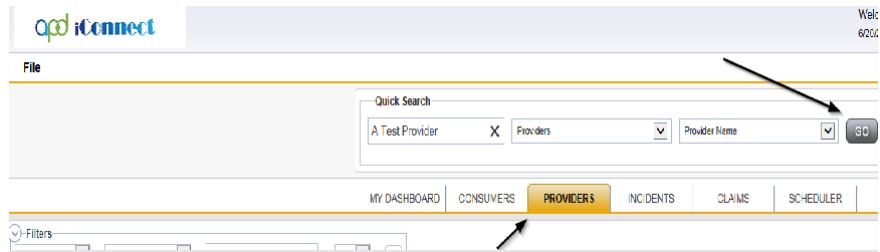


The Licensing Specialist will enter a Site Visit Note when the site visit is complete with no issues or deficiencies. Proceed to [Site Visit Complete Note – Issues](#) if violations have been identified.

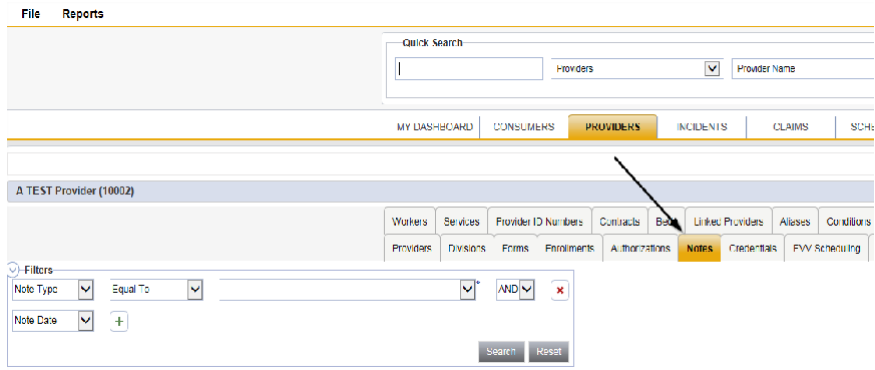
1. Set “Role” = Region QA Workstream Worker then click **Go**.



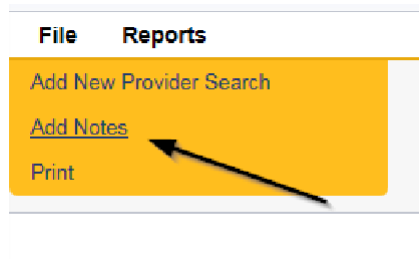
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **GO**



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



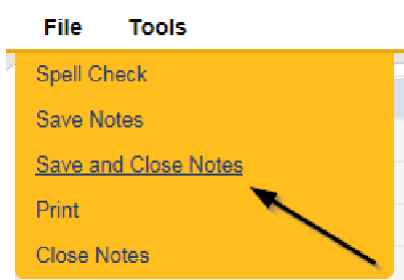
4. Click **File > Add Notes**



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

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



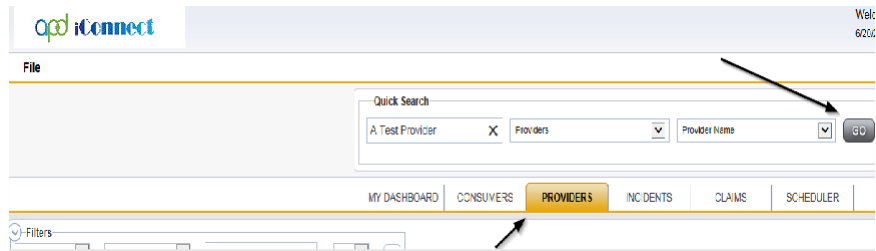
Supervisor Review



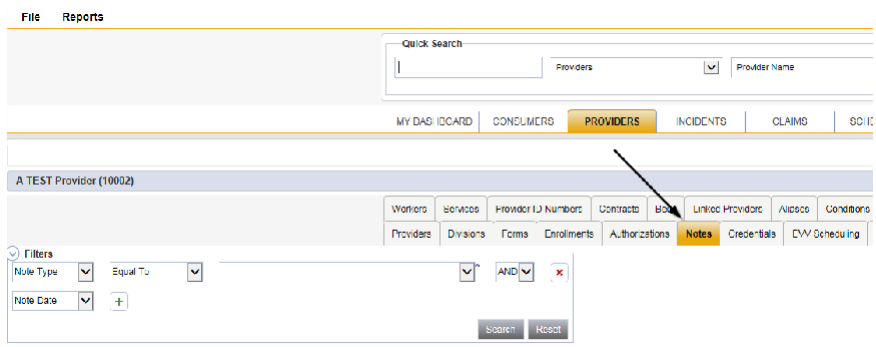
The Licensing Specialist will send a note to the Licensing Supervisor to advise them to do a review of the checklists and any other documentation.

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

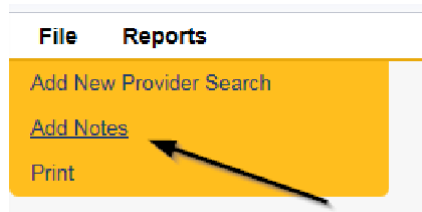
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **GO**



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/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

Notes Details

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

Attachments

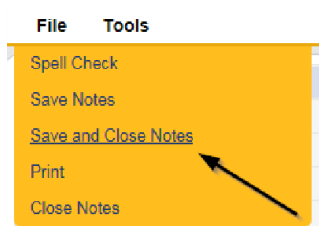
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



Supervisor Approval



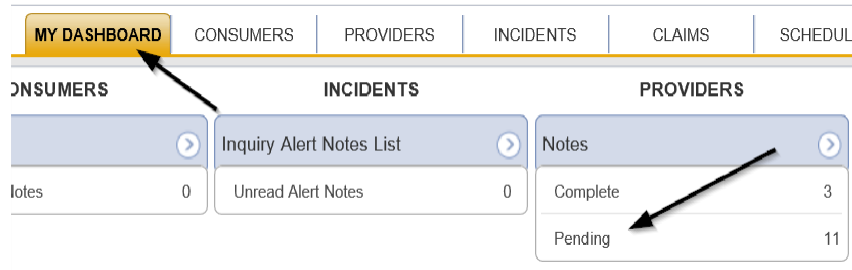
The Licensing Supervisor will review the application, add a note for the approval and send to the ROM for review. If additional actions are needed, proceed to [Further Documentation Required](#) or [Supervisor Denial](#).

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

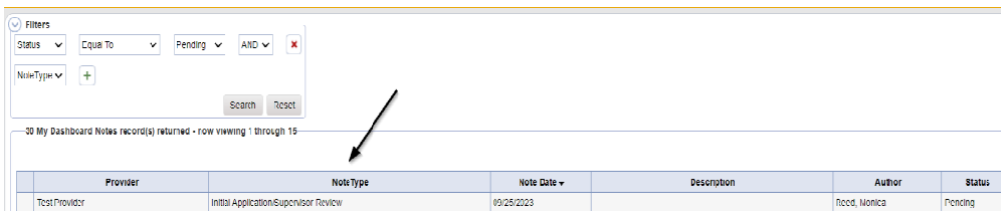
Role

Region QA Workstream Lead

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



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



- In the existing Note record, update the following fields:
 - "Associated Form ID#" = Enter Form ID# if applicable
 - "Note Type" = Update to Initial Application/Supervisor Approval
 - "Description" = Enter description
 - "Note" = Enter Notes
 - "Status" = Update to Complete
 - Click the Lookup button on the "Add Note Recipient" to add the *Licensing 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.
 - Click the Lookup button on the "Add Note Recipient" to add the *ROM* 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 * 09/25/2023

Associated Form ID#

Note Type * Initial Application/Supervisor Approval

Note Sub-Type

Description

Note

New Text

Enter approval notes

Append Text to Note

Status * Complete

Date Completed 09/25/2023

Attachments

Add Attachment

Document Description

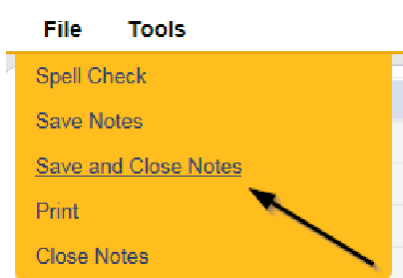
There are no attachments to display

Note Recipients

Add Note Recipient

Lookup Clear

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



6. Select **File > Close Notes**



UPDATED: Edit License Information



The Licensing 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 with a label 'Role' above a dropdown menu. The dropdown menu is open and shows 'Region QA Workstream Worker' as the selected option. To the right of the dropdown is a grey button labeled 'GO'. A black arrow points from the top right towards the 'GO' button.


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

A screenshot of a web application interface. At the top left is the 'opd itconnect' logo. Below it is a 'File' section. A 'Quick Search' box contains a search filter with 'A Test Provider' and a dropdown menu set to 'Providers'. To the right of the search box is a 'GO' button. Below the search box is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. The 'PROVIDERS' tab is highlighted. A black arrow points from the top right towards the 'GO' button, and another black arrow points from the bottom center towards the 'PROVIDERS' tab.

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

A screenshot of a web application interface showing a provider record for 'A TEST Provider (10002)'. At the top is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', and 'CLAIMS'. The 'PROVIDERS' tab is highlighted. Below the navigation bar is a grid of tabs for the provider record: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Aliases', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', and 'EVV'. The 'Credentials' tab is highlighted. A black arrow points from the top center towards the 'PROVIDERS' tab, and another black arrow points from the top right towards the 'Credentials' tab.

4. Select the Applicant License Record.


18919 Group Home Record
Credentials
Sign Out
Role
Region QA Workstream Worker

Last Updated by caroline.shorter@apdcares.org
at 10/26/2023 5:28:19 AM

File Word Merge

18919 Group Home Record (29093)

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

3 Providers Credentials record(s) returned - now viewing 1 through 3

Credential	Type	Credential Number	Effective Date	Expiration Date	License Duration	Status
License	Group Home	SCR-APPL-73257	05/23/2024	06/05/2024		Applicant

5. Update the following fields:

a. "License Type" = select as appropriate

i. Foster Home

ii. Group Home

b. License Number = Enter information – *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.

c. "Original Date of Issuance" = Enter Date

d. "Effective Date" = Enter Date

e. "Expiration Date" = Enter Date

f. "Comment" = Enter comments if applicable

g. "Status" = Active

h. "Reason" = Initial

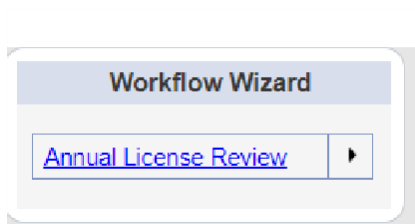
i. "QA Workstream Worker" = Click Lookup button on the field to add the *Licensing Specialist*.

j. Enter the Last Name and Click Search and then select the Name

License Details	
Credential Type *	License
License Type *	Foster Home
License Number *	FH123456
Original Date of Issuance *	09/01/2023
Date of Renewal/Subsequent License	
Effective Date *	09/01/2023
Expiration Date *	09/30/2024
Less than One Year	<input type="checkbox"/>
Comment	
Status	Active
Reason	Initial
QA Workstream Worker	Reed, Monica

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

6. When finished, click **File > Save and Close License Details**
7. Upon saving the license record, a Workflow Wizard triggered the reminder tickler that is due in 365 calendar days. It will be retrieved from My Dashboard > Provider > Ticklers.



- a. Tickler - "Annual License Review"
- b. Assigned to Self
- c. Due on the **90th** calendar day before the License expiration date for license types of Foster Home and/or Group Home

ROM Review



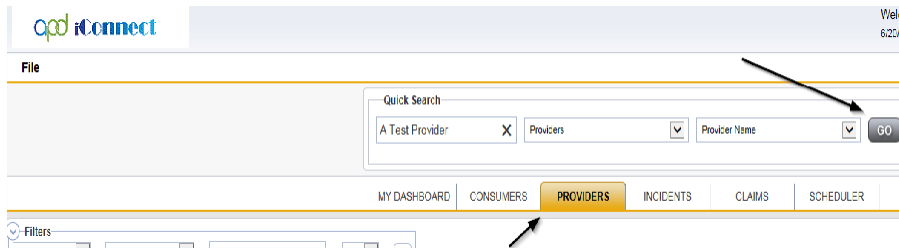
The ROM/Designee will receive notification of the Supervisor Approval or the Supervisor Denial via a note on My Dashboard. The ROM will need to review all checklists and notes. If approving, they will then print out the License Certificate. The Licensing Specialist will have added the license information to the provider record before the ROM prints the License Certificate.

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



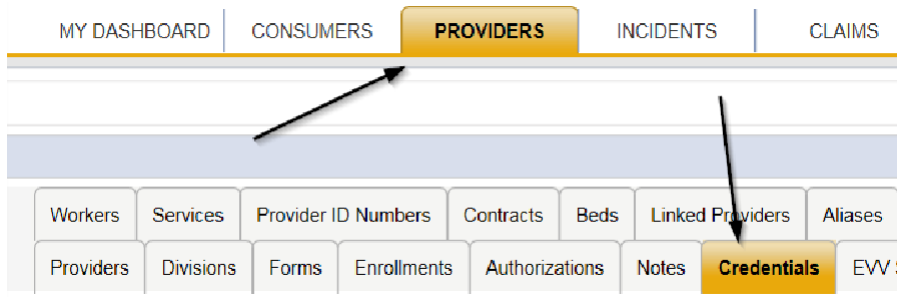
A screenshot of a web form showing a dropdown menu for 'Role' with 'ROM/Deputy ROM' selected. An arrow points to the dropdown arrow. To the right is a 'GO' button.

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



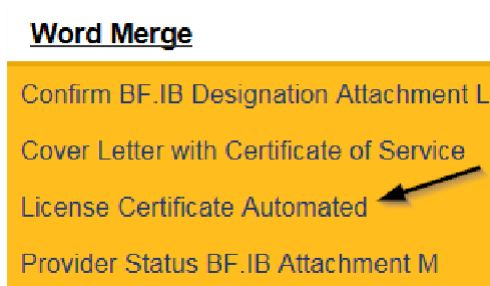
A screenshot of the opalrconnect website. The 'PROVIDERS' tab is selected in the navigation bar. The 'Quick Search' filter contains 'A Test Provider' and 'Providers' is selected in the dropdown. An arrow points to the 'GO' button.

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



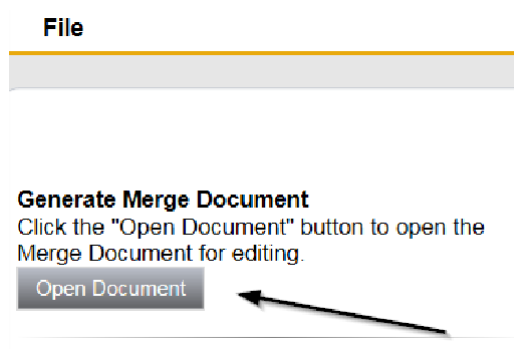
A screenshot of the Provider's record page. The 'PROVIDERS' tab is selected in the main navigation bar. In the sub-navigation bar, the 'Credentials' tab is selected. An arrow points to the 'Credentials' tab.

4. Select Word Merge > License Certificate Automated



A screenshot of the 'Word Merge' menu. The 'License Certificate Automated' option is selected and highlighted. An arrow points to this option.

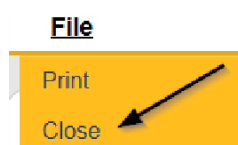
5. Select **Open Document** to open the Word Merge document for editing and complete the



6. Save the Word Merge Document to the device by clicking the **Save** button and then **Open**



7. **Edit** the Word Merge Document as necessary
8. When finished, Click **File > Print** to print the updated Word Merge and then **File > Save, File > Close**
9. Select **File > Close** to close the Word Merge in iConnect





The ROM/Designee will then sign, scan and save the License Certificate to their device.

ROM Approval



The ROM 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 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**

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

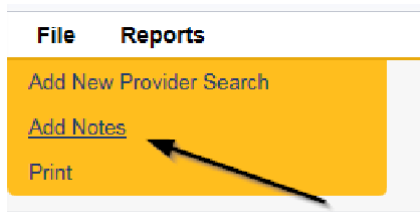
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

A screenshot of the iConnect web application. The 'Providers' tab is selected in the navigation bar. A 'Quick Search' filter is visible with the text 'A Test Provider' entered. A 'GO' button is to the right of the filter. An arrow points to the 'GO' button.

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

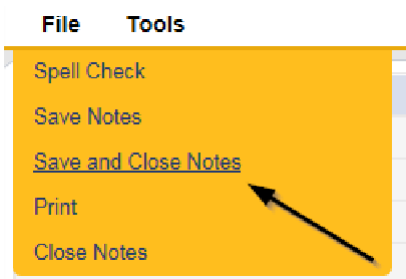
A screenshot of the Provider's record page for 'A TEST Provider (10002)'. The 'Notes' tab is selected in the navigation bar. A 'Quick Search' filter is visible at the top. An arrow points to the 'Notes' tab.

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" = Initial Application/ROM Approval
 - d. "Description" = Initial Application/ROM Approval
 - e. "Note" = Enter notes
 - f. "Status" = Complete
 - g. Click "Add Attachment" and search for the copy of the signed License Certificate on the user's device. Click Upload
 - h. Click the Lookup button on the "Add Note Recipient" to add the *Licensing 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

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

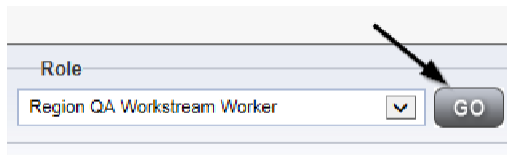


Signed License Certificate Note

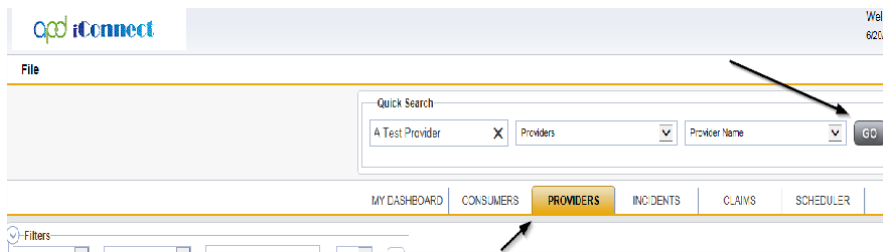


The Licensing Specialist will receive notification of the ROM Approval note on My Dashboard. They will also receive the signed hard copy of the License Certificate from the ROM/Designee. They will then generate and print the Cover Letter and add a new note to advise the Service Provider and Agency Clerk.

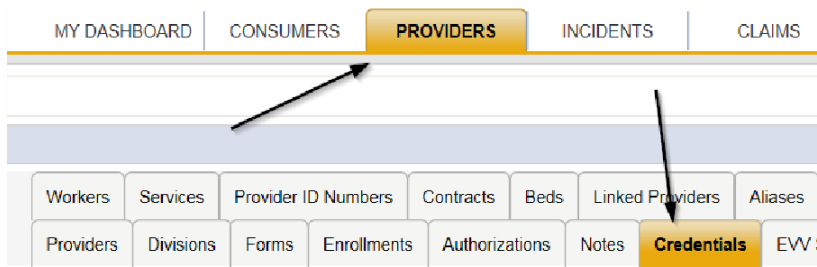
1. Set “Role” = Region QA Workstream Worker then click **Go**.



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

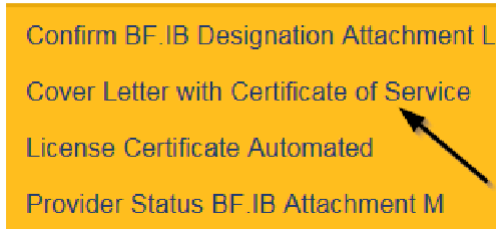


3. The Provider’s record will display. Navigate to the **Providers > Credentials** tab



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

Word Merge



5. 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. 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
 - 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
 - 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

Notes Details

Division * APD ▾

Note By * Reed, Monica ▾

Note Date * 09/25/2023 📅

Associated Form ID#

Note Type * Initial Application ▾

Note Sub-Type Signed License Certificate ▾

Description Signed License Certificate

Note

Status * Complete ▾

Date Completed 09/25/2023

Attachments

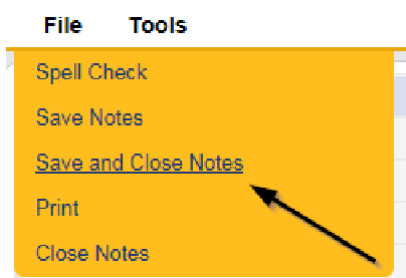
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



The Licensing 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 Licensing 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 grey 'GO' button is to the right. An arrow points to the 'GO' button.

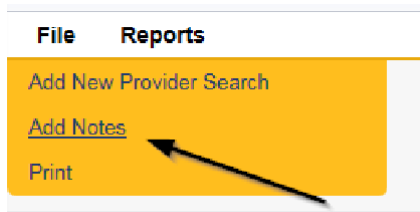
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **GO**

A screenshot of the iConnect web application. The 'PROVIDERS' tab is selected in the navigation bar. The 'Quick Search' filter is set to 'Providers' and 'Provider Name'. The text 'A Test Provider' is entered in the search field. A grey 'GO' button is to the right. An arrow points to the 'GO' button.

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

A screenshot of the iConnect web application showing the record for 'A TEST Provider (10002)'. The 'NOTES' tab is selected in the sub-navigation bar. A filter panel is open at the bottom left, showing 'Note Type' and 'Note Date' filters. An arrow points to the 'NOTES' tab.

4. Click **File > Add Notes**



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

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 10/19/2023

Associated Form ID# 352

Note Type * Initial Application

Note Sub-Type Site Visit Complete with issues or deficiencies

Description Site Visit Complete with issues or deficiencies

Note

Status * Pending

Date Completed

Attachments

Add Attachment

Document Description

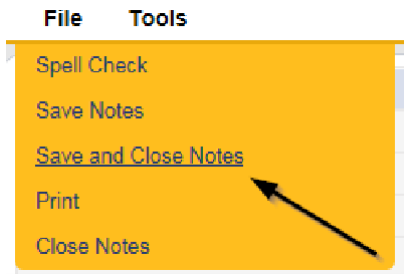
There are no attachments to display

Note Recipients

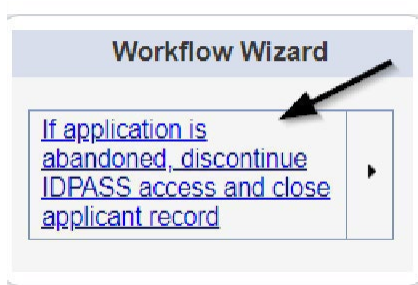
Add Note Recipient

Lookup Clear

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



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



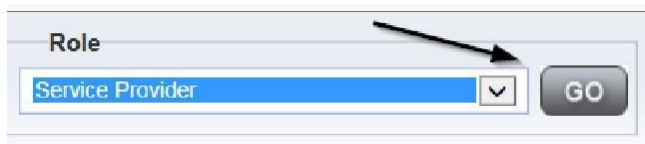
- a. Tickler - "If application is abandoned, discontinue ID PASS access and close applicant record"
- b. Assigned to *Self*
- c. Due in 120 calendar days

As Needed: Corrective Actions Update

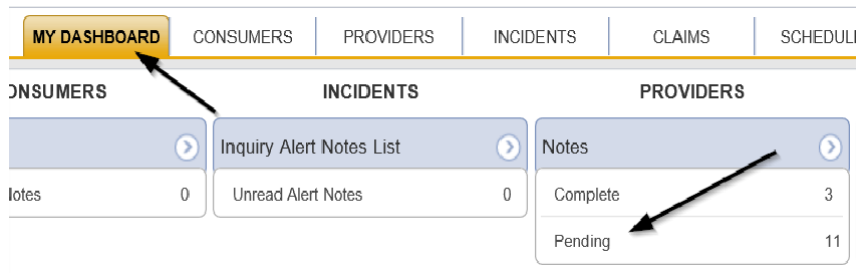


The Service Provider will update the existing note to advise the Licensing Specialist (Region QA Workstream Worker) of the corrective actions taken for the unmet items. This process will be repeated until all items and documentation have been updated.

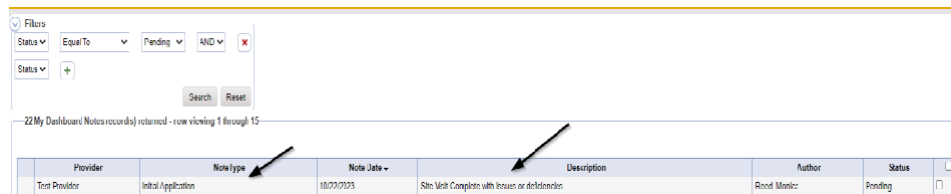
1. Set "Role" = Service Provider then click **Go**



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



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.



4. In the existing Note record, update the following fields:
 - a. "Append Text to Note" = Enter notes with corrective action for Unmet items
 - 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 [Licensing 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 * APD

Note By * Reed, Monica

Note Date * 10/22/2023

Note Type * Initial Application

Note Sub-Type Site Visit Complete with issues or deficiencies

Description Site Visit Complete with issues or deficiencies

Note

New Text

Enter notes with corrective action for Unmet items

Append Text to Note

Status * Pending

Date Completed

Attachments

Add Attachment

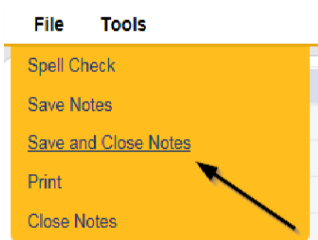
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: Lookup Clear

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





The Licensing 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](#)

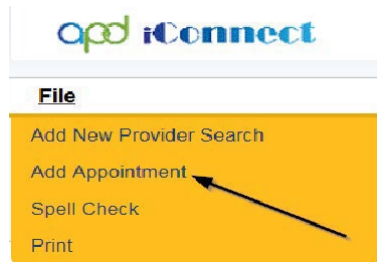
1. Set "Role" = Region QA Workstream Worker then click **Go**.

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.

Type	Start Date	End Date
Site Visit	06/21/2018	06/21/2019

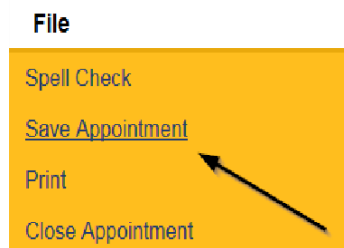
4. Click **File > Add Appointment**



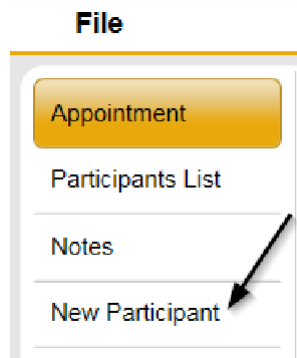
5. Update the following fields on the Appointment Details page
 - a. "Division" = APD
 - b. "Appointment Start Date" = Update date
 - c. "Start Time" = Update time
 - d. "Appointment End Date" = Update date
 - e. "End Time" = Update time
 - f. "Type" = Site Visit
 - g. "Description" = Enter description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

Appointments	
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	<input type="text"/>
Status *	Scheduled ▾

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



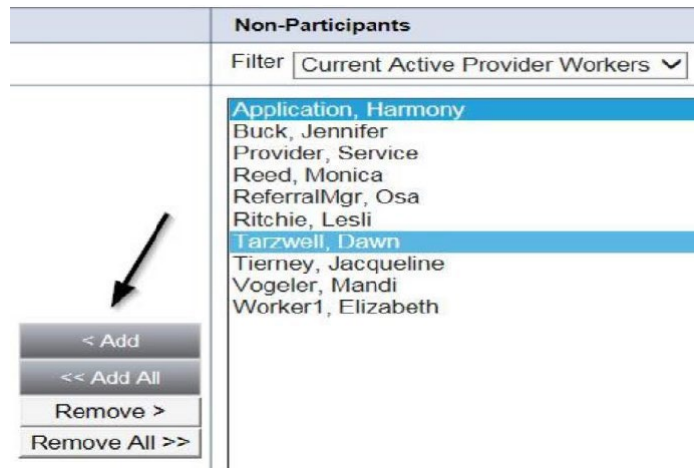
- Click **New Participant** on the left-hand navigation menu



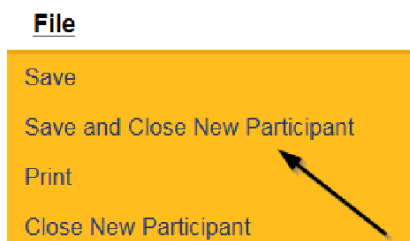
- Set the **Non-Participants** filter list to the appropriate value in order to select the appointment participants



- 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**



- 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 Residential Monitoring Tool 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**.

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

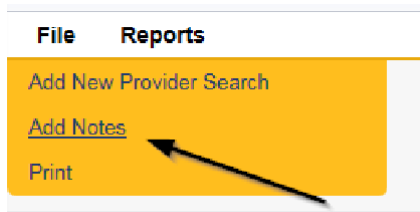
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **GO**

A screenshot of the iConnect web application. The 'PROVIDERS' tab is selected in the navigation bar. A 'Quick Search' filter is visible with 'A Test Provider' entered and a dropdown set to 'Providers'. A black arrow points to the 'GO' button next to the search filter.

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

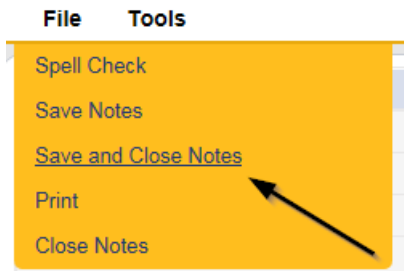
A screenshot of the iConnect web application showing the record for 'A TEST Provider (10002)'. The 'NOTES' tab is selected in the sub-navigation bar. A black arrow points to the 'NOTES' tab.

4. Click **File > Add Notes**



5. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Facility Site Visit
 - c. "Note Subtype" = CMS Site Visit Complete with no deficiencies
 - d. "Description" = CMS Site Visit Complete with no deficiencies
 - e. "Note" = Enter notes
 - f. "Status" = Complete
 - g. Click "Add Attachment" and search for the copy of the CMS Residential Monitoring Tool on the user's computer. Click Upload
 - h. *NOTE: Each attachment can be up to 18mb in size*
 - 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

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



Proceed to [Complete Appointment](#)

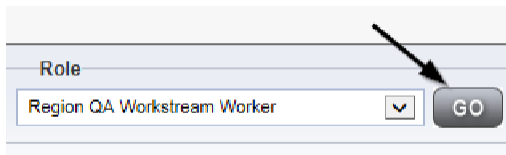
As Needed: CMS Compliance Site Visit Complete Note – Issues



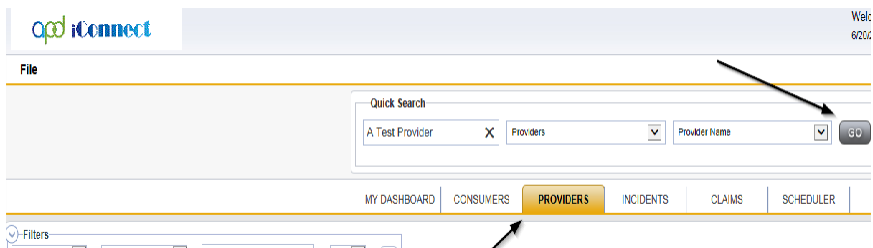
The CMS Compliance Specialist will enter a Site Visit Note when the site visit is complete.

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

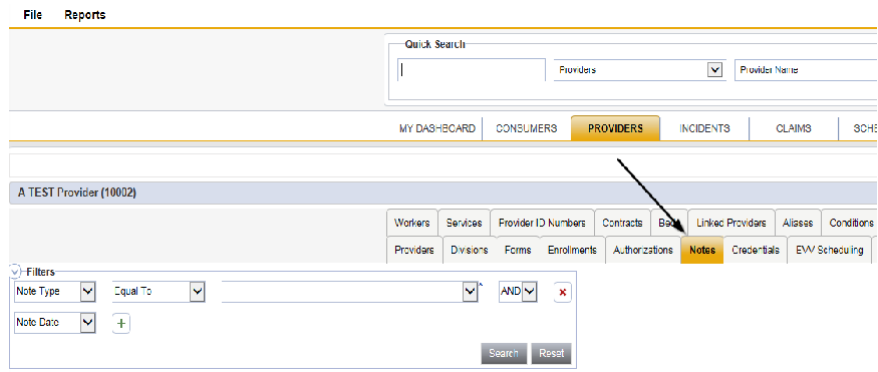
1. Set “Role” = Region QA Workstream Worker then click **Go**.



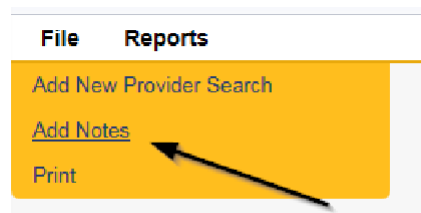
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **GO**



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



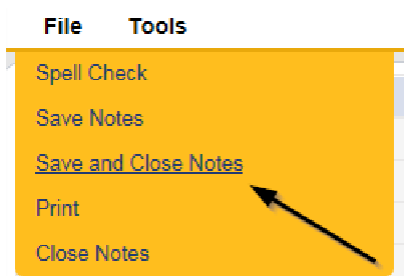
4. Click **File > Add Notes**



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

- a. "Division" = APD
- b. "Note Type" = Facility Site Visit
- c. "Note Subtype" = CMS Site Visit Complete with deficiencies
- d. "Description" = CMS Site Visit Complete with deficiencies
- e. "Note" = Enter notes
- f. "Status" = Complete
- g. Click "Add Attachment" and search for the copy of the CMS Residential Monitoring Tool on the user's computer. Click Upload
- h. *NOTE: Each attachment can be up to 18mb in size*
- 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

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



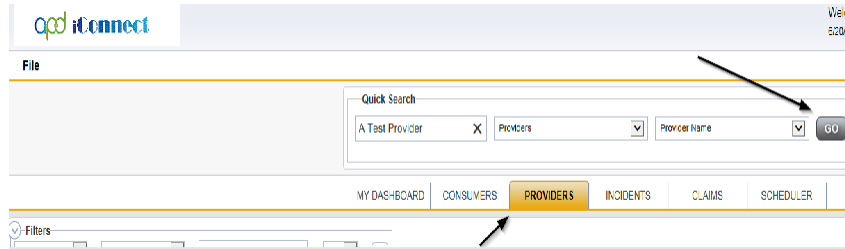
As Needed: Add CMS Compliance License Information



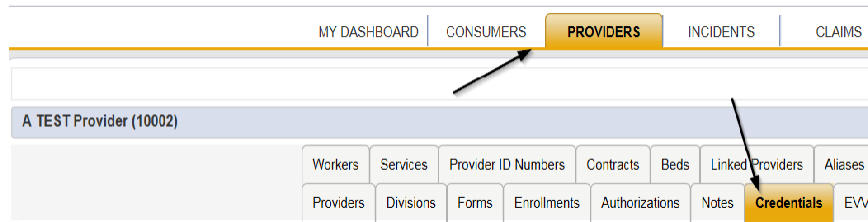
The Licensing Specialist will add the CMS Compliance License Information

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

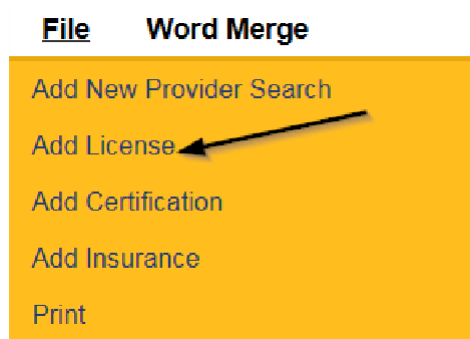
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**.



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



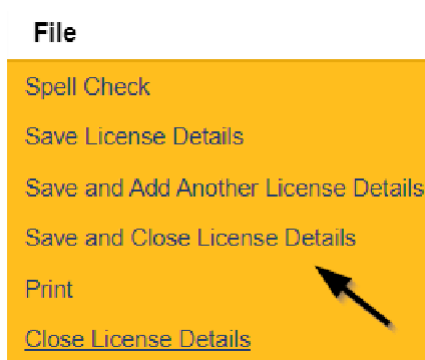
4. Select **File > Add License**



5. Update the following fields:
 - a. "License Type" = CMS Compliance
 - b. "Effective Date" = Enter Date
 - c. "Comment" = Enter comments if applicable
 - d. "Status" = CMS Compliance Monitoring Required
 - 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

License Details	
Credential Type *	License
License Type *	CMS Compliance
Date of Renewal/Subsequent License	
Effective Date *	09/01/2023
Less than One Year	<input type="checkbox"/>
Comment	Initiate Compliance Monitoring - newly licensed home
Status	CMS Compliance Monitoring Required
QA Workstream Worker	Reed, Morica <input type="button" value="Lookup"/> <input type="button" value="Clear"/> <input type="button" value="Details"/>

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



Proceed with Plan of Remediation outside of iConnect

As Needed: Link Child Provider

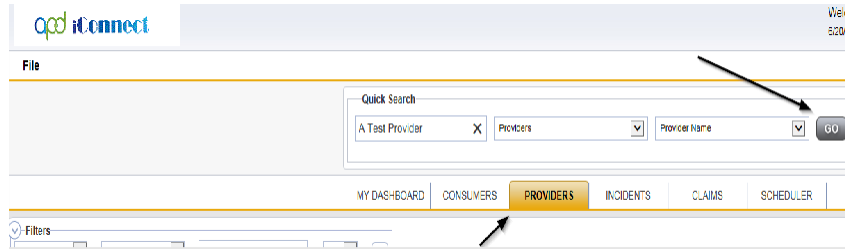


If a Parent Provider record exists for the new Provider – the Licensing Specialist will need to link the new facility to the Parent Provider

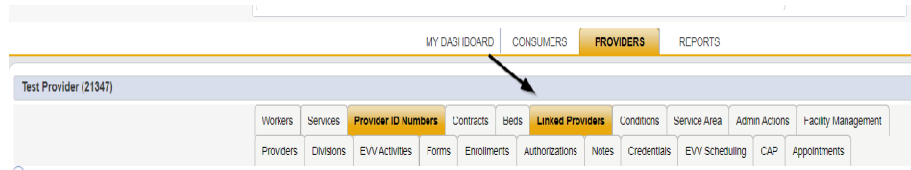
1. Set “Role” = Region QA Workstream Worker then click **Go**.

The image shows a form field labeled 'Role' with a dropdown menu containing 'Region QA Workstream Worker' and a 'GO' button next to it. A black arrow points to the 'GO' button.

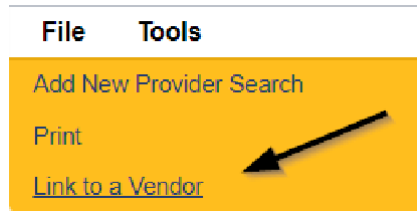
2. Navigate to the **Providers** chapter and enter the **PARENT** Provider's name in the Quick Search filter and click **Go**.



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



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



5. Update the following fields:
 - e. Relationship = Subsidiary
 - f. Linked Provider = Click ellipsis and search for Child Provider record
 - g. Start Date = Enter Date

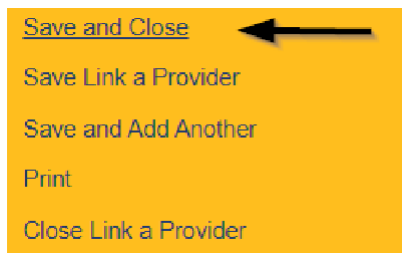
Relationship *	Subsidiary
Linked Provider *	Test Provider Clear Details
Start Date *	09/01/2023
End Date	
Disclaimer	The details of the facility are per Provider, it is up to the WSC and the Consumer to validate

Search By: Search Text:

4 record(s) returned

NAME	PROVIDER ID	CITY	STREET	MEDICAID ID	PROVIDER NO	PROVIDER ID NUMBER TYPE	PROVIDER ID NUMBER IDENTIFIER
Test Provider	21347	Jacksonville	9125 Branchwater Ct	FL545454	21347	SenderID	21347_Test
Test9 QO Support	21359				F123456789001	SenderID	21359_TEST9
Test9 WSC	21358	TALLAHASSEE	1234 street	234567890		Treating Provider	234567890
Tester 1 Level 1	17216			123531234		SenderID	17216_TESTE

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



7. Navigate back to the Child record and validate that the Linked Provider tab shows the Corporate Parent record

Test Provider (21347)

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

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

Filters
Linked As
Search Reset

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

Linked As	Provider	Street	City	State	Zip Code	Status
Corporate	Corporate Parent	1234 Main Street	Jacksonville	FL	32201	Active

As Needed: Initial Application with Errors



The Licensing Specialist will review the Licensing Application and all notes and attachments. If there are errors/omissions, the Licensing 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.

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Initial Application	04/25/2023	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 Licensing Specialist** when there are NO errors or omissions.

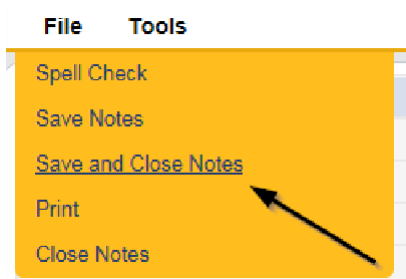
- g. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

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

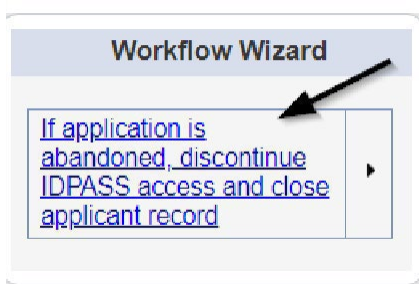
- Division: APD
- Note By: Reed, Monica
- Note Date: 09/25/2023
- Associated Form ID#: (empty)
- Note Type: Initial Application
- Note Sub-Type: Errors/Omissions
- Description: Errors/Omissions
- Note: On 9/25/2023 at 7:35 PM, Monica Reed wrote: Enter notes specific to the outstanding errors/omissions
- Status: Pending
- Date Completed: (empty)

The 'Attachments' section shows 'There are no attachments to display'. The 'Note Recipients' section has an 'Add Note Recipient' field and 'Lookup' and 'Clear' buttons. Arrows in the image point to the 'Note Type', 'Note Sub-Type', 'Description', 'Status', and the 'Lookup' button.

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



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



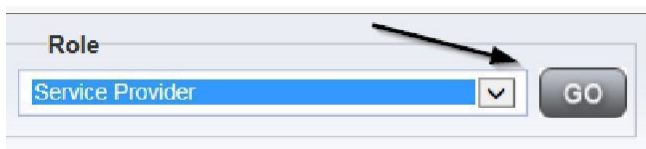
- a. Tickler - "If application is abandoned, discontinue ID PASS access and close applicant record"
- b. Assigned to *Self*
- c. Due in 120 calendar days

As Needed: Update Application

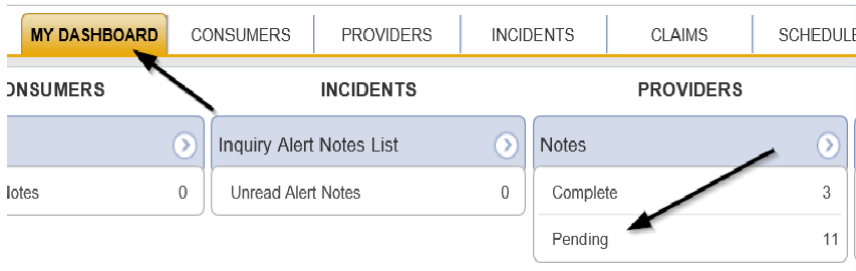


The Prospective Applicant will get notified of the pending note via My Dashboard and will review the errors/omissions provided by the Licensing Specialist. The Prospective Applicant will then respond to the pending note with the requested corrections and leave it in pending status until no additional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

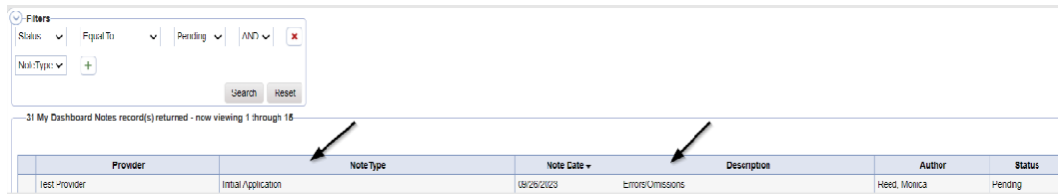
1. Set "Role" = Service Provider then click **Go**



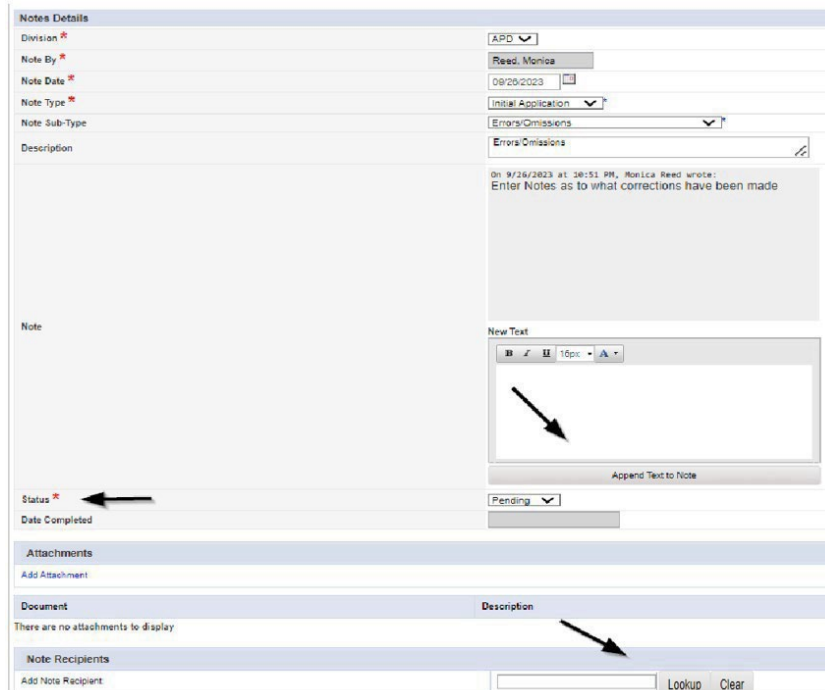
2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



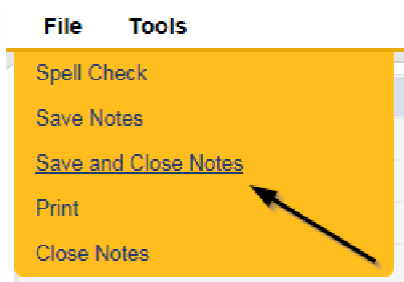
3. Select the **Note Type = Initial Application** and **Description = Errors/Omissions** and select the pending record via the hyperlink.



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 [Licensing 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.



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



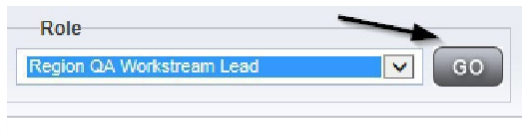
The Licensing Specialist and Service Provider will leave the note in a Pending Status until all errors/omissions have been resolved. This process can be repeated multiple times.

As Needed: Further Documentation Required

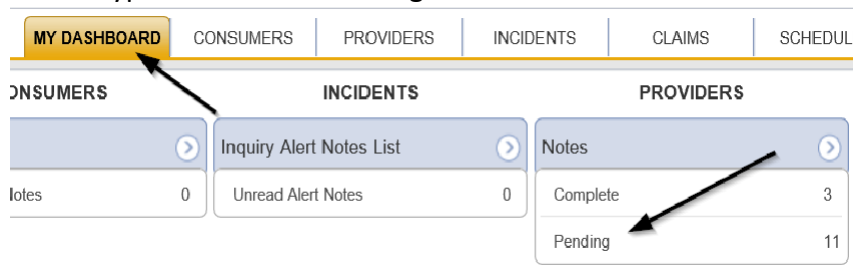


If further documentation is required, the Licensing Supervisor will update the existing Initial Application/Supervisor Review note to the Licensing Specialist. If the ROM is requesting Further documentation, they will add a new note. Proceed to

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



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



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

Filters

Status: Equal To: Pending: /NO:

Note/ID:

—31 My Dashboard Notes record(s) returned— now viewing 1 through 15—

	Provider	NoteType	Note Date	Description	Author	Status
	Test Provider	Initial Application/Supervisor Review	09/26/2023		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 [Licensing 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.

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Status *

Date Completed

Attachments

Add Attachment

Document

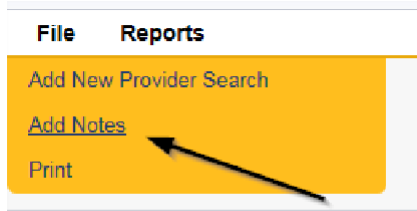
There are no attachments to display

Note Recipients

Add Note Recipient:

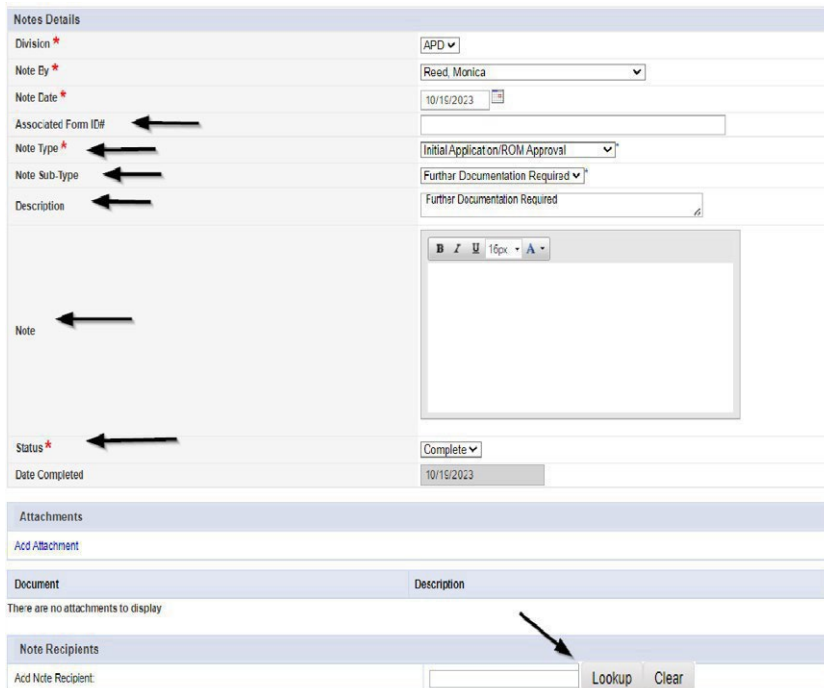
5. If ROM is requesting further documentation:

a. Click **File > Add Notes**

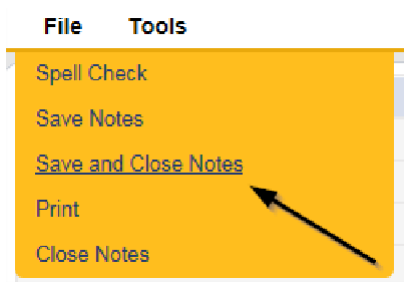


b. In the new Note record, update the following fields:

- 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.

A screenshot of a 'Notes Details' form. The form has several fields with arrows pointing to them: 'Associated Form ID#' (empty), 'Note Type' (dropdown menu with 'Initial Application/ROM Approval' selected), 'Note Sub-Type' (dropdown menu with 'Further Documentation Required' selected), 'Description' (text area with 'Further Documentation Required' entered), 'Note' (large text area with a rich text editor toolbar above it), and 'Status' (dropdown menu with 'Complete' selected). Below the form is an 'Attachments' section with 'Add Attachment' and a table with columns 'Document' and 'Description'. Below that is a 'Note Recipients' section with 'Add Note Recipient', a text input field, and 'Lookup' and 'Clear' buttons. An arrow points to the 'Lookup' button.

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

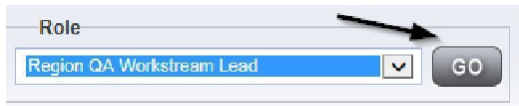


As Needed: Requested Information

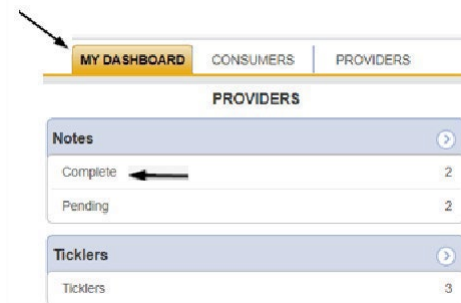


The Licensing Specialist will be notified of the Further Documentation note via My Dashboard. They will request information from the Prospective Applicant via a new note.

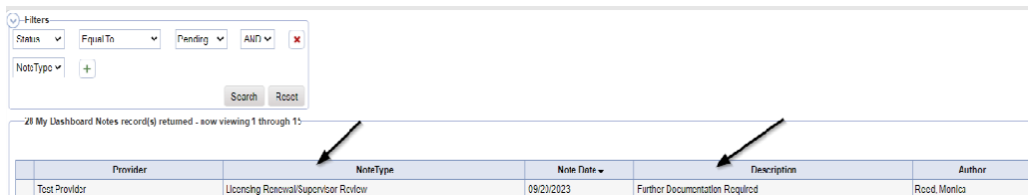
- Set "Role" = QA Workstream Worker or Lead then click **Go**



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

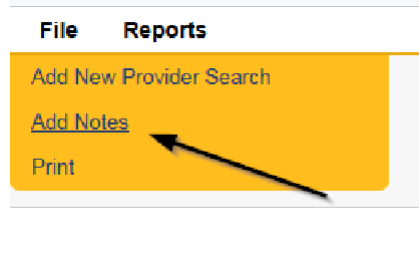


- Select the **Note Type = Initial Application/Supervisor Review** and **Subtype = Further Documentation Required** and select the record via the hyperlink.



- 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**



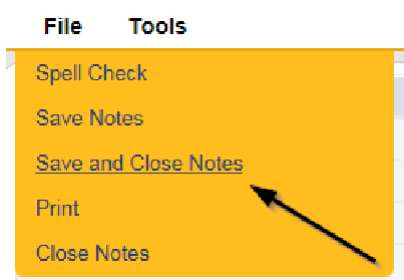
6. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Associated Form ID#" = Enter Form ID# if applicable
 - c. "Note Type" = Initial Application
 - d. "Note Subtype" = Further Documentation Required
 - e. "Description" = Further Documentation Required
 - f. "Note" = Enter 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

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

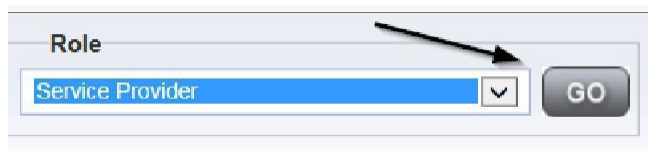
- Division: APD
- Note By: Reed, Monica
- Note Date: 09/20/2023
- Associated Form ID#: 352
- Note Type: Initial Application
- Note Sub-Type: Further Documentation Required
- Description: Further Documentation Required
- Note: Enter notes as to what is being requested
- Status: Pending
- Date Completed: (empty)

Arrows point to the following fields: Division, Note By, Note Date, Associated Form ID#, Note Type, Note Sub-Type, Description, Note, Status, and the Lookup button in the Note Recipients section.

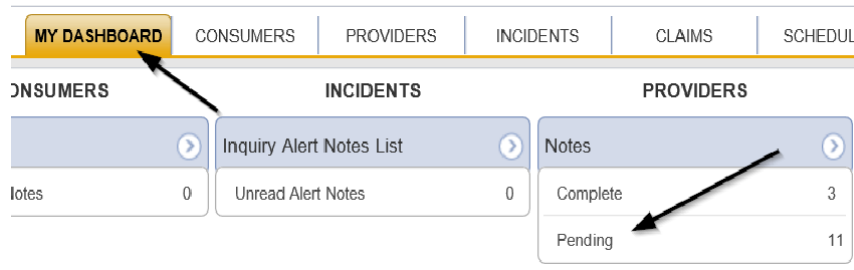
7. When finished click **File > Save and Close Notes**



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:

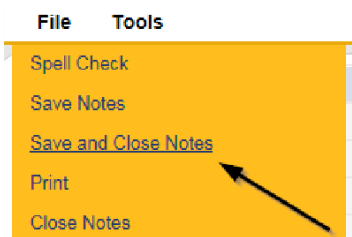
- a. "Note Subtype" = Leave as to Further Documentation Required
- b. "Description" = Leave as Further Documentation Required
- c. "Note" = Enter notes as to what attachments have been provided
- d. "Status" = Leave as Pending
- e. Click "Add Attachment" and search for the copy of supporting documents 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 with the following fields and annotations:

- Division ***: APD
- Note By ***: Reed, Monica
- Note Date ***: 09/28/2023
- Note Type ***: Initial Application
- Note Sub-Type ***: Further Documentation Required
- Description**: Further Documentation Required
- Note**: On 9/26/2023 at 10:14 PM, Monica Reed wrote: Enter notes as to what is being requested
- New Text**: Enter notes as to what corrections/revisions have been made and what attachments have been provided
- Status ***: Pending
- Date Completed**: (empty)
- Attachments**: Add Attachment
- Document**: (empty)
- Note Recipients**: Add Note Recipient, Lookup, Clear

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 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](#) 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

Notes Details

Division * APD ▾

Note By * Reed, Monica

Note Date * 09/26/2023

Note Type * Initial Application/Supervisor Review ▾*

Note Sub-Type Further Documentation Provided ▾*

Description Further Documentation Provided

Note

On 9/26/2023 at 10:14 PM, Monica Reed wrote:
 Enter notes as to what is being requested
 On 9/26/2023 at 10:22 PM, Monica Reed wrote:
 Enter notes as to what corrections/revisions have been made and what attachments have been provided
 On 9/26/2023 at 10:37 PM, Monica Reed wrote:
 add any additional details for the Supervisor or ROM regarding the requested documentation that was provided by the Service Provider

New Text

B I U 16px A ▾

Append Text to Note

Status * Pending ▾

Date Completed

Attachments

Add Attachment

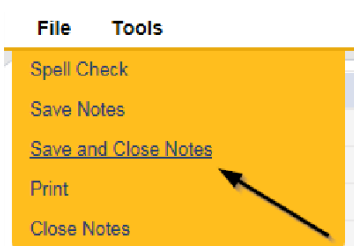
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: Lookup Clear

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





Proceed to [Supervisor Approval](#). Even if the ROM 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 Licensing Specialist. The Licensing Specialist will need to discontinue ID PASS access and close the prospective applicant record. The Prospective Applicant must reapply.

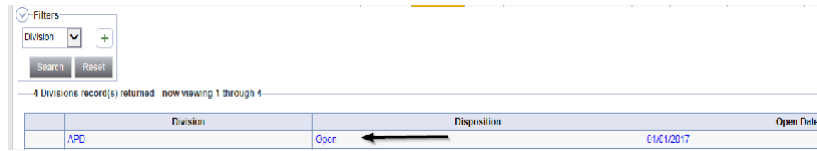
1. Set "Role" = Region QA Workstream Worker/Lead then click **Go**.

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 be displayed. Navigate to the **Providers > Divisions** tab.

Division	Disposition
APD	Open

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



Division	Disposition	Open Date
APD	Open Open	01/01/2017

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

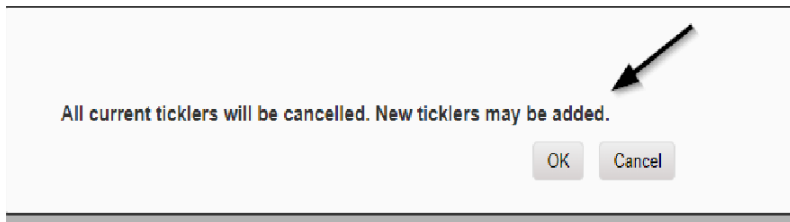
a. "Disposition" = Closed

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



Division 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**.

Role
Region QA Workstream Lead [v] 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 0

Notes Complete 3 Pending 11

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

Filters: Status Equal To Pending AND

Note Type +

Search Reset

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

Provider	Note Type	Note Date	Description	Author	Status
testProvider	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
 - e. "Status" = 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 an additional recipient – *ROM/Deputy ROM*
- 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 * 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

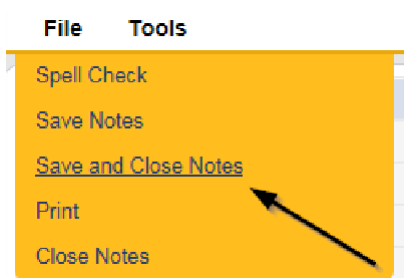
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



Proceed to Chapter 13 to initiate the PAARF process

As Needed: ROM Denial



The ROM 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 then click **Go**.

A screenshot of a web form showing a dropdown menu for "Role" with "ROM/Deputy ROM" selected. A black arrow points to the dropdown arrow. To the right of the dropdown is a grey "GO" button.

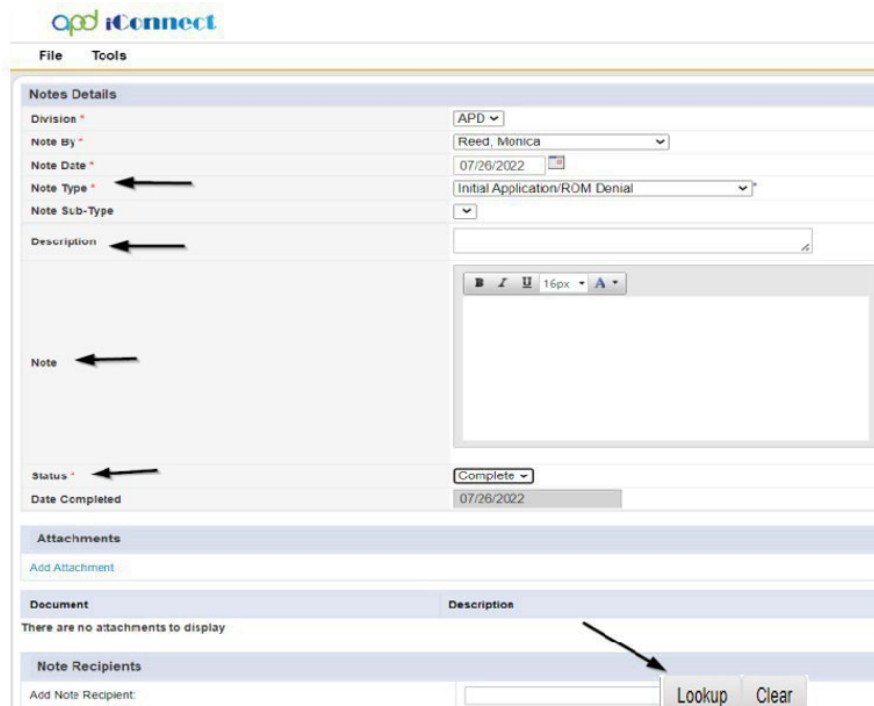
2. Navigate to the **Providers > Notes** tab

A screenshot of a web application interface. The "Providers" tab is selected in the top navigation bar. Below it, the "Notes" sub-tab is highlighted. A black arrow points to the "Notes" sub-tab. The interface includes a search bar, a list of providers, and a table of notes.

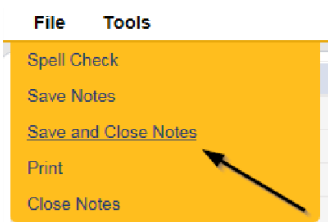
3. Click **File > Add Notes**

A screenshot of a web application interface showing a dropdown menu for "File" with "Add Notes" selected. A black arrow points to the "Add Notes" option. Other options in the menu include "Add New Provider Search" and "Print".

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

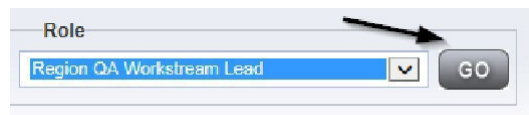


5. When finished click **File > Save and Close Notes**

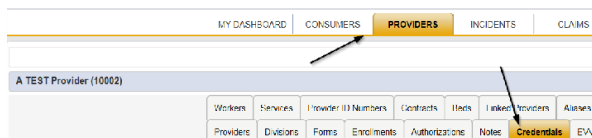


The Licensing Specialist will be notified of the ROM Denial via this note. The Licensing Specialist will close the license record and will then proceed to Chapter 13 to initiate the PAARF process.

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



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

License Details	
Credential Type *	License
License Type *	Group Home
License Number *	586974
Original Date of Issuance *	10/20/2023
Date of Renewal/Subsequent License	
Effective Date *	10/20/2023
Expiration Date *	10/20/2023
Less than One Year	<input type="checkbox"/>
Comment	ROM Denied Initial License - 10/20/23
Status	Closed
Reason	Initial
QA Workstream Worker	Reed, Monica

Lookup Clear

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



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

NEW! 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:
 - a. "Expiration Date" = Enter Date of denial/abandonment

- b. "Status" = Select Applicable Status (Abandoned or Termination/Closed)

File

An asterisk (*) indicates a required field

Certification Details

Credential Type *

Certification Type

Effective Date

Expiration Date

Comment

Status

QA Workstream Worker

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.

Demonstration Provider (15443)

Workers Services 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

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

Worker Name	Title	Phone Number	Active
Provider, Jayasree			True
Provider, Julia			True
Provider, Lorena			True
Therapist, Lina	Contracts Demo 1		True
Worker, Test		(407)555-4212	True

8. This will open the Worker Details page
 - a. Check the "Exclude" checkbox.
 - b. When Finished File > Save and Close Worker

opd **connect** Demonstration Provider
Last Updated by shela.mott@opdcares.org
at 9/13/2022 9:37:27 AM Workers

File

Worker

Providers

Supervisors

Background Check/Experience

Credentials

Positions

Languages

Workers

Member ID: 4285

Last Name: Provider

First Name: Julia

Tab:

Legacy ID:

Date of Birth:

Business Address: 123 Business Ave.

Business Address 2:

City: MA08

State: FL

Zip Code: 33184

County:

Business Phone:

Home Phone:

Extension:

Cell Phone: (305)555-1212

Fax Number:

SSO Email: demo@email.com

Business Email:

Start Date:

End Date:

Designated Zip Codes: 09091, 09044, 09041, 09002, 09003, 09004, 09045

Designated Counties: ABBEVILLE, ACADIA, ACCOMACK, ADA, ADAMS, ADAMS

Supervisor: Buck, Jennifer

Primary Provider: Demonstration Provider

Exclude:

Active:

Check the "Exclude" Checkbox

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

Demonstration Provider (15443)

Workers
Services
Provider ID Numbers
Contracts
Beds
Linked Providers
Conditions
Service

Providers
Divisions
EW 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
Provider, Julia		
Provider, Jayasree		
Provider, Lorena		
Thomas, Lisa	Contacts Demc 1	
Worker, Iest		(407)555-1212
Worker-EVV, Test		

Julia Provider is no longer shown as a Worker for Demonstration provider.

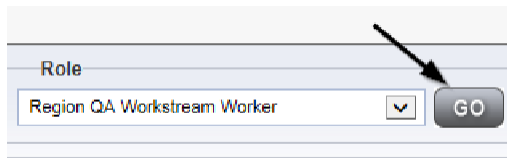
NEW! As Needed: End iConnect Access to Applicant Record by updating the Applicant License Record to Closed



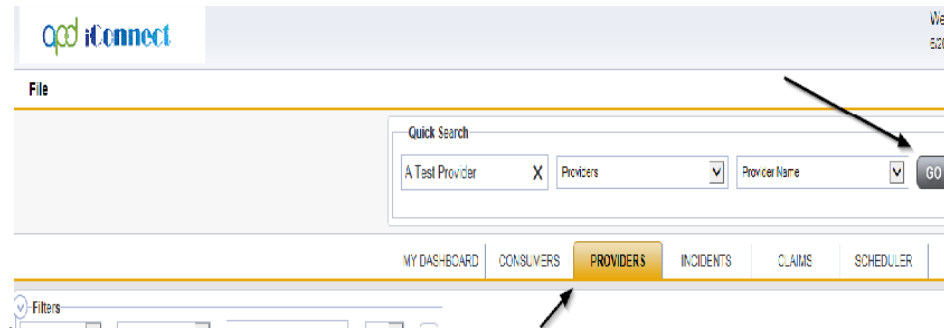
If the license application is abandoned by or withdrawn by a provider, the end dating of the license credential on the applicant record will remove that Applicant License record from the provider's access.

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**.

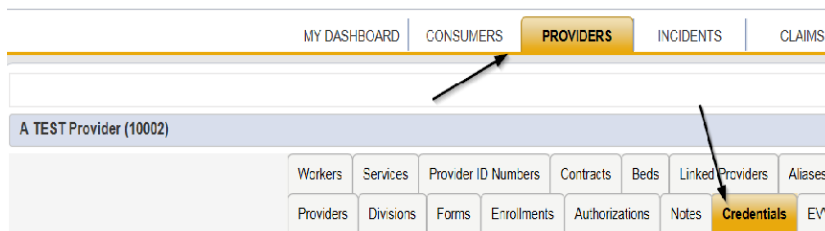


2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**



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


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



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

6. Update the following fields:

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

 18919 Group Home Record **License Details**
5/23/2024 5:19 PM

File

An asterisk (*) indicates a required field

License Details	
Credential Type *	License
License Type *	Group Home
License Number *	SCR-APPL-73257
Original Date of Issuance *	05/23/2024
Date of Renewal/Subsequent License	MM/DD/YYYY
Effective Date *	05/23/2024
Expiration Date *	06/05/2024
Less than One Year	<input type="checkbox"/>
Comment	License Record created for the purposes of a new license provider application user provisioning
Status	Closed
Reason	Initial
QA Workstream Worker	Shorter, Caroline <input type="button" value="Lookup"/> <input type="button" value="Clear"/> Details

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