



State of Florida
Agency for Persons with Disabilities

Harmony for APD iConnect
Licensing Renewals Training Manual – Updated July 25, 2024

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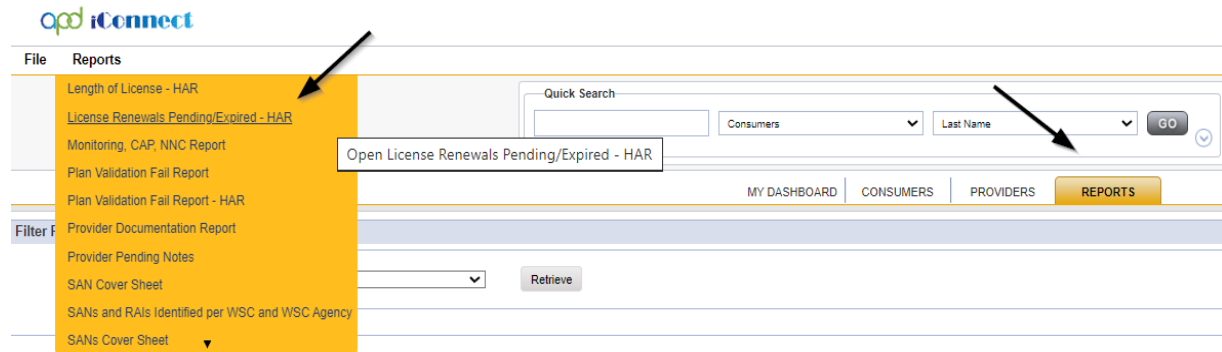
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Chapter 7 | Licensure Renewals

Introduction

Licensure renewals occur annually, and providers must submit renewal applications 45 days prior to the license expiration date. The license cannot be extended without an application for renewal with the caveat that an administration action would allow the license to be extended. Staff will track the one-month and three-month license expirations via the "License Renewals Pending/Expired" Report instead of a second tickler. They will also track the annual expirations via the tickler, but the report includes those too. The License Renewal Pending/Expired Report can be found in the Reports Chapter

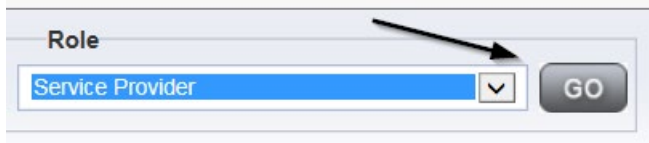


Complete Facility Application Form

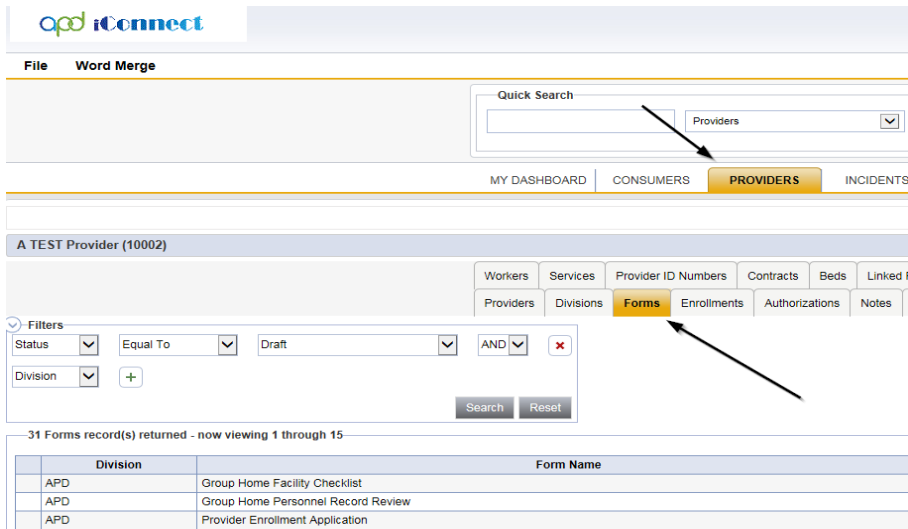


Both the Service Provider and the Licensing Specialist (Region QA Workstream Worker) will receive a tickler message advising of the need for renewal due to pending License Expiration. The Service Provider will need to complete a new Facility Application. Once complete, they will need to print, sign, initial and notarize the form. They will then scan and save an electronic copy of the notarized form to their device.

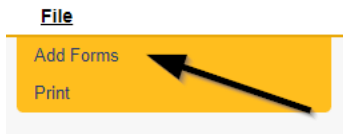
1. Set "Role" = Service Provider then click **Go**



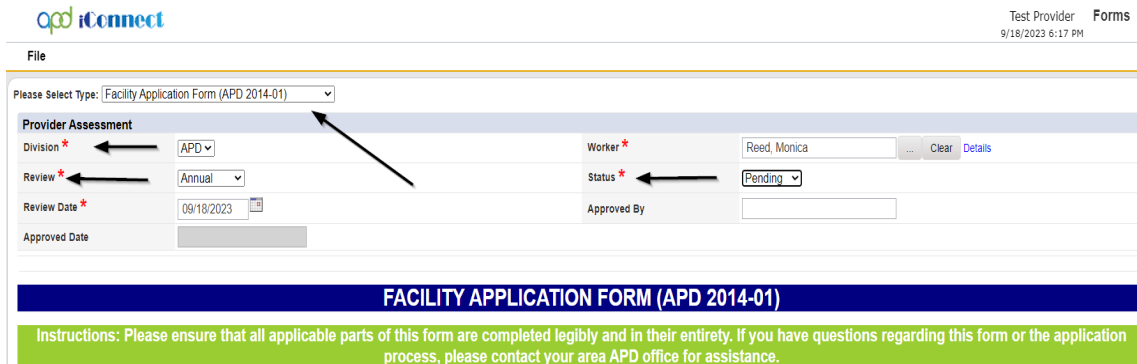
2. Navigate to the Provider's Licensed Facility home record then click the **Providers > Forms** tab



3. Click **File > Add Forms**



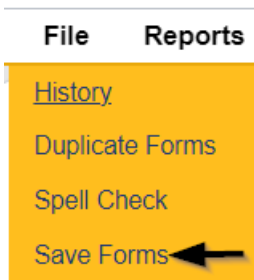
4. Select "Please Select Type" as "Facility Application Form" from the drop-down list



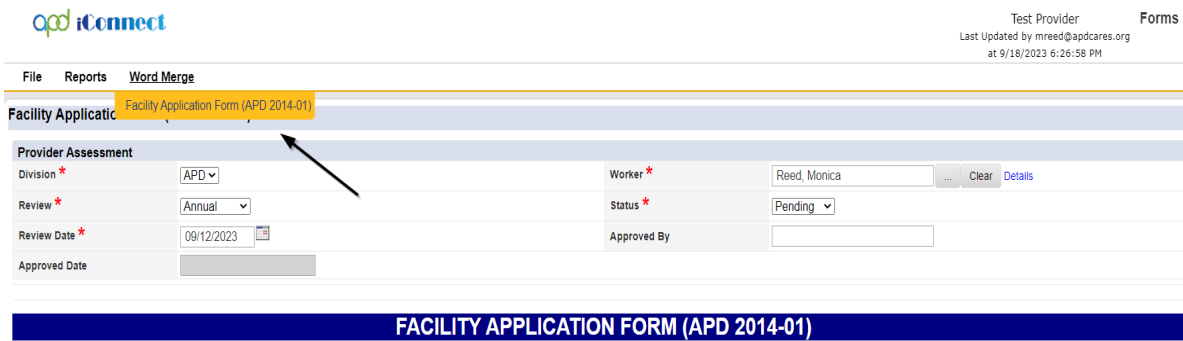
5. Update the following Header fields:

- "Division" = APD
- "Review" = Annual
- Complete all fields on the Facility Application Form
- "Status" = Pending

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



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



8. 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

Complete License Capacity Form



The Service Provider will also complete the Calculation of License Capacity form.

Note: If Conditions or Capacity changes are needed, please refer to Residential Planning training materials.

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 > Forms** tab

A screenshot of the iConnect interface. The 'PROVIDERS' tab is selected in the navigation bar. Below it, the 'Forms' sub-tab is also selected. A table of forms is visible, with columns for 'Division' and 'Form Name'. The table contains three rows of data.

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

3. Click **File > Add Forms**

A screenshot of a 'File' menu with 'Add Forms' highlighted in yellow. An arrow points to the 'Add Forms' option.

4. Select “Please Select Type” as “Use for after 2014 – Calculation of License Capacity” OR “Use prior to 2014-Calculation of License Capacity from the drop-down list . *Please Note that ONLY the Service Provider will know which one they will need to complete as this is related to what year they were licensed*

A screenshot of the 'Please Select Type:' dropdown menu. The menu is open, showing several options. The option 'Use for after 2014-Calculation of License Capacity' is highlighted. An arrow points to this option.

Provider Assessment	Division *	Review *	Review Date *
Facility Application Form (APD 2014-01)			09/18/2023
Provider Application Basic Information			
Provider Expansion Request			
Use for after 2014-Calculation of License Capacity			
Use prior to 2014-Calculation of License Capacity			

5. Update the following Header fields:

- a. "Division" = APD
- b. "Review" = Annual
- c. Complete all fields on the License Capacity Form
- d. "Status" = Update to Pending when all required fields have been completed

opd iConnect Test Provider Forms
9/18/2023 7:02 PM

File

Please Select Type: Use for after 2014 - Calculation of License Capacity

Provider Assessment

Division *	APD	Worker *	Reed, Monica	Clear	Details
Review *	Annual	Status *	Pending		
Review Date *	09/18/2023	Approved By			
Approved Date					

Use for after 2014 - CALCULATION OF LICENSED CAPACITY

For New License Applications as of July 1, 2014

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

File

- Save Forms
- Save and Add Another Form
- Save and Close Forms**
- Copy From Previous
- Print
- Close Forms

Add Other Qualifying Documentation



The Service Provider will add a note and attach any supporting documentation.

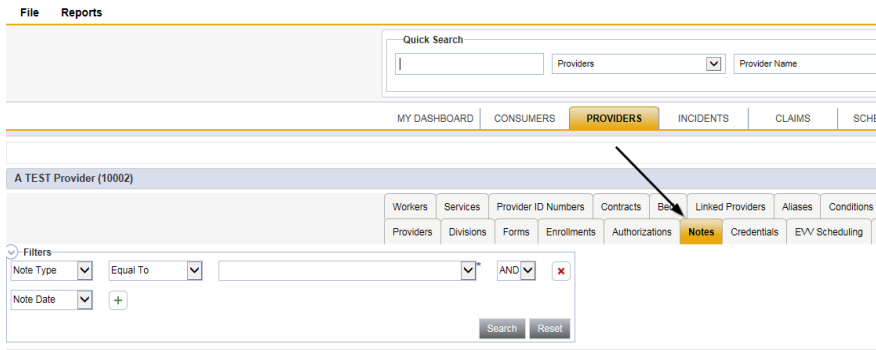
1. Set "Role" = Service Provider then click **Go**

Role

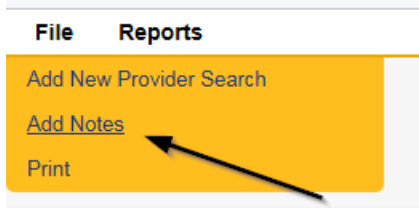
Service Provider

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" = Licensing Renewal
- c. "Note Subtype" = Select a category below
 - i. *Background Screening (which could be one or more of the following)*
 1. Attestation of Good Moral Character
 2. Background Results
 3. Background Screening
 4. Law Check Form
 5. Level II Background Screening
 - ii. *Business Information (which could be one or more of the following)*
 1. Articles of Incorporation
 2. Financial Ability
 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
 4. Vehicle Registration/Insurance
 5. Zoning Variance
 - iv. *Personnel Information (which could be one or more of the following)*
 1. Driver's License

2. Education
 3. Operator Experience
 4. References
 5. Resume
 6. SSN
- v. *Policies and Procedures (which could be one or more of the following)*
1. Admin Policies
 2. Emergency Mgmt Plan
 3. Professional Liability Insurance
 4. Sexual Activity Policy
- d. "Description" = Same as subtype
- e. "Note" = Enter notes to include list of documents
- f. "Status" = Complete
- g. Click "Add Attachment" and search for the copy of supporting documents on the user's device. 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 \(Region QA Workstream Worker\)](#) as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

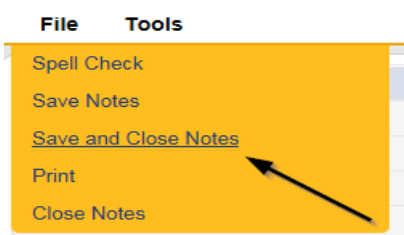
The screenshot shows the 'Notes Details' form with the following fields and values:

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/29/2023
- Note Type: Licensing Renewal
- Note Sub-Type: Background Screening
- Description: Background Screening
- Note: (Contains a rich text editor with the text 'Include list of documents')
- Status: Complete
- Date Completed: 09/29/2023
- Attachments: (Contains an 'Add Attachment' button)
- Note Recipients: (Contains an 'Add Note Recipient' field and 'Lookup' and 'Clear' buttons)

Arrows in the image point to the following fields:

- Note Type
- Note Sub-Type
- Description
- Note
- Attachments
- Note Recipients

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

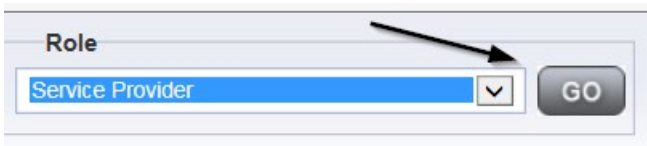


Application Submitted Note

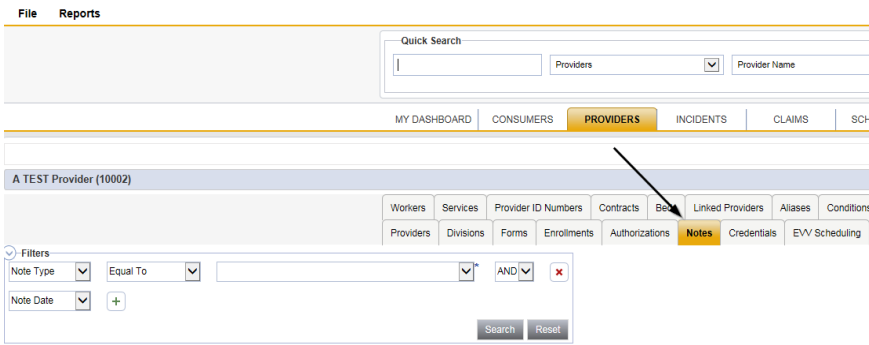


The Service Provider will also add a note advising the Licensing Specialist (Region QA Workstream Worker) that the application is submitted.

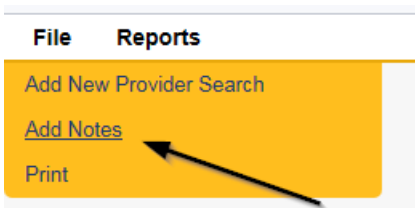
1. Set "Role" = Service Provider then click **Go**



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" = Licensing Renewal
 - 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 signed/notarized Facility Application Form on the user's device. Click Upload
- h. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Specialist (Region QA Workstream Worker)* as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 09/19/2023

Note Type * Licensing Renewal

Note Sub-Type Application Submitted

Description Application Submitted

Note

Status * Pending

Date Completed

Attachments

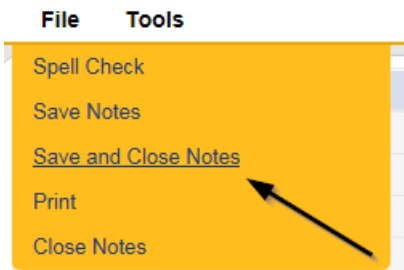
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



- 6. Upon saving the note, a Workflow Wizard triggered the reminder tickler that is due in 30 calendar days
 - a. The tickler has been assigned to the Licensing Specialist who will retrieve it from My Dashboard > Ticklers.

opd iConnect Welcome, 10/12/2023 6:34 PM **Ticklers**

File

Filters

Status Equal To New AND X

Status +

Apply Alert Days Before Due

2 My Dashboard Ticklers record(s) returned - now viewing 1 through 2

Tickler Name	Provider Name	Date Created	Date Due	Date Completed	Status
Notify Licensing Provider Applicant of any Errors or Omissions	Group Home Name	10/12/2023	11/11/2023		New

- b. Tickler - "Review Licensing Renewal application for error or omissions"
- c. Assigned to the Licensing Specialist (Monitor 3)
- d. Due on the **30th** calendar day from the "Licensing Renewal/Application Submitted" Pending note

6. In addition, the Workflow Wizard triggered a second reminder tickler that is due immediately.

- a. The tickler has been assigned to the Licensing Specialist who will retrieve it from My Dashboard > Ticklers.

opd iConnect Welcome, 10/12/2023 6:31 PM **Ticklers**

File

Filters

Status Equal To New AND X

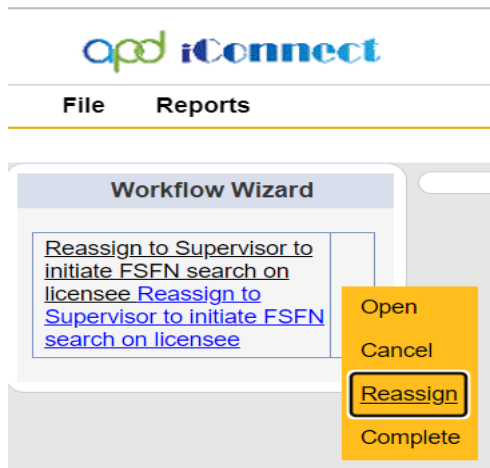
Status +

Apply Alert Days Before Due

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

Tickler Name	Provider Name	Date Created	Date Due	Date Completed	Status
Reassign to Supervisor to initiate FSFN search on licensee	Group Home Name	10/12/2023	10/12/2023		New

- b. Tickler – "Reassign to Supervisor to Initiate FSFN search on licensee"
- c. Assigned to the Licensing Specialist (Monitor 3) who will reassign the tickler to the Supervisor.
 - i. Click the tickler flyout menu and select Reassign. Search for and select the Supervisor. The tickler has been reassigned and the Supervisor will retrieve if from My Dashboard > Ticklers.



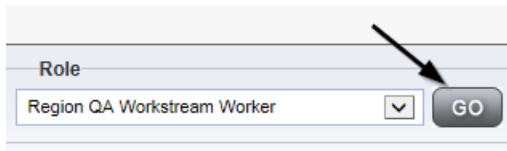
d. Due immediately.

As Needed: Licensure Renewal Review Errors

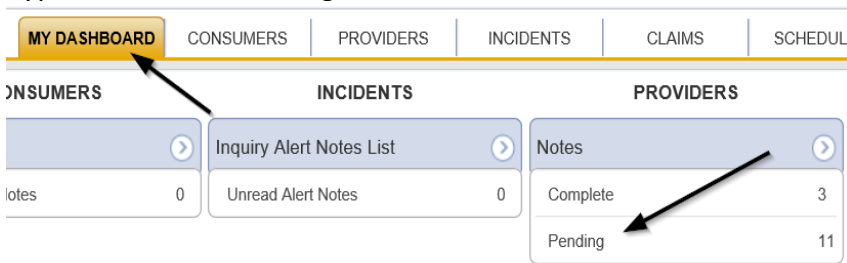


The Licensing Specialist (Region QA Workstream Worker) will get notified of the pending note via My Dashboard and will review the submitted application package. If the review determines that corrections are needed, the Licensing Specialist (Region QA Workstream Worker) will respond and leave the note in pending status until no additional corrections are needed by the Service Provider. Proceed to [Licensure Renewal Review Approval](#) if no errors or omissions.

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 = Licensure Renewal** and **Description = Application Submitted** and select the pending record via the hyperlink.

Filters

Status Equal To Pending AND

Note Type +

Search Reset

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Licensing Renewal	09/19/2023	Application Submitted	Reed, Monica	Pending

4. In the existing Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Subtype" = Update to Errors/Omissions
 - c. "Description" = Update to Errors/Omissions
 - d. "Note" = Enter Notes specific to Errors/Omissions then click Append Text to Note
 - e. "Status" = Leave Status as 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 * 09/19/2023

Associated Form ID#

Note Type * Licensing Renewal

Note Sub-Type ← Errors/Omissions

Description ← Errors/Omissions

Note

On 9/19/2023 at 6:22 PM, Monica Reed wrote:
Attach notarized Facility Application Form

New Text

B I U 10pt A

Enter notes specific to errors/omissions

Append Text to Note

Status * ← Pending

Date Completed

Attachments

Add Attachment

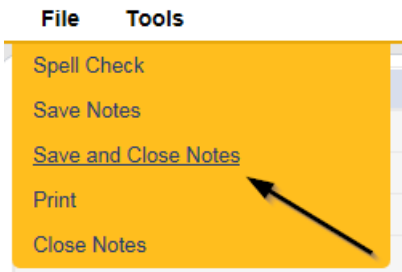
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: Lookup Clear

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



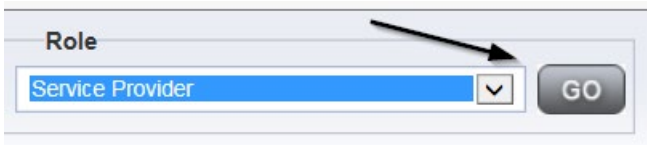
The Licensing Specialist (Region QA Workstream Worker) and Service Provider will leave the note in a Pending Status until all errors/omissions have been resolved. This process can be repeated multiple times.

As Needed: Update Application

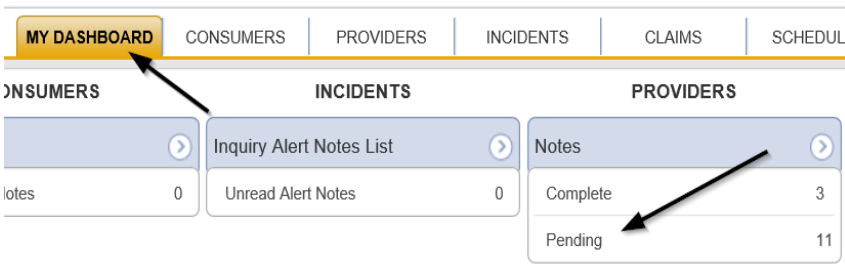


The Service Provider will get notified of the pending note via My Dashboard and will review the errors/omissions provided by the Licensing Specialist (Region QA Workstream Worker). The Service Provider will then respond to the pending note with the requested corrections and leave the note in pending status until no additional corrections are needed.

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



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



- Select the **Note Type = Licensing Renewal** and **Description = Errors/Omissions** and select the pending record via the hyperlink.

Provider	NoteType	Note Date	Description	Author	Status
Test Provider	Licensing Renewal	09/09/2023	Errors/Omissions	Reed, Monica	Pending

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

Notes Details

Division *

Note By *

Note Date *

Note Type *

Note Sub-Type

Description

Note

On 9/26/2023 at 10:03 AM, Monica Reed wrote:
test

New Text

Append Text to Note

Status *

Date Completed

Attachments

Add Attachment

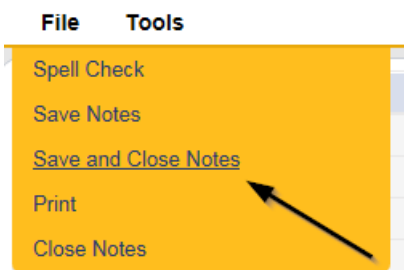
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient:

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





The Licensing Specialist (Region QA Workstream Worker) 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.

New! Abuse Record Search



Once the application is submitted, 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 renewal process.

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.

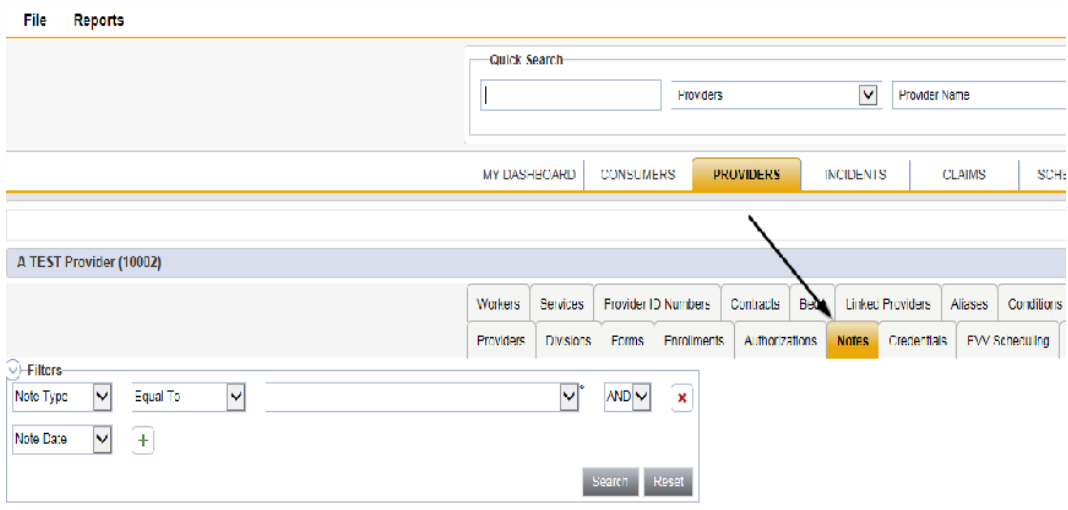
1. Set "Role" = Region QA Workstream Worker then click **Go**.

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. To the right of the dropdown is a grey "GO" button. A black arrow points from the top right towards the "GO" button.

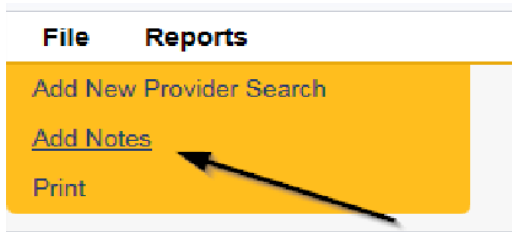
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click go.

A screenshot of the iConnect web application interface. The "Providers" tab is highlighted in the navigation bar. A "Quick Search" filter is visible with "A Test Provider" entered in the search box and "Providers" selected in the dropdown. A "GO" button is to the right of the search box. A black arrow points from the top right towards the "GO" button. Below the search bar, the "Providers" tab is highlighted in the navigation bar, with another black arrow pointing to it from below.

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



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



5. In the new Note record, update the following fields:
- "Division" = APD
 - "Note Type" = Confidential Note
 - "Note Subtype" = Abuse Record Search
 - "Description" = Abuse Record Search Complete
 - "Note" = Enter notes
 - "Status" = Update to Complete
 - Click the Lookup button on the "Add Note Recipient" to add the *Supervisor* 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

File Tools

Notes Details

Division * APD ▼

Note By * Baer, Sylvia ▼

Note Date * 07/15/2024

Associated Form ID#

Note Type * Confidential Note ▼

Note Sub-Type Abuse Record Search ▼

Description Abuse Record Search

Note

Status * Complete ▼

Date Completed 07/15/2024

Attachments

[Add Attachment](#)

Attachments Grid

Document	Description	Category	Action
There are no attachments to display			

Note Recipients

Add Note Recipient:

Note Recipients Grid

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

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

Licensure Renewal Review Approval



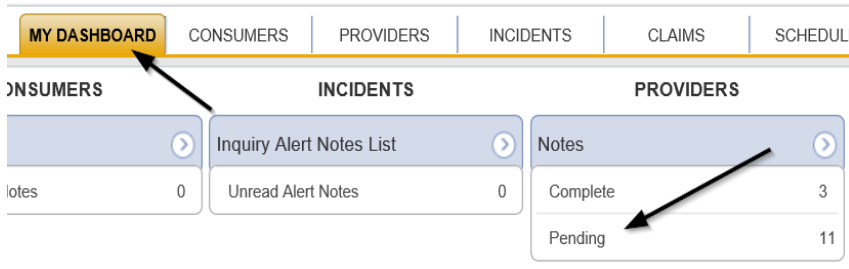
The Licensing Specialist (Region QA Workstream Worker) will get notified of the Application Submitted OR Errors/Omissions pending note via My Dashboard and will review the submitted application. If the licensure renewal review determines that no corrections are necessary then the Licensing Specialist (Region QA Workstream Worker) will update the Application Submitted or Errors/Omissions note and assign it to the Service Provider.

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

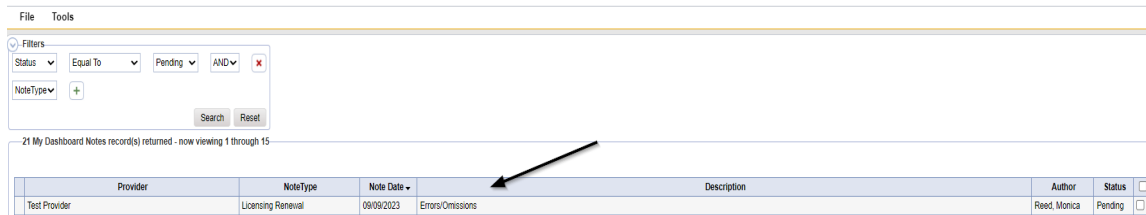
Role

Region QA Workstream Worker ▼

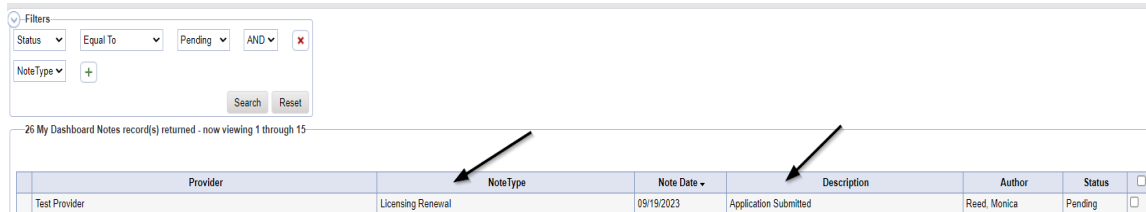
2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



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

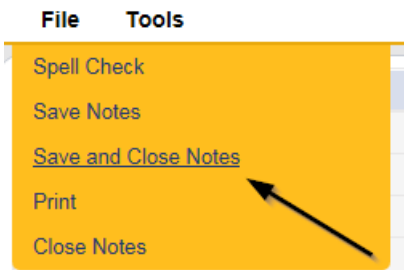


4. **OR** Select the **Note Type = Licensing Renewal** and **Description = Application Submitted** and select the pending record via the hyperlink.

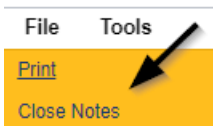


5. In the existing Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Subtype" = Update to Application Form Review Complete
 - c. "Description" = Update to Application Form Review Complete
 - d. "Note" = Enter Notes and then click "Append Text to Note"
 - e. "Status" = Update to Complete
 - f. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
 - g. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note.

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



7. Click **File > Close Notes**



8. Navigate to the **Providers > Forms** tab and enter the Search criteria as **Form Name = Facility Application Form** then Click **Search** and select the form via the hyperlink on the record

A TEST Provider (10002)

Workers Services Provider ID Numbers Contracts Beds
 Providers Divisions **Forms** Enrollments Authorizations

Filters
 Form Name Equal To Facility Application Form (APD 2019-July) AND
 Division +

Search Reset

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

Division	Form Name
APD	Facility Application Form (APD 2019-July)

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

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

Facility Application Form (APD 2019-July)

Provider Assessment

Division *	APD	Worker *	Reed, Monica	Clear
Review *	Initial	Status *	Complete	
Review Date *	07/31/2019	Approved By	Reed, Monica	Details
Approved Date	08/02/2019			

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

File Word Merge

- History
- Duplicate Assessment
- Save Forms
- Delete Forms
- Save and Add Another Forms
- Save and Close Forms
- Reverse Status
- Print
- Close Forms

- Update the Search criteria as **Form Name = Use for after 2014 – Calculation of License Capacity OR Use for prior to 2014 – Calculation of Licensed Capacity.**

Click **Search** and select the form via the hyperlink on the record

NOTE: If no changes were made to the Licensed Capacity form, the form can be updated to a complete status. However, if capacity changes have been made, the site visit will need to be completed **BEFORE** the form can be updated to a complete status.

Test Provider (21347)

Workers Services Provider ID Numbers Contracts Beds Linked Provide

Providers Divisions EVV Activities **Forms** Enrollments Authorizations

Filters

Form Name Equal To Use for after 2014-Calculation of License Capacity AND

Division +

Search Reset

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

Division	Form ID	Form Name
APD	499	Use for after 2014-Calculation of License Capacity

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

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

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

File Word Merge

- History
- Duplicate Assessment
- Save Forms
- Delete Forms
- Save and Add Another Forms
- Save and Close Forms
- Reverse Status
- Print
- Close Forms

Schedule Site Visit Appointment for Renewal



Once there are no errors or omissions on the Licensing Renewal Application, the Licensing Specialist (Region QA Workstream Worker) will call the Provider to schedule the site visit and add the appointment information into APD iConnect.

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 Licensed Facility home name in the Quick Search filter and click go.

APD iConnect Welc 8/20/2018

File

Quick Search
A Test Provider X Providers Provider Name **GO**

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER

Filters

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

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER UTILITIES REF

A TEST Provider (10002)

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

View Style
 List View Monthly View
 Weekly View Daily View

Filters
Status Equal To Pending AND
Type +
Search Reset

4 Appointments record(s) returned - now viewing 1 through 4

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

4. Click **File > Add Appointment**

APD iConnect

File

- Add New Provider Search
- Add Appointment**
- Spell Check
- Print

5. Update the following fields on the Appointment Details page

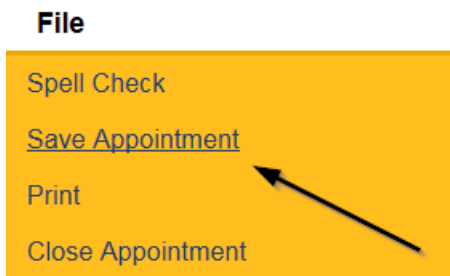
- a. "Division" = APD
- b. "Appointment Date" = Update date
- c. "Start Time" = Update time
- d. "Appointment End Date" = Update date
- e. "End Time" = Update time
- f. "Type" = Site Visit
- g. "Subject" = Enter subject description
- h. "Appt Summary" = Enter summary
- i. "Appt Details" = Enter details
- j. "Status" = Scheduled

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

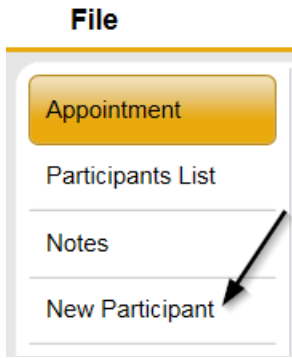
Appointments	
Division	APD
Appointment Date *	09/20/2023
Start Time	02:00 PM
Appointment End Date	09/01/2023
End Time	03:00 PM
Type *	Site Visit
Subject	Enter Subject Description
Appt. Summary (non-HIPAA Data)	
Appt. Details(HIPAA Data)	
Status *	Scheduled

Arrows in the original image point to the Appointment Date, Start Time, Appointment End Date, End Time, Type, Subject, and Status fields.

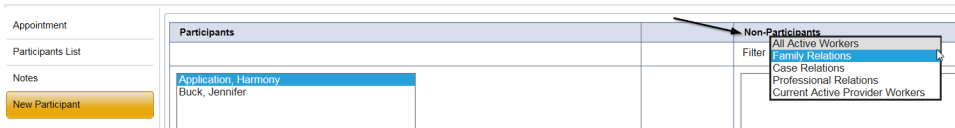
6. When finished select **File > Save Appointment**



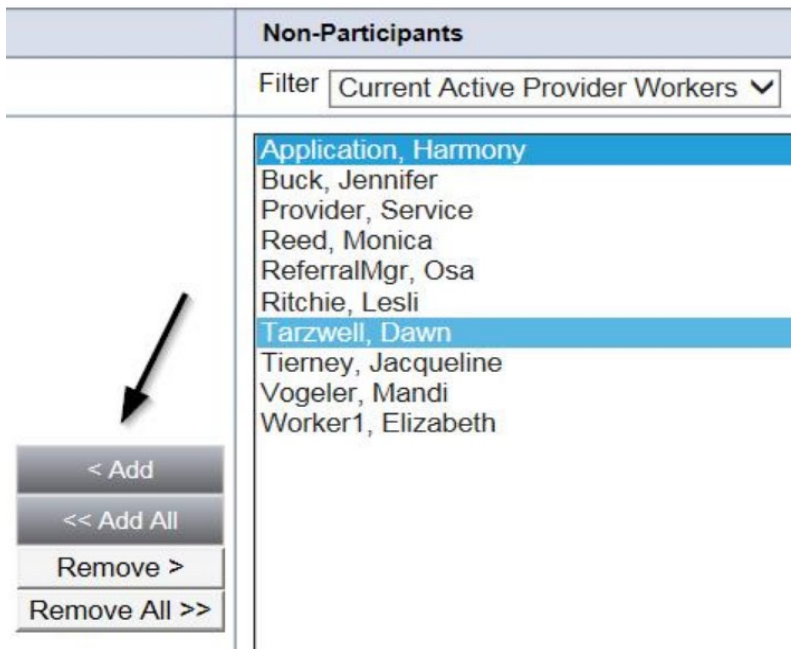
7. Click **New Participant** on the left-hand navigation menu



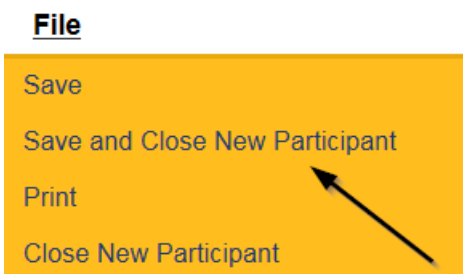
- Set the **Non-Participants filter** list to the appropriate value in order to select the appointment participants



- Select the appropriate Licensing Specialist (Region QA Workstream Worker) 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: 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**.

Role
Region QA Workstream Worker [v] **GO**

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

Quick Search
A Test Provider X Providers Provider Name [v] **GO**

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER

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

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER UTILITIES REI

A TEST Provider (10002)

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

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

View Style: List View Monthly View Weekly View Daily View

Filters: Status [v] Equal To [v] Pending [v] AND [v] Type [v] +

4 Appointments record(s) returned - now viewing 1 through 4

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

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

A Test Provider (18830)

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**

View Style: List View Monthly View Weekly View Daily View

Filters: Appointment Date [v] +

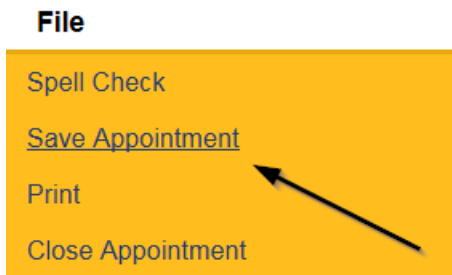
4 Appointments record(s) returned - now viewing 1 through 4

Appointment Date	Start Time	End Time	Type	Subject	Status
06/01/2022	3:00:00 PM	4:00:00 PM	Site Visit	Appointment Scheduled for monthly site visit	Scheduled
01/20/2022	5:00:00 PM	6:00:00 PM	Site Visit	Monthly visit	Scheduled
09/02/2020	10:20:00 AM	10:50:00 PM	General	test	Scheduled
07/06/2018	3:15:00 PM	3:45:00 PM	Site Visit	Site Visit License Renewal	Scheduled

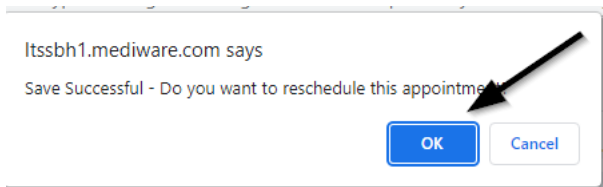
5. Update the following field on the Appointment Details page
 - a. "Status" = Update to Rescheduled

The screenshot shows the 'Appointment Details' page in the qadConnect system. The 'Status' dropdown menu is set to 'Rescheduled', indicated by a black arrow pointing to it. Other fields include Division (APD), Appointment Date (01/20/2022), Start Time (05:00 PM), End Time (05:00 PM), Type (Site Visit), and Subject (Monthly visit).

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.

The screenshot shows the 'Appointment' form in iConnect. The 'Appointment Date' is 08/24/2023 and the 'Appointment End Date' is 08/24/2023. The 'Start Time' is 03:00 PM and the 'End Time' is 04:00 PM. The 'Type' is 'Site Visit'. The 'Subject' is 'Site Visit for Service Level Designation Had to reschedule due to conflict with appointment time'. The 'Status' is '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.

The screenshot shows the 'Appointment' form in iConnect. The 'Appointment Date' is 06/24/2022 and the 'Appointment End Date' is 06/24/2022. The 'Start Time' is 02:00 PM and the 'End Time' is 03:15 PM. The 'Type' is 'Site Visit'. The 'Subject' is 'had to reschedule to to conflict with appointment time'. The 'Status' is 'Pending'.

Complete Renewal Site Visit



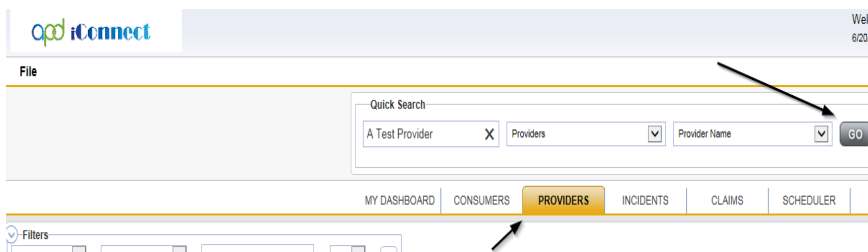
The Licensing Specialist (Region QA Workstream Worker) can print out the applicable checklists prior to the site visit if they do not have a laptop/tablet. If they have a laptop/tablet, the forms can be completed in iConnect while conducting the site visit.

Complete Licensing Checklists

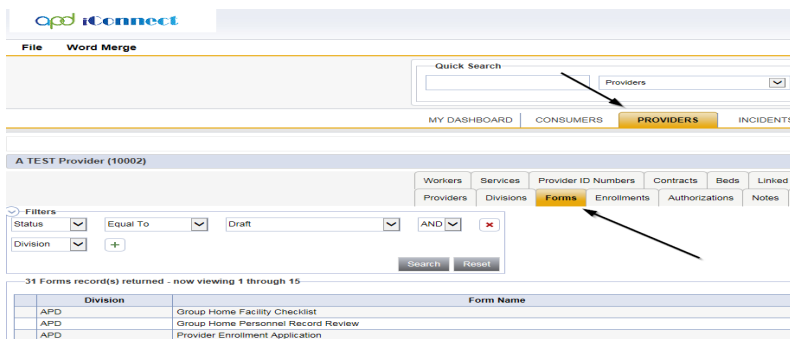
1. Set "Role" = Region QA Workstream Worker then click **Go**.

The screenshot shows a dropdown menu for 'Role' with 'Region QA Workstream Worker' selected. A black arrow points to the 'GO' button next to the dropdown.

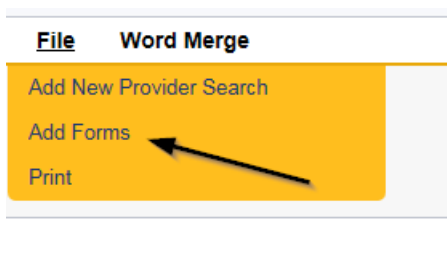
2. Navigate to the **Providers** chapter and enter the Provider's Licensed Facility home name in the Quick Search filter and click **Go**.



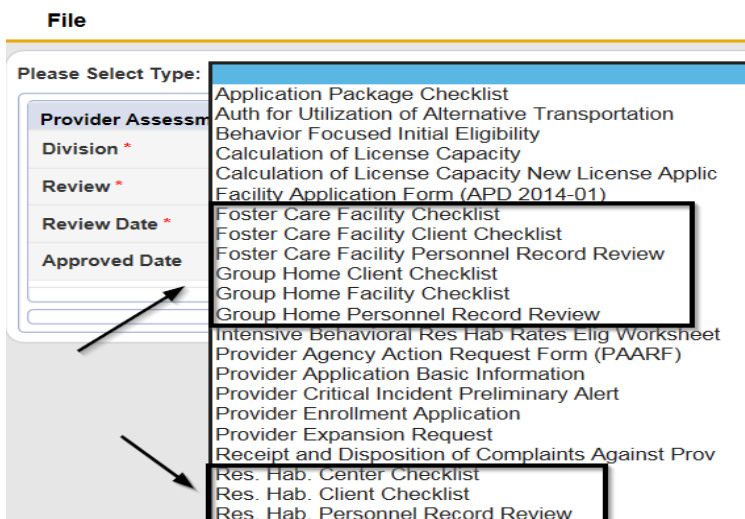
3. The Provider's record will display. Navigate to the **Providers > Forms** tab



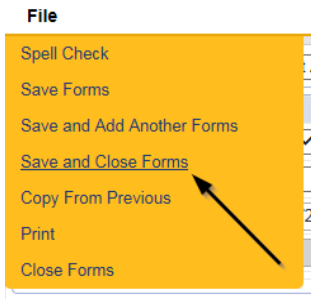
4. Click **File > Add Forms**



5. Select "Please Select Type" as applicable from the drop-down list



6. Update the following Header fields:
 - a. "Division" = APD
 - b. "Review" = Annual
 - c. Complete all fields on the Checklist Form
 - d. When finished, click **File > Save and Close Forms**



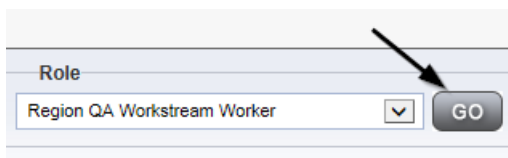
NOTE: If the users printed out the checklists, once they get back in the office they will need to manually enter the checklist information into the forms tab under the Provider's record.

Complete Appointment

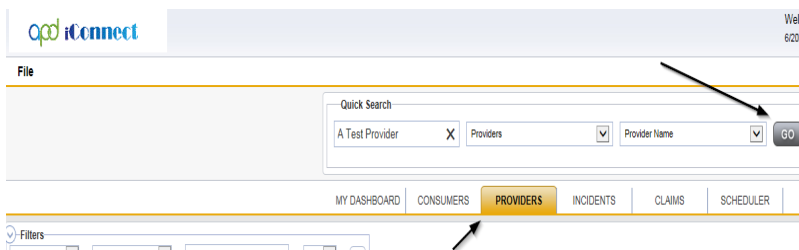


The QA Workstream Worker will update the appointment in APD iConnect after the site visit is completed.

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.

MY DASHBOARD CONSUMERS PROVIDERS REPORTS

Test Provider (21347)

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

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

View Style: List View (selected), Monthly View, Weekly View, Daily View

Filters: Appointment Date [dropdown] [Search]

7 Providers Appointments record(s) returned - now viewing 1 through 7

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

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

A Test Provider (18830)

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

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

View Style: List View (selected), Monthly View, Weekly View, Daily View

Filters: Appointment Date [dropdown] [Search] [Reset]

4 Appointments record(s) returned - now viewing 1 through 4

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

5. Update the following field on the Appointment Details page

a. "Status" =

- Update to *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 Residential Monitor attempted to make the site visit but the contact person was not available. A new site visit will need to be scheduled.

apd iConnect

Test Provider Appointment
Last Updated by shelia.mott@apdcares.org at 5/2/2023 1:41:36 PM

File

Appointment

Participants List

New Participant

Appointments

Division: APD

Appointment Date*: 06/05/2023

Start Time: 01:00 PM

Appointment End Date: 06/05/2023

End Time: 03:00 PM

Type*: Site Visit

Subject: [text box]

Status*: Scheduled

Completed

Cancelled

No Show

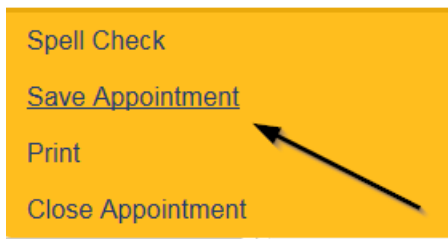
Pending

Scheduled

Rescheduled

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

File



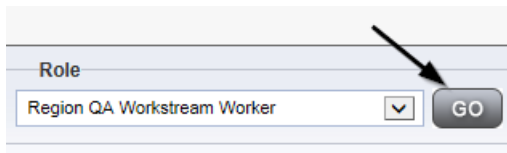
7. From the File menu, select Close Appointment.

Complete Application Package Checklist

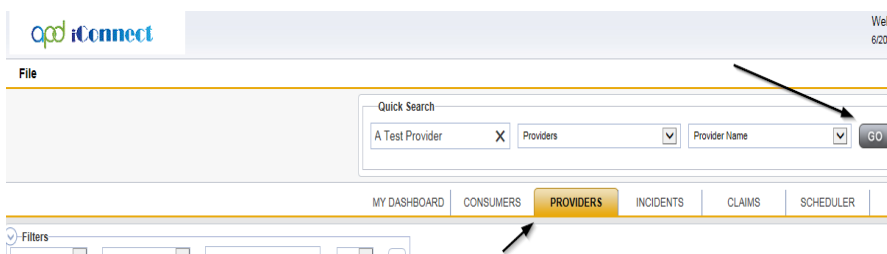


The Licensing Specialist (Region QA Workstream Worker) will review the Service Provider record and complete the Application Package Checklist to proceed with the approval process.

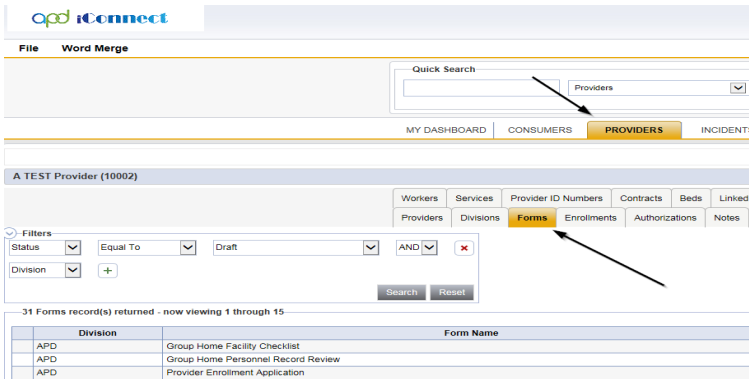
1. Set “Role” = Region QA Workstream Worker then click **Go**.



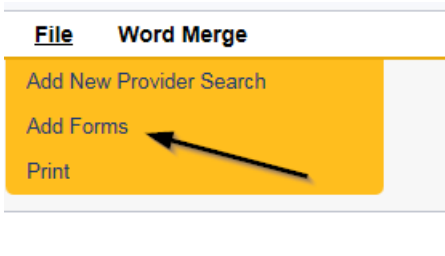
2. Navigate to the **Providers** chapter and enter the Provider’s Licensed Facility home name in the Quick Search filter and click **Go**.



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



4. Click **File > Add Forms**



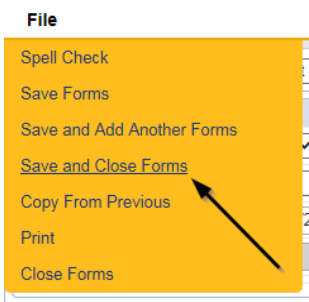
5. Select "Please Select Type" as "Application Package Checklist" from the drop-down list



6. Update the following Header fields:

- a. "Division" = APD
- b. "Review" = Annual
- c. Complete all fields on the Application Package Checklist
- d. "Status" = Complete

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





Proceed to [Site Visit No Violations Note](#) if no violations
OR proceed to [Site Visit Violation Note](#)

Site Visit No Violations Note



The Licensing Specialist (Region QA Workstream Worker) will document in a note that there are no site visit issues.
If issues or deficiencies were noted during the site visit, proceed to the [Site Visit Violations Note](#) issues section.

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 Licensed Facility home name in the Quick Search filter and click **Go**.

Quick Search
A Test Provider X Providers [v] Provider Name [v] GO

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER

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

File Reports

Quick Search
Providers [v] Provider Name [v]

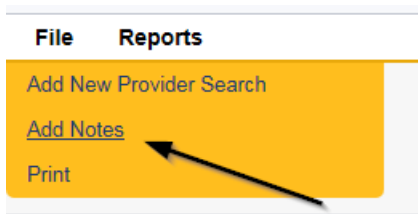
MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHE

A TEST Provider (10002)

Workers Services Provider ID Numbers Contracts **Notes** Linked Providers Aliases Conditions
Providers Divisions Forms Enrollments Authorizations Credentials EVV Scheduling

Filters
Note Type [v] Equal To [v] [v] AND [v] X
Note Date [v] +
Search Reset

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" = Licensing Renewal
- d. "Note Subtype" = Site Visit Complete with no issues or deficiencies
- e. "Description" = Site Visit Complete with no issues or deficiencies
- f. "Note" = Enter the list of site visit results
- g. "Status" = Complete
- h. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
- j. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Supervisor* as the Note Recipient
- k. 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 * 09/20/2023

Associated Form ID#

Note Type * Licensing Renewal

Note Sub-Type Site Visit Complete with no issues or deficiencies

Description Site Visit Complete with no issues or deficiencies

Note

Status * Complete

Date Completed 09/20/2023

Attachments

Add Attachment

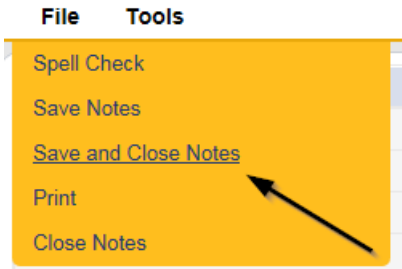
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: [input] Lookup Clear

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

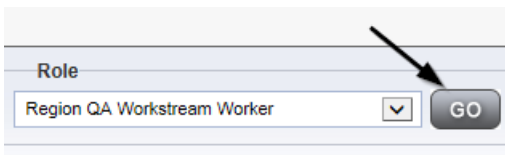


Supervisor Review

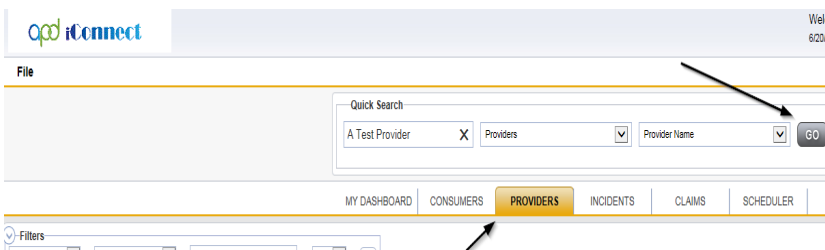


The Licensing Specialist (Region QA Workstream Worker) will send a note to the Licensing Supervisor to advise them to do a review of the checklists which may also include reviewing the CAP record, NNC and any other documentation.

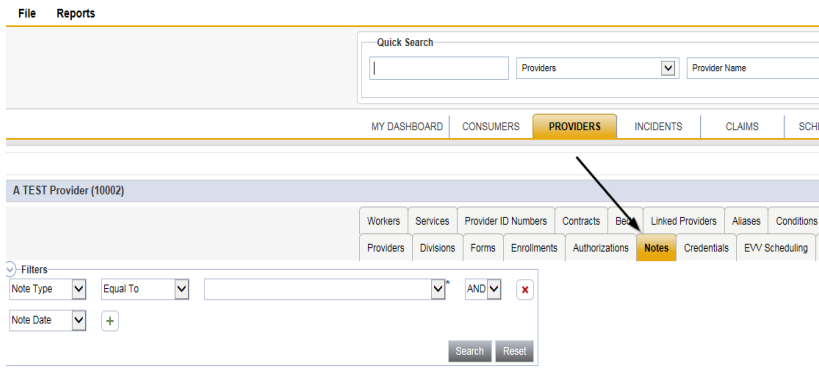
- Set "Role" = Region QA Workstream Worker then click **Go**.



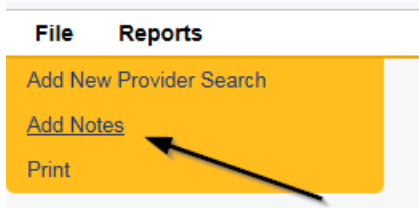
- Navigate to the **Providers** chapter and enter the Provider's Licensed Facility home name in the Quick Search filter and click **Go**.



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



4. Click **File > Add Notes**

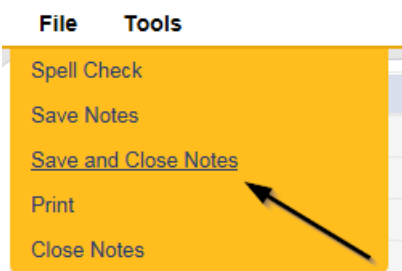


5. In the new Note record, update the following fields:

- a. "Division" = APD
- b. "Associated Form ID#" = Enter Form ID if applicable
- c. "Note Type" = Licensing Renewal/Supervisor Review
- d. "Description" = Enter description
- e. "Note" = Enter notes.
- f. "Status" = Pending
- g. "Attachments" = If violations were noted, a CAP was created and accepted, the NNC must be attached to this Supervisor Review Note so the Supervisor has all the documentation needed to approve the renewal. If this review did not require a CAP, there will be no attachments.
- h. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Supervisor* as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details		
Division *	APD ▾	
Note By *	Buck, Jennifer ▾	
Note Date *	09/26/2023 <input type="text"/>	
Associated Form ID#	<input type="text"/>	
Note Type *	Licensing Renewal/Supervisor Review ▾	
Note Sub-Type	<input type="text"/>	
Description	<input type="text"/>	
Note	<div style="border: 1px solid #ccc; padding: 5px;"> <p>B <i>I</i> <u>U</u> 16px A ▾</p> <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div> </div>	
Status *	Pending ▾	
Date Completed	<input type="text"/>	
Attachments		
Add Attachment		
Document	Description	Category
There are no attachments to display		
Note Recipients		
Add Note Recipient:	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>	

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



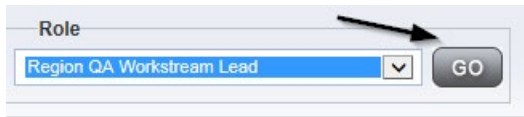
Supervisor Approval



The Licensing Supervisor will receive notification on My Dashboard for the review. The Supervisor will need to review all checklists, notes, Corrective Action Plan and Notice of Non-Compliance (if applicable). If the

supervisor determines that more information is needed proceed to [Further Documentation Required](#).

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

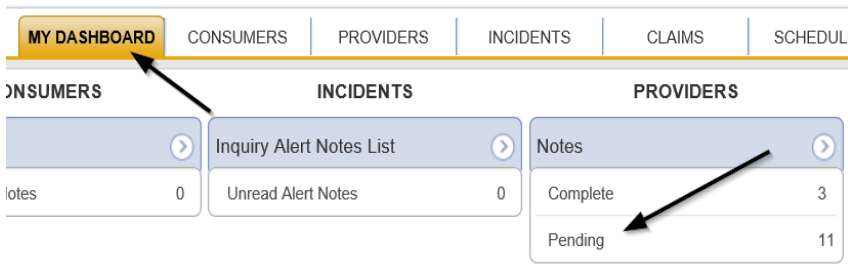


Role

Region QA Workstream Lead

GO

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



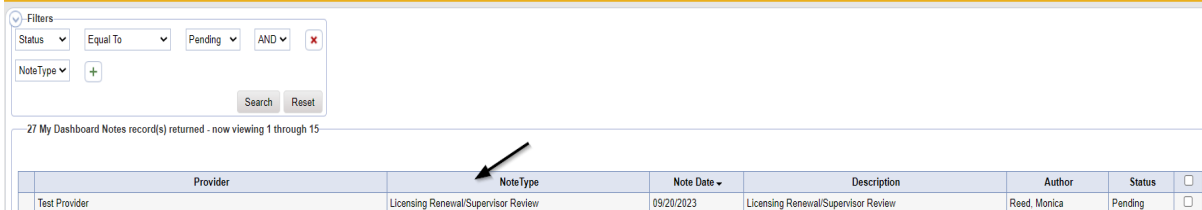
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULE

CONSUMERS INCIDENTS PROVIDERS

Notes 0 Inquiry Alert Notes List 0 Unread Alert Notes 0

Notes 3 Complete 11 Pending

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



Filters

Status Equal To Pending AND


NoteType +

Search Reset

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

Provider	Note Type	Note Date	Description	Author	Status	
Test Provider	Licensing Renewal/Supervisor Review	09/20/2023	Licensing Renewal/Supervisor Review	Reed, Monica	Pending	<input type="checkbox"/>

4. If this is a Supervisor Approval that does not require further documentation or further documentation was required and has been received, in the existing Note record, update the following fields:
 - a. “Associated Form ID#” = Enter Form ID# if applicable
 - b. “Note Type” = Update to Licensing Renewal/Supervisor Approval
 - c. “Note Subtype” =
 - i. If this is a Supervisor Approval and Further Documentation is NOT required, leave this field blank.
 - ii. If this is a Supervisor Approval that required Further Documentation which has now been provided, leave as **Further Documentation Provided**

Notes Details	
Division *	APD ▾
Note By *	Buck, Jennifer
Note Date *	09/26/2023 
Associated Form ID#	<input type="text"/>
Note Type *	Licensing Renewal/Supervisor Approval ▾*
Note Sub-Type	Further Documentation Provided ▾*

- d. "Description" = enter a description if applicable
- e. "Note" = Enter Notes
- f. "Status" = Update to Complete
- g. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Specialist (Region QA Workstream Worker)* 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.
- i. Click the Lookup button on the "Add Note Recipient" to add the *ROM* 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



If this review required further documentation and the Licensing Specialist (Region QA Workstream Worker) did not change the Note Subtype to Further Documentation Provided before sending back to the Supervisor, the Supervisor will need to do it before the Licensing Renewal/Supervisor Approval Note Type will be visible.

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 09/20/2023

Associated Form ID#

Note Type * Licensing Renewal/Supervisor Approval

Note Sub-Type

Description Licensing Renewal/Supervisor Approval

Note

New Text

Append Text to Note

Status * Complete

Date Completed 09/20/2023

Attachments

Add Attachment

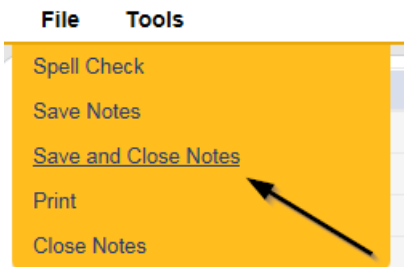
Document Description

There are no attachments to display

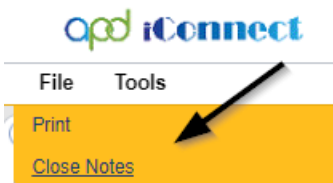
Note Recipients

Add Note Recipient: Lookup Clear

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



6. Select **File > Close Notes**



Update License Information



The Licensing Specialist will be notified of the Supervisor Approval from the Licensing Renewal/Supervisor Approval note on My Dashboard > Provider > Notes. This note serves as notification to update the license information with the new renewal information. The license information needs to be updated before the ROM Review begins.

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

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

3. The Provider’s record will display. Navigate to the **Providers > Credentials** tab and select the License that is being renewed via the hyperlink on the row

MY DASHBOARD	CONSUMERS	PROVIDERS	INCIDENTS	CLAIMS			
Workers	Services	Provider ID Numbers	Contracts	Beds	Linked Providers	Aliases	
Providers	Divisions	Forms	Enrollments	Authorizations	Notes	Credentials	EVV S
License	Foster Home	FH12345678					
License	MWSA	R3355566677					
License	Behavior Focused						

4. Update the following fields:

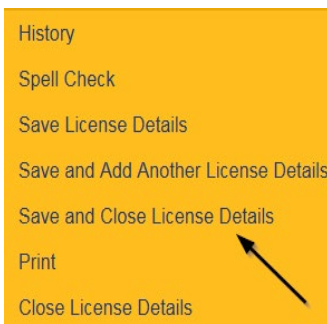
- a. "Date of Renewal/Subsequent License" = Enter Renewal Date
- b. "Effective Date" = Enter New Effective Date
- c. "Expiration Date" = Enter New Expiration Date
- d. "Status" = Active
- e. "Reason" = Renewal
- f. "QA Workstream Worker" = Select worker
- g. Optional – If license is for less than one year enter the following:
 - i. "Less than One Year" = Select checkbox for Yes
 - ii. "License Duration" = Select One Month or Three Month

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

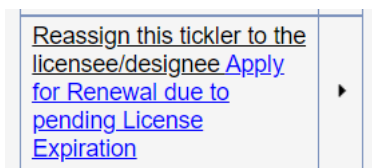
Credential Type *	License
License Type *	Foster Home
License Number *	858585
Original Date of Issuance *	01/01/2023
Date of Renewal/Subsequent License *	09/01/2023
Effective Date *	09/01/2023
Expiration Date *	09/30/2024
Less than One Year	<input checked="" type="checkbox"/>
License Duration	One Month
Comment	
Status	Active
Reason	Renewal
QA Workstream Worker	Reed, Monica

Arrows in the image point to the following fields: Date of Renewal/Subsequent License, Effective Date, Expiration Date, Less than One Year, License Duration, Status, Reason, and QA Workstream Worker.

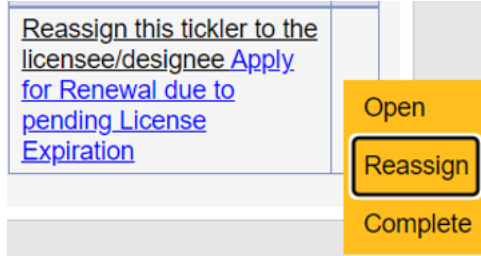
5. When finished, click **File > Save and Close License Details**



6. Upon saving the license record, a Workflow Wizard triggered the reminder tickler that is due in 90 calendar days before the license expiration date.



- a. Tickler - “Reassign this tickler to the licensee/designee. “Apply for Renewal due to pending License Expiration”
- b. Reassign to licensee/designee.
 - i. Click the tickler flyout menu and select Reassign. Search for and select the licensee/designee. The tickler has been reassigned and the licensee/designee will retrieve it from My Dashboard > Ticklers



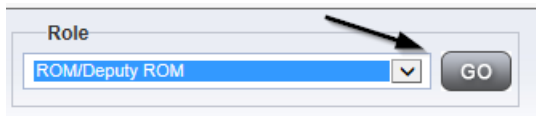
- c. Due on the **90th** calendar day before the License expiration date for license types of Foster Home, Group Home, Residential Habilitation Center

ROM Review

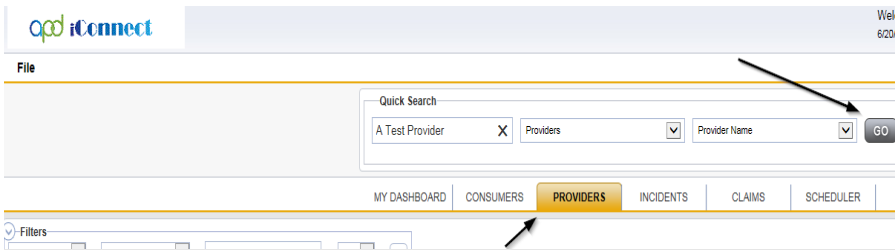


The ROM/Designee will receive notification of the Supervisor Approval or the Supervisor Denial via a note on My Dashboard. The ROM will need to review all checklists, notes, Corrective Action Plan and Notice of Non-Compliance (if applicable). If more information is needed, proceed to [Further Documentation Required](#). If approving or denying, 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.

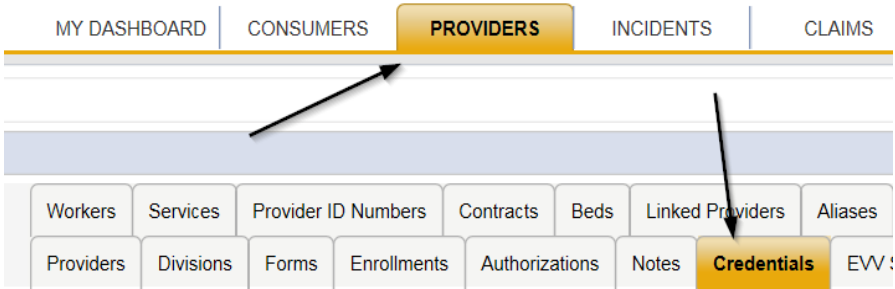
1. Set “Role” = ROM/Deputy ROM then click **Go**.



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

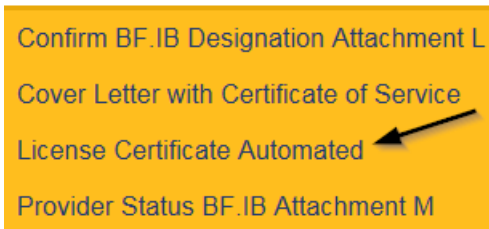


- The Provider's record will display. Navigate to the **Providers > Credentials** tab

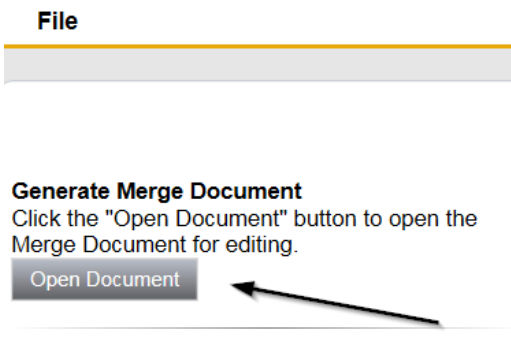


- Select **Word Merge > License Certificate Automated**

Word Merge



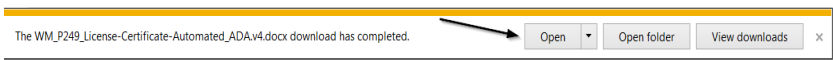
- Select **Open Document** to open the Word Merge document for editing and complete the



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

CERTIFICATE OF LICENSE

Ron DeSantis Governor ■■■	
Taylor Hatch Director ■■■	License No. 586974
State Office 4030 Esplanade Way Suite 380 Tallahassee, FL 32399-0950 ■■■	Date of Issue: 9/1/2024 12:00:00 AM
Northwest Region 4030 Esplanade Way Suite 280 Tallahassee, FL 32399-2949 ■■■	Expiration Date*: 9/30/2024 12:00:00 AM
	Agency for Persons with Disabilities Maximum Resident Capacity: Facility Type: Group Home
	Licensee: Test Provider



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 APD iConnect



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

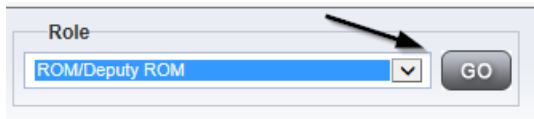
ROM Approval



The ROM will attach the hardcopy of the License Certificate into a new note. If the ROM determines that more information is needed proceed to [Further Documentation Required](#).

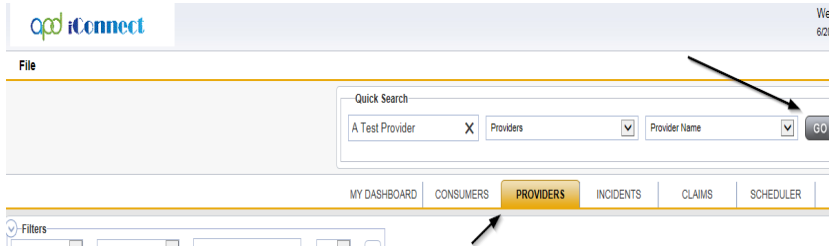
NOTE: An electronic signature will not be accepted on the License Certificate. The ROM will need to sign the hard copy and send it via interoffice mail to the Licensing Specialist (Region QA Workstream Worker).

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



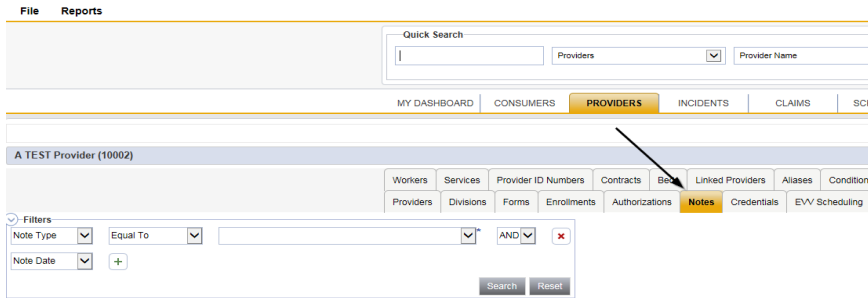
A screenshot of a web form showing a dropdown menu for "Role" with "ROM/Deputy ROM" selected. A black arrow points to the dropdown arrow. To the right is a "GO" button.

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



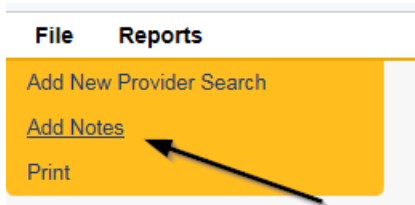
A screenshot of the "Providers" chapter search interface. The "Quick Search" filter contains "A Test Provider" and "Providers" is selected. A black arrow points to the "GO" button. Below the search bar are navigation tabs: MY DASHBOARD, CONSUMERS, PROVIDERS, INCIDENTS, CLAIMS, SCHEDULER. A black arrow points to the "PROVIDERS" tab.

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



A screenshot of a provider record for "A TEST Provider (10002)". The "PROVIDERS" tab is selected, and the "Notes" sub-tab is highlighted. A black arrow points to the "Notes" sub-tab. Below the tabs are filter options for Note Type and Note Date, and "Search" and "Reset" buttons.

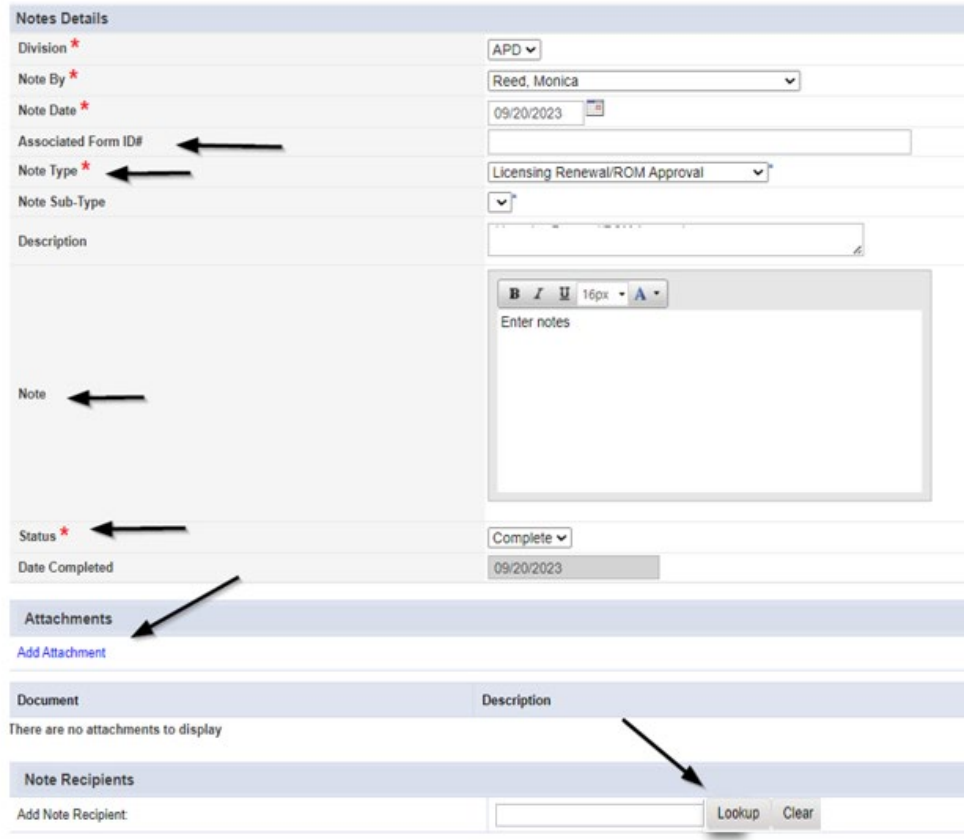
4. Click **File > Add Notes**



A screenshot of the "File" menu with "Add Notes" highlighted. A black arrow points to the "Add Notes" option. Other options include "Add New Provider Search" and "Print".

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" = Licensing Renewal/ROM Approval
 - d. "Description" = Enter description if applicable
 - 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\(Region QA Workstream Worker\)](#) as the Note Recipient

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



Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 09/20/2023

Associated Form ID#

Note Type * Licensing Renewal/ROM Approval

Note Sub-Type

Description

Note

Status * Complete

Date Completed 09/20/2023

Attachments

Add Attachment

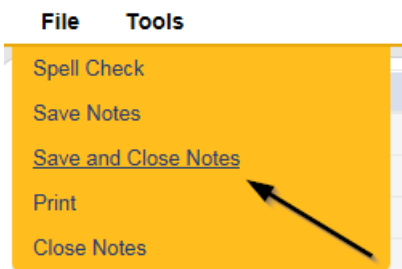
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: Lookup Clear

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

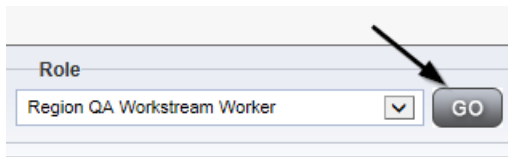


Signed License Certificate Note

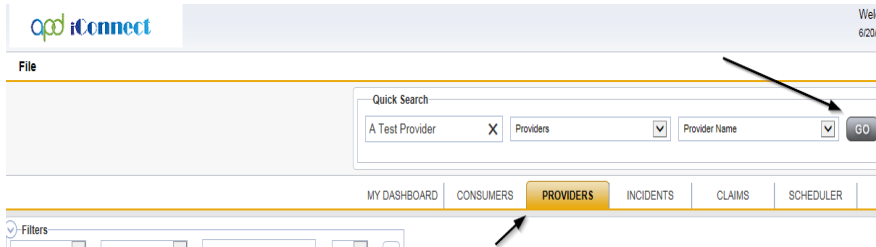


The Licensing Specialist (Region QA Workstream Worker) will receive notification of the ROM Approval note on My Dashboard. They will also receive the signed hard copy of the License Certificate from the ROM/Designee. They will then generate and print the Cover Letter and add a new note to advise the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

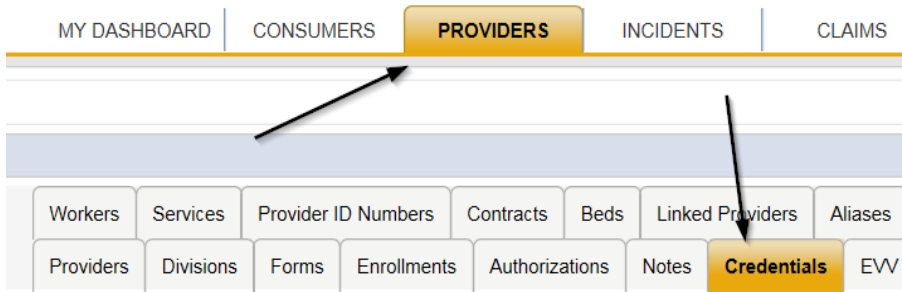
1. Set "Role" = Region QA Workstream Worker then click **Go**.



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

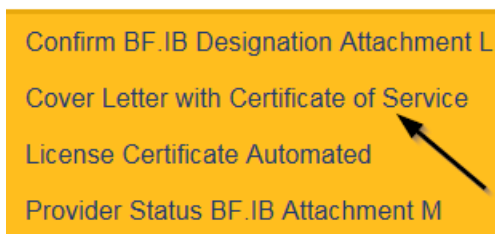


3. The Provider's record will display. Navigate to the **Providers > Credentials** tab



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 APD 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" = Licensing Renewal

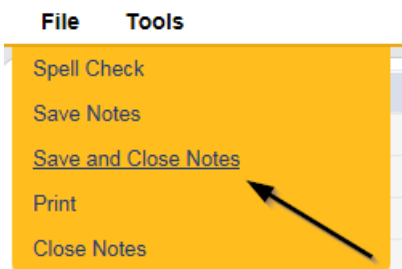
- d. "Note Subtype" = Signed License Certificate
- e. "Description" = Signed License Certificate
- f. "Note" = Enter notes
- g. "Status" = Complete
- h. Click "Add Attachment" and search for the copy of the signed License Certificate and the Cover Letter on the user's device. Click Upload
- i. Click 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

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/20/2023
- Associated Form ID#: (empty)
- Note Type: Licensing Renewal
- Note Sub-Type: Signed License Certificate
- Description: Signed License Certificate
- Note: (text area with 'Enter notes' placeholder)
- Status: Complete
- Date Completed: 09/20/2023

Below the form are sections for 'Attachments' (with an 'Add Attachment' link) and 'Note Recipients' (with an 'Add Note Recipient' field and 'Lookup'/'Clear' buttons).

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





The Licensing Specialist (Region QA Workstream Worker) will then mail the hardcopy signed Original License Certificate along with the Cover Letter to the Service Provider.

As Needed: Site Visit Violation Note



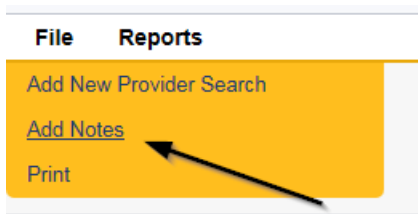
If during the site visit, deficiencies are identified then the Licensing Specialist (Region QA Workstream Worker) will add a note and start the corrective action process.

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

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

3. The Provider's record will display. Navigate to the **Providers > 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" = Licensing Renewal
 - d. "Note Subtype" = Site Visit Complete with issues or deficiencies
 - e. "Description" = Site Visit Complete with issues or deficiencies
 - f. "Note" = Enter that violations were observed (not specific as to which ones, just that there are violations) and an NNC will be issued
 - g. "Status" = Complete
 - h. Click the Lookup button on the "Add Note Recipient" to add the [Service Provider](#) as the Note Recipient
 - i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note


Notes Details


Division * APD ▾


Note By * Reed, Monica ▾


Note Date * 09/20/2023 📅


Associated Form ID# 

Note Type * Licensing Renewal ▾ 

Note Sub-Type Site Visit Complete with issues or deficiencies ▾ 

Description Site Visit Complete with issues or deficiencies 

Note 

Status * Complete ▾ 


Date Completed 09/20/2023

Attachments

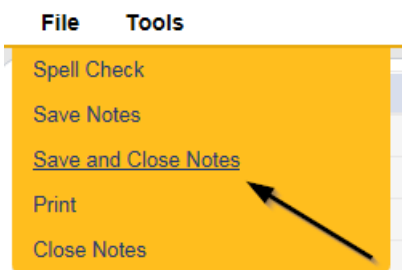
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient: 

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



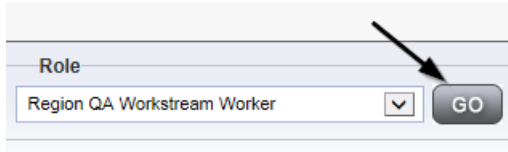
As Needed: Add CAP for Violations



The site visit has been completed and violations have been identified. The Licensing Specialist (Region QA

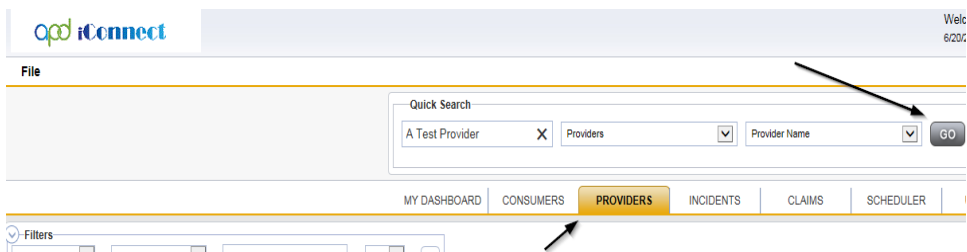
Workstream Worker) will create a CAP record and notify the provider there were violations via a Note.

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



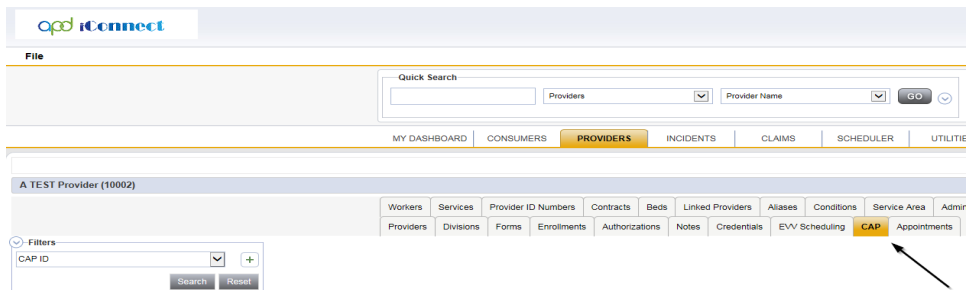
Role
Region QA Workstream Worker [v] GO

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



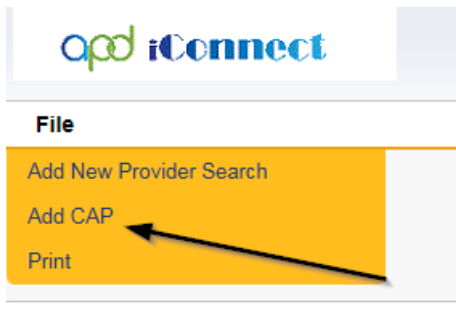
oqd iConnect Welc 6/20/24
File
Quick Search
A Test Provider X Providers Provider Name GO
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER
Filters

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



oqd iConnect
File
Quick Search Providers Provider Name GO
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER UTILITIE
A TEST Provider (10002)
Workers Services Provider ID Numbers Contracts Beds Linked Providers Aliases Conditions Service Area Adm
Providers Divisions Forms Enrollments Authorizations Notes Credentials EVV Scheduling CAP Appointments
Filters
CAP ID Search Reset

4. Select **File > Add CAP**



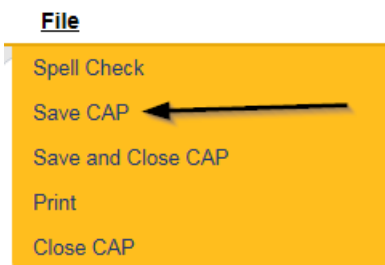
oqd iConnect
File
Add New Provider Search
Add CAP
Print

5. Update the following fields:
 - a. "CAP Type" = Notice of Non – Compliance
NOTE: The CAP Type selection will determine what fields are displayed on this screen
 - b. "Date of CAP" = Enter Date

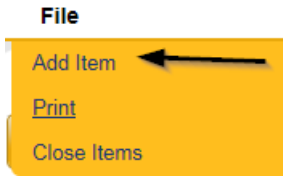
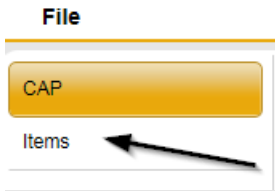
- c. "Associated Form ID#" = Enter Form ID# if applicable
- d. "Date Provider Notified" = Enter Date
- e. "CAP Due Date" = Enter Date as 15 calendar days after date provider notified
- f. "Status" = Defaults to Pending (leave as pending)
- g. "Comments" = Enter Comments
- h. "Date Submitted by Provider" = will not be complete when CAP initially created so leave blank
- i. "Date Verified Complete by APD Staff" = will not be complete when CAP initially created so leave blank
- j. "Licensing Worker" = Click the Lookup button to add the appropriate worker
- k. "QA Workstream Lead" = Click the Lookup button to add the appropriate worker

CAP	
CAP ID	<input type="text"/>
CAP Type	Notice of Non-Compliance ▾
Date of CAP	09/01/2023 <input type="text"/>
Associated Form ID#	<input type="text"/>
Date Provider Notified	09/01/2023 <input type="text"/>
CAP Due Date	09/30/2023 <input type="text"/>
Status	Pending ▾
Comments	<div style="border: 1px solid #ccc; padding: 5px;"> <p>B <i>I</i> <u>U</u> 16px A ▾</p> <p>Enter Comments</p> </div>
Date Submitted by Provider	<input type="text"/>
Date Verified Complete by APD Staff	<input type="text"/>
Licensing Worker	Reed, Monica <input type="button" value="Lookup"/> <input type="button" value="Clear"/> Details
QA Workstream Lead	Buck, Jennifer <input type="button" value="Lookup"/> <input type="button" value="Clear"/> Details

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



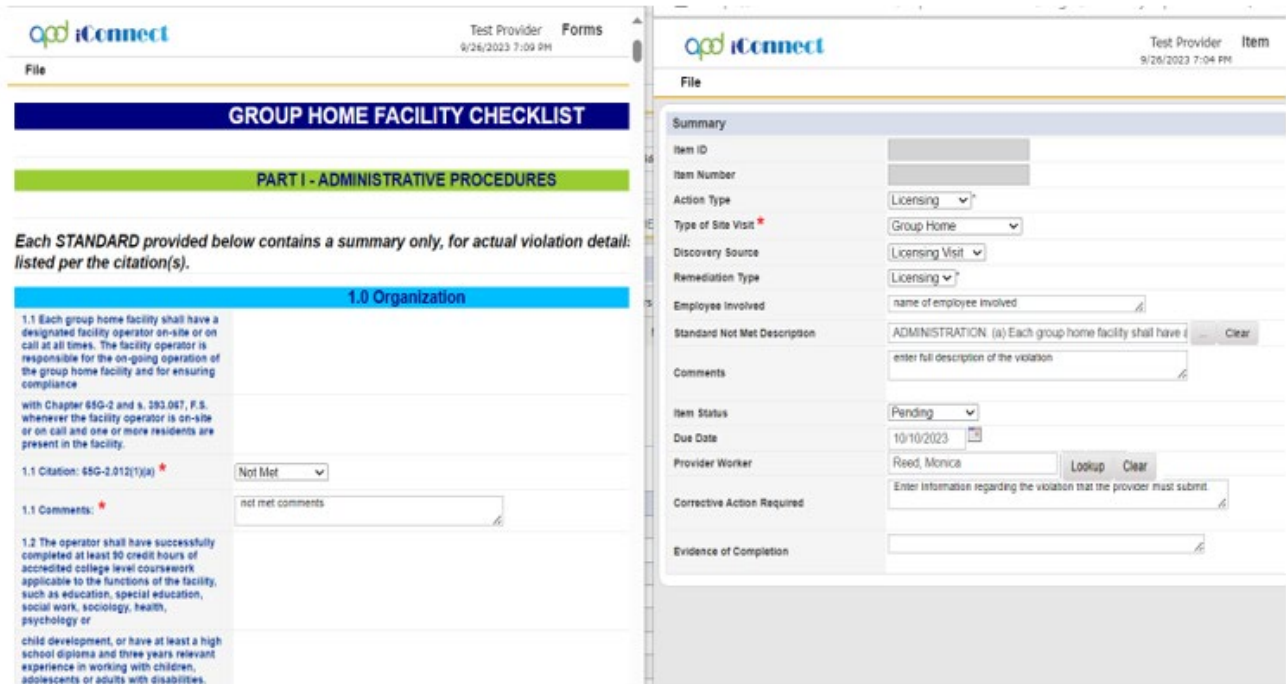
7. Click "Items" on the left-hand navigation menu and then **File > Add Item**



8. An item will be added for every not met standard on the Licensing Checklist form.



TIP: Open the Licensing Checklist form. Open the Item Details page. Keep both visible so you can reference the Licensing Checklist form when adding the item details.



9. Update the following fields:
- a. "Action Type" = Licensing
 - b. "Type of Site Visit" = Select as appropriate
 - i. Foster Home
 - ii. Group Home
 - iii. Residential Habilitation

- c. "Discovery Source" = Licensing Visit
- d. "Remediation Type" = Licensing
- e. "Employee Involved" = Enter Name if applicable
- f. "Standard Not Met Description" = Click the ellipsis to add the appropriate Standard Not Met – search by description with a few key words
- g. "Comments" = Enter the full description of the violation (i.e., Resident J.A. did not receive Seroquel as prescribed on 9/1/2019)
- h. "Item Status" = Defaults to Pending – leave as Pending
- i. "Due Date" = Enter the due date as 15 days from the date of issuance (date of issuance should match the date provider was notified on the CAP detail screen)
- j. "Provider Worker" = Click the Lookup button to add the worker
- k. "Corrective Action Required" = Enter Information regarding the violation that the provider must submit. The Provider will then append with the information (e.g., Request copy of Medication Administration records)

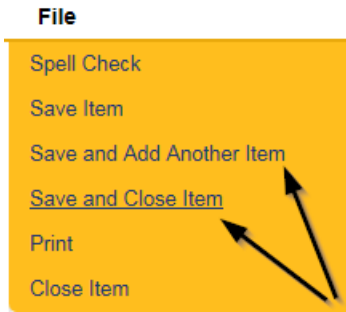
The screenshot displays the iConnect software interface. At the top, there is a 'File' menu and a 'Test Provider' section showing '9/26/2023 7:04 PM'. The main area is a form titled 'Summary' with the following fields:

- Item ID: [Redacted]
- Item Number: [Redacted]
- Action Type: Licensing (dropdown)
- Type of Site Visit*: Group Home (dropdown)
- Discovery Source: Licensing Visit (dropdown)
- Remediation Type: Licensing (dropdown)
- Employee Involved: name of employee involved (text input)
- Standard Not Met Description: Foreclosures and evictions. (a) Licensees must provide notifi... Clear (text input with ellipsis button)
- Comments: enter full description of the violation (text input)
- Item Status: Pending (dropdown)
- Due Date: 10/10/2023 (calendar icon)
- Provider Worker: Reed, Monica (text input with Lookup, Clear, and Details buttons)
- Corrective Action Required: Enter information regarding the violation that the provider must submit (text input)
- Evidence of Completion: [Redacted]



If additional items need to be added, then repeat steps 5 and 6 as necessary by selecting **File > Save and Add Another Item** for each new item.

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



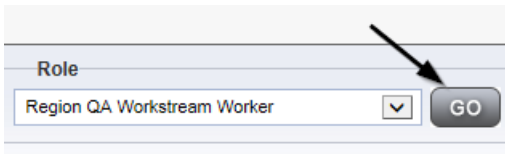
As Needed: Generate NNC



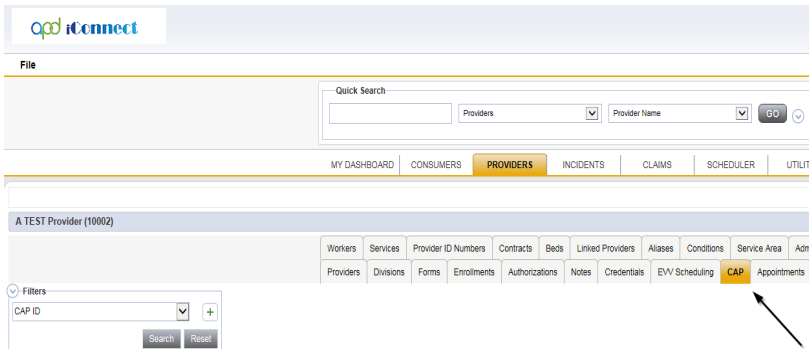
If there are violations, the Licensing Specialist (Region QA Workstream Worker) will generate the Notice of Non-Compliance report.

If a PAARF is needed then proceed to Chapter 13 for the PAARF process.

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



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



3. Select the previously created new **CAP** record via the hyperlink for that record

Test Provider (21347)

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

Filters

CAP ID [] +

Search Reset

9 Providers CAP record(s) returned - now viewing 1 through 9

CAP ID	QIO Report Number	CAP Type	Date Provider Notified	CAP Due Date	Status	Number of Alerts	Number of Items	Licensing Worker	QA Workstream Worker
122		Notice of Non-Compliance	09/01/2023	09/30/2023	Pending		1	Reed, Monica	

4. Select **Reports** > **NNC** from the CAP Details page



5. The NNC Report screen will display. Enter the CAP ID and click View Report

Cap ID:

1 of 1 Find | Next

State of Florida

Agency for Persons with Disabilities

NOTICE OF NONCOMPLIANCE				
Issued To(Name of Licensee): TRONBRIDGE HOUSE GROUP HOME			License Number: 51374-001	
Address: 643 VILLAGEWIDE AVE S			Facility Name: TRONBRIDGE HOUSE GROUP HOME	
City: ST PETERSBURG	County: PINELLAS	State: FL	Zip: 33707	Telephone: (813) 884-4173
APD Representative:			Title:	
Sections 120.695, Florida Statutes allow for certain minor offenses to be addressed by the issuance of a Notice of Noncompliance and the requirement of corrective action without penalty.				
VIOLATION				
It appears that on 07/10/2023, you were in violation of the following statute(s) or rule(s):				
Item ID#109: 2.0032(3) Licensees and facility employees must permit any Agency staff or designated agent of the State of Florida, who presents proper State of Florida-issued identification, to enter and inspect any part of any facility building or to inspect records relating to the operation of the facility or the provision of client care at any time that facility staff, management, owners, directors, or residents are present in the facility. A violation of this subsection shall constitute a Class II violation.				
Comments: test				

6. Save the NNC Report to the device so it can be attached to the Supervisor Review note in the next section.

As Needed: Supervisor Review



The Licensing Specialist (Region QA Workstream Worker) will send a note to the Licensing Supervisor to advise them to do a review of the checklists, CAP record, and NNC and any other documentation and provide approval. If denied proceed to [Supervisor Denial](#).

1. Set “Role” = Region QA Workstream Worker/Lead 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 Licensed Facility home name in the Quick Search filter and click **Go**.

A screenshot of the 'Providers' search page. The 'Quick Search' filter contains 'A Test Provider'. The 'Providers' dropdown is selected. A black arrow points to the 'GO' button. Below the search bar, a navigation menu shows 'PROVIDERS' highlighted.

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

A screenshot of the provider record for 'A TEST Provider (10002)'. The 'Notes' tab is selected in the navigation menu. A black arrow points to the 'Notes' tab.

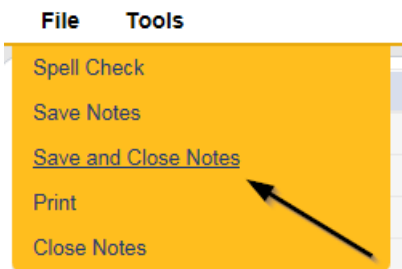
4. Click **File > Add Notes**

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

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

- a. "Associated Form ID#" = Enter Form ID# if applicable
- b. "Note Type" = Licensing Renewal/Supervisor Review
- c. "Description" = Licensing Renewal/Supervisor Review
- d. "Notes" = Enter notes
- e. "Status" = Pending
- f. Click "Add Attachment" and search for the copy of the NNC report on the user's device. Click Upload
- g. Click the Lookup button on the "Add Note Recipient" to add the *Licensing 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

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





Proceed to [Supervisor Approval](#) and then to [Submit CAP](#) due to violations.

As Needed: Supervisor Approval



The Licensing Supervisor will receive notification on My Dashboard for the review. The Supervisor will need to review all checklists, notes, Corrective Action Plan and Notice of Non-Compliance (if applicable). If the supervisor determines that more information is needed proceed to [Further Documentation Required](#).

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

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

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Licensing Renewal/Supervisor Review	09/20/2023	Licensing Renewal/Supervisor Review	Reed, Monica	Pending

4. If this is a Supervisor Approval that does not require further documentation or further documentation was required and has been received, in the existing Note record, update the following fields:
 - a. “Associated Form ID#” = Enter Form ID# if applicable
 - b. “Note Type” = Update to Licensing Renewal/Supervisor Approval
 - c. “Note Subtype” =
 - i. If this is a Supervisor Approval and Further Documentation is NOT required, leave this field blank.

- ii. If this is a Supervisor Approval that required Further Documentation which has now been provided, leave as **Further Documentation Provided**

Notes Details	
Division *	APD ▾
Note By *	Buck, Jennifer
Note Date *	09/26/2023 📅
Associated Form ID#	
Note Type *	Licensing Renewal/Supervisor Approval ▾*
Note Sub-Type	Further Documentation Provided ▾*

- d. "Description" = enter a description if applicable
- e. "Note" = Enter Notes
- f. "Status" = Update to Complete
- g. Click the Lookup button on the "Add Note Recipient" to add the [Licensing Specialist\(Region QA Workstream Worker\)](#) 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.
- i. Click the Lookup button on the "Add Note Recipient" to add the [ROM](#) 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



If this review required further documentation and the Licensing Specialist did not change the Note Subtype to Further Documentation Provided before sending back to the Supervisor, the Supervisor will need to do it before the Licensing Renewal/Supervisor Approval Note Type will be visible.

Notes Details

Division * APD ▾

Note By * Reed, Monica

Note Date * 09/20/2023

Associated Form ID#

Note Type * Licensing Renewal/Supervisor Approval ▾*

Note Sub-Type ▾*

Description Licensing Renewal/Supervisor Approval

Note

New Text

B I U 16px A ▾

Append Text to Note

Status * Complete ▾

Date Completed 09/20/2023

Attachments

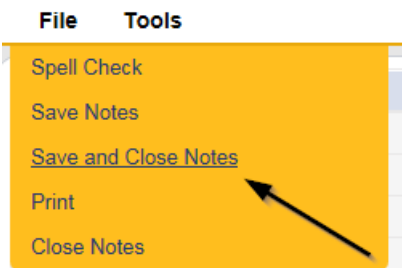
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient: Lookup Clear

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



As Needed: Service Provider NNC Notification



The Licensing Specialist (Region QA Workstream Worker) will get notified of the completed Supervisor Approval note via My Dashboard. The Licensing Specialist (Region QA Workstream Worker) will then add a new note advising the Service Provider of the approval.

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 Licensed Facility home name in the Quick Search filter and click **Go**.

A screenshot of the "Providers" search page. 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. The Provider's record will display. Navigate to the **Providers > Notes** tab

A screenshot of the "A TEST Provider (10002)" record page. The "Notes" tab is highlighted in the navigation menu. A black arrow points to the "Notes" tab.

4. Click **File > Add Notes**

A screenshot of the "File" menu with "Add Notes" highlighted. A black arrow points to the "Add Notes" option.

5. In the new Note record, update the following fields:
 - a. "Division" = APD

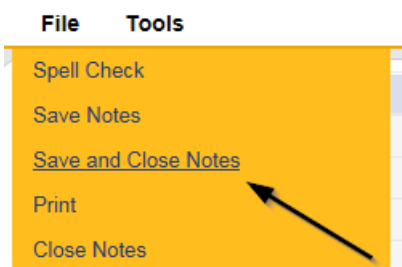
- b. "Associated Form ID#" = Enter Form ID# if applicable
- c. "Note Type" = Licensing Renewal
- d. "Note Subtype" = NNC Notification
- e. "Description" = NNC Notification
- f. "Note" = Enter notes
- g. "Status" = Complete
- h. "Attachment" = attach the NNC
- i. Click the Lookup button on the "Add Note 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

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

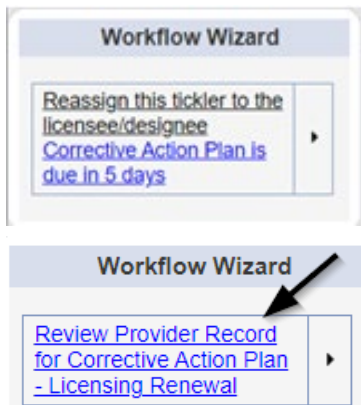
- Division: APD
- Note By: Reed, Monica
- Note Date: 09/21/2023
- Associated Form ID#: (empty)
- Note Type: Licensing Renewal
- Note Sub-Type: NNC Notification
- Description: NNC Notification
- Note: (empty text area with a rich text toolbar)
- Status: Complete
- Date Completed: 09/21/2023

Below the form is an 'Attachments' section with an 'Add Attachment' link. Below that is a table for 'Note Recipients' with a 'Lookup' button and a 'Clear' button. Arrows in the original image point to the 'Note Type', 'Note Sub-Type', 'Description', 'Note' text area, 'Status', and the 'Lookup' button.

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



7. Upon saving the note, a Workflow Wizard triggered the two reminder ticklers



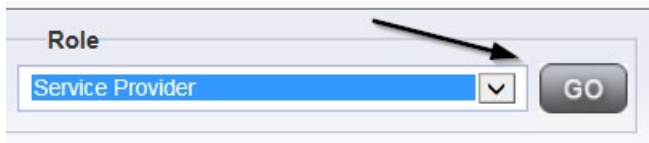
- a. Tickler - “Reassign this tickler to the licensee/designee” Corrective Action Plan is due in 5 days”
- b. Reassign the tickler to the provider.
 - i. Click the tickler flyout menu and select Reassign. Search for and select the licensee/designee. The tickler has been reassigned and the licensee/designee will retrieve it from My Dashboard > Ticklers
- c. Tickler – “ Review Provider Record for Corrective Action Plan – Licensing Renewal”
- d. Assigned to the Licensing Specialist (Monitor 3)
- e. Due on the **15th** calendar day from the “Licensing Renewal/NNC Notification” Complete note

As Needed: Update CAP Items

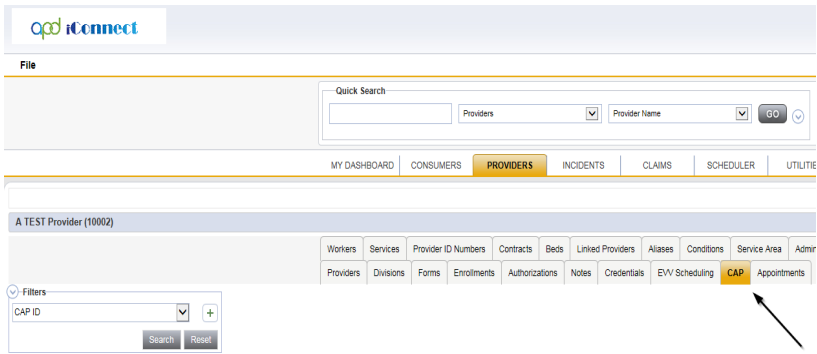


The Service Provider will receive the NNC Notification note on My Dashboard. They will then update the CAP item(s) by describing the action taken to correct the identified site visit violations by updating the CAP item record.

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



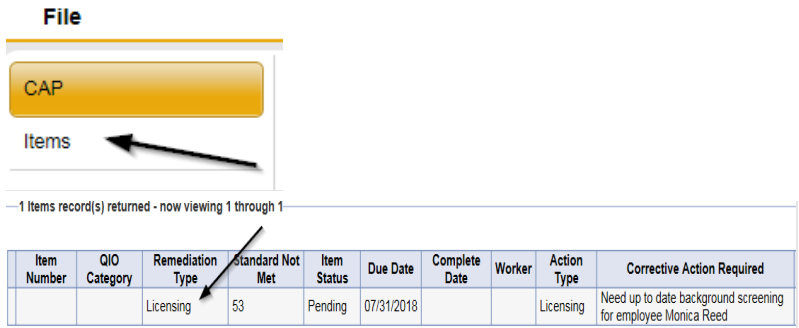
2. Navigate to the **Providers > CAP** tab



3. Select the previously created new **CAP** record via the hyperlink for that record

CAP ID	QIO Report Number	Date Provider Notified	Status	Number of Alerts	Number of Items	Licensing Worker
71		07/09/2018	Pending		1	Richardson, Regina

4. Click "Items" on the left-hand navigation menu and then select the appropriate line item via the hyperlink for that record

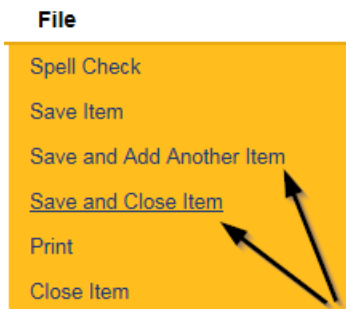


5. Update the following fields:

- a. "Corrective Action Required" = The Provider will describe the action taken to correct this violation and Click **"Append Text to Note"** to add the information

Action Type	Licensing
Discovery Source	Licensing Visit
Remediation Type	Licensing
Employee Involved	Monica Reed
Standard Not Met	53 The provider maintains written policies and procedures detailing how the provider will ensure compliance with background screening and five-year rescreening.
Standard Not Met Description	
Comments	
Item Status	Pending
Due Date	07/31/2018
Complete Date	
Worker	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>
Corrective Action Required	<p>Need up to date background screening for employee Monica Reed</p> <p>New Text</p> <div style="border: 1px solid gray; height: 60px; width: 100%;"></div> <p style="text-align: center;">Append Text to Note</p>

6. When finished with that item, select **File > Save and Close Item**



If additional CAP items need to be updated, then repeat steps 6 and 7 as necessary after selecting the next item.

7. When finished with all items, Click **File > Close Items**

File

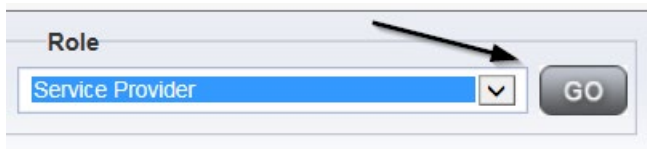


As Needed: CAP Submit Note

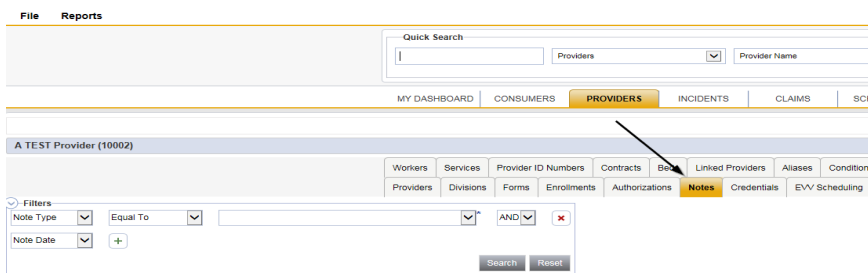


The Service Provider will add a new note to advise the Licensing Specialist (Region QA Workstream Worker) that the CAP is ready for submission and review.

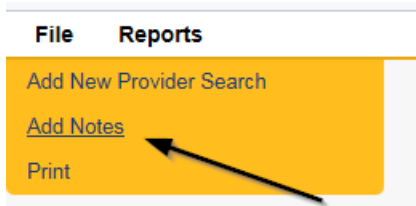
1. Set "Role" = Service Provider then click **Go**



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



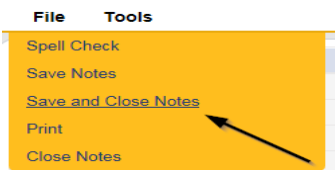
3. Click **File > Add Notes**



4. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Licensing Renewal
 - c. "Note Subtype" = CAP Submitted
 - d. "Description" = CAP Submitted
 - e. "Note" = Enter notes
 - f. "Status" = Pending

- g. Click "Add Attachment" and search for the copy of supporting documents on the user's device. Click Upload
- h. Click the Lookup button on the "Add Note Recipient" to add the [Licensing Specialist\(Region QA Workstream Worker\)](#) as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

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



As Needed: CAP Accepted



The Licensing Specialist (Region QA Workstream Worker) will receive notification of the CAP Submitted or Revised note on My Dashboard. The Licensing Specialist (Region QA Workstream Worker) will review the CAP Items and all documentation to determine if the CAP is accepted. If all items are complete then proceed, otherwise, proceed to [CAP Rejected Note](#) or [Licensing Supervisor Denial](#)

- 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.

PROVIDERS	
Notes	
Complete	59
Draft	1
Pending	29

3. Select the **Note Type = Licensing Renewal** and **Note Subtype = CAP Submitted** and select the pending record via the hyperlink.

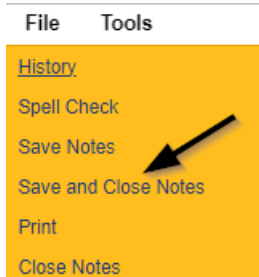
Filters: Status Equal To Pending AND NoteType CAP Submitted

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

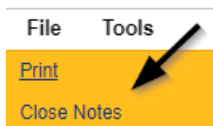
Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Licensing Renewal	09/21/2023	CAP Submitted	Reed, Monica	Pending

4. In the existing Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Leave as Licensing Renewal
 - c. "Note Subtype" = Update to CAP Accepted
 - d. "Description" = Update to CAP Accepted
 - e. "Note" = Enter Notes
 - f. "Status" = Update to Complete
 - g. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
 - h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note.

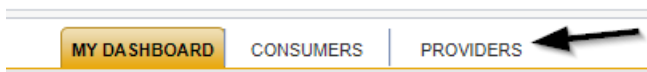
5. Click **File > Save and Close Notes**



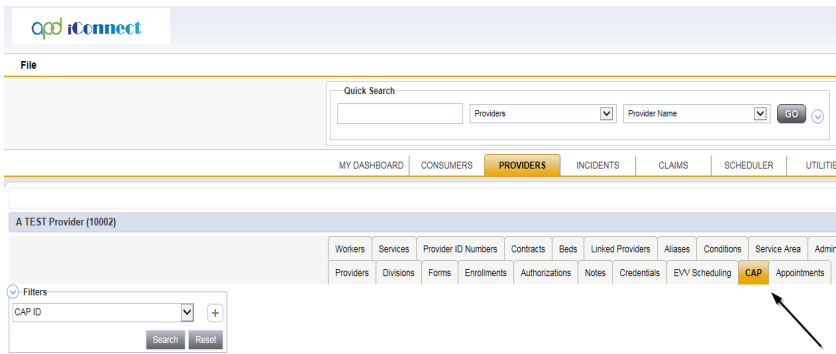
6. Click **File > Close Notes**



7. Navigate to the Provider's Chapter



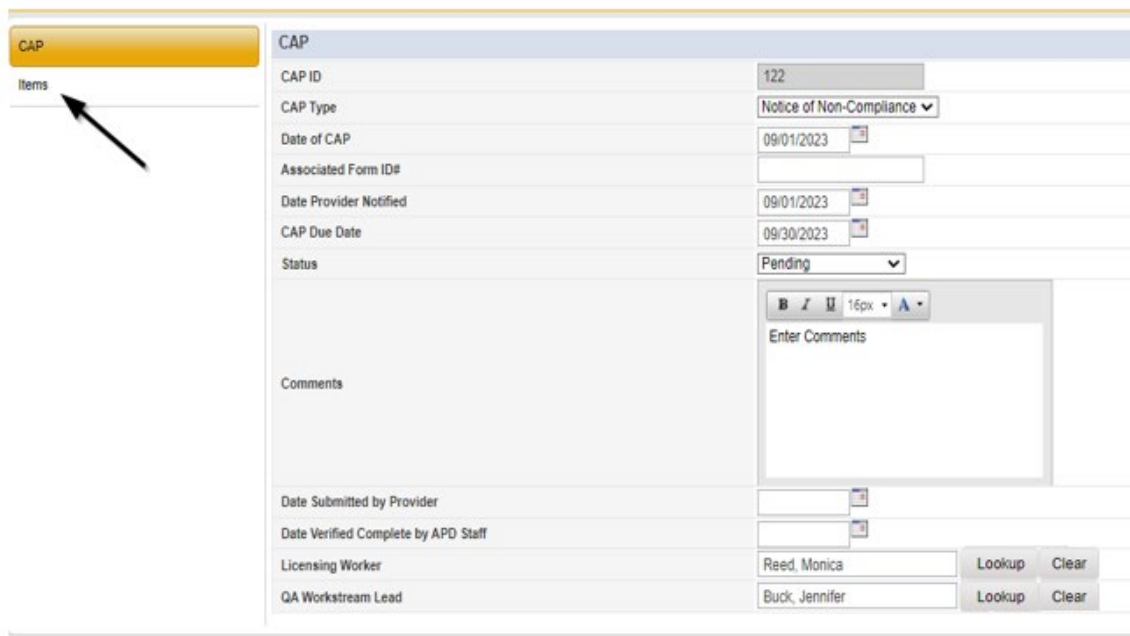
8. The Provider's record will display. Navigate to the **Providers > CAP** tab



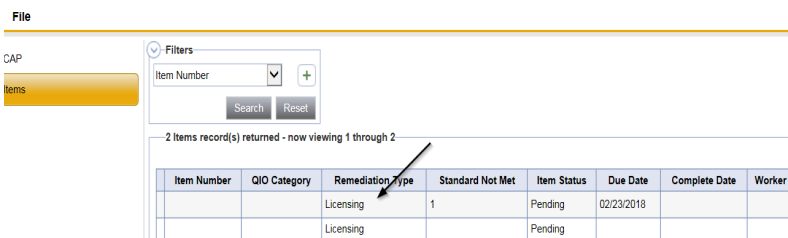
9. Select the appropriate CAP record via the hyperlink

CAP ID	QIO Report Number	Date Provider Notified	Status	Number of Alerts	Number of Items	Licensing Worker
71		07/09/2018	Pending		1	Richardson, Regina

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



11. Select an individual Item via the hyperlink in the list view grid that has not been completed



12. In the Item record, update the following fields:

- a. "Complete Date" = Enter Date

- b. "Item Status" = Complete
- c. "Evidence of Completion" = Enter what was received, reviewed and accepted to mark the item complete

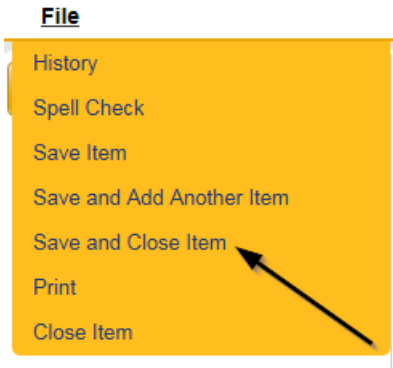
The screenshot shows a 'Summary' form for a CAP item. The form includes the following fields and values:

- Item ID: 141
- Item Number: (empty)
- Action Type: Licensing
- Type of Site Visit: Qualified Organization
- Discovery Source: Licensing Visit
- Remediation Type: Licensing
- Employee Involved: Lisa Smith
- Standard Not Met Description: FINANCIAL STANDARDS (a) Fiscal records pertaining to the... (with a 'Clear' button)
- Comments: New Text (with an 'Append Text to Note' button)
- Item Status: Complete (indicated by an arrow)
- Complete Date: 09/15/2023 (indicated by an arrow)
- Due Date: 09/15/2023
- Provider/Worker: David, Idonice (with 'Lookup' and 'Clear' buttons)
- Corrective Action Required: New Text (with an 'Append Text to Note' button)
- Evidence of Completion: New Text (indicated by an arrow)



Repeat steps 11 – 12 for each item that needs to be completed in the CAP record.

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



If ALL items are complete for the CAP record, then proceed to close the CAP record. NOTE: CAP record must remain in a Pending status until all items are completed or rejected.

14. Click **CAP** on the left-hand navigation menu



15. On the CAP details screen, complete the following fields:

- a. "Status" = Complete
- b. "Date Submitted by Provider" = Enter Date
- c. "Date Verified Completed by APD Staff" = Enter Date

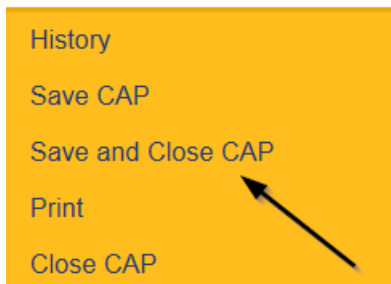
The image shows a CAP details form with the following fields and values:

CAP ID	122
CAP Type	Notice of Non-Compliance
Date of CAP	09/01/2023
Associated Form ID#	491
Date Provider Notified	09/01/2023
CAP Due Date	09/30/2023
Status	Complete
Comments	Enter Comments
Date Submitted by Provider	09/15/2023
Date Verified Complete by APD Staff	09/15/2023
Licensing Worker	Reed, Monica
QA Workstream Lead	Buck, Jennifer

Buttons: Lookup, Clear, Details

16. When finished, Select **File > Save and Close CAP**

File



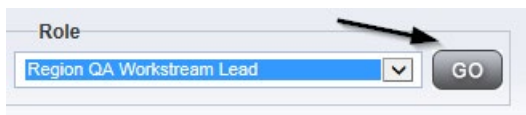
Proceed to [Supervisor Review](#)

As Needed: Further Documentation Required

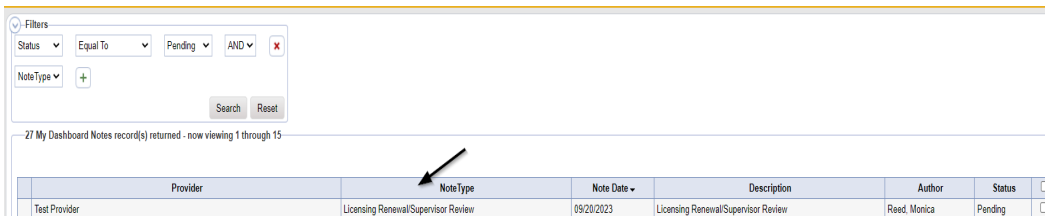


If further documentation is required, the Licensing Supervisor or ROM will update the existing Licensing Renewal/Supervisor Review note to the Licensing Specialist (Region QA Workstream Worker).

1. Set “Role” = Region QA Workstream Worker/Lead or ROM 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 = Licensing Renewal/Supervisor Review** and select the pending record via the hyperlink.



4. In the existing Note record, update the following fields:
 - a. “Associated Form ID#” = Enter Form ID# if applicable

- b. "Note Subtype" = Update to Further Documentation Required
- c. "Description" = Update to Further Documentation Required
- d. "Note" = Enter Notes for what information is needed
- e. "Status" = Complete
- f. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Specialist(Region QA Workstream Worker)* as the Note Recipient
- g. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note.

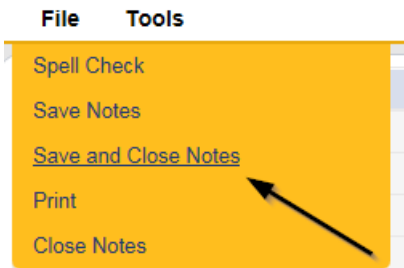
The screenshot shows a 'Notes Details' form with the following fields and values:

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/29/2023
- Associated Form ID#: 352
- Note Type: Licensing Renewal/Supervisor Review
- Note Sub-Type: Further Documentation Required
- Description: Further Documentation Required
- Note: (Empty text area)
- Status: Complete
- Date Completed: 09/29/2023
- Attachments: Add Attachment
- Document: There are no attachments to display
- Note Recipients: Add Note Recipient, Lookup, Clear

Arrows in the image point to the following fields:

- Associated Form ID#
- Note Type
- Note Sub-Type
- Description
- Status
- Lookup button in the Note Recipients section

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



As Needed: Requested Information



The Licensing Specialist (Region QA Workstream Worker) will be notified of the Further Documentation note via My Dashboard. They will request information from the Service Provider via a new note.

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

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

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

A screenshot of the 'My Dashboard' interface. The 'PROVIDERS' tab is active. Under the 'Notes' section, there are two rows: 'Complete' with a count of 2 and 'Pending' with a count of 2. A black arrow points to the 'Complete' row.

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

A screenshot showing a filter panel and a table of notes. The filter panel has 'Status' set to 'Equal To', 'Pending', and 'AND'. The table has columns for Provider, Note Type, Note Date, Description, and Author. A row is highlighted with 'Test Provider', 'Licensing Renewal/Supervisor Review', '09/20/2023', 'Further Documentation Required', and 'Reed, Monica'. Arrows point to the 'Note Type' and 'Description' columns.

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

A screenshot of a yellow button with the text 'Add Notes' and a black arrow pointing to it. Other text on the button includes 'File Reports', 'Add New Provider Search', and 'Print'.

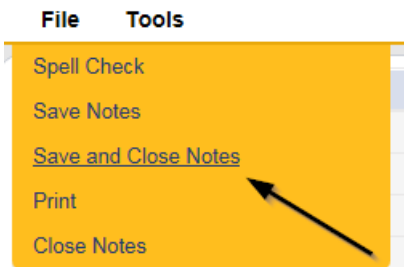
6. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Associated Form ID#" = Enter Form ID# if applicable
 - c. "Note Type" = Licensing Renewal
 - d. "Note Subtype" = Further Documentation Required
 - e. "Description" = Further Documentation Required
 - f. "Note" = Enter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

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

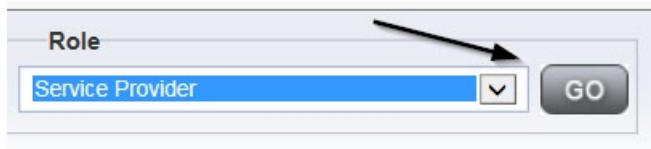
- Division: APD
- Note By: Buck, Jennifer
- Note Date: 09/26/2023
- Associated Form ID#: (empty)
- Note Type: Licensing Renewal
- Note Sub-Type: Further Documentation Required
- Description: Further Documentation Required
- Note: (Rich text editor with content: 'enter detail of further documentation that is needed')
- Status: Pending
- Date Completed: (empty)

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

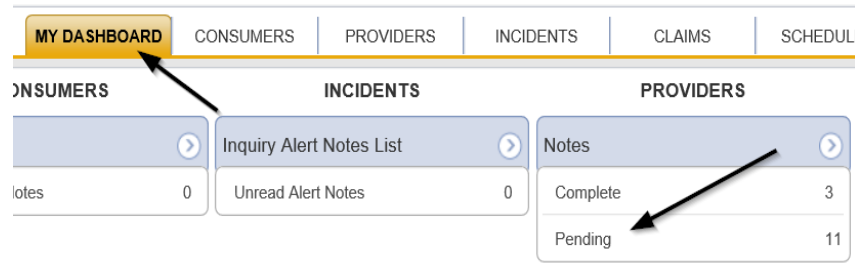
7. When finished click **File > Save and Close Notes**



8. Set "Role" = Service Provider



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



10. Select the **Note Type = Licensing Renewal** and select the pending record via the hyperlink.

11. Review the note for requested information. Add it 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 corrections/revisions have been made and 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(Region QA Workstream Worker)* as the Note Recipient
- g. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD ▾

Note By * Buck, Jennifer

Note Date * 09/26/2023 📅

Associated Form ID#

Note Type * Licensing Renewal ▾

Note Sub-Type Further Documentation Required ▾

Description Further Documentation Required

On 9/26/2023 at 8:13 PM, Jennifer Buck wrote:
enter detail of further documentation that is needed

Note

New Text

B *I* U 10pt ▾ A ▾

additional documentation attached as provided by the [provider](#)

Append Text to Note

Status * Pending ▾

Date Completed

Attachments

[Add Attachment](#)

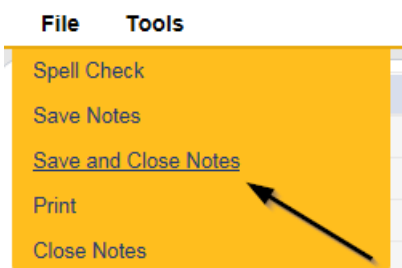
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient:

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



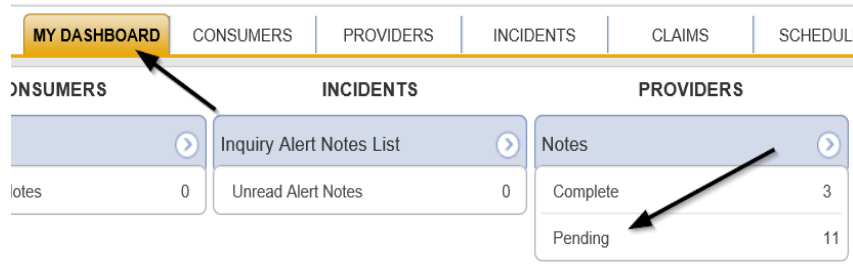
13. Set "Role" = QA Workstream Worker or Lead then click **Go**

Role

Region QA Workstream Lead ▾

14. The Licensing Specialist (Region QA Workstream Worker) 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.



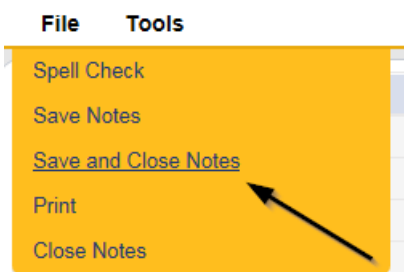
16. Select the **Note Type = Licensing Renewal** and select the pending record via the hyperlink.

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

- "Note Type" = Update to Licensing Renewal/Supervisor Review
- "Sub Type" = Update to Further Documentation Provided
- "Description" = Update to Further Documentation Provided
- "Notes" = add any additional details for the Supervisor or ROM regarding the requested documentation that was provided by the provider.
- "Status" = Leave as Pending
- Click the Lookup button on the "Add Note Recipient" to add the *Licensing Supervisor or 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 *	Buck, Jennifer
Note Date *	09/26/2023
Associated Form ID#	
Note Type *	Licensing Renewal/Supervisor Review
Note Sub-Type	Further Documentation Provided
Description	Further Documentation Provided
Note	<p>On 9/26/2023 at 8:13 PM, Jennifer Buck wrote: enter detail of further documentation that is needed</p> <p>On 9/26/2023 at 8:31 PM, Jennifer Buck wrote: Provider adds notes and requested documentation</p> <p>New Text</p> <p>B <i>I</i> <u>U</u> 10pt A</p> <p>Note from the Licensing Specialist back to the Supervisor or ROM that further documentation has been provided and requested review be completed.</p> <p>Append Text to Note</p>
Status *	Pending
Date Completed	

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: CAP Rejected



If all corrective actions are not completed, the Licensing Specialist (Region QA Workstream Worker) will create a note to advise the Provider of the outstanding items along with updating the CAP items to Rejected.

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

Role
Region QA Workstream Worker [v] GO

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

PROVIDERS	
Notes	
Complete	59
Draft	1
Pending	29

3. Select the **Note Type = Licensing Renewal** and **Note Subtype = CAP Submitted** and select the pending record via the hyperlink.

Filters
Status: Equal To Pending AND
NoteType: +
Search Reset

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

Provider	NoteType	Note Date	Description	Author	Status
Test Provider	Licensing Renewal	09/21/2023	CAP Submitted	Reed, Monica	Pending

4. In the existing Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Leave as Licensing Renewal
 - c. "Note Subtype" = Update to CAP Rejected
 - d. "Description" = Update to CAP Rejected
 - e. "Note" = Enter Notes and list reasons for rejection
 - f. "Status" = Leave as Pending
 - g. Click the Lookup button on the "Add Note Recipient" to add the [Service Provider](#) as the Note Recipient

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

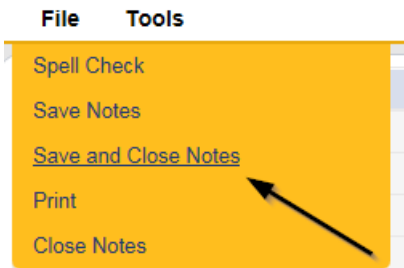
The screenshot shows a 'Notes Details' form with the following fields and values:

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/21/2023
- Associated Form ID#: (empty)
- Note Type: Licensing Renewal
- Note Sub-Type: CAP Rejected
- Description: CAP Rejected
- Note: (empty text area)
- Status: Pending
- Date Completed: (empty)

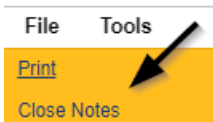
Arrows point to the following fields:

- Note Sub-Type
- Description
- Status
- Append Text to Note button
- Lookup button in the Note Recipients section

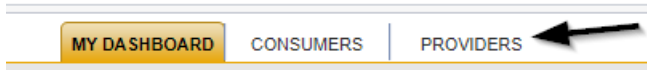
5. When finished click **File > Save and Close Notes**



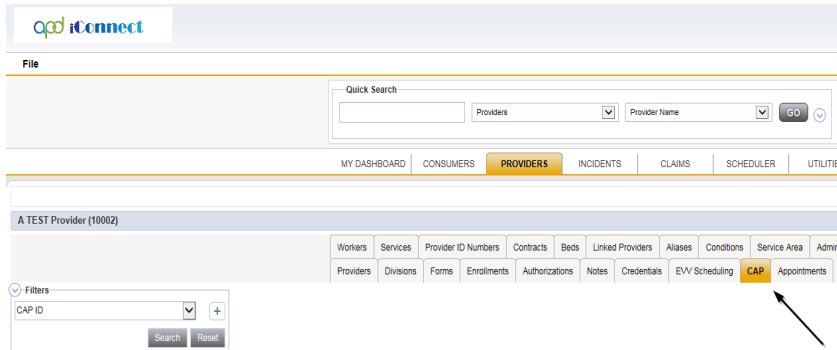
6. Click **File > Close Notes**



7. Navigate to the Provider's Chapter



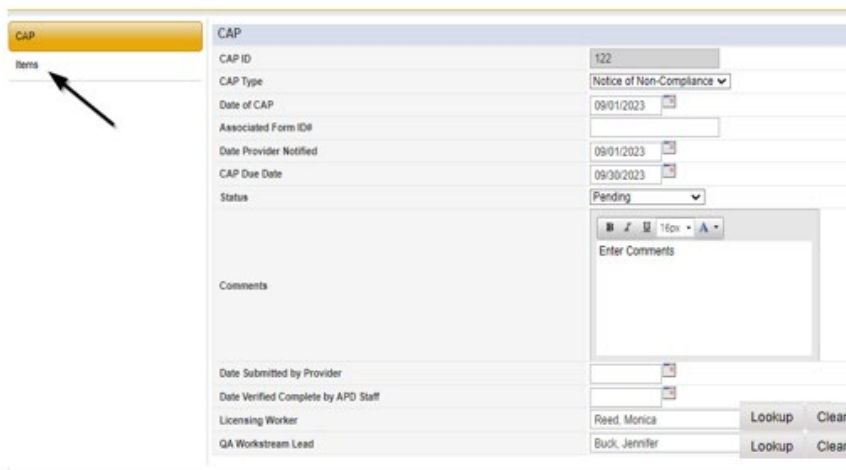
8. The Provider's record will display. Navigate to the **Providers > CAP** tab



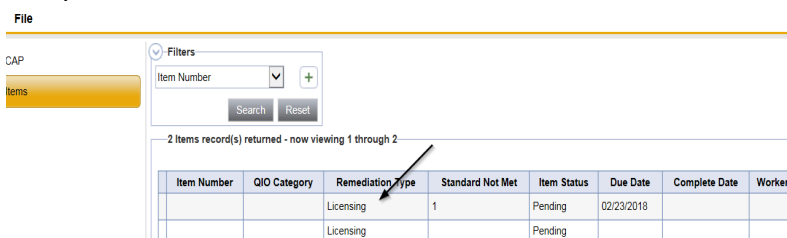
9. Select the appropriate CAP record via the hyperlink

CAP ID	QIO Report Number	Date Provider Notified	Status	Number of Alerts	Number of Items	Licensing Worker
71		07/09/2018	Pending		1	Richardson, Regina

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



11. Select an individual Item via the hyperlink in the list view grid that has not been completed



12. In the Item record, update the following fields:

- a. "Item Status" = CAP Rejected
- b. "Corrective Action Required" = Enter what rejected and what needs to be done to resolve the deficiency

The screenshot shows a CAP record form with the following fields and values:

- Item ID: 141
- Item Number: [Empty]
- Action Type: Licensing
- Type of Site Visit: Qualified Organization
- Discovery Source: Licensing Visit
- Remediation Type: Licensing
- Employee Involved: Lisa Smith
- Standard Not Met Description: FINANCIAL STANDARDS: (a) Fiscal records pertaining to th... Clear
- Comments: Enter the full description of the violation (i.e. Resident J.A. did not receive Serquel as prescribed on 9/1/2019)
- Item Status: CAP Rejected (indicated by an arrow)
- Due Date: 09/16/2023
- Provider Worker: Reed, Monica (Lookup Clear)
- Corrective Action Required: Enter information regarding the violation that the provider must submit. The Provider will then append with the information. (indicated by an arrow)
- Evidence of Completion: [Empty]



Repeat steps 11 – 12 for each item that needs to be rejected in the CAP record.

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

The File menu is open, showing the following options:

- History
- Spell Check
- Save Item
- Save and Add Another Item
- Save and Close Item (indicated by an arrow)
- Print
- Close Item

As Needed: CAP Revised



The Service Provider will review the CAP Rejected Note and make the necessary revisions to the CAP item record(s). Once the CAP Items have been updated, they will update the existing note to advise the Licensing Specialist (Region QA Workstream Worker) that the revisions have been made.

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

A screenshot of a web form with a dropdown menu labeled "Role". The dropdown is open, showing "Service Provider" as the selected option. To the right of the dropdown is a "GO" button. An arrow points to the dropdown arrow.

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

A screenshot of a web application interface. At the top, there is a "Quick Search" bar with a "GO" button. Below it is a navigation menu with tabs: MY DASHBOARD, CONSUMERS, PROVIDERS, INCIDENTS, CLAIMS, SCHEDULER, and UTILITIES. The "PROVIDERS" tab is active. Underneath, there is a sub-menu with tabs: Workers, Services, Provider ID Numbers, Contracts, Beds, Linked Providers, Aliases, Conditions, Service Area, Admin, Providers, Divisions, Forms, Enrollments, Authorizations, Notes, Credentials, EVV Scheduling, CAP, and Appointments. The "CAP" tab is selected. An arrow points to the "CAP" tab.

3. Select the appropriate CAP record via the hyperlink

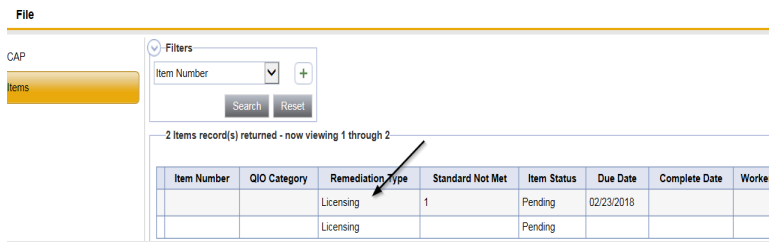
— 1 CAP record(s) returned - now viewing 1 through 1 —

CAP ID	QIO Report Number	Date Provider Notified	Status	Number of Alerts	Number of Items	Licensing Worker
71		07/09/2018	Pending		1	Richardson, Regina

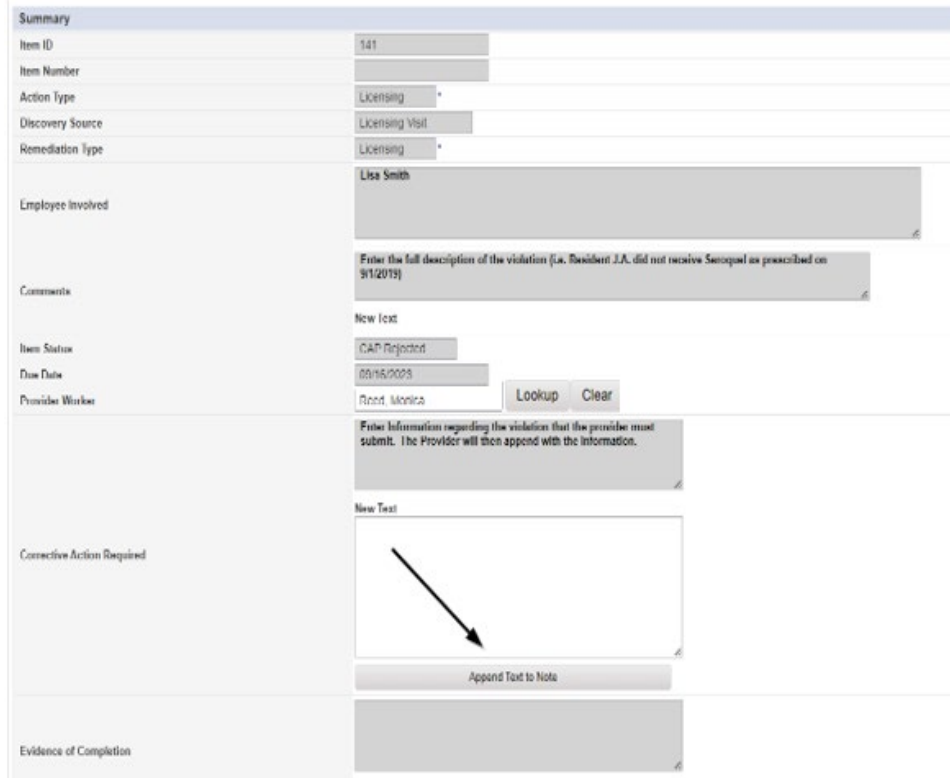
4. Click the Items link on the left-hand navigation menu

A screenshot of a web application showing the details of a CAP record. On the left, there is a navigation menu with "CAP" and "Items" links. The "Items" link is highlighted with an arrow. The main content area shows the CAP record details for CAP ID 122. The record is in "Pending" status. There is a "Comments" section with a text area and a "Enter Comments" label. At the bottom, there are fields for "Date Submitted by Provider", "Date Verified Complete by APD Staff", "Licensing Worker" (Reed, Monica), and "QA Workstream Lead" (Buck, Jennifer). There are "Lookup" and "Clear" buttons for the worker and lead fields.

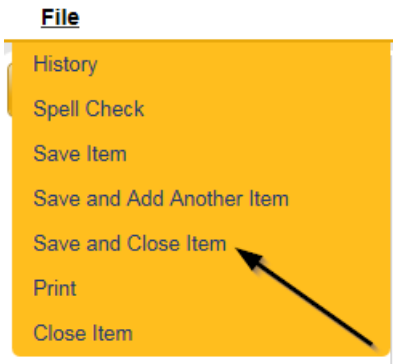
5. Select an Item via the hyperlink in the list view grid



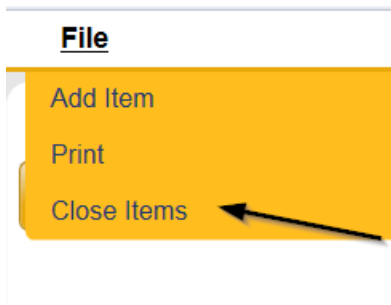
6. Enter the Corrective Action Required information and Click Append to Text to Note



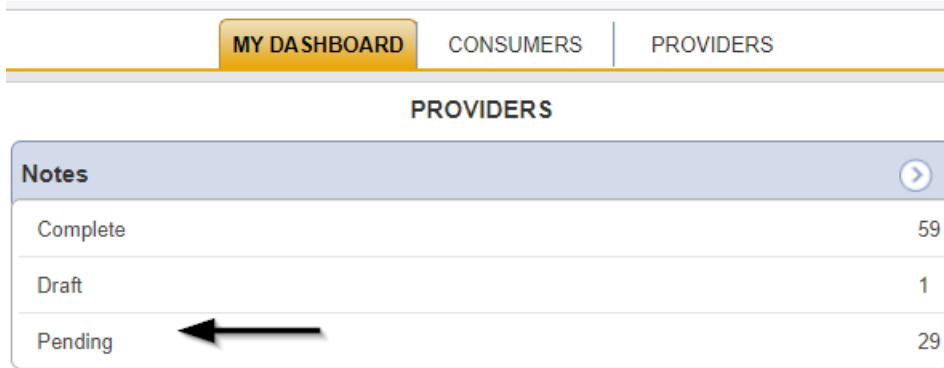
7. When finished, Click File > Save and Close Item



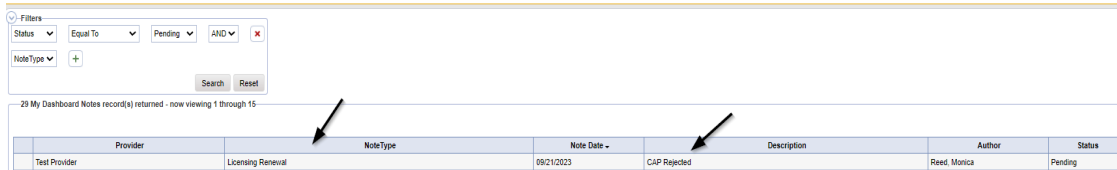
8. Click **File > Close Items**



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



10. Select the **Note Type = Licensing Renewal** and **Note Subtype = CAP Rejected** and select the pending record via the hyperlink.



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

- "Note Type" = Leave as Licensing Renewal
- "Note Subtype" = Update to CAP Revised
- "Description" = Update to CAP Revised
- "Note" = Enter Notes as to what corrections were made
- "Status" = Update to Complete
- Click "Add Attachment" and search for the copy of supporting documents on the user's device. Click Upload
- Click the Lookup button on the "Add Note Recipient" to add the [Licensing Specialist\(Region QA Workstream Worker\)](#) 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.



Proceed to [CAP Accepted](#)

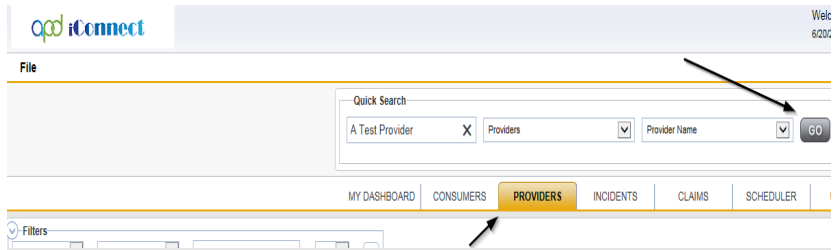
As Needed: CAP Missed Due Dates



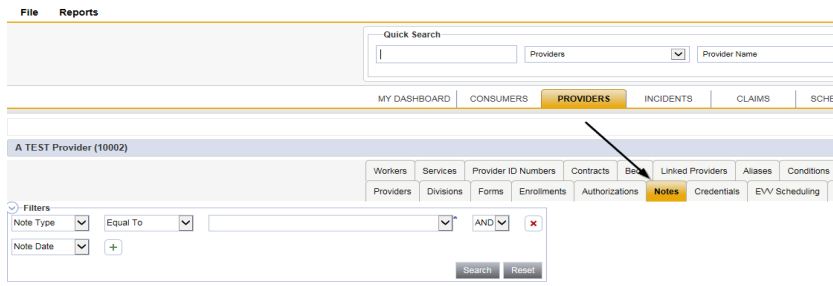
If after receiving the Reminder tickler that the CAP is due after 15 calendar days, the Licensing Specialist (Region QA Workstream Worker) identifies that the due dates have been missed, they will notify the Service Provider via a note. The Service Provider will then have an additional 10 days to resubmit an amended CAP.

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

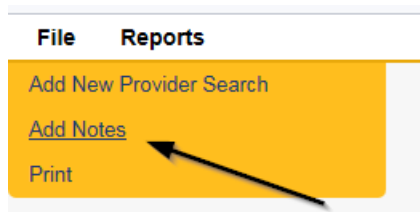
2. Navigate to the **Providers** chapter and enter the Provider's Licensed Facility home name in the Quick Search filter and click **Go**.



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

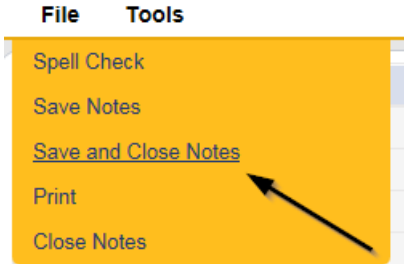


4. Click **File > Add Notes**

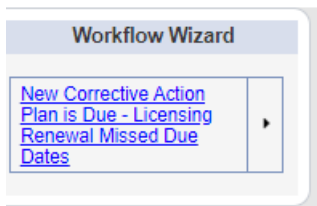


5. In the new Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Licensing Renewal
 - c. "Note Subtype" = CAP Missed Due Dates
 - d. "Description" = CAP Missed Due Dates
 - e. "Note" = Enter Notes
 - f. "Status" = Complete
 - g. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
 - h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note.

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



7. Upon saving the note, a Workflow Wizard triggered the reminder tickler that is due in 11 calendar days. It will be retrieved by the Licensing Specialist on My Dashboard > Providers > Ticklers.



- Tickler - “New Corrective Action Plan is Due – Licensing Renewal Missed Due Dates”
- Assigned to self, the Licensing Specialist who saved the Licensing Renewal > CAP Missed Due Dates note.

- Due on the **11th** calendar day from the “Licensing Renewal/Missed Due Dates” completed note



The Service Provider will need to proceed to [Update CAP items](#) and update the CAP record after reviewing the CAP Missed Due Dates note.

As Needed: Licensing Supervisor Denial



If during the review, the Licensing Supervisor decides to deny the licensing renewal, then proceed with adding a note back to the Licensing Specialist (Region QA Workstream Worker) instructing them to initiate the PAARF/Admin Complaint process. If the license is nearing expiration, the region will renew with one-month licenses while the Admin Complaint is in process.

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

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

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Licensing Renewal/Supervisor Review	09/20/2023	Licensing Renewal/Supervisor Review	Reed, 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 Licensing Renewal/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(Region QA Workstream Worker)* as the Note Recipient
- g. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
- 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

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

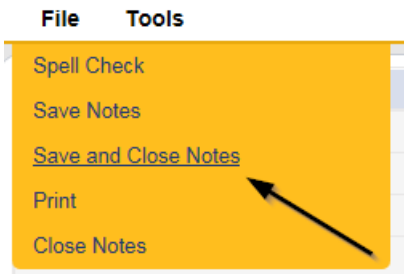
- Division: APD
- Note By: Reed, Monica
- Note Date: 09/20/2023
- Associated Form ID#: (empty)
- Note Type: Licensing Renewal/Supervisor Denial
- Note Sub-Type: (empty)
- Description: (empty)
- Note: (empty)
- Status: Complete
- Date Completed: 09/21/2023

The 'New Text' window is open with the text: "Enter notes as to why being denied".

Annotations (arrows) point to the following elements:

- Note Type dropdown menu.
- Status dropdown menu.
- Lookup button in the Note Recipients section.

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



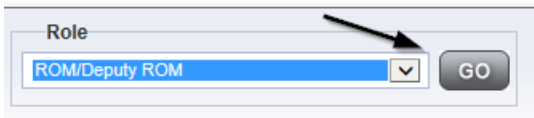
Proceed to [ROM Review](#) if current license is expiring soon to issue a one-month license. Then proceed to Chapter 13 to initiate the PAARF process.

As Needed: ROM Denial

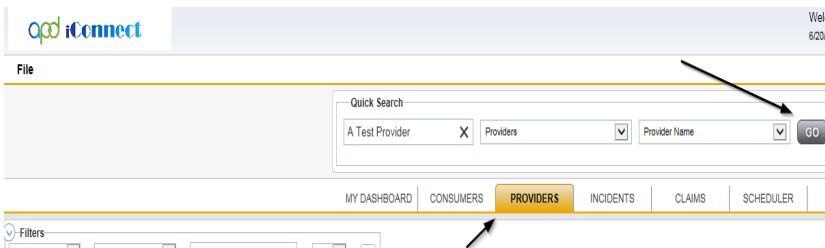


If during the review, the ROM decides to deny the licensing renewal, then proceed with adding a new note back to the Licensing Specialist (Region QA Workstream Worker) instructing them to update the license information and initiate the PAARF/Admin Complaint process. If the license is nearing expiration, the region would renew with a one-month license while the Admin Complaint is in process.

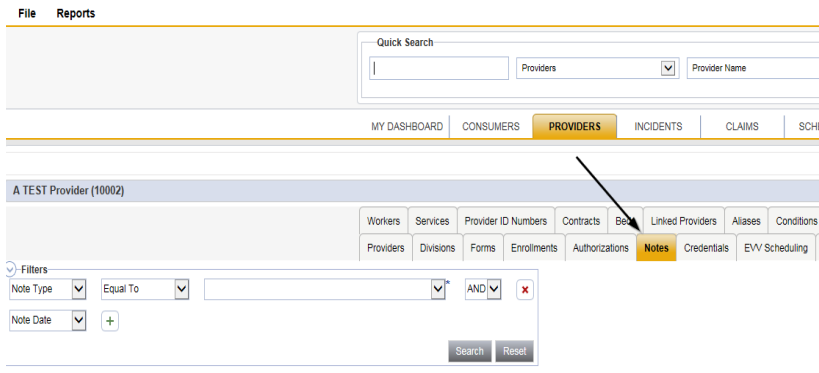
1. Set "Role" = ROM/Deputy ROM then click **Go**



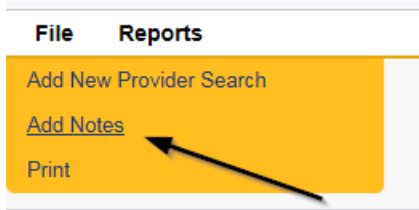
2. Navigate to the **Providers** chapter and enter the Provider's Licensed Facility home name in the Quick Search filter and click **Go**.



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



4. Click **File > Add Notes**



5. In the new Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Licensing Renewal/ROM Denial
 - c. "Description" = Enter description if applicable
 - d. "Append Text to Note" = Enter notes
 - e. "Status" = Pending
 - f. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Specialist(Region QA Workstream Worker)* as the Note Recipient
 - g. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
 - h. Click the Lookup button on the "Add Note Recipient" to add an additional recipient – *Licensing Supervisor*
 - 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 * Licensing Renewal/ROM Denial

Note Sub-Type

Description

Note

Status * Pending

Date Completed

Attachments

Add Attachment

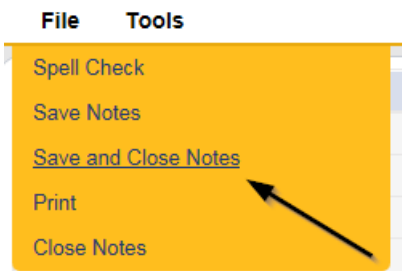
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient:

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



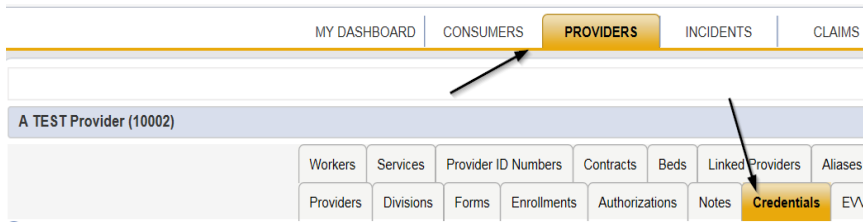
The Licensing Specialist will be notified of the ROM Denial via this note. The Licensing Specialist will update the license information to what it was before the renewal process began.

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

Role

Region QA Workstream Worker

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



8. Select the license updated in the [Update License Information](#) section from the list.
9. Update the following fields:
 - a. ""Original Date of Issuance" = Do not change
 - b. "Effective Date" = Enter the effective date that was on this record before the renewal process started.
 - c. "Expiration Date" = Enter the effective date that was on this record before the renewal process started.
 - d. "Comment" = Enter comments if applicable
 - e. "Status" = Closed
 - f. "Reason" = enter the reason that was on this record before the renewal process started. Initial or Renewal.
 - g. "QA Workstream Worker" = Do not change

License Details	
Credential Type *	License
License Type *	Group Home
License Number *	586974
Original Date of Issuance *	09/01/2021
Date of Renewal/Subsequent License	
Effective Date *	09/01/2021
Expiration Date *	09/30/2022
Less than One Year	<input type="checkbox"/>
Comment	ROM Denied Renewal - 09/20/23
Status	Closed
Reason	Initial
QA Workstream Worker	Reed, Monica

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



Proceed to [ROM Review](#) if current license is expiring soon to issue a one-month license.

As Needed: One Month License



The ROM/Designee will scan and save the signed one-month license to their device while the Admin Complaint is in process. They will then update the existing Licensing Renewal/ROM Denial note to advise the Licensing Specialist (Region QA Workstream Worker).

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. To the right is a 'GO' button.

2. Navigate to the **Provider Record > Notes > Pending** and click the hyperlink for the Pending notes.

A screenshot of the 'Provider Record' interface. The 'PROVIDERS' tab is active. Underneath, the 'Notes' sub-tab is selected. A search filter is visible with 'Note Type' set to 'Licensing Renewal/Supervisor Review'.

3. Select the **Note Type = Licensing Renewal/ROM Denial** and select the pending record via the hyperlink.

Provider	Note Type	Note Date	Description	Author	Status	
Test Provider	Licensing Renewal/Supervisor Review	09/20/2023	Licensing Renewal/Supervisor Review	Reed, Monica	Pending	<input type="checkbox"/>

4. In the pending Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Leave as Licensing Renewal/ROM Denial
 - c. "Description" = no changes needed
 - d. "Append Text to Note" = Enter notes
 - e. "Status" = Update to Complete
 - f. Click "Add Attachment" and search for the copy of signed one month License Certificate on the user's device. Click Upload
 - g. Click the Lookup button on the "Add Note Recipient" to add the [Licensing Specialist\(Region QA Workstream Worker\)](#) as the Note Recipient

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

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 09/20/2023

Associated Form ID#

Note Type * Licensing Renewal/ROM Denial

Note Sub-Type *

Description Licensing Renewal/ROM Denial

Note

New Text

Append Text to Note

Status * Complete

Date Completed 09/21/2023

Attachments

Add Attachment

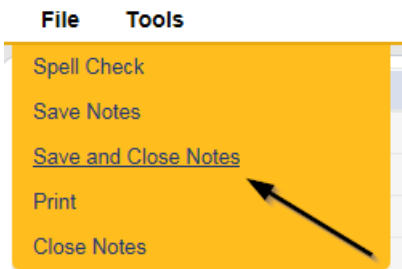
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient Lookup Clear

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



Proceed to then the [Signed License Certificate Note](#), and finally [Update License Information](#). The next step in the process is to Proceed to Chapter 13 to complete the PAARF process.