



State of Florida
Agency for Persons with Disabilities

Harmony for APD iConnect
Licensing Renewals Training Manual

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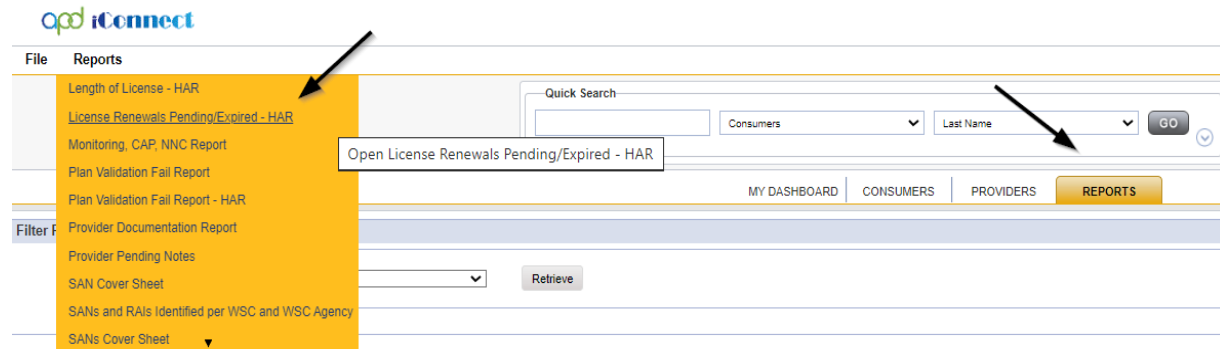
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Chapter 7 | Licensure Renewals

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

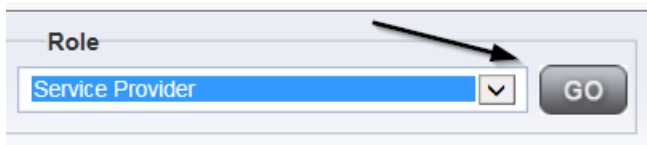


Complete Facility Application Form



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

APD iConnect

File Word Merge

Quick Search

Providers

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS

A TEST Provider (10002)

Workers Services Provider ID Numbers Contracts Beds Linked F

Providers Divisions **Forms** Enrollments Authorizations Notes

Filters

Status Equal To Draft AND

Division +

Search Reset

31 Forms record(s) returned - now viewing 1 through 15

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

3. Click **File > Add Forms**

File

Add Forms

Print

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

APD iConnect

Test Provider Forms

9/18/2023 6:17 PM

File

Please Select Type: Facility Application Form (APD 2014-01)

Provider Assessment

Division * APD

Review * Annual

Review Date * 09/18/2023

Approved Date

Worker * Reed, Monica

Status * Pending

Approved By

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.


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**

File	Reports
History	
Duplicate Forms	
Spell Check	
Save Forms ←	

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



Test Provider
 Last Updated by mreed@apdcares.org
 at 9/18/2023 6:26:58 PM

Forms

File	Reports	Word Merge
------	---------	------------

Facility Application Form (APD 2014-01)

Provider Assessment			
Division *	APD	Worker *	Reed, Monica
Review *	Annual	Status *	Pending
Review Date *	09/12/2023	Approved By	
Approved Date			

FACILITY APPLICATION FORM (APD 2014-01)

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



File

Print ←
Close



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. At the top, the word "Role" is displayed. Below it is a dropdown menu with "Service Provider" selected. To the right of the dropdown is a button labeled "GO". An arrow points from the text "click Go" in the instruction to the "GO" button.

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

A screenshot of the iConnect web application. The top navigation bar shows "iConnect" and "File Word Merge". Below this is a "Quick Search" bar. The main navigation tabs are "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "INCIDENTS". The "PROVIDERS" tab is active. Under "PROVIDERS", there are sub-tabs: "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked F", "Providers", "Divisions", "Forms", "Enrollments", "Authorizations", and "Notes". The "Forms" sub-tab is active. Below the sub-tabs, there are filters for "Status" (set to "Draft"), "Equal To", and "Draft". There are also "Search" and "Reset" buttons. Below the filters, it says "31 Forms record(s) returned - now viewing 1 through 15". A table lists the forms:

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 web form. At the top, the word "File" is displayed. Below it is a button labeled "Add Forms". To the right of the button is a button labeled "Print". An arrow points from the text "Click File > Add Forms" in the instruction to the "Add Forms" button.

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*

File

Please Select Type: ▼

- Facility Application Form (APD 2014-01)
- Provider Application Basic Information
- Provider Expansion Request
- Use for after 2014-Calculation of License Capacity**
- Use prior to 2014-Calculation of License Capacity

Provider Assessment

Division * APD

Review * Annual

Review Date * 09/18/2023

Approved Date

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

File

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

Provider Assessment

Division * APD

Review * Annual

Review Date * 09/18/2023

Approved Date

Worker * Reed, Monica Clear Details

Status * Pending

Approved By

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

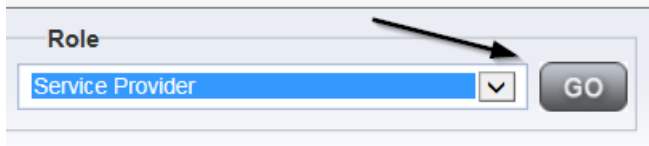
- Save Forms
- Save and Add Another Form
- Save and Close Forms**
- Copy From Previous
- Print
- Close Forms

Add Other Qualifying Documentation



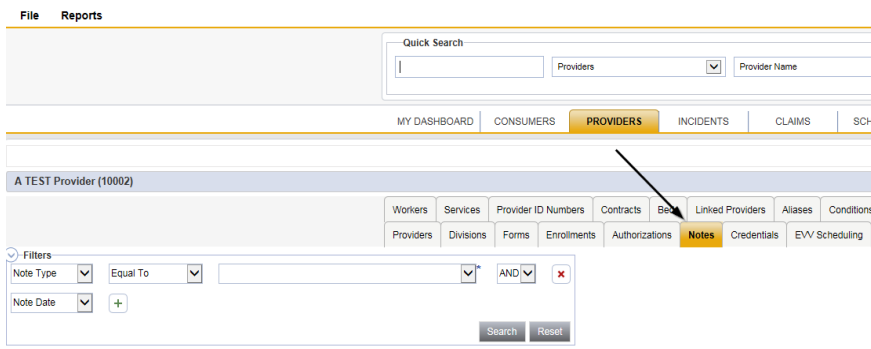
The Service Provider will add a note and attach any supporting documentation.

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



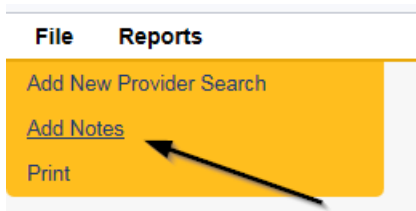
A screenshot of a web form. At the top, the word "Role" is displayed. Below it is a dropdown menu with "Service Provider" selected. To the right of the dropdown is a grey button labeled "GO". An arrow points from the text "Service Provider" to the dropdown menu.

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



A screenshot of a web application interface. At the top, there is a "File Reports" header. Below it is a "Quick Search" section with a text input field, a "Providers" dropdown, and a "Provider Name" label. A navigation bar contains tabs: "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted), "INCIDENTS", "CLAIMS", and "SCHE". Below the navigation bar, there is a section for "A TEST Provider (10002)". A sub-navigation bar contains tabs: "Workers", "Services", "Provider ID Numbers", "Contracts", "Bills", "Linked Providers", "Aliases", and "Conditions". Below this, there is a "Providers" section with tabs: "Providers", "Divisions", "Forms", "Enrollments", "Authorizations", "Notes" (highlighted), "Credentials", and "EVV Scheduling". A "Filters" section is visible on the left with dropdowns for "Note Type" and "Note Date", and a search bar. A "Search" button and a "Reset" button are at the bottom right.

3. Click **File > Add Notes**



A screenshot of a web application interface. At the top, there is a "File Reports" header. Below it is a yellow button labeled "Add New Provider Search". Below that is a yellow button labeled "Add Notes" with an arrow pointing to it. Below that is a yellow button labeled "Print".

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 ellipsis 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 *

Note By *

Note Date *

Note Type *

Note Sub-Type

Description

Note

Status *

Date Completed

Attachments

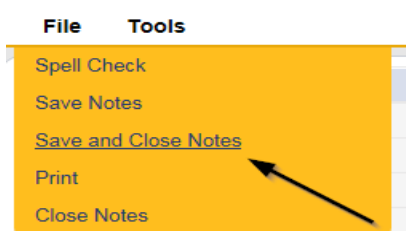
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient: ...

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**

Role

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

The screenshot shows a web application interface. At the top, there's a 'File Reports' header. Below it is a 'Quick Search' section with a text input field, a 'Providers' dropdown menu, and a 'Provider Name' label. A navigation bar contains tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted in orange), 'INCIDENTS', 'CLAIMS', and 'SCHE'. Below the navigation bar, there's a section for 'A TEST Provider (10002)'. A sub-navigation bar includes tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Boards', 'Linked Providers', 'Aliases', and 'Conditions'. Below this, another set of tabs includes 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes' (highlighted in orange), 'Credentials', and 'EVV Scheduling'. On the left, there's a 'Filters' section with 'Note Type' and 'Note Date' dropdowns, an 'Equal To' dropdown, and a text input field. There are also 'AND' and 'X' buttons. At the bottom right of the filters are 'Search' and 'Reset' buttons. An arrow points from the 'Notes' tab in the sub-navigation bar to the 'Providers > Notes' text in the section header.

3. Click **File > Add Notes**

The screenshot shows a 'File Reports' header. Below it is a yellow sidebar menu with three items: 'Add New Provider Search', 'Add Notes' (highlighted in orange), and 'Print'. An arrow points from the 'Add Notes' item to the 'File > Add Notes' text in the section header.

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

- "Division" = APD
- "Note Type" = Licensing Renewal
- "Note Subtype" = Application Submitted
- "Description" = Application Submitted
- "Note" = Enter notes
- "Status" = Pending
- Click "Add Attachment" and search for the copy of the signed/notarized Facility Application Form on the user's device. Click Upload
- Click the ellipsis 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

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

B I U 10pt **A**

Attach notarized Facility Application Form

Status *	Pending ▾
Date Completed	

Attachments

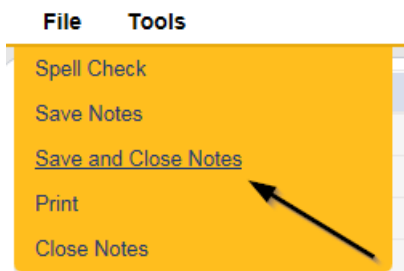
[Add Attachment](#)

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.

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

File

Filters

Status ▾

Equal To ▾

New ▾

AND ▾

✕

Status ▾

+

☐ Apply Alert Days Before Due

Search Reset

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.

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

File

Filters

Status ▾

Equal To ▾

New ▾

AND ▾

✕

Status ▾

+

☒ Apply Alert Days Before Due

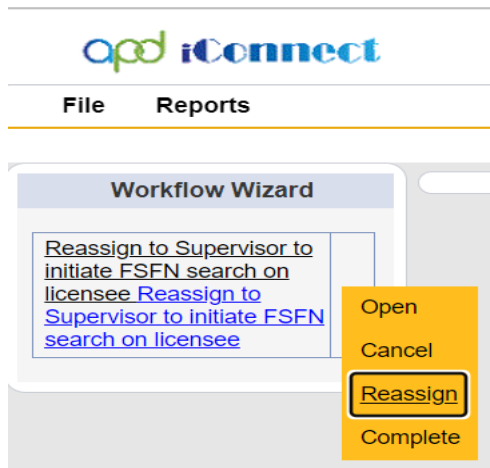
Search Reset

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 ▶

First
Previous
Records per page 15
Next
Last

- 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.

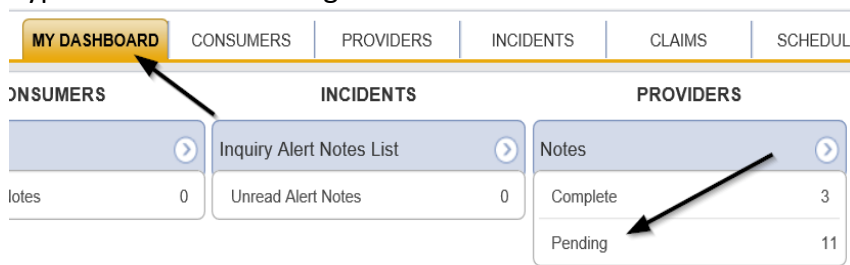
As Needed: Licensure Renewal Review Errors



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

NoteType

+

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	<input type="checkbox"/>

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 ellipsis 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

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

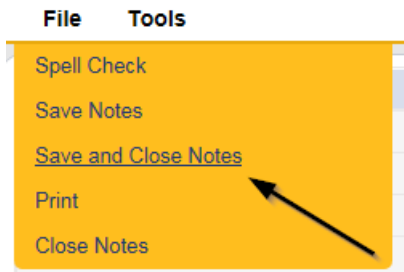
Note Recipients

Add Note Recipient:

...

Clear

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



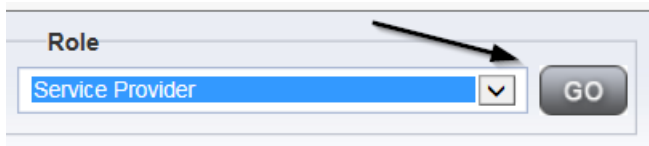
The Licensing Specialist (Region QA Workstream Worker) and Service Provider will leave the note in a Pending Status until all errors/omissions have been resolved. This process can be repeated multiple times.

As Needed: Update Application

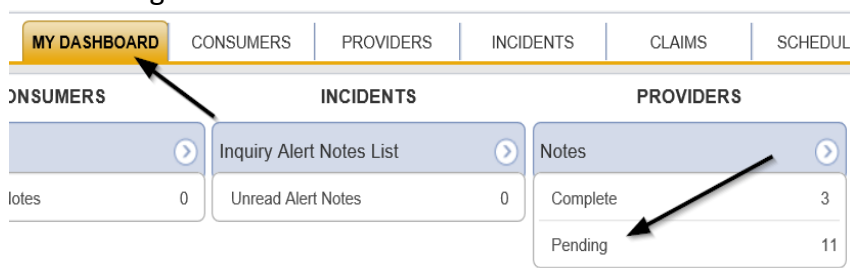


The Service Provider will get notified of the pending note via My Dashboard and will review the errors/omissions provided by the Licensing Specialist (Region QA Workstream Worker). The Service Provider will then respond to the pending note with the requested corrections and leave the note in pending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

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



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



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

File Tools						
<div> <div>Filters</div> <div> <div>Status</div> <div>Equal To</div> <div>Pending</div> <div>AND</div> <div>NoteType</div> <div>+</div> <div>Search</div> <div>Reset</div> </div> </div>						
21 My Dashboard Notes record(s) returned - now viewing 1 through 15						
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 ellipsis 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 *

APD

Note By *

Reed, Monica

Note Date *

09/26/2023

Note Type *

Licensing Renewal

Note Sub-Type

Errors/Omissions

Description

Errors/Omissions

Note

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

New Text

B I U 16px A

Append Text to Note

Status *

Pending

Date Completed

Attachments

Add Attachment

Document

Description

There are no attachments to display

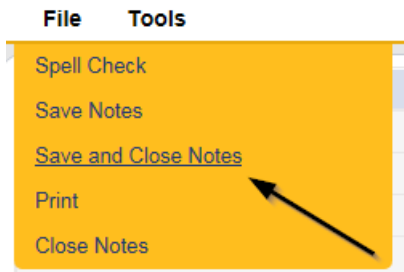
Note Recipients

Add Note Recipient:

...

Clear

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.

Licensure Renewal Review Approval

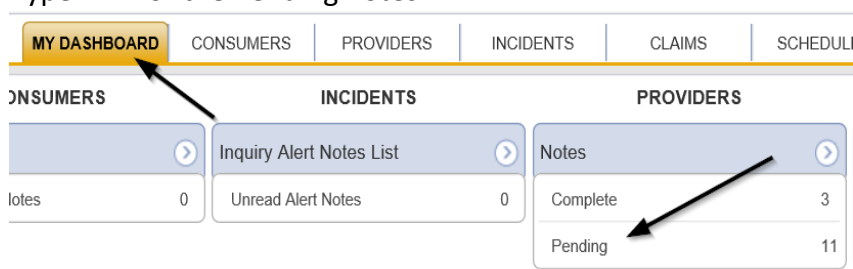


The Licensing Specialist (Region QA Workstream Worker) will get notified of the Application Submitted OR Errors/Omissions pending note via My Dashboard and will review the submitted application. If the licensure renewal review determines that no corrections are necessary then the Licensing Specialist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

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

2. Navigate to the **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.

File Tools

Filters

Status: Equal To Pending AND

NoteType: +

Search Reset

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

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

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

Filters

Status: Equal To Pending AND

NoteType: +

Search Reset

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

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

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

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 09/19/2023

Associated Form ID#

Note Type * Licensing Renewal

Note Sub-Type * Application Form Review Complete

Description * Application Form Review Complete

Note

New Text

Append Text to Note

Status * Complete

Date Completed 09/20/2023

Attachments

Add Attachment

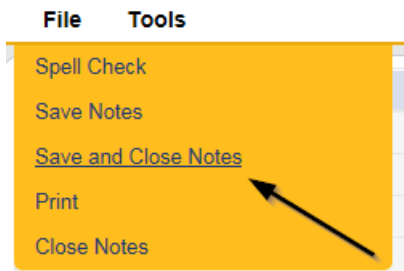
Document Description

There are no attachments to display

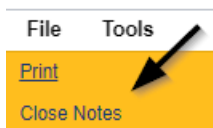
Note Recipients

Add Note Recipient: ... Clear

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



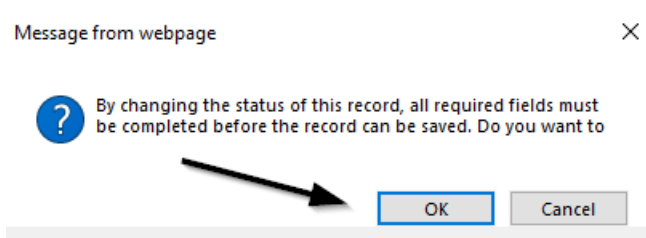
7. Click **File > Close Notes**



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 screenshot of a software interface showing the 'Providers > Forms' tab. The 'Forms' tab is selected. The search criteria are set to 'Form Name' equal to 'Facility Application Form (APD 2019-July)'. The search results show one record: 'Facility Application Form (APD 2019-July)' under the 'APD' division. An arrow points to the record.

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



Facility Application Form (APD 2019-July)

Provider Assessment	
Division *	APD
Worker *	Reed, Monica
Review *	Initial
Status *	Complete
Review Date *	07/31/2019
Approved By	Reed, Monica
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

11. 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

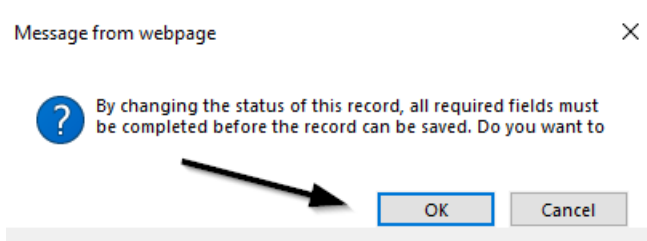
Division +

Search Reset

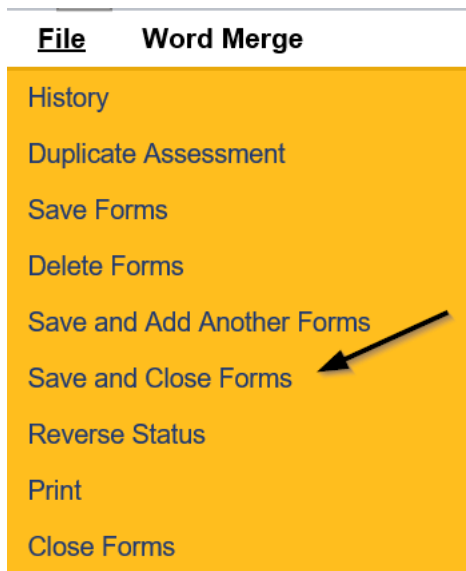
1 Providers Forms record(s) returned - now viewing 1 through 1

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

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



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

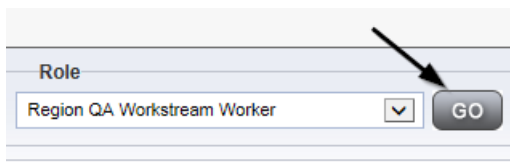


Schedule Site Visit Appointment for Renewal

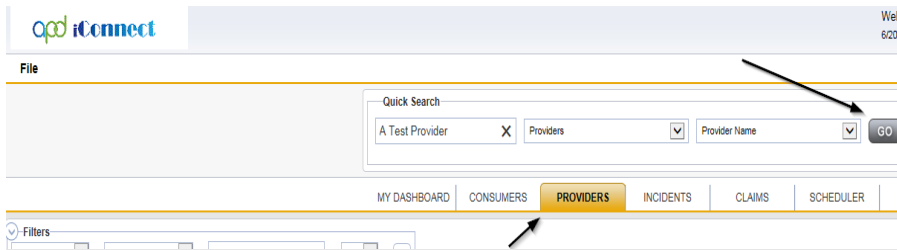


Once there are no errors or omissions on the Licensing Renewal Application, the Licensing Specialist (Region QA Workstream Worker) will call the Provider to schedule the site visit and add the appointment information into APD iConnect.

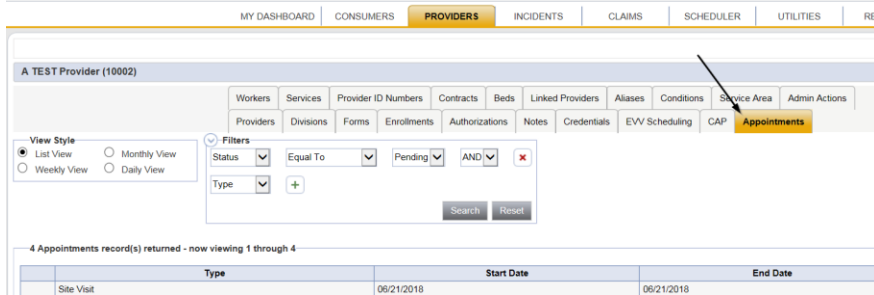
1. Set **“Role”** = Region QA Workstream Worker then click **Go**.



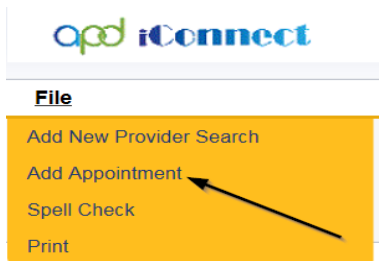
2. Navigate to the **Providers** chapter and enter the Provider’s Licensed Facility home name in the Quick Search filter and click go.



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



4. Click **File > Add Appointment**



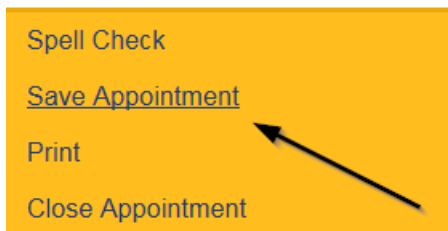
5. Update the following fields on the Appointment Details page

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

Appointments	
Division	APD ▼
Appointment Date *	09/20/2023
Start Time	02 ▼ 00 ▼ PM ▼
Appointment End Date	09/01/2023
End Time	03 ▼ 00 ▼ PM ▼
Type *	Site Visit ▼
Subject	<input type="text" value="Enter Subject Description"/>
Appt. Summary (non-HIPAA Data)	<input type="text"/>
Appt. Details(HIPAA Data)	<input type="text"/>
Status *	Scheduled ▼

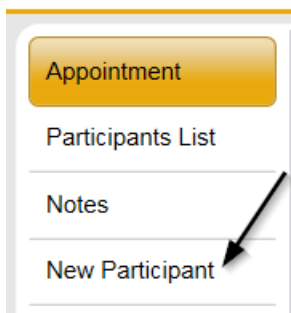
6. When finished select **File > Save Appointment**

File

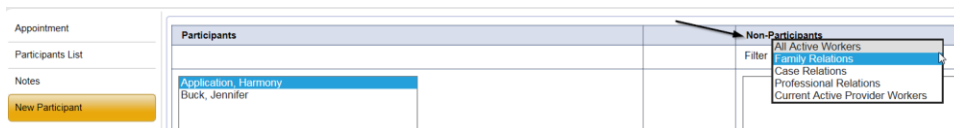


7. Click **New Participant** on the left-hand navigation menu

File



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



9. Select the appropriate Licensing Specialist (Region QA Workstream Worker) and Service Provider Worker names by holding the control key down and clicking on the names and then **Click < Add**

Non-Participants	
Filter	Current Active Provider Workers ▼
	<div>Application, Harmony</div> <div>Buck, Jennifer</div> <div>Provider, Service</div> <div>Reed, Monica</div> <div>ReferralMgr, Osa</div> <div>Ritchie, Lesli</div> <div>Tarzwell, Dawn</div> <div>Tierney, Jacqueline</div> <div>Vogeler, Mandi</div> <div>Worker1, Elizabeth</div>
<div>< Add</div> <div><< Add All</div> <div>Remove ></div> <div>Remove All >></div>	

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

File

- Save
- Save and Close New Participant
- Print
- 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 ▼	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 screenshot shows the iConnect interface. At the top, there's a 'Quick Search' section with a text input containing 'A Test Provider', a dropdown menu set to 'Providers', and a 'GO' button. Below this is a navigation bar with tabs: MY DASHBOARD, CONSUMERS, **PROVIDERS**, INCIDENTS, CLAIMS, and SCHEDULER. An arrow points to the 'GO' button, and another arrow points to the 'PROVIDERS' tab.

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

The screenshot shows the 'A TEST Provider (10002)' record page. The 'Appointments' tab is selected in the top navigation bar. Below the tabs, there's a 'View Style' section with radio buttons for 'List View', 'Monthly View', 'Weekly View', and 'Daily View'. To the right, there's a 'Filters' section with dropdowns for 'Status' (set to 'Equal To'), 'Pending', and 'AND'. Below the filters is a 'Search' button. The main content area shows a table with 4 appointments. An arrow points to the 'Appointments' tab.

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

The screenshot shows the 'A Test Provider (18830)' record page. The 'Appointments' tab is selected. The main content area shows a table with 4 appointments. An arrow points to the 'Appointment Date' column header.

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 Licensure Renewal	Scheduled

5. Update the following field on the Appointment Details page

a. "Status" = Update to Rescheduled

The screenshot shows the 'Appointment Details' page for 'A Test Provider'. The 'Status' field is set to 'Rescheduled'. An arrow points to the 'Status' dropdown menu.

Appointment Details

Division: APD

Appointment Date: 01/20/2022

Start Time: 05:00 PM

Appointment End Date: 01/20/2022

End Time: 06:00 PM

Type: Site Visit

Subject: Monthly visit

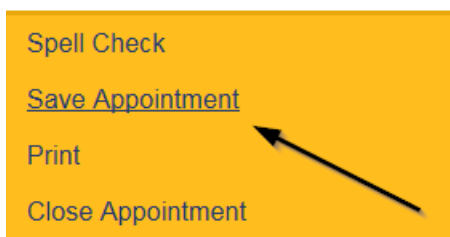
Appt. Summary (non-HIPAA Data): summary

Appt. Details (HIPAA Data): details

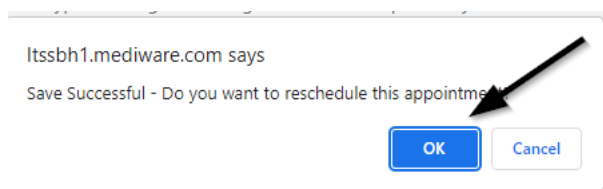
Status: **Rescheduled**

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

File



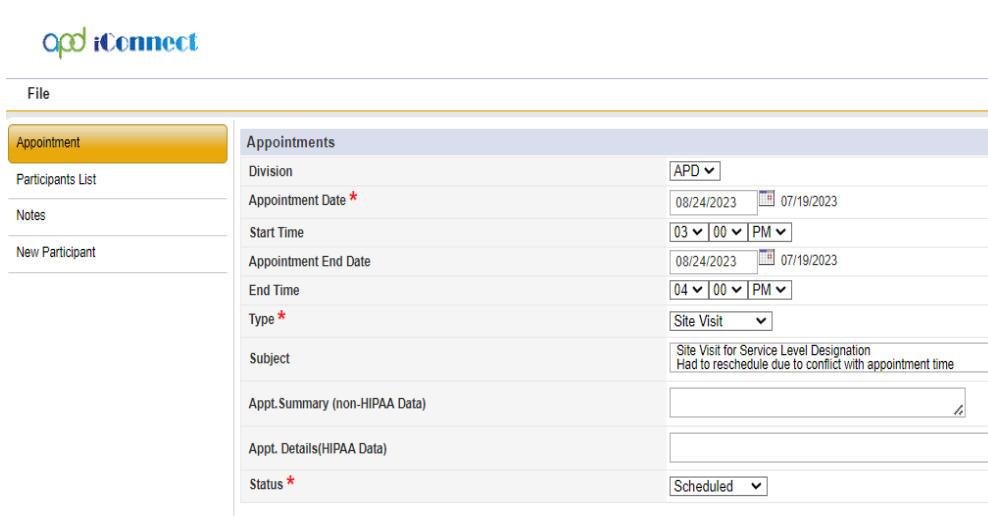
- A prompt will appear that asks, “Do you want to reschedule this appointment?”



- Click OK to reschedule the appointment. The appointment page opens, showing some data from the previous appointment.

- Update the Appointment date and time information for the new appointment.

- Update the status from Pending to Scheduled, if appropriate.

A screenshot of the 'iConnect' software interface. On the left is a sidebar with a 'File' menu and a list of options: 'Appointment' (highlighted in yellow), 'Participants List', 'Notes', and 'New Participant'. The main area is titled 'Appointments' and contains a form with the following fields: 'Division' (dropdown menu showing 'APD'), 'Appointment Date' (calendar icon, date '08/24/2023', and a red asterisk), 'Start Time' (time dropdown showing '03:00 PM'), 'Appointment End Date' (calendar icon, date '08/24/2023', and a red asterisk), 'End Time' (time dropdown showing '04:00 PM'), 'Type' (dropdown menu showing 'Site Visit'), 'Subject' (text field with 'Site Visit for Service Level Designation' and a red asterisk), 'Appt. Summary (non-HIPAA Data)' (text area), 'Appt. Details(HIPAA Data)' (text area), and 'Status' (dropdown menu showing 'Scheduled' and a red asterisk).

- 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 iConnect 'Appointment' form. 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' field contains the text 'had to reschedule to to conflict with appointment time'. The 'Appt. Summary (non-HIPAA Data)' field contains 'summary' and the 'Appt. Details(HIPAA Data)' field contains 'details'. The 'Status' is 'Pending'. The top right corner of the form indicates 'A Test Provider' and 'Last Updated by mreed@apdcanes.org at 6/23/2022 4:20:58 PM'.

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 'Role' dropdown menu 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**.

The screenshot shows the iConnect 'Providers' page. The 'Quick Search' filter is set to 'A Test Provider' and 'Providers'. A black arrow points to the 'GO' button. The 'PROVIDERS' tab is highlighted in the navigation bar.

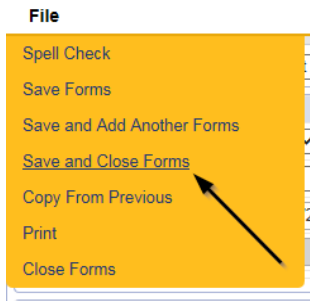
3. The Provider’s record will display. Navigate to the **Providers > Forms** tab

4. Click **File > Add Forms**

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

6. Update the following Header fields:

- "Division" = APD
- "Review" = Annual
- Complete all fields on the Checklist Form
- 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**.

The 'Role' dropdown menu is open, showing 'Region QA Workstream Worker' selected. The 'GO' button is highlighted with an arrow.

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

The iConnect interface shows the 'Providers' tab selected. The 'Quick Search' filter is highlighted with an arrow, showing 'A Test Provider' entered and the 'GO' button.

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

The Provider's record page for 'Test Provider (21347)' is shown. The 'Appointments' tab is selected. The appointment list displays 7 records, with the first record showing an appointment on 09/14/2023 from 2:00 PM to 3:00 PM, Type 'Site Visit', Subject 'Description of Site Visit', and Status 'Scheduled'.

Appointment Date	Start Time	End Time	Type	Subject	Status
09/14/2023	2:00 PM	3:00 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 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] [x] 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.

opd iConnect

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

Appointment

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:

Status: Scheduled

Cancelled

Completed

No Show

Pending

Scheduled

Rescheduled

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

File

Spell Check

Save Appointment

Print

Close Appointment

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**.

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**.

opd iConnect Welc 6/20/2020

File

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

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER

Filters

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

opd iConnect

File Word Merge

Quick Search
Providers [v]

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS

A TEST Provider (10002)

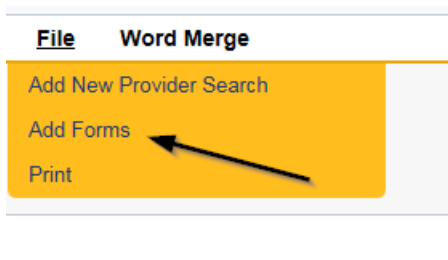
Workers Services Provider ID Numbers Contracts Beds Linked F
Providers Divisions **Forms** Enrollments Authorizations Notes

Filters
Status [v] Equal To [v] Draft [v] AND [v] X
Division [v] +
Search Reset

31 Forms record(s) returned - now viewing 1 through 15

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

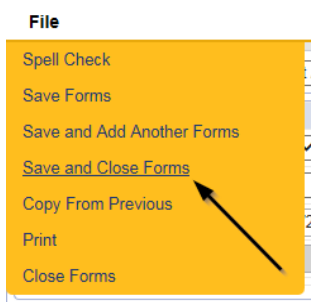
4. Click **File > Add Forms**



5. Select “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**



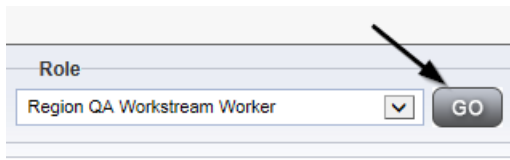
Proceed to [Site Visit No Violations Note](#) if no violations
OR proceed to [Site Visit Violation Note](#)

Site Visit No Violations Note



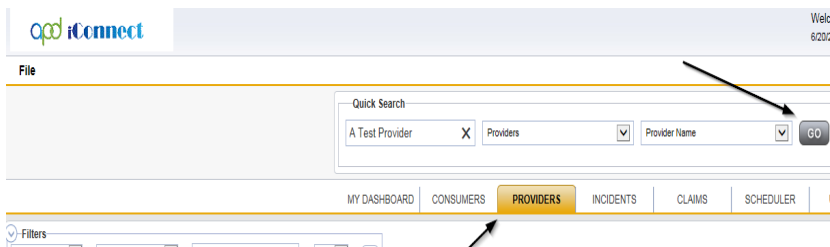
The Licensing Specialist (Region QA Workstream Worker) will document in a note that there are no site visit issues.
If issues or deficiencies were noted during the site visit, proceed to the [Site Visit Violations Note](#) issues section.

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



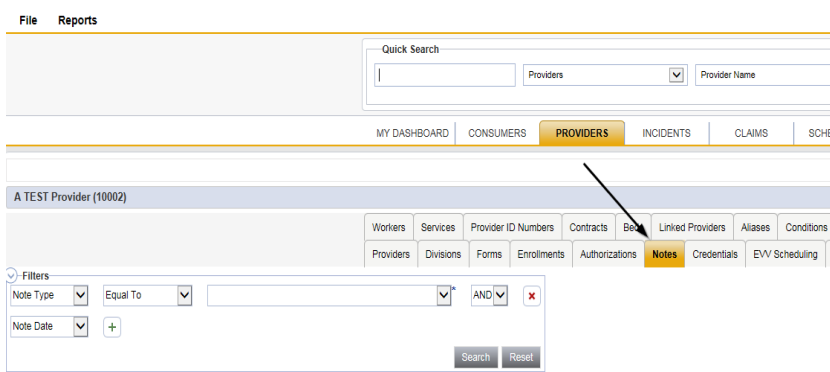
A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. An arrow points to the "GO" button next to the dropdown.

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



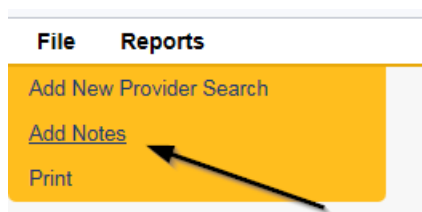
A screenshot of the "Providers" chapter search interface. The "Quick Search" filter is set to "A Test Provider". The "Providers" tab is selected in the navigation bar. An arrow points to the "GO" button.

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



A screenshot of the Provider's record for "A TEST Provider (10002)". The "Notes" tab is selected in the navigation bar. An arrow points to the "Notes" tab.

4. Click **File > Add Notes**



A screenshot of the "File > Add Notes" button. The button is yellow and contains the text "Add New Provider Search", "Add Notes", and "Print". An arrow points to the "Add Notes" link.

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

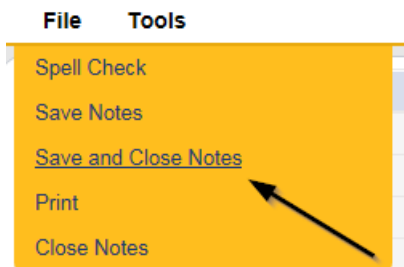
- e. "Description" = Site Visit Complete with no issues or deficiencies
- f. "Note" = Enter the list of site visit results
- g. "Status" = Complete
- h. Click the ellipsis on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up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

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
- Note Sub-Type**: Site Visit Complete with no issues or deficiencies
- Description**: Site Visit Complete with no issues or deficiencies
- Note**: (Large text area with placeholder 'Enter the list of site visit results')
- Status ***: Complete
- Date Completed**: 09/20/2023

Below the form fields is an 'Attachments' section with a link 'Add Attachment'. Below that is a table with columns 'Document' and 'Description', containing the message 'There are no attachments to display'. At the bottom is a 'Note Recipients' section with a text input 'Add Note Recipient:', a search button '...', and a 'Clear' button. Arrows point to the 'Note Type', 'Note Sub-Type', 'Description', 'Note', 'Status', and the search button in the 'Note Recipients' section.

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



Supervisor Review



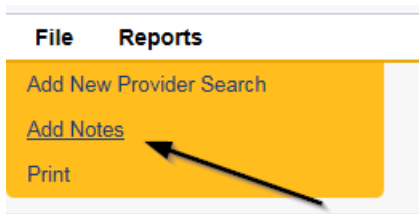
The Licensing Specialist (Region QA Workstream Worker) will send a note to the Licensing Supervisor to advise them to do a review of the checklists which may also include reviewing the CAP record, NNC and any other documentation.

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

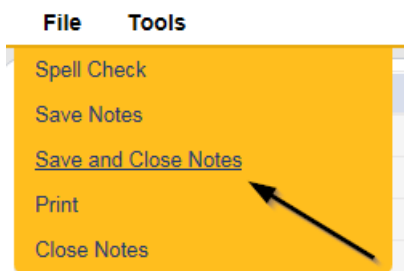
4. Click **File > Add Notes**



5. In the new Note record, update the following fields:
- "Division" = APD
 - "Associated Form ID#" = Enter Form ID if applicable
 - "Note Type" = Licensing Renewal/Supervisor Review
 - "Description" = Enter description
 - "Note" = Enter notes.
 - "Status" = Pending
 - "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.
 - Click the ellipsis on the "Add Note Recipient" to add the [Licensing 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

Notes Details	
Division *	APD ▾
Note By *	Buck, Jennifer ▾
Note Date *	09/26/2023 
Associated Form ID#	<input type="text"/>
Note Type *	Licensing Renewal/Supervisor Review ▾*
Note Sub-Type	<input type="text"/> *
Description	<input type="text"/>
Note	<div> <div> B <i>I</i> <u>U</u> 16px ▾ A ▾ </div> <div></div> </div>
Status *	Pending ▾
Date Completed	<input type="text"/>
Attachments	
Add Attachment	
Document	Description
There are no attachments to display	
Note Recipients	
Add Note Recipient:	<input type="text"/> ... <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**.

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. 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

- 

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

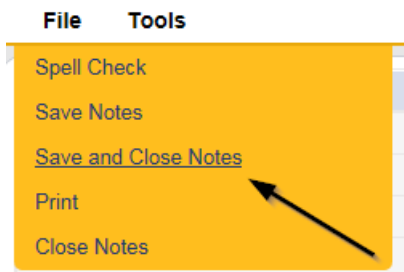
Note Recipients

Add Note Recipient:

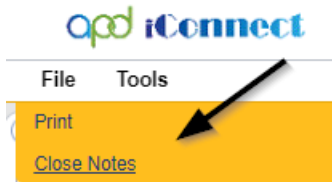
...

Clear

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



6. Select **File > Close Notes**

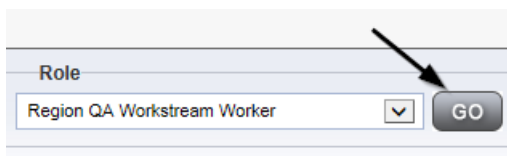


Update License Information

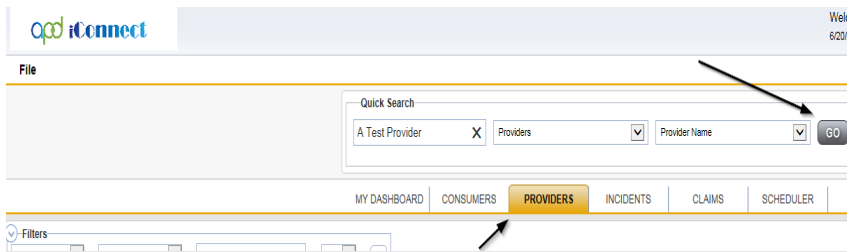


The Licensing Specialist will be notified of the Supervisor Approval from the Licensing Renewal/Supervisor Approval note on My Dashboard > Provider > Notes. This note serves as notification to update the license information with the new renewal information. The license information needs to be updated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

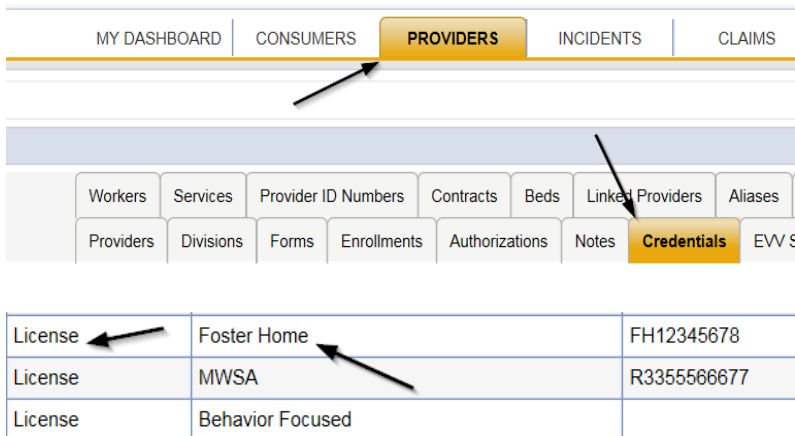
1. Set "Role" = Region QA Workstream Worker then click **Go**.



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

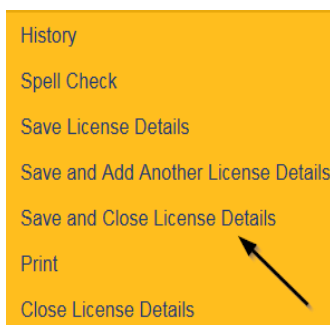


4. Update the following fields:
- "Date of Renewal/Subsequent License" = Enter Renewal Date
 - "Effective Date" = Enter New Effective Date
 - "Expiration Date" = Enter New Expiration Date
 - "Status" = Active
 - "Reason" = Renewal
 - "QA Workstream Worker" = Select worker
 - Optional – If license is for less than one year enter the following:
 - "Less than One Year" = Select checkbox for Yes
 - "License Duration " = Select One Month or Three Month

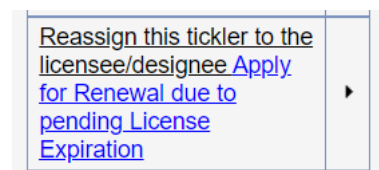
License Details	
Credential Type *	License
License Type *	Foster Home
License Number *	858585
Original Date of Issuance *	01/01/2023
Date of Renewal/Subsequent License *	09/01/2023
Effective Date *	09/01/2023
Expiration Date *	09/30/2024
Less than One Year	<input checked="" type="checkbox"/>
License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

... Clear Details

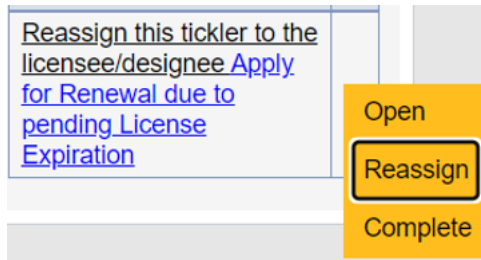
5. When finished, click **File > Save and Close License Details**



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.



- Tickler - "Reassign this tickler to the licensee/designee. "Apply for Renewal due to pending License Expiration"
- Reassign to licensee/designee.
 - 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



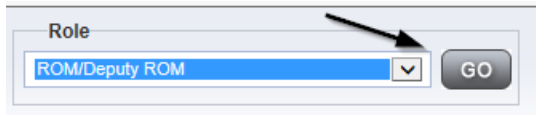
- c. Due on the **90th** calendar day before the License expiration date for license types of Foster Home, Group Home, Residential Habilitation Center

ROM Review

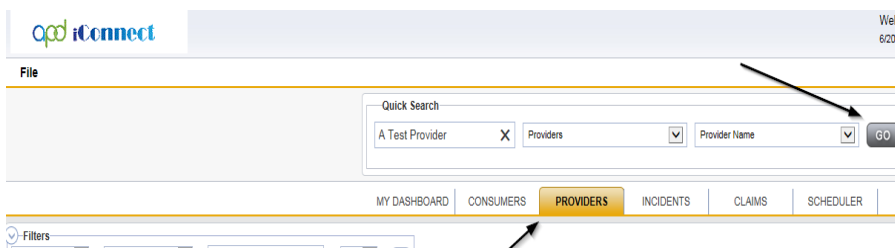


The ROM/Designee will receive notification of the Supervisor Approval or the Supervisor Denial via a note on My Dashboard. The ROM will need to review all checklists, notes, Corrective Action Plan and Notice of Non-Compliance (if applicable). If more information is needed, proceed to [Further Documentation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

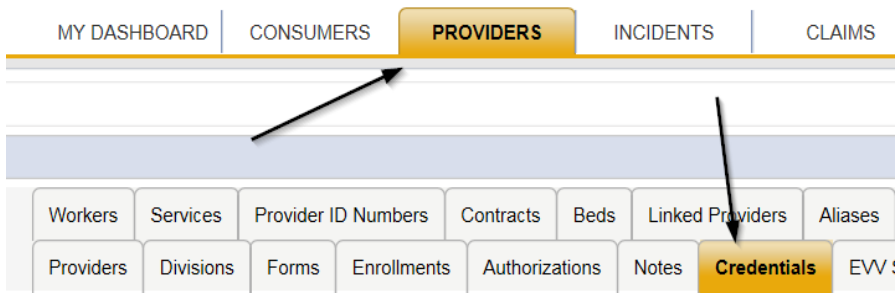
1. Set “Role” = ROM/Deputy ROM then click **Go**.



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

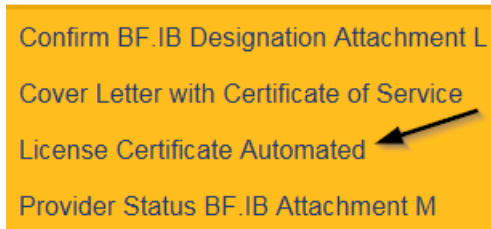


3. The Provider’s record will display. Navigate to the **Providers > Credentials** tab

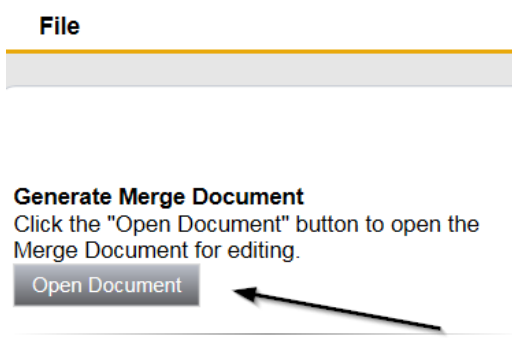


4. Select **Word Merge > License Certificate Automated**

Word Merge



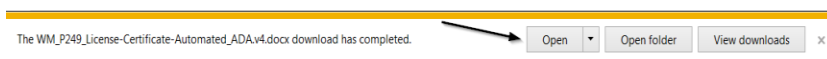
5. Select **Open Document** to open the Word Merge document for editing and complete the



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

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

File



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

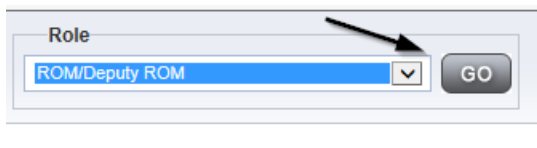
ROM Approval



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](#).

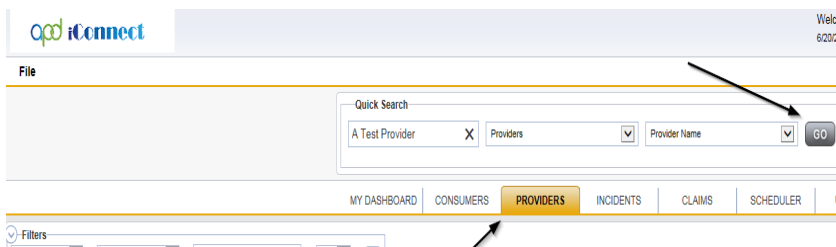
NOTE: An electronic signature will not be accepted on the License Certificate. The ROM will need to sign the hard copy and send it via interoffice mail to the Licensing Specialist (Region QA Workstream Worker).

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



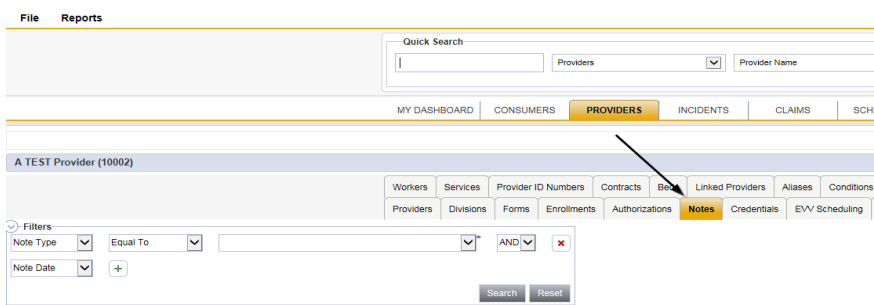
A screenshot of a web form showing a dropdown menu for "Role". The dropdown is open, and "ROM/Deputy ROM" is selected. A black arrow points to the dropdown arrow. To the right of the dropdown is a "GO" button.

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



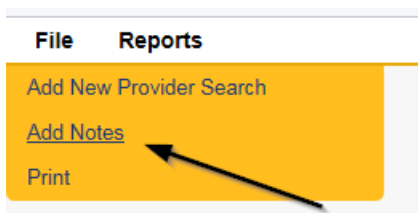
A screenshot of the "Providers" chapter in the software. The "Quick Search" filter is visible, with "A Test Provider" entered in the search box. A black arrow points to the "GO" button. The "Providers" tab is selected in the navigation bar.

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



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

4. Click **File > Add Notes**



A screenshot of the "File" menu. The "Add Notes" option is highlighted. A black arrow points to the "Add Notes" option. The "Print" option is also visible.

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 ellipsis 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 *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Status *

Date Completed

Attachments

[Add Attachment](#)

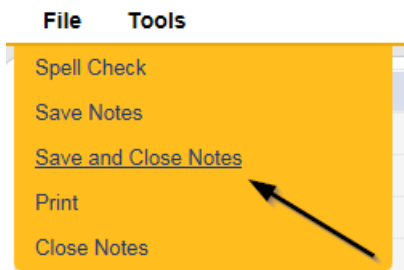
Document **Description**

There are no attachments to display

Note Recipients

Add Note Recipient:

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

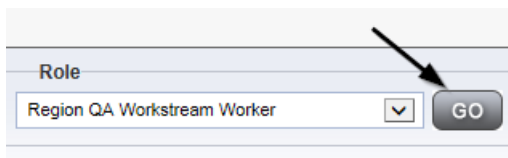


Signed License Certificate Note



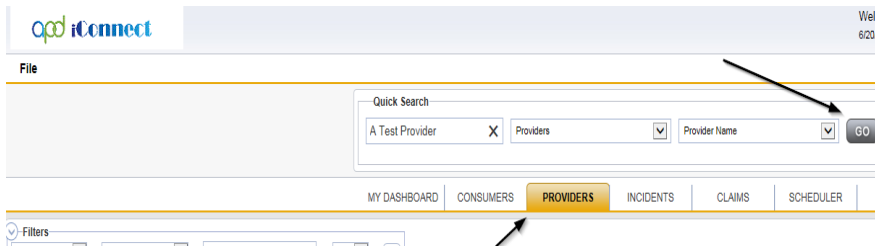
The Licensing Specialist (Region QA Workstream Worker) will receive notification of the ROM Approval note on My Dashboard. They will also receive the signed hard copy of the License Certificate from the ROM/Designee. They will then generate and print the Cover Letter and add a new note to advise the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

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



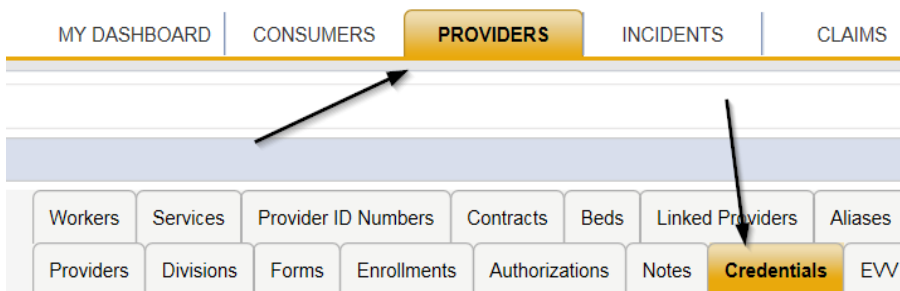
A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. An arrow points to the "GO" button next to the dropdown.

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



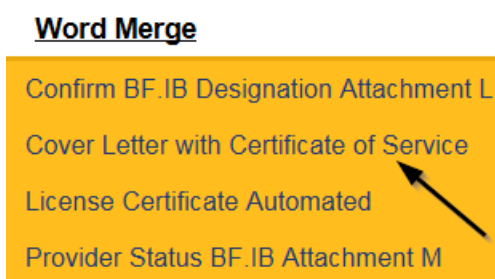
A screenshot of the APD iConnect web application. The "Providers" tab is selected in the top navigation bar. In the "Quick Search" section, "A Test Provider" is entered in the search field, and "Providers" is selected in the dropdown. An arrow points to the "GO" button. Another arrow points to the "Providers" tab in the navigation bar.

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



A screenshot of the Provider's record page. The "PROVIDERS" tab is selected in the top navigation bar. Below the navigation bar, there is a grid of tabs. The "Credentials" tab is highlighted with an arrow. Another arrow points to the "PROVIDERS" tab in the top navigation bar.

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



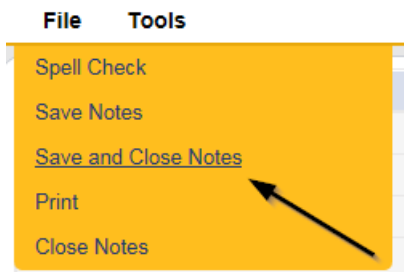
A screenshot of the "Word Merge" menu. The menu items are: "Confirm BF.IB Designation Attachment L", "Cover Letter with Certificate of Service", "License Certificate Automated", and "Provider Status BF.IB Attachment M". An arrow points to the "Cover Letter with Certificate of Service" option.

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 ellipsis 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 ellipsis on the "Add Note Recipient" to add the *Agency Clerk* as the Note Recipient
- l. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details	
Division *	APD ▾
Note By *	Reed, Monica ▾
Note Date *	09/20/2023
Associated Form ID#	<input type="text"/>
Note Type *	Licensing Renewal ▾*
Note Sub-Type	Signed License Certificate ▾*
Description	Signed License Certificate
Note	<div> <div> B <i>I</i> <u>U</u> 16px ▾ A ▾ </div> <div>Enter notes</div> </div>
Status *	Complete ▾
Date Completed	09/20/2023
Attachments	
Add Attachment	
Document	Description
There are no attachments to display	
Note Recipients	
Add Note Recipient:	<input type="text"/> ... <input type="button" value="Clear"/>

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



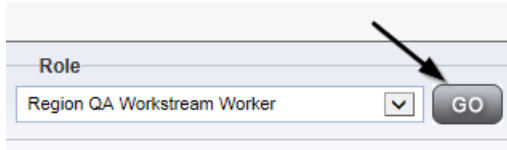
The Licensing Specialist (Region QA Workstream Worker) will then mail the hardcopy signed Original License Certificate along with the Cover Letter to the Service Provider.

As Needed: Site Visit Violation Note

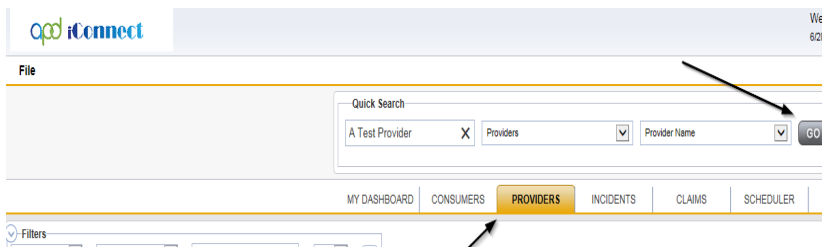


If during the site visit, deficiencies are identified then the Licensing Specialist (Region QA Workstream Worker) will add a note and start the corrective action process.

- 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**.



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

The screenshot shows a web application interface. At the top, there is a 'File Reports' header. Below it is a 'Quick Search' section with a text input field, a 'Providers' dropdown menu, and a 'Provider Name' text input field. A navigation bar contains tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), 'INCIDENTS', 'CLAIMS', and 'SCHE'. Below the navigation bar, there is a section for 'A TEST Provider (10002)'. This section contains a grid of tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Benefits', 'Linked Providers', 'Aliases', 'Conditions', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes' (highlighted), 'Credentials', and 'EVV Scheduling'. An arrow points to the 'Notes' tab. Below the tabs is a 'Filters' section with two rows of dropdown menus: 'Note Type' and 'Note Date'. There are also 'Search' and 'Reset' buttons at the bottom right of the filters section.

4. Click **File > Add Notes**

The screenshot shows a 'File Reports' header. Below it is a yellow button labeled 'Add New Provider Search'. Below that is a blue button labeled 'Add Notes', which has an arrow pointing to it. Below the 'Add Notes' button is a 'Print' button.

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

- "Division" = APD
- "Associated Form ID#" = Enter Form ID# if applicable
- "Note Type" = Licensing Renewal
- "Note Subtype" = Site Visit Complete with issues or deficiencies
- "Description" = Site Visit Complete with issues or deficiencies
- "Note" = Enter that violations were observed (not specific as to which ones, just that there are violations) and an NNC will be issued
- "Status" = Complete
- Click the ellipsis on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division *	APD ▾
Note By *	Reed, Monica ▾
Note Date *	09/20/2023
Associated Form ID#	<input type="text"/>
Note Type *	Licensing Renewal ▾*
Note Sub-Type	Site Visit Complete with issues or deficiencies ▾*
Description	Site Visit Complete with issues or deficiencies
Note	<div> <div> B <i>I</i> <u>U</u> 16px ▾ ▾ </div> <div>Enter that violations were observed and an NNC will be issued</div> </div>
Status *	Complete ▾
Date Completed	09/20/2023

Attachments

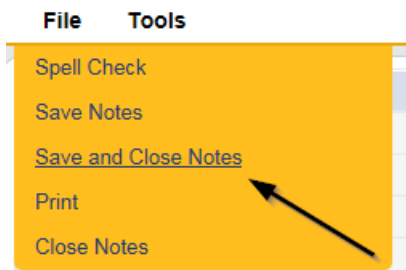
[Add Attachment](#)

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**.

iConnect Welc 6/20/2020
File
Quick Search
A Test Provider X Providers [v] Provider Name [v] GO
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER
Filters

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

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

4. Select **File > Add CAP**

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 the site visit
- 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 ellipsis to add the appropriate worker
- k. "QA Workstream Lead" = Click the ellipsis to add the appropriate worker

CAP	
CAP ID	<input type="text"/>
CAP Type	Notice of Non-Compliance ▼
Date of CAP	09/01/2023
Associated Form ID#	<input type="text"/>
Date Provider Notified	09/01/2023
CAP Due Date	09/30/2023
Status	Pending ▼
Comments	<div> <div> B <i>I</i> <u>U</u> 16px </div> <div>Enter Comments</div> </div>
Date Submitted by Provider	<input type="text"/>
Date Verified Complete by APD Staff	<input type="text"/>
Licensing Worker	<input type="text" value="Reed, Monica"/> ... Clear Details
QA Workstream Lead	<input type="text" value="Buck, Jennifer"/> ... Clear Details

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

File

Spell Check
Save CAP ←
Save and Close CAP
Print
Close CAP

- Click “Items” on the left-hand navigation menu and then **File > Add Item**

File

CAP
Items ←

File

Add Item ←
Print
Close Items

- 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.

opd iConnect

Test Provider 9/26/2023 7:09 PM

Forms

File

GROUP HOME FACILITY CHECKLIST

PART I - ADMINISTRATIVE PROCEDURES

Each STANDARD provided below contains a summary only, for actual violation detail: listed per the citation(s).

1.0 Organization

1.1 Each group home facility shall have a designated facility operator on-site or on call at all times. The facility operator is responsible for the on-going operation of the group home facility and for ensuring compliance with Chapter 85G-2 and s. 382.067, F.S. whenever the facility operator is on-site or on call and one or more residents are present in the facility.

1.1 Citation: 85G-2.012(1)(a) *

1.1 Comments: *

1.2 The operator shall have successfully completed at least 90 credit hours of accredited college level coursework applicable to the functions of the facility, such as education, special education, social work, sociology, health, psychology or child development, or have at least a high school diploma and three years relevant experience in working with children, adolescents or adults with disabilities.

Not Met

not met comments

opd iConnect

Test Provider 9/26/2023 7:04 PM

Item

File

Summary

Item ID

Item Number

Action Type

Type of Site Visit *

Discovery Source

Remediation Type

Employee Involved

Standard Not Met Description

Comments

Item Status

Due Date

Provider Worker

Corrective Action Required

Evidence of Completion

Licensing

Group Home

Licensing Visit

Licensing

name of employee involved

ADMINISTRATION (a) Each group home facility shall have a designated facility operator on-site or on call at all times. The facility operator is responsible for the on-going operation of the group home facility and for ensuring compliance with Chapter 85G-2 and s. 382.067, F.S. whenever the facility operator is on-site or on call and one or more residents are present in the facility.

enter full description of the violation

Pending


10/10/2023

Reed, Monica

Enter information regarding the violation that the provider must submit.

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 ellipsis 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)



Test Provider
 9/26/2023 7:04 PM

File

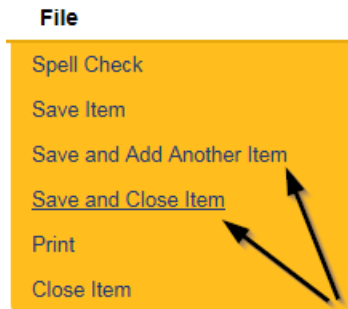
Summary

Item ID			
Item Number			
Action Type	Licensing ▾		
Type of Site Visit *	Group Home ▾		
Discovery Source	Licensing Visit ▾		
Remediation Type	Licensing ▾		
Employee Involved	<input type="text" value="name of employee involved"/>		
Standard Not Met Description	<input type="text" value="Foreclosures and evictions. (a) Licensees must provide notifi"/> ... Clear		
Comments	<input type="text" value="enter full description of the violation"/>		
Item Status	Pending ▾		
Due Date	10/10/2023 <input type="text"/>		
Provider Worker	<input type="text" value="Reed, Monica"/> ... Clear Details		
Corrective Action Required	<input type="text" value="Enter Information regarding the violation that the provider must submit."/>		
Evidence of Completion	<input type="text"/>		



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	

- Select **Reports** > **NNC** from the CAP Details page

oqd iConnect

File Reports

CAP **NNC**

Items

Open NNC

CAP ID

CAP Type

- 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):			License Number:		
THORNBRIDGE HOUSE GROUP HOME			51374-001		
Address:			Facility Name:		
643 VILLAGEWAY DRIVE S			THORNBRIDGE HOUSE GROUP HOME		
City:	County:	State:	Zip:	Telephone:	
ST PETERSBURG	PINELLAS	FL	33707	(813) 888-4474	
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					

- 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**.

Role
Region QA Workstream Worker

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

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 Provider Name

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHE

A TEST Provider (10002)

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

Filters
Note Type Equal To AND
Note Date +
Search Reset

4. Click **File > Add Notes**

File Reports

Add New Provider Search
[Add Notes](#)
Print

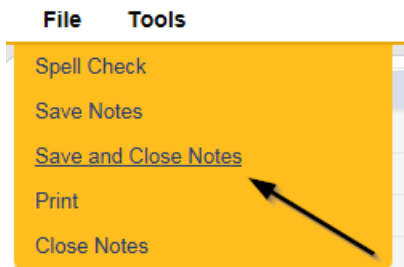
5. In the Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Licensing Renewal/Supervisor Review
 - c. "Description" = Licensing Renewal/Supervisor Review
 - d. "Notes" = Enter notes
 - e. "Status" = Pending
 - f. Click "Add Attachment" and search for the copy of the NNC report on the user's device. Click Upload
 - g. Click the ellipsis 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

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 Review
- Note Sub-Type: (empty)
- Description: Licensing Renewal/Supervisor Review
- Note: (empty text area)
- Status: Pending
- Date Completed: (empty)

Below the form is an 'Attachments' section with an 'Add Attachment' button. Below that is a table with columns 'Document' and 'Description', showing 'There are no attachments to display'. At the bottom is a 'Note Recipients' section with an 'Add Note Recipient' button and a search input field.

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**.

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
Complete 3
Pending 11

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

Filters
Status Equal To Pending AND
Note Type +
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

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 ▼*

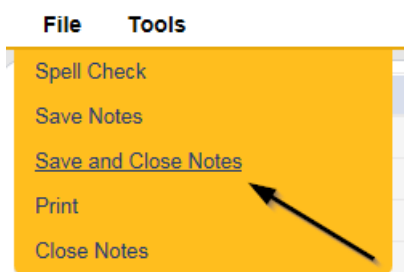
- d. "Description" = enter a description if applicable
- e. "Note" = Enter Notes
- f. "Status" = Update to Complete
- g. Click the ellipsis on the "Add Note Recipient" to add the [Licensing Specialist\(Region QA Workstream Worker\)](#) as the Note Recipient
- h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note.
- i. Click the ellipsis 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
<div> <div> <div>Note</div> <div> <div>New Text</div> <div> <div>B I U 16px A</div> <div></div> </div> <div>Append Text to Note</div> </div> </div> </div>	
Status *	Complete ▼
Date Completed	09/20/2023
Attachments	
Add Attachment	
Document	Description
There are no attachments to display	
Note Recipients	
Add Note Recipient:	<input type="text"/> <input type="button" value="..."/> <input type="button" value="Clear"/>

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



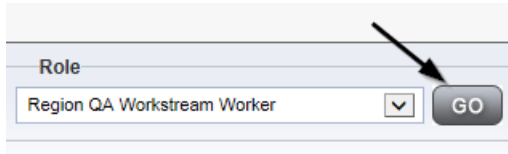
As Needed: Service Provider NNC Notification



The Licensing Specialist (Region QA Workstream Worker) will get notified of the completed Supervisor Approval note

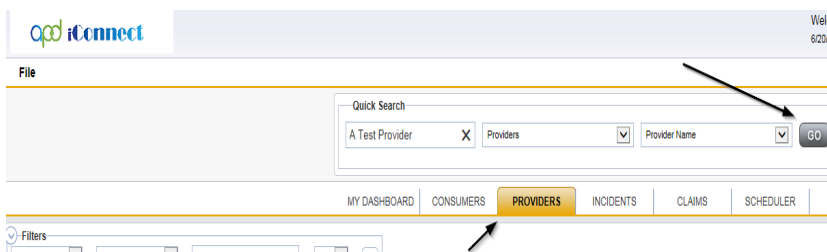
via My Dashboard. The Licensing Specialist (Region QA Workstream Worker) will then add a new note advising the Service Provider of the approval.

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



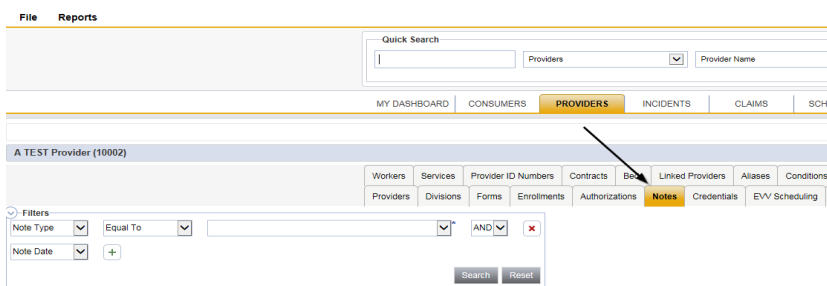
A screenshot of a web form showing a dropdown menu for 'Role' with 'Region QA Workstream Worker' selected. An arrow points to the 'GO' button next to the dropdown.

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



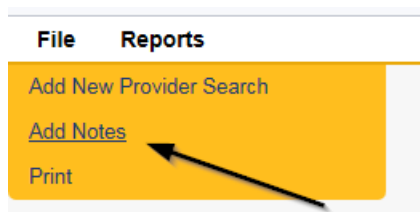
A screenshot of the 'Providers' chapter search interface. It shows a 'Quick Search' box with 'A Test Provider' entered, a dropdown menu set to 'Providers', and a 'GO' button. An arrow points to the 'GO' button. Below the search box is a navigation bar with tabs: MY DASHBOARD, CONSUMERS, PROVIDERS, INCIDENTS, CLAIMS, and SCHEDULER. An arrow points to the 'PROVIDERS' tab.

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



A screenshot of the Provider record page for 'A TEST Provider (10002)'. It shows a navigation bar with tabs: MY DASHBOARD, CONSUMERS, PROVIDERS, INCIDENTS, CLAIMS, and SCHE. Below the tabs is a grid of sub-tabs: Workers, Services, Provider ID Numbers, Contracts, Billing, Linked Providers, Aliases, Conditions, Providers, Divisions, Forms, Enrollments, Authorizations, Notes, Credentials, and EVV Scheduling. An arrow points to the 'Notes' tab. Below the sub-tabs is a 'Filters' section with dropdowns for 'Note Type' and 'Note Date', and a 'Search' button.

4. Click **File > Add Notes**



A screenshot of the 'File > Add Notes' button. The button is yellow and contains the text 'Add New Provider Search', 'Add Notes', and 'Print'. An arrow points to the 'Add Notes' link.

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 ellipsis 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

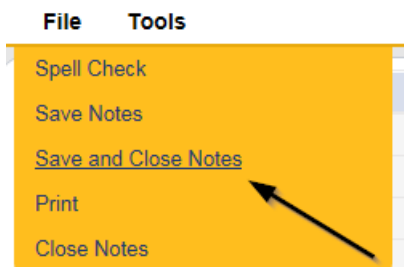
The screenshot shows a 'Notes Details' form with the following fields and values:

- 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**: (text area with a rich text editor toolbar)
- Status ***: Complete
- Date Completed**: 09/21/2023

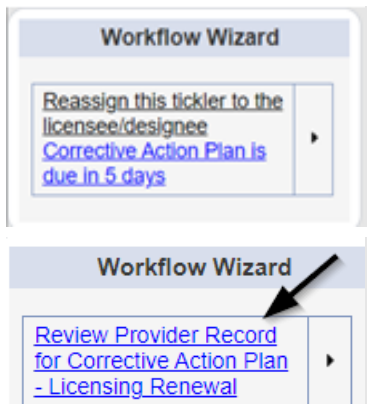
Below the form is an 'Attachments' section with a link 'Add Attachment' and a table with columns 'Document' and 'Description'. The table is empty with the message 'There are no attachments to display'.

At the bottom is a 'Note Recipients' section with a text input 'Add Note Recipient:', an ellipsis button, and a 'Clear' button. An arrow points to the ellipsis 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 if 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

qob connect

File

Quick Search

Providers Provider Name GO

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER UTILITIES

A TEST Provider (10002)

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

Filters

CAP ID Search Reset

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

File

CAP

Items

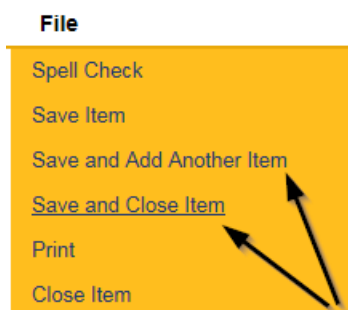
1 Items record(s) returned - now viewing 1 through 1

Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker	Action Type	Corrective Action Required
		Licensing	53	Pending	07/31/2018			Licensing	Need up to date background screening for employee Monica Reed

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	... Clear
Corrective Action Required	<p>Need up to date background screening for employee Monica Reed</p> <p>New Text</p> <p>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**



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 ellipsis 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 * 09/21/2023

Note Type * Licensing Renewal

Note Sub-Type CAP Submitted

Description CAP Submitted

Note

Status * Pending

Date Completed

Attachments

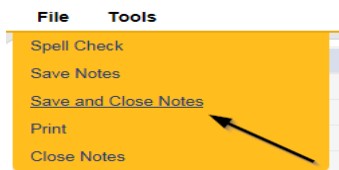
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient: ... Clear

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**.

Role

Region QA Workstream Worker

GO

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

MY DASHBOARD	CONSUMERS	PROVIDERS
PROVIDERS		
Notes		
Complete		59
Draft		1
Pending		29

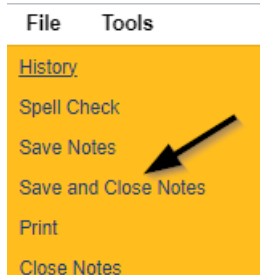
3. Select the **Note Type = Licensing Renewal** and **Note Subtype = CAP Submitted** and select the pending record via the hyperlink.

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	

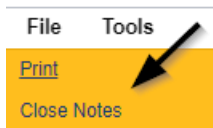
4. In the existing Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Leave as Licensing Renewal
 - c. "Note Subtype" = Update to CAP Accepted
 - d. "Description" = Update to CAP Accepted
 - e. "Note" = Enter Notes
 - f. "Status" =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

Notes Details	
Division *	APD ▼
Note By *	Reed, Monica
Note Date *	09/21/2023
Associated Form ID#	
Note Type *	Licensing Renewal ▼*
Note Sub-Type	CAP Accepted ▼*
Description	CAP Accepted
<div> <div>Note</div> <div> <div>New Text</div> <div> <div>B I U 16px A ▼</div> <div></div> <div>Append Text to Note</div> </div> </div> </div>	
Status *	Complete ▼
Date Completed	09/21/2023
Attachments	
Add Attachment	
Document	Description
There are no attachments to display	
Note Recipients	
Add Note Recipient:	<input type="text"/> <input type="button" value="..."/> <input type="button" value="Clear"/>

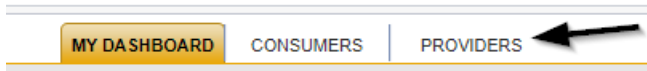
5. Click **File > Save and Close Notes**



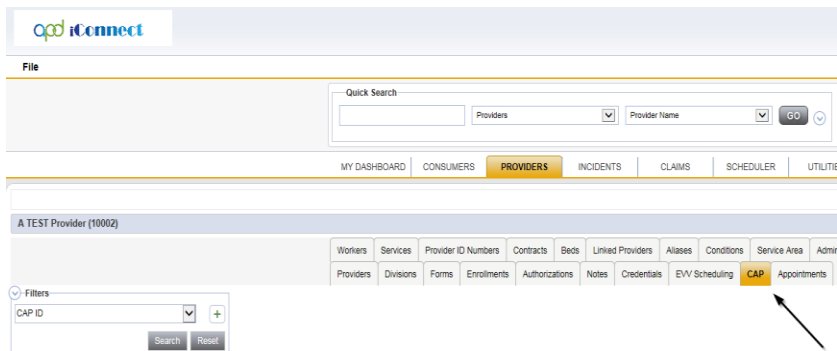
6. Click **File > Close Notes**



7. Navigate to the Provider's Chapter



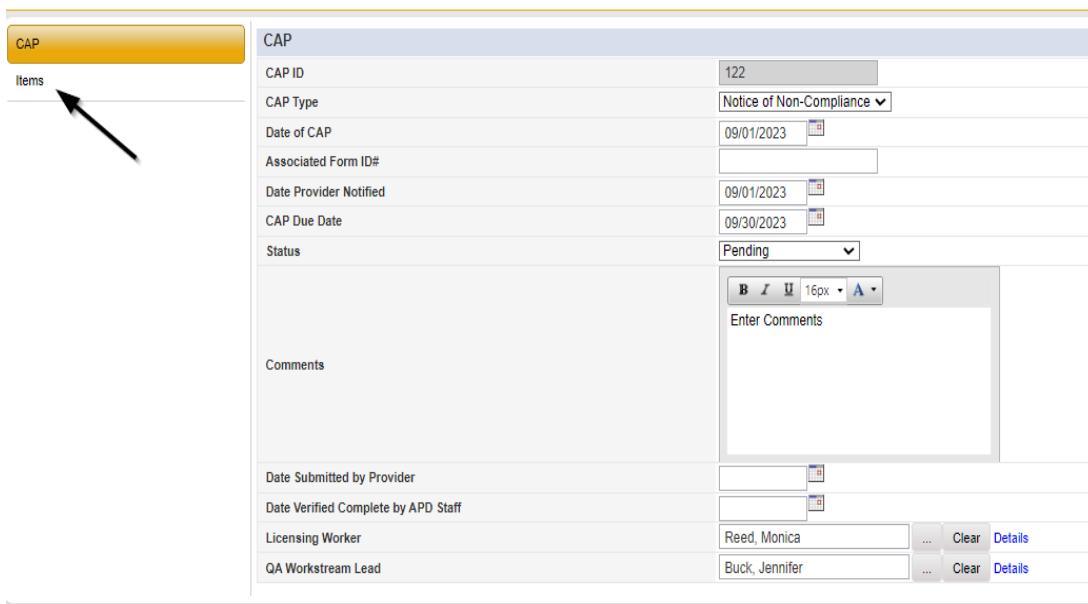
8. The Provider's record will display. Navigate to the **Providers > CAP** tab



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

File

CAP

Items

Filters

Item Number

2 Items record(s) returned - now viewing 1 through 2

Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker
		Licensing	1	Pending	02/23/2018		
		Licensing		Pending			

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

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

Item

Summary

Item ID: 141

Item Number:

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

Comments: Enter the full description of the violation (i.e. Resident J.A. did not receive Seroquel as prescribed on 9/1/2019)

Item Status: Complete

Complete Date: 09/15/2023

Due Date: 09/16/2023

Provider Worker: Reed, Monica

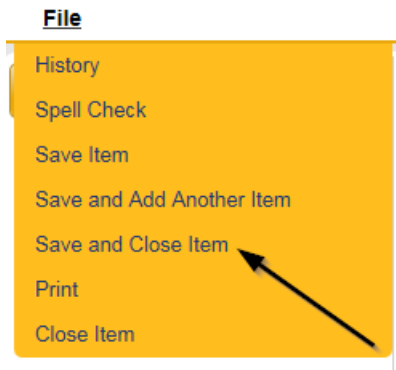
Corrective Action Required: Enter Information regarding the violation that the provider must submit. The Provider will then append with the information.

Evidence of Completion:



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



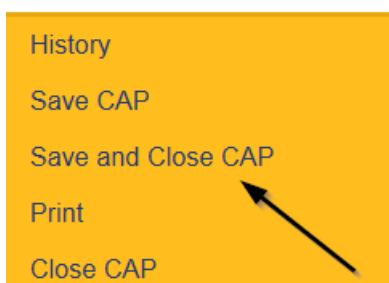
15. On the CAP details screen, complete the following fields:

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

A screenshot of the 'CAP' details screen in a software application. The screen displays various fields for a CAP record. The fields are: 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 (a text area with a toolbar), Date Submitted by Provider (09/15/2023), Date Verified Complete by APD Staff (09/15/2023), Licensing Worker (Reed, Monica), and QA Workstream Lead (Buck, Jennifer). Arrows point to the Status, Date Submitted by Provider, and Date Verified Complete by APD Staff fields.

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

File



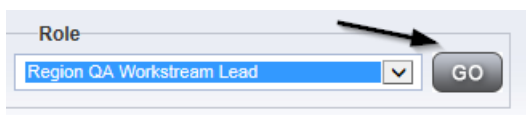
Proceed to [Supervisor Review](#)

As Needed: Further Documentation Required



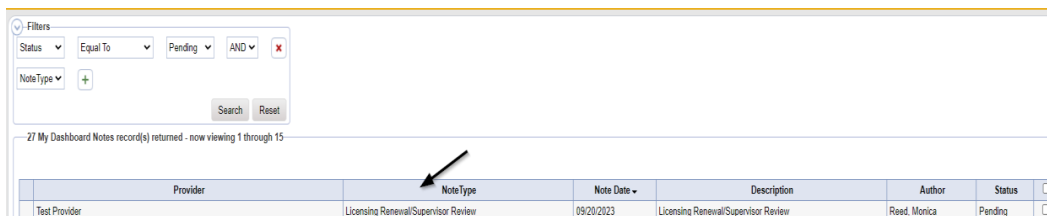
If further documentation is required, the Licensing Supervisor or ROM will update the existing Licensing Renewal/Supervisor Review note to the Licensing Specialist (Region QA Workstream Worker).

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.



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 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 ellipsis 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 the 'Notes Details' form with the following fields and values:

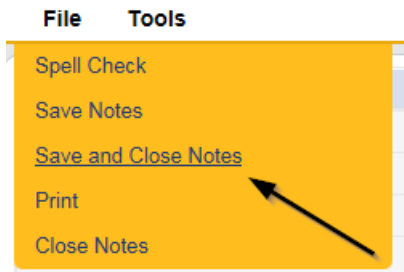
- Division ***: APD
- Note By ***: Reed, Monica
- Note Date ***: 09/29/2023
- Associated Form ID#**: 352 (indicated by an arrow)
- Note Type ***: Licensing Renewal/Supervisor Review (indicated by an arrow)
- Note Sub-Type**: Further Documentation Required (indicated by an arrow)
- Description**: Further Documentation Required (indicated by an arrow)
- Note**: (Large text area for notes)
- Status ***: Complete (indicated by an arrow)
- Date Completed**: 09/29/2023

Below the 'Note' field, there is a 'New Text' editor with a toolbar (B, I, U, 16px, A) and an 'Append Text to Note' button. An arrow points to the text area.

The 'Attachments' section shows 'Add Attachment' and a table with columns 'Document' and 'Description'. A message states 'There are no attachments to display'. An arrow points to the 'Add Attachment' button.

The 'Note Recipients' section has an 'Add Note Recipient' field with a search button and a 'Clear' button. An arrow points to the search button.

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



As Needed: Requested Information

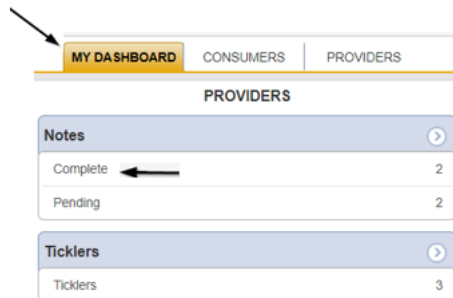


The Licensing Specialist (Region QA Workstream Worker) will be notified of the Further Documentation note via My Dashboard. They will request information from the Service Provider via a new note.

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

The screenshot shows a 'Role' dropdown menu with 'Region QA Workstream Lead' selected. An arrow points to the 'GO' button.

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



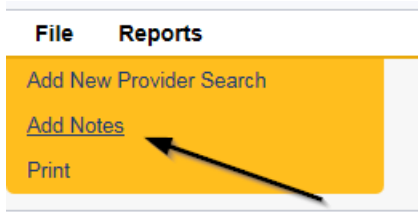
3. Select the **Note Type = Licensing Renewal/Supervisor Review** and **Subtype = Further Documentation Required** and select the record via the hyperlink.

The screenshot shows a search results table with the following columns: Provider, Note Type, Note Date, Description, and Author. The first row is highlighted, showing 'Test Provider' as the Provider, 'Licensing Renewal/Supervisor Review' as the Note Type, '09/20/2023' as the Note Date, 'Further Documentation Required' as the Description, and 'Reed, Monica' as the Author. Arrows point to the 'Note Type' and 'Description' columns.

Provider	Note Type	Note Date	Description	Author
Test Provider	Licensing Renewal/Supervisor Review	09/20/2023	Further Documentation Required	Reed, Monica

4. Review the note for the requested documentation then close the note.

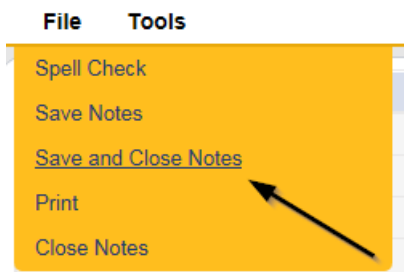
5. The Licensing Specialist (Region QA Workstream Worker) will create a new note to communicate with the Provider. Navigate to the **Provider > Notes tab**. Click **File > Add Notes**



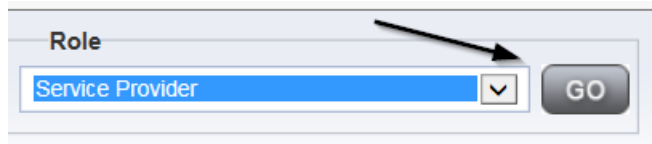
6. In the new Note record, update the following fields:
- a. "Division" = APD
 - b. "Associated Form ID#" = Enter Form ID# if applicable
 - c. "Note Type" = Licensing Renewal
 - d. "Note Subtype" = Further Documentation Required
 - e. "Description" = Further Documentation Required
 - f. "Note" = Enter notes as to what is being requested
 - g. "Status" = Pending
 - h. Click the ellipsis 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

A screenshot of a 'Notes Details' form. The form has several fields with arrows pointing to them, indicating updates. The fields and their values are: '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' (a text area with the placeholder 'enter detail of further documentation that is needed'), 'Status' (Pending), and 'Date Completed' (empty). Below the form is an 'Attachments' section with a table header 'Document', 'Description', and 'Category'. The table is empty with the message 'There are no attachments to display'. At the bottom is a 'Note Recipients' section with a text input field and a 'Clear' button. An arrow points to the 'Add Note Recipient' text.

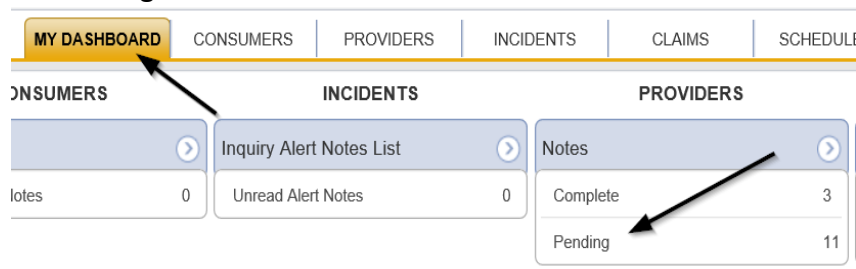
7. When finished click **File > Save and Close Notes**



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:
- "Note Subtype" = Leave as to Further Documentation Required
 - "Description" = Leave as Further Documentation Required
 - "Note" = Enter notes as to what corrections/revisions have been made and what attachments have been provided
 - "Status" = Leave as Pending
 - Click "Add Attachment" and search for the copy of supporting documents on the user's device. Click Upload
 - Click the ellipsis 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

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

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 *

Date Completed

Attachments

[Add Attachment](#)

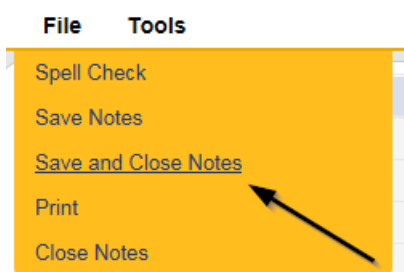
Document Description

There are no attachments to display

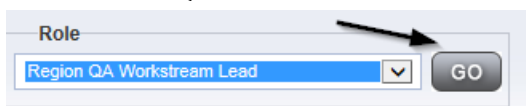
Note Recipients

Add Note Recipient:

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



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



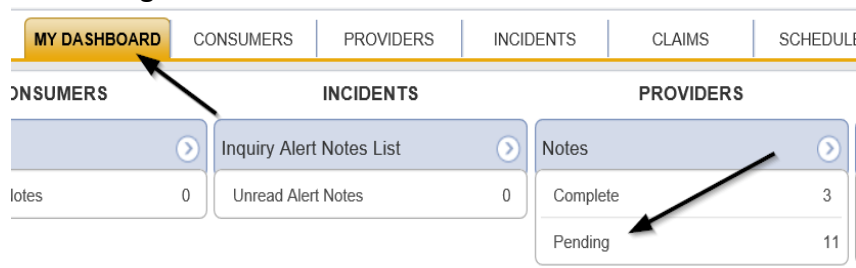
Role

Region QA Workstream Lead

GO

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.



MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULE

CONSUMERS INCIDENTS PROVIDERS

Notes 0

Inquiry Alert Notes List 0

Unread Alert Notes 0




Notes 3

Pending 11

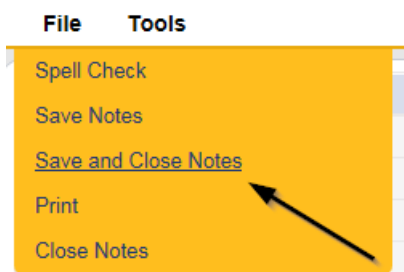
16. Select the **Note Type = Licensing Renewal** and select the pending record via the hyperlink.

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 ellipsis 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 On 9/26/2023 at 8:31 PM, Jennifer Buck wrote: Provider adds notes and requested documentation</p> <div> <p>New Text</p> <div> <p>B <i>I</i> <u>U</u> 10pt ▼ </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> </div> <p>Append Text to Note</p> </div>
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

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

MY DASHBOARD

CONSUMERS

PROVIDERS

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: Pending Equal To AND
Note Type: Licensing Renewal
Search Reset

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

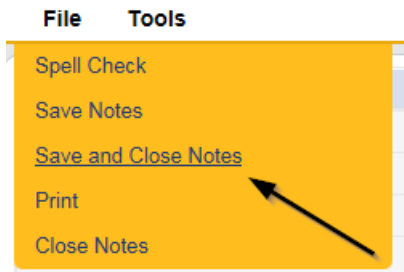
Provider	Note Type	Note Date	Description	Author	Status	
Test Provider	Licensing Renewal	09/21/2023	CAP Submitted	Reed, Monica	Pending	<input type="checkbox"/>

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

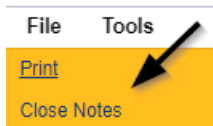
- g. Click the ellipsis on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- h. Enter Last Name and Click Search in the pop-up browser window.
Select the Name of the worker to attach them to the note.

Notes Details	
Division *	APD ▼
Note By *	Reed, Monica
Note Date *	09/21/2023
Associated Form ID#	
Note Type *	Licensing Renewal ▼ *
Note Sub-Type ←	CAP Rejected ▼ *
Description ←	CAP Rejected
Note	<div> <div></div> <div> <p>New Text</p> <p>B <i>I</i> <u>U</u> 10pt </p> <p>Enter notes and list items that are <u>rejected</u></p> <p>Append Text to Note</p> </div> </div>
Status *	Pending ▼
Date Completed	
Attachments	
Add Attachment	
Document	Description
There are no attachments to display	
Note Recipients	
Add Note Recipient:	<input type="text"/> <input type="button" value="Clear"/>

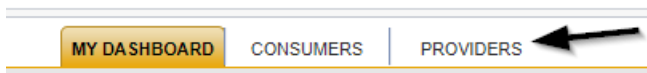
5. When finished click **File > Save and Close Notes**



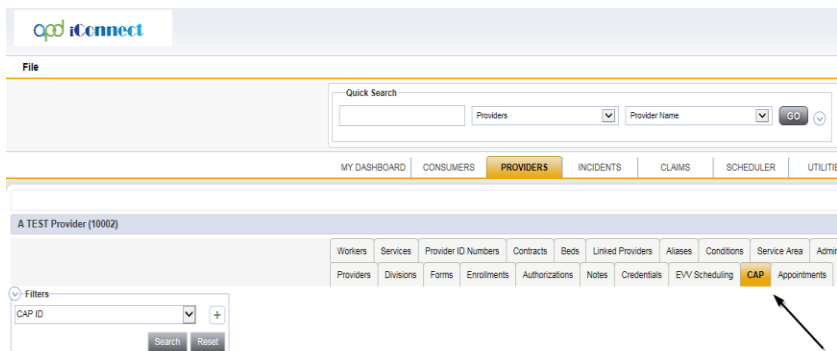
6. Click **File > Close Notes**



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

CAP

Items

CAP ID: 122

CAP Type: Notice of Non-Compliance

Date of CAP: 09/01/2023

Associated Form ID#

Date Provider Notified: 09/01/2023

CAP Due Date: 09/30/2023

Status: Pending

Comments

Date Submitted by Provider

Date Verified Complete by APD Staff

Licensing Worker: Reed, Monica

QA Workstream Lead: Buck, Jennifer

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

File

CAP

Items

Filters

Item Number

Search

Reset

2 Items record(s) returned - now viewing 1 through 2

Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker
		Licensing	1	Pending	02/23/2018		
		Licensing		Pending			

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

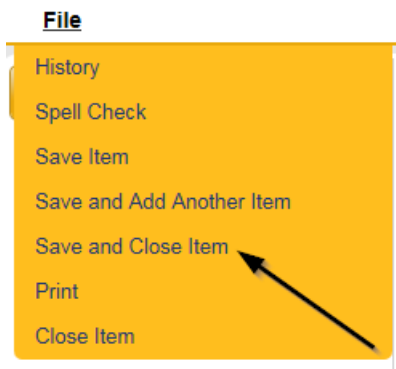
- "Item Status" = CAP Rejected
- "Corrective Action Required" = Enter what rejected and what needs to be done to resolve the deficiency

Summary	
Item ID	141
Item Number	
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 thi ... Clear
Comments	<p>Enter the full description of the violation (i.e. Resident J.A. did not receive Seroquel as prescribed on 9/1/2019)</p> <p>New Text</p> <p>Append Text to Note</p>
Item Status	CAP Rejected
Due Date	09/16/2023
Provider Worker	Reed, Monica ... Clear Details
Corrective Action Required	<p>Enter Information regarding the violation that the provider must submit. The Provider will then append with the information.</p> <p>New Text</p> <p>Enter notes regarding the reason for rejection and what needs to be completed to resolve the deficiency</p> <p>Append Text to Note</p>
Evidence of Completion	<p>New Text</p> <p>Append Text to Note</p>



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**



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**

Role

Service Provider

GO

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

QIP iConnect

File

Quick Search

Providers

Provider Name

GO

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER UTILITIES

A TEST Provider (10002)

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

Providers Divisions Forms Enrollments Authorizations Notes Credentials EVV Scheduling CAP Appointments

Filters

CAP ID

Search Reset

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

CAP

Items

CAP

CAP ID: 122

CAP Type: Notice of Non-Compliance

Date of CAP: 09/01/2023

Associated Form ID#

Date Provider Notified: 09/01/2023

CAP Due Date: 09/30/2023

Status: Pending

Comments

Date Submitted by Provider

Date Verified Complete by APD Staff

Licensing Worker: Reed, Monica

QA Workstream Lead: Buck, Jennifer

Enter Comments

Clear Details

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

File

CAP

Items

Filters


Item Number

Search Reset

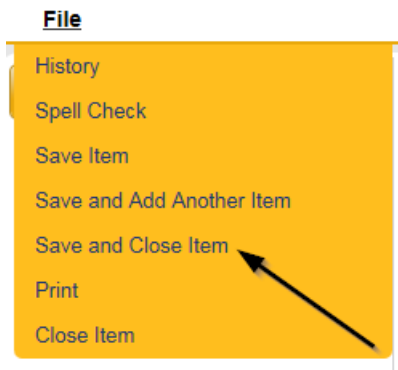
2 Items record(s) returned - now viewing 1 through 2

Item Number	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Complete Date	Worker
		Licensing	1	Pending	02/23/2018		
		Licensing		Pending			

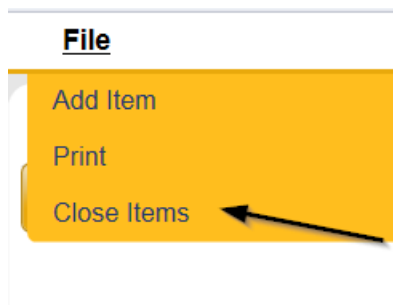
6. Enter the Corrective Action Required information and Click Append to Text to Note

Summary	
Item ID	141
Item Number	
Action Type	Licensing *
Discovery Source	Licensing Visit
Remediation Type	Licensing *
Employee Involved	Lisa Smith
Comments	<p>Enter the full description of the violation (i.e. Resident J.A. did not receive Seroquel as prescribed on 9/1/2019)</p> <p>New Text</p>
Item Status	CAP Rejected
Due Date	09/16/2023
Provider Worker	Reed, Monica ... Clear Details
Corrective Action Required	<p>Enter Information regarding the violation that the provider must submit. The Provider will then append with the information.</p> <p>New Text</p> <div>  </div> <p>Append Text to Note</p>
Evidence of Completion	

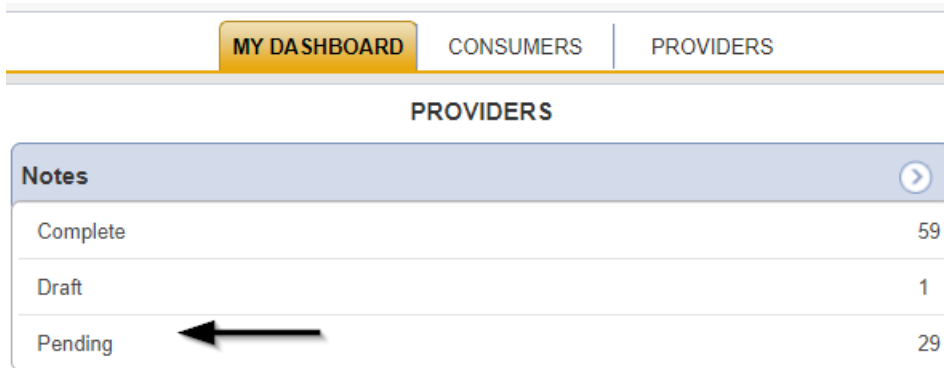
7. When finished, Click **File > Save and Close Item**



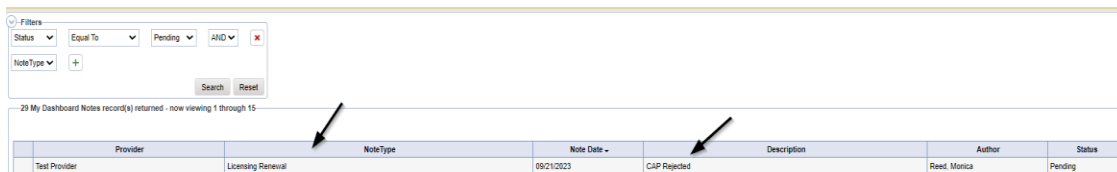
8. Click **File > Close Items**



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 ellipsis 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.

Notes Details

Division *	APD
Note By *	Reed, Monica
Note Date *	09/21/2023
Note Type *	Licensing Renewal
Note Sub-Type	CAP Revised
Description	CAP Revised

On 9/21/2023 at 4:31 PM, Monica Reed wrote:
CAP rejected due to insufficient documentation

Note

New Text

Enter notes as to what corrections has been made

Append Text to Note

Status *
 Pending || Date Completed | |

Attachments

Add Attachment

Document

Description

There are no attachments to display

Note Recipients

Add Note Recipient:

Clear



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.

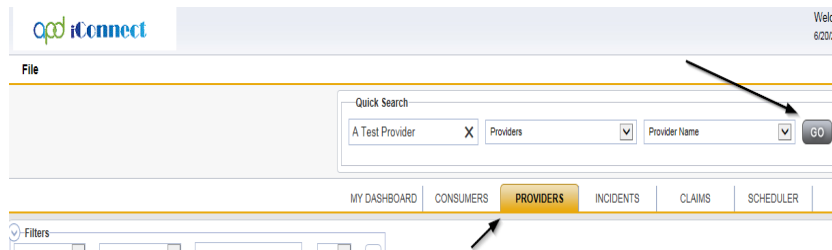
1. Set "Role" = Region QA Workstream Worker then click **Go**.

Role

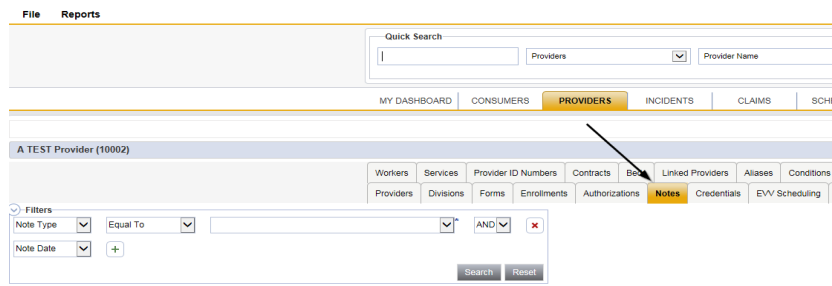
Region QA Workstream Worker

GO

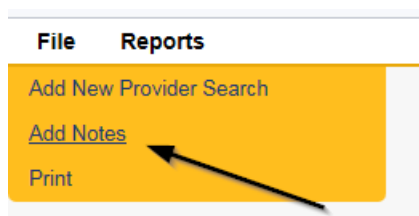
2. Navigate to the **Providers** chapter and enter the Provider's Licensed Facility home name in the Quick Search filter and click **Go**.



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

Notes Details

Division *

Note By *

Note Date *

Associated Form ID#

Note Type *

Note Sub-Type

Description

Note

Status *

Date Completed

Attachments

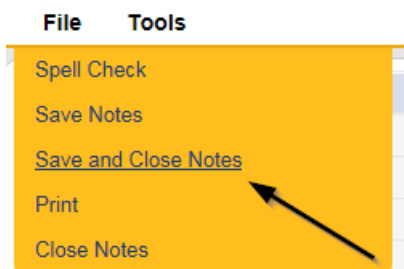
[Add Attachment](#)

Document	Description
There are no attachments to display	

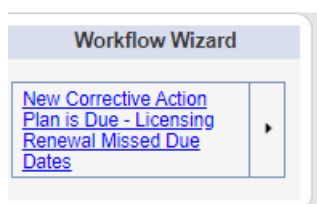
Note Recipients

Add Note Recipient: ...

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



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.

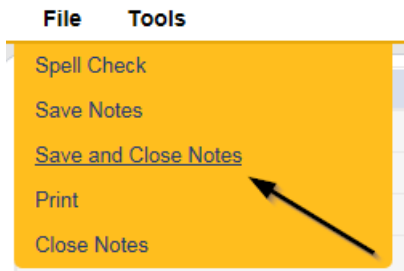
Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Licensing Renewal/Supervisor Review	09/20/2023	Licensing Renewal/Supervisor Review	Reed, Monica	Pending

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

- "Associated Form ID#" = Enter Form ID# if applicable
- "Note Type" = Update to Licensing Renewal/Supervisor Denial
- "Description" = Enter description if applicable
- "Append Text to Note" = Enter notes
- "Status" = Complete
- Click the ellipsis 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
- Click the ellipsis on the "Add Note Recipient" to add an additional recipient – [ROM/Deputy ROM](#)
- 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/Supervisor Denial ▼
Note Sub-Type	▼
Description	
Note	<div> <div> <div> <div> <div>B</div> <div>I</div> <div>U</div> <div>16px</div> <div>A</div> </div> <div>Enter notes as to why being denied</div> </div> <div> <div>Append Text to Note</div> </div> </div> </div>
Status *	Complete ▼
Date Completed	09/21/2023
Attachments	
Add Attachment	
Document	Description
There are no attachments to display	
Note Recipients	
Add Note Recipient:	<input type="text"/> ... Clear

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



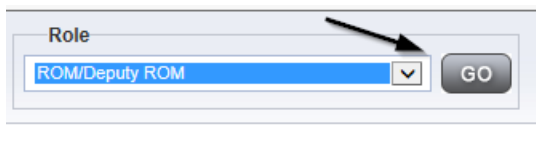
Proceed to [ROM Review](#) if current license is expiring soon to issue a one-month license. Then proceed to Chapter 13 to initiate the PAARF process.

As Needed: ROM Denial

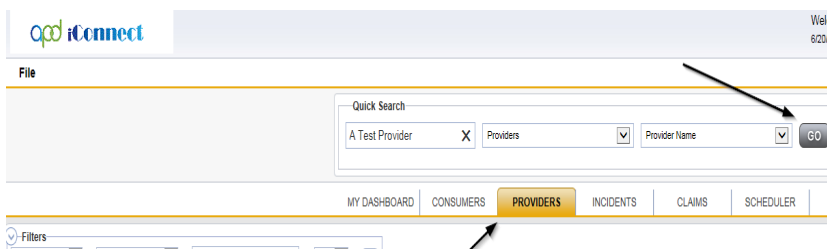


If during the review, the ROM decides to deny the licensing renewal, then proceed with adding a new note back to the Licensing Specialist (Region QA Workstream Worker) instructing them to update the license information and initiate the PAARF/Admin Complaint process. If the license is nearing expiration,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

- Set "Role" = ROM/Deputy ROM 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

File Reports

Quick Search

Providers Provider Name

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHE

A TEST Provider (10002)

Workers Services Provider ID Numbers Contracts Ben Linked Providers Aliases Conditions

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

Filters

Note Type Equal To AND

Note Date +

Search Reset

4. Click **File > Add Notes**

File Reports

Add New Provider Search

Add Notes

Print

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

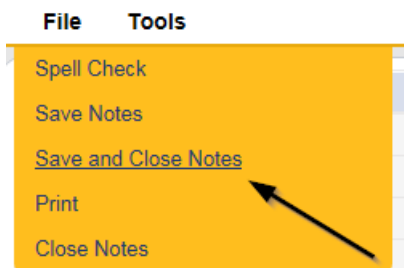
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

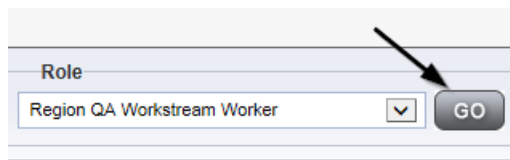
Add Note Recipient: ... Clear

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



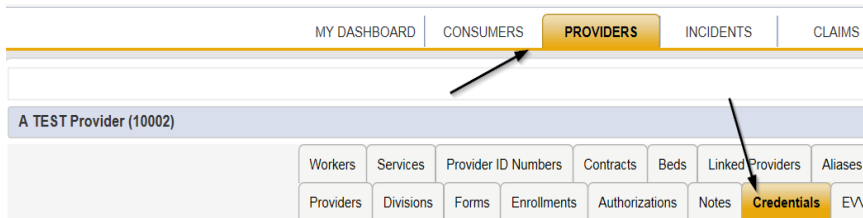
The Licensing Specialist will be notified of the ROM Denial via this note. The Licensing Specialist will update the license information to what it was before the renewal process began.

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



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.

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



A screenshot of the "PROVIDERS" tab in a system. The "Credentials" sub-tab is highlighted. A black arrow points to the "Credentials" sub-tab. The page shows a header with "MY DASHBOARD", "CONSUMERS", "PROVIDERS", "INCIDENTS", and "CLAIMS". Below the header, there is a section for "A TEST Provider (10002)" with a grid of tabs: "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Aliases", "Providers", "Divisions", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials", and "EVV".

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**

Role	ROM/Deputy ROM	GO
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2. Navigate to the **Provider Record > Notes > Pending** and click the hyperlink for the Pending notes.

File Reports

Quick Search

Providers Provider Name

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 **Notes** Credentials EVV Scheduling

Filters

Note Type Equal To AND

Note Date +

Search Reset

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 ellipsis 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

