



State of Florida
Agency for Persons with Disabilities

iConnect
New Licensing Facility Application Request Training Manual
Updated November 18, 2024

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Chapter 3 | Online Application Request

Introduction

New Prospective Applicants seeking licensure of residential facilities will contact APD by phone, email or in person and will be directed to the link for the Online Application Request form. The Prospective applicant will also be instructed to do a background screening. The Online Application Request will be used for all interested new prospective applicants.

Submit Online Application Request

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

Online Application Request for New Providers

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

- Individuals or Parties wishing to open a licensed Residential facility

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

Prospective Licensed Applicant Information Section

Prospective Licensed Applicant Business Name **required**

First and Last Name if a Solo Provider

Enter response...

Prospective Licensed Applicant Business Telephone Number **required**

Enter response...

Prospective Licensed Applicant Email Address **required**

Enter response...


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


Include dashes


Enter response...


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


Prospective Licensed Applicant Information Section

Prospective Licensed Applicant Business Name **required** 
First and Last Name if a Solo Provider


Prospective Licensed Applicant Business Telephone Number **required** 

Prospective Licensed Applicant Email Address **required** 

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

Prospective Licensed Applicant Region **required** 
☒ Unanswered ☐ Central ☐ Northeast ☐ Northwest ☐ Suncoast ☐ Southeast ☐ Southern

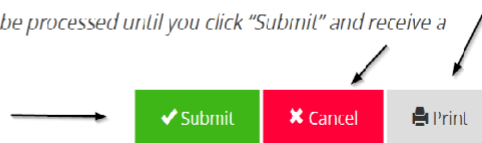
Prospective Licensed Home Address Section

Prospective Licensed Home Street Address **required** 

3. When finished with all sections, click the Submit button and then the Success Message will be displayed.
 - a. The reference number included will be the prospective licensed facility iConnect ID number.


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

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



Success!

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

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

[Return to APDCARES](#)

 Print

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

Cancel Submission

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

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



No

Yes

Assign Worker

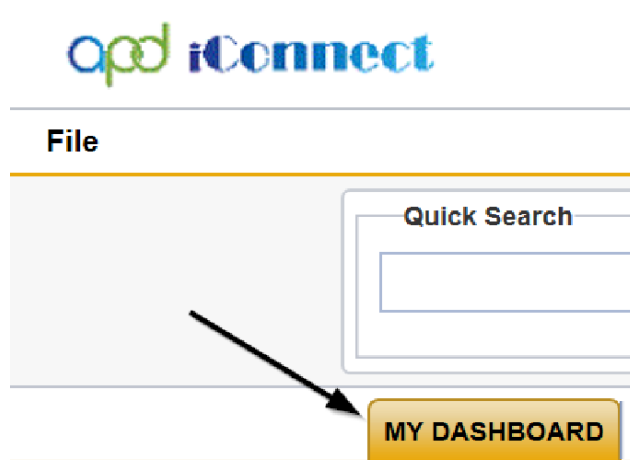



Once the Online Application Request has been submitted by the Provider applicant, the Region will monitor the Prospective Applicant Queue via the My Dashboard > My Management area of iConnect. They will assign a licensing specialist if appropriate. Some regions may need to assign a different worker than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

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


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

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



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

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

<div> <div> <div> <div>Disposition</div> <div>Equal To</div> <div>Pending</div> </div> <div> <div>AND</div> <div>X</div> </div> </div> <div> <div>Provider Name</div> <div>Contains</div> <div></div> </div> <div> <div>AND</div> <div>X</div> </div> </div> <div> <div>Search</div> <div>Reset</div> </div>				
My Dashboard Prospective Applicant Queue record(s) returned - now viewing 1 through 3				
Disposition	Online Application Date	Provider Name	Provider Region	
Pending	06/29/2023	Test Provider	NORTHE/ST	
Pending	09/18/2023	Test Region Provider	Northeast	
Pending	03/20/2023	Test Provider	Northeast	

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

File Reports

Quick Search

Providers

Provider Name

MY DASHBOARD

CONSUMERS

PROVIDERS

INCIDENTS

CLAIMS

SCHEM

A TEST Provider (10002)

Workers

Services

Provider ID Number

Contracts

Notes

Linked Provider

Aliases

Conditions

Providers

Divisions

Forms

Enrollments

Authorizations

Notes

Credentials

CDV Scheduling

Filters

Note Type

Equal To

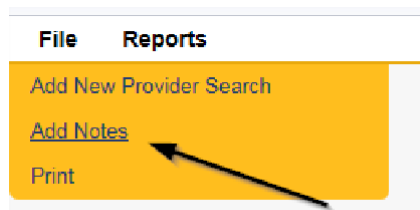
AND

X

Search

Reset

5. Click **File > Add Notes**

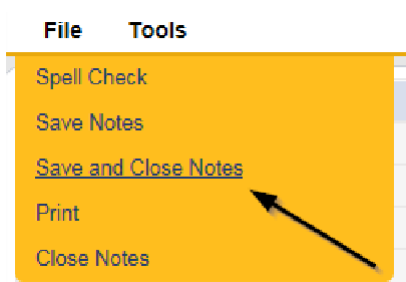


6. In the new Note record, update the following fields:

- a. "Division" = APD
- b. "Associated Form ID#" = Enter Form ID# if applicable
- c. "Note Type" = Application Request
- d. "Note Subtype" = Assign Worker
- e. "Description" = Assign Worker
- f. "Note" = Enter notes
- g. "Status" = Complete
- h. Click the Lookup button on the "Add Note Recipient" to add the [QA Workstream Worker or other as applicable](#) as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

A screenshot of a 'Notes Details' form. The form has several sections. The 'Notes Details' section includes fields for 'Division' (dropdown, value: APD), 'Note By' (dropdown, value: Reed, Morica), 'Note Date' (calendar icon, value: 09/24/2023), 'Associated Form ID#' (text input, value: 352), 'Note Type' (dropdown, value: Application Request), 'Note Sub-Type' (dropdown, value: Assign Worker), 'Description' (text input, value: Assign Worker), and 'Note' (large text area). The 'Status' field is a dropdown with value 'Complete', and 'Date Completed' is a date input with value '09/24/2023'. Below this is an 'Attachments' section with an 'Add Attachment' link and a table with columns 'Document' and 'Description'. A message states 'There are no attachments to display'. At the bottom is a 'Note Recipients' section with an 'Add Note Recipient' text input, a 'Lookup' button, and a 'Clear' button. Black arrows point to the 'Associated Form ID#' field, 'Note Type', 'Note Sub-Type', 'Description', 'Note' text area, 'Status' dropdown, and the 'Lookup' button.

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



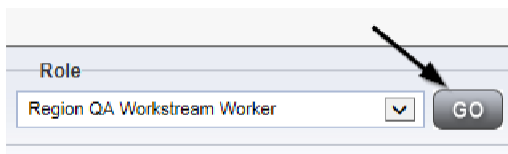
Access Prospective Applicant Queue



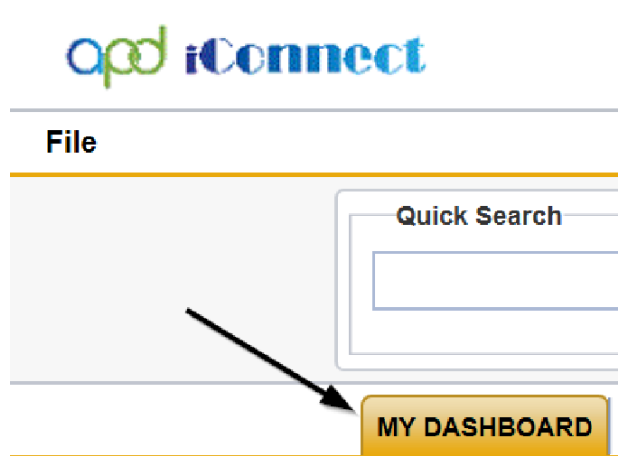
Once the Online Application Request has been submitted by the prospective applicant or someone has been assigned to work the new applicant record, they will pick up the phone and talk to the prospective applicant.

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

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



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



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

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

Filters

Provider Name Equal To APD Test Provider AND

Disposition +

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

Disposition	Online Application Date	Provider Name	Provider Region	<input type="checkbox"/>
Pending	06/12/2018	APD Test Provider		<input checked="" type="checkbox"/>
Pending	04/17/2017	APD Test Provider	Central	<input type="checkbox"/>

If the Prospective Applicant does not have a current or active APD licensed residential facility and/or MWSA, please validate the following:



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

UPDATED: Provider Search and Promote



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

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

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

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

File

- Provider Search and Promote
- Reject Provider
- Print
- Close Online Provider Application Queue

3. On the Provider Search screen, Click **Search**. The search will either return no matching records or a list view grid of matching records. The user will be able to click on the matching records to see more details and determine if the existing Provider record matches the New Online Application Request.
4. In Addition to searching for the Licensed Facility, the Licensing Specialist must complete a thorough search for the Parent Provider Record to determine whether the New Prospective Applicant Record will need to be linked to an existing record or if Provider Enrollment must be contacted to add a Placeholder Parent Record.

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

File Tools

Fillers
 FiluSSN 171456
 Region Northeast
 Provider Name

— 2 My Dashboard Provider Search record(s) returned now viewing 1 through 2 —

Provider ID	Provider Name	ENSSN	City	State
21:01	est Provider	123456	Jacksonville	IL
21:01	Prospective Applicant	123456		

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

apd iConnect

File Tools

Promote to Provider
 Print
 Close Provider Search

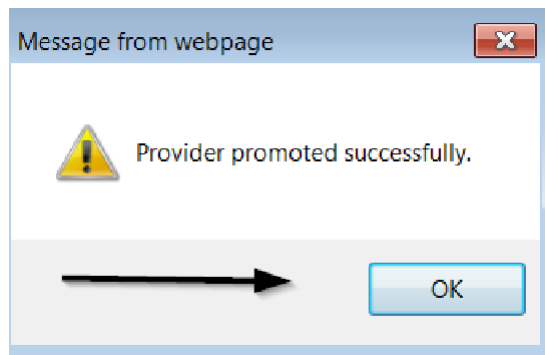
- The Select Fund Code pop-up box will appear. Select the Fund Code as **APD** and then Click **OK**

Select FundCode to promote Provider

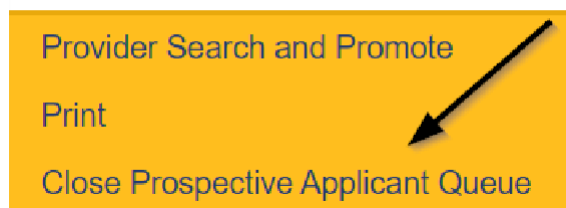
Cvcvc

Fund Code

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



File



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

Cvcvc (10087)

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

Filters

Division

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

Division	Disposition	Open Date
APD	Submitted Online	12/31/2018

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

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



The following scenarios may exist for a prospective applicant:

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

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

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

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



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

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

If no Parent Provider Record is located, the licensing specialist will need to partner with Provider Enrollment to have a Placeholder Parent Provider Record Created.

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

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

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

1. Set “Role” = Region QA Workstream Worker then click **Go**.
2. Navigate to the Providers Chapter, File > Add New Provider Search
3. Use the Filters to search for Provider Record
4. If no Parent Provider Record is found, click “Add New”

5. Update the Following Fields:

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

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

oqd iConnect Welcome, Caroline Shorter **Provider**
5/23/2024 4:34 PM

File Edit

An asterisk (*) indicates a required field

Basic Information	
Initial Division *	APD
Provider Name *	Placeholder Provider Record
DBA (if applicable)/Facility Name	
APD Vendor Number	F12345678901
WSC QO	No
Active *	<input checked="" type="checkbox"/>
Provider Type	
Exclude from Selection	<input type="checkbox"/>
Specialist/Liaison	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>
Residential Monitor	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>
Licensing Specialist	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>
Area Behavior Analyst	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>
Group Home/ADT # of workers	<input type="text"/>
Provider SSN	111111111
Medicaid Provider ID	
Provider EIN	59-123456789
Licensed Facility	
Presumptively Institutional	<input type="checkbox"/>

- i. File > Save Provider Record
6. A new window opens with the Division Details screen
 - a. Update the following fields:
 - i. Disposition = Open
 - b. File > Save and Close Division
7. Navigate to the Credentials Tab
8. File > Add Certification
 - a. Update the following fields:
 - i. Certification Type = iBudget Waiver Applicant Placeholder
 - ii. Effective Date = Today's date
 - iii. Expiration Date = Leave Blank
 - iv. Comment = "Placeholder Provider Record created for the purposes of a new license provider application user provisioning and access."
 - v. Status = Applicant Placeholder
 - vi. QA Workstream Worker = Provider Enrollment Specialist

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

File

An asterisk (*) indicates a required field

Certification Details	
Credential Type *	Certification
Certification Type	iBudget Waiver Applicant Placeholder
Effective Date	05/23/2024
Expiration Date	MM/DD/YYYY
Comment	Placeholder Provider Record created for the purposes of a new license provider application user provisioning
Status	Applicant Placeholder
QA Workstream Worker	Shorter, Caroline <input type="button" value="Lookup"/> <input type="button" value="Clear"/> Details

- b. File > Save and Close Certification Details

UPDATED - NEW! Link to Existing or Placeholder Parent Provider Record and Add Applicant License Record



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

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

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

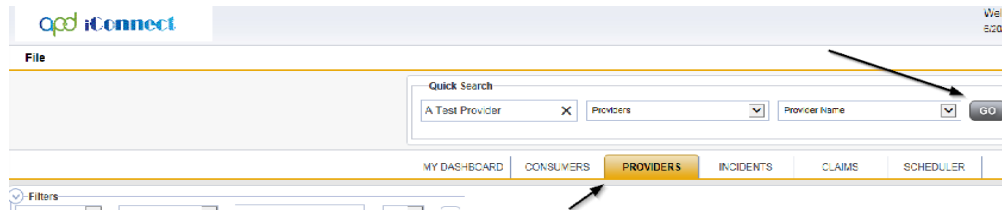
If no Parent Provider Record is located, the Licensing Specialist has partnered with Provider Enrollment to create the Placeholder Provider Record and now can link the new applicant record to the Placeholder Provider Record and add an Applicant License Credential to grant the Service Provider Access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

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

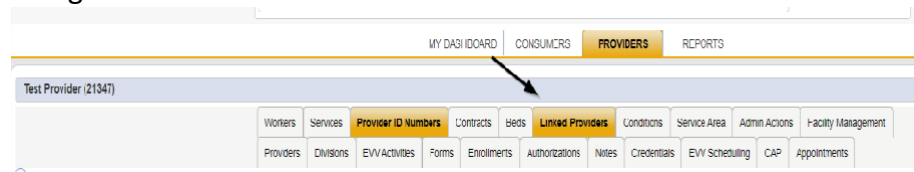
Role
Region QA Workstream Worker [v] GO

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

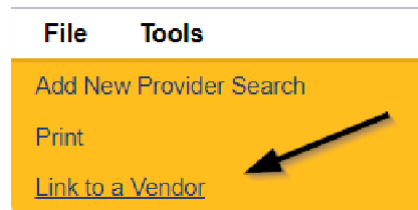
Quick Search filter and click **Go**.



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

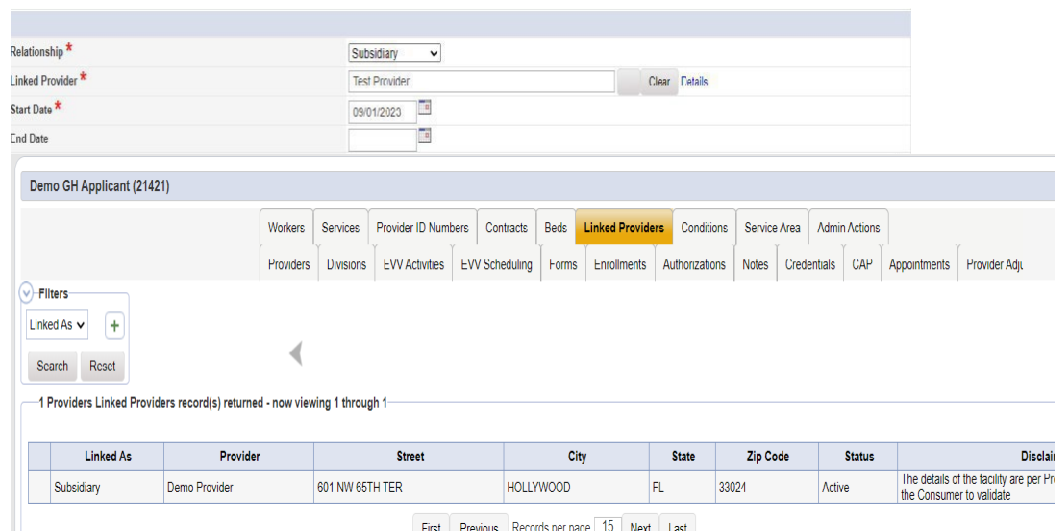


4. Select **File > Link to a Vendor**



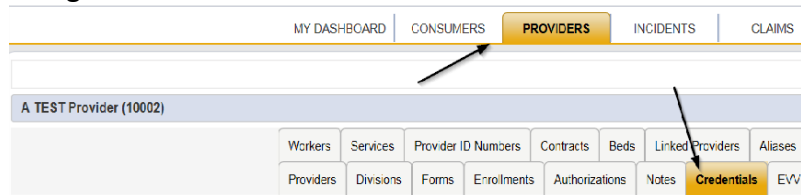
5. Update the following fields:

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

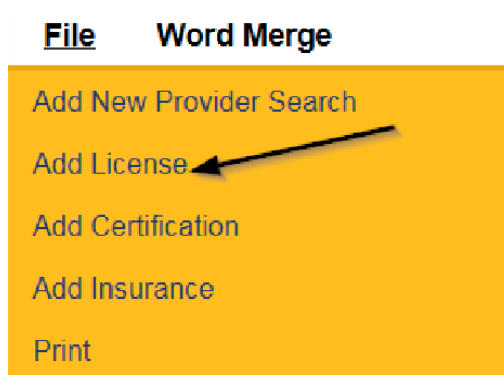


6. The Provider's record will display. Navigate to the Providers chapter and enter the **CHILD** Provider's name in the Quick Search filter and click Go.

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



8. Select **File > Add License**




9. Update the following fields:

- a. "License Type" = select as appropriate
 - Foster Home
 - Group Home
- b. License Number = Enter information – *Please note that each region has their own system for assigning license numbers, and the numbers included in the naming convention will be the Provider iConnect ID for the Promoted Application Record.*

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

- Southern: SR-APPL-12345
- Southeast: SER-APPL-98765
- Central: CR-APPL-45645
- Northeast: NER-APPL-91919

- Suncoast: SCR-APPL-73257
 - Northwest: NWR-APPL-88665
- c. "Original Date of Issuance" = Enter Date
 - d. "Effective Date" = Enter Date
 - i. "Expiration Date" = Enter Date Expiration of 4 months (120 days)
Enter Date *Regional Staff may have to update the Expiration date if licensing goes beyond the originally entered expiration date.*
 - e. Comment = "Placeholder License Record created for the purposes of a new license provider application user provisioning and access."
 - f. "Status" = Applicant
 - g. "Reason" = Initial
 - h. "QA Workstream Worker" = Click Lookup on the field to add the [Licensing Specialist](#).
 - i. Enter the Last Name and Click Search and then select the Name



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

File

An asterisk (*) indicates a required field

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

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

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

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

Test Provider (21354)	
<div>Workers</div> <div>Providers</div>	
Basic Information	
Provider Name	Test Provider
DBA (if applicable)/Facility Name	
Licensed Home licensed for capacity	
Active	Yes
WSC QO	
External	Yes
Exclude from Selection	Yes
Specialist/Liaison	

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

APD Vendor Number	F12345678901
WSC QO	No
Active *	<input checked="" type="checkbox"/>
Provider Type	
Exclude from Selection	<input checked="" type="checkbox"/>
Specialist/Liaison	

Lookup Clear

NEW! User Provisioning and iConnect Access



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

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

As Needed: Reject Prospective Applicant Provider

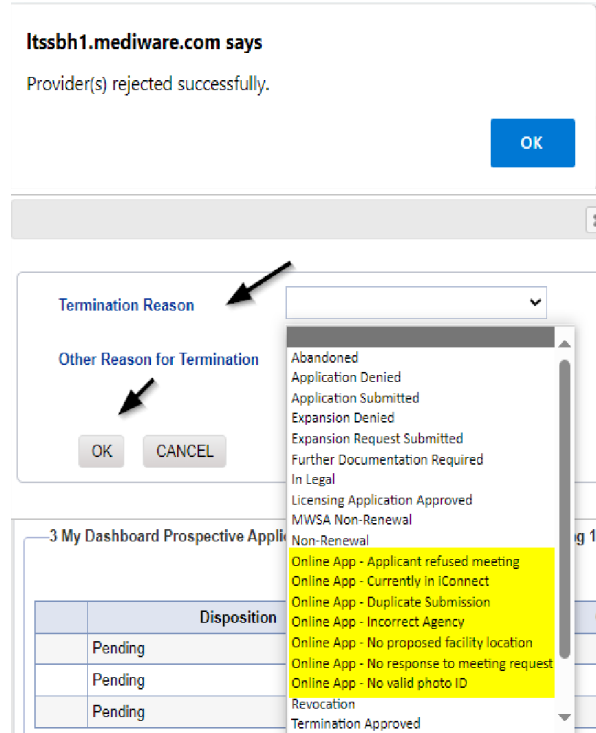


The users will be able to search on Provider Name, EIN/SSN, and Region. If a matching Provider record is found and the user decides to create a new record, they should be presented with a dialog box stating:

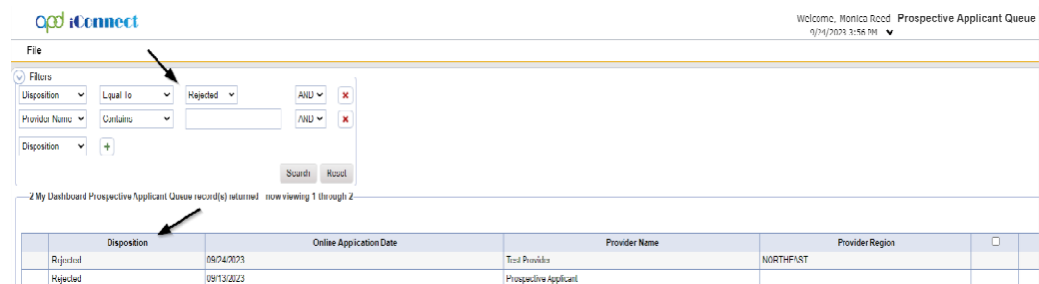
“Warning. A Provider record with a matching name and/or EIN/Tax ID Number already exists. Are you sure you want to continue?” If they click the “Yes” button, create the new Provider record. If they click the “No” button, the creation of the Provider record shall be canceled.

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

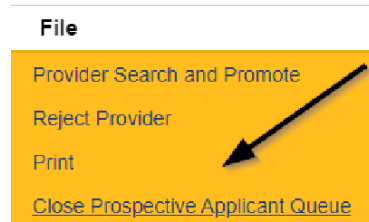
- The Licensing Specialist will be presented with a pop-up message box for a termination reason selection. Select one of the Online App reasons as appropriate and then Click **OK**
- The following pop-up message box will display. Click **OK**



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



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



UPDATED: New Licensed Facility Application

Introduction

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

Complete Facility Application Form



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

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

Role

Service Provider

GO

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

opd iConnect

File Word Merge

Quick Search: Providers

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS

A TEST Provider (10002)

WORKSHEETS SERVICES PROVIDER RENUMBERS CHANGES NOTES FORMS

PROVIDER SUBJECT FORMS PROVIDER ID AUTHORIZED USER

Status equal to Draft AND

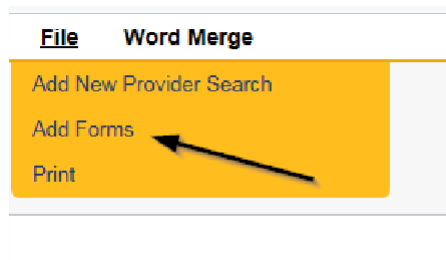
Division

Search Reset

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

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

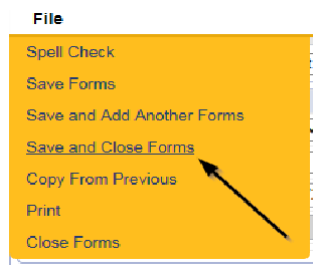
3. Click **File > Add Forms**




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

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

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



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


Test Provider
Last Updated by mward@apdconnect.org
at 9/10/2023 6:25:50 PM

File Reports Word Merge

Facility Application Form (APD 2014-01)

Provider Assessment

Division *	APD	Worker *	Rued, Monica	Clear	Details
Review *	Annual	Status *	Pending		
Review Date *	09/12/2023	Approved By			
Approved Date					

FACILITY APPLICATION FORM (APD 2014-01)

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



File

Print

Close


 agency for persons with disabilities
 State of Florida

FACILITY APPLICATION FORM (APD 2014-01)

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

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

☒ Initial
 ☐ Renewal



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

Complete Licensed Capacity Form



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

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

Role

Service Provider

GO

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

iConnect

File

Quick Search

A Test Provider X Providers Provider Name GO

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER

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

iConnect

File Word Merge

Quick Search

A TEST Provider (10002)

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS

Workers Services Provider ID Numbers Contracts Beds Linked

Providers Divisions Forms Treatments Authorizations Notes

Filters

Status Equal To Draft ANY X

Division

Search Reset

31 Forms record(s) returned now viewing 1 through 10

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

4. Click **File > Add Forms**

File Word Merge

Add New Provider Search

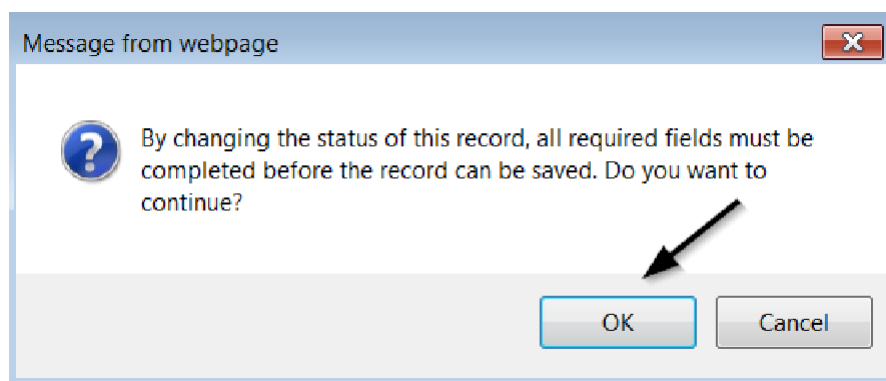
Add Forms

Print

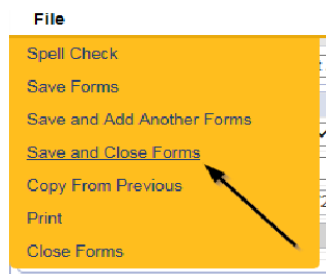
5. Select "Please Select Type" as "Use for after 2014 - Calculation of License Capacity" Form from the drop-down list

The screenshot shows the qd iConnect software interface. At the top, there is a 'File' menu and a 'Forms' button. Below the menu, a dropdown menu is open, showing 'Please Select Type: Use for after 2014 - Calculation of License Capacity'. The main form area is titled 'Provider Assessment' and contains several fields: 'Division' (APD), 'Review' (Initial), 'Review Date' (07/14/2022), 'Status' (Draft), and 'Approved by'. A blue banner at the bottom of the form area reads 'Use for after 2014 - CALCULATION OF LICENSED CAPACITY' and a green banner below it reads 'For New License Applications as of July 1, 2014'.

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



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



Add Other Qualifying Documentation



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

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

Role
Service Provider [v] GO

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

File Reports
Quick Search
Providers [v] Provider Name
MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SOCIAL
A TEST Provider (10002)
Workers Service Provider ID Numbers Contracts Licenses Linked Providers Aliases Conditions
Providers Divisions Forms Enrollments Authorizations **Notes** Credentials DVV Scheduling
Filters
Note Type [v] Equal To [v] [v] AND [v] X
Note Date [v] +
Search Reset

3. Click **File > Add Notes**

File Reports
Add New Provider Search
Add Notes
Print

4. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Initial Application
 - c. "Note Subtype" = Select a category below
 - i. *Background Screening (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 the document on the user's computer. Click Upload
NOTE: Each attachment can be up to 18mb in size
- h. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Specialist* as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD ▾

Note By * Reed, Monica ▾

Note Date * 09/25/2023

Note Type * Initial Application ▾

Note Sub-Type * Background Screening ▾

Description Background Screening

Note

Status * Complete ▾

Date Completed 09/25/2023

Attachments

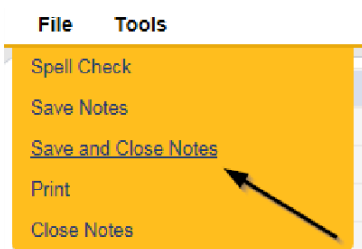
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



Application Submitted Note



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

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

Role

Service Provider

GO

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

OpdConnect

File

Quick Search

A Test Provider X Providers Provider Name GO

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER

Filters

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

File Reports

Quick Search

A TEST Provider (10002) Providers Provider Name

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER

Waters Services Provider ID Numbers Contracts Bank Linked Providers Allises Conditions

Providers Divisions Forms Enrollments Authorizations NOTES Credentials FVW Scheduling

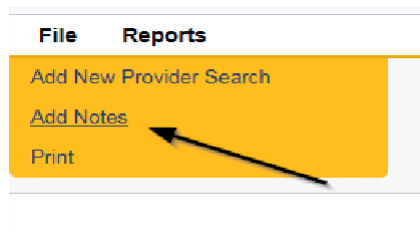
Filters

Note Type Equal To AND

Note Date +

Search Reset

4. Click **File > Add Notes**

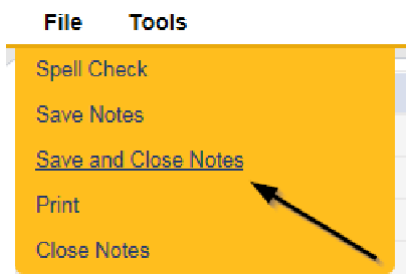


5. In the new Note record, update the following fields:

- a. "Division" = APD
- b. "Note Type" = Initial Application
- c. "Note Subtype" = Application Submitted
- d. "Description" = Application Submitted
- e. "Note" = Enter notes
- f. "Status" = Pending
- g. Click "Add Attachment" and search for the copy of the notarized form on the user's device. Click Upload
- h. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Specialist* as the Note Recipient
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

A screenshot of a 'Notes Details' form. The form has several sections: 'Notes Details' (Division, Note By, Note Date, Note Type, Note Sub-Type, Description, Note, Status, Date Completed), 'Attachments' (Add Attachment button), 'Attachments Grid' (table with Document, Description, Category), 'Note Recipients' (Add Note Recipient field, Lookup, Clear buttons), and 'Note Recipients Grid'. Arrows point to the following fields: 'Note Type' (set to 'Initial Application'), 'Note Sub-Type' (set to 'Application Submitted'), 'Description' (set to 'Application Submitted'), 'Status' (set to 'Pending'), 'Add Attachment' button, and the 'Lookup' button in the 'Note Recipients' section.

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



Access Ticklers

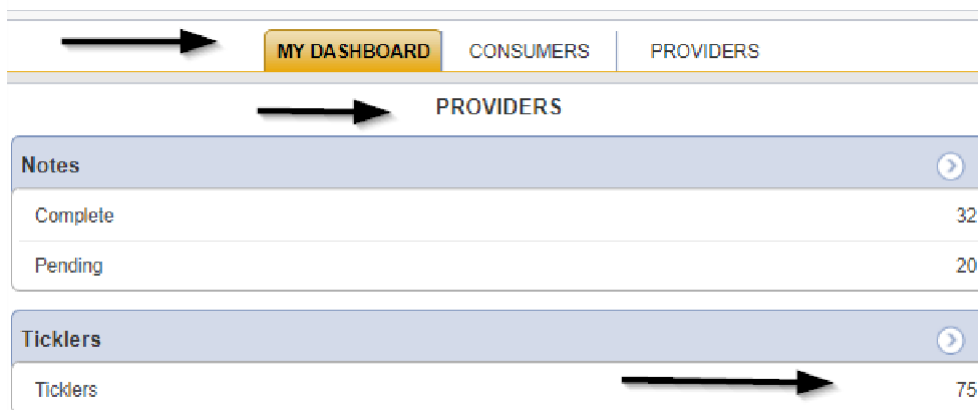


The QA Workstream Worker will login to the application and navigate to the My Dashboard > Provider > Ticklers in order to reassign and review any new ticklers.

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

A screenshot of a web form. It features 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 to the 'GO' button.

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



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

Filters

Status ▼ Equal To ▼ New ▼ AND ▼ ✕

Status ▼ +

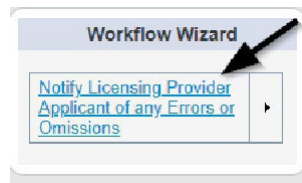
☒ Apply Alert Days Before Due

Search Reset

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

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

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



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



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

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

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

Tickler Name	Provider Name	Date Created	Date Due	Date Completed	Status	Action
Reassign to Supervisor to Initiate FSFN search on licensee	Test Provider	10/18/2023	10/18/2023		New	Reassign
Notify Licensing Provider Applicant of any Errors or Omissions	Test Provider	09/27/2023	10/27/2023		New	

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

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

Tickler Name	Provider Name	Date Created	Date Due
Reassign to Supervisor to Initiate FSFN search on licensee	Test Provider	10/18/2023	10/18/2023
Notify Licensing Provider Applicant of any Errors or Omissions	Test Provider	09/27/2023	10/27/2023
Notify Licensing Provider Applicant of any Errors or Omissions	Test Provider	09/27/2023	10/27/2023
Review Licensing Renewal application for error or omissions	Test Provider	09/26/2023	10/26/2023
Corrective Action Plan is due in 5 days	Test Provider	09/23/2023	10/08/2023
Review Provider Record for Corrective Action Plan - Monthly Monitoring	Test Provider	09/23/2023	10/08/2023

Search by: [Last Name] Search Text: buck Search Cancel

7 record(s) returned

MEMBERID	Worker	Title	User ID Active
2486	Buck, Jennifer		Yes
1230	Buck, Sarah	Support Coordinator	Yes
15942	Buck, Timothy		Yes
15347	Buckley, Silvia		Yes
21332	BUCKMER, LAVANYA		Yes
21809	Buckner, Shantiray		Yes
24155	BUCKNOR, SEAN		Yes

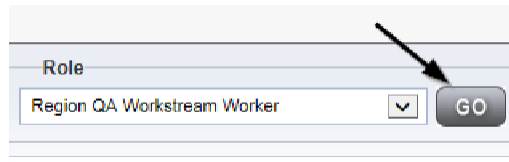
New! Abuse Record Search



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

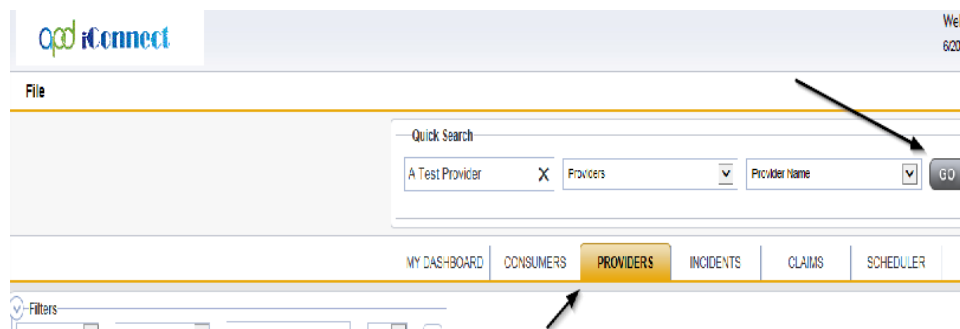
The Licensing Specialist or designee will do the Abuse Record Search outside of iConnect. Once the outcome of the search is finalized, a Confidential Note will be created in the subsidiary (child) record in iConnect. The provider will not be able to view a Confidential Note type.

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



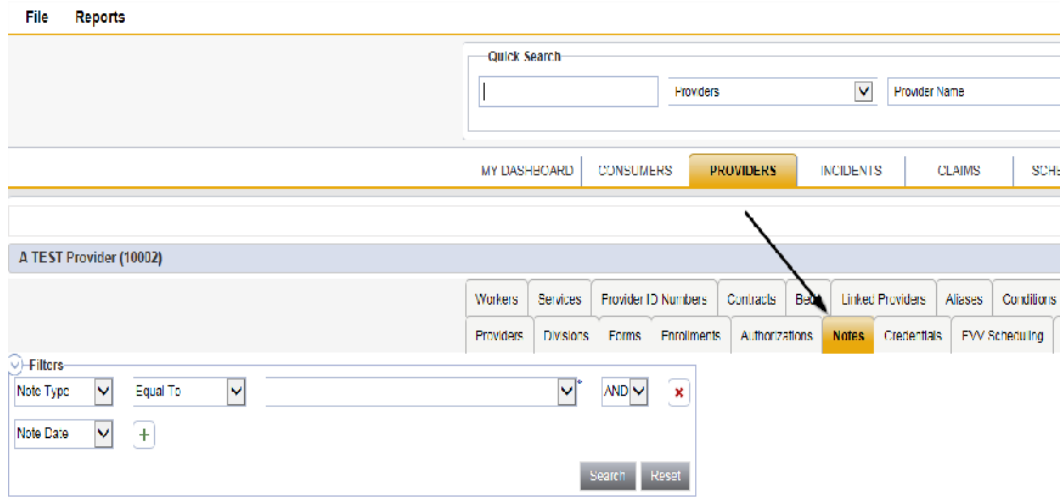
A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. An arrow points from the text "click Go" in the instruction to a "GO" button next to the dropdown.

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



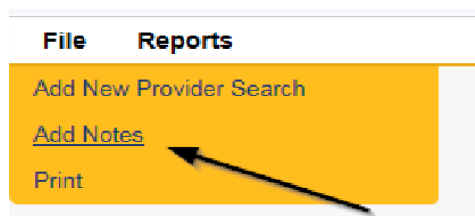
A screenshot of the "Providers" chapter in the application. The "Quick Search" filter is visible, and an arrow points to it from the instruction "enter the Provider’s Facility name in the Quick Search filter". The "PROVIDERS" tab is highlighted in the navigation bar.

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



A screenshot of the "Providers > Notes" tab. The "Notes" tab is highlighted in the navigation bar, and an arrow points to it from the instruction "Navigate to the Providers > Notes tab". The "A TEST Provider (10002)" is selected, and the "Notes" sub-tab is also highlighted.

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



A screenshot of the "File" menu. The "Add Notes" option is highlighted, and an arrow points to it from the instruction "Go to File > Add Notes".

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

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

i.

The screenshot shows a 'New Note' form with the following fields and values:

- Note Type ***: Confidential Note
- Note Sub-Type**: Abuse Record Search
- Description**: Abuse Record Search
- Note**: Details of the Search and its completion.
- Status ***: Complete
- Date Completed**: 07/15/2024

Below the form is an **Attachments** section with a link to [Add Attachment](#) and an empty **Attachments Grid** table.

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

Below the buttons is the **Note Recipients Grid** table:

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

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

Complete Application



If the application is complete, the Licensing Specialist will update the Facility Application and Licensed Capacity forms to complete, then update the existing pending note.

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

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

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

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

Use for after 2014-Calculation of License Capacity

Provider Assessment

Division * A-U

Review * Initial

Review Date * 09/25/2023

Approved Date 09/25/2023

Worker * Reed, Monica

Status * Complete

Approved By Reed, Monica

Clear Update Details

Use for after 2014 - CALCULATION OF LICENSED CAPACITY

For New License Applications as of July 1, 2014

Message from webpage

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

OK Cancel

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

File Reports

History

Duplicate Forms

Save Forms

Save and Add Another Forms

Save and Close Forms

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

MY DASHBOARD CONSUMERS PROVIDERS REPORTS

Test Provider (21347)

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

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

Filters

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

Division +

Search Reset

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

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

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

Facility Application Form (APD 2014-01)

Provider Assessment

Division * APD

Review * Initial

Review Date * 08/25/2023

Approved Date 08/25/2023

Worker * Reed, Monica

Status * Complete

Approved By Reed, Monica

FACILITY APPLICATION FORM (APD 2014-01)

Message from webpage

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

OK Cancel

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

File Reports

History

Duplicate Forms

Save Forms

Save and Add Another Forms

Save and Close Forms

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

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULE

CONSUMERS **INCIDENTS** **PROVIDERS**

Notes 0 Inquiry Alert Notes List 0 Notes 3

Unread Alert Notes 0 Complete 3

Pending 11

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

Filters

Status * Equal To * Pending * AND * X

Note Type * +

Search Reset

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Initial Application	08/25/2023	Application Submitted	Reed, Monica	Pending

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

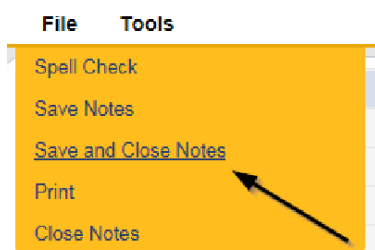
- a. "Division" = APD
- b. "Note Type" = Leave as Initial Application
- c. "Note Subtype" = Update to Application Form Review Complete
- d. "Description" = Update to Application Form Review Complete
- e. "Note" = Enter notes
- f. "Status" = Update to Complete
- g. Click the Lookup button on the "Add Note Recipient" to add the *Prospective Applicant* as the Note Recipient
- h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

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

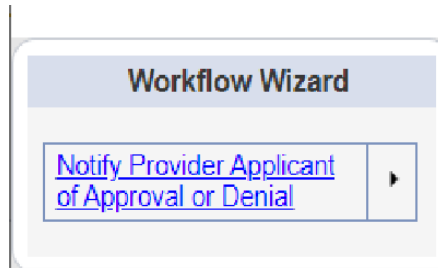
- Division:** APD (dropdown)
- Note By:** Reed, Monica (dropdown)
- Note Date:** 09/25/2023 (calendar icon)
- Associated Form ID#:** (empty text box)
- Note Type:** Initial Application (dropdown) - *Arrow points here*
- Note Sub-Type:** Application Form Review Complete (dropdown) - *Arrow points here*
- Description:** Application Form Review Complete (text box) - *Arrow points here*
- Note:** (large text area) - *Arrow points here*
- Status:** Complete (dropdown) - *Arrow points here*
- Date Completed:** 09/25/2023 (text box)

Below the form are sections for **Attachments** (with an 'Add Attachment' link) and **Note Recipients** (with an 'Add Note Recipient' text box, a 'Lookup' button, and a 'Clear' button). An arrow points to the 'Lookup' button.

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



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



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

Schedule Site Visit



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

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

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

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

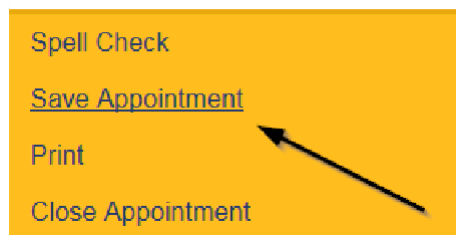
4. Click **File > Add Appointment**

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

Appointments	
Division	APD ▼
Appointment Date *	09/25/2023
Start Time	11 ▼ 00 ▼ AM ▼
Appointment End Date	09/25/2023
End Time	11 ▼ 30 ▼ AM ▼
Type *	Site Visit ▼
Subject	
Status *	Scheduled ▼

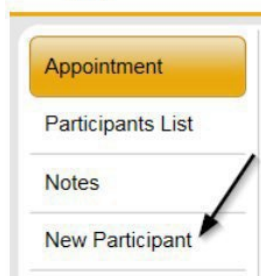
6. When finished select **File > Save Appointment**

File

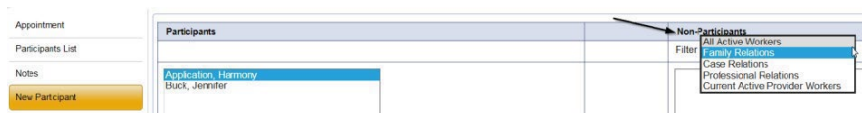


7. Click **New Participant** on the left-hand navigation menu.

File



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



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

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 web application interface. At the top, there is a 'Quick Search' filter with a text input containing 'A Test Provider', a dropdown menu set to 'Providers', and a 'GO' button. Below the search bar, there is a navigation menu with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted), '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 navigation menu. Below the tab, there are filters for 'View Style' (List View, Monthly View, Weekly View, Daily View) and 'Filters' (Status, Equal To, Pending, AND, Type). A 'Search' button is visible. Below the filters, it says '4 Appointments record(s) returned - now viewing 1 through 4'. A table with columns 'Type', 'Start Date', and 'End Date' is shown, with one row: 'Site Visit', '06/21/2018', '06/21/2018'. 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 (10038)' record page. The 'Appointments' tab is selected. Below the tab, there are filters for 'View Style' (List View, Monthly View, Weekly View, Daily View) and 'Filters' (Appointment Date). A 'Search' button is visible. Below the filters, it says '4 Appointments record(s) returned - now viewing 1 through 4'. A table with columns 'Appointment Date', 'Start time', 'End time', 'type', 'Subject', and 'Status' is shown. The first row is highlighted with an arrow pointing to the 'Appointment Date' column.

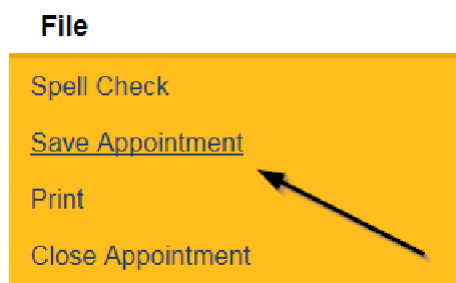
Appointment Date	Start time	End time	type	Subject	Status
06/01/2022	3:00:00 PM	4:00:00 PM	Site Visit	Appointment Scheduled for monthly site visit	Scheduled
01/20/2022	5:00:00 PM	6:00:00 PM	Site Visit	Monthly visit	Scheduled
08/02/2020	10:20:00 AM	10:50:00 PM	General	test	Scheduled
07/06/2018	3:15:00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

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

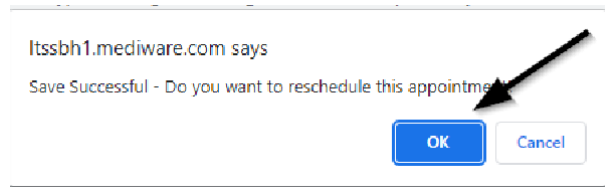
The screenshot shows the 'Appointment' form in the iConnect system. The form is titled 'Appointment' and includes a 'File' menu. The form fields are as follows:

- 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-IPAA Data): summary
- Appt Details (HIPAA Data): details
- Status: Rescheduled

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




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



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

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

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




File

Appointment
Participants List
Notes
New Participant

Appointments

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

11. Click **File > Save Appointment**. Both the original and reschedule appointments are listed in the Appointments tab detail view.
12. The rescheduled appointments detail page will now show the date of the original appointment next to the new Appointment Date and Appointment End date fields.



A Test Provider
Last updated by mreed@apcare.org
at 6/23/2022 11:20:58 PM

Appointment

File

Appointment
Participants List
Notes
New Participant

Appointments

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

Complete Site Visit



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

The list of applicable checklists are as follows:

Foster Care Facility Checklist

Foster Care Facility Client Checklist

Foster Care Facility Personnel Record Review

Group Home Client Checklist

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

Complete Appointment



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

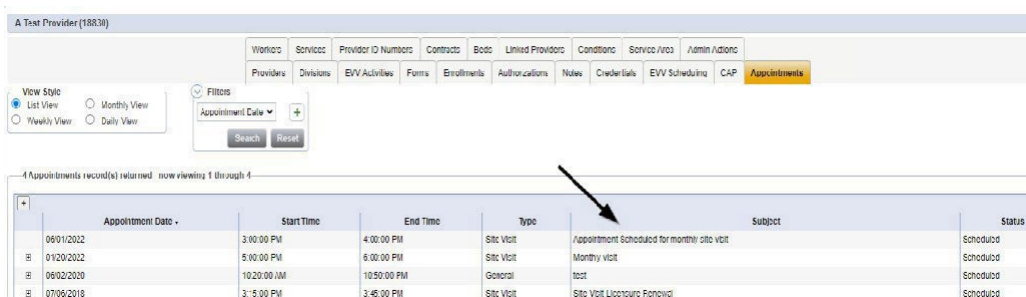
1. Set “Role” = Region QA Workstream Worker then click **Go**.

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

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

Appointment Date	Start Time	End Time	Type	Subject	Status
06/14/2023	2:00:00 PM	3:00:00 PM	Site Visit	Description of Site Visit	Scheduled

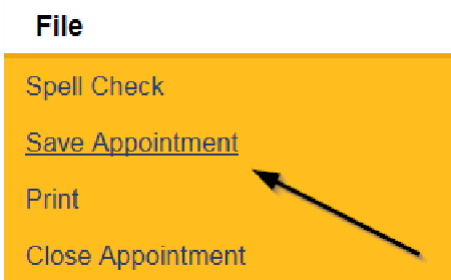
4. Select the appointment record that needs to be updated via the hyperlink in the list view



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 Licensing Specialist attempted to make the site visit but the contact person was not available. A new site visit will need to be scheduled.

The screenshot shows the 'Appointment Details' page in the 'iConnect' system. The page has a header with the 'iConnect' logo, 'Test Provider' information, and 'Appointment' details. Below the header, there is a 'File' menu on the left and a form for editing the appointment. The 'Status' dropdown menu is open, showing options: Scheduled, Canceled, Completed, No Show, Pending, Scheduled, and Rescheduled. The 'Completed' option is highlighted.

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



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

Complete Checklists



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

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

Role

Region QA Workstream Worker

GO

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

opd iConnect

File

Quick Search

A Test Provider X Providers Provider Name

GO

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER

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

opd 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

4. Click **File > Add Forms**

File Word Merge

Add New Provider Search

Add Forms

Print

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

Please Select Type:

- Application Package Checklist
- Auth for Utilization of Alternative Transportation
- Behavior Focused Initial Eligibility
- Calculation of License Capacity
- Calculation of License Capacity New License Applic
- Facility Application Form (APD 2114.01)
- Foster Care Facility Checklist
- Foster Care Facility Client Checklist
- Foster Care Facility Personnel Record Review
- Group Home Client Checklist
- Group Home Facility Checklist
- Group Home Personnel Record Review
- Intensive Behavioral Res Hab Rates Elig Worksheet
- Online Application Request
- Provider Agency Action Request Form (PAARF)
- Provider Application Basic Information
- Provider Critical Incident Preliminary Alert
- Provider Enrollment Application
- Provider Expansion Request
- Receipt and Disposition of Complaints Against Prov
- Res. Hab. Center Checklist
- Res. Hab. Client Checklist
- Res. Hab. Personnel Record Review
- Residential Monitoring Checklist

Worker * Reed, Monica Clear Details

Status * Draft

Approved by

6. Update the following Header fields:

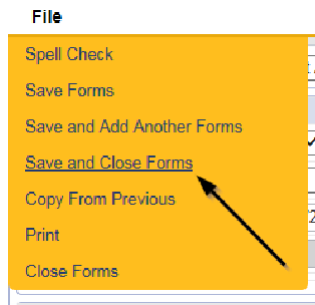
- "Division" = APD
- "Review" = select as appropriate
- Complete all fields on the Checklist Form
- "Status" = Complete (only set to complete once all information has been entered and won't need to be changed)
- Select **OK** on the pop-up message box confirming the complete status

Message from webpage

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

OK Cancel

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



Repeat all steps as necessary for each checklist

Complete Application Package Checklist



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

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

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

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

 A screenshot of a web application interface. At the top, there's a header with 'opd iConnect' and a user name 'Walc 6/20/2024'. Below the header is a 'File' menu. In the center, there's a 'Quick Search' section with a text input containing 'A Test Provider', a dropdown menu set to 'Providers', and a 'Provider Name' dropdown. A 'GO' button is to the right. Below this is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (which is highlighted in orange), 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. At the bottom, there's a 'Filters' section. Two black arrows point to the 'GO' button and the 'PROVIDERS' tab.

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

opd iConnect

File Word Merge

Quick Search

Providers

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS

A ILST Provider (10002)

Workers Services Provider ID Numbers Contracts Files Linked I
Providers Division Forms Enrollment Authorization 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

4. Click **File > Add Forms**

File Word Merge

Add New Provider Search

Add Forms

Print

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

Please Select Type: Application Package Checklist

Provider Assessment

Division * APD

Review * Initial

Review Date * 09/25/2023

Approved Date 09/25/2023

Worker * Reed, Monica Clear Details

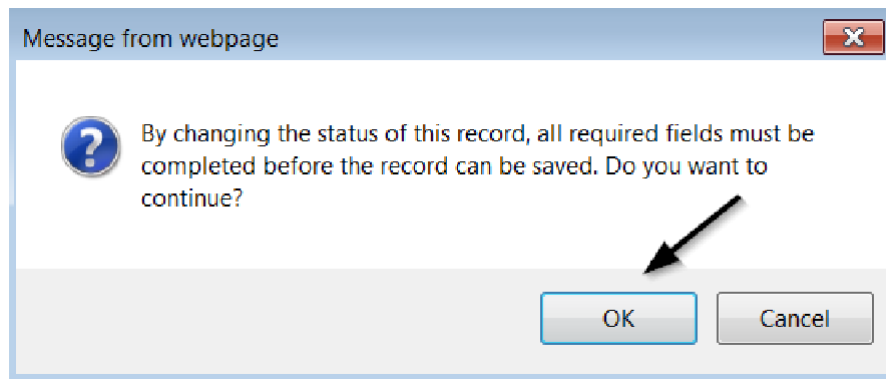
Status * Complete

Approved By Reed, Monica Details

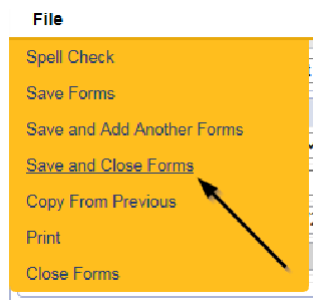
Application Package Checklist

6. Update the following Header fields:

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



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



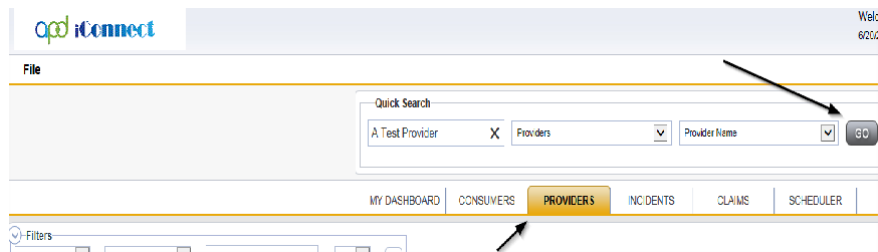
Site Visit No Violations Note



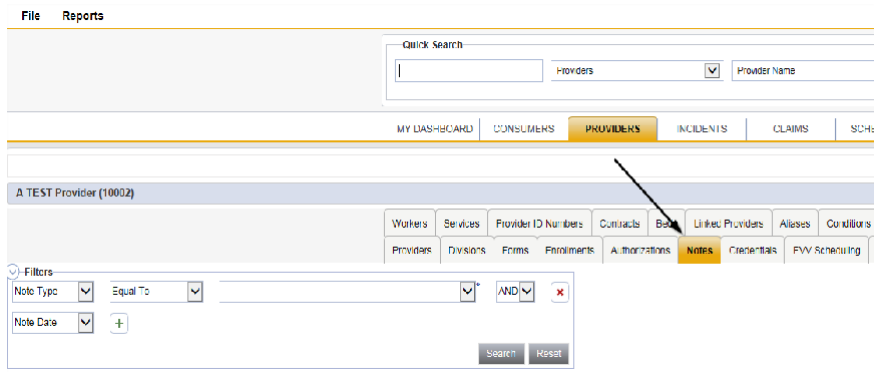
The Licensing Specialist will enter a Site Visit Note when the site visit is complete with no issues or deficiencies. Proceed to [Site Visit Complete Note – Issues](#) if violations have been identified.

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

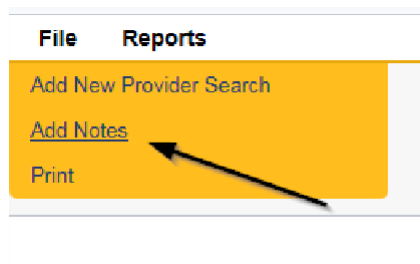
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **GO**



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



4. Click **File > Add Notes**



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

Notes Details

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

Attachments

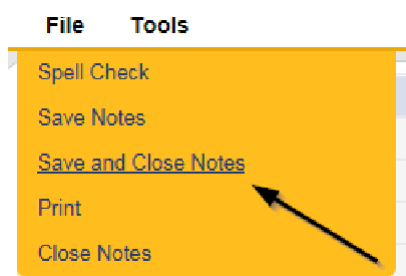
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



Supervisor Review



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

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

Role

Region QA Workstream Worker

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

The screenshot shows the opd iConnect web application. At the top, there's a 'File' menu and a 'Welcome' message. Below that, a navigation bar contains tabs: MY DASHBOARD, CONSUMERS, PROVIDERS (highlighted), INCIDENTS, CLAIMS, and SCHEDULER. Above the PROVIDERS tab, there's a 'Quick Search' section with a text input containing 'A Test Provider', a dropdown menu set to 'Providers', and a 'GO' button. An arrow points to the 'GO' button.

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

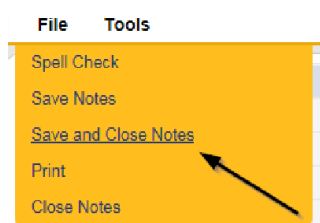
The screenshot shows the provider record for 'A TEST PROVIDER (10002)'. Below the provider name, there's a sub-navigation bar with tabs: Workers, Services, Provider IJ Numbers, Contracts, Billing, Linked Providers, Videos, Conditions, Providers, Divisions, Forms, Enrollments, Authorizations, Notes (highlighted), Credentials, and CWW Scheduling. An arrow points to the 'Notes' tab.

4. Click **File > Add Notes**

The screenshot shows the 'File' menu with options: Add New Provider Search, Add Notes (highlighted), and Print. An arrow points to the 'Add Notes' option.

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

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



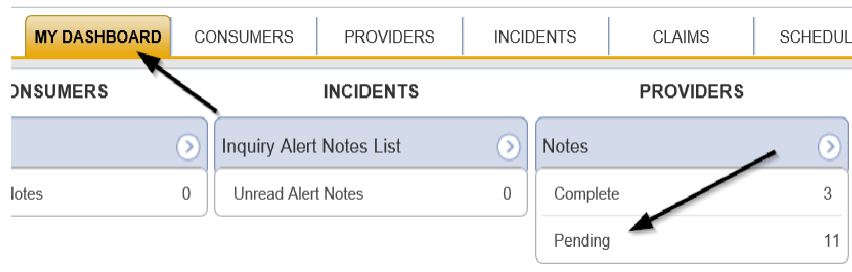
Supervisor Approval



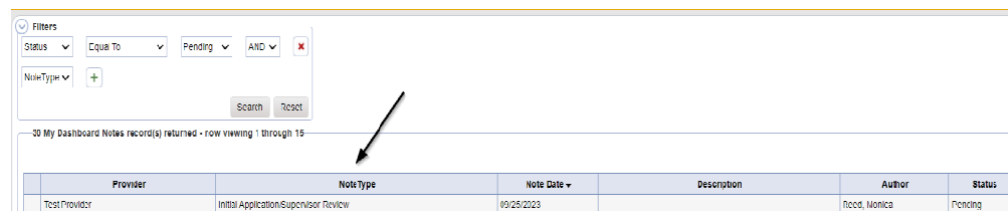
The Licensing Supervisor will review the application, add a note for the approval and send to the ROM for review. If additional actions are needed, proceed to [Further Documentation Required](#) or [Supervisor Denial](#).

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

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



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



4. In the existing Note record, update the following fields:
 - a. "Associated Form ID#" = Enter Form ID# if applicable
 - b. "Note Type" = Update to Initial Application/Supervisor Approval
 - c. "Description" = Enter description
 - d. "Note" = Enter Notes
 - e. "Status" = Update to Complete
 - f. Click the Lookup button on the "Add Note Recipient" to add the [Licensing Specialist](#) as the Note Recipient
 - g. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note.
 - h. Click the Lookup button on the "Add Note Recipient" to add the [ROM](#) 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 *	09/25/2023
Associated Form ID#	
Note Type *	Initial Application/Supervisor Approval
Note Sub-Type	
Description	

Note

New Text

Enter approval notes

Append Text to Note

Status *

Date Completed

Complete

09/25/2023

Attachments

Add Attachment

Document

Description

There are no attachments to display

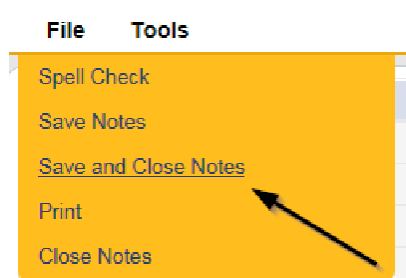
Note Recipients

Add Note Recipient

Lookup

Clear

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



6. Select **File > Close Notes**



UPDATED: Edit License Information



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

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

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


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

A screenshot of the 'Providers' chapter in the system. At the top, there is a 'Quick Search' section with a text input field containing 'A Test Provider', a dropdown menu set to 'Providers', and another dropdown menu set to 'Provider Name'. To the right of these fields is a grey button labeled 'GO'. Below the search section is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (which is highlighted), 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. An arrow points from the text 'click Go' in the instruction to the 'GO' button.

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

A screenshot of the provider record for 'A TEST Provider (10002)'. The record is displayed in a table-like format with various tabs. The 'PROVIDERS' tab is highlighted in the top navigation bar. Below the provider name, there is a grid of tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Aliases', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials' (which is highlighted), and 'EVV'. An arrow points from the text 'Navigate to the Providers > Credentials tab' in the instruction to the 'Credentials' tab.

4. Select the Applicant License Record.


 18919 Group Home Record
 Last Updated by caroline.shorter@apdcares.org
 at 10/26/2023 5:28:19 AM

Credentials | [Sign Out](#)

Role
 Region QA Workstream Worker GO

File Word Merge

18919 Group Home Record (29093)

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

Filters
 Credential +
 Search Reset

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

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

5. Update the following fields:

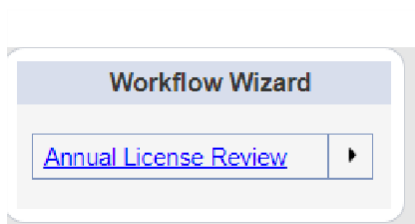
- a. "License Type" = select as appropriate
 - i. Foster Home
 - ii. Group Home
- b. License Number = Enter information – *Please note that each region has their own system for assigning license numbers*

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

- c. "Original Date of Issuance" = Enter Date
- d. "Effective Date" = Enter Date
- e. "Expiration Date" = Enter Date
- f. "Comment" = Enter comments if applicable
- g. "Status" = Active
- h. "Reason" = Initial
- i. "QA Workstream Worker" = Click Lookup button on the field to add the *Licensing Specialist*.
- j. Enter the Last Name and Click Search and then select the Name

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

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



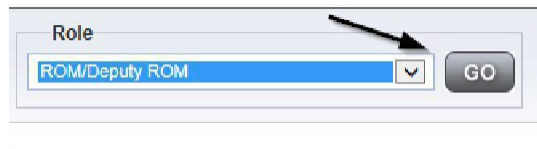
- a. Tickler - "Annual License Review"
- b. Assigned to Self
- c. Due on the **90th** calendar day before the License expiration date for license types of Foster Home and/or Group Home

ROM Review



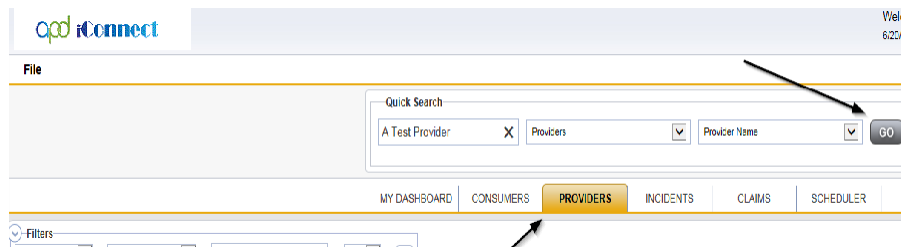
The ROM/Designee will receive notification of the Supervisor Approval or the Supervisor Denial via a note on My Dashboard. The ROM will need to review all checklists and notes. If approving, they will then print out the License Certificate. The Licensing Specialist will have added the license information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

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



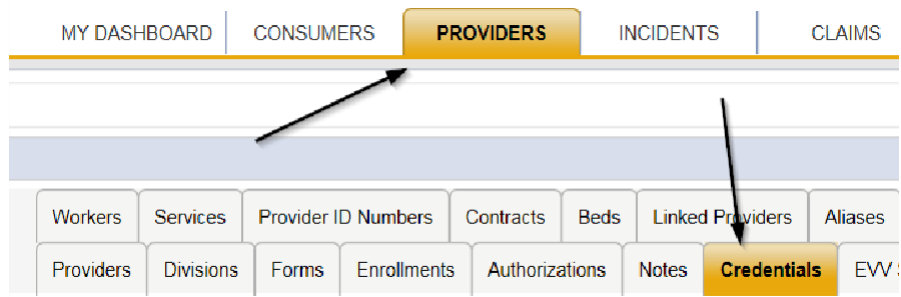
A screenshot of a web form showing a dropdown menu for 'Role'. The dropdown is open, and 'ROM/Deputy ROM' is selected. An arrow points to the dropdown arrow. To the right of the dropdown is a 'GO' button.

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



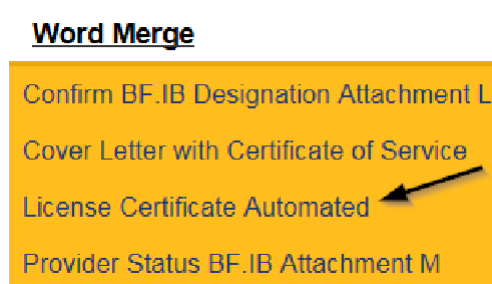
A screenshot of the 'Providers' chapter in the software. The 'Quick Search' filter is visible, with 'A Test Provider' entered in the search box. The 'Providers' dropdown is selected. An arrow points to the 'GO' button. Below the search bar is a navigation bar with tabs: MY DASHBOARD, CONSUMERS, PROVIDERS, INCIDENTS, CLAIMS, and SCHEDULER. An arrow points to the 'PROVIDERS' tab.

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



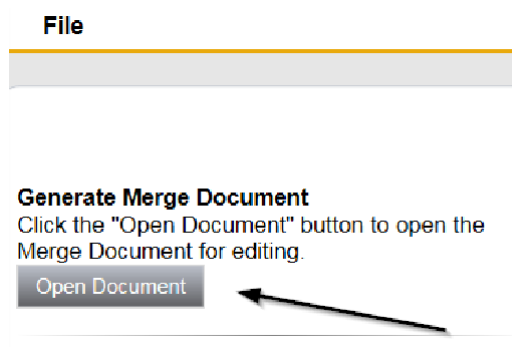
A screenshot of the 'Providers > Credentials' tab. The 'PROVIDERS' tab is selected in the navigation bar. Below the navigation bar is a grid of tabs: Workers, Services, Provider ID Numbers, Contracts, Beds, Linked Providers, Aliases, Providers, Divisions, Forms, Enrollments, Authorizations, Notes, Credentials, and EVV. An arrow points to the 'Credentials' tab.

4. Select Word Merge > License Certificate Automated

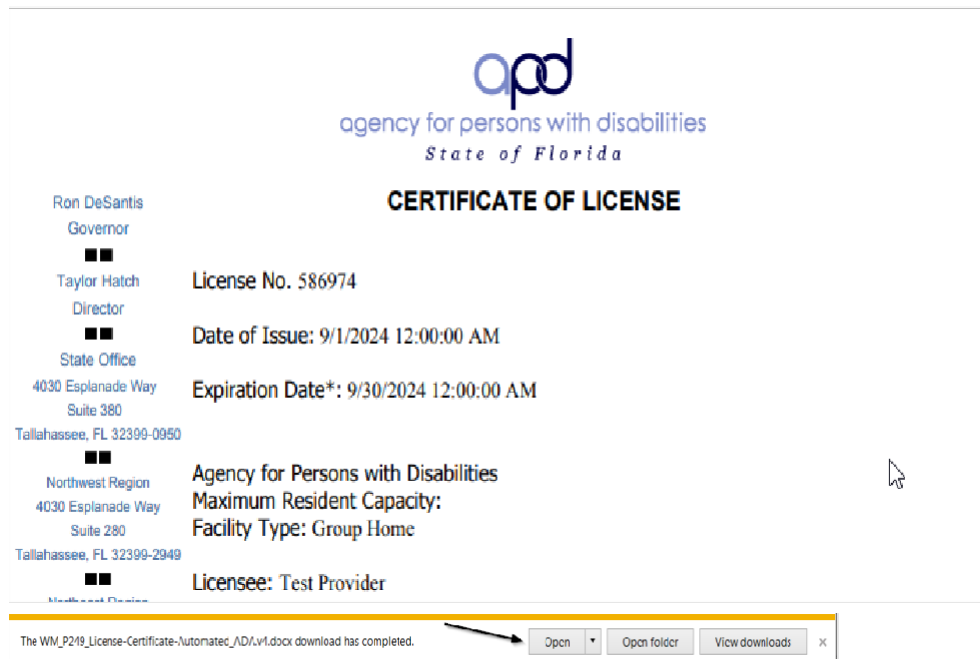


A screenshot of the 'Word Merge' dropdown menu. The menu is open, showing several options: Confirm BF.IB Designation Attachment L, Cover Letter with Certificate of Service, License Certificate Automated, and Provider Status BF.IB Attachment M. An arrow points to the 'License Certificate Automated' option.

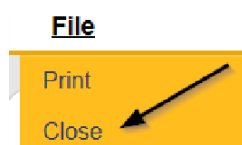
5. Select **Open Document** to open the Word Merge document for editing and complete the



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



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





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

ROM Approval



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

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

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

Role
ROM/Deputy ROM [v] GO

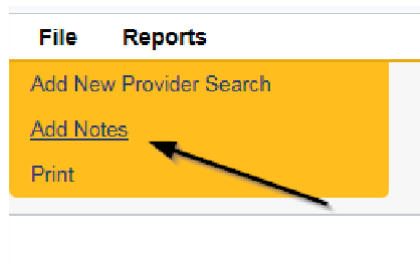
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **Go**.

iConnect
File
Quick Search
A Test Provider X [v] Provider Name [v] GO
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER
Filters

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

File Reports
Quick Search
[v] Providers [v] Provider Name
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER
A TEST Provider (10002)
Providers Divisions Forms Certifications Authorizations Notes Credentials PIV Scheduling
Filters
Note Type [v] Equal To [v] [v] AND [v] X
Note Date [v] +
Search Reset

4. Click **File > Add Notes**

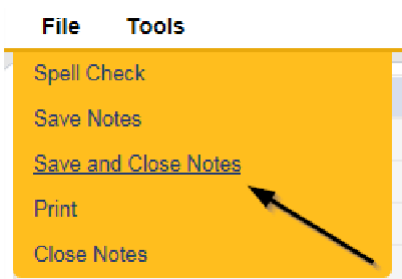


5. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Associated Form ID#" – Enter Form ID if applicable
 - c. "Note Type" = Initial Application/ROM Approval
 - d. "Description" = Initial Application/ROM Approval
 - e. "Note" = Enter notes
 - f. "Status" = Complete
 -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

The image shows a 'Notes Details' form. It has several fields with arrows pointing to them:

- Division**: Set to 'APD'.
- Note By**: Set to 'Reed, Monica'.
- Note Date**: Set to '09/25/2023'.
- Associated Form ID#**: Empty field.
- Note Type**: Set to 'Initial Application/ROM Approval'.
- Note Sub-Type**: Set to 'Initial Application/ROM Approval'.
- Description**: Empty text area.
- Note**: Large text area for entering notes.
- Status**: Set to 'Complete'.
- Date Completed**: Set to '09/25/2023'.
- Attachments**: Section with an 'Add Attachment' button.
- Note Recipients**: Section with a 'Lookup' button and a 'Clear' button.

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



Signed License Certificate Note



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

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

 A screenshot of a web form. It shows a 'Role' label above a dropdown menu. The dropdown menu is open, showing 'Region QA Workstream Worker' as the selected option. To the right of the dropdown is a grey button labeled 'GO'. A black arrow points to the 'GO' button.

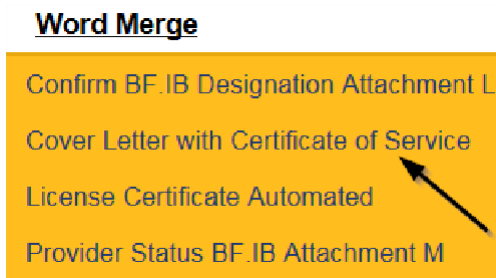
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

 A screenshot of the iConnect application interface. At the top, there's a header with the iConnect logo and 'Week 6200'. Below the header is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (which is highlighted in yellow), 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. Above the 'PROVIDERS' tab, there is a 'Quick Search' section with a text input field containing 'A Test Provider', a dropdown menu set to 'Providers', another dropdown menu set to 'Provider Name', and a 'GO' button. A black arrow points to the 'GO' button. Below the navigation bar, there's a 'Filters' section.

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

 A screenshot of a provider's record page in the iConnect application. At the top, there's a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS' (highlighted in yellow), 'INCIDENTS', and 'CLAIMS'. Below this is a grid of sub-tabs. The sub-tabs are arranged in two rows. The first row contains: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', and 'Aliases'. The second row contains: 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials' (highlighted in yellow), and 'EWV'. A black arrow points to the 'Credentials' sub-tab.

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



5. When finished, Click **File > Print** to print the updated Word Merge and then **File > Save, File > Close**
6. In iConnect, Click **Upload and Save to Note** after saving the word document
7. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Associated Form ID#" = Enter Form ID# if applicable
 - c. "Note Type" = Initial Application
 - d. "Note Subtype" = Signed License Certificate
 - e. "Description" = Signed License Certificate
 - f. "Note" = Enter notes
 - g. "Status" = Complete
 - h. Click "Add Attachment" and search for the copy of the signed License Certificate and the Cover Letter on the user's device. Click Upload
 - i. Click the Lookup button on the "Add Note Recipient" to add the [Service Provider](#) as the Note Recipient
 - j. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note
 - k. Click the Lookup button on the "Add Note Recipient" to add the [Agency Clerk](#) as the Note Recipient
 - l. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD ▼

Note By * Reed, Monica ▼

Note Date * 09/25/2023

Associated Form ID#

Note Type * Initial Application ▼

Note Sub-Type * Signed License Certificate ▼

Description Signed License Certificate

Note

Status * Complete ▼

Date Completed 09/25/2023

Attachments

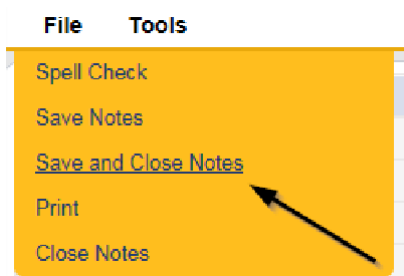
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



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

As Needed: Site Visit Violations Note



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

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

Role
Region QA Workstream Worker [v] GO

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

File
Quick Search
A Test Provider X Providers Provider Name GO
MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER
Filters

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

File Reports
Quick Search
A TEST PROVIDER (10002)
Workers Services Provider ID Numbers Contracts Billing Linked Providers Aliases Conditions
Providers Divisions Forms Enrollments Authorizations NOTES Credentials FVV Scheduling
Filters
Note Type Equal To
Note Date +
Search Reset

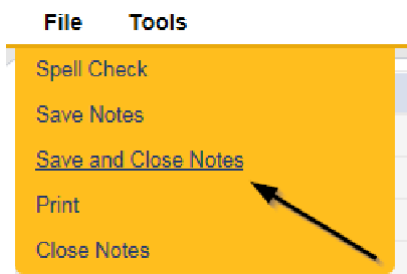
4. Click **File > Add Notes**

File	Reports
Add New Provider Search	
<u>Add Notes</u>	
Print	

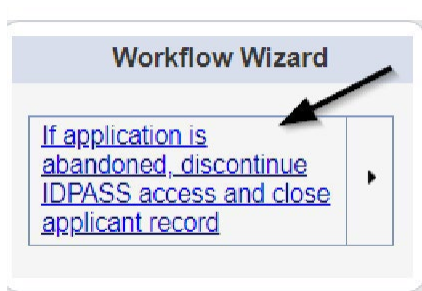
5. In the new Note record, update the following fields:
 - a. "Note Type" = Initial Application
 - b. "Note Subtype" = Site Visit Complete with issues or deficiencies
 - c. "Description" = Site Visit Complete with issues or deficiencies
 - d. "Note" = Enter notes for all deficiencies/issues
 - e. "Status" = Pending
 - f. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
 - g. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details	
Division *	APD ▼
Note By *	Reed, Monica ▼
Note Date *	10/19/2023
Associated Form ID#	352
Note Type *	Initial Application ▼
Note Sub-Type	Site Visit Complete with issues or deficiencies ▼
Description	Site Visit Complete with issues or deficiencies
Note	<div> <div> <div>B</div> <div>I</div> <div>U</div> <div>16px</div> <div>A</div> </div> <div></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="Lookup"/> <input type="button" value="Clear"/>

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



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



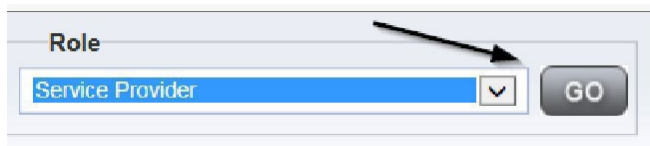
- a. Tickler - "If application is abandoned, discontinue ID PASS access and close applicant record"
- b. Assigned to *Self*
- c. Due in 120 calendar days

As Needed: Corrective Actions Update



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

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



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

Notes Details

Division *	APD ▼
Note By *	Reed, Monica
Note Date *	10/22/2023
Note Type *	Initial Application ▼ *
Note Sub-Type	Site Visit Complete with issues or deficiencies ▼ *
Description	Site Visit Complete with issues or deficiencies

Note

New Text

Enter notes with corrective action for Unmet items

Append Text to Note

Status *	Pending ▼
Date Completed	

Attachments

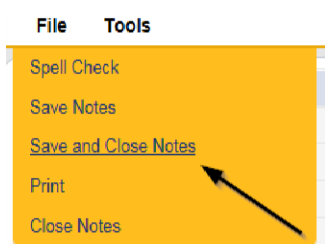
[Add Attachment](#)

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient: Lookup Clear

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





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

As Needed: Add Appointment for CMS Compliance Site Visit



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

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

Role
Region QA Workstream Worker [v] GO

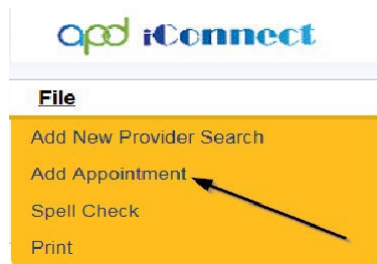
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.

iConnect
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 > Appointments** tab.

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULER UTILITIES RE
A TEST Provider (10002)
Workers Services Provider ID Numbers Contracts Beds Linked Providers Aliases Conditions Service Area Admin Actions
Providers Divisions Forms Enrollments Authorizations Notes Credentials EVV Scheduling CAP Appointments
View Style
List View Monthly View
Weekly View Daily View
Filters
Status Equal To Pending AND
Type +
Search Reset
4 Appointments record(s) returned - now viewing 1 through 4
Type Start Date End Date
Site Visit 06/21/2018 06/21/2019

4. Click **File > Add Appointment**

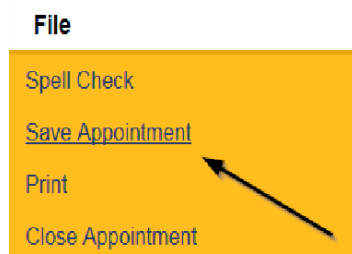


5. Update the following fields on the Appointment Details page

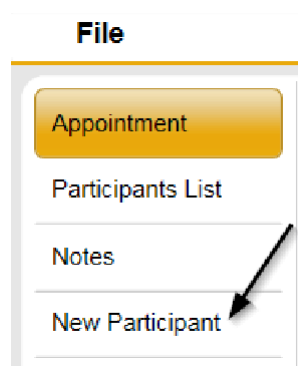
- a. "Division" = APD
- b. "Appointment Start Date" = Update date
- c. "Start Time" = Update time
- d. "Appointment End Date" = Update date
- e. "End Time" = Update time
- f. "Type" = Site Visit
- g. "Description" = Enter description
- h. "Status" = Scheduled

Appointments	
Division	APD ▾
Appointment Date *	09/25/2023
Start Time	11 ▾ 00 ▾ AM ▾
Appointment End Date	09/25/2023
End Time	11 ▾ 30 ▾ AM ▾
Type *	Site Visit ▾
Subject	<input type="text"/>
Status *	Scheduled ▾

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



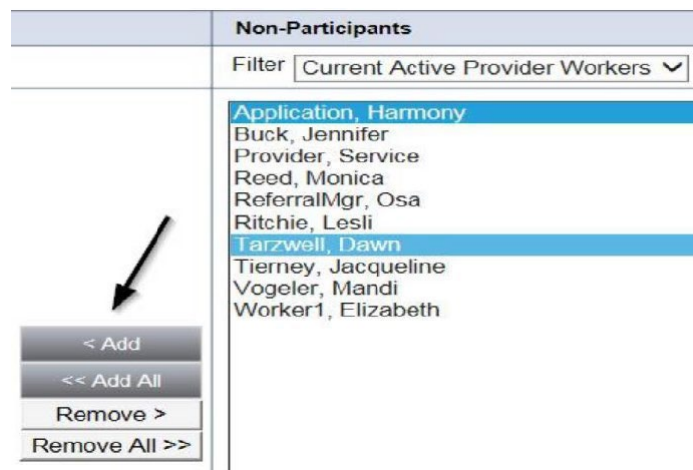
- Click **New Participant** on the left-hand navigation menu



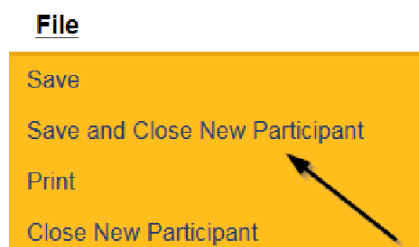
- Set the **Non-Participants** filter list to the appropriate value in order to select the appointment participants



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



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



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



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

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

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

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

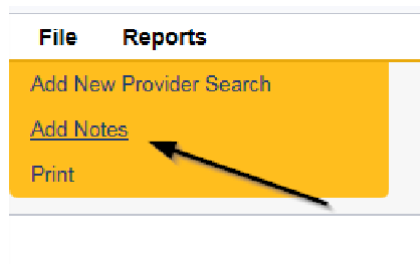
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **GO**

A screenshot of the iConnect web application. The 'Providers' tab is selected in the navigation bar. In the 'Quick Search' section, 'A Test Provider' is entered in the search field, and 'Providers' is selected in the dropdown. The 'GO' button is highlighted with an arrow.

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

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

4. Click **File > Add Notes**

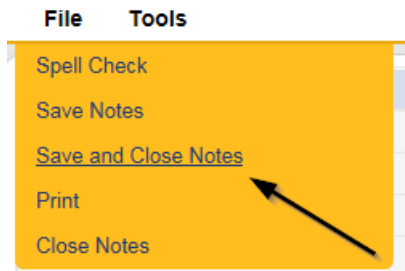


5. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Facility Site Visit
 - c. "Note Subtype" = CMS Site Visit Complete with no deficiencies
 - d. "Description" = CMS Site Visit Complete with no deficiencies
 - e. "Note" = Enter notes
 - f. "Status" = Complete
 - g. Click "Add Attachment" and search for the copy of the CMS Residential Monitoring Tool on the user's computer. Click Upload
 - h. *NOTE: Each attachment can be up to 18mb in size*
 - i. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
 - j. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

The image shows a 'Notes Details' form with the following fields and arrows indicating where to enter data:

- Division ***: Arrow points to the dropdown menu showing 'APD'.
- Note By ***: Arrow points to the dropdown menu showing 'Reed, Monica'.
- Note Date ***: Arrow points to the date field showing '09/29/2023'.
- Associated Form IU#**: Arrow points to the empty text field.
- Note Type ***: Arrow points to the dropdown menu showing 'Facility Site Visit'.
- Note Sub-Type**: Arrow points to the dropdown menu showing 'CMS Site Visit Complete with no deficiencies'.
- Description**: Arrow points to the text field showing 'CMS Site Visit Complete with no deficiencies'.
- Note**: Arrow points to the large text area for entering notes.
- Status ***: Arrow points to the dropdown menu showing 'Complete'.
- Date Completed**: Arrow points to the date field showing '09/29/2023'.
- Attachments**: Arrow points to the 'Add Attachment' button.
- Note Recipients**: Arrow points to the 'Lookup' button next to the 'Add Note Recipient' field.

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



Proceed to [Complete Appointment](#)

As Needed: CMS Compliance Site Visit Complete Note – Issues



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

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

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

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

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

The screenshot shows a web application interface. At the top, there's a 'File' and 'Reports' menu. Below it is a 'Quick Search' bar with a text input and a dropdown menu set to 'Providers'. A navigation bar contains 'MY DASH-BEARD', 'CONSUMERS', 'PROVIDERS' (highlighted), 'INCIDENTS', 'CLAIMS', and 'SCH:'. Under the 'PROVIDERS' tab, a record for 'A TEST Provider (10002)' is displayed. A sub-menu for this provider includes 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Boards', 'Linked Providers', 'Aliases', 'Conditions', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes' (highlighted with an arrow), 'Credentials', and 'ENV Scheduling'. A 'Filters' section is visible with dropdowns for 'Note Type' and 'Note Date', and buttons for 'Search' and 'Reset'.

4. Click **File > Add Notes**

The screenshot shows the 'File' menu open. It contains the following items: 'Add New Provider Search', 'Add Notes' (highlighted with an arrow), and 'Print'.

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

- a. "Division" = APD
- b. "Note Type" = Facility Site Visit
- c. "Note Subtype" = CMS Site Visit Complete with deficiencies
- d. "Description" = CMS Site Visit Complete with deficiencies
- e. "Note" = Enter notes
- f. "Status" = Complete
- g. Click "Add Attachment" and search for the copy of the CMS Residential Monitoring Tool on the user's computer. Click Upload
- h. *NOTE: Each attachment can be up to 18mb in size*
- i. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- j. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division * APD

Note By * Reed, Monica

Note Date * 09/29/2023

Associated Form ID#

Note Type * Facility Site Visit

Note Sub-Type CMS Site Visit Complete with deficiencies

Description CMS Site Visit Complete with deficiencies

Note

Status * Complete

Date Completed 09/29/2023

Attachments

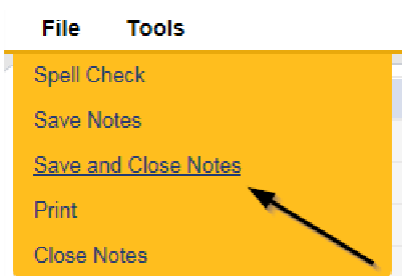
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

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



As Needed: Add CMS Compliance License Information



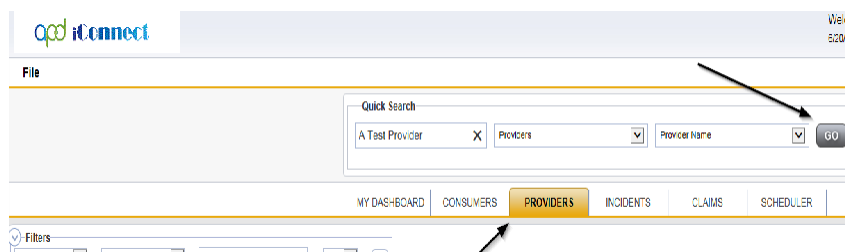
The Licensing Specialist will add the CMS Compliance License Information

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

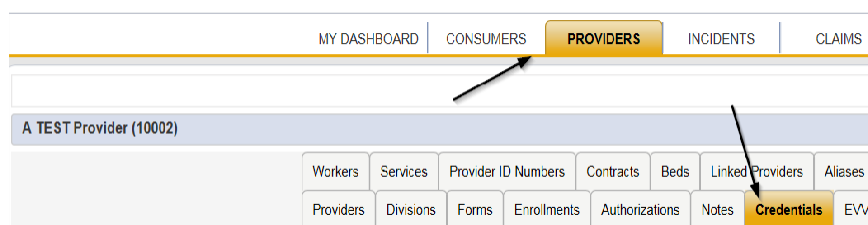
Role

Region QA Workstream Worker

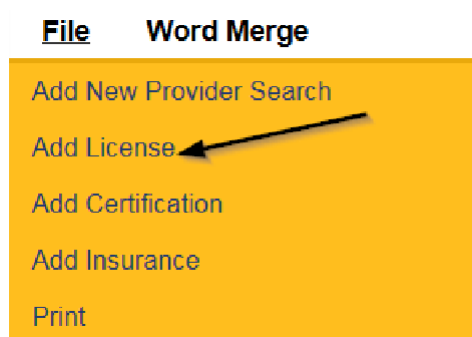
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**.



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



4. Select **File > Add License**



5. Update the following fields:
 - a. "License Type" = CMS Compliance
 - b. "Effective Date" = Enter Date
 - c. "Comment" = Enter comments if applicable
 - d. "Status" = CMS Compliance Monitoring Required
 - e. "QA Workstream Worker" = Click Lookup button on the field to Add the *CMS Compliance Specialist*. Enter the Last Name and Click Search and then select the Name

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

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

File
Spell Check
Save License Details
Save and Add Another License Details
Save and Close License Details
Print
Close License Details



Proceed with Plan of Remediation outside of iConnect

As Needed: Link Child Provider



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

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

Role	Region QA Workstream Worker	GO
------	-----------------------------	----

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

The screenshot shows the opdconnect interface. At the top, there's a 'File' menu and a 'Quick Search' section. The 'Quick Search' section has a text input with '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' (highlighted), 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. An arrow points to the 'GO' button, and another arrow points to the 'PROVIDERS' tab.

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

The screenshot shows the opdconnect interface with the 'PROVIDERS' tab selected in the main navigation bar. Below it, there's a sub-navigation bar with tabs: 'Test Provider (21347)', 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers' (highlighted), 'Conditions', 'Service Area', 'Admin Actions', and 'Facility Management'. An arrow points to the 'Linked Providers' tab.

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

The screenshot shows the opdconnect interface with the 'File' menu open. The 'Tools' section is visible, and the 'Link to a Vendor' option is highlighted. An arrow points to the 'Link to a Vendor' option.

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

The screenshot shows the opdconnect interface with the 'Linked Provider' record updated. The 'Relationship' field is set to 'Subsidiary', the 'Linked Provider' field is set to 'Test Provider', and the 'Start Date' field is set to '09/01/2023'. The 'End Date' field is empty. A disclaimer is shown at the bottom: 'The details of the facility are per Provider, it is up to the WSC and the Consumer to validate'.

Search By: Search Text:

4 record(s) returned

NAME	PROVIDER ID	CITY	STREET	MEDICAID ID	PROVIDER NO	PROVIDER ID NUMBER TYPE	PROVIDER ID NUMBER IDENTIFIER
Test Provider	21347	Jacksonville	9125 Branchwater Ct	FL545454	21347	SenderID	21347_Test
Test9 QO Support	21359				F1234567890001	SenderID	21359_TEST9
Test9 WSC	21358	TALLAHASSEE	1234 street	234567890		Treating Provider	234567890
Tester 1 Level 1	17216			123531234		SenderID	17216_TESTE

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

Save and Close

Save Link a Provider

Save and Add Another

Print

Close Link a Provider

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

Test Provider (21347)

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

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

Filters
Linked As

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

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

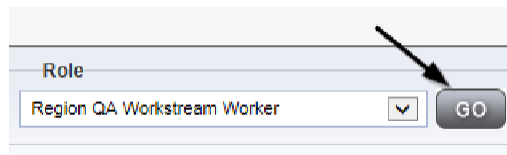
As Needed: Initial Application with Errors



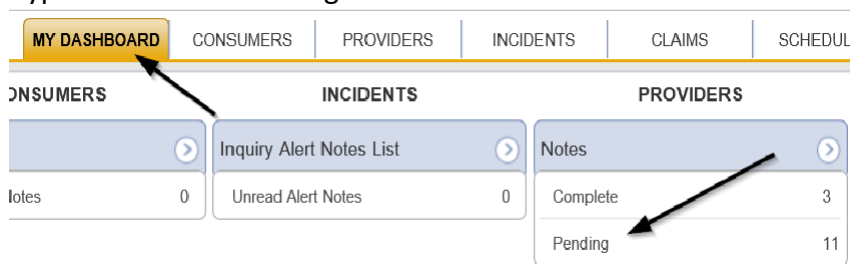
The Licensing Specialist will review the Licensing Application and all notes and attachments. If there are errors/omissions, the Licensing Specialist will inform the Prospective Applicant by updating the pending note. Once all errors/omissions are resolved, reviewed and

approved, the Licensing Specialist will update the note to complete

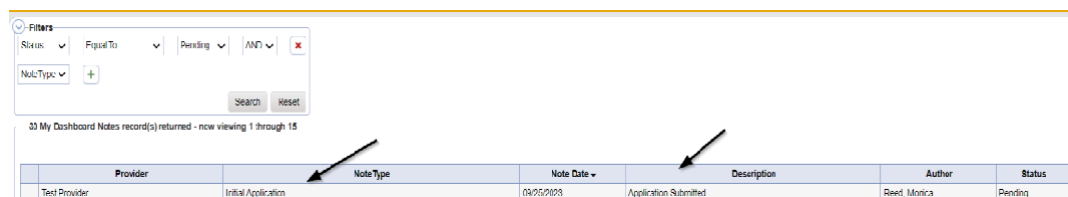
1. Set "Role" = Region QA Workstream Worker then click **Go**.



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



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



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

4. In the existing Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Leave as Initial Application
 - c. "Note Subtype" = Update to Errors/Omissions
 - d. "Description" = Errors/Omissions
 - e. "Note" = Enter notes specific to the outstanding errors/omissions
 - f. "Status" = Pending (if there are errors or omissions)



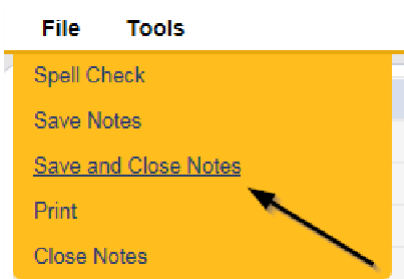
The Service Provider will need to respond with the appropriate documentation if there are errors or omissions and attach it back to this note. ***The Status will be updated to complete by the Licensing Specialist*** when there are NO errors or omissions.

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

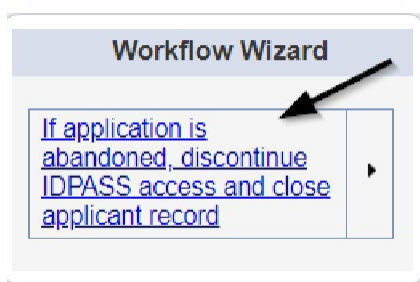
The screenshot shows the 'Notes Details' form with the following fields and annotations:

- Division**: Dropdown menu with 'APD' selected.
- Note By**: Text field with 'Reed, Monica'.
- Note Date**: Date field with '09/25/2023'.
- Associated Form ID#**: Empty text field.
- Note Type**: Dropdown menu with 'Initial Application' selected. An arrow points to this field.
- Note Sub-Type**: Dropdown menu with 'Errors/Omissions' selected. An arrow points to this field.
- Description**: Text area with 'Errors/Omissions'. An arrow points to this field.
- Note**: Large text area with a placeholder message: 'On 9/25/2023 at 7:35 PM, Monica Reed wrote: Enter notes specific to the outstanding errors/omissions'. Below this 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.
- Status**: Dropdown menu with 'Pending' selected. An arrow points to this field.
- Date Completed**: Empty date field.
- Attachments**: Section with an 'Add Attachment' button. Below it, a table with columns 'Document' and 'Description' shows 'There are no attachments to display'. An arrow points to the 'Description' column header.
- Note Recipients**: Section with an 'Add Note Recipient' button, a text input field, and 'Lookup' and 'Clear' buttons. An arrow points to the 'Lookup' button.

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



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



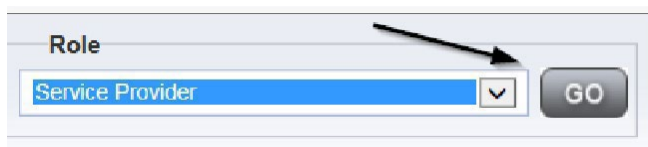
- a. Tickler - "If application is abandoned, discontinue ID PASS access and close applicant record"
- b. Assigned to *Self*
- c. Due in 120 calendar days

As Needed: Update Application



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

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



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

The dashboard has tabs for MY DASHBOARD, CONSUMERS, PROVIDERS, INCIDENTS, CLAIMS, and SCHEDULE. Under the INCIDENTS tab, there are sections for CONSUMERS, INCIDENTS, and PROVIDERS. The PROVIDERS section shows a 'Notes' table with 3 Complete and 11 Pending records. Arrows point to the 'MY DASHBOARD' tab and the 'Pending' record in the 'Notes' table.

CONSUMERS	INCIDENTS	PROVIDERS
Notes: 0	Inquiry Alert Notes List: 0 Unread Alert Notes: 0	Notes: Complete (3), Pending (11)

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

The filter section shows 'Status' set to 'Pending' and 'Note Type' set to 'Initial Application'. The results table shows 31 records. An arrow points to the 'Initial Application' record in the table.

Provider	Note Type	Note Date	Description	Author	Status
test-provider	Initial Application	09/29/2023	Errors/Omissions	Reed, Monica	Pending

4. In the existing Note record, update the following fields:
 - a. "Note" = Enter Notes as to what corrections have been made
 - b. "Status" = Leave Status as Pending.
 - c. Click the Lookup button on the "Add Note Recipient" to add the [Licensing Specialist](#) 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.

The 'Notes Details' form shows fields for Division, Note By, Note Date, Note Type, Note Sub-Type, and Description. The 'Status' is set to 'Pending'. A text editor is open for adding new text. Arrows point to the 'Status' field and the 'Add Note Recipient' button.

Note Details

Division: APD
 Note By: Reed, Monica
 Note Date: 09/29/2023
 Note Type: Initial Application
 Note Sub-Type: Errors/Omissions
 Description: On 9/16/2023 at 10:51 PM, Monica Reed wrote: Enter Notes as to what corrections have been made

Note

Status: Pending
Date Completed:

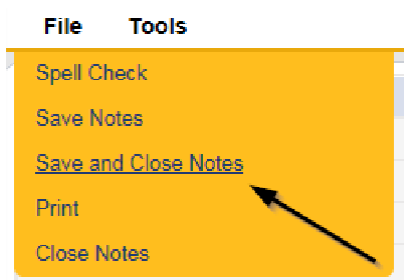
Attachments

Document

Note Recipients

Add Note Recipient: [Search] [Lookup] [Clear]

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



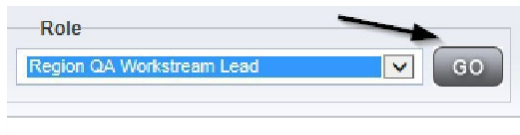
The Licensing Specialist and Service Provider will leave the note in a Pending Status until all errors/omissions have been resolved. This process can be repeated multiple times.

As Needed: Further Documentation Required

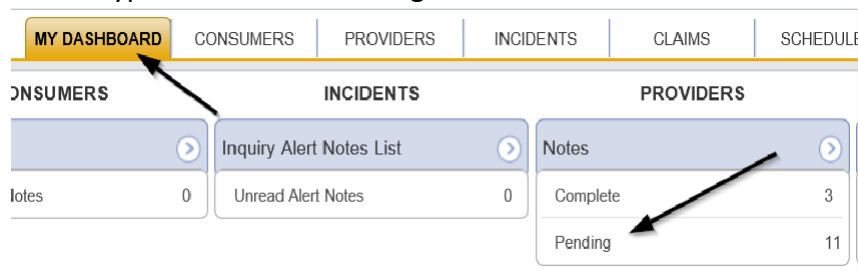


If further documentation is required, the Licensing Supervisor will update the existing Initial Application/Supervisor Review note to the Licensing Specialist. If the ROM is requesting Further documentation, they will add a new note. Proceed to

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



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



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

<div> <div>Filters</div> <div> <div>Status</div> <div>Equal To</div> <div>Pending</div> <div>/NO</div> <div>X</div> </div> <div> <div>Note/ID#</div> <div>+</div> </div> <div> <div>Search</div> <div>Reset</div> </div> </div>						
<div> <div>31 My Dashboard Notes record(s) returned</div> <div>more viewing 1 through 15</div> </div>						
Test Provider	Provider	NoteType	Note Date	Description	Author	Status
		Initial Application/Supervisor Review	09/26/2023		Reed, Monica	Pending

4. If **Supervisor** is requesting further documentation:

- In the existing Initial Application/Supervisor Review Note record, update the following fields:
 - "Associated Form ID#" = Enter Form ID# if applicable
 - "Note Subtype" = Update to Further Documentation Required
 - "Description" = Update to Further Documentation Required
 - "Note" = Enter Notes as to what information is needed
 - "Status" = Complete
 - Click the Lookup button on the "Add Note Recipient" to add the [Licensing Specialist](#) as the Note Recipient
 - Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note.

Notes Details

Division *

APD

Note By *

Reed, Monica

Note Date *

09/26/2023

Associated Form ID#

Note Type *

Initial Application/Supervisor Review

Note Sub-Type

Further Documentation Required

Description

Further Documentation Required

Note

On 9/26/2023 at 10:06 PM, Monica Reed wrote:

Enter Notes for what information is needed

Status *

Complete

Date Completed

09/26/2023

Attachments

Add Attachment

Document

Description

Note Recipients

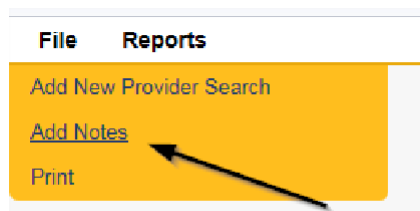
Add Note Recipient:

Lookup

Clear

5. If ROM is requesting further documentation:

a. Click **File > Add Notes**

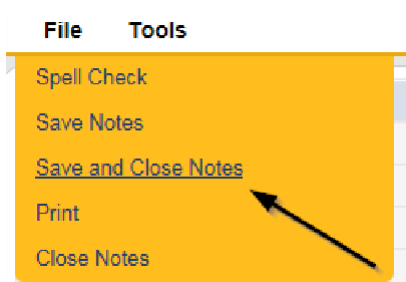


b. In the new Note record, update the following fields:

- i. "Associated Form ID#" = Enter Form ID# if applicable
- ii. "Note Type" = Initial Application/ROM Approval
- iii. "Note Subtype" = Further Documentation Required
- iv. "Description" = Further Documentation Required
- v. "Note" = Enter Notes as to what information is needed
- vi. "Status" = Complete
- vii. Click the Lookup button on the "Add Note Recipient" to add the [Licensing Specialist](#) as the Note Recipient
- viii. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note.

A screenshot of a 'Notes Details' form. The form has several fields with arrows pointing to them: 'Associated Form ID#' (with an arrow from the left), 'Note Type' (with an arrow from the left), 'Note Sub-Type' (with an arrow from the left), 'Description' (with an arrow from the left), 'Note' (with an arrow from the left), and 'Status' (with an arrow from the left). The 'Status' field is set to 'Complete'. Below the form, there is an 'Attachments' section with a link 'Add Attachment'. Below that, there is a table with columns 'Document' and 'Description', and a message 'There are no attachments to display'. At the bottom, there is a 'Note Recipients' section with a text input field, a 'Lookup' button, and a 'Clear' button. An arrow points to the 'Lookup' button.

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

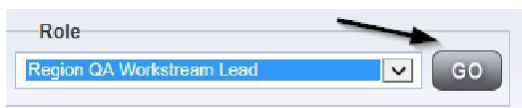


As Needed: Requested Information

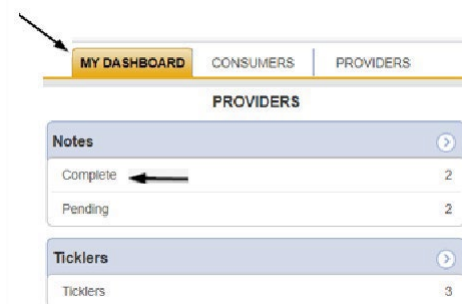


The Licensing Specialist will be notified of the Further Documentation note via My Dashboard. They will request information from the Prospective Applicant via a new note.

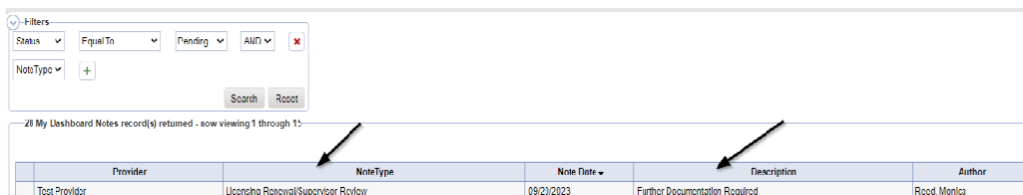
- Set "Role" = QA Workstream Worker or Lead then click **Go**



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

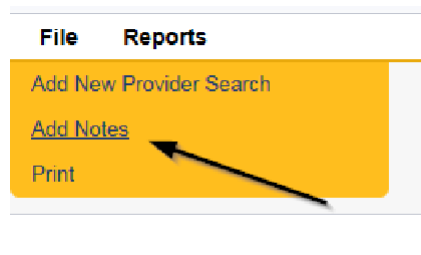


- Select the **Note Type = Initial Application/Supervisor Review** and **Subtype = Further Documentation Required** and select the record via the hyperlink.



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

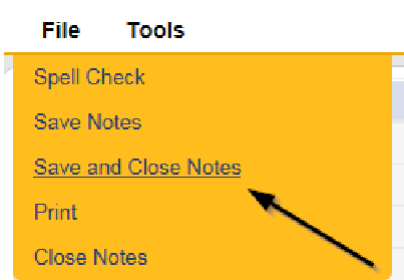
5. The Licensing Specialist will create a new note to communicate with the Provider. Navigate to the **Provider > Notes** tab. Click **File > Add Notes**



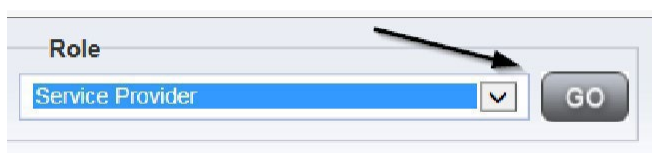
6. In the new Note record, update the following fields:
- "Division" = APD
 - "Associated Form ID#" = Enter Form ID# if applicable
 - "Note Type" = Initial Application
 - "Note Subtype" = Further Documentation Required
 - "Description" = Further Documentation Required
 - "Note" = Enter notes as to what is being requested
 - "Status" = Pending
 - Click the Lookup button on the "Add Note Recipient" to add the *Prospective Applicant* 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

A screenshot of a 'Notes Details' form. The form has several fields with arrows pointing to them: 'Division' (set to APD), 'Note By' (set to Reed, Monica), 'Note Date' (set to 09/20/2023), 'Associated Form ID#' (set to 352), 'Note Type' (set to Initial Application), 'Note Sub-Type' (set to Further Documentation Required), 'Description' (set to Further Documentation Required), 'Note' (a large text area with the placeholder text 'Enter notes as to what is being requested'), and 'Status' (set to Pending). Below these fields is an 'Attachments' section with a table header 'Document' and 'Description', and a message 'There are no attachments to display'. At the bottom is a 'Note Recipients' section with a text input field, a 'Lookup' button, and a 'Clear' button. An arrow points to the 'Lookup' button.

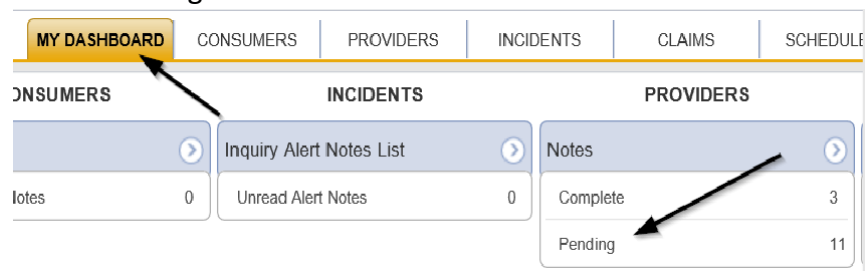
7. When finished click **File > Save and Close Notes**



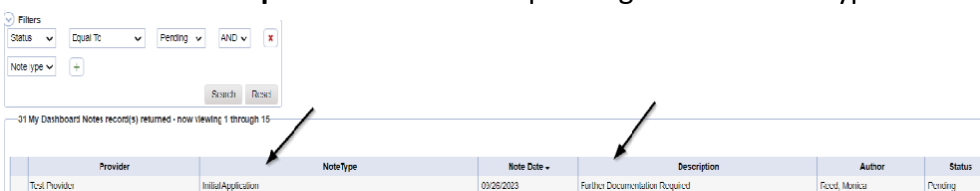
8. Set "Role" = Service Provider



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



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



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

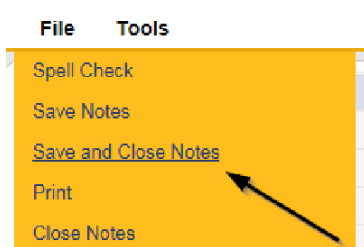
- "Note Subtype" = Leave as to Further Documentation Required
- "Description" = Leave as Further Documentation Required
- "Note" = Enter notes as to what attachments have been provided
- "Status" = Leave as Pending
- Click "Add Attachment" and search for the copy of supporting documents on the user's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

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

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

- Division ***: APD (dropdown)
- Note By ***: Reed, Monica (text)
- Note Date ***: 09/28/2023 (calendar icon)
- Note Type ***: Initial Application (dropdown) - *Arrows point to this field and the 'Note Sub-Type' field.*
- Note Sub-Type ***: Further Documentation Required (dropdown)
- Description**: Further Documentation Required (text area) - *Arrows point to this field and the 'Note Sub-Type' field.*
- Note**: A large text area containing the text: "On 9/26/2023 at 10:14 PM, Monica Reed wrote: Enter notes as to what is being requested". Below this is a 'New Text' editor with a toolbar and the text: "Enter notes as to what corrections/revisions have been made and what attachments have been provided". An arrow points to the 'New Text' editor.
- Status ***: Pending (dropdown) - *Arrows point to this field and the 'Date Completed' field.*
- Date Completed**: (empty text field)
- Attachments**: A section with an 'Add Attachment' button - *Arrows point to this button and the 'Attachments' section header.*
- Document**: A table with columns 'Document' and 'Description'. It contains the text "There are no attachments to display". An arrow points to the 'Description' column header.
- Note Recipients**: A section with an 'Add Note Recipient' text field, a 'Lookup' button, and a 'Clear' button. An arrow points to the 'Lookup' button.

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



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

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

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

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Initial Application	09/26/2023	Further Documentation Required	Reed, Monica	Pending

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 Initial Application/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 Service Provider.
- "Status" = Leave as Pending
- Click the Lookup button on the "Add Note Recipient" to add the [Licensing Supervisor or ROM](#) as the Note Recipient
- Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

Notes Details

Division *	APD ▼
Note By *	Reed, Monica
Note Date *	09/26/2023
Note Type *	Initial Application/Supervisor Review ▼*
Note Sub-Type	Further Documentation Provided ▼*
Description	Further Documentation Provided

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

Note

New Text

B I U 16px A

Append Text to Note

Status *

Pending ▼

Date Completed

Attachments

Add Attachment

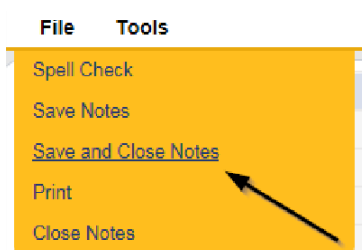
Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:

Lookup Clear

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





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

As Needed: Abandoned Application



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

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

Role

Region QA Workstream Lead

GO

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

Quick Search

A Test Provider

GO

PROVIDERS

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

Test Provider (21347)

Divisions

Filters

Disposition

Not Equal To

Closed

Search

Division	Disposition
APD	Open

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

Division	Disposition	Open Date
APD	Open	01/01/2017

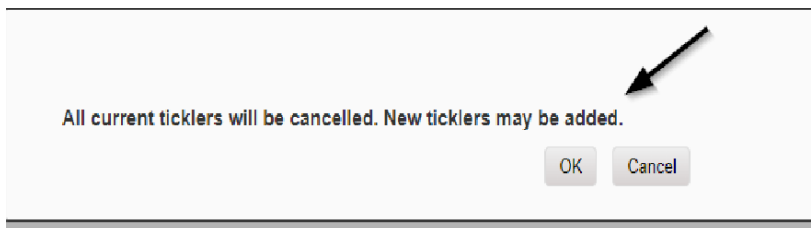
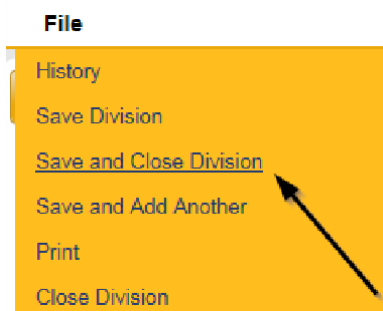
5. Update the following fields on the Division Detail screen.

a. "Disposition" = Closed

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

Division Details	
Division *	APD
Disposition *	Closed
Open Date	01/01/2023
Close Date *	09/29/2023

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



As Needed: Supervisor Denial



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

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

Role
Region QA Workstream Lead [v] GO

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

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

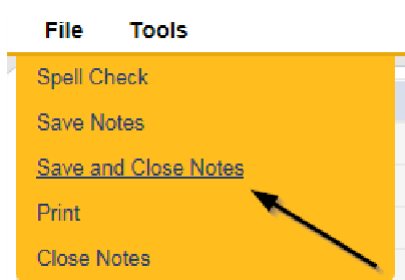
3. Select the **Note Type = Initial Application/Supervisor Review** and select the pending record via the hyperlink.

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

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

- h. Click the Lookup button on the "Add Note Recipient" to add an additional recipient – *ROM/Deputy ROM*
- i. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note

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



Proceed to Chapter 13 to initiate the PAARF process

As Needed: ROM Denial



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

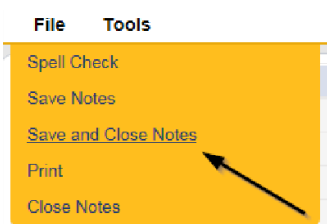
1. Set "Role" = ROM/Deputy then click **Go**.

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

3. Click **File > Add Notes**

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

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



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

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

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

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

9. Update the following fields:

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

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

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



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

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



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

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

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

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

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

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

4. Update the following fields:
 - a. "Expiration Date" = Enter Date of denial/abandonment

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

Placeholder Provider Record
Last Updated by caroline.shorter@apdcras.org
at 5/23/2024 4:58:18 PM

Certification Details

An asterisk (*) indicates a required field

Credential Type *

Certification Type

Effective Date

Expiration Date

Comment

Status

QA Workstream Worker

LookUp Clear Details

- When finished, click **File > Save and Close**
- Navigate to the Placeholder Parent provider > **Workers** tab.
- In the list view grid, find and click on the name of the former employee.

Demonstration Provider (15443)

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

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

Filters
Provider Worker Active Equal To ☒ AND ☒
Worker Name
Search Reset

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

Worker Name	Title	Phone Number	Active
Provider, Jayasree			True
Provider, Julia			True
Provider, Lorena			True
Therapist, Lina	Contracts Demo 1		True
Worker, Test		(407)555-1212	True

- This will open the Worker Details page
 - Check the “Exclude” checkbox.
 - When Finished File > Save and Close Worker

apd iConnect Demonstration Provider
Last Updated by sheila.mort@apdnc.org
on 9/13/2022 9:37:27 AM Worker

File

Workers

Member ID: 4285

Last Name: Provider

First Name: Julia

Title:

Legacy ID:

Date of Birth:

Business Address: 123 Business Ave

Business Address 2:

City: MA08

State: FL

Zip Code: 33184

County:

Business Phone:

Home Phone:

Extension:

Cell Phone: (305)555-1212

Fax Number:

SSO Email: demo@email.com

Business Email:

Start Date:

End Date:

Designated Zip Codes:

Designated Counties:

Supervisor:

Primary Provider: Demonstration Provider

Exclude: ☒

Active: ☒

Check the "Exclude" Checkbox

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

Demonstration Provider (15443)

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service

Providers Divisions EVW Activities Forms Enrollments Authorizations Notes Credentials EV

Filters

Provider Worker Active Equal To ☒ AND ☒

Worker Name +

Search Reset

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

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

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

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



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

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

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

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

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


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

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

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

A screenshot of the iConnect web application showing the record for 'A TEST Provider (10002)'. The 'Providers' tab is selected in the navigation bar. Below the provider name, there is a grid of tabs. The 'Credentials' tab is highlighted, and a black arrow points to it. Another arrow points to the 'Providers' tab in the navigation bar.

5. Locate the Applicant License in the List View Grid.
6. Update the following fields:
 - a. "Expiration Date" = Enter Date of denial/abandonment
 - b. "Status" = Closed



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

File

An asterisk (*) indicates a required field

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

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

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