State of Florida
Agency for Persons with Disabilities

iConnect

New Licensing Facility Application Request Training Manual

Updated November 18, 2024

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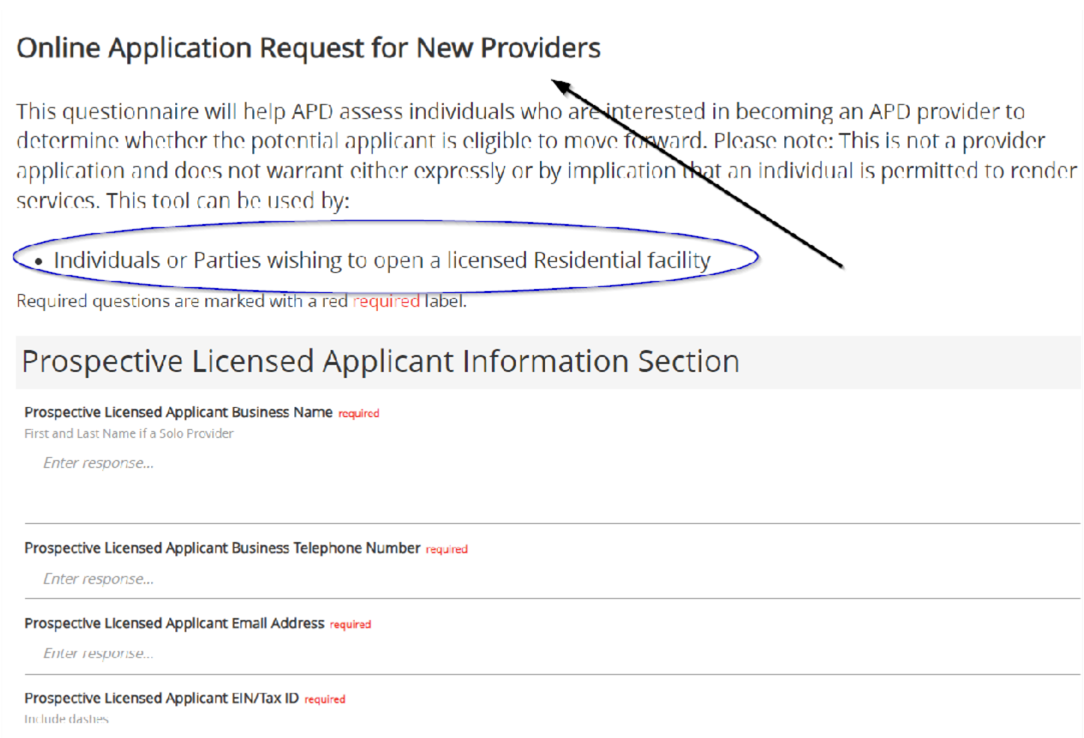
Chapter 3 | Online Application Request

Introduction

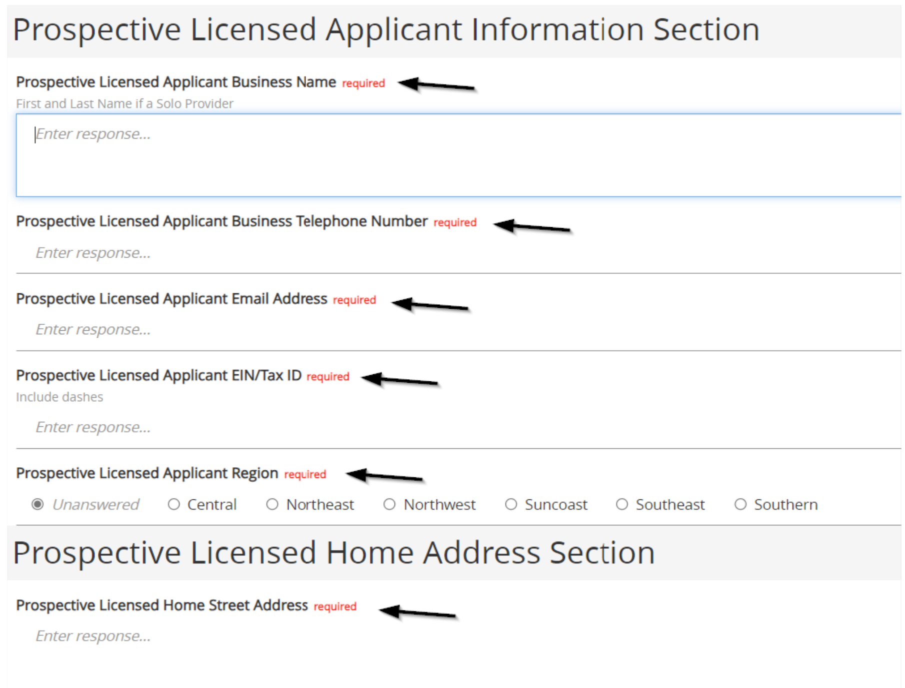
New Prospective Applicants seeking licensure of residential facilities will contact APD by phone, email or in person and will be directed to the link for the Online Application Request form. The Prospective applicant will also be instructed to do a background screening. The Online Application Request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

Submit Online Application Request

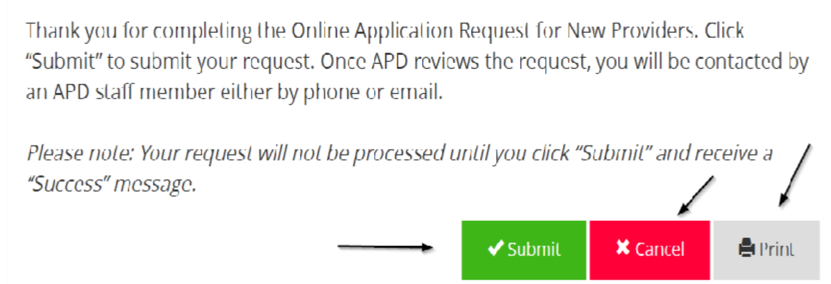
1. Access the Online Application Request via the URL: https://floridaapd.wellsky.com/assessments/?WebIntake=DE588ADD-286E-47FA-A5FF-06494042E9D8

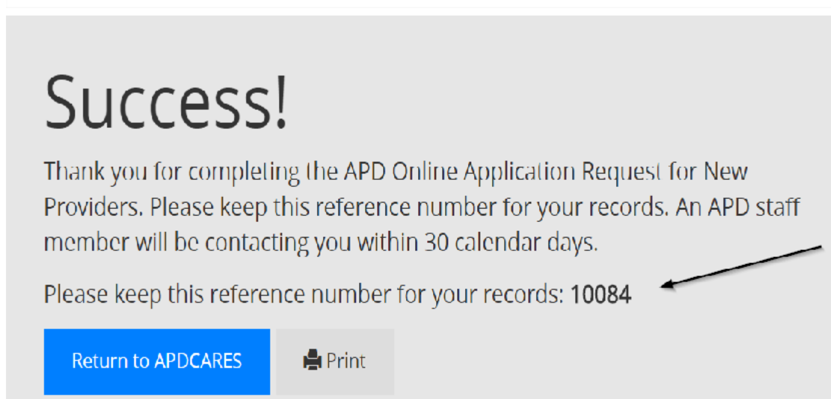


2. Complete all required fields on the Online Application Request Form

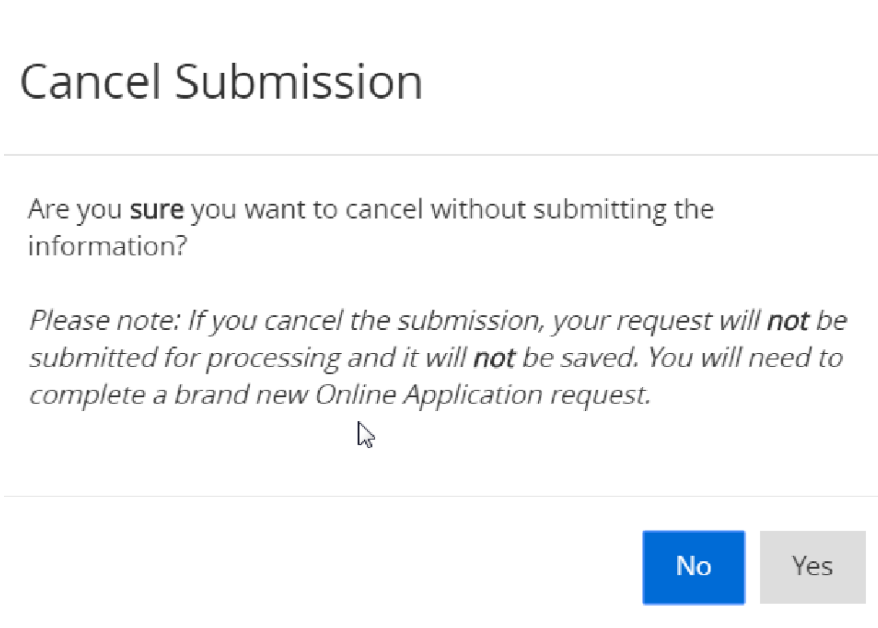


3. When finished with all sections, click the Submit button and then the Success Message will be displayed.
    a. *The reference number included will be the prospective licensed facility iConnect ID number.*





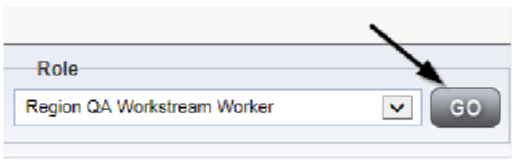
4. If the application request needs to be cancelled, click the Cancel button and then click Yes.



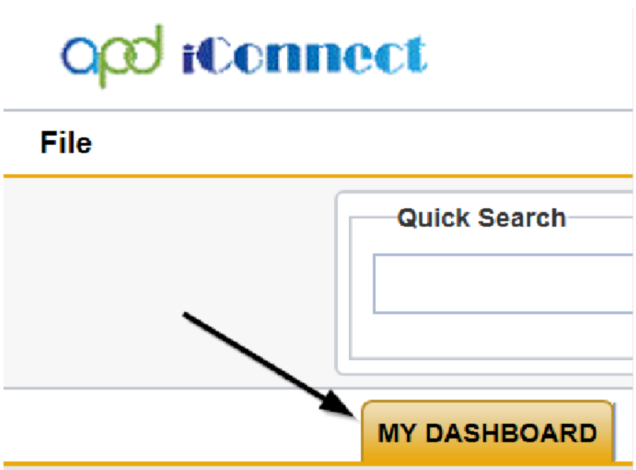
Assign Worker

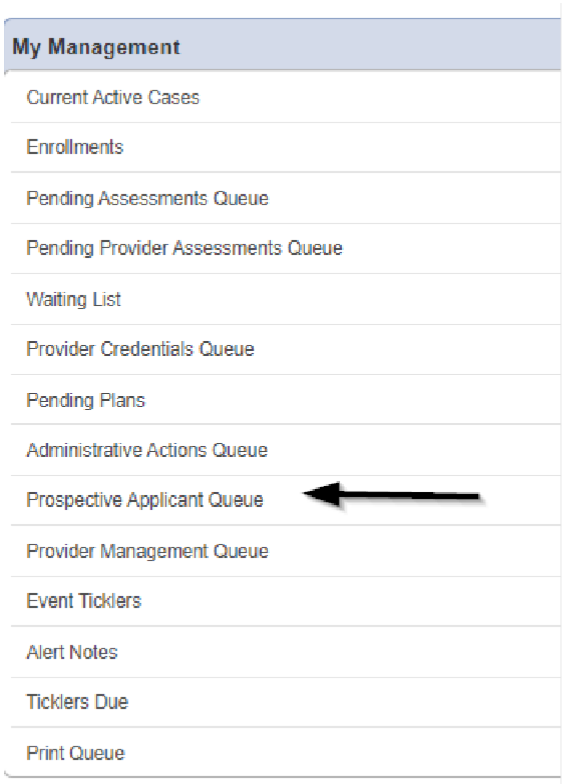
Once the Online Application Request has been submitted by the Provider applicant, the Region will monitor the Prospective Applicant Queue via the My Dashboard >My Management area of iConnect. They will assign a licensing specialist if appropriate. Some regions may need to assign a different worker than 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.**

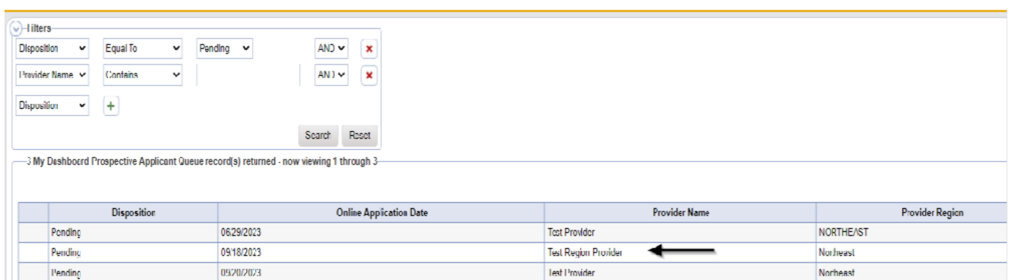


2. The user can access the Prospective Applicant Queue via **My Dashboard**.
    a. Go to **My Dashboard > Tasks** and scroll down to the My Management Panel. Click on the **Prospective Applicant Queue** link to open the Queue:

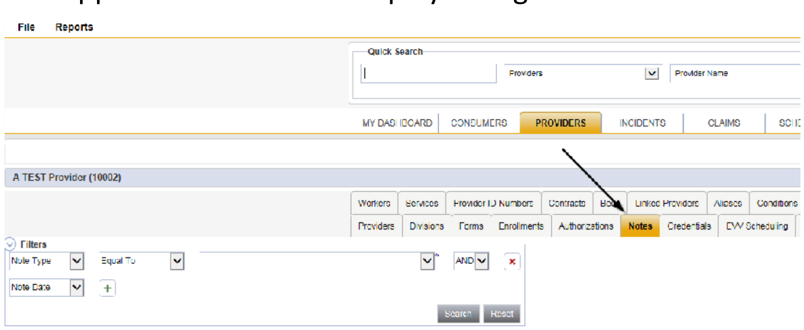




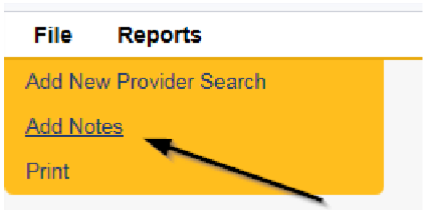
3. **Select** the Prospective applicant record via the hyperlink via the Applicant's record.



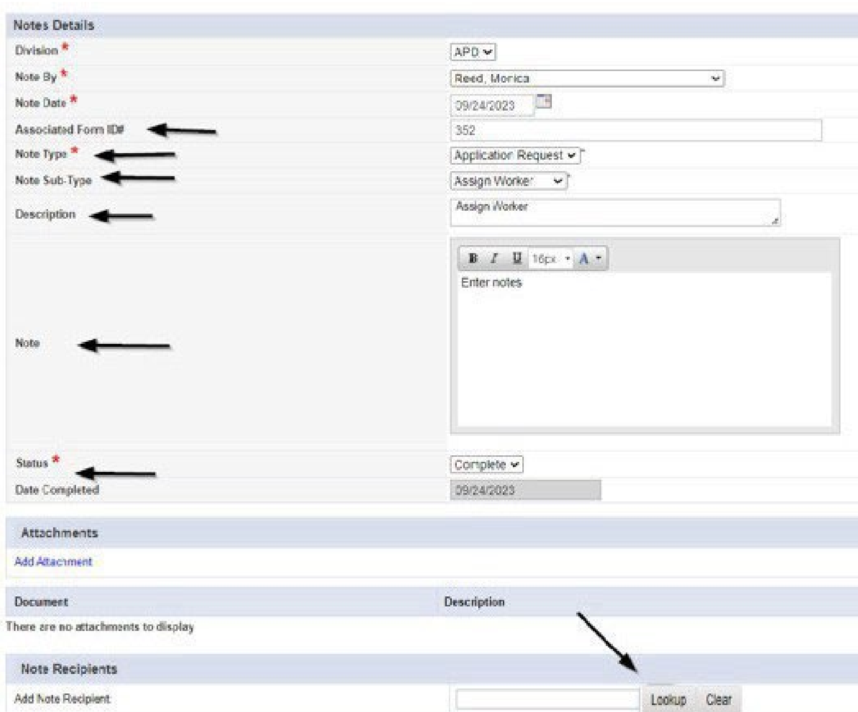
4. The Applicant's record will display. Navigate to the **Providers > Notes** tab



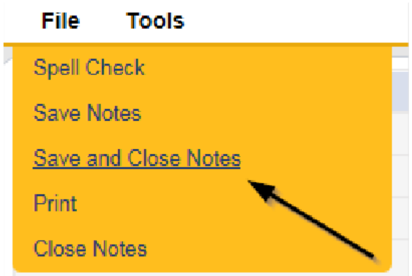
5. Click **File > Add Notes**



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



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

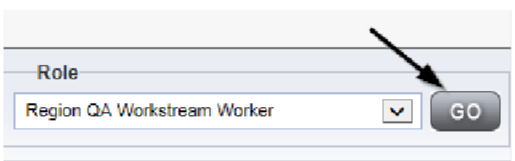


Access Prospective Applicant Queue

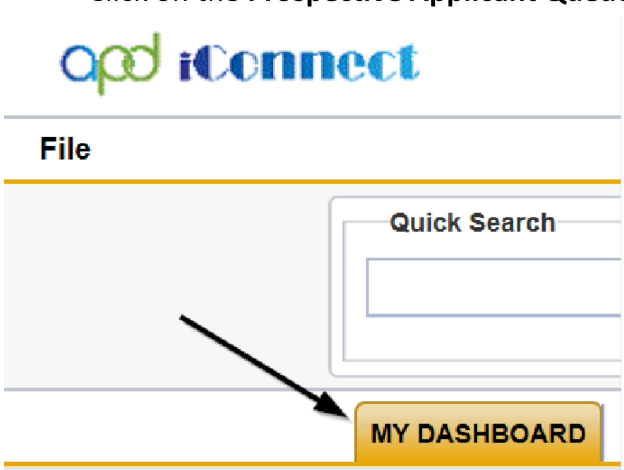
Once the Online Application Request has been submitted by the prospective applicant or someone has been assigned to work the new applicant record, they will pick up the phone and talk to the prospective applicant.

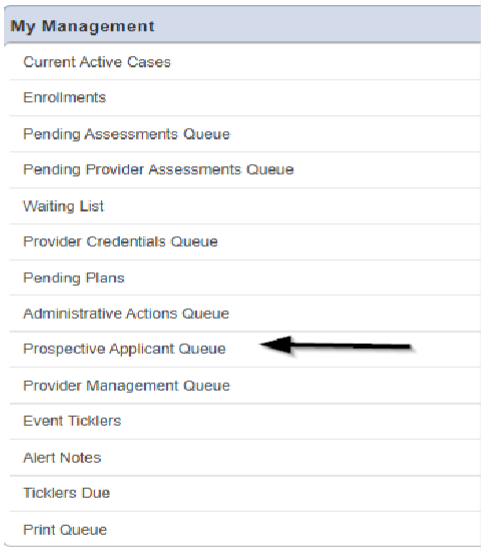
NOTE: There will be no visual indicator on My Dashboard > Prospective Applicant Queue that there has been an assignment.

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

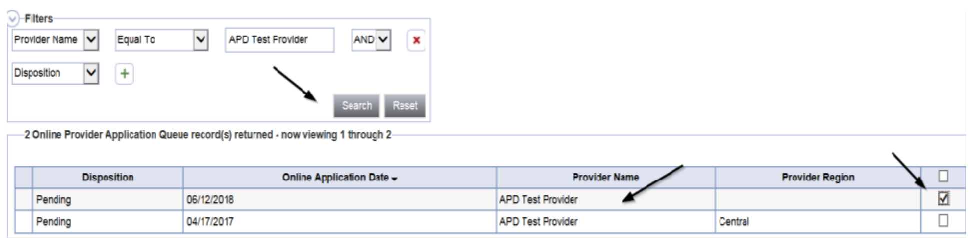


2. The user can access the Prospective Applicant Queue via **My Dashboard**.
    a. Go to **My Dashboard > Tasks** and scroll down to the My Management Panel. Click on the **Prospective Applicant Queue** link to open the Queue:





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.



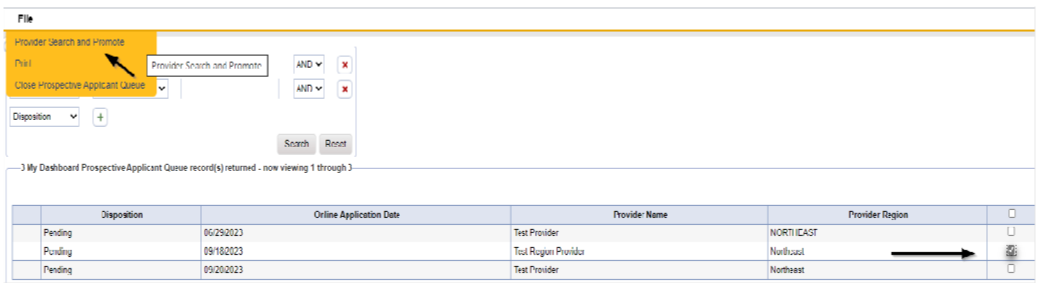
If the Prospective Applicant does not have a current or active APD licensed residential facility and/or MWSA, please validate the following:

- 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

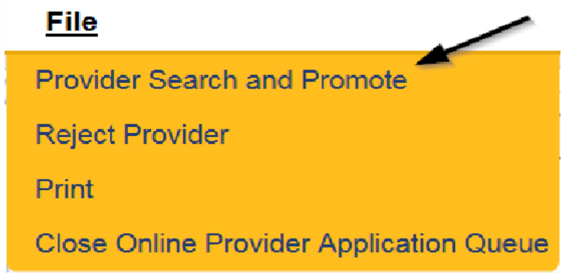
UPDATED: Provider Search and Promote

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

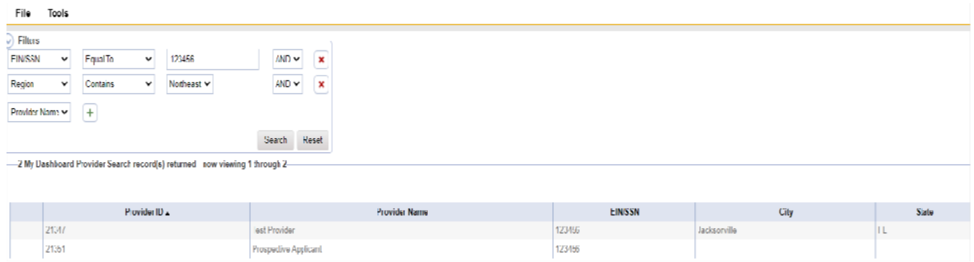


2. Select **File > Provider Search and Promote** to search to see if a Provider record already exists for that Service Provider

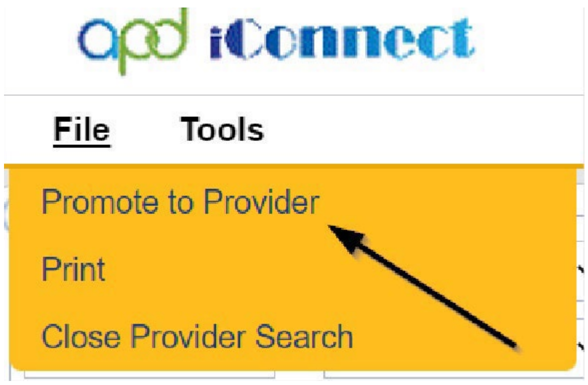


3. On the Provider Search screen, Click **Search.** The search will either return no matching records or a list view grid of matching records. The user will be able to click on the matching records to see more details and determine if the existing Provider record matches the New Online Application Request.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

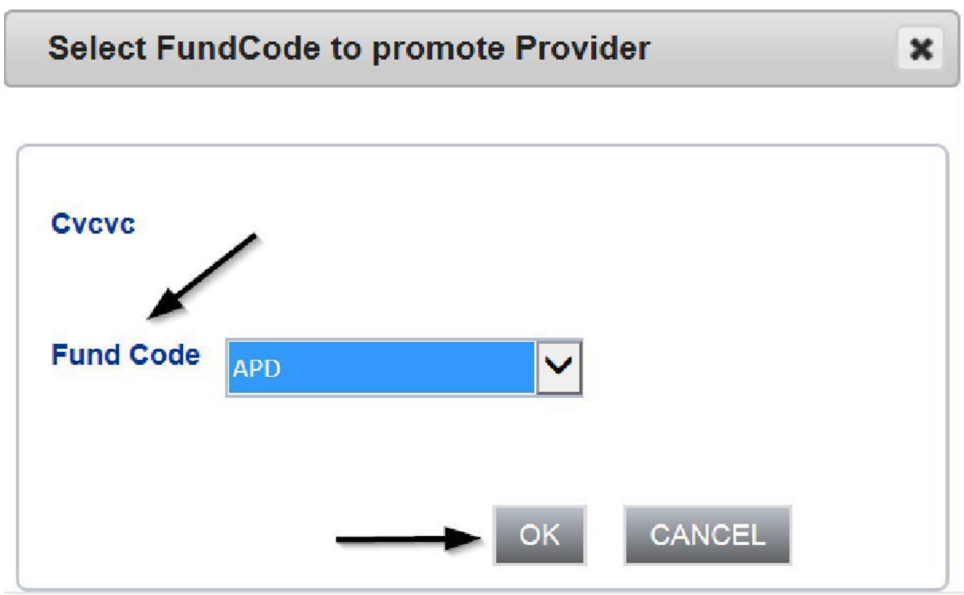
IMPORTANT: If a parent or facility duplicate record is created, these CANNOT be deleted. It must be closed through State Office, not deleted.



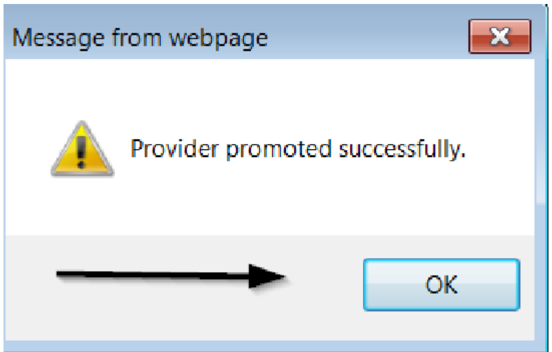
5. If the displayed results don't match the prospective applicant's record, then Select **File > Promote to Provider**

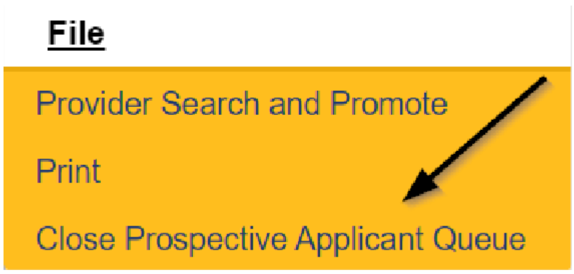


6. The Select Fund Code pop-up box will appear. Select the Fund Code as **APD** and then Click **OK**

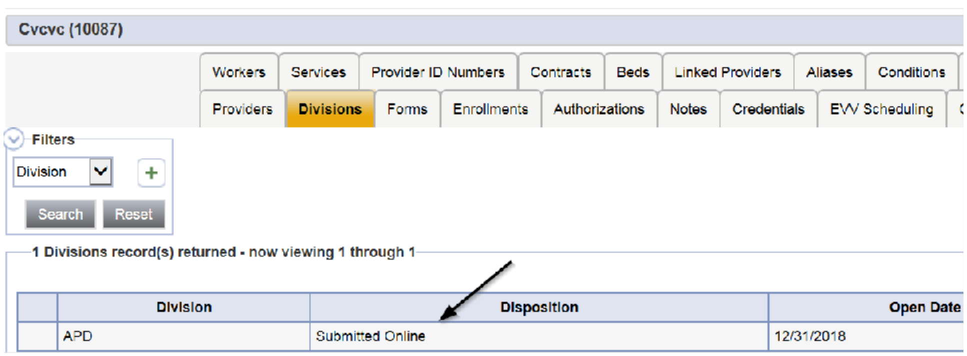


7. Click **OK** on the pop-up message box and then **File > Close Prospective Applicant Queue**





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



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.

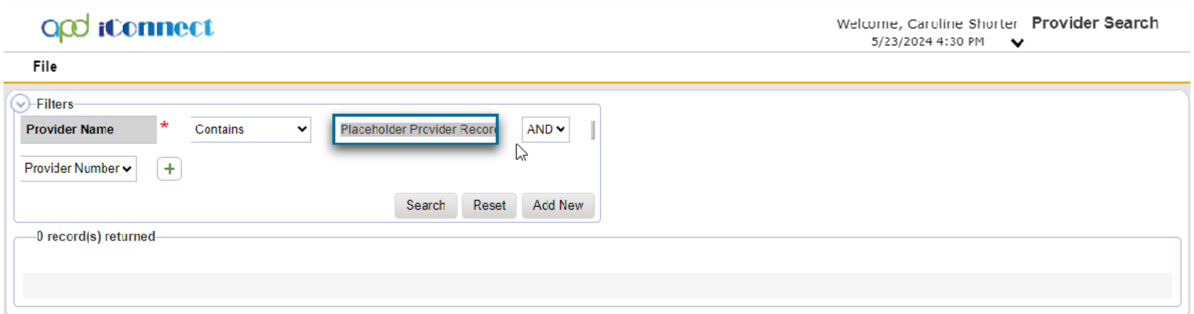
If no Parent Provider Record is located, the licensing specialist will need to partner with Provider Enrollment to have a Placeholder Parent Provider Record Created.

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:

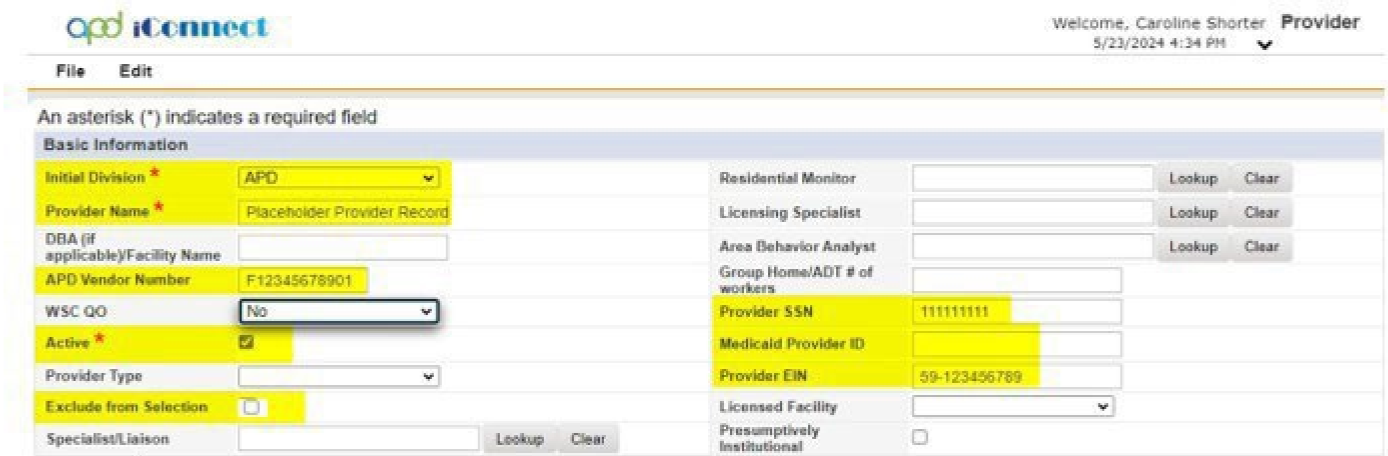
- a. *Use an iConnect ID as Medicaid ID (instructions will direct you to contact State Office to input the Medicaid ID)*
- b. *Follow standard "APD Vendor No" format*
- c. *Add a placeholder iBudget Waiver Certification record*

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"



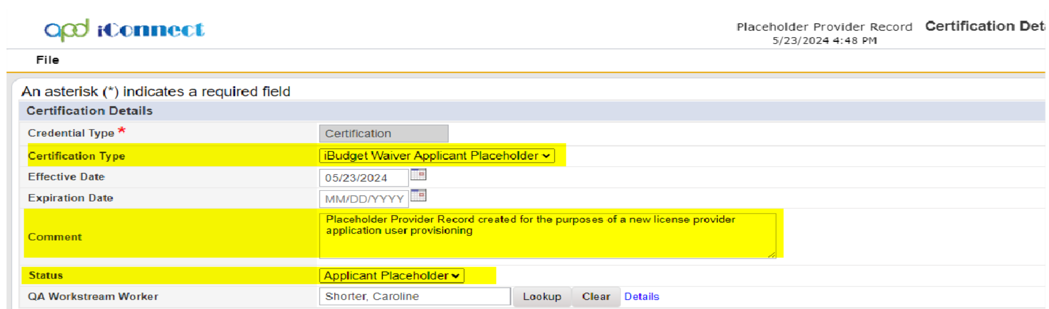
5. Update the Following Fields:
    a. Initial Division = APD
    b. APD Vendor Number = Follow standard "APD Vendor No" format (F+EIN or S+SSN)
    c. Active = Checked
    d. Exclude from Selection = Unchecked

       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)



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



   b. File > Save and Close Certification Details

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

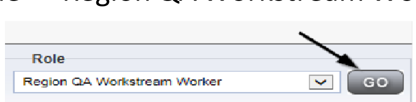
Once the online application request has been vetted and promoted from the Prospective Applicant Queue, the Licensing Specialist will search for an existing parent provider record by trying alternate searches, such as the provider's last name and/or business name, etc. to see if there is existing parent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

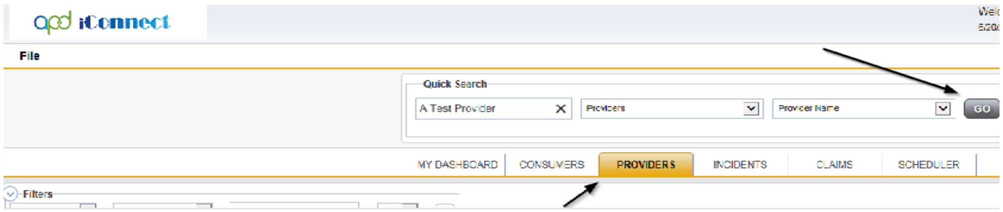
If no Parent Provider Record is located, the Licensing Specialist has partnered with Provider Enrollment to create the Placeholder Provider Record and now can link the new applicant record to the Placeholder Provider Record and add an Applicant License Credential to grant the Service Provider Access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

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

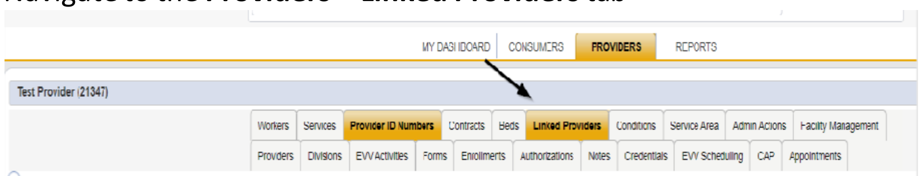


2. Navigate to the **Providers** chapter and enter the *PARENT* Provider’s name in the

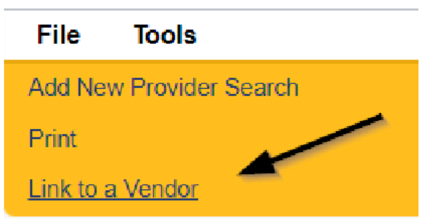
Quick Search filter and click **Go**.



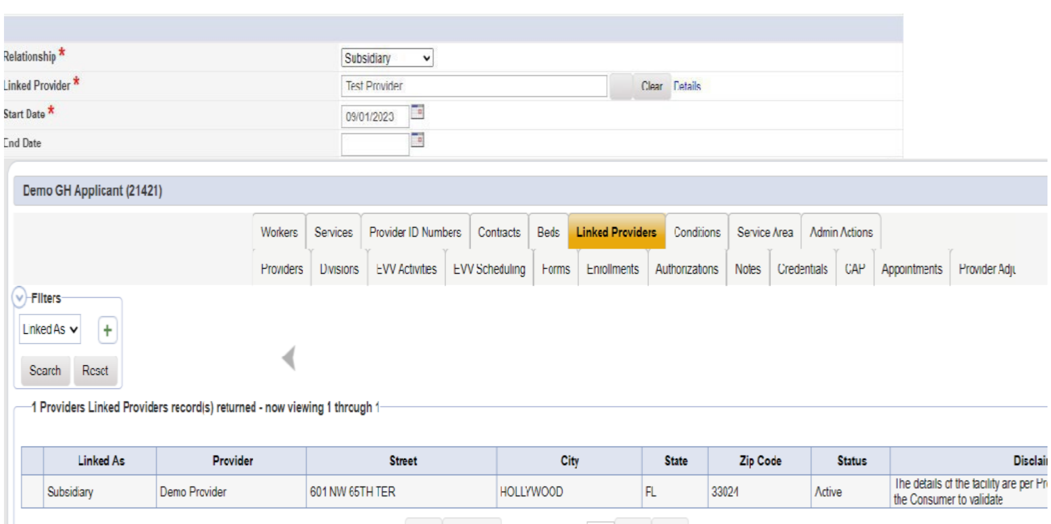
3. Navigate to the **Providers > Linked Providers** tab



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

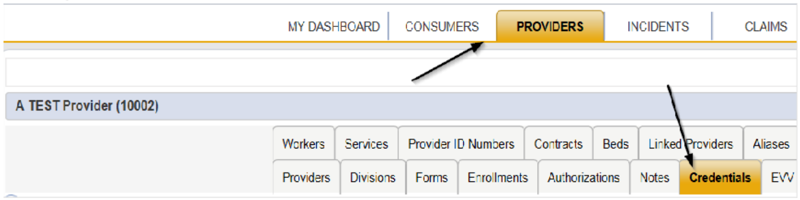


5. Update the following fields:
   a. Relationship = Subsidiary
   b. Linked Provider = Click ellipsis and search for Child Provider record (Previously Promoted Applicant Record)
   c. Start Date = Enter Today's Date
   d. File > Save and Close the Linked Provider Record

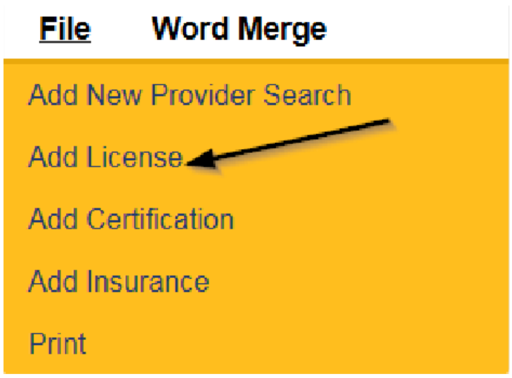


6. The Provider's record will display. Navigate to the Providers chapter and enter the ***CHILD*** Provider's name in the Quick Search filter and click Go.

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



8. Select **File > Add License**



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

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

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

- Suncoast: SCR-APPL-73257
- Northwest: NWR-APPL-88665

c. "Original Date of Issuance" = Enter Date

d. "Effective Date" = Enter Date

  i. "Expiration Date" = Enter Date Expiration of 4 months (120 days) Enter Date *Regional Staff may have to update the Expiration date if licensing goes beyond the originally entered expiration date.*

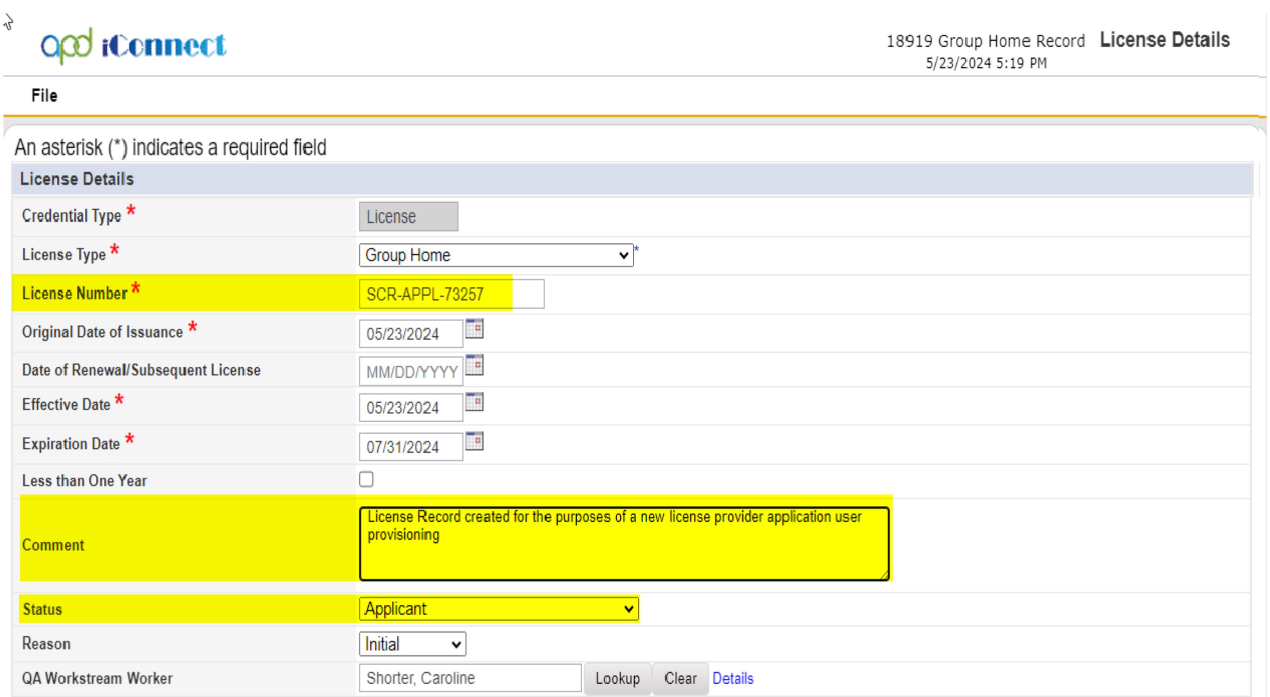
e. Comment = “Placeholder License Record created for the purposes of a new license provider application user provisioning and access.”

f. "Status" = Applicant

g. "Reason" = Initial

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

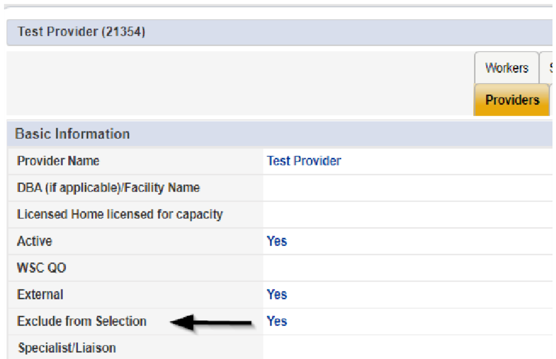
i. Enter the Last Name and Click Search and then select the Name



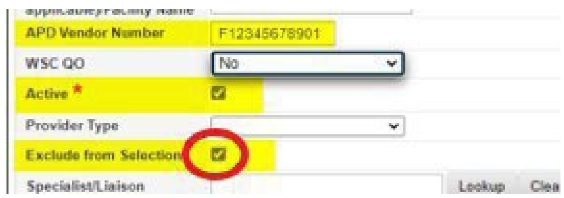
The License Record will be updated when the license is approved, denied, or abandoned.

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.



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**



NEW! User Provisioning and iConnect Access

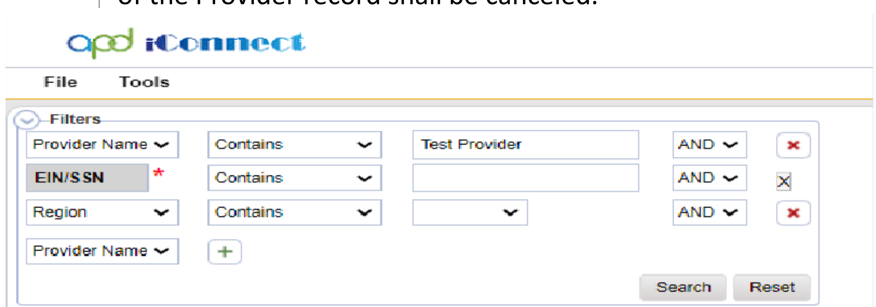
Since some applicants may not have authorizations, the ID PASS email will not be sent. Some applicants may not have access to iConnect due to not having an MWSA. Applicants need access to iConnect to fill out the residential application.

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.

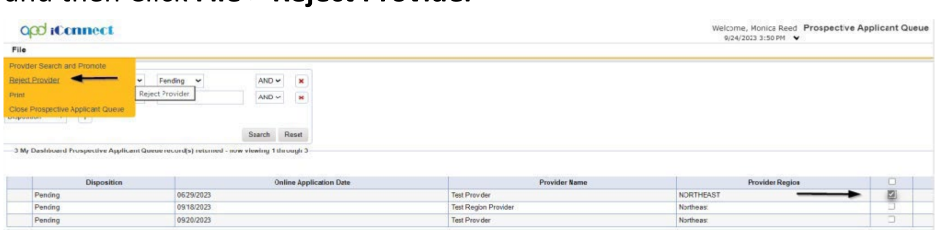
As Needed: Reject Prospective Applicant Provider

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.

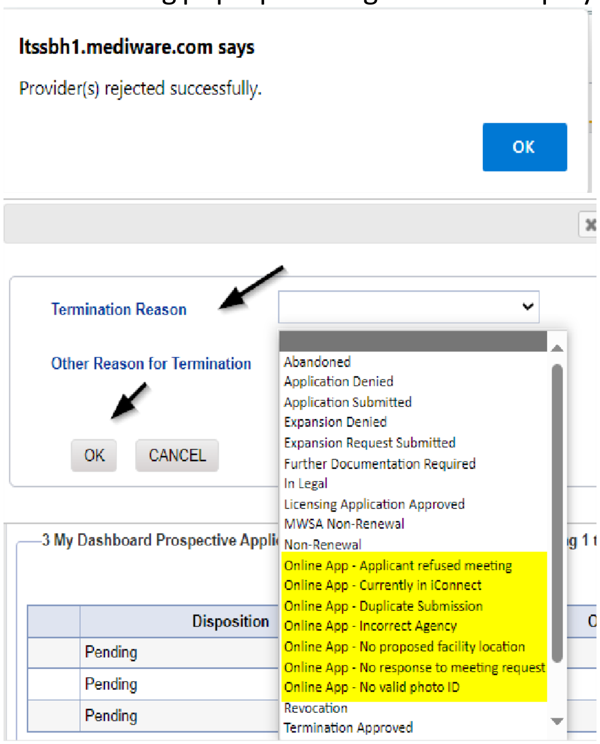


1. If the prospective applicant needs to be rejected due to an existing record, the Licensing Specialist will select the record via the checkbox at the end of the record and then Click **File > Reject Provider**

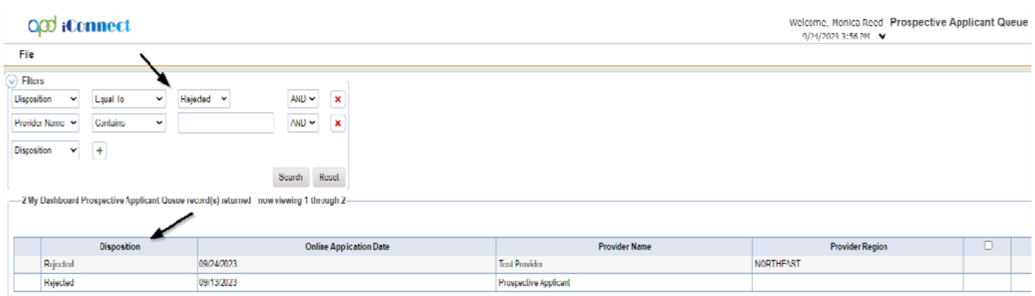


2. The Licensing Specialist will be presented with a pop-up message box for a termination reason selection. Select one of the Online App reasons as appropriate and then Click **OK**

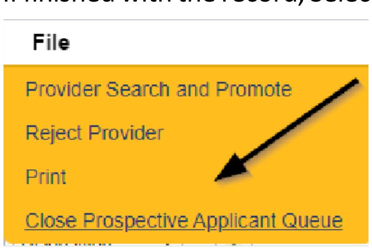
3. The following pop-up message box will display. Click **OK**



4. The record will be changed to have a disposition of “Rejected”.



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



UPDATED: New Licensed Facility Application

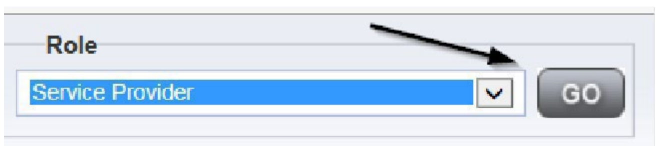
Introduction

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.

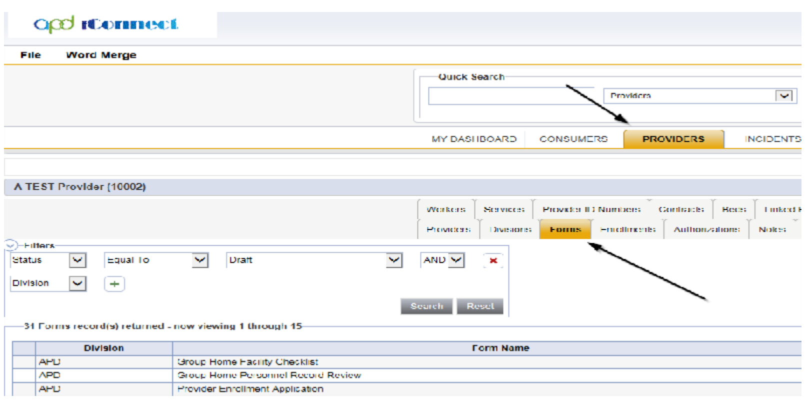
Complete Facility Application Form

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.

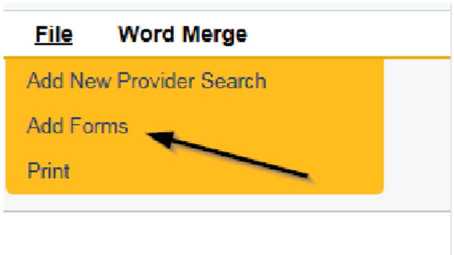
1. Set “Role” = Service Provider then click **Go**



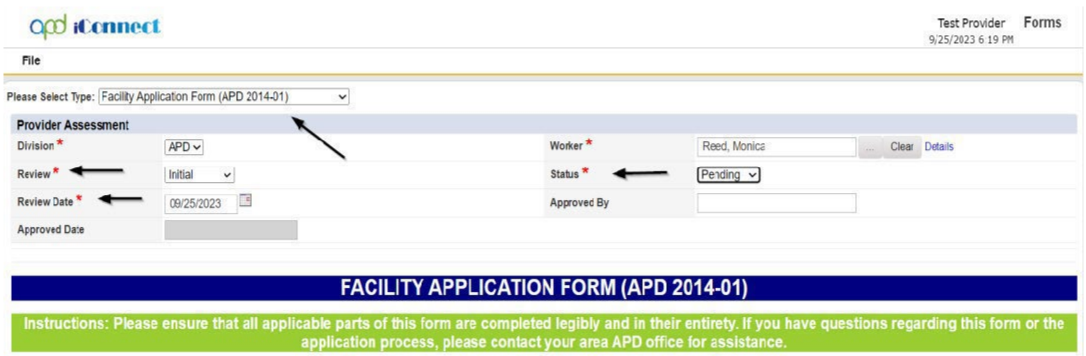
2. Navigate to the Prospective Applicant’s Facility home record then click the **Providers > Forms tab**



3. Click **File > Add Forms**

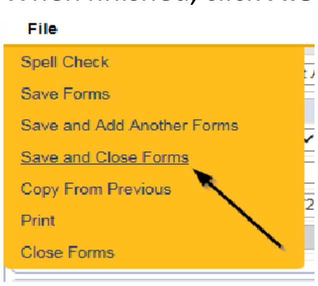


4. Select “Please Select Type” as “Facility Application Form” from the drop-down list

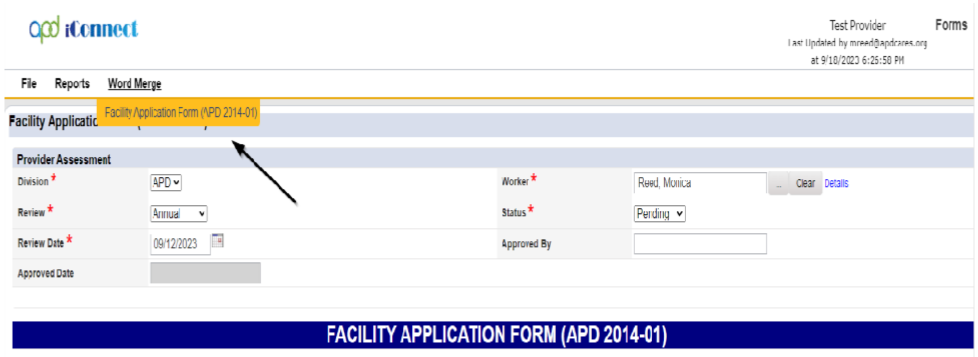


5. Update the following Header fields:
    a. "Division" = APD
    b. "Review" = Initial
    c. “Review Date” = Defaults to today’s date
    d. Complete all fields on the Facility Application Form
    e. "Status" = Pending

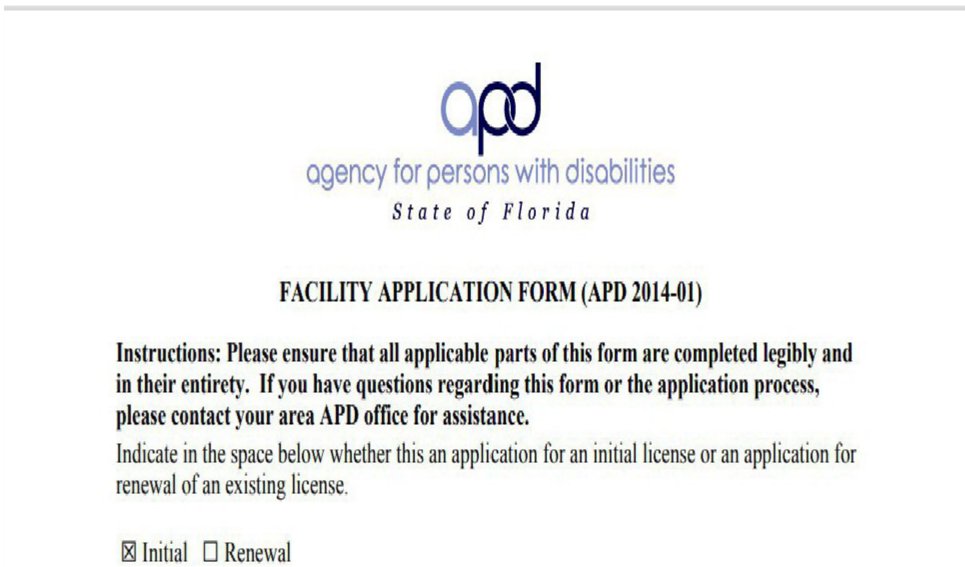
6. When finished, click **File > Save and Close Forms**



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



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


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

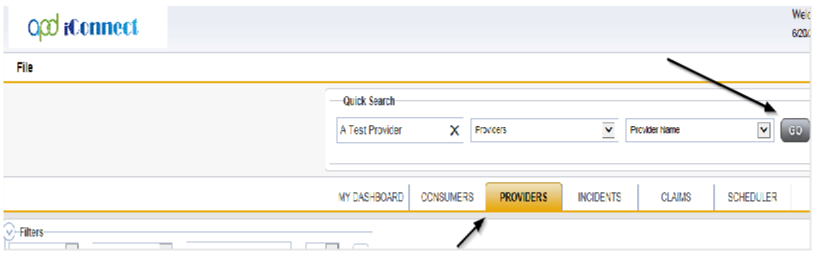
The Prospective Applicant will need to sign, initial and notarize the form. They will then scan and save an electronic copy of the notarized form to their device. They will then attach that notarized form to a Note in iConnect following the Application Submitted Note section.

Complete Licensed Capacity Form

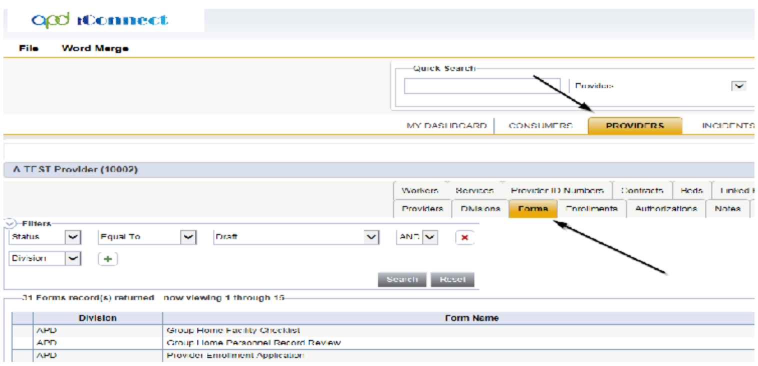
The Prospective Applicant will complete the Licensed Capacity form and the QA Workstream Worker will validate the information during the site visit.

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

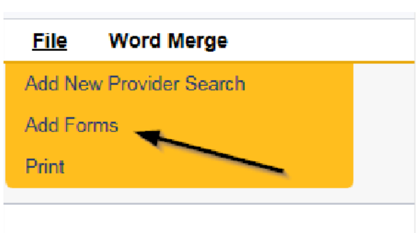
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



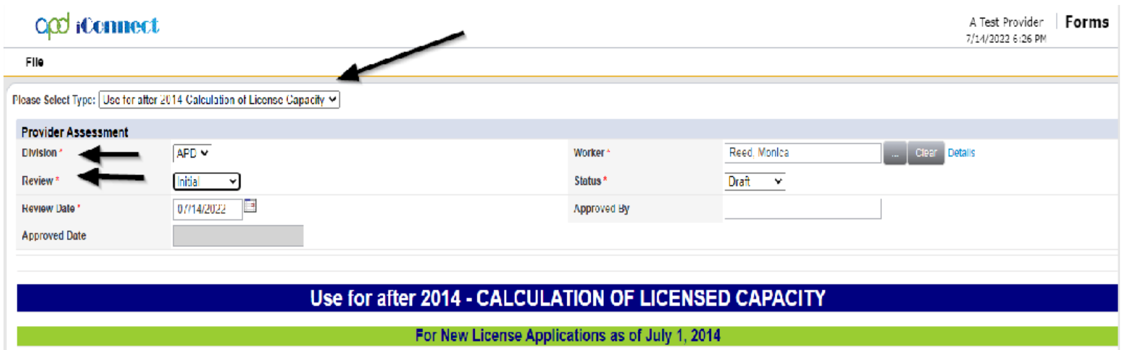
3. Navigate to the **Providers > Forms** tab



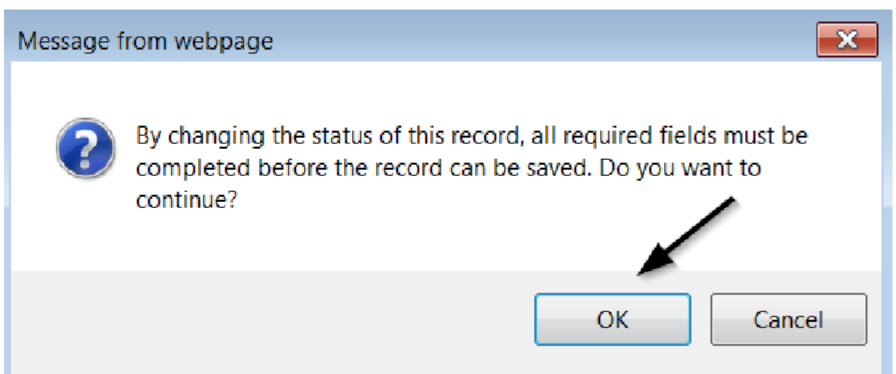
4. Click **File > Add Forms**



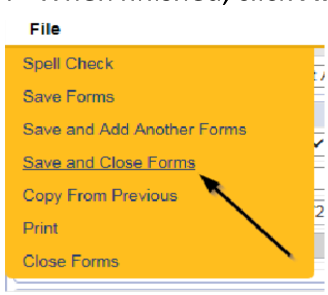
5. Select “Please Select Type” as “Use for after 2014 - Calculation of License Capacity” Form from the drop-down list



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



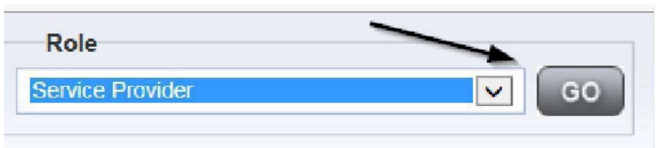
7. When finished, click **File > Save and Close Forms**



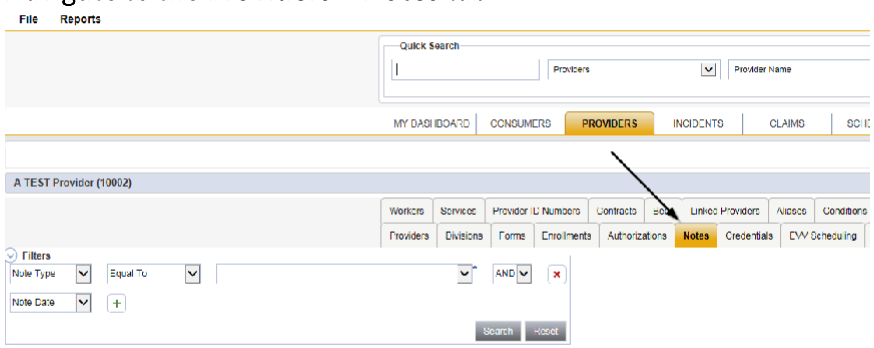
Add Other Qualifying Documentation

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

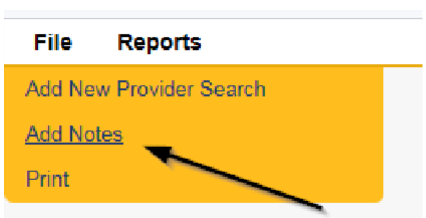
1. Set “Role” = Service Provider then click **Go**



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



3. Click **File > Add Notes**



4. In the new Note record, update the following fields:
   a. "Division" = APD
   b. "Note Type" = Initial Application
   c. "Note Subtype" = Select a category below
      i. *Background Screening (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

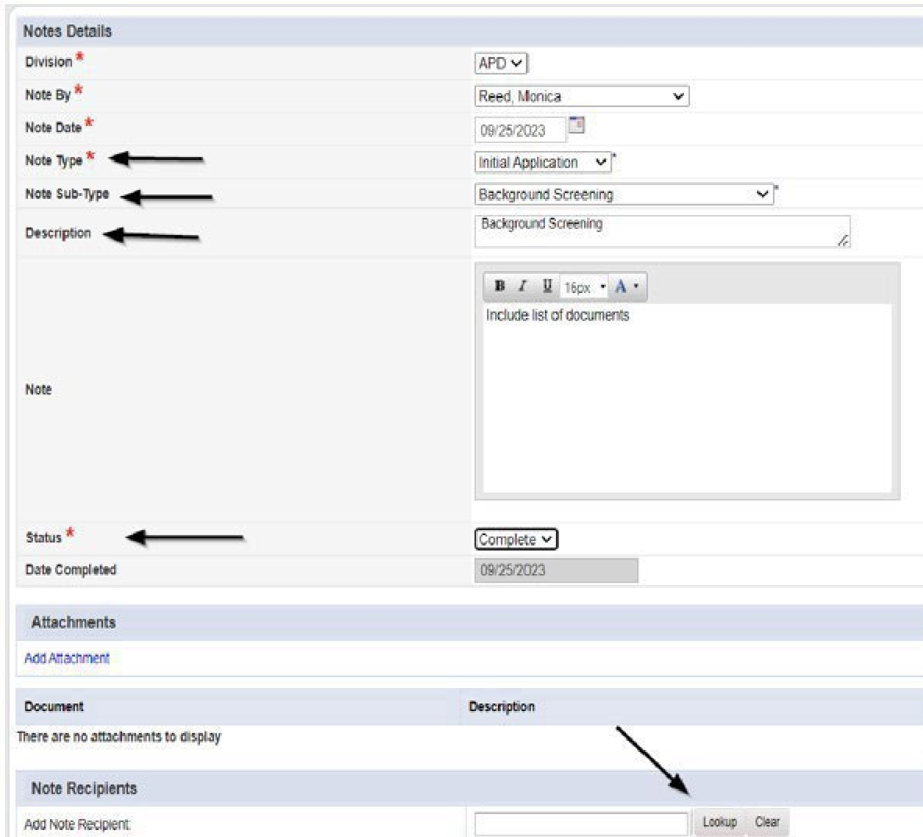
f. "Status" = Complete

g. Click "Add Attachment" and search for the copy of the document on the user's computer. Click Upload

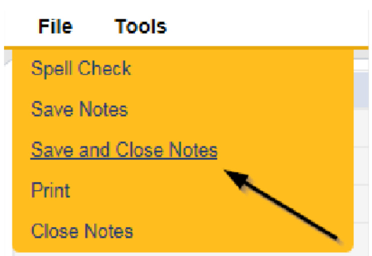
   NOTE: Each attachment can be up to 18mb in size

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



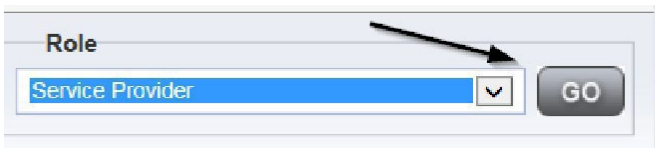
5. When finished click **File > Save and Close Notes**



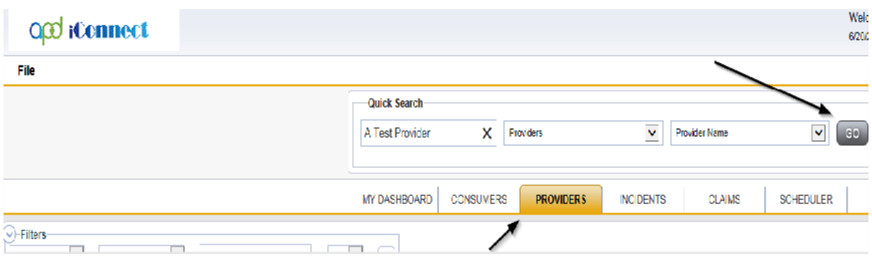
Application Submitted Note

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.

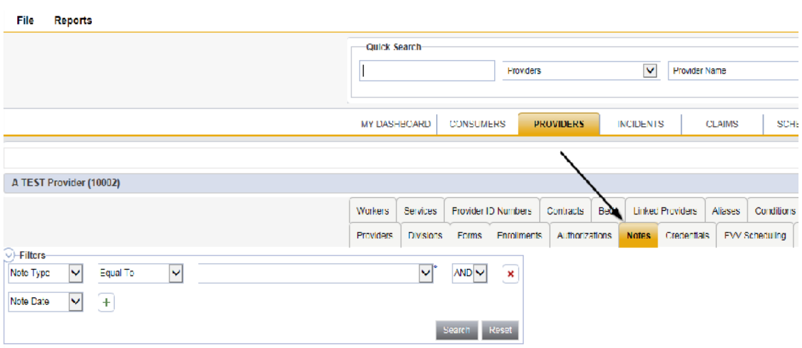
1. Set “Role” = Service Provider then click **Go**



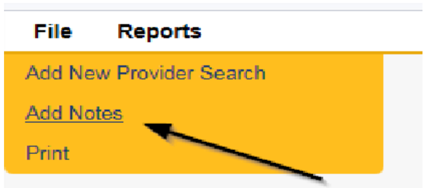
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



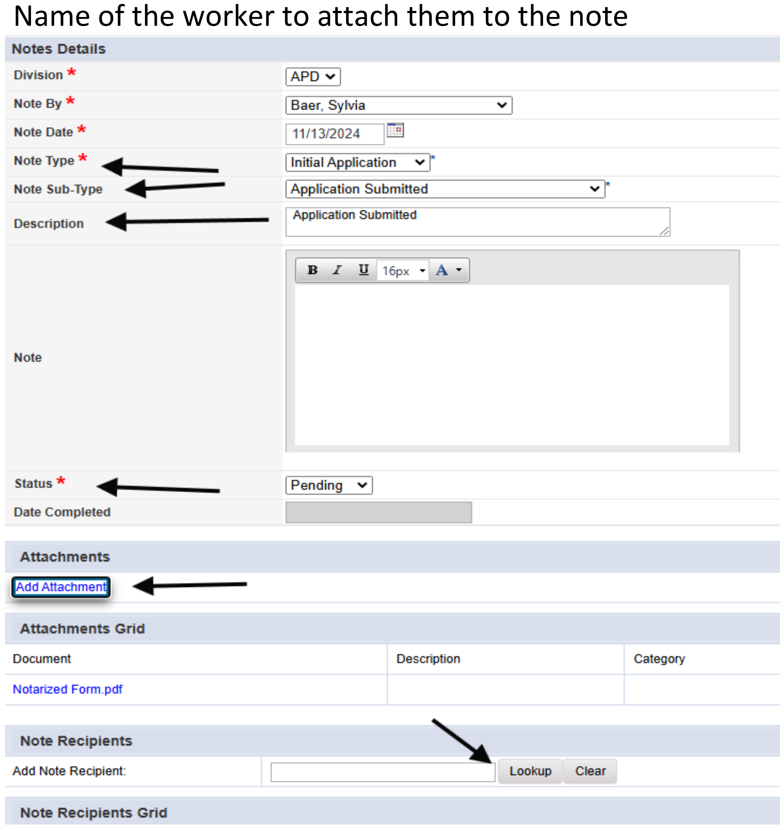
3. The Provider’s record will display. Navigate to the **Providers > Notes** tab



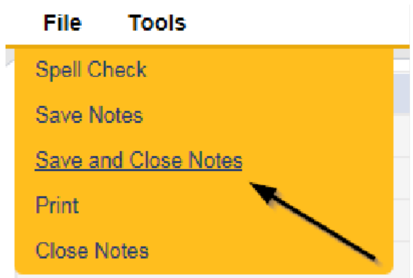
4. Click **File > Add Notes**



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



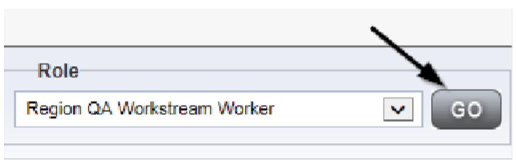
6. When finished click **File > Save and Close Notes**



Access Ticklers

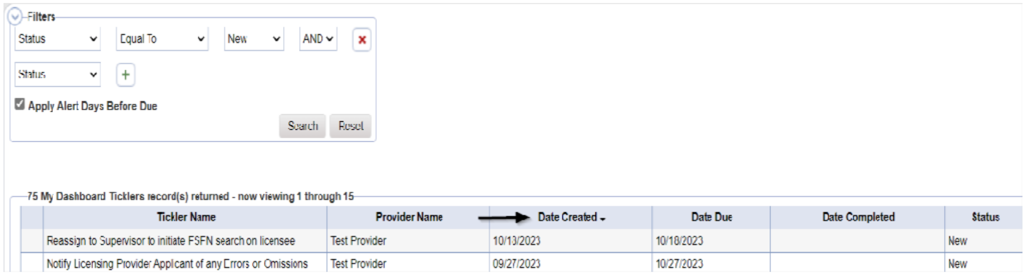
The QA Workstream Worker will login to the application and navigate to the My Dashboard > Provider > Ticklers in order to reassign and review any new ticklers.

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

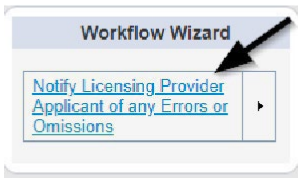


2. Navigate to **My Dashboard > Provider > Ticklers** and click on the hyperlink for the Ticklers

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



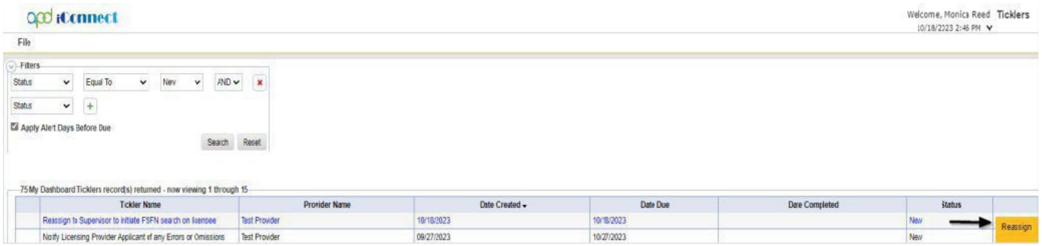
4. When the Initial Application/Application Submitted note was saved, a Workflow Wizard was triggered to remind the QA Workstream Worker to notify the Prospective Applicant of any errors or omissions within 30 calendar days



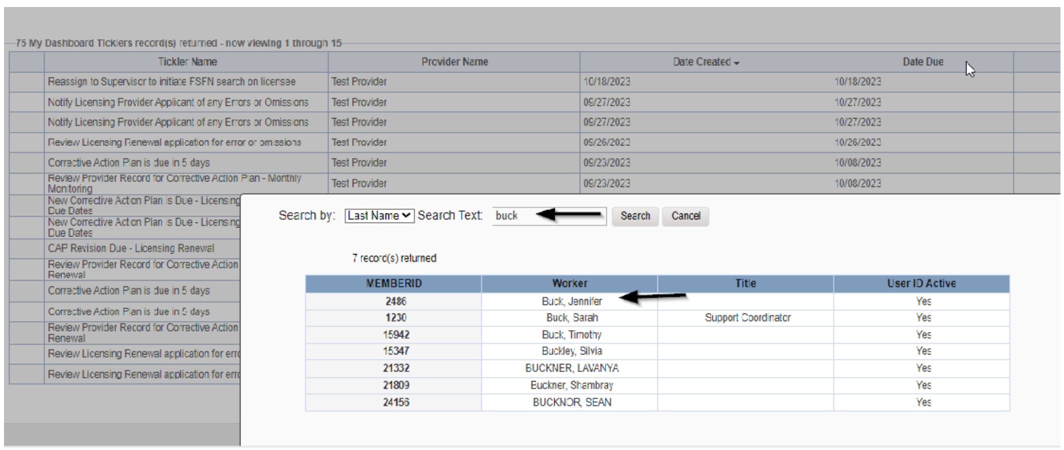
   a. Tickler – “Notify Licensing Provider Applicant of any errors or omissions”
   b. Assigned to Monitor 3 (Licensing Specialist)
   c. Due on the ***30th*** calendar day from the “Initial Application/Application Submitted” completed note
5. Additionally, a second tickler was triggered that needs to be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

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

6. Click the tickler flyout menu on the "Reassign to Supervisor to Initiate FSFN search on the licensee" tickler and select Reassign.



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

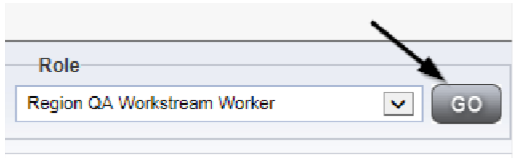


New! Abuse Record Search

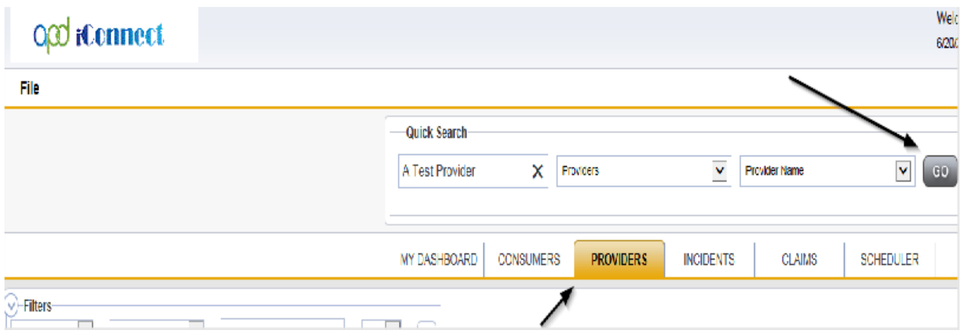
Once the application is submitted, the Licensing Specialist will review the Licensing Application and all notes and attachments. Within 30 days or sooner, the Licensing Specialist will do an Abuse Record Search on the licensee(s) and note the outcome in iConnect. This will coincide with the review of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

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

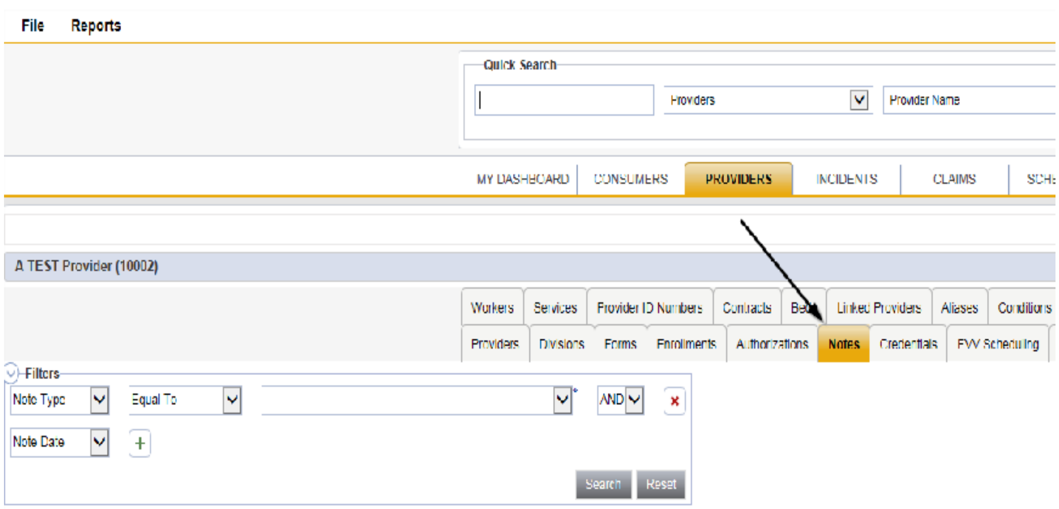
1. Set “Role” = Region QA Workstream Worker then click **Go**.



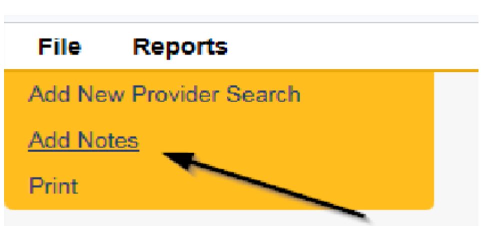
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click go.

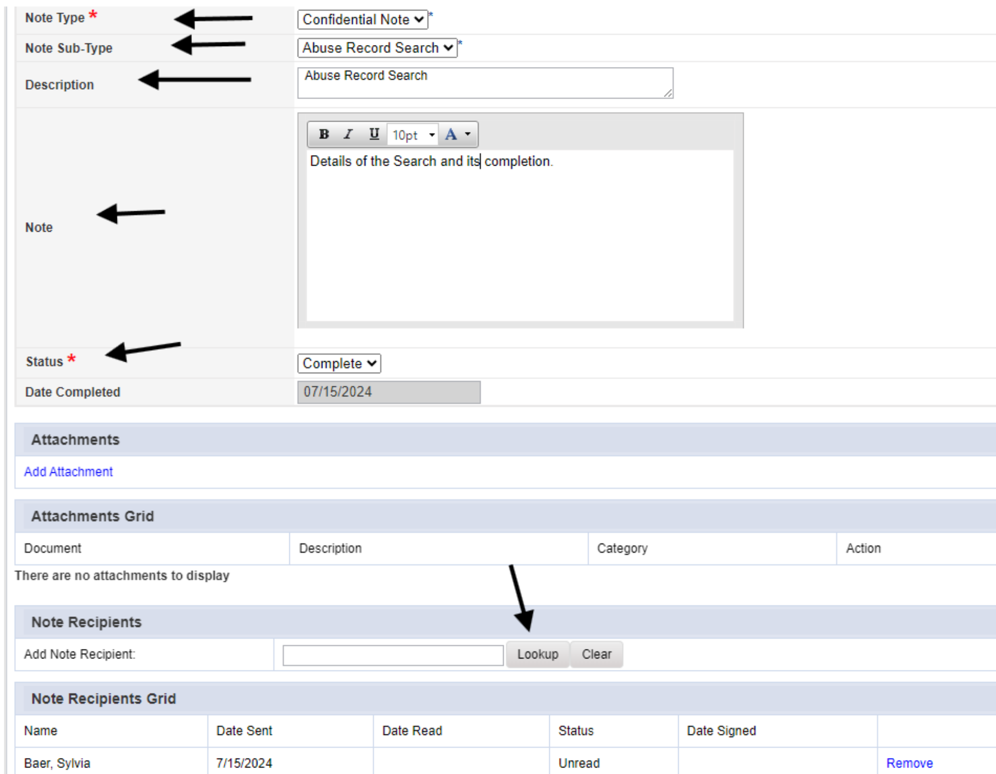


3. Navigate to the **Providers > Notes** tab



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



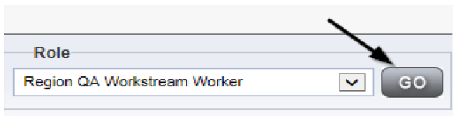
5. In the new Note record, update the following fields:
   a. "Division" = APD
   b. "Note Type" = Confidential Note
   c. "Note Subtype" = Abuse Record Search
   d. "Description" = Abuse Record Search Complete
   e. "Note" = Enter notes
   f. "Status" = Update to Complete
   g. Click the Lookup button 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. 

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

Complete Application

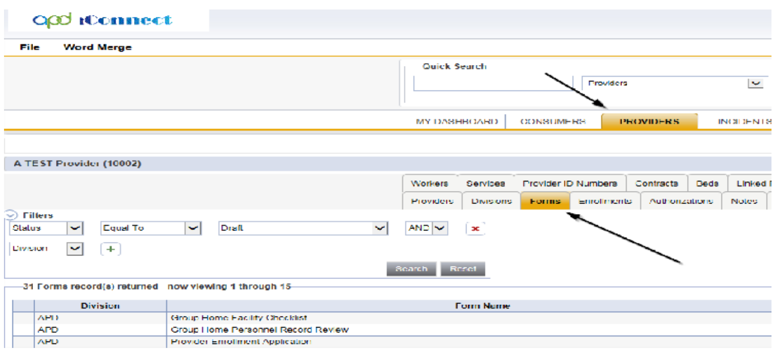
If the application is complete, the Licensing Specialist will update the Facility Application and Licensed Capacity forms to complete, then update the existing pending note.

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

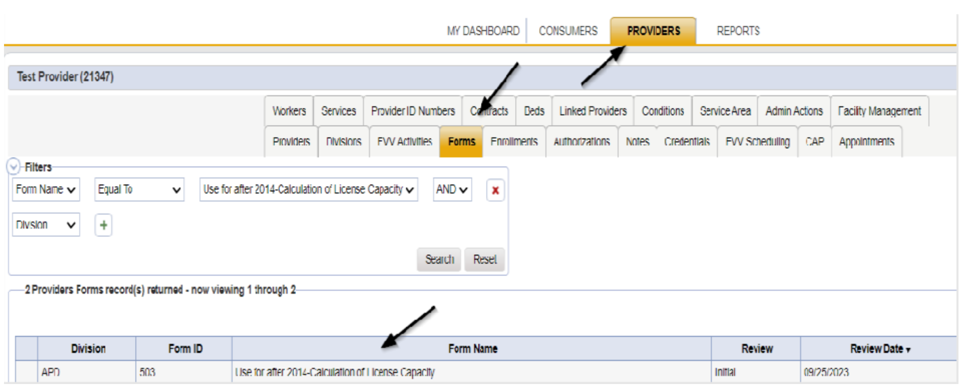


2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click go.

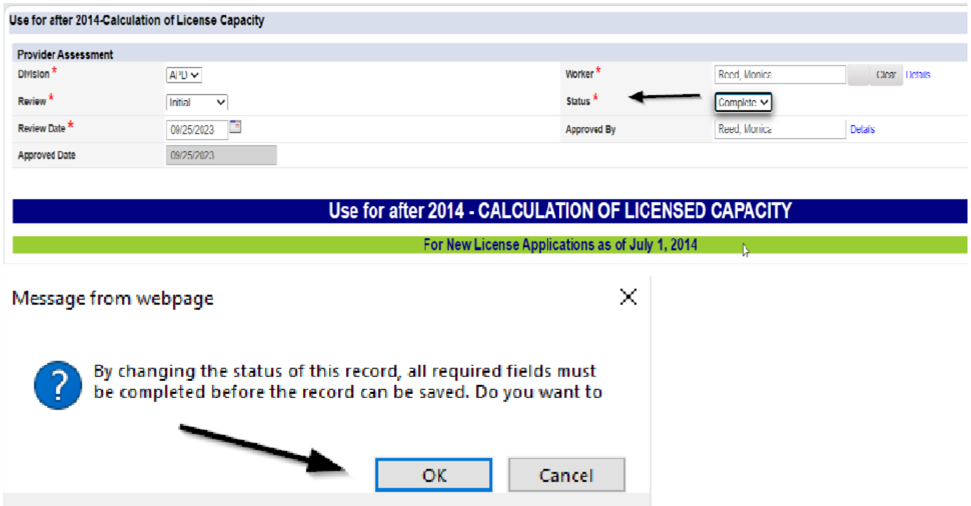
3. Navigate to the **Providers > Forms** tab



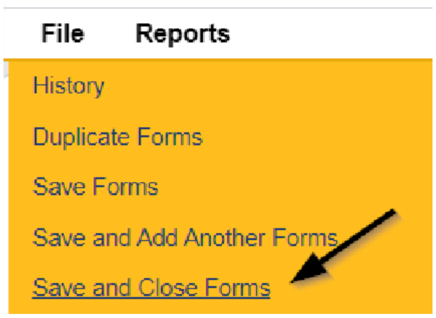
4. Enter the Search criteria as **Form Name = Use for after 2014 – Calculation of License Capacity** then Click **Search** and select the form via the hyperlink on the record



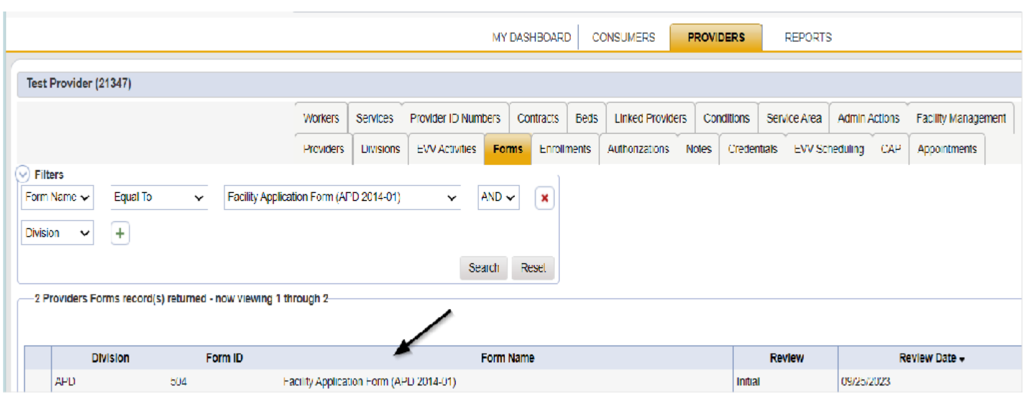
5. Update the Status to "**Complete**" on the Form Header and Click "**OK**" on the popup message box



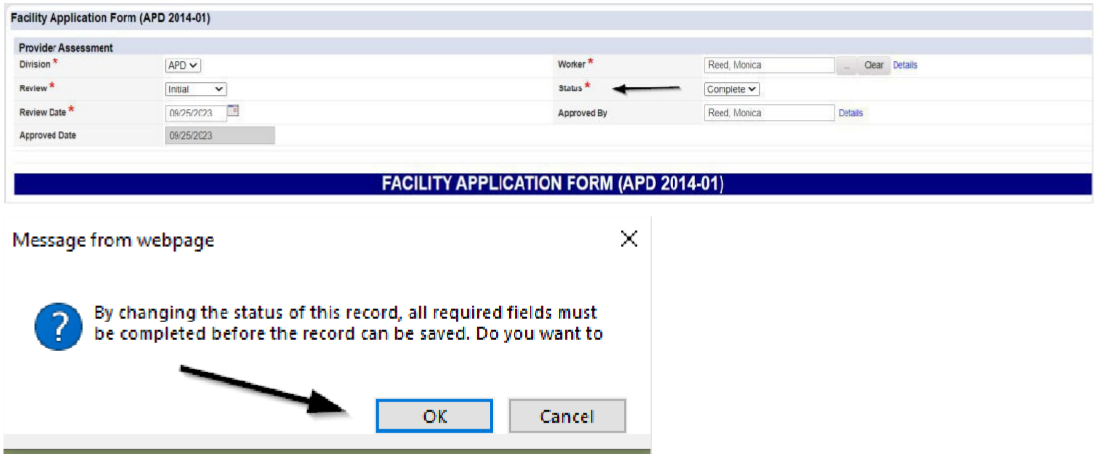
6. When finished, Select **File > Save and Close Forms**



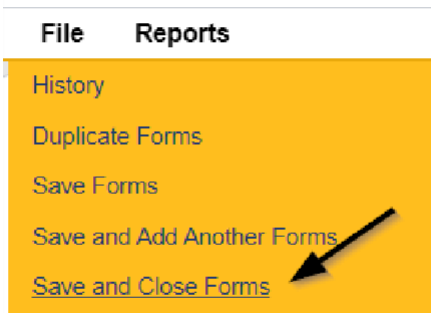
7. Enter the Search criteria as **Form Name = Facility Application Form (APD 2014-01)** then Click **Search** and select the form via the hyperlink on the record



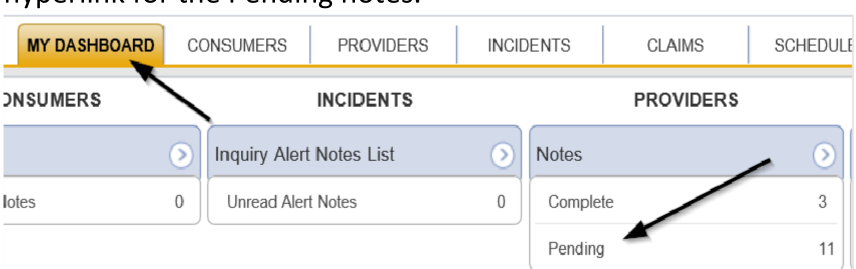
8. Update the Status to "**Complete**" on the Form Header and Click "**OK**" on the popup message box



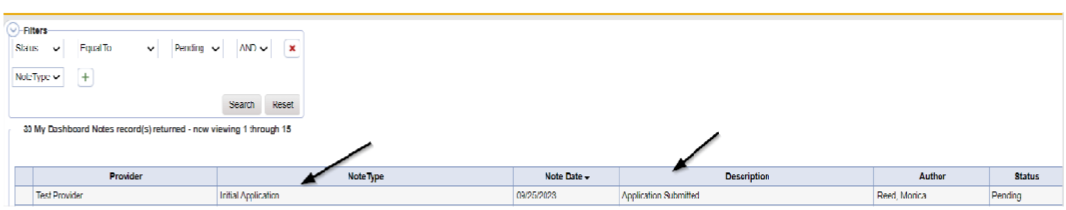
9. When finished, Select **File > Save and Close Forms**



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

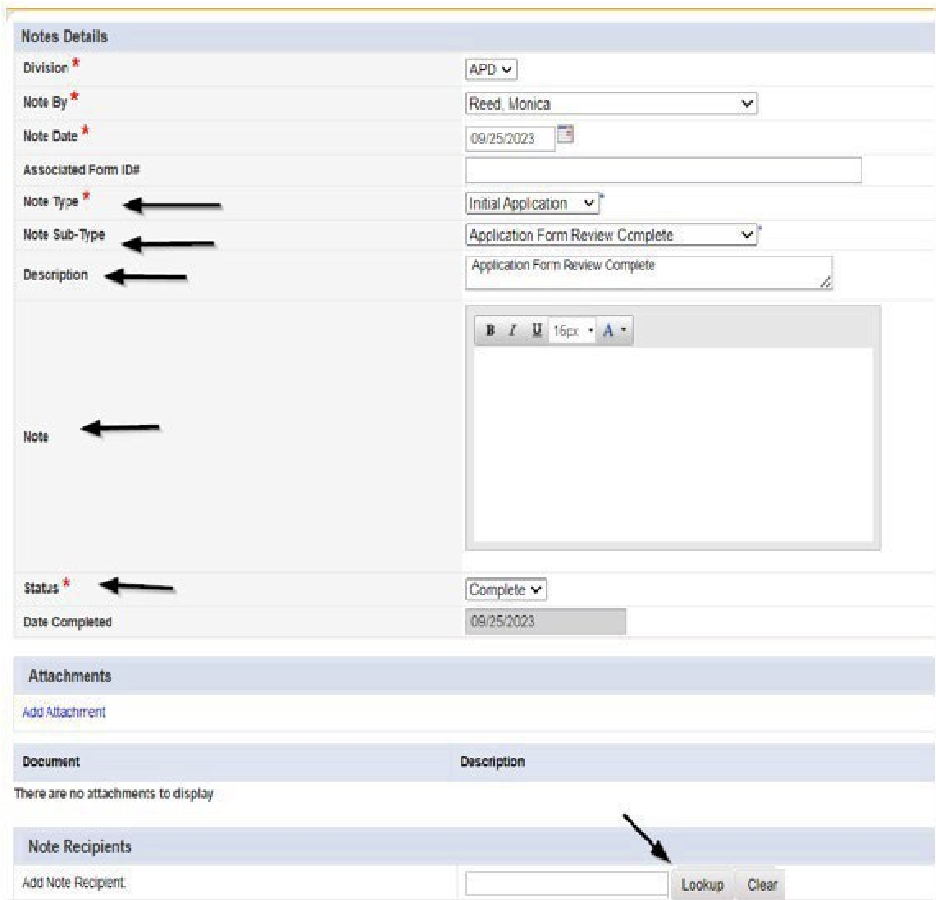


11. Select the Note Type = Initial Application and Description = Application Submitted and select the pending record via the hyperlink.

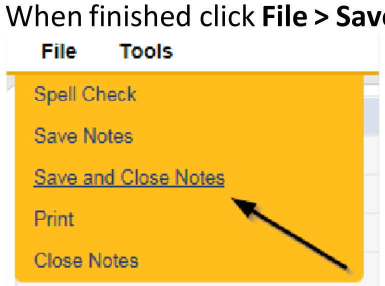


12. In the existing Note record, update the following fields:

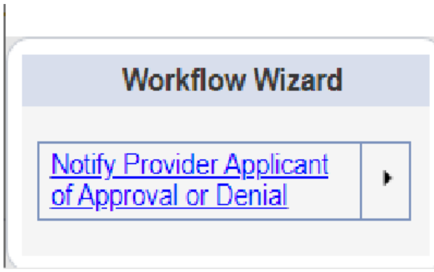
a. "Division" = APD
b. "Note Type" = Leave as Initial Application
c. "Note Subtype" = Update to Application Form Review Complete
d. "Description" = Update to Application Form Review Complete
e. "Note" = Enter notes
f. "Status" = Update to Complete
g. Click the Lookup button on the "Add Note Recipient" 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



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

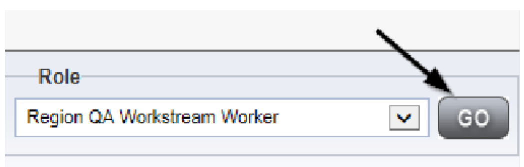


   a. Tickler - “Notify Provider Applicant of Approval or Denial”
   b. Assigned to Self (Licensing Specialist)
   c. Due on the ***90th*** calendar day from the “Initial Application/Application Form Review Complete” completed note

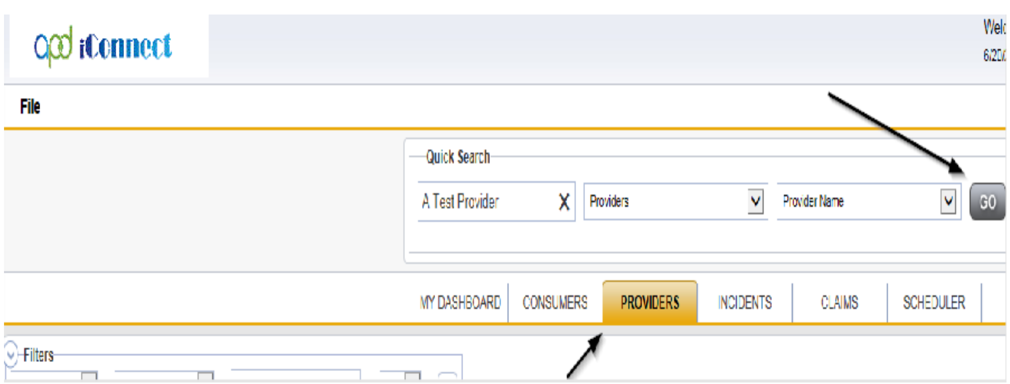
Schedule Site Visit

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

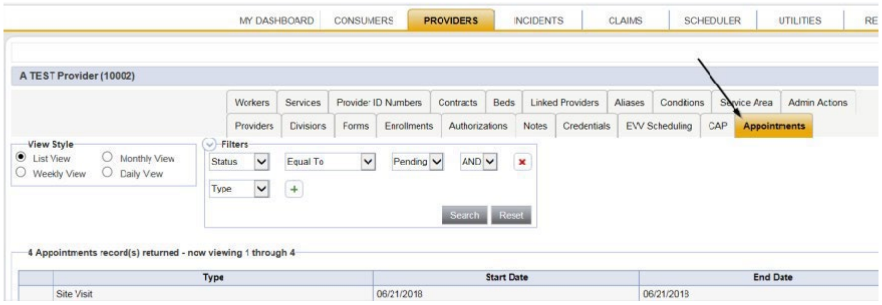
1. Set “Role” = Region QA Workstream Worker then click **Go.**



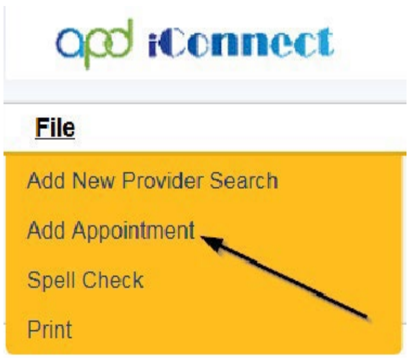
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click go.



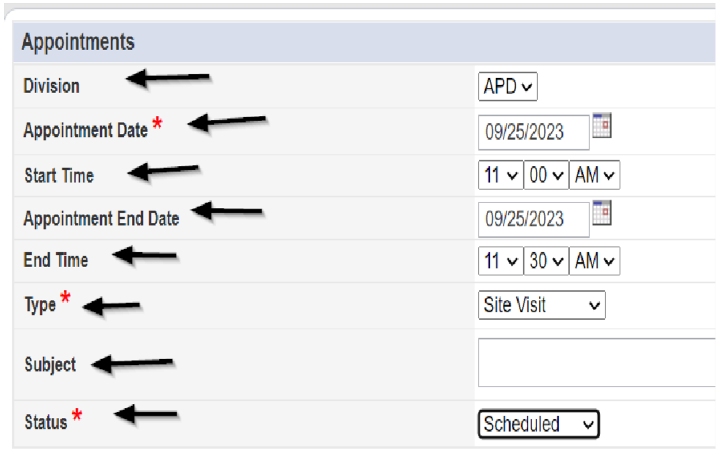
3. The Provider's record will display. Navigate to the **Providers > Appointments** tab.



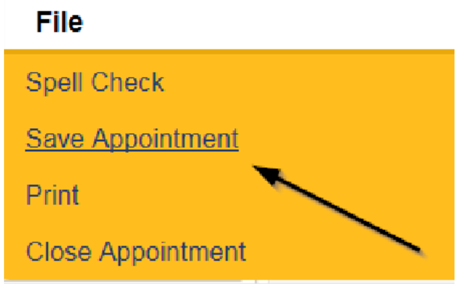
4. Click **File > Add Appointment**



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



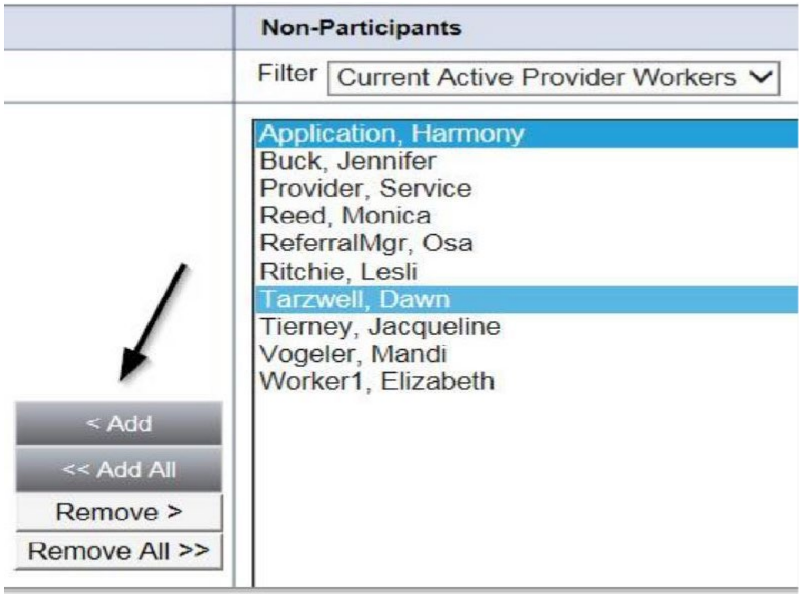
6. When finished select **File > Save Appointment**



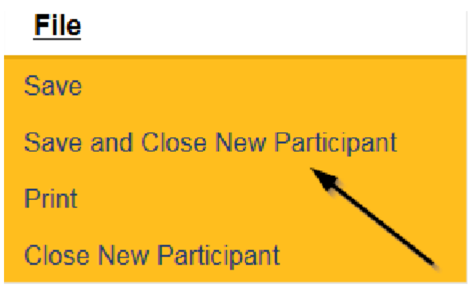
7. Click **New Participant** on the left-hand navigation menu.

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

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



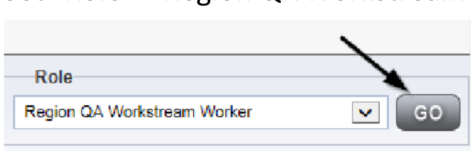
10. When finished, Select **File > Save and Close New Participant**



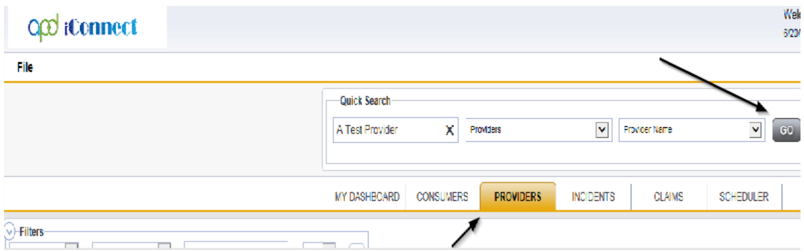
As Needed: Reschedule Site Visit Appointment

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

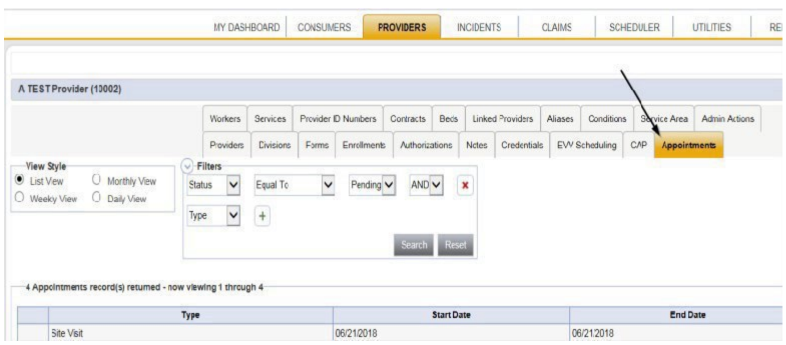
1. Set "Role" = Region QA Workstream Worker then click **Go.**



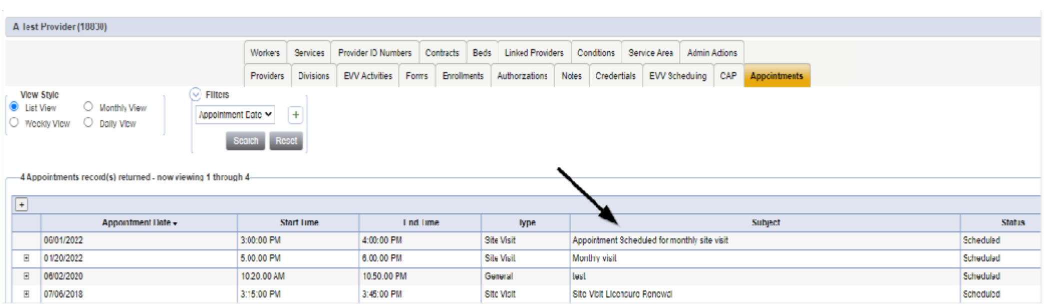
2. Navigate to the **Providers** chapter and enter the Provider's Licensed Facility home name in the Quick Search filter and click go.



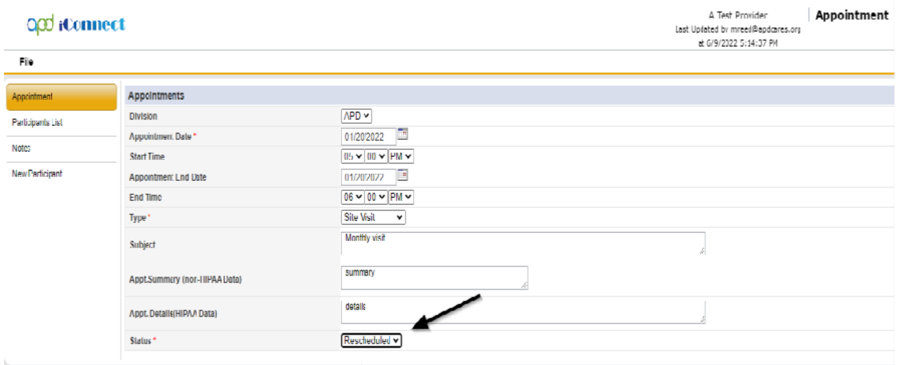
3. The Provider's record will display. Navigate to the **Providers > Appointments** tab.



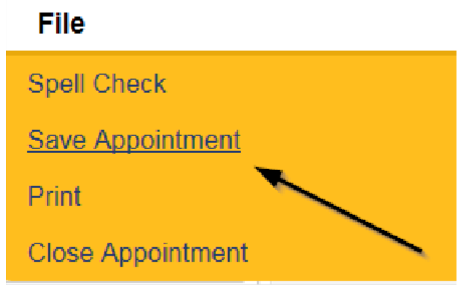
4. Select the appointment record that needs to be updated via the hyperlink in the list view



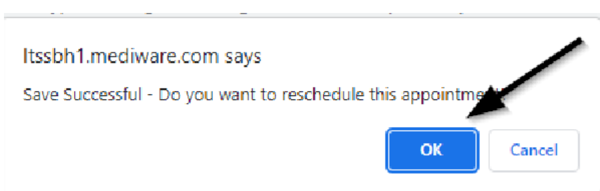
5. Update the following field on the Appointment Details page
    a. "Status" = Update to Rescheduled



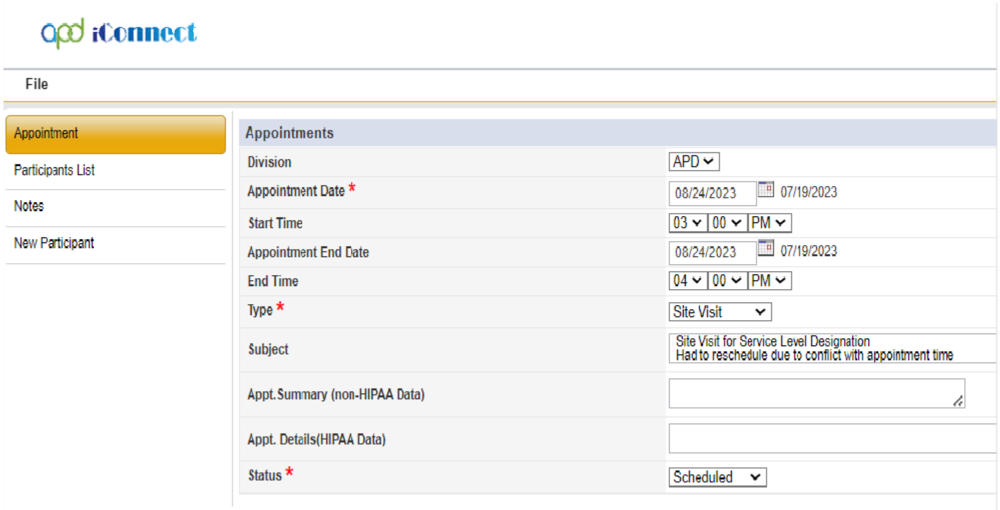
6. When finished select **File > Save Appointment**



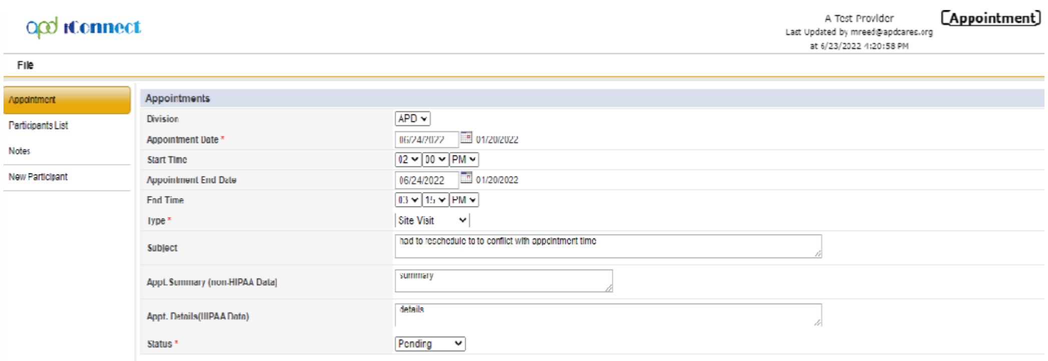
7. A prompt will appear that asks, “Do you want to reschedule this appointment?”



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.



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.



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

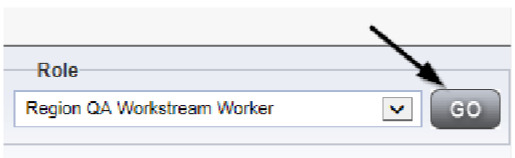
Res. Hab. Client Checklist

Res. Hab. Personnel Record Review

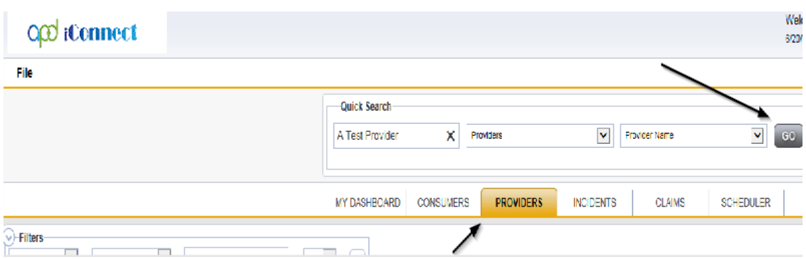
Complete Appointment

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

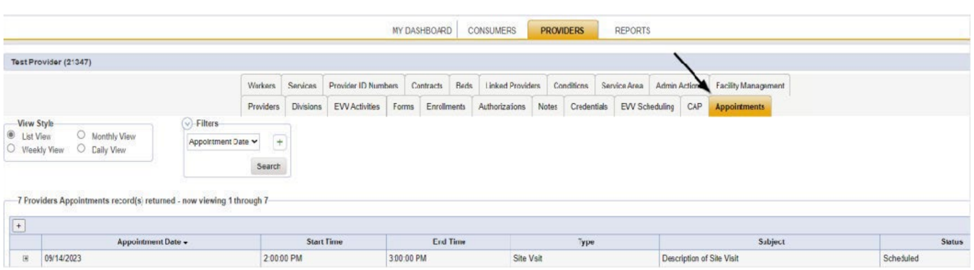
1. Set “Role” = Region QA Workstream Worker then click **Go.**



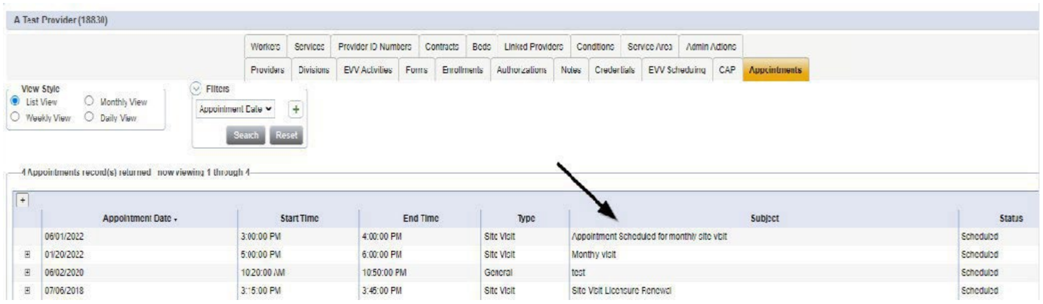
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click go.



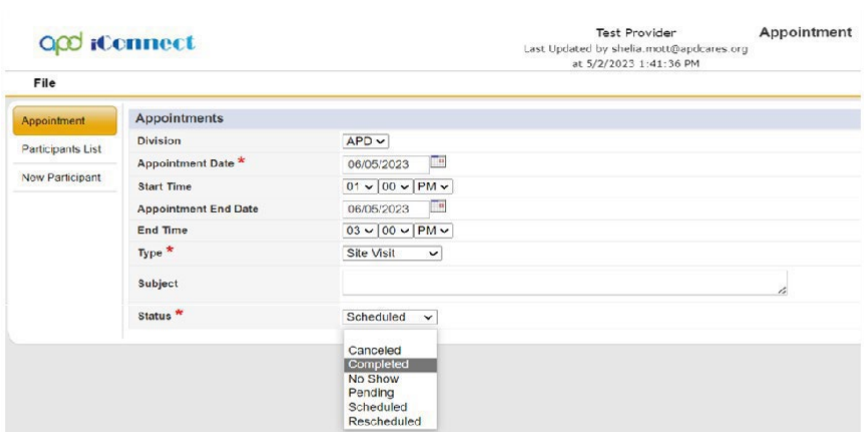
3. The Provider’s record will display. Navigate to the **Providers > Appointments** tab.



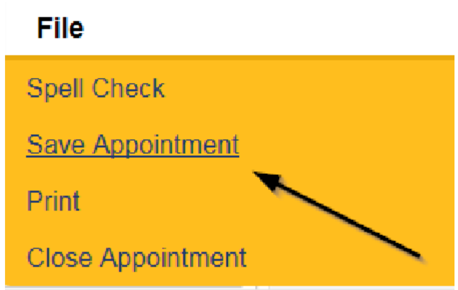
4. Select the appointment record that needs to be updated via the hyperlink in the list view



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.



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

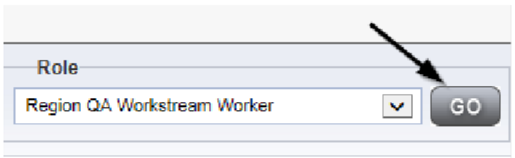


7. From the **File** menu, select **Close Appointment.**

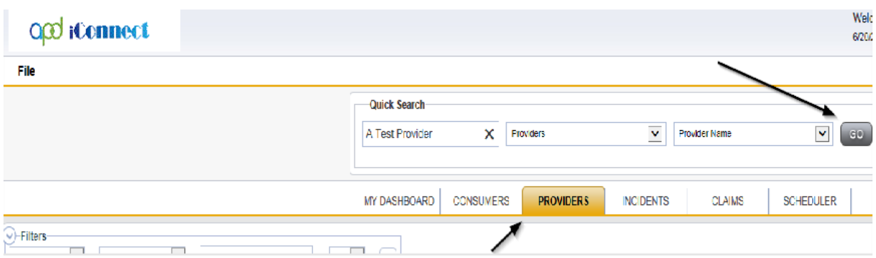
Complete Checklists

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

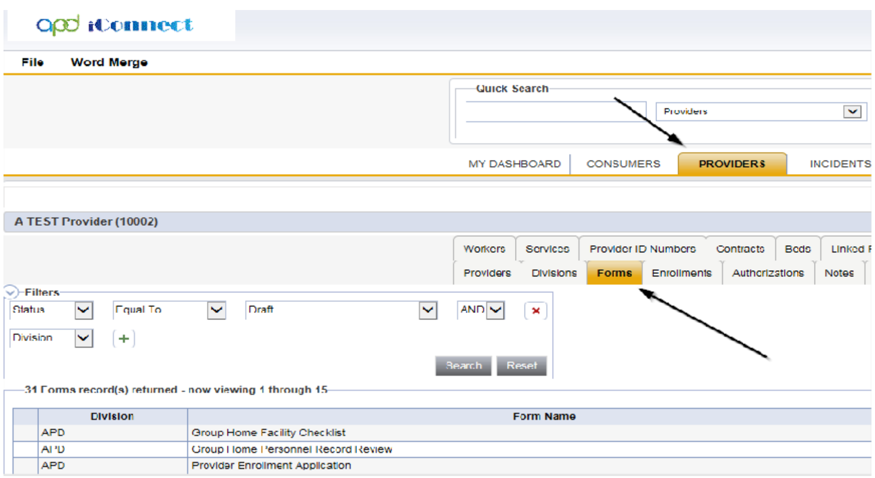
1. Set “Role” = Region QA Workstream Worker then click **Go.**



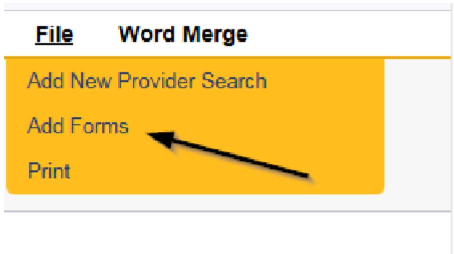
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **Go**.



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

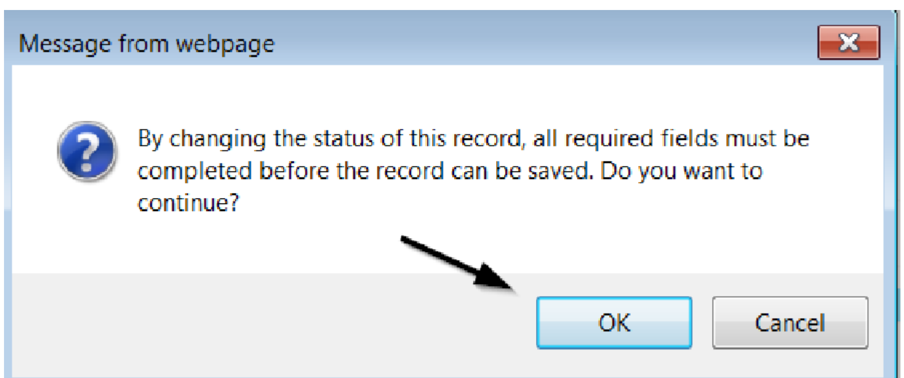


4. Click **File > Add Forms**

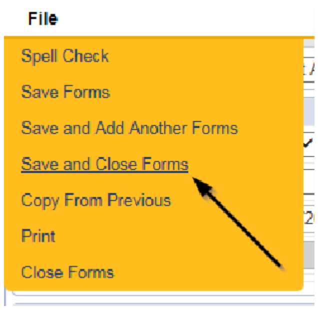


5. Select the appropriate checklist from the drop-down list

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



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

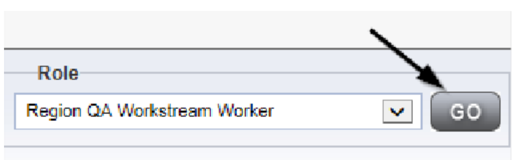


Repeat all steps as necessary for each checklist

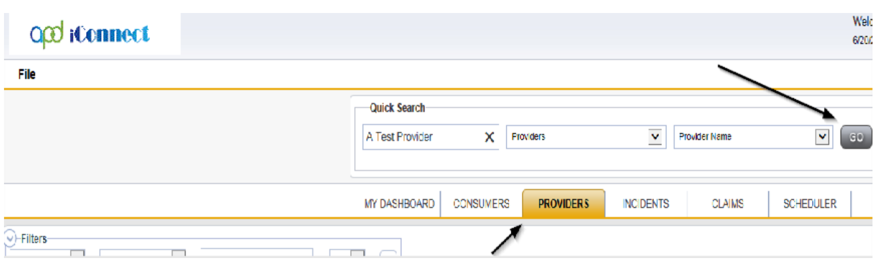
Complete Application Package Checklist

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

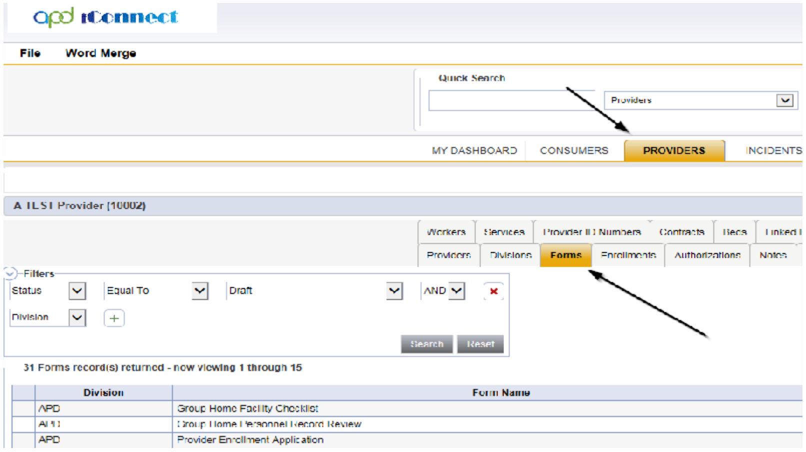
1. Set “Role” = Region QA Workstream Worker then click **Go.**



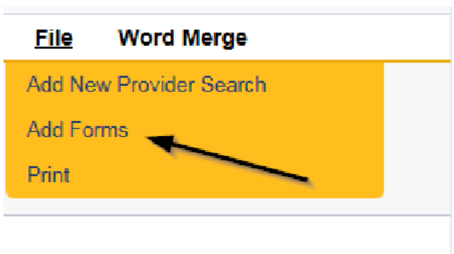
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **GO**



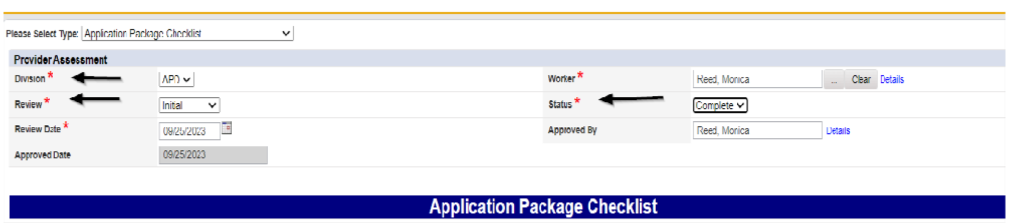
3. Navigate to the **Providers > Forms** tab



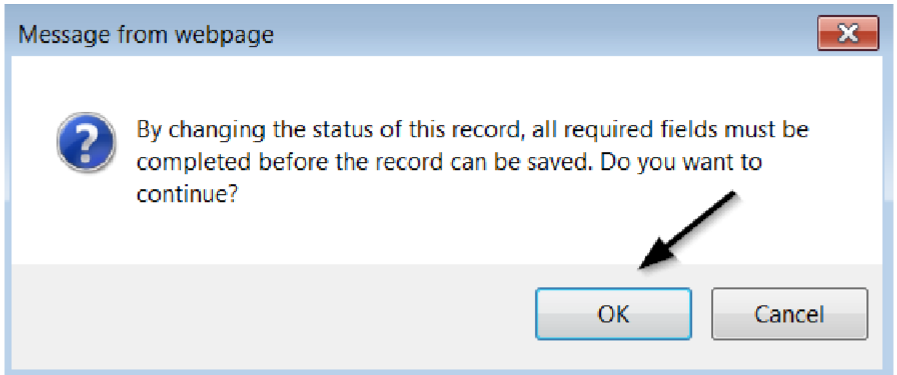
4. Click **File > Add Forms**



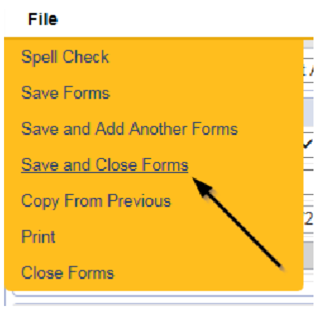
5. Select “Please Select Type” as “Application Package Checklist” from the drop-down list



6. Update the following Header fields:
    a. "Division" = APD
    b. "Review" = Initial
    c. Complete all fields on the Application Package Checklist Form
    d. "Status" = Complete (click **OK** on the pop-up message)



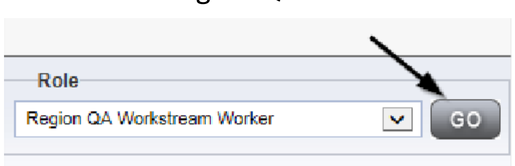
7. When finished, click **File > Save and Close Forms**



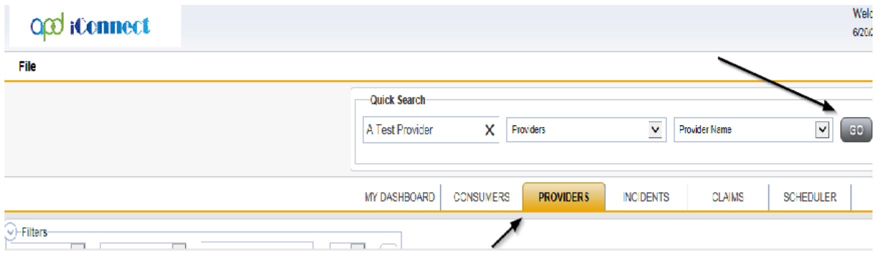
Site Visit No Violations Note

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

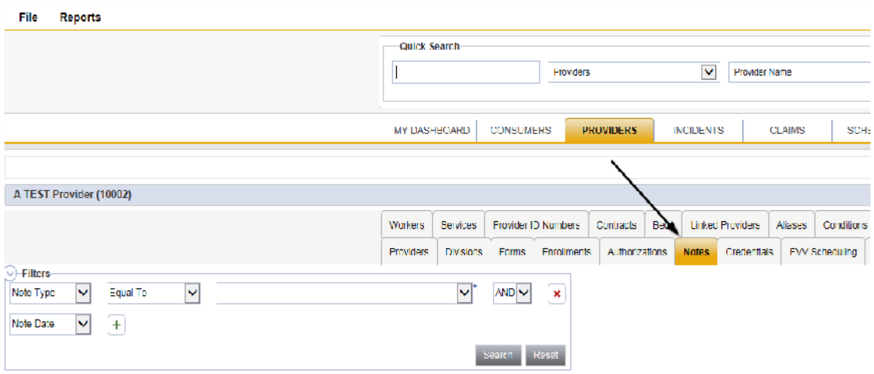
1. Set "Role" = Region QA Workstream Worker then click **Go.**



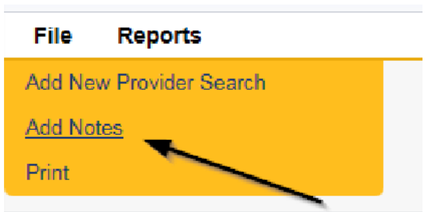
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **GO**



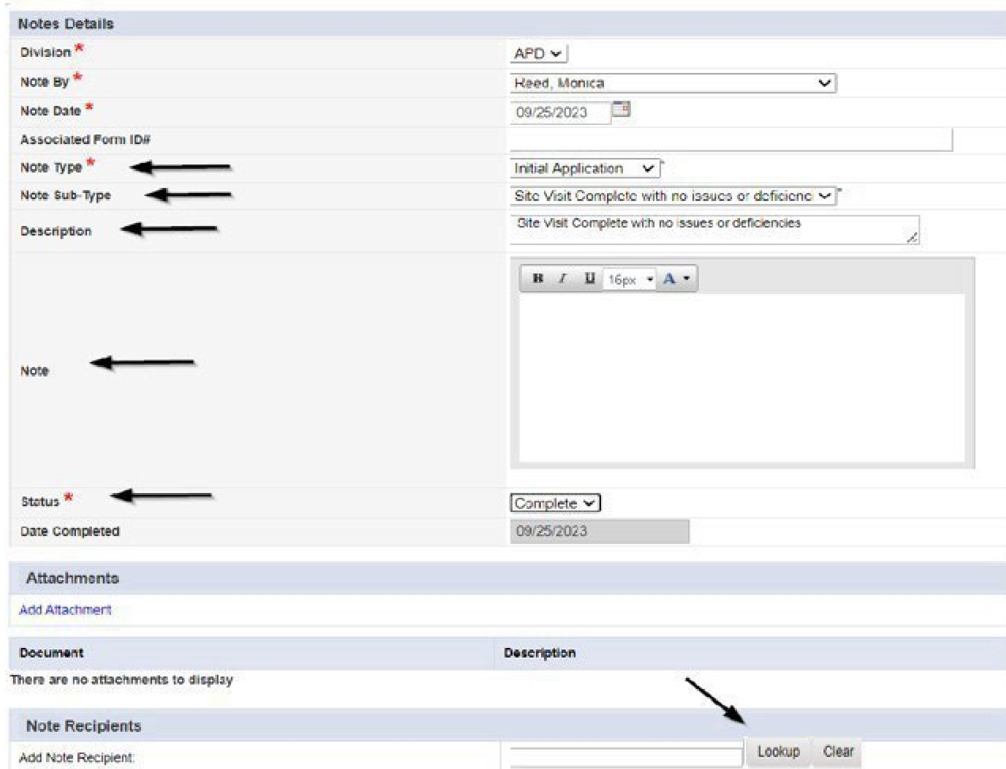
3. The Provider's record will display. Navigate to the **Providers > Notes** tab



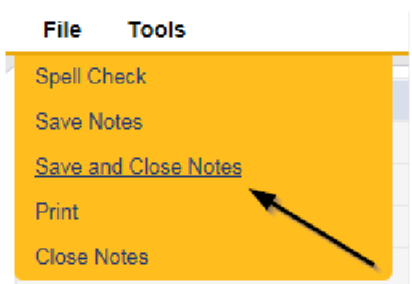
4. Click **File > Add Notes**



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



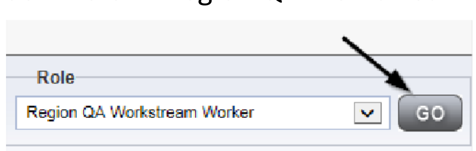
6. When finished click **File > Save and Close Notes**



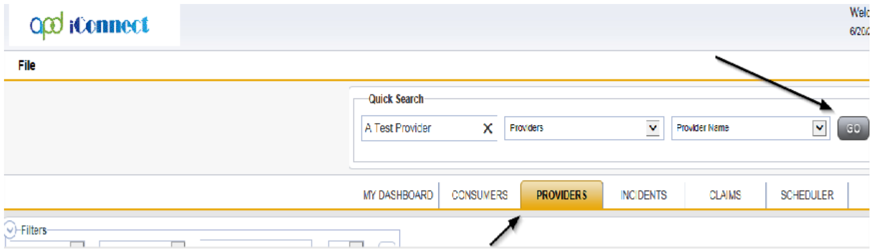
Supervisor Review

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

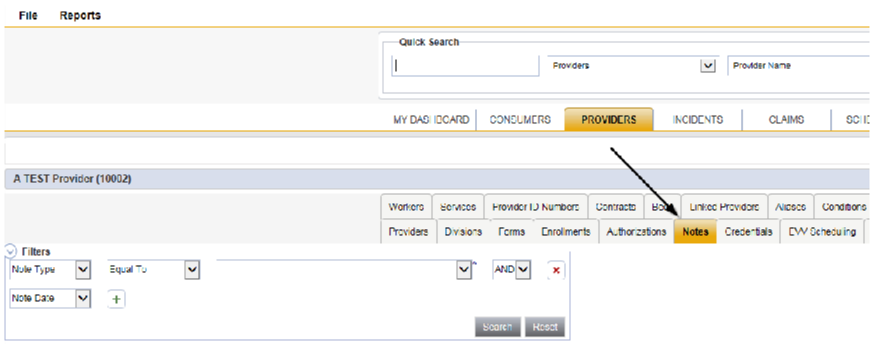
1. Set "Role" = Region QA Workstream Worker then click **Go.**



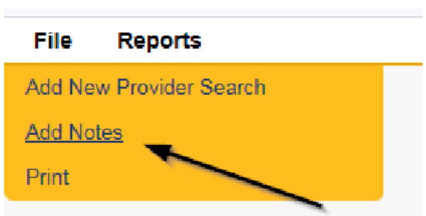
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **GO**



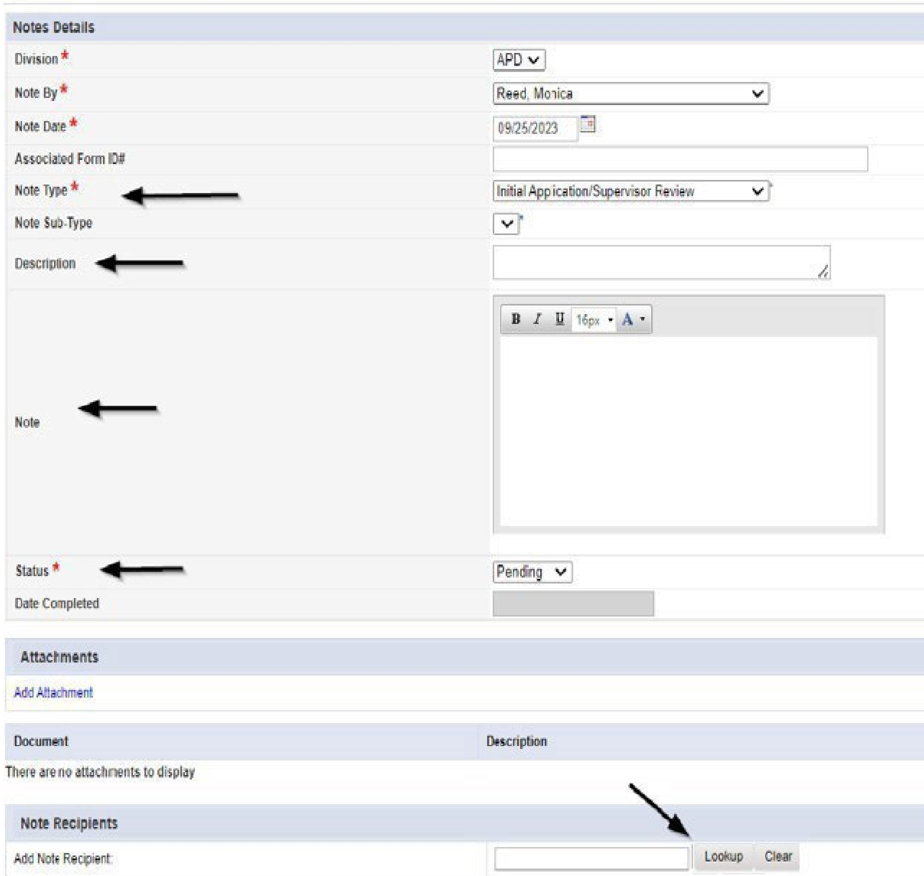
3. The Provider's record will display. Navigate to the **Providers > Notes** tab



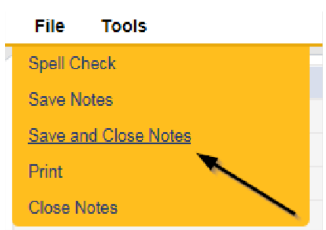
4. Click **File > Add Notes**



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



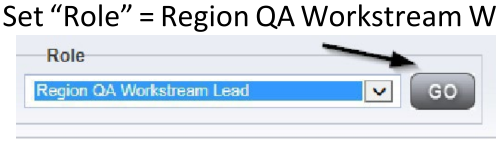
6. When finished click **File > Save and Close Notes**



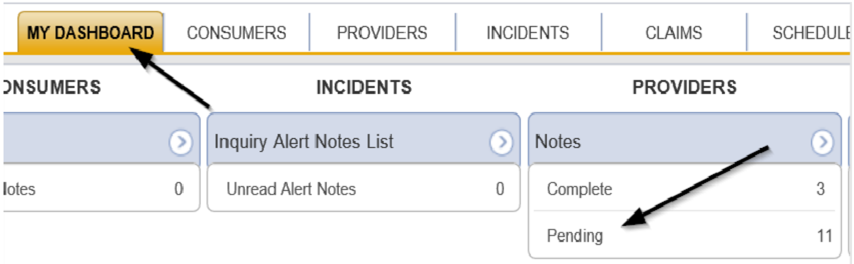
Supervisor Approval

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.

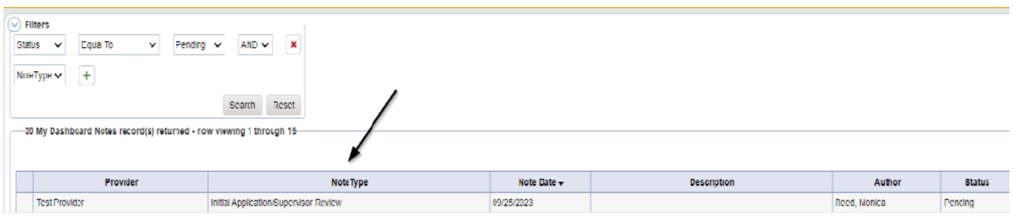
1. Set "Role" = Region QA Workstream Worker/Lead then click **Go.**



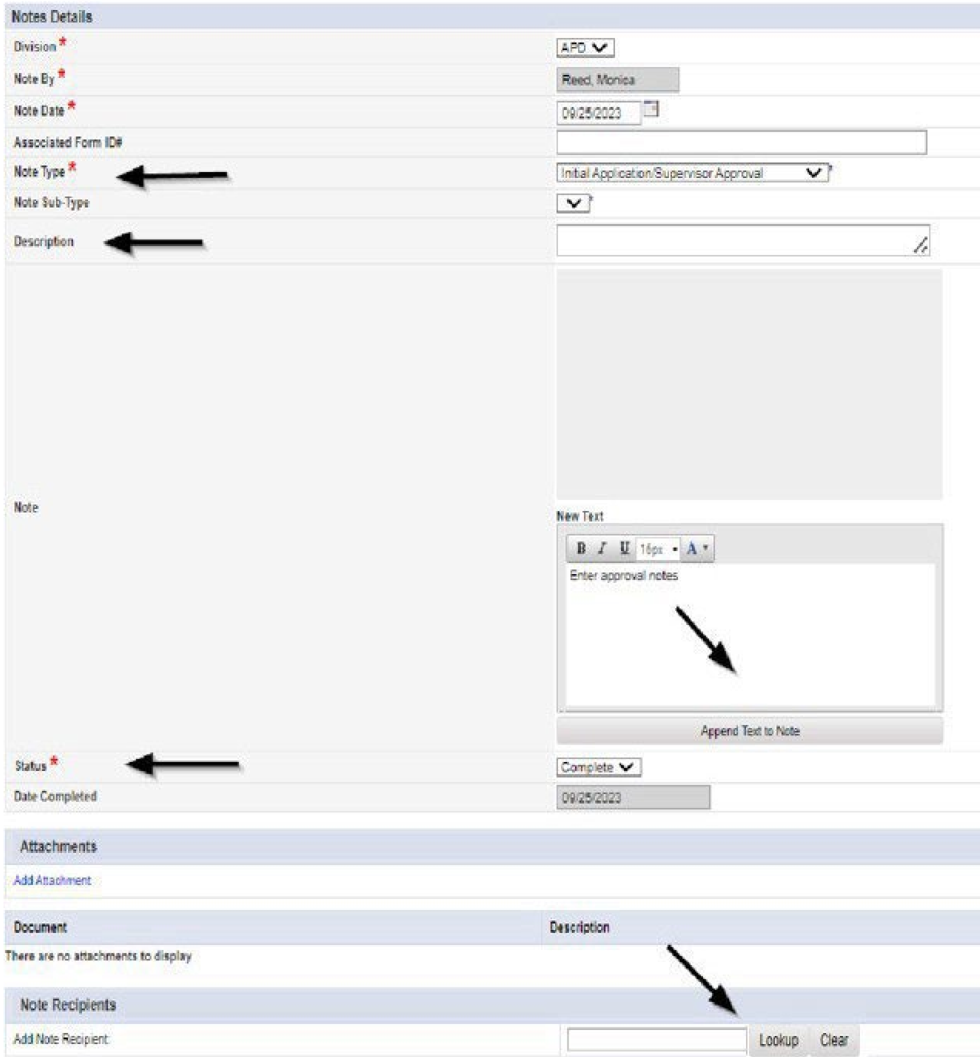
2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



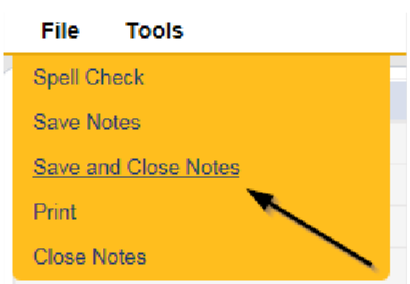
3. Select the **Note Type = Initial Application/Supervisor Review** and select the pending record via the hyperlink.



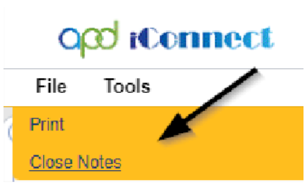
4. In the existing Note record, update the following fields:
   a. "Associated Form ID#" = Enter Form ID# if applicable
   b. "Note Type" = Update to Initial Application/Supervisor Approval
   c. "Description" = Enter description
   d. "Note" = Enter Notes
   e. "Status" = Update to Complete
   f. Click 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.



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



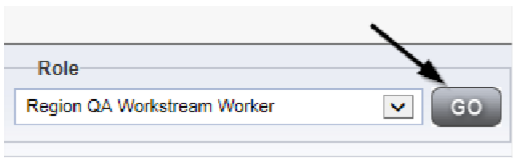
6. Select **File > Close Notes**



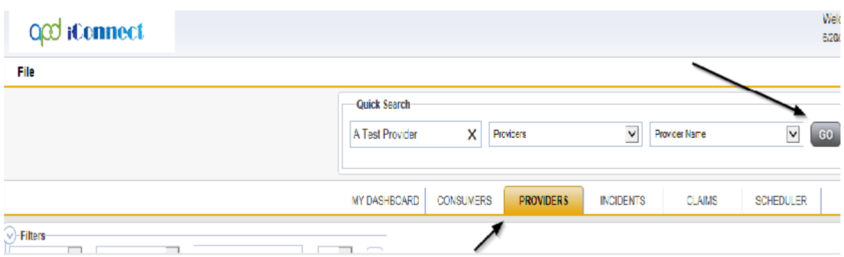
UPDATED: Edit License Information

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.

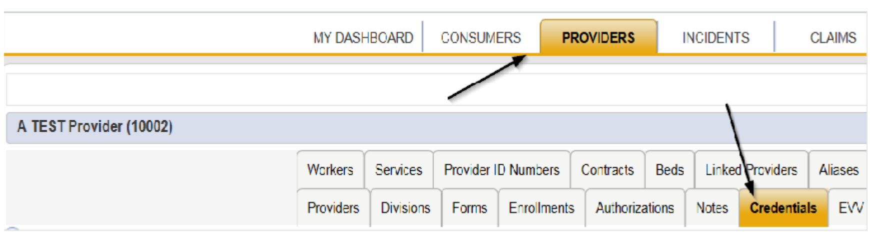
1. Set “Role” = Region QA Workstream Worker then click **Go.**



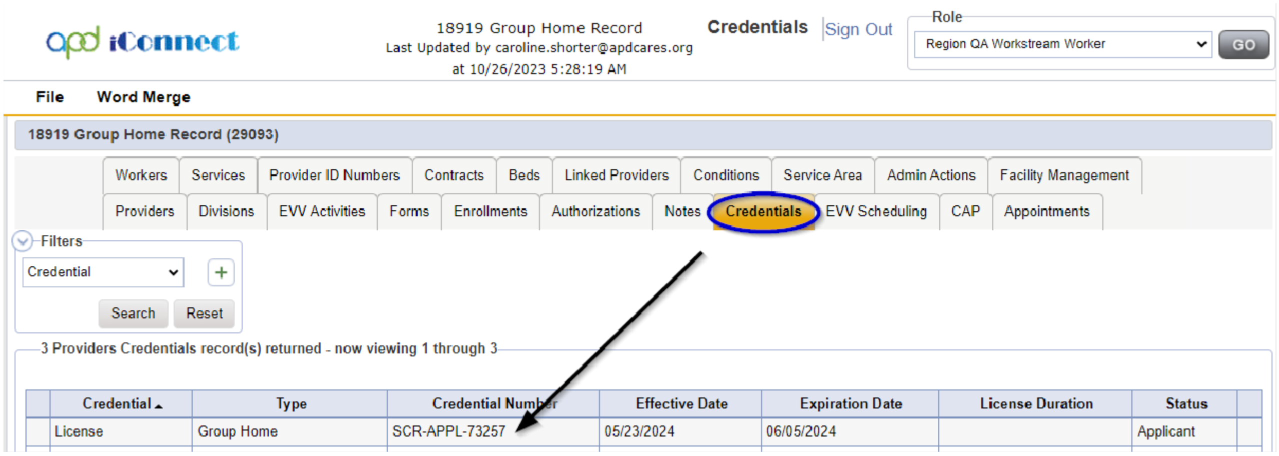
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **Go**.



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



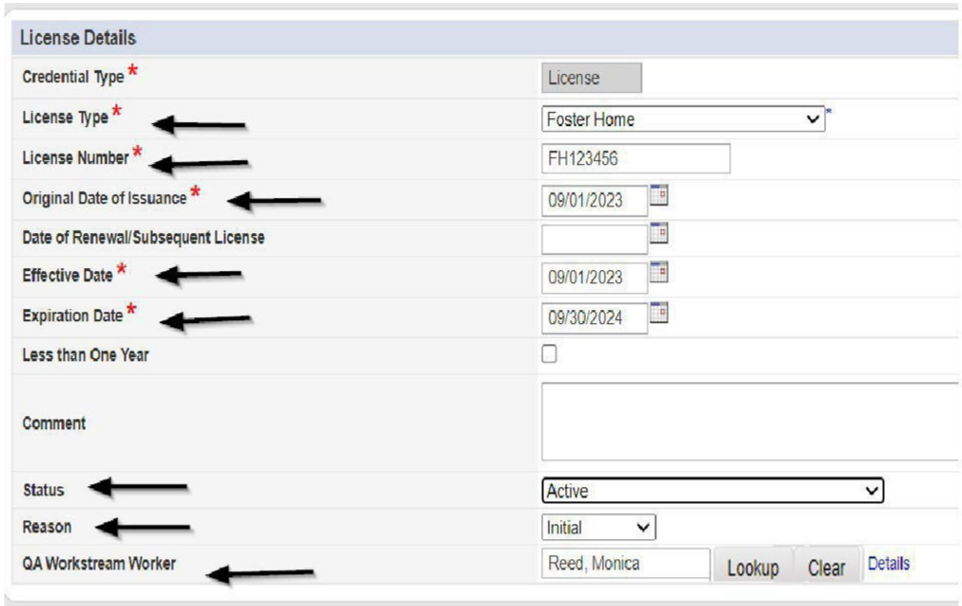
4. Select the Applicant License Record.



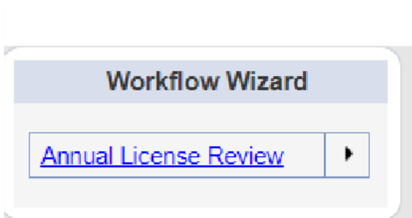
5. Update the following fields:
    a. "License Type" = select as appropriate
        i. Foster Home
        ii. Group Home
    b. License Number = Enter information – *Please note that each region has their own system for assigning license numbers*

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



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.



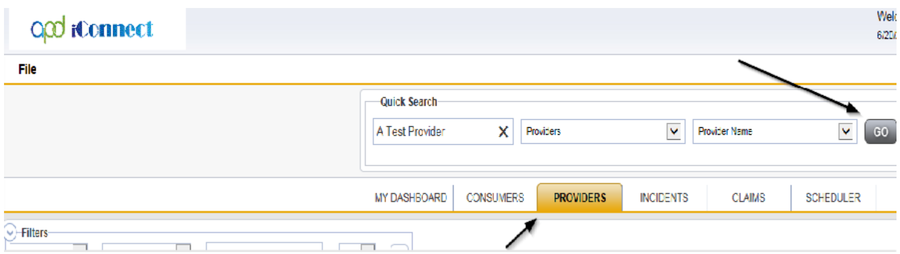
   a. Tickler - “Annual License Review”
   b. Assigned to Self
   c. Due on the ***90th*** calendar day before the License expiration date for license types of Foster Home and/or Group Home

ROM Review

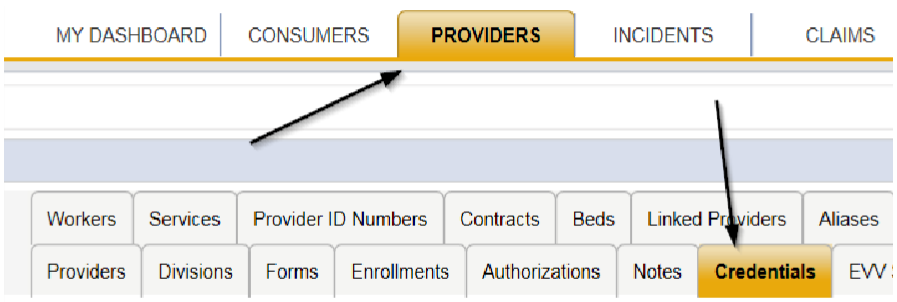
The ROM/Designee will receive notification of the Supervisor Approval or the Supervisor Denial via a note on My Dashboard. The ROM will need to review all checklists and notes. If approving, they will then print out the License Certificate. The Licensing Specialist will have added the license information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

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

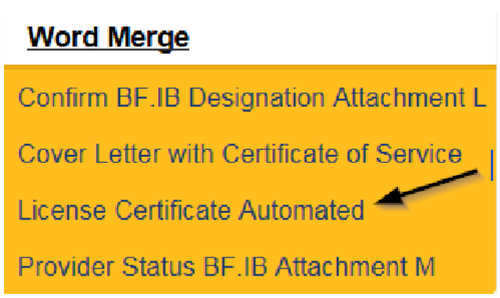
2. Navigate to the **Providers** chapter and enter the Provider’s Facility home name in the Quick Search filter and click **Go**.



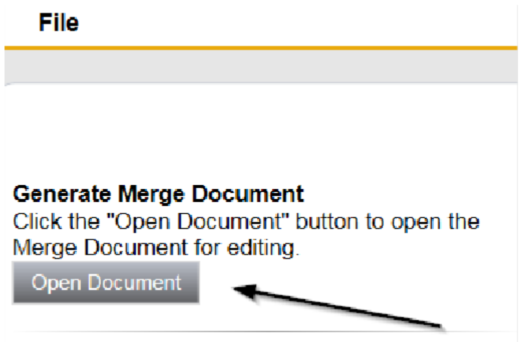
3. The Provider’s record will display. Navigate to the **Providers > Credentials** tab



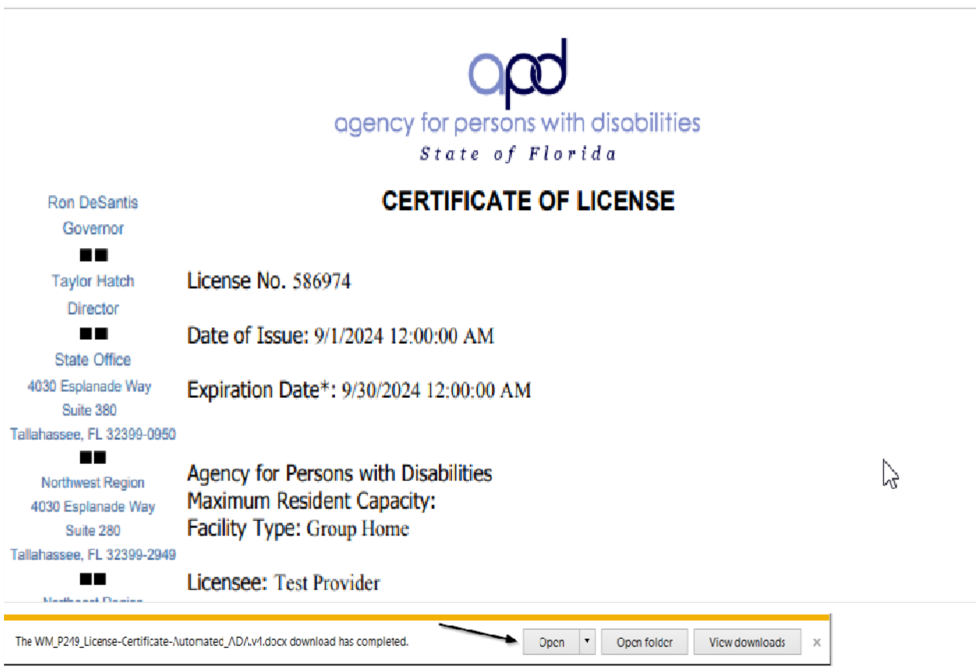
4. Select Word Merge > License Certificate Automated



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



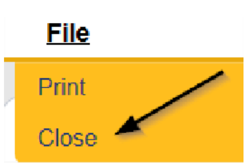
6. Save the Word Merge Document to the device by clicking the **Save** button and then **Open**



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



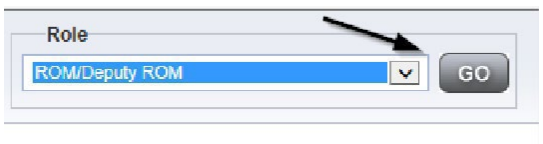
The ROM/Designee will then sign, scan and save the License Certificate to their device.

ROM Approval

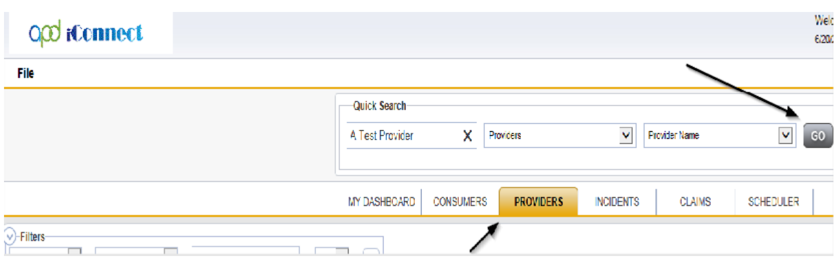
The ROM will attach the hardcopy of the License Certificate into a new note. If additional actions are needed proceed to Further Documentation Required or ROM Denial.

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.

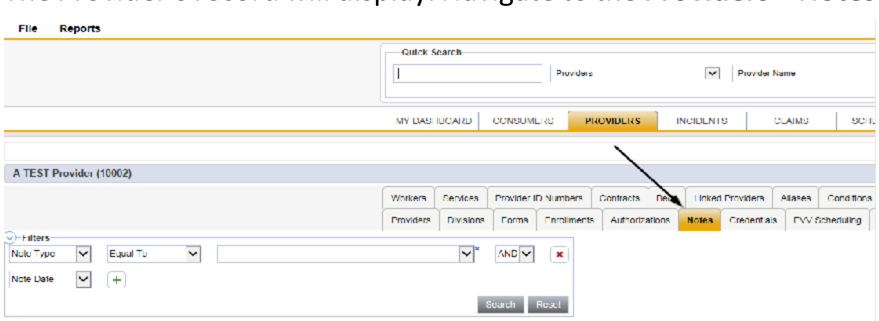
1. Set "Role" = ROM/Deputy ROM then click **Go**



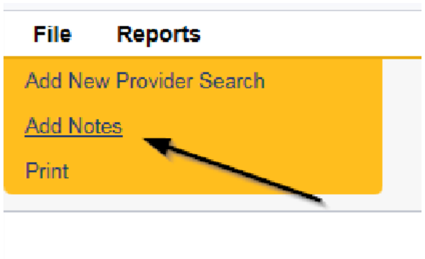
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



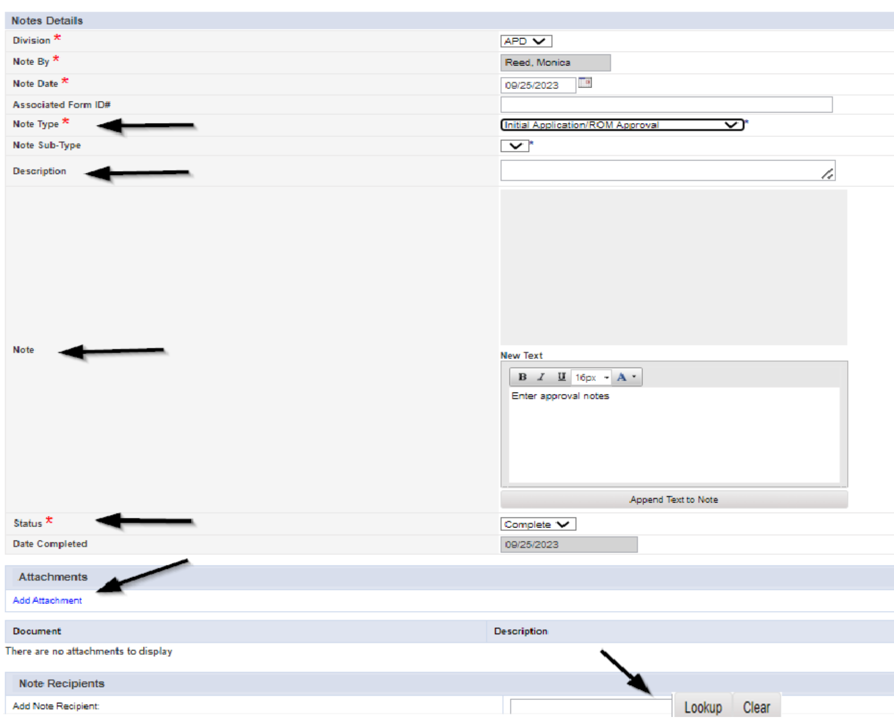
3. The Provider's record will display. Navigate to the **Providers > Notes** tab



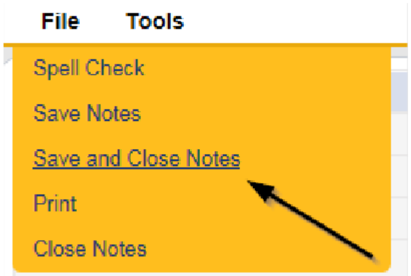
4. Click **File > Add Notes**



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



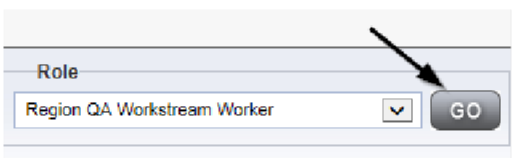
6. When finished click **File > Save and Close Notes**



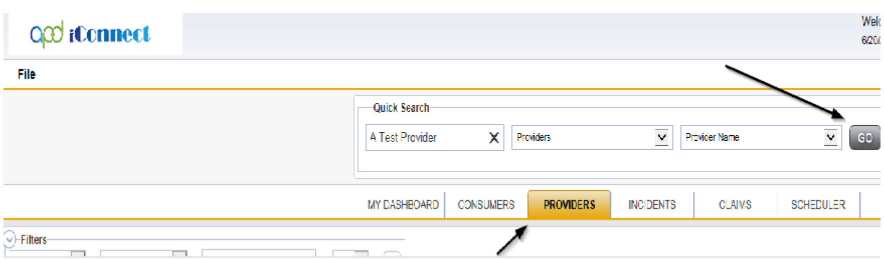
Signed License Certificate Note

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

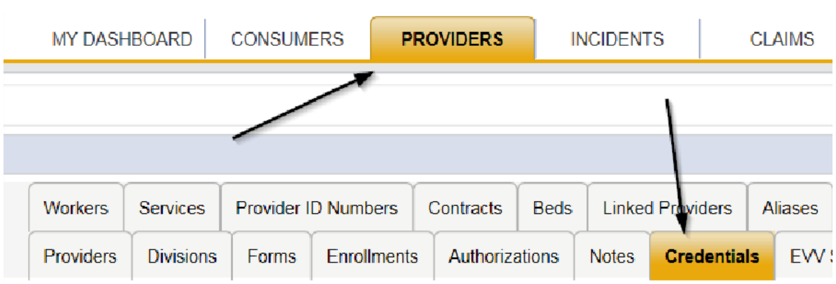
1. Set “Role” = Region QA Workstream Worker then click **Go.**



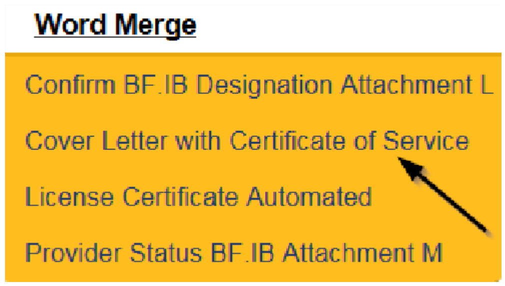
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **Go**.



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

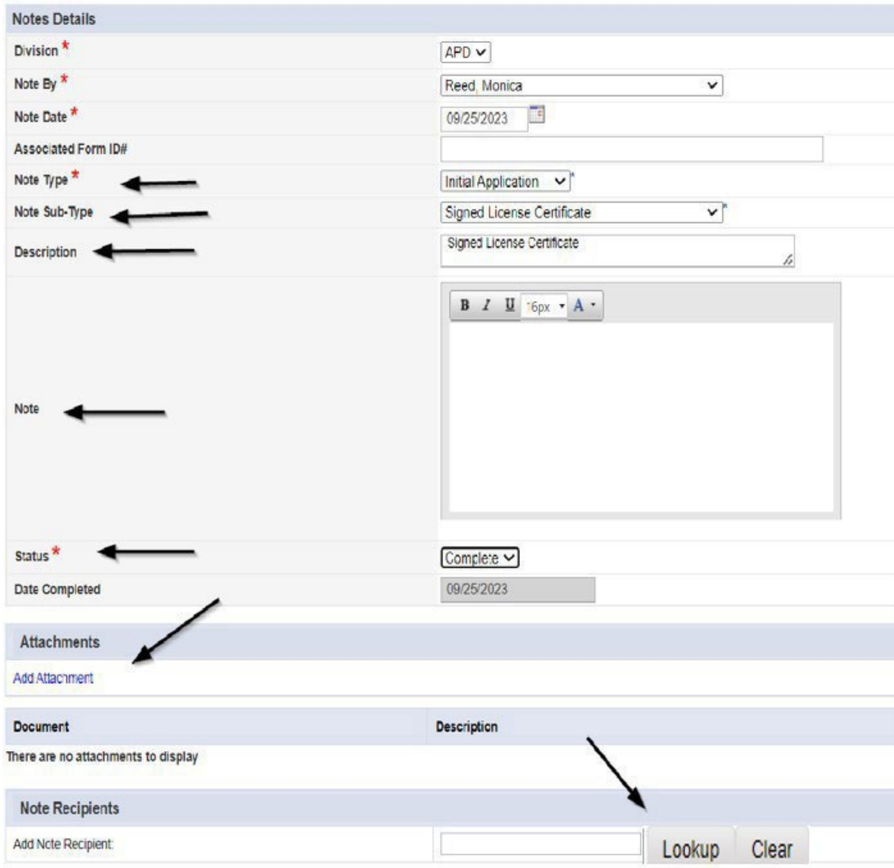


4. Select **Word Merge > Cover Letter with Certificate of Service**

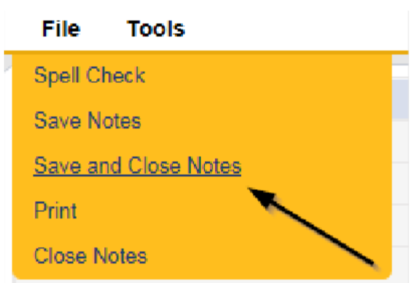


5. When finished, Click **File > Print** to print the updated Word Merge and then **File > Save, File > Close**
6. In iConnect, Click **Upload and Save to Note** after saving the word document

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



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

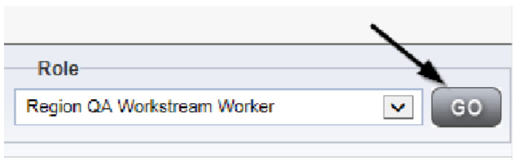


The Licensing Specialist will then mail the hardcopy signed Original License Certificate along with the Cover Letter to the Service Provider.

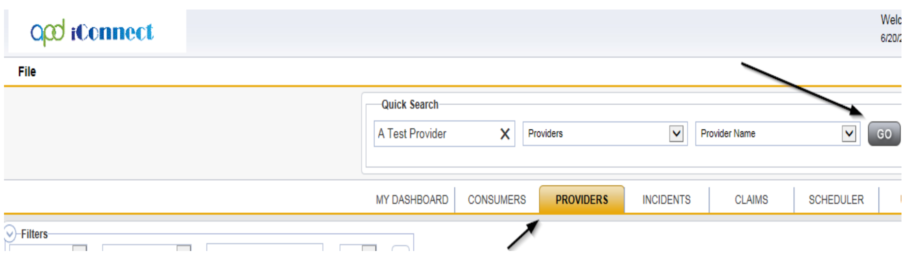
As Needed: Site Visit Violations Note

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

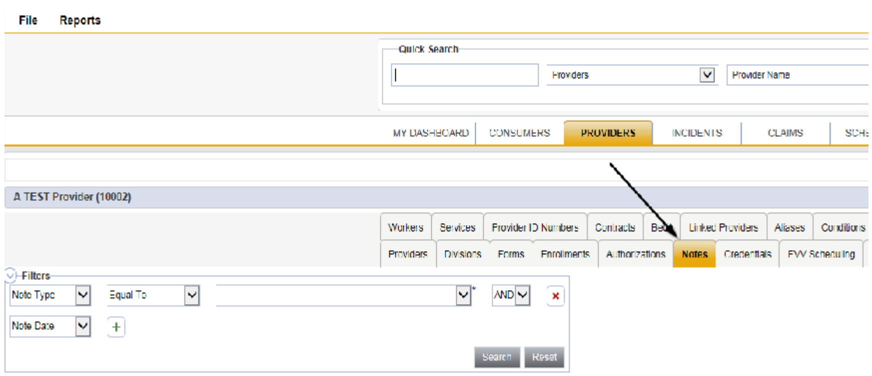
1. Set “Role” = Region QA Workstream Worker then click **Go.**



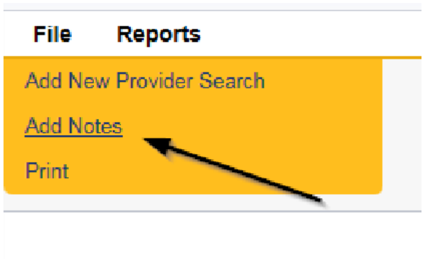
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **GO**



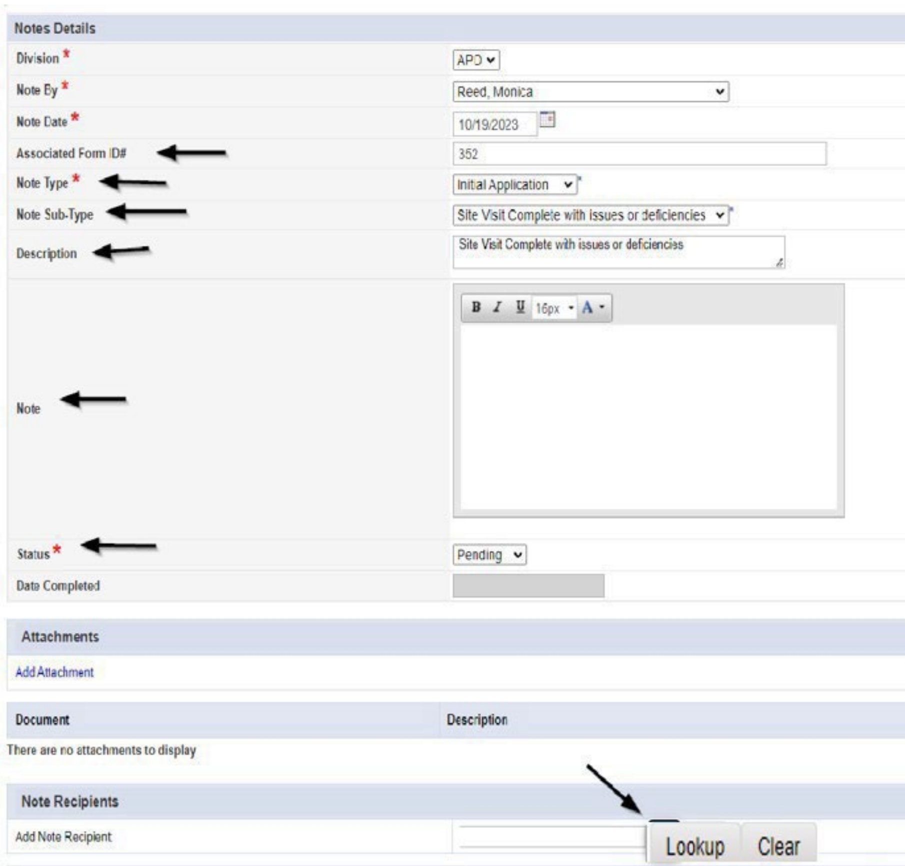
3. The Provider’s record will display. Navigate to the **Providers > Notes** tab



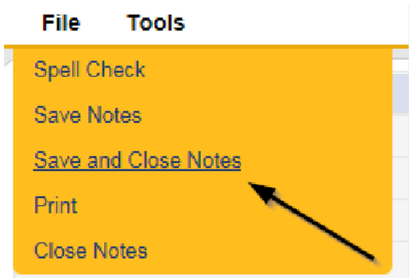
4. Click **File > Add Notes**



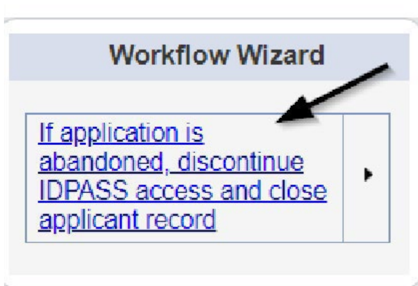
5. In the new Note record, update the following fields:
    a. "Note Type" = Initial Application
    b. "Note Subtype" = Site Visit Complete with issues or deficiencies
    c. "Description" = Site Visit Complete with issues or deficiencies
    d. "Note" = Enter notes for all deficiencies/issues
    e. "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



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



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

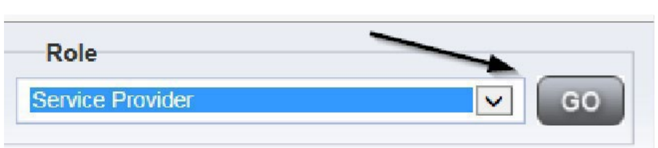


   a. Tickler - "If application is abandoned, discontinue ID PASS access and close applicant record"
   b. Assigned to *Self*
   c. Due in 120 calendar days

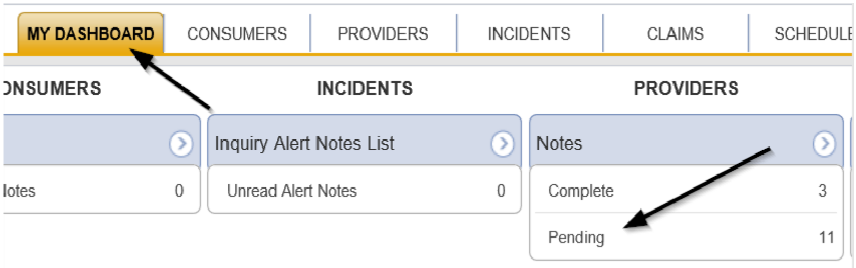
As Needed: Corrective Actions Update

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

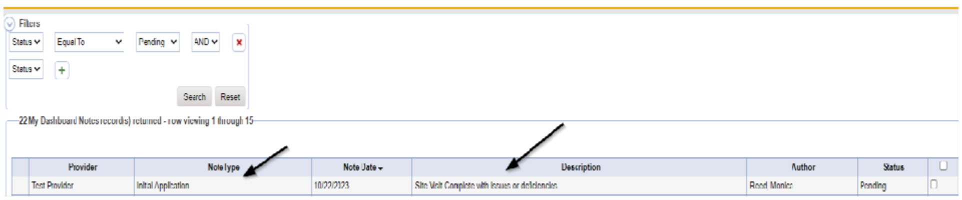
1. Set "Role" = Service Provider then click **Go**



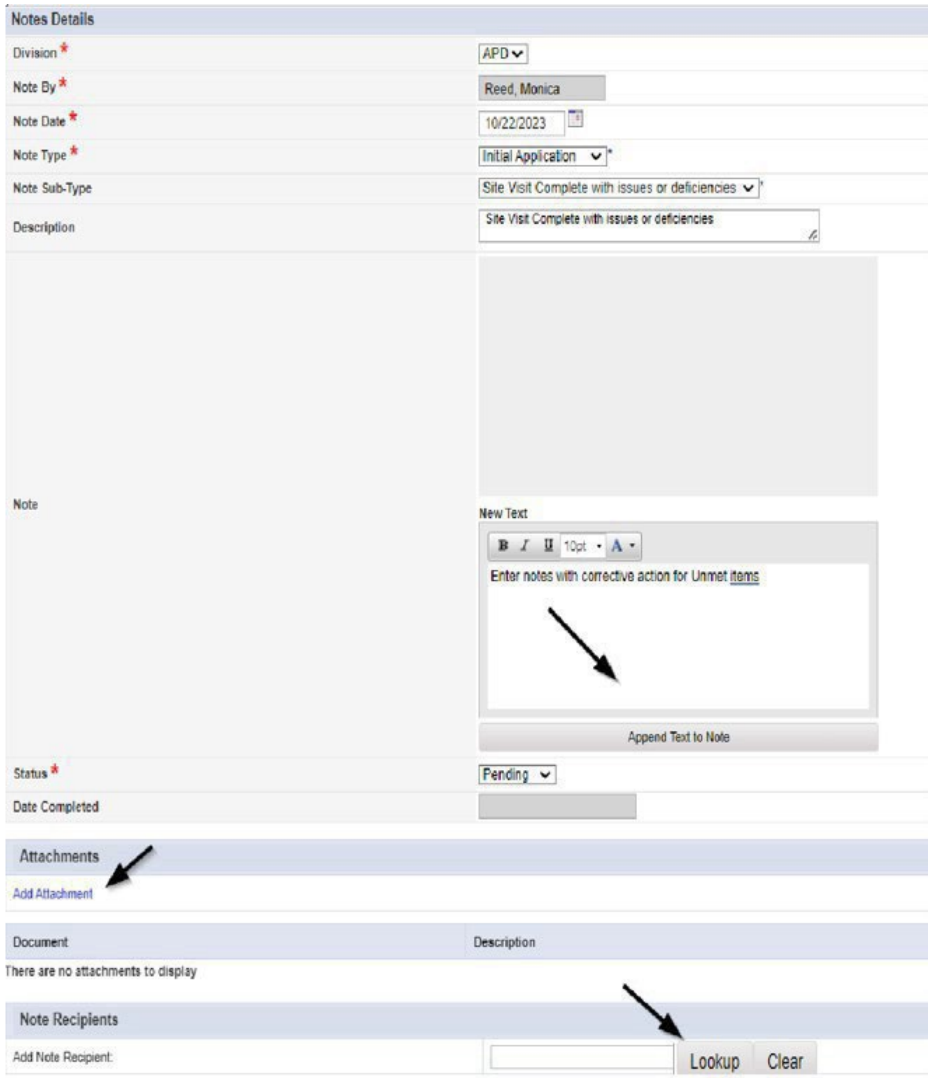
2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



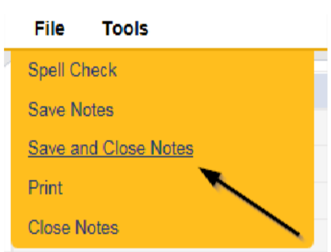
3. Select the **Note Type = Initial Application** with a **Description = Site Visit Complete with issues or deficiencies** and select the pending record via the hyperlink.



4. In the existing Note record, update the following fields:
    a. "Append Text to Note" = Enter notes with corrective action for Unmet items
    b. "Status" = Leave as Pending
    c. Click "Add Attachment" and search for the copy of supporting documents on the user's device (if applicable). Click Upload
    d. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Specialist*(Region QA Workstream Worker) as the Note Recipient
    e. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note



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

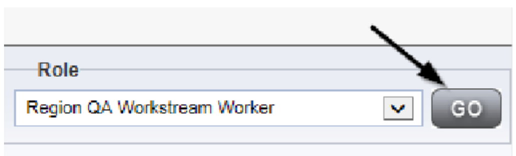


The Licensing Specialist and Service Provider will leave the note in a Pending Status until all issues/deficiencies have been resolved. This process can be repeated multiple times.

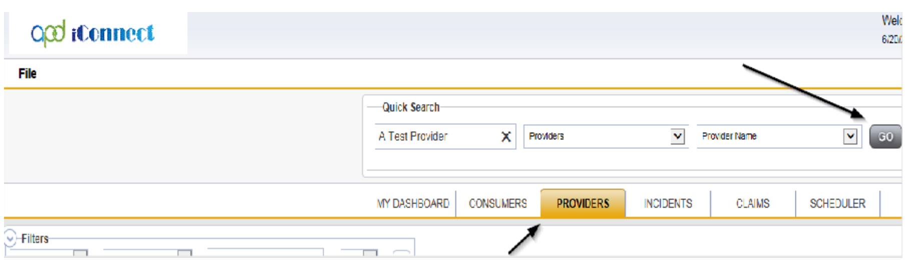
As Needed: Add Appointment for CMS Compliance Site Visit

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

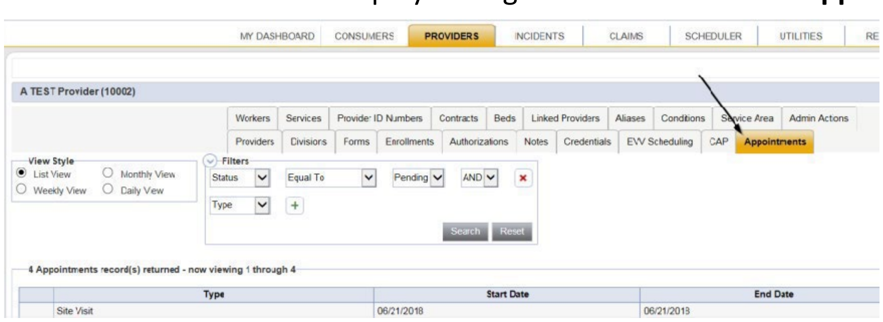
1. Set “Role” = Region QA Workstream Worker then click **Go.**



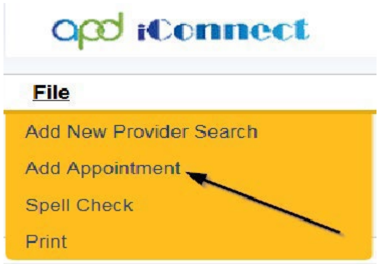
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click go.



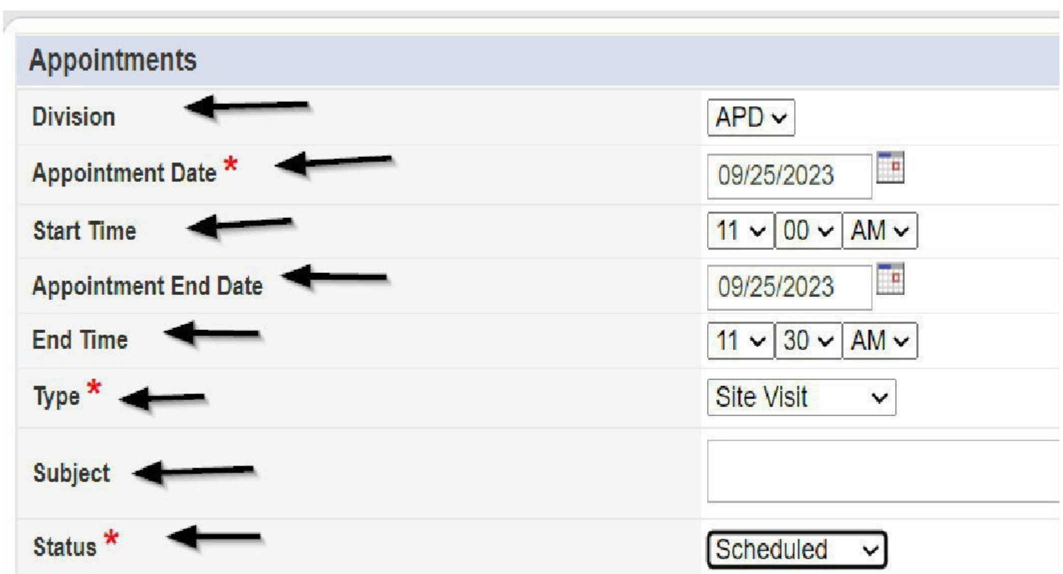
3. The Provider’s record will display. Navigate to the **Providers > Appointments** tab.



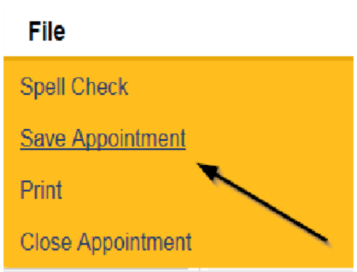
4. Click **File > Add Appointment**



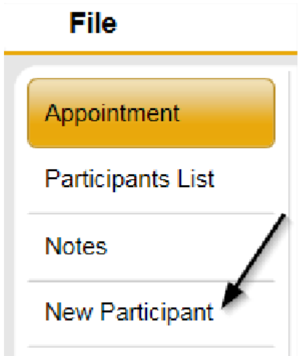
5. Update the following fields on the Appointment Details page
    a. "Division" = APD
    b. "Appointment Start Date" = Update date
    c. "Start Time" = Update time
    d. "Appointment End Date" = Update date
    e. "End Time" = Update time
    f. "Type" = Site Visit
    g. "Description" = Enter description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



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

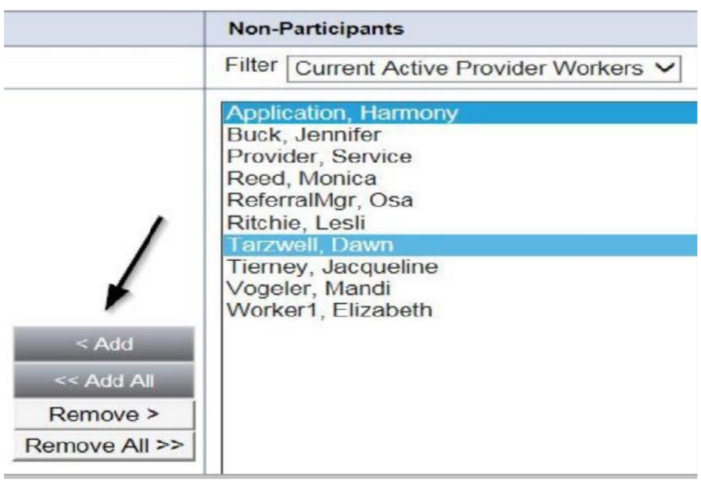


7. Click **New Participant** on the left-hand navigation menu

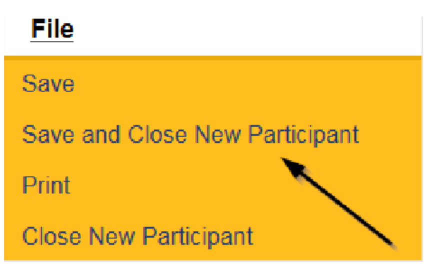


8. Set the **Non-Participants filter** list to the appropriate value in order to select the appointment participants

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



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

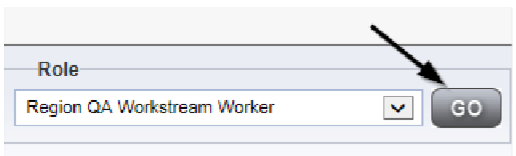


As Needed: CMS Compliance Site Visit Complete Note – No Issues

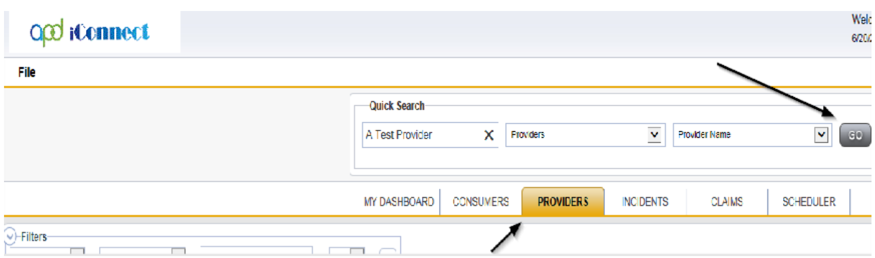
The CMS Compliance Specialist will enter a Site Visit Note when the site visit is complete and update the CMS Compliance License record. They will complete the CMS Residential Monitoring Tool outside of iConnect. It will be attached to this note.

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

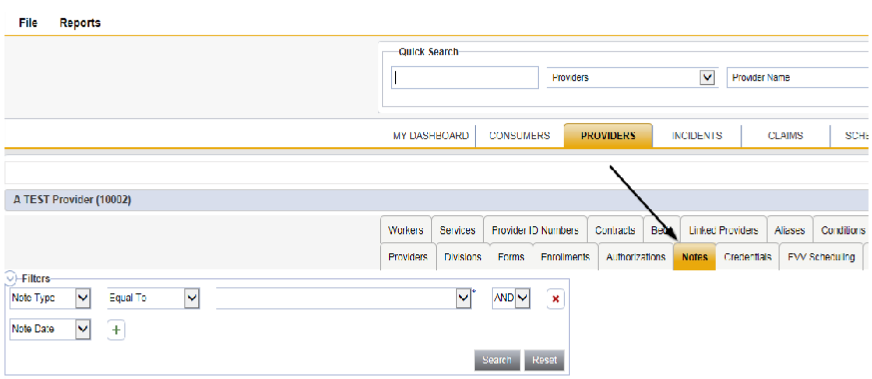
1. Set "Role" = Region QA Workstream Worker then click **Go.**



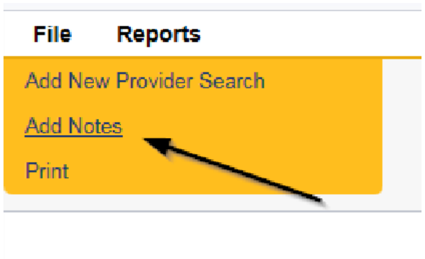
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **GO**



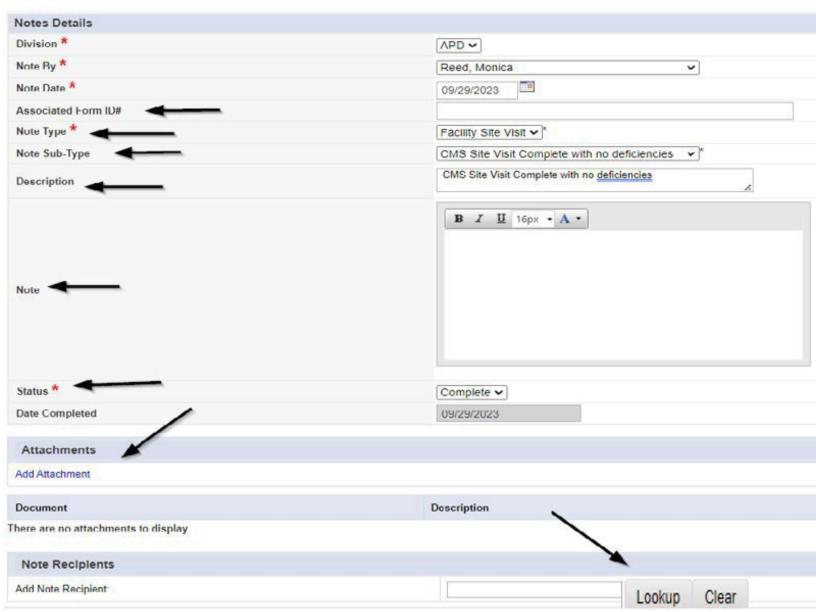
3. The Provider's record will display. Navigate to the **Providers > Notes** tab



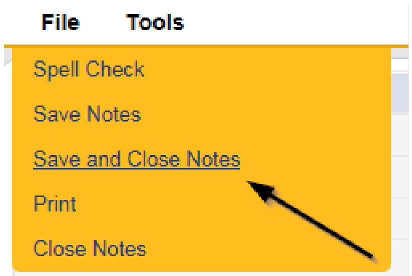
4. Click **File > Add Notes**



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



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



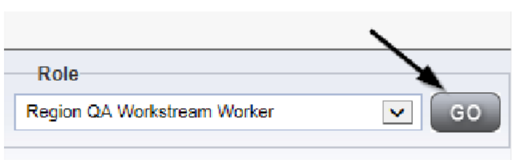
Proceed to Complete Appointment

As Needed: CMS Compliance Site Visit Complete Note – Issues

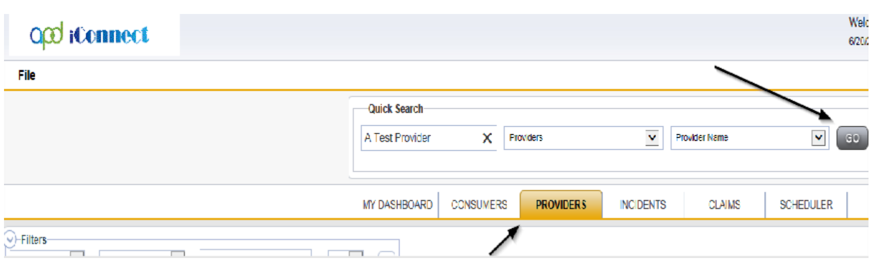
The CMS Compliance Specialist will enter a Site Visit Note when the site visit is complete.

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

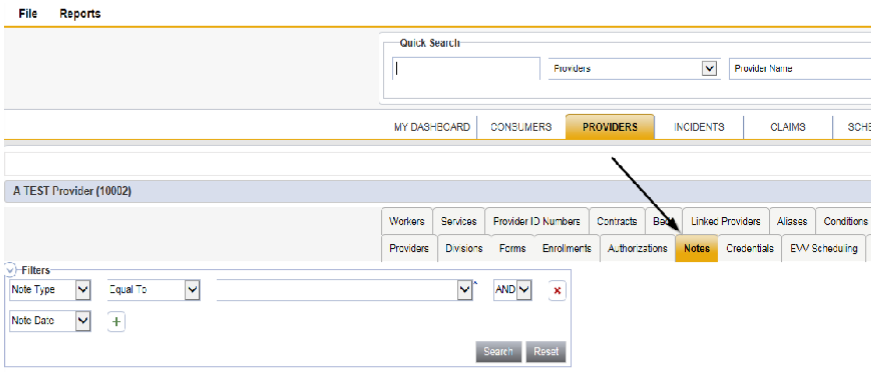
1. Set “Role” = Region QA Workstream Worker then click **Go.**



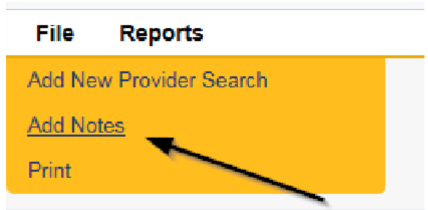
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **GO**



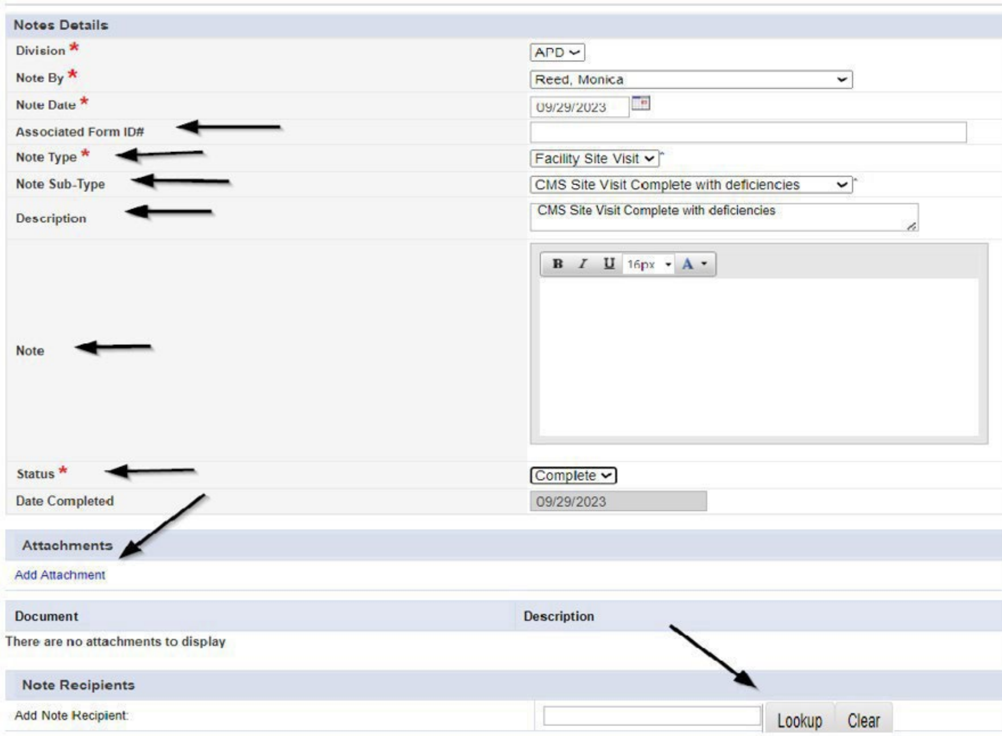
3. The Provider’s record will display. Navigate to the **Providers > Notes** tab



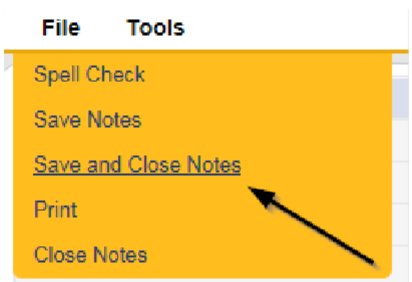
4. Click **File > Add Notes**



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



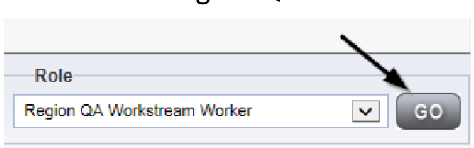
6. When finished click **File > Save and Close Notes**



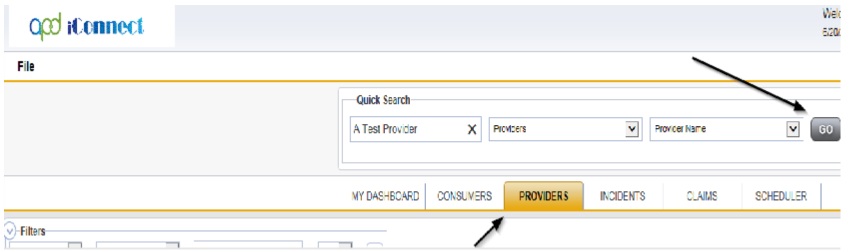
As Needed: Add CMS Compliance License Information

The Licensing Specialist will add the CMS Compliance License Information

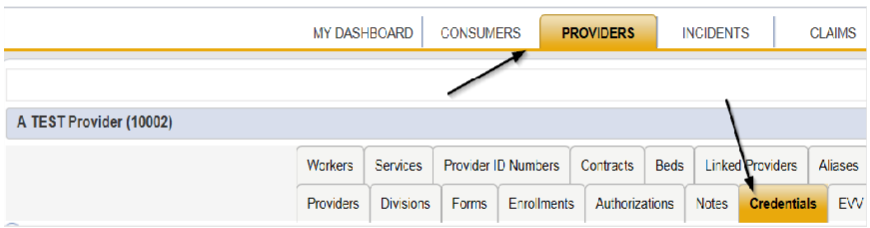
1. Set "Role" = Region QA Workstream Worker then click **Go.**



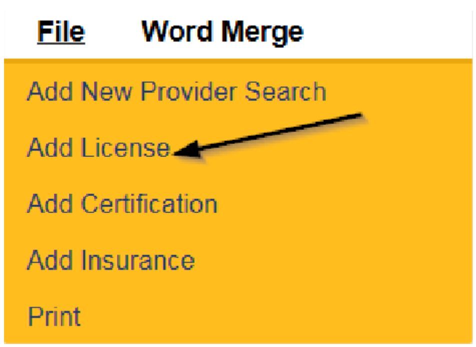
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**.



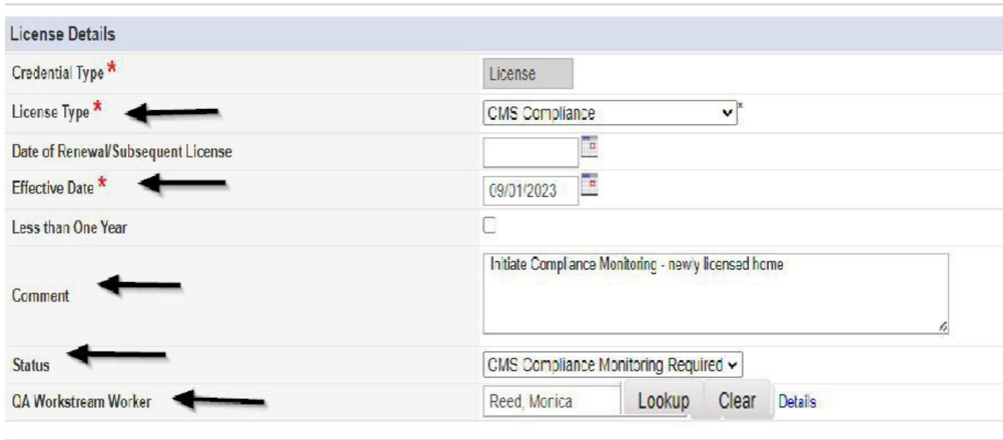
3. The Provider's record will display. Navigate to the **Providers > Credentials** tab



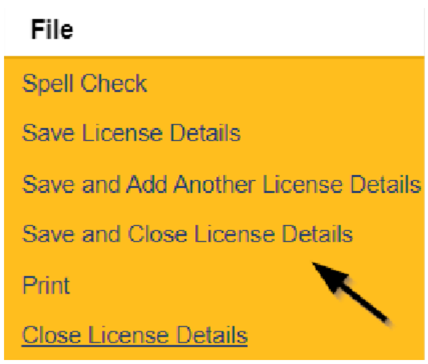
4. Select **File > Add License**



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



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

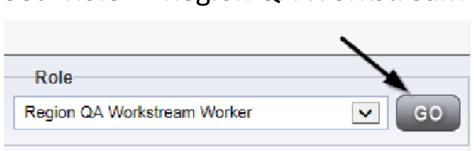


Proceed with Plan of Remediation outside of iConnect

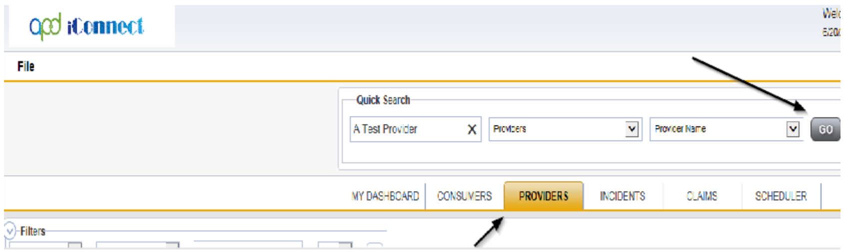
As Needed: Link Child Provider

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

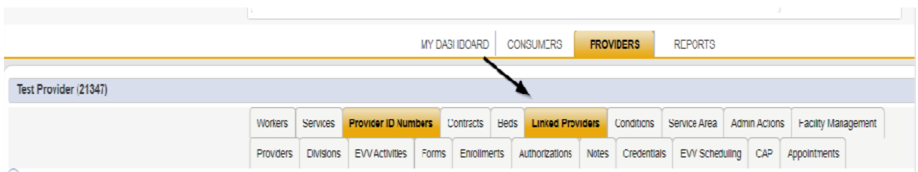
1. Set "Role" = Region QA Workstream Worker then click **Go.**



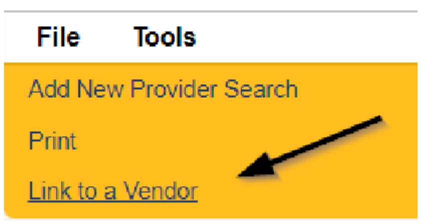
2. Navigate to the **Providers** chapter and enter the *PARENT* Provider's name in the Quick Search filter and click **Go**.



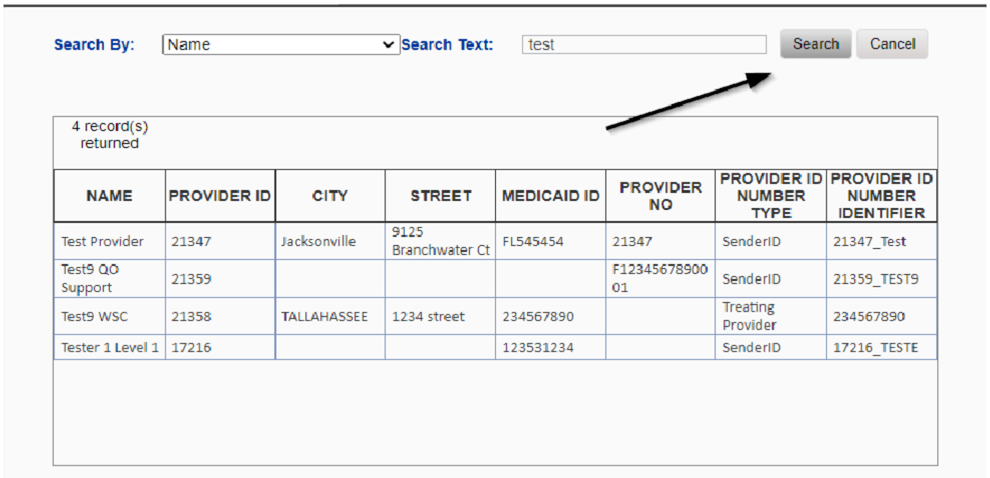
3. Navigate to the **Providers > Linked Providers** tab



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

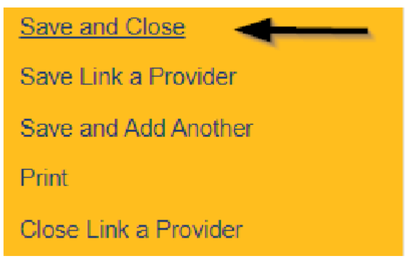


5. Update the following fields:
   e. Relationship = Subsidiary
   f. Linked Provider = Click ellipsis and search for Child Provider record
   g. Start Date = Enter Date

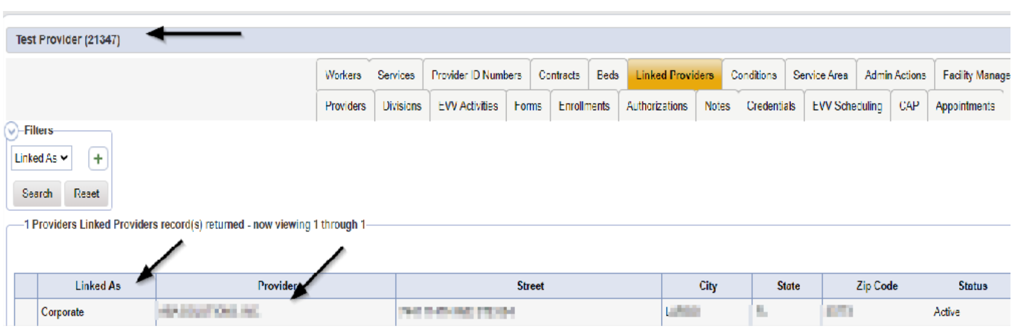


NAME	PROVIDER ID	CITY	STREET	MEDICAID ID	PROVIDER NO	PROVIDER ID NUMBER TYPE	PROVIDER ID NUMBER IDENTIFIER
Test Provider	21347	Jacksonville	9125 Branchwater Ct	FL545454	21347	SenderID	21347_Test
Test9 QO Support	21359				F12345678900 01	SenderID	21359_TEST9
Test9 WSC	21358	TALLAHASSEE	1234 street	234567890		Treating Provider	234567890
Tester 1 Level 1	17216			123531234		SenderID	17216_TESTE

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



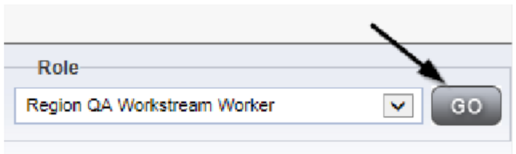
7. Navigate back to the Child record and validate that the Linked Provider tab shows the Corporate Parent record



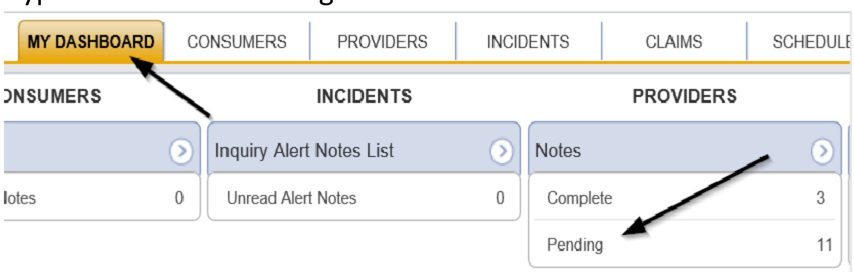
As Needed: Initial Application with Errors

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

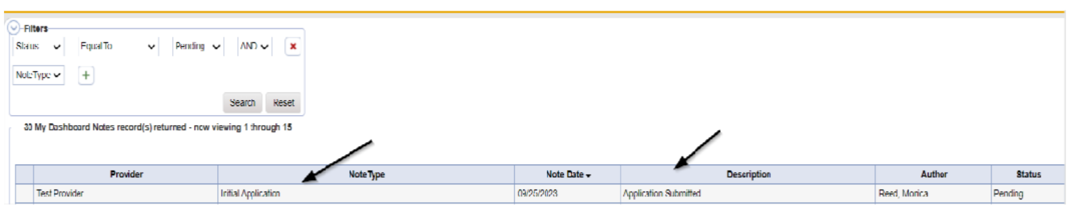
1. Set “Role” = Region QA Workstream Worker then click **Go.**



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.

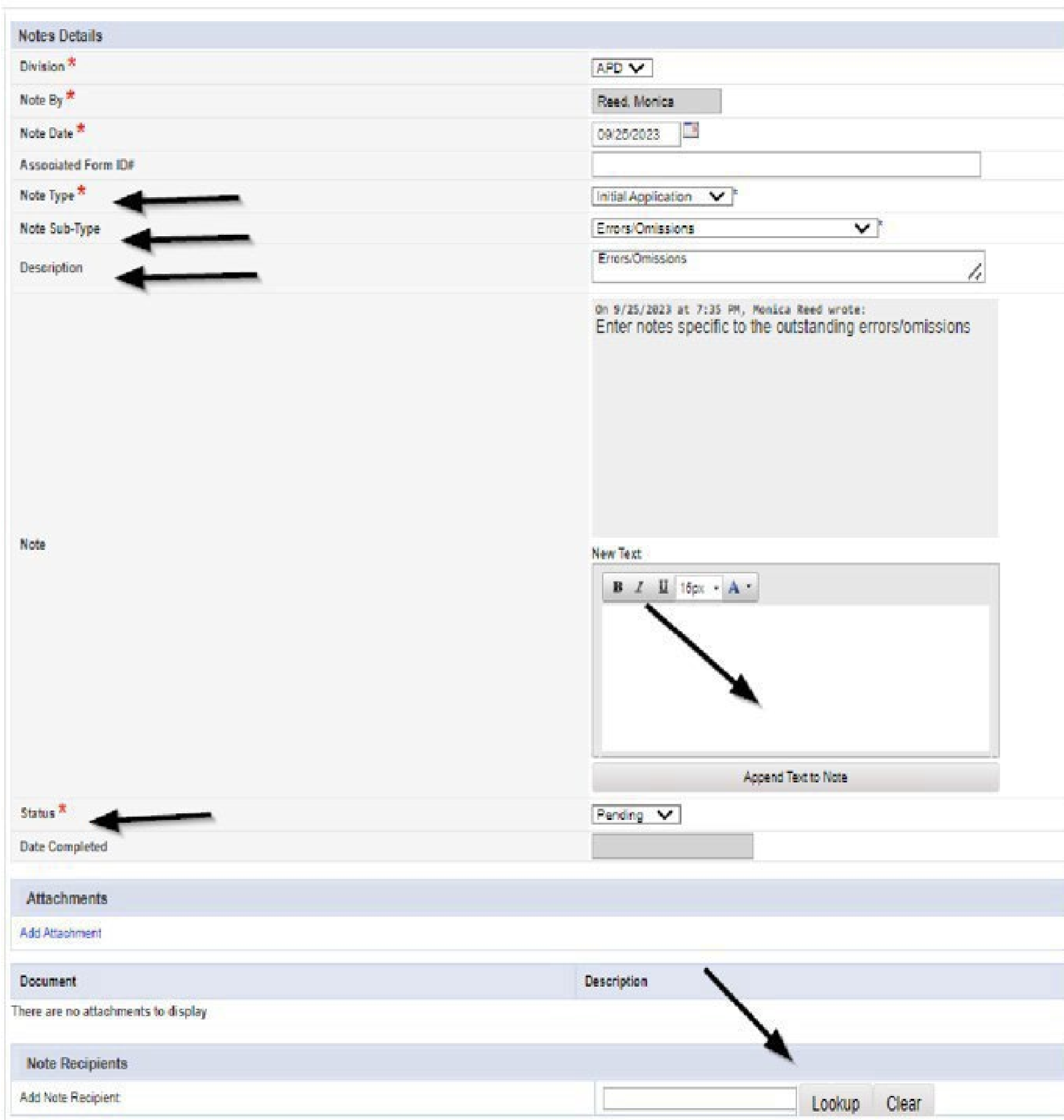


4. In the existing Note record, update the following fields:
   a. "Division" = APD
   b. "Note Type" = Leave as Initial Application
   c. "Note Subtype" = Update to Errors/Omissions
   d. "Description" = Errors/Omissions
   e. "Note" = Enter notes specific to the outstanding errors/omissions
   f. "Status"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

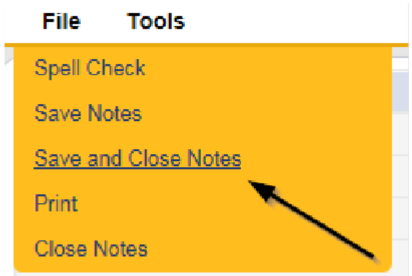
The Service Provider will need to respond with the appropriate documentation if there are errors or omissions and attach it back to this note. ***The Status will be updated to complete by the Licensing Specialist*** when there are NO errors or omissions.

g. Click the Lookup button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient

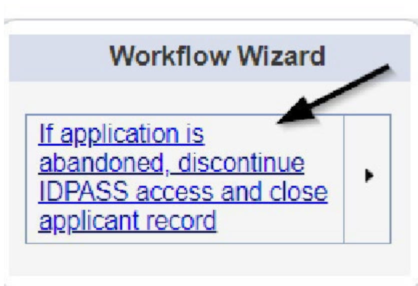
h. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note



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



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

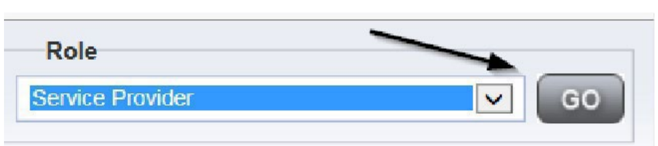


   a. Tickler - "If application is abandoned, discontinue ID PASS access and close applicant record"
   b. Assigned to *Self*
   c. Due in 120 calendar days

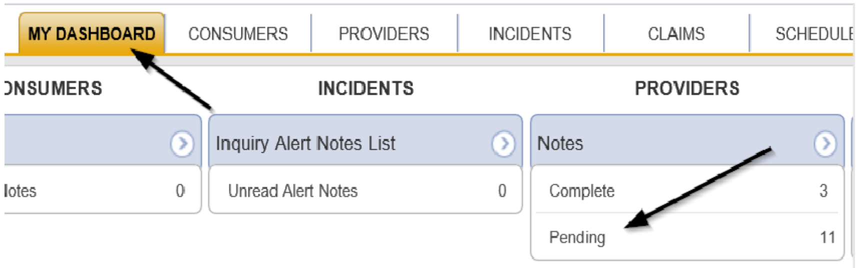
As Needed: Update Application

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

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

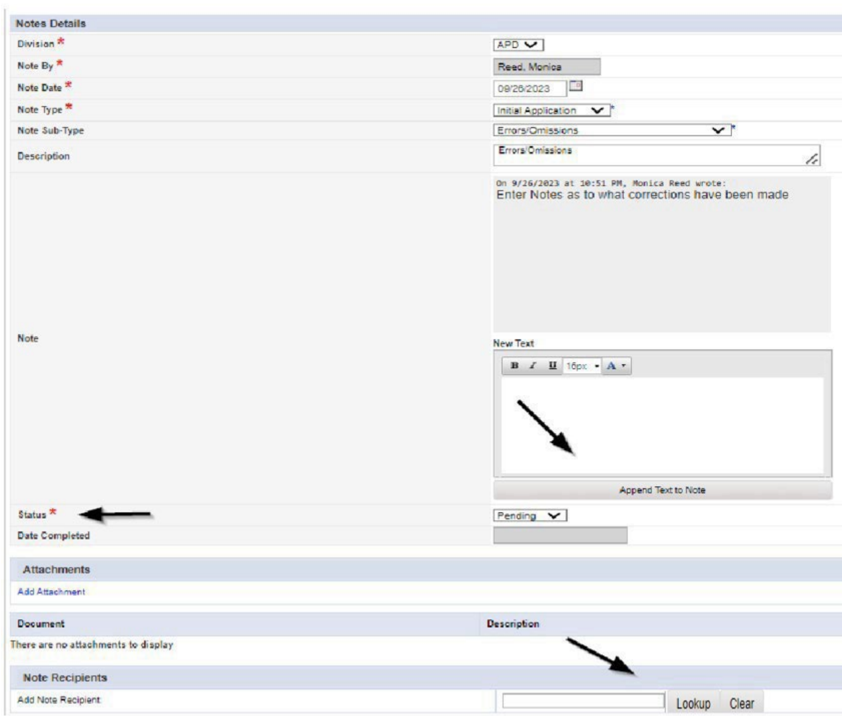


2. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.

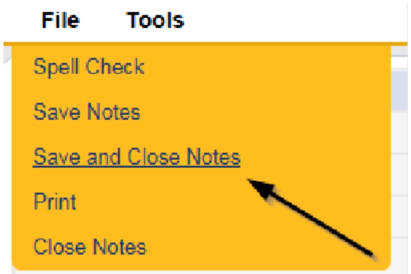


3. Select the **Note Type = Initial Application** and **Description = Errors/Omissions** and select the pending record via the hyperlink.

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



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

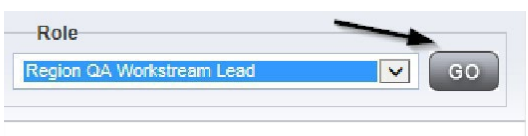


The Licensing Specialist and Service Provider will leave the note in a Pending Status until all errors/omissions have been resolved. This process can be repeated multiple times.

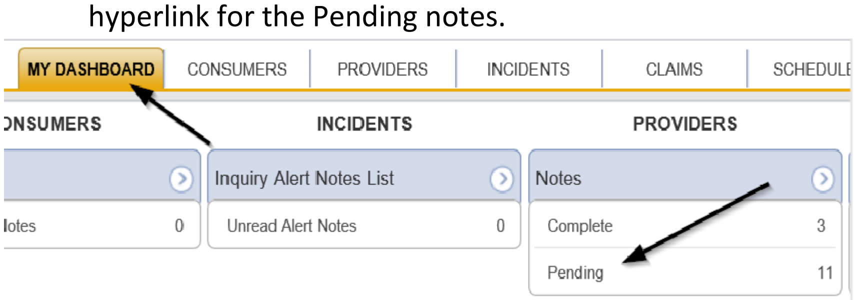
As Needed: Further Documentation Required

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

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

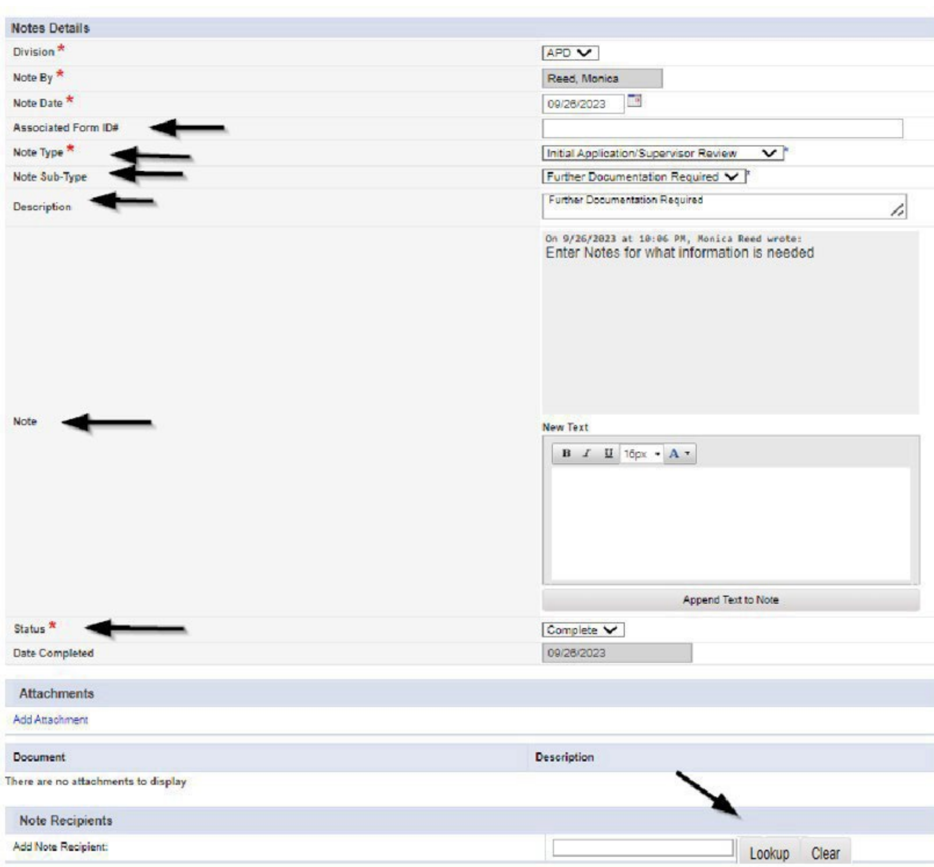


2. If **Supervisor** is requesting Further Documentation:
    a. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.

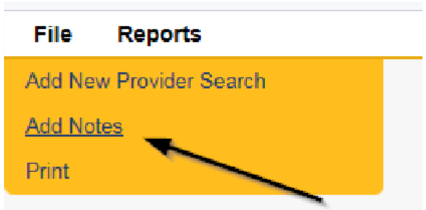


3. Select the **Note Type = Initial Application/Supervisor Review** and select the pending record via the hyperlink.

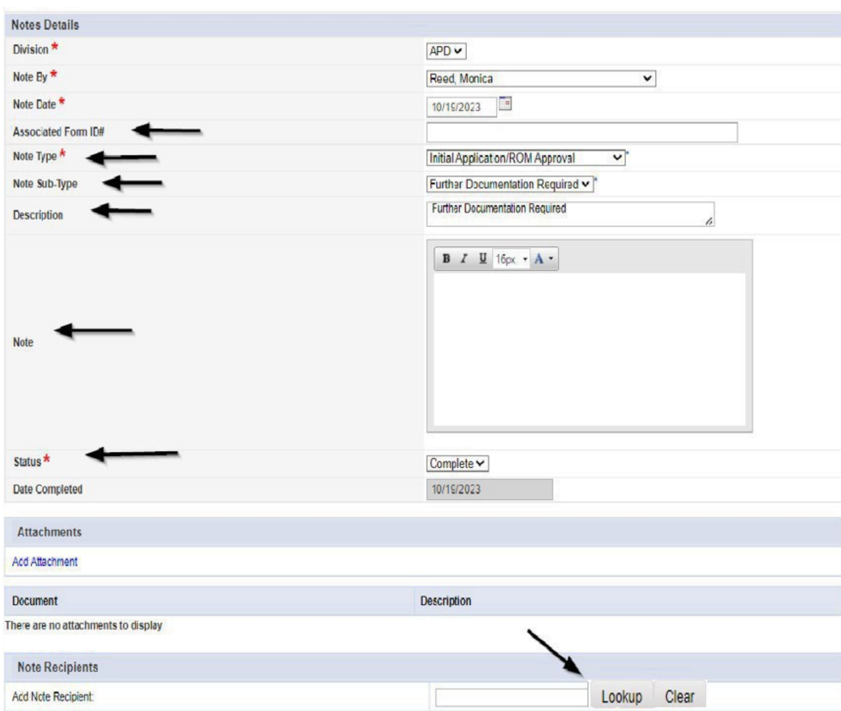
4. If **Supervisor** is requesting further documentation:
    a. In the existing Initial Application/Supervisor Review Note record, update the following fields:
        i. “Associated Form ID#” = Enter Form ID# if applicable
        ii. “Note Subtype” = Update to Further Documentation Required
        iii. “Description” = Update to Further Documentation Required
        iv. "Note" = Enter Notes as to what information is needed
        v. "Status" = Complete
        vi. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Specialist* as the Note Recipient
        vii. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note.



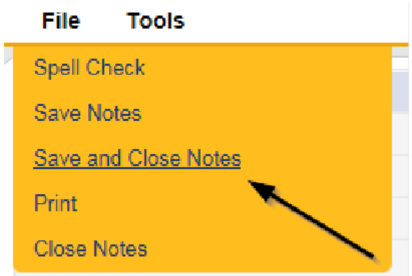
5. If ROM is requesting further documentation:
    a. Click **File > Add Notes**



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.



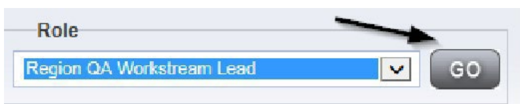
6. When finished click **File > Save and Close Notes**



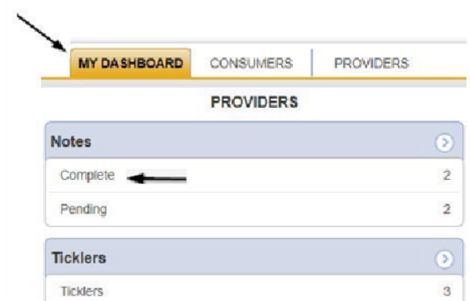
As Needed: Requested Information

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.

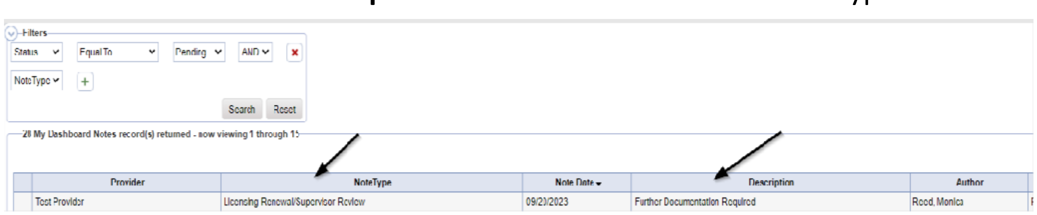
1. Set "Role" = QA Workstream Worker or Lead then click **Go**



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

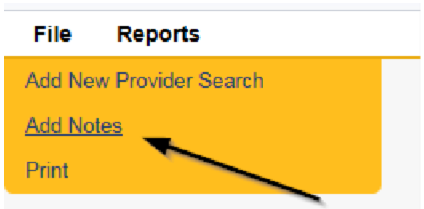


3. Select the **Note Type = Initial Application/Supervisor Review** and **Subtype = Further Documentation Required** and select the record via the hyperlink.

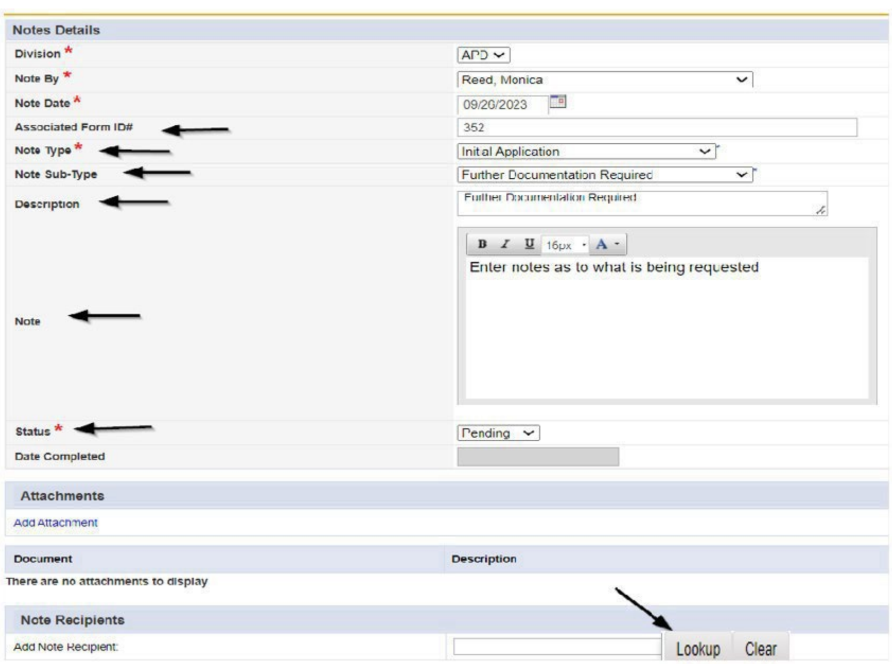


4. Review the note for the requested documentation then close the note.

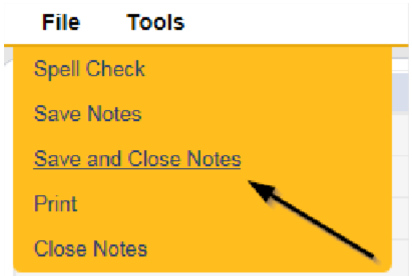
5. The Licensing Specialist will create a new note to communicate with the Provider. Navigate to the **Provider > Notes tab.** Click **File > Add Notes**



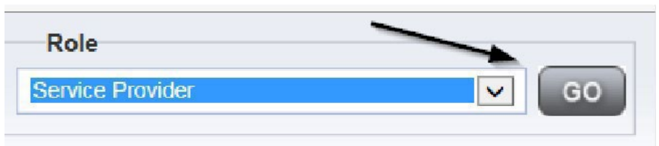
6. In the new Note record, update the following fields:
    a. "Division" = APD
    b. “Associated Form ID#” = Enter Form ID# if applicable
    c. "Note Type" = Initial Application
    d. "Note Subtype" = Further Documentation Required
    e. "Description" = Further Documentation Required
    f. "Note"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



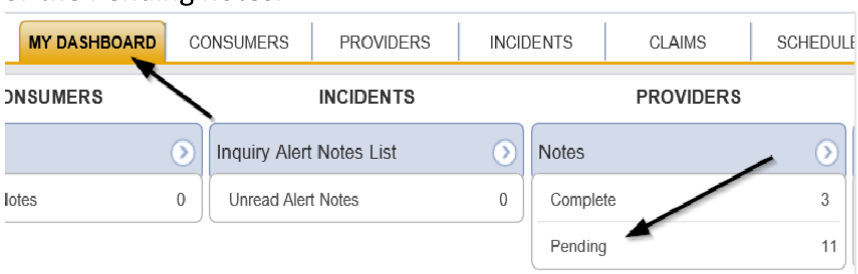
7. When finished click **File > Save and Close Notes**



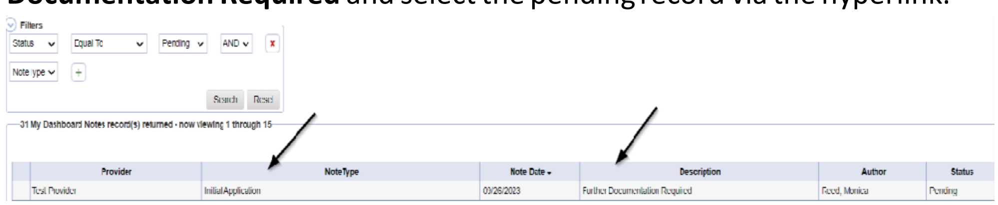
8. Set “Role” = Service Provider



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



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

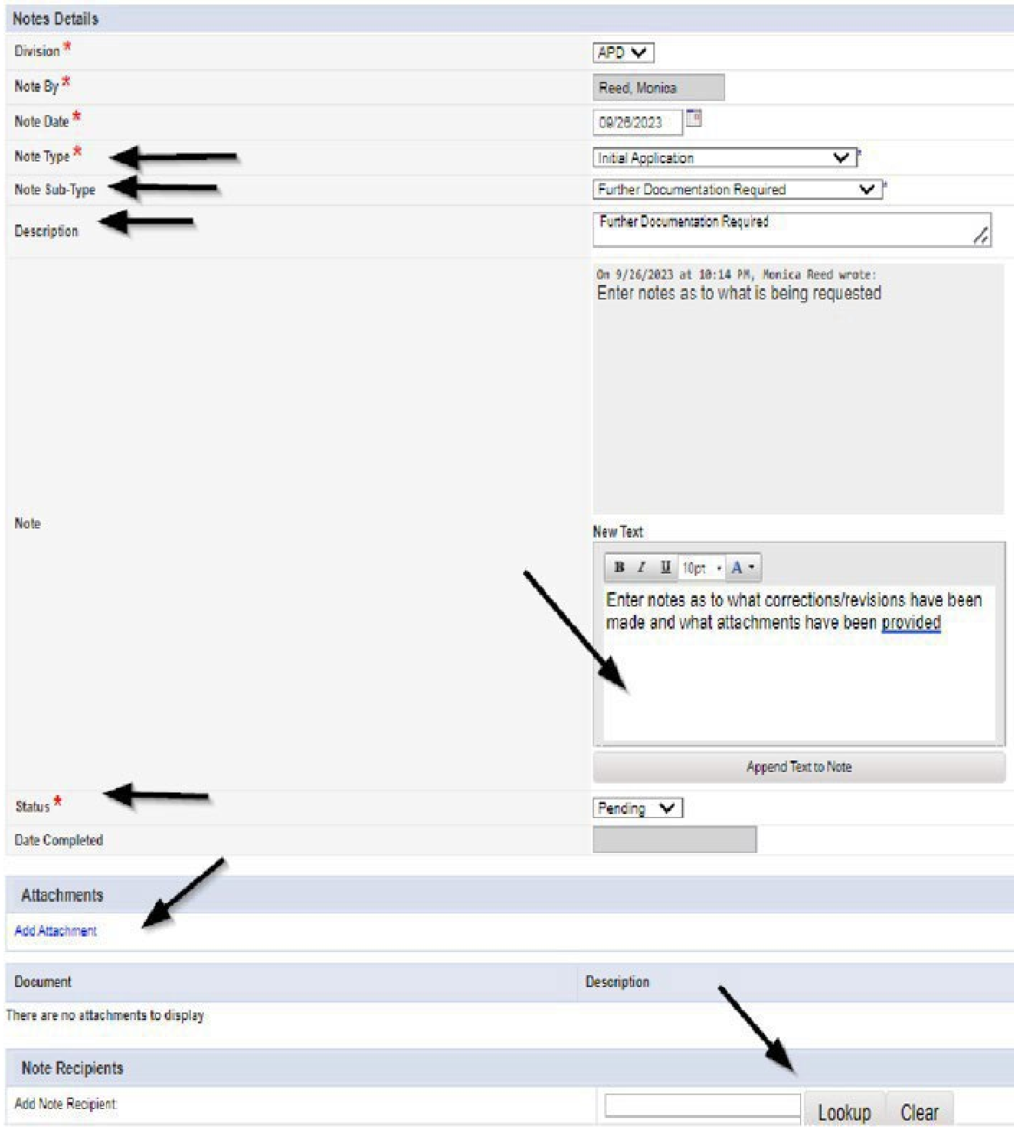


11. Review the note, then add the requested information to the existing note. Update the following fields:

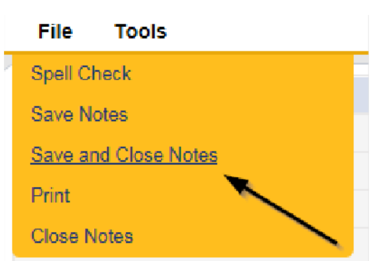
    a. "Note Subtype" = Leave as to Further Documentation Required
    b. "Description" = Leave as Further Documentation Required
    c. "Note" = Enter notes as to what attachments have been provided
    d. "Status" = Leave as Pending
    e. Click "Add Attachment" and search for the copy of supporting documents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

f. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Specialist* as the Note Recipient

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



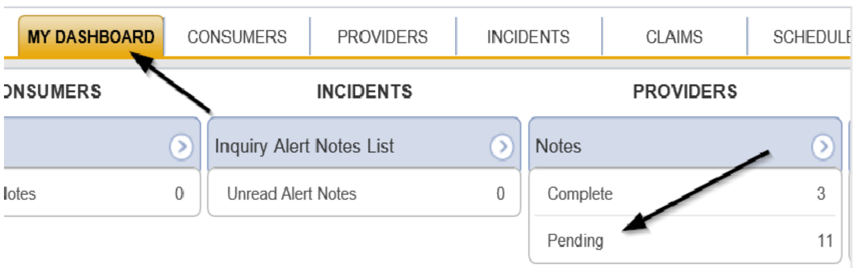
12. When finished click **File > Save and Close Notes**



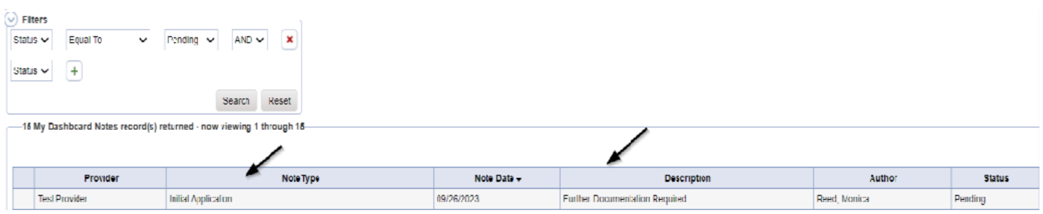
13. Set “Role” = QA Workstream Worker or Lead then click **Go**

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

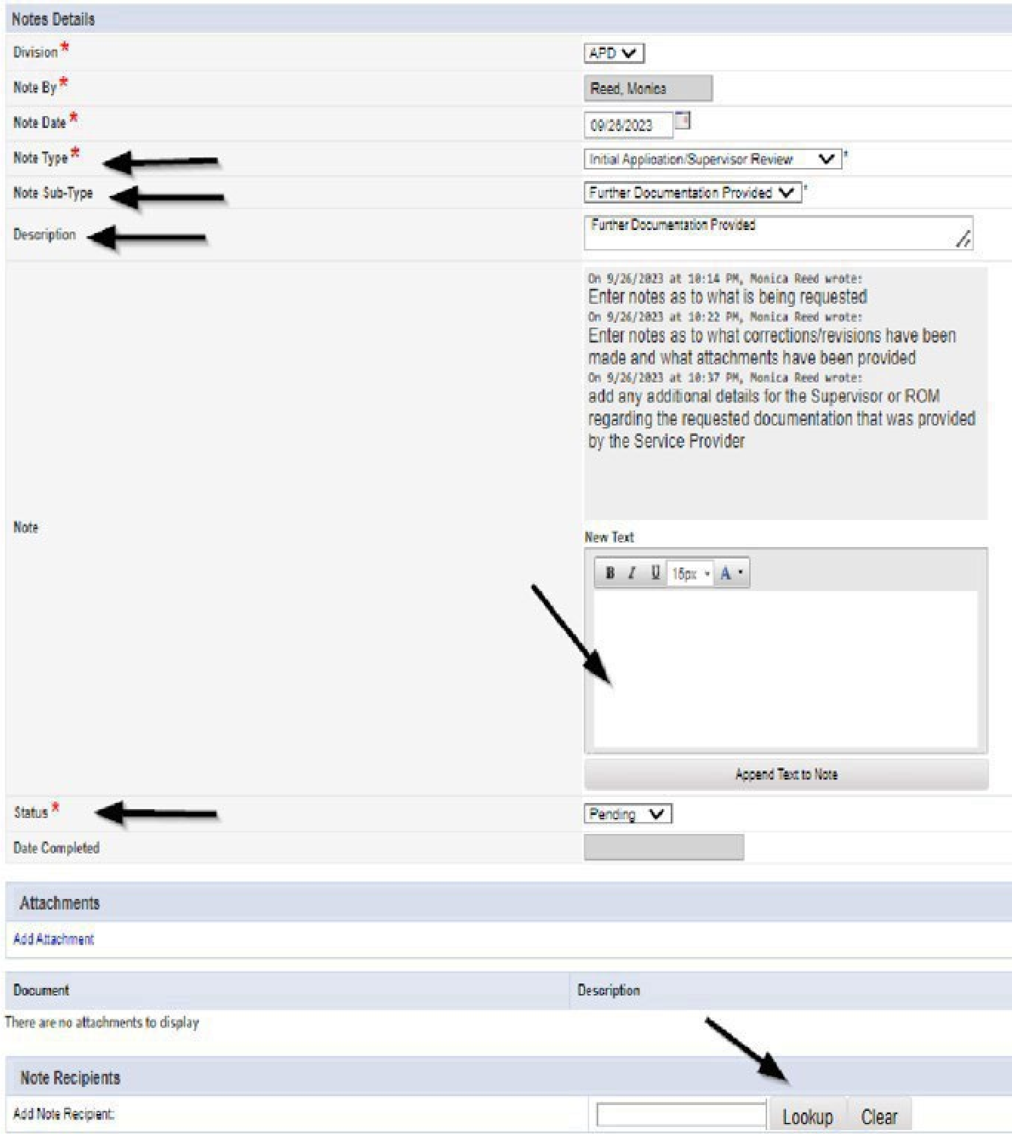
15. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



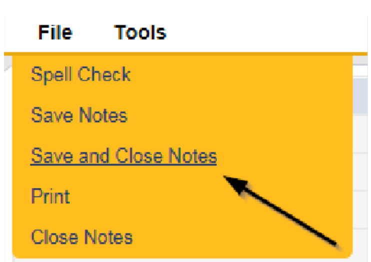
16. Select the **Note Type = Initial Application and Subtype = Further Documentation Required** and select the pending record via the hyperlink.



17. Review the contents of the note. Update the following fields to forward the note to the Licensing Supervisor or ROM.
    a. “Note Type” = Update to Initial Application/Supervisor Review
    b. “Sub Type” = Update to Further Documentation Provided
    c. “Description” = Update to Further Documentation Provided
    d. “Notes” = add any additional details for the Supervisor or ROM regarding the requested documentation that was provided by the Service Provider.
    e. "Status" = Leave as Pending
    f. Click the Lookup button on the "Add Note Recipient" to add the *Licensing Supervisor or ROM* as the Note Recipient
    g. Enter Last Name and Click Search in the pop-up browser window. Select the Name of the worker to attach them to the note



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

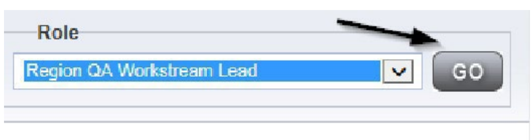


Proceed to [Supervisor Approval.](#) Even if the ROM requested the documentation, the Supervisor must approve it first.

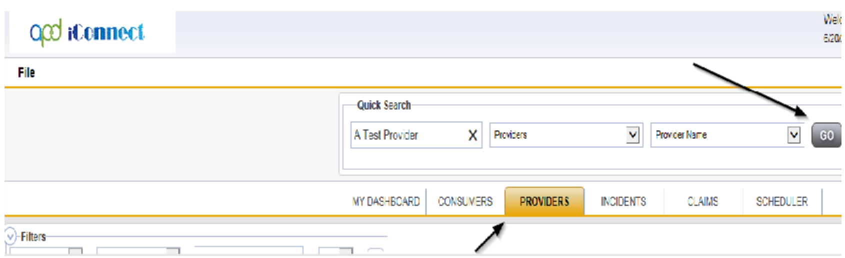
As Needed: Abandoned Application

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

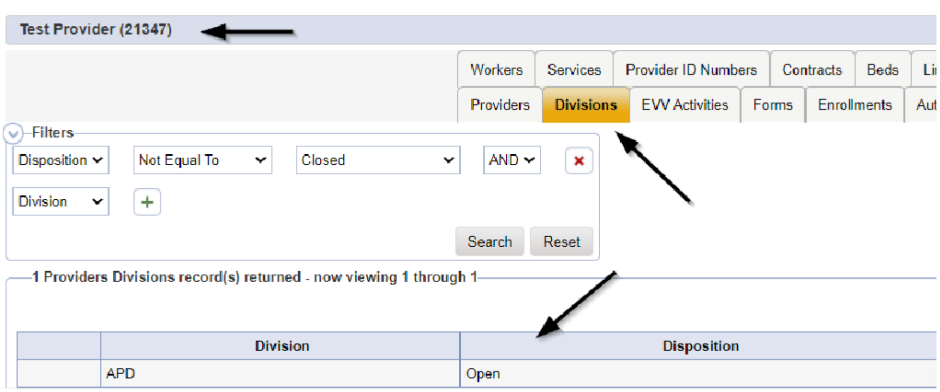
1. Set “Role” = Region QA Workstream Worker/Lead then click **Go.**



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



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

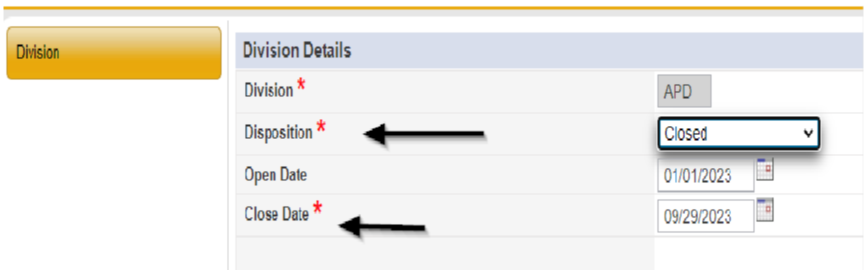


4. Select the “Open” APD Division record via the hyperlink for that row.

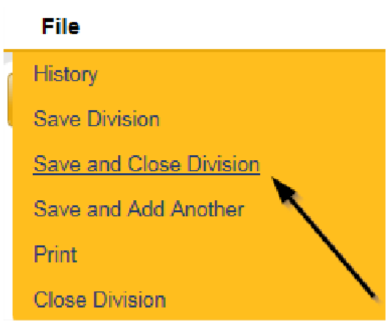
5. Update the following fields on the Division Detail screen.

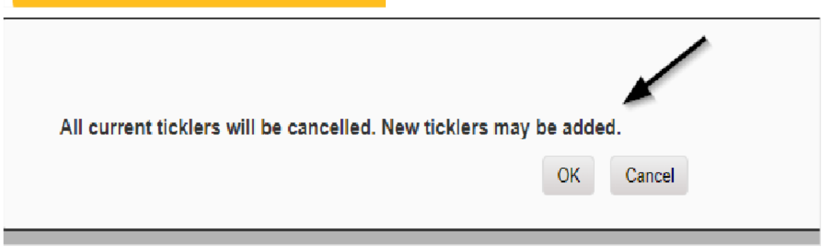
   a. "Disposition" = Closed

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



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

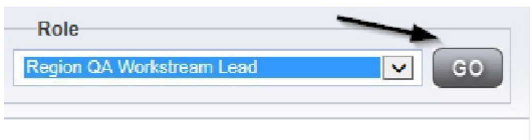




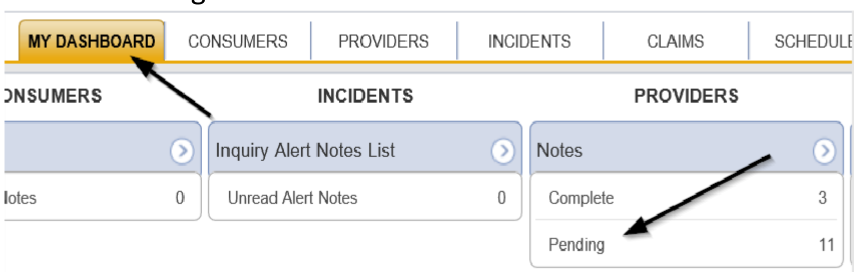
As Needed: Supervisor Denial

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.

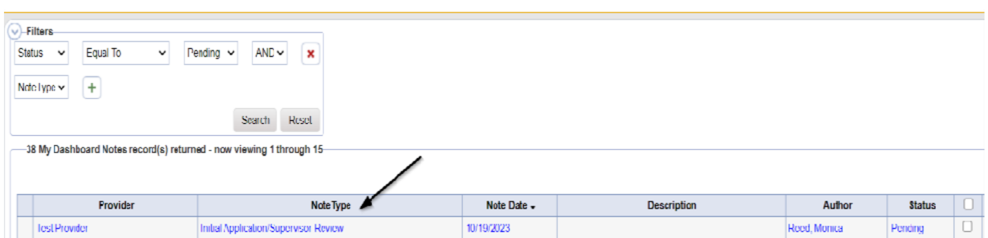
1. Set “Role” = Region QA Workstream Worker/Lead then click **Go.**



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



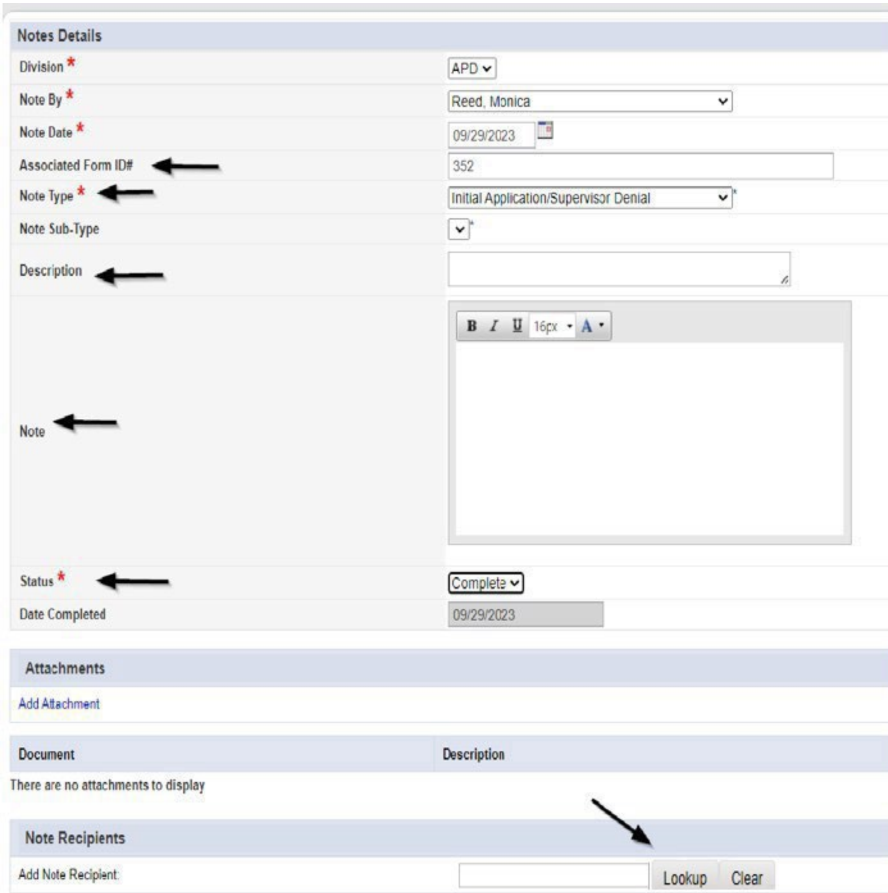
3. Select the **Note Type = Initial Application/Supervisor Review** and select the pending record via the hyperlink.



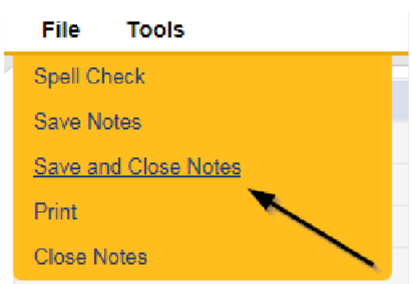
4. In the pending Note record, update the following fields:
   a. “Associated Form ID#” = Enter Form ID# if applicable
   b. "Note Type" = Update to Initial Application/Supervisor Denial
   c. "Description" = Enter description if applicable
   d. "Append Text to Note" = Enter notes
   e. "Status" = Complete
   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**

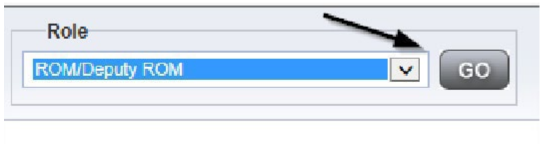


Proceed to Chapter 13 to initiate the PAARF process

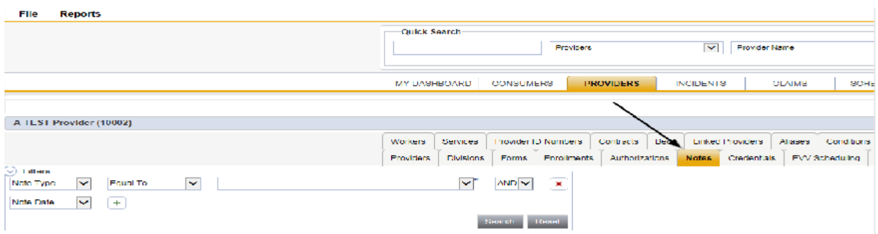
As Needed: ROM Denial

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

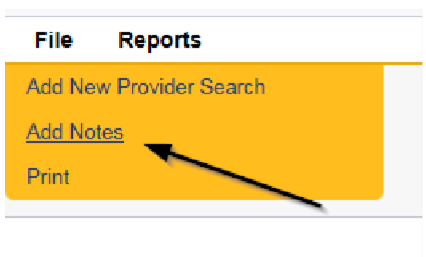
1. Set “Role” = ROM/Deputy then click **Go.**



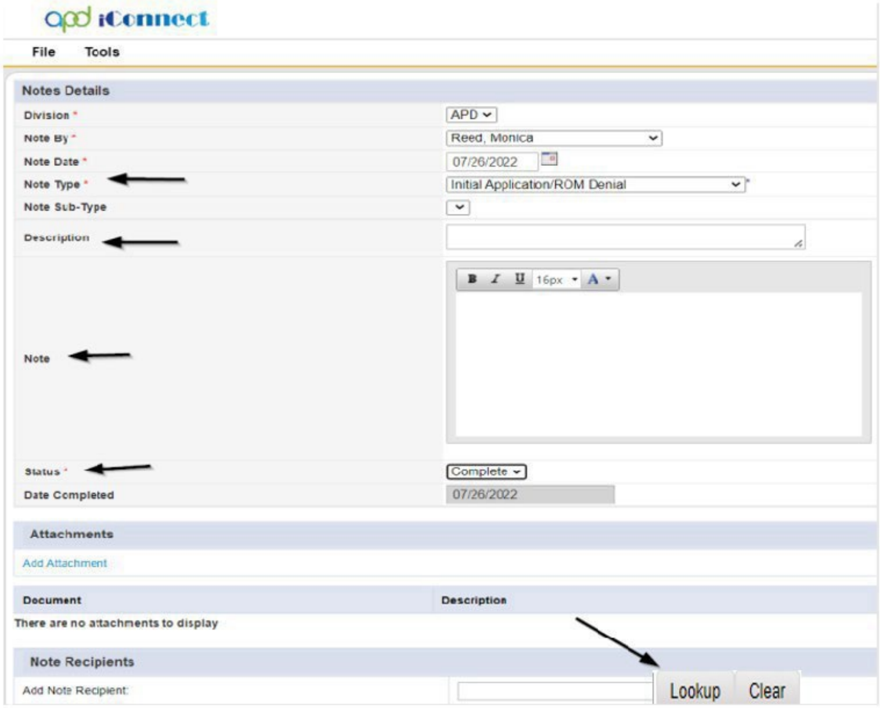
2. Navigate to the **Providers > Notes** tab



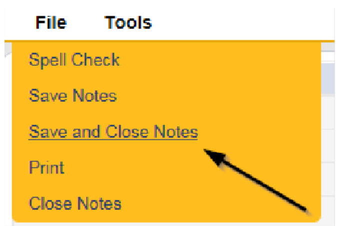
3. Click **File > Add Notes**



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

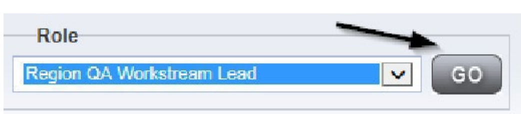


5. When finished click **File > Save and Close Notes**

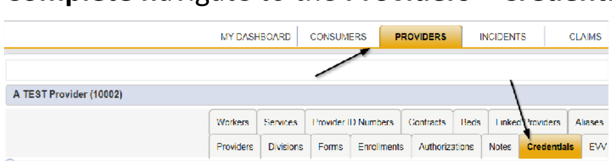


The Licensing Specialist will be notified of the ROM Denial via this note. The Licensing Specialist will close the license record and will then proceed to Chapter 13 to initiate the PAARF process.

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

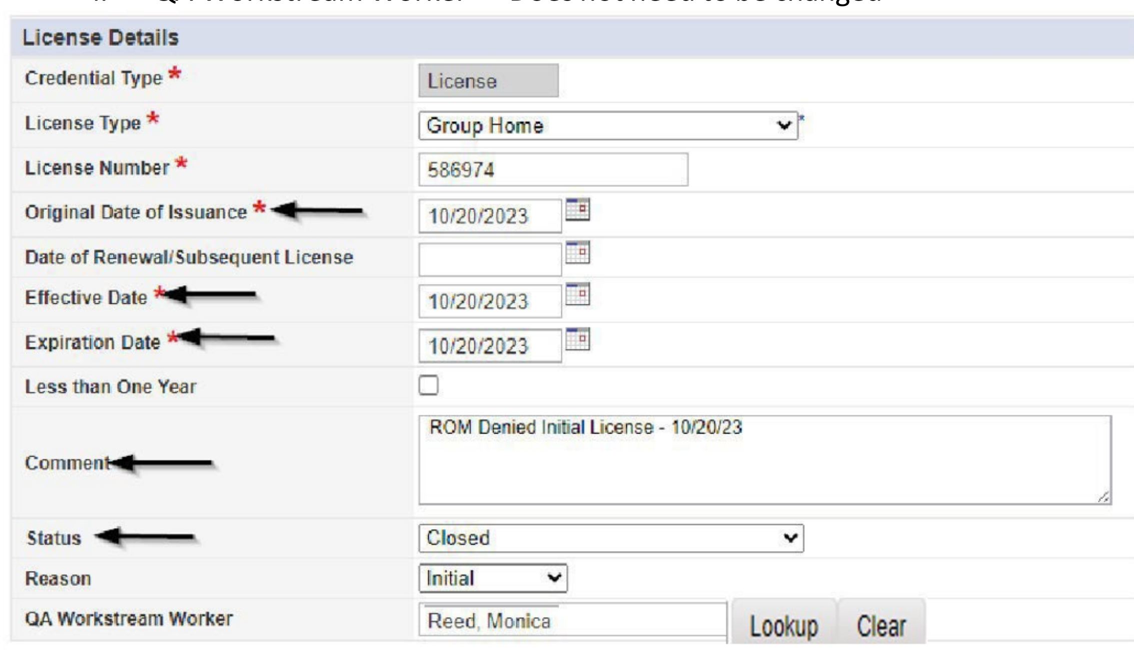


7. After reviewing the note accessed from **My Dashboard > Providers > Notes > Complete n**avigate to the **Providers > Credentials** tab



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



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

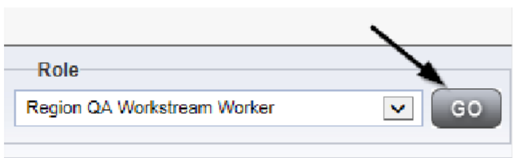
The Licensing Specialist will proceed to Chapter 13 to initiate the PAARF process.

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

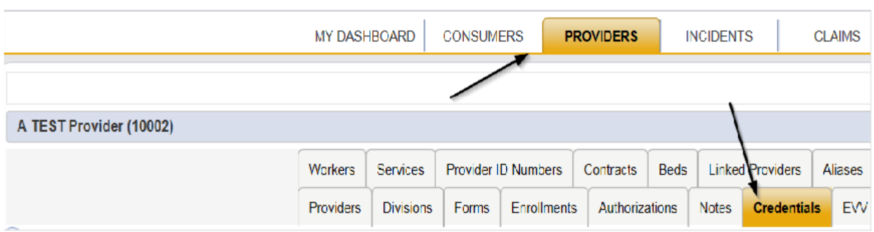
If a Placeholder Parent Provider record was created and the provider has not pursued a MWSA and the License is Abandoned or Denied, region staff will end the iBudget credential record and close the Placeholder Parent Provider record.

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

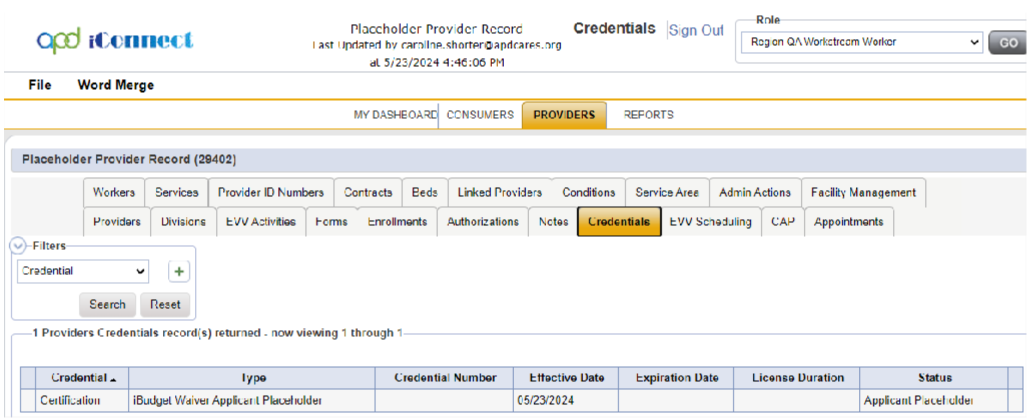
1. Set “Role” = Region QA Workstream Worker then click **Go.**



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

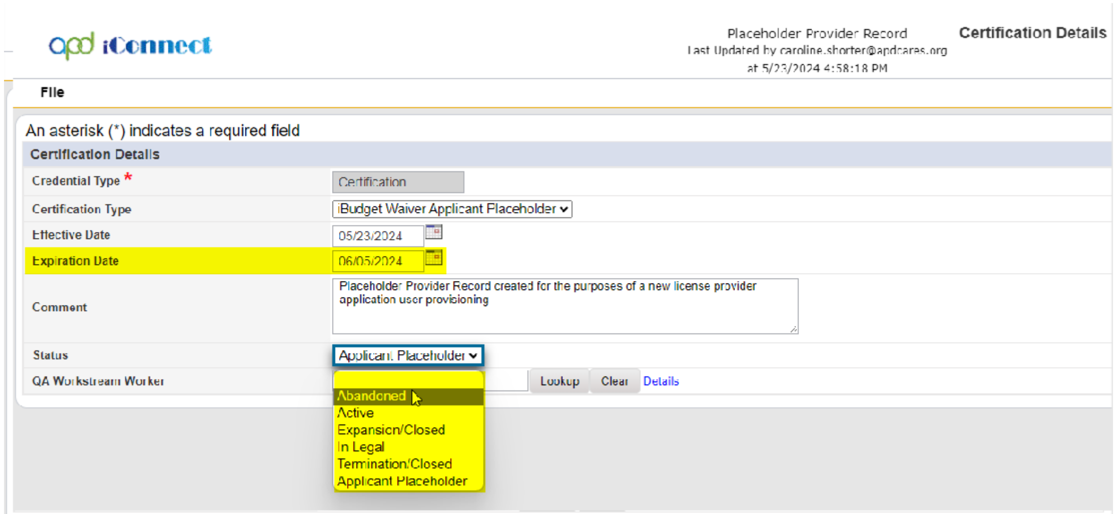


3. Locate the iBudget credential record in the List View Grid.



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

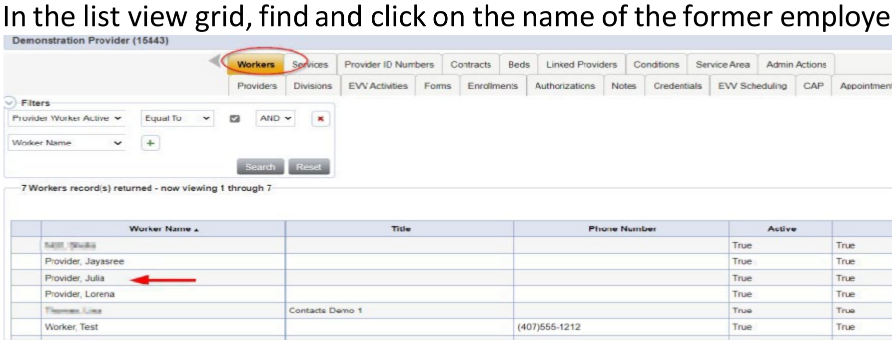
b. “Status” = Select Applicable Status (Abandoned or Termination/Closed)



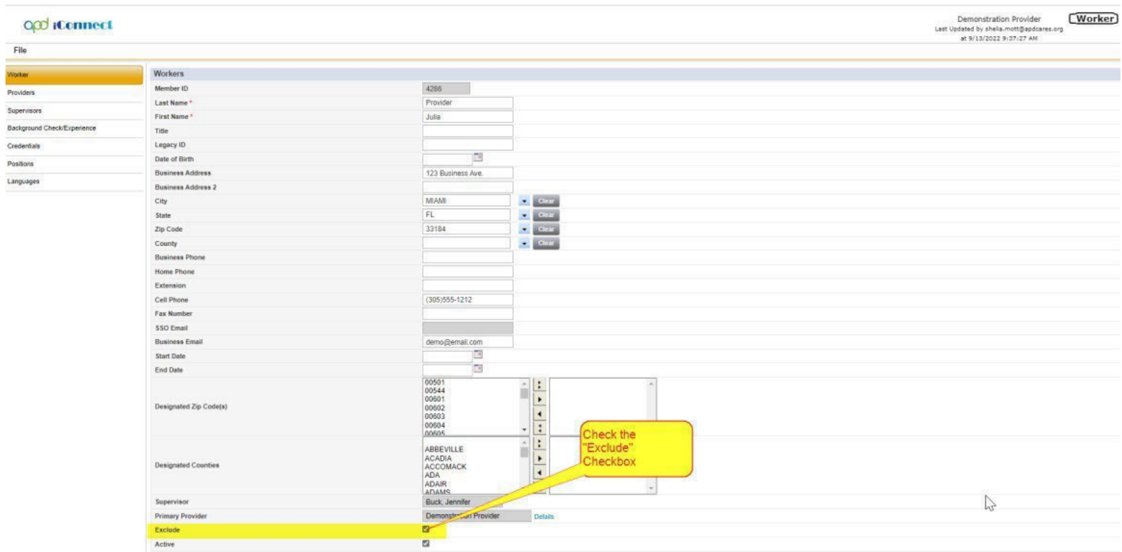
5. When finished, click **File > Save and Close**

6. Navigate to the Placeholder Parent provider > **Workers** tab.

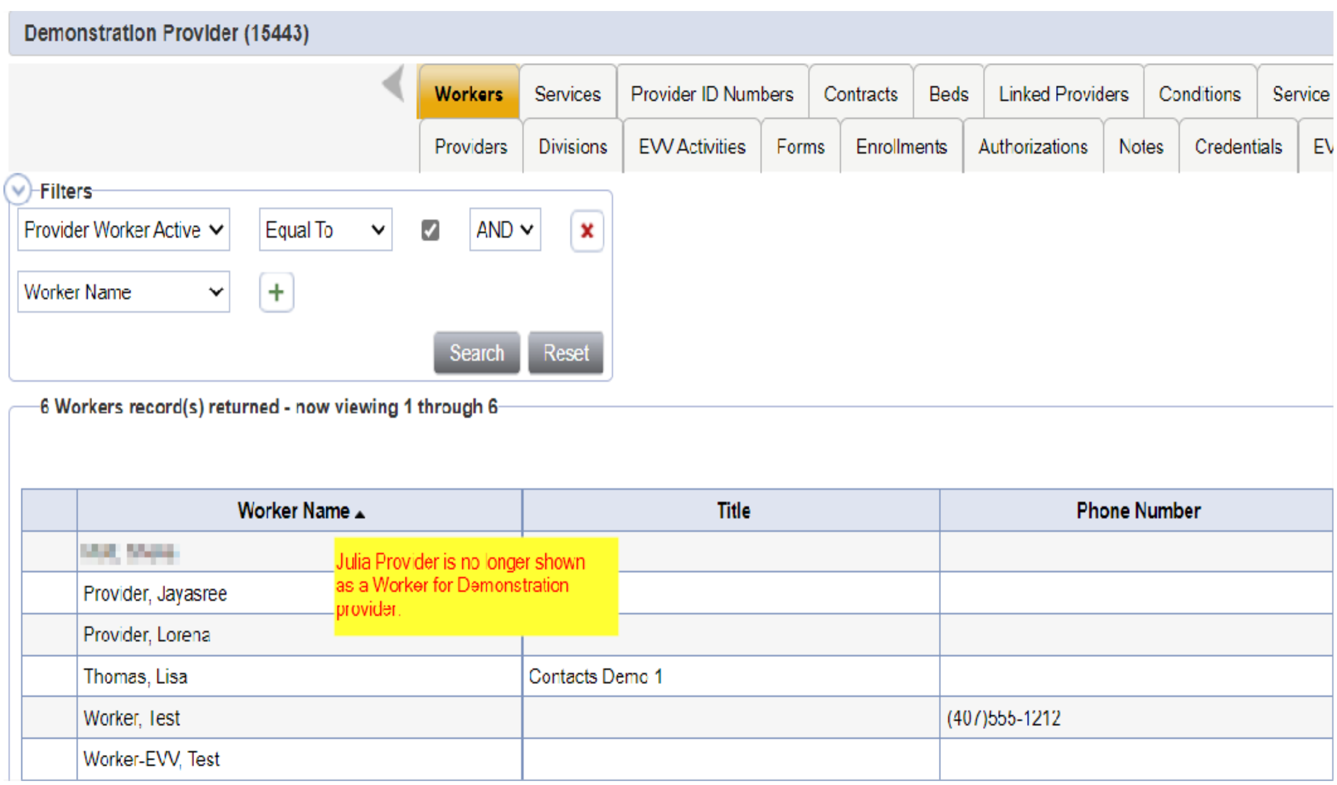
7. In the list view grid, find and click on the name of the former employee.



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



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

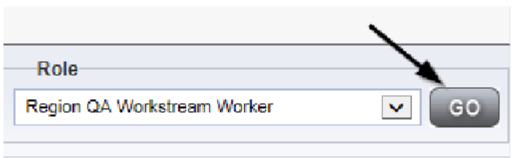


NEW! As Needed: End iConnect Access to Applicant Record by updating the Applicant License Record to Closed

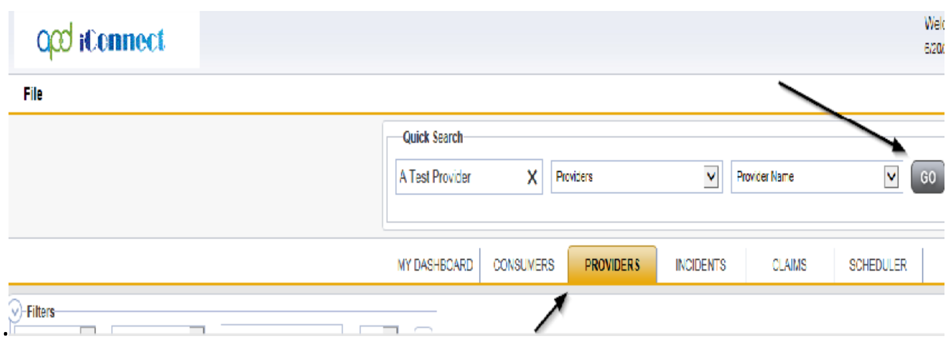
If the license application is abandoned by or withdrawn by a provider, the end dating of the license credential on the applicant record will remove that Applicant License record from the provider's access.

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

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

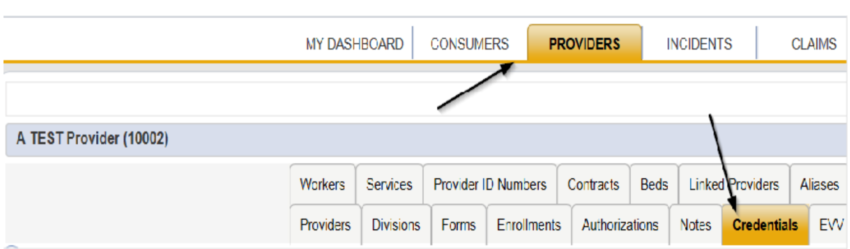


2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**



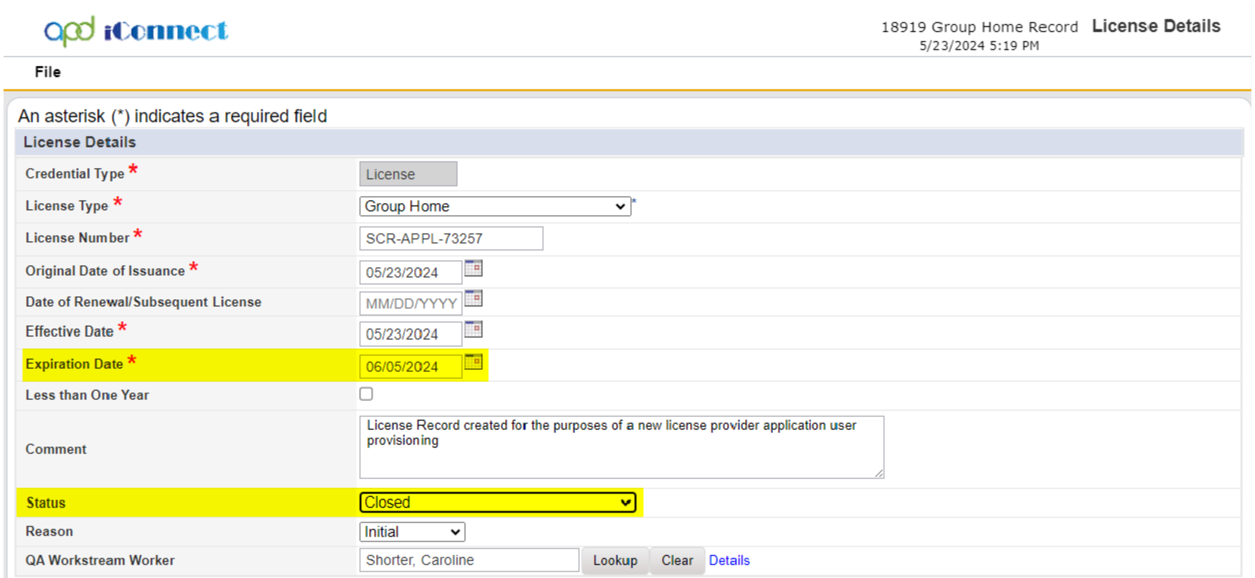
3. Navigate to the **Providers** chapter and enter the *Child* Provider's name in the Quick Search filter and click **Go**.

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



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

6. Update the following fields:
    a. "Expiration Date" = Enter Date of denial/abandonment
    b. "Status" = Closed



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