

Licensing Renewals in iConnect - Provider Process – Quick Reference Guide

Introduction

This quick reference guide is a condensed set of instructions to group homeowners and operators completing a Licensing Renewal. For detailed instructions, utilize the [Licensing Renewals Training Manual](#).

Licensure renewals occur annually, and providers must submit renewal applications at least 45 days prior to the license expiration date. The Service Provider and the Licensing Specialist (Region QA Workstream Worker) will receive a tickler message advising of the need for renewal due to pending License Expiration. The Service Provider will need to complete a new Facility Application and mark it as a renewal 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 Facility Application form to their device and when ready to submit the application, include this signed and notarized copy within the note.

This quick reference guide will review the following steps in the Licensing Renewal process in iConnect to be completed by providers:

- Complete the Facility Application Form
- Complete the Licensed Capacity Form
- Add Other Qualifying Documentation
- Complete the Application Submitted Note
- Steps for completing a Corrective Action Plan (CAP) as it pertains to licensing can be found in the [Licensing Renewals Training Manual](#).

UPDATED: Complete Facility Application Form

The Service Provider will complete the Facility Application Form in iConnect and submit the Word Merge form to the licensing specialist via a Note in iConnect. Handwritten applications will not be accepted.

1. Set "Role" = Service Provider, then click **GO**.
2. From My Dashboard, navigate to the Provider's licensed (Group Home) facility record by completing a Quick Search.
3. Locate the Provider's record, click on the **Forms** tab.
4. Click **File > Add Forms**
5. Select **Facility Application Form (APD 2014-01)** from dropdown options:
6. Update the following Header fields:
 - a. "Division" = APD
 - b. "Review" = Annual
 - c. Complete all fields on the Facility Application Form
 - d. "Status" = Pending
7. When finished, click **File > Save Forms**
8. Select **Word Merge > Facility Application Form**
9. Select **File > Print** to print the Word Merge

Complete License Capacity Form

The Service Provider will fill out the License Capacity Form in iConnect.

1. Set "Role" = Service Provider then click **GO**.
2. Navigate to the Licensed Facility (Group Home) Providers > **Forms** tab
3. Click **File > Add Forms**
4. In the "Please Select Type" drop-down, select "Use for after 2014 – Calculation of License Capacity" OR "Use prior to 2014-Calculation of License Capacity"
Note: If the home was licensed prior to 7/1/2014 and has been continually licensed since then, the form "use prior to 2014" should be selected and if the home was licensed after 7/1/2014, the "use for after 2014" should be selected.
5. Update the following Header fields:
 - a. "Division" = APD
 - b. "Review" = Annual
 - c. Complete all fields on the License Capacity Form
 - d. "Status" = Update to Pending when all required fields have been completed.
6. When finished, click **File > Save and Close Forms**

UPDATED: Add Qualifying Documentation

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

1. Set "Role" = Service Provider then click **GO**.
2. Navigate to the Licensed Facility (Group Home) Providers > **Notes** tab
3. Click **File > Add Notes**
4. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Licensing Renewal
 - c. "Note Subtype" = Select a category below
 - i. Background Screening (for Owner/Licensee, which could be one or more of the following)
 1. Attestation of Good Moral Character
 2. Employment History Check
 3. Local Criminal Record Check
 4. Clearinghouse Screening
 - ii. Business Information (which could be one or more of the following from the Additional Documentation Section of the application)
 1. Articles of Incorporation
 2. Documentation of Financial Ability (bank statements, credit lines, etc.)
 3. Promo Materials
 4. Current Board Members Names/Phone Numbers
 5. Names of all controlling Entities
 - iii. Facility (which could be one or more of the following)
 1. Facility Floor Plan
 2. Fire Inspection
 3. Signed Lease, if property is not owned by licensee

4. Vehicle Registration/Insurance
5. Zoning Variance
6. Current Facility Staff Schedule
- iv. Personnel Information (which could be one or more of the following)
 1. Driver's License (*Licensee/Facility Operator*)
 2. Education (*Licensee/Facility Operator*)
 3. Operator Experience (*Licensee/Facility Operator*)
 4. References (*Licensee/Facility Operator*)
 5. Resume (*Licensee/Facility Operator*)
 6. Summary of Employee (Educations, Experience, and Training)
- v. Policies and Procedures (which could be one or more of the following)
 1. Admission and Termination of Services Policy
 2. Sexual Activity Policy
 3. Behavioral Interventions and Responses Policy
 4. Comprehensive Emergency Management Plan
 5. Video Monitoring Criteria and Protocols (if video monitoring will be utilized)
 6. Professional Liability Insurance (for Medwaiver Service Providers)
- d. "Description" = Same as subtype
- e. "Note" = Enter notes to include list of documents
- f. "Status" = Pending (Licensing Specialist will update the Note to Complete once all items have been verified.)
- g. Click "Add Attachment" and search for the copy of supporting documents on the user's device. Click Upload.

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

- h. Click the Lookup button on the "Add Note Recipient" to add the Licensing Specialist (Region QA Workstream Worker) as the Note Recipient
 - i. Enter last name and click Search in the pop-up browser window. Select the name of the worker to attach them to the note.
5. When finished click **File > Save and Close Notes**

Application Submitted Note

The Service Provider is required to add a note advising the Licensing Specialist (Region QA Workstream Worker) that the application is submitted. *This note should also contain the signed/notarized copy of the Facility Application Form that was generated from iConnect via Word Merge as an attachment.*

1. Set "Role" = Service Provider then click **GO**.
2. Navigate to the Licensed Facility (Group Home) Providers > **Notes** tab
3. Click **File > Add Notes**
4. In the new Note record, update the following fields:
 - a. "Division" = APD
 - b. "Note Type" = Licensing Renewal
 - c. "Note Subtype" = Application Submitted
 - d. "Description" = Application Submitted

- e. "Note" = Enter notes
 - f. "Status" = Pending
 - g. Click "Add Attachment" and search for the copy of the signed/notarized Facility Application Form on the user's device. Click Upload. Click the Lookup button on the "Add Note Recipient" to add the Licensing Specialist (Region QA Workstream Worker) as the Note Recipient.
 - h. Enter last name and click Search in the pop-up browser window. Select the name of the worker to attach them to the note.
5. When finished click **File > Save and Close Notes**
 6. Upon saving the note, a Workflow Wizard triggered the reminder tickler that is due in 30 calendar days
 - a. The tickler has been assigned to the Licensing Specialist who will retrieve it from My Dashboard > Ticklers

The Licensing Specialist (Region QA Workstream Worker) will get notified of the Pending note via My Dashboard and will review the submitted application package. If the review determines that corrections are needed, the Licensing Specialist (Region QA Workstream Worker) will respond and leave the note in Pending status until no additional corrections are needed by the Service Provider. Utilize the [Licensing Renewal Manual](#) for instructions on how to complete a CAP. If the Licensing Renewal has been approved, the Service Provider will receive a Complete note with a Note Type = Licensing Renewal and a Note Subtype = Application Form Review Complete.