

ROM Letter Service Provider Actions Job Aid

Introduction

There may be an occasion in which an owner/operator of a license facility will receive a Regional Office Manager (ROM) Letter with or without a Corrective Action Plan (CAP). This job aid will describe the steps taken by the owner/operator of the license facility in response to either the ROM Letter with CAP or the ROM Letter without CAP.

ROM Letter without CAP

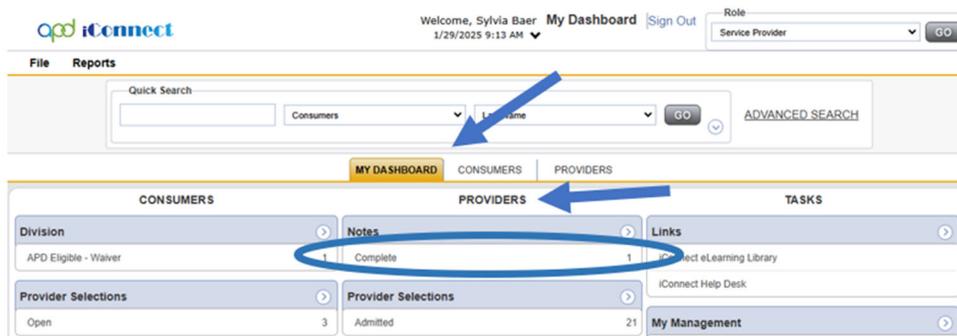
The ROM Letter without CAP will be sent to an owner/operator via a note in iConnect with a Note Type of "Provider Notification" and Note Sub-Type of "ROM Letter without CAP" in complete status. It is crucial that the owner/operator review their My Dashboard regularly to identify any unread notes and ticklers.

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



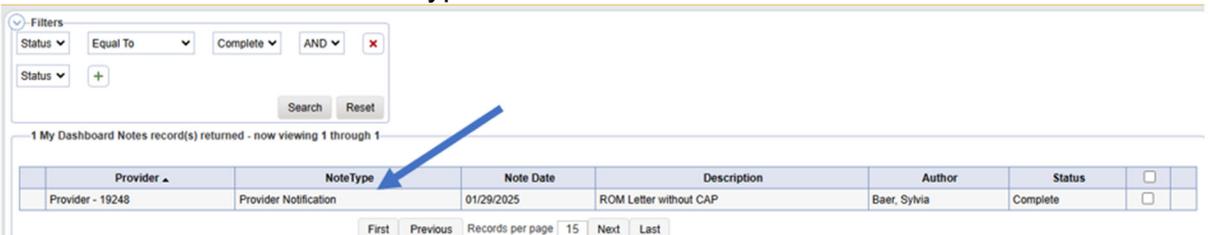
A screenshot of a web form showing a dropdown menu labeled "Role" with "Service Provider" selected. A blue arrow points to the dropdown arrow. To the right is a "GO" button.

2. On **My Dashboard**, under the **Providers** column, within the **Notes** pane, select **Complete**.



A screenshot of the iConnect My Dashboard. The "MY DASHBOARD" tab is active. Under the "PROVIDERS" column, the "Notes" pane is open, and the "Complete" status is selected. A blue arrow points to the "Complete" status. The dashboard also shows "CONSUMERS" and "TASKS" columns.

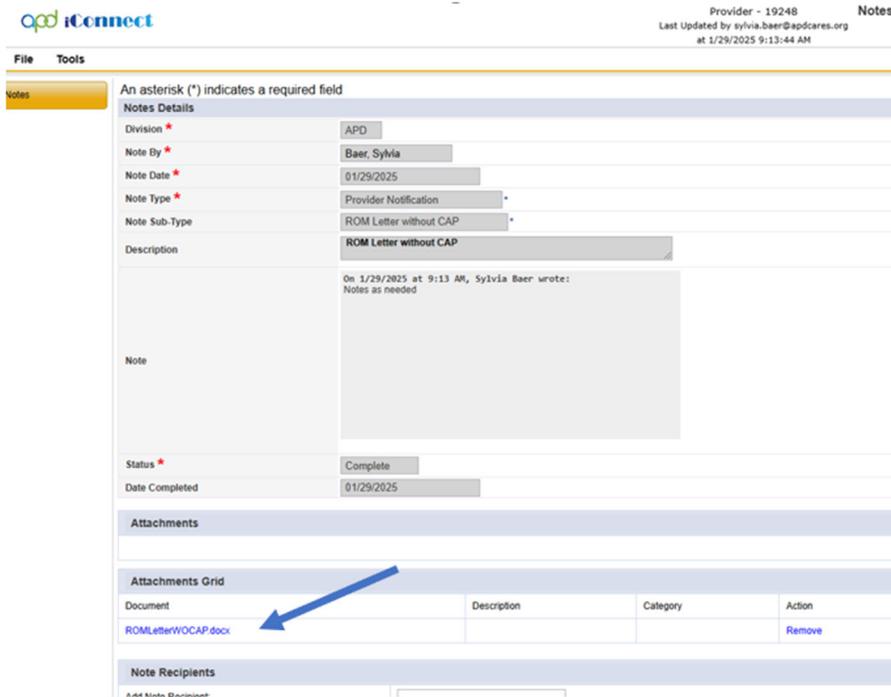
3. Select the note with the Note Type = Provider Notification.



A screenshot of the iConnect search results. The filter is set to "Status = Complete". The search results show 1 record. A blue arrow points to the "Provider Notification" note type in the table.

Provider	NoteType	Note Date	Description	Author	Status
Provider - 19248	Provider Notification	01/29/2025	ROM Letter without CAP	Baer, Sylvia	Complete

4. Review the note and corresponding attachment(s).



Provider - 19248
 Last Updated by sylvia.baer@apdcares.org
 at 1/29/2025 9:13:44 AM

File Tools

Notes

An asterisk (*) indicates a required field

Notes Details

Division * APD
 Note By * Baer, Sylvia
 Note Date * 01/29/2025
 Note Type * Provider Notification
 Note Sub-Type ROM Letter without CAP
 Description ROM Letter without CAP

Note
 On 1/29/2025 at 9:13 AM, Sylvia Baer wrote:
 Notes as needed

Status * Complete
 Date Completed 01/29/2025

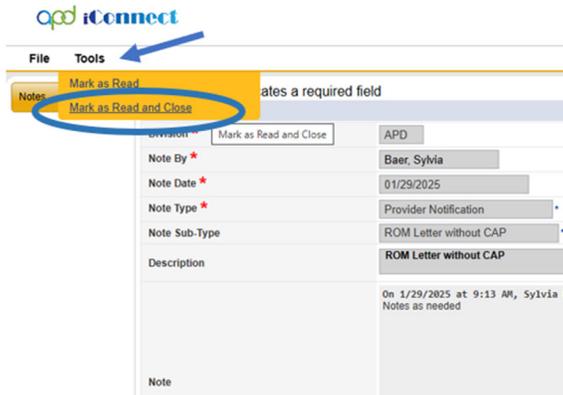
Attachments

Attachments Grid

Document	Description	Category	Action
ROMLetterWOCAP.docx			Remove

Note Recipients

5. Once completed, navigate to the **Tools**, select **Mark as Read and Close**. This step will clear the note from “My Dashboard” and will close the note screen. The note will still be visible in the Notes tab of the provider’s record.



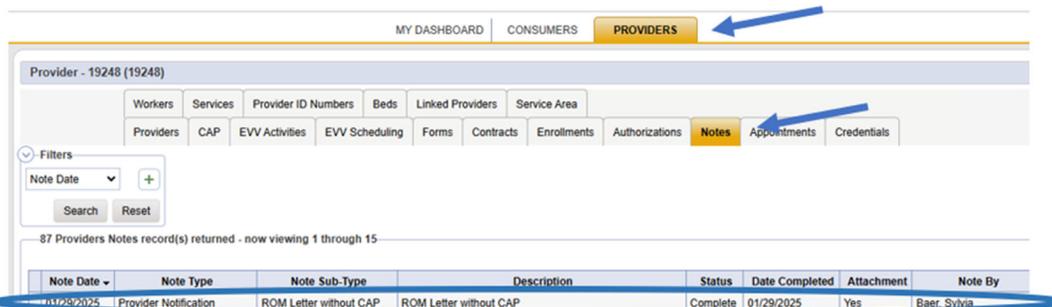
File Tools

Notes

Mark as Read
 Mark as Read and Close

Division * APD
 Note By * Baer, Sylvia
 Note Date * 01/29/2025
 Note Type * Provider Notification
 Note Sub-Type ROM Letter without CAP
 Description ROM Letter without CAP

Note
 On 1/29/2025 at 9:13 AM, Sylvia B
 Notes as needed



MY DASHBOARD CONSUMERS **PROVIDERS**

Provider - 19248 (19248)

Workers Services Provider ID Numbers Beds Linked Providers Service Area
 Providers CAP EVV Activities EVV Scheduling Forms Contracts Enrollments Authorizations **Notes** Appointments Credentials

Filters
 Note Date +
 Search Reset

87 Providers Notes record(s) returned - now viewing 1 through 15

Note Date	Note Type	Note Sub-Type	Description	Status	Date Completed	Attachment	Note By
01/29/2025	Provider Notification	ROM Letter without CAP	ROM Letter without CAP	Complete	01/29/2025	Yes	Baer, Sylvia

ROM Letter with CAP

The ROM Letter with CAP will be sent to an owner/operator via a note in iConnect with a Note Type of “Provider Notification” and Note Sub Type of “ROM Letter with CAP” in pending status. This will require direction for the owner/operator to complete and submit a CAP in iConnect. It is crucial that the owner/operator review their My Dashboard regularly to identify any unread notes and ticklers.

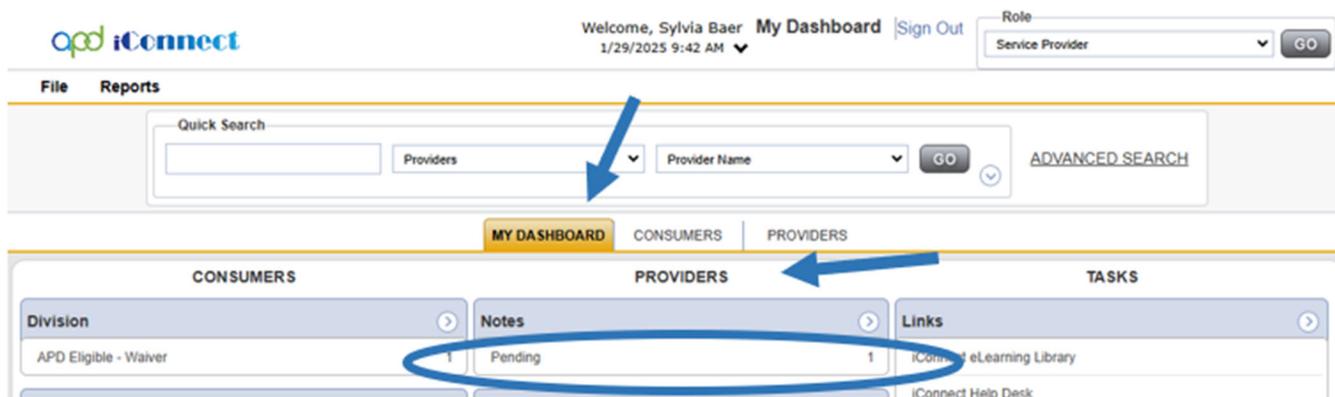
It is important for the owner/operator to mark notes as “Read” to ensure they receive new notifications on their My Dashboard of further instructions such as a “Rejected” CAP. The QA Worker will update the note and CAP Items to a Complete status once all items have been accepted.

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



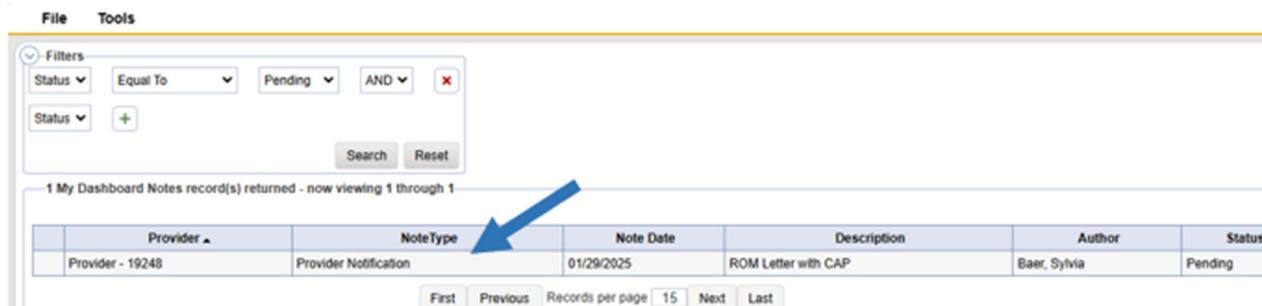
A screenshot of a web form showing a dropdown menu for 'Role' with 'Service Provider' selected. A blue arrow points to the dropdown arrow. To the right of the dropdown is a grey 'GO' button.

2. On **My Dashboard**, under the **Providers** column, within the **Notes** pane, select **Pending**.



A screenshot of the iConnect My Dashboard. At the top right, there is a 'Role' dropdown set to 'Service Provider' and a 'GO' button. Below this is a search bar with a 'Providers' dropdown menu. A blue arrow points to this dropdown. Below the search bar are three tabs: 'MY DASHBOARD', 'CONSUMERS', and 'PROVIDERS'. A blue arrow points to the 'PROVIDERS' tab. Under the 'PROVIDERS' tab, there are three columns: 'CONSUMERS', 'PROVIDERS', and 'TASKS'. The 'PROVIDERS' column has a 'Notes' pane with a 'Pending' status circled in blue. A blue arrow points to this 'Pending' status.

3. Select the note with the Note Type = Provider Notification



A screenshot of the iConnect search results page. At the top, there is a 'Filters' section with 'Status' set to 'Equal To' and 'Pending'. Below this is a table with one record. A blue arrow points to the 'Provider Notification' note type in the table.

Provider	NoteType	Note Date	Description	Author	Status
Provider - 19248	Provider Notification	01/29/2025	ROM Letter with CAP	Baer, Sylvia	Pending

At the bottom of the table, there are navigation buttons: 'First', 'Previous', 'Records per page 15', 'Next', 'Last'.

- Review the Note and corresponding attachment(s). The note will identify the CAP ID#.

An asterisk (*) indicates a required field

Notes Details

Division *

Note By *

Note Date *

Note Type *

Note Sub-Type

Description

Note

On 1/29/2025 at 9:42 AM, Sylvia Baer wrote:
Notes will be entered here.

CAP ID#

New Text

Append Text to Note

Status *

Date Completed

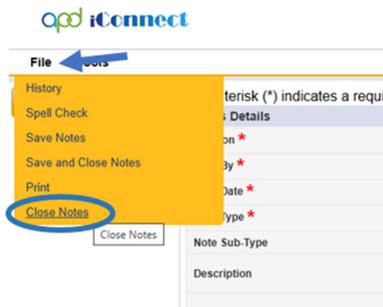
Attachments

[Add Attachment](#)

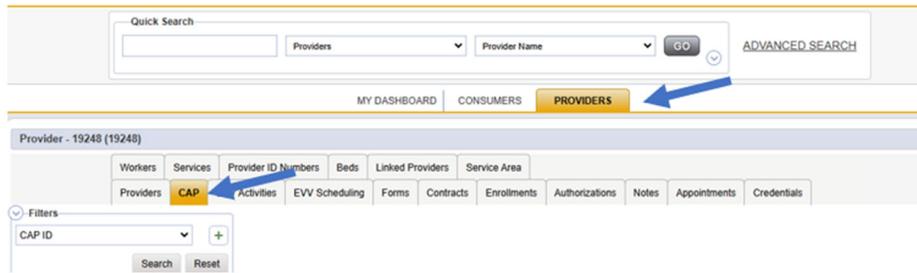
Attachments Grid

Document	Description	Category	Action
ROMLetterWithCAP.docx			Remove

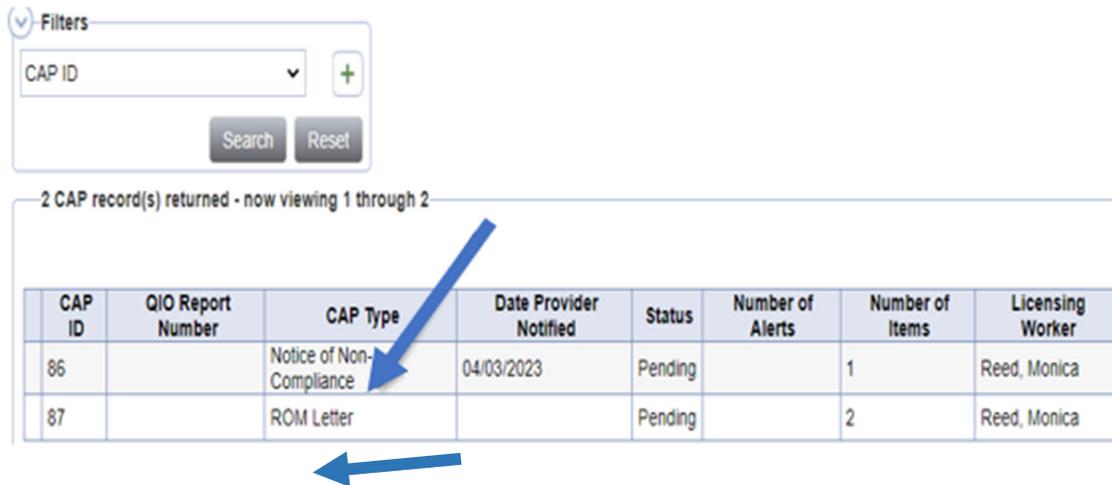
- Go to **File** and select **Close Notes**.



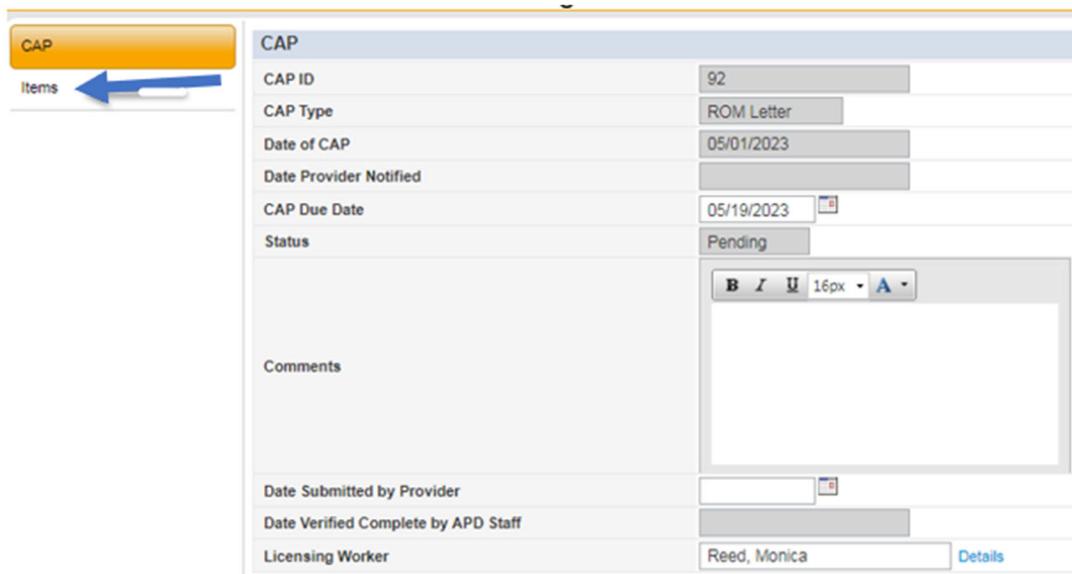
6. Navigate to the Providers Record and select the **CAP** tab.



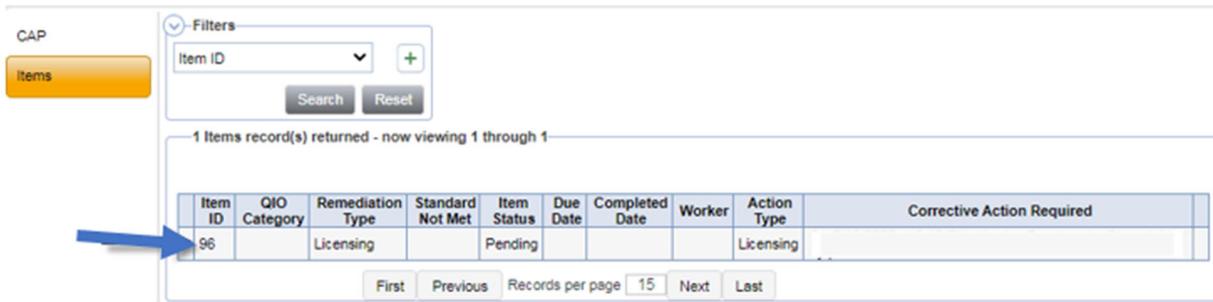
7. Select the appropriate CAP record via the hyperlink.



8. Click the **Items** link on the left-hand navigation menu



9. Select a Pending Item from the list.



CAP
 Items

Filters
 Item ID [] [+]
 Search Reset

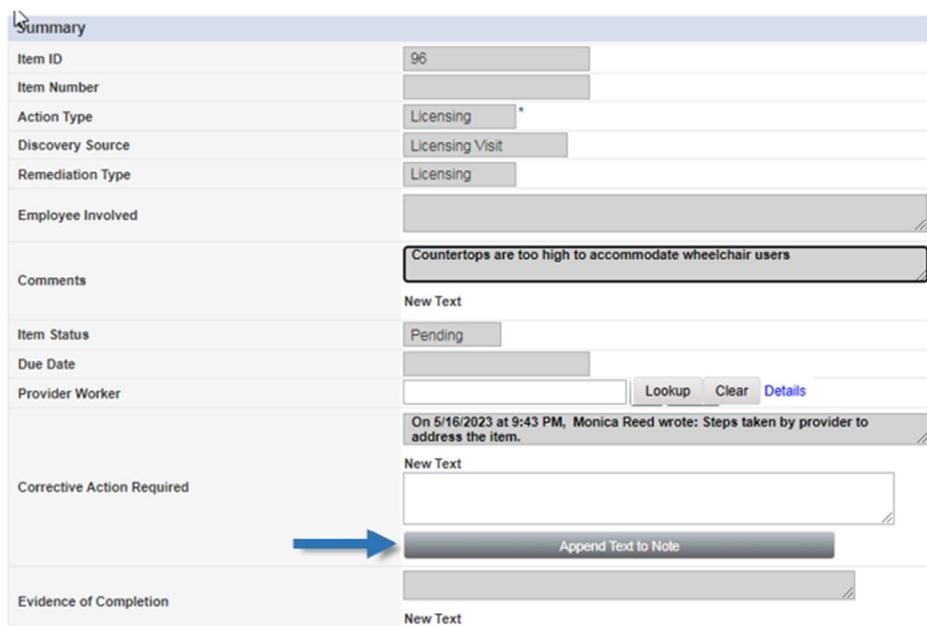
1 Items record(s) returned - now viewing 1 through 1

Item ID	QIO Category	Remediation Type	Standard Not Met	Item Status	Due Date	Completed Date	Worker	Action Type	Corrective Action Required
96		Licensing		Pending				Licensing	

First Previous Records per page 15 Next Last

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

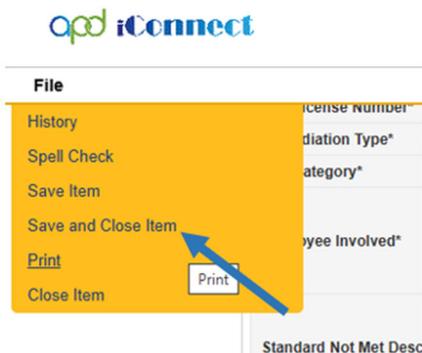
- "Correction Action Required" = Enter steps taken to address the deficiency, then Click **Append Text to Note**



Summary

Item ID: 96
 Item Number: []
 Action Type: Licensing
 Discovery Source: Licensing Visit
 Remediation Type: Licensing
 Employee Involved: []
 Comments: Countertops are too high to accommodate wheelchair users
 Item Status: Pending
 Due Date: []
 Provider Worker: [] Lookup Clear Details
 Corrective Action Required: [] Append Text to Note
 Evidence of Completion: [] New Text

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

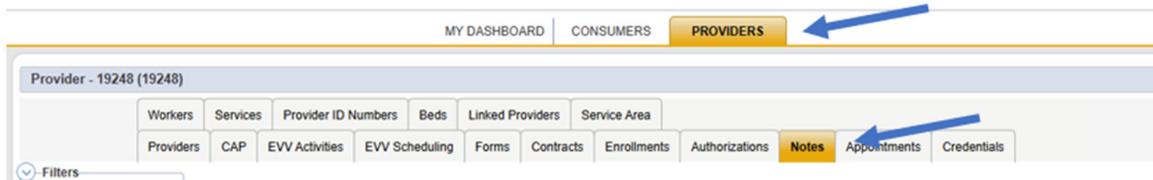




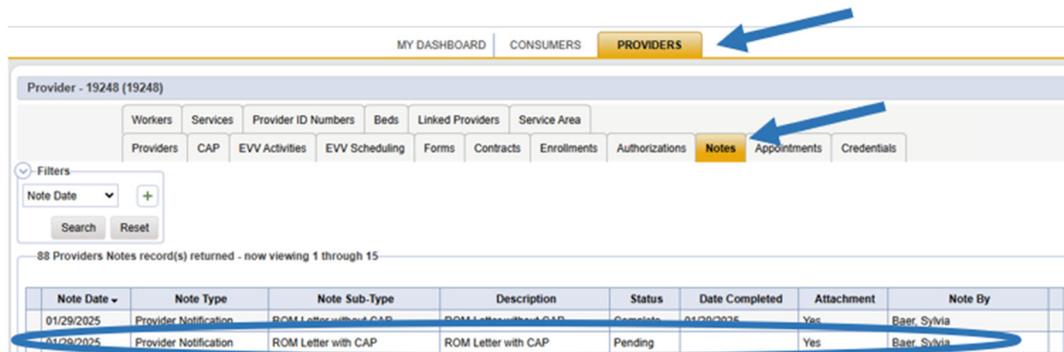
File
 History
 Spell Check
 Save Item
 Save and Close Item
 Print
 Close Item

12. Repeat steps 8-11 for each Item that needs to be addressed.

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

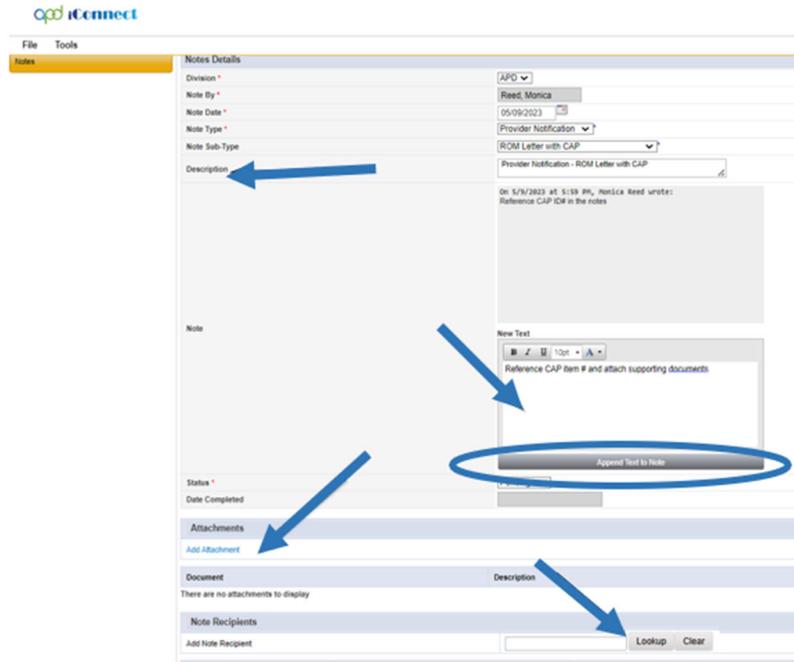


14. Select the existing Provider Notification note from the list.

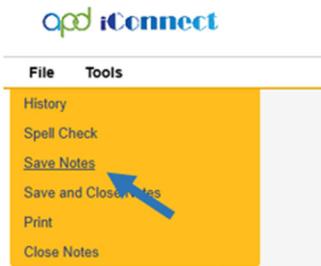


15. In the existing Provider Notification Note record, update the following fields:

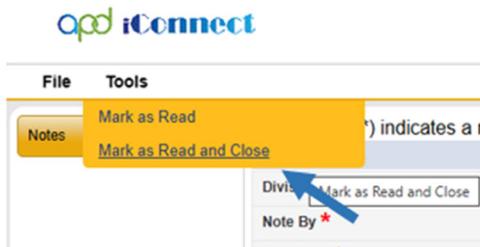
- “Description” = Enter CAP ID# and reference the CAP item #
- “Notes” = Enter notes and Click **Append Text to Note**
- “Status” = Leave as Pending (the status won’t be updated until all CAP items are complete)
- Click "Add Attachment" and attach a copy of the Supporting Documentation on the user's computer. Click **Upload**. *NOTE - if there are more than 10 attachments, a new note type of Provider Notification and Sub-Type = Supporting Documentation will need to be added. The new note will need to reference the CAP ID# in description. – Repeat as necessary until all requested documents have been added*
- Click the **Lookup** button on the “Add Note Recipient” to add the *QA Workstream Worker* as the Note Recipient
- Enter last name and click “Search” in the pop-up browser window. Select the name of the worker to attach them to the note



16. When finished click **File > Save Notes**.



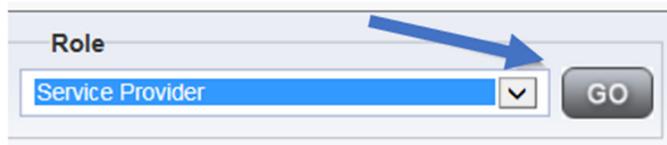
17. **Tools > Mark as Read and Close**



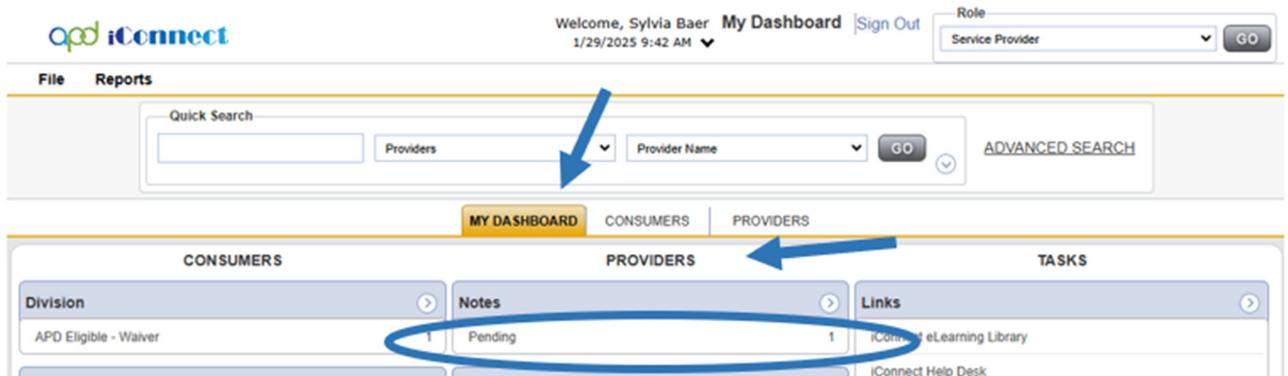
As Needed: CAP Rejected

If, upon review, the QA Workstream Worker determines the CAP is not sufficient, they will contact the owner/operator via a note. The owner/operator will review their My Dashboard for any new notes.

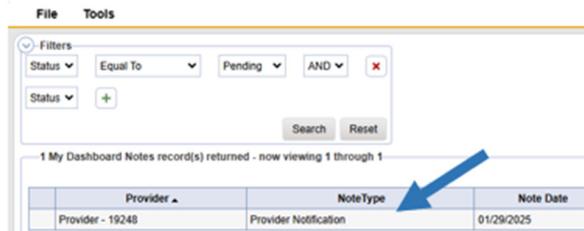
1. Set "Role" = Service Provider then click **Go**.



2. On **My Dashboard**, under the **Providers** column, within the **Notes** pane, select **Pending**.

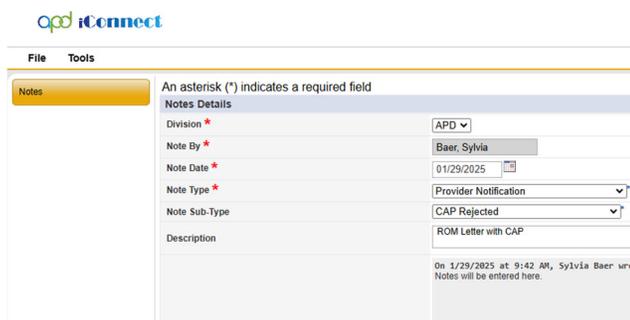


3. Select Note Type = Provider Notification



Provider	Note Type	Note Date
Provider - 19248	Provider Notification	01/29/2025

4. Review the Note to determine what actions are needed.



An asterisk (*) indicates a required field

Notes Details

Division * APD

Note By * Baer, Sylvia

Note Date * 01/29/2025

Note Type * Provider Notification

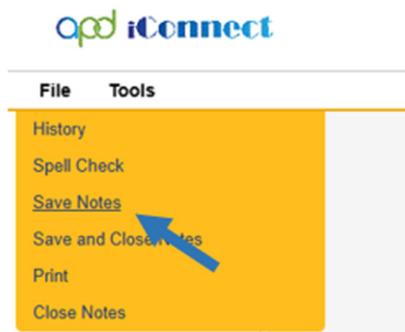
Note Sub-Type CAP Rejected

Description ROM Letter with CAP

On 1/29/2025 at 9:42 AM, Sylvia Baer wrote
Notes will be entered here.

5. Click **File > Close Notes**

6. Make needed changes in the CAP and Notes as needed.
7. In the Note record, update the following fields:
 - a. "Append Text to Note" = Enter notes for the CAP rejected items
 - b. "Status" = Leave as Pending
 - c. "Attachment" = Add attachments as appropriate
 - d. Click the **Lookup** button on the "Add Note Recipient" to add the [QA Workstream Worker/Lead](#) 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
8. When finished click **File > Save Notes**.



9. **Tools > Mark as Read and Close**

