



**State of Florida**  
**Agency for Persons with Disabilities**

iConnect  
ADT New Licensing Facility Application Request Training Manual  
Updated April 2026

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# ADT LICENSING

## Introduction

New Prospective Applicants seeking licensure of an Adult Day Training (ADT) facility will contact APD by phone, email, or in person and will be directed to the link for the Online Application Request form for ADTs and will be instructed to attach their Photo ID/Driver's License. The Prospective applicant will also be instructed to do a background screening. The Online Application Request will be used for all interested new prospective applicants.

## Submit Online Application Request

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

### Online Application Request for New Facility ←

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

- Individuals or Parties wishing to open a licensed facility

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

### Prospective Licensed Applicant Information Section

Prospective Licensed Applicant Business Name **required**

First and Last Name if a Solo Provider

Prospective Licensed Applicant Business Telephone Number **required**

Enter response...

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

**Prospective Licensed Applicant Information Section**

Prospective Licensed Applicant Business Name **required** ←

First and Last Name if a Solo Provider

Enter response...

---

Prospective Licensed Applicant Business Telephone Number **required** ←

Enter response...

---

Prospective Licensed Applicant Email Address **required** ←

Enter response...

---

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

Include dashes

Enter response...

---

Prospective Licensed Applicant Region **required** ←

Unanswered
  Central
  Northeast
  Northwest
  Suncoast
  Southeast
  Southern

---

**Prospective Licensed Facility Address Section**

Prospective Licensed Facility Street Address **required** ←

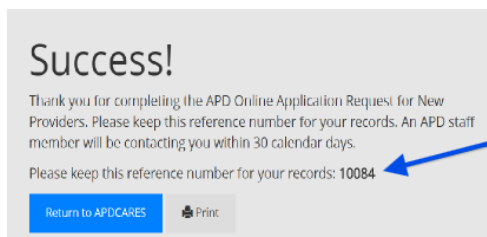
Enter response...

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's iConnect ID number.*

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

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



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

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

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

## Assign Worker



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

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

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

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:

A screenshot of the iConnect My Dashboard interface. The dashboard is divided into three main sections: CONSUMERS, PROVIDERS, and TASKS. The CONSUMERS section includes Division, Alert Notes, Ticklers, Plans, and Authorizations. The PROVIDERS section includes Notes and Ticklers. The TASKS section includes Links and My Management. A blue arrow points to the "MY DASHBOARD" tab in the navigation bar. Another blue arrow points to the "Prospective Applicant Queue" link in the My Management section of the TASKS panel.

File	Reports	
Quick Search	Consumers Last Name GO ADVANCED SEARCH	
MY DASHBOARD	CONSUMERS PROVIDERS REPORTS	
<b>CONSUMERS</b>	<b>PROVIDERS</b>	<b>TASKS</b>
<b>Division</b>	<b>Notes</b>	<b>Links</b>
APD Eligible - Waiver 1	Draft 1	iConnect eLearning Library
Pending 1	Pending 1	APD Help Desk
Pending Disenrollment 1		New Updates (February 2025)
<b>Alert Notes</b>	<b>Ticklers</b>	<b>My Management</b>
Unread Alert Notes 0	Ticklers 1	Current Active Cases
<b>Ticklers</b>		Enrollments
Ticklers 3		Pending Assessments Queue
<b>Plans</b>		Pending Provider Assessments Queue
Draft 1		Pre-Enrollment
<b>Authorizations</b>		DOD OpenClose Open List
Approved 4		Provider Credentials Queue
Fully Approved 27		Pending Plans
Terminated 3		Administrative Actions Queue
		Prospective Applicant Queue

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

Disposition	Online Application Date	Provider Name	Provider Region
Pending	06/29/2023	Test Provider	NORTHEAST
Pending	09/18/2023	Test Region Provider	Northwest
Pending	09/20/2023	Test Provider	Northwest

4. The Applicant's record will display. To identify the appropriate worker, navigate to the **Providers > Forms** tab

File Word Merge

Quick Search:  Providers  Provider Name  [ADVANCED SEARCH](#)

MY DASHBOARD CONSUMERS **PROVIDERS** REPORTS

ADT Record Name (24781)

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

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

5. Open the form title = Online Application Request for New Providers

Division	Form Name	Review	Review Date	Status	Worker
	Online Application Request for New Providers		03/24/2025	Pending	Application, Harmony

6. Verify if the potential applicant is looking to open an ADT or a Licensed Residential Facility. **NOTE: If applying for a Residential Facility, please view the New Licensing Facility Application (Residential Facilities) Manual for further instructions.**

File Reports

**Online Application Request for New Providers**

An asterisk (\*) indicates a required field

**Provider Assessment**

Division \*  Worker \* Application, Harmony [Details](#)

Review \*  Status \* Pending

Review Date \* 03/24/2025 Approved By

Approved Date

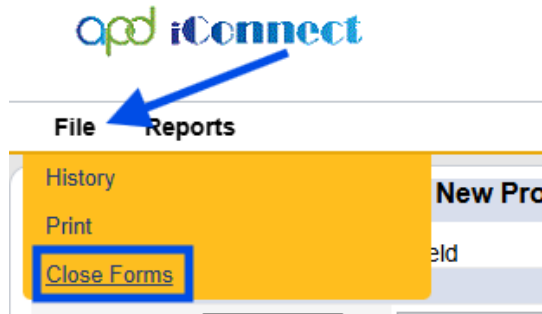
**Geographical Provision - Please select the region you intend to serve:**

Service Areas by Region - Please only choose one Region in which you will initially submit an application. You may find information on Regional locations by visiting <http://apdcare.org/region/> \*

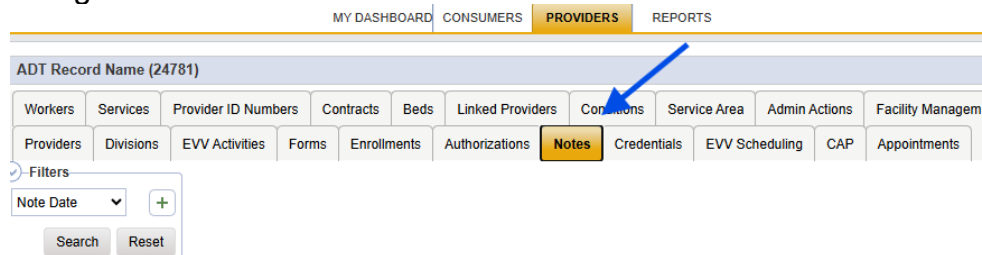
**Application for Requested Services:**

Application for APD Licensed Facility? \*

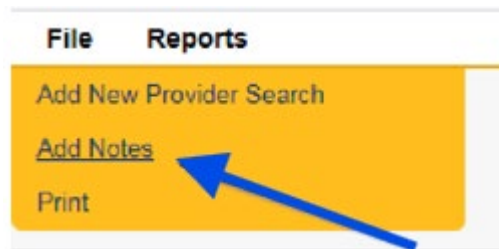
7. Once information has been retrieved, go to **File > Close Forms**



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



9. Click **File > Add Notes**



10. 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](#) (The ADT Licensing Specialist or other regional staff assigned to review the queue), 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

Division \* APD  
 Note By \* Baer, Sylvia  
 Note Date \* 05/27/2025  
 Associated Form ID#  
 Note Type \* Application Request  
 Note Sub-Type Assign Worker  
 Description Assign Worker  
 Note  
 Status \* Complete  
 Date Completed 05/27/2025

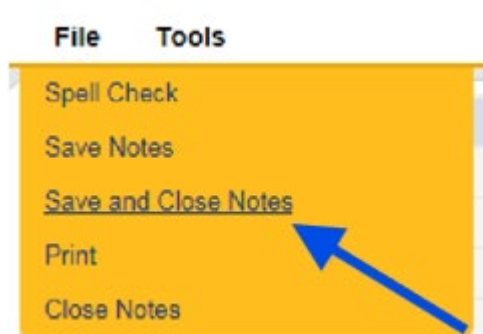
**Attachments**  
[Add Attachment](#)

Attachments Grid			
Document	Description	Category	Action
There are no attachments to display			

**Note Recipients**  
 Add Note Recipient:

**Note Recipients Grid**

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



## Access Prospective Applicant Queue



Once the Online Application Request has been submitted by the prospective applicant and 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**.

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Worker" selected. To the right of the dropdown is a grey button labeled "GO". A blue arrow points from the top right towards the "GO" button.

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

A screenshot of the "My Dashboard" interface. At the top, there are tabs for "File" and "Reports". Below that is a "Quick Search" section with a search box, a dropdown menu set to "Consumers", and another dropdown menu set to "Last Name". A "GO" button is to the right of the search box. Below the search box is a navigation bar with tabs for "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". The "MY DASHBOARD" tab is active. The main content area is divided into three columns: "CONSUMERS", "PROVIDERS", and "TASKS". The "CONSUMERS" column has sections for "Division", "Alert Notes", "Ticklers", "Plans", and "Authorizations". The "PROVIDERS" column has sections for "Notes" and "Ticklers". The "TASKS" column has sections for "Links" and "My Management". The "My Management" section in the "TASKS" column is expanded, showing a list of links including "Current Active Cases", "Enrollments", "Pending Assessments Queue", "Pending Provider Assessments Queue", "Pre-Enrollment", "DOD OpenClose Open List", "Provider Credentials Queue", "Pending Plans", "Administrative Actions Queue", and "Prospective Applicant Queue". A blue arrow points to the "Prospective Applicant Queue" link.

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

Filters

Provider Name Equal To APD Test Provider AND X

Disposition +

Search Reset

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

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

*If the Prospective Applicant does not have a current or active MWSA, please validate the following:*



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

## Provider Search and Promote



When the ADT Licensing and Monitoring Specialist or other regional staff assigned to the Provider Applicant Queue has the information needed from the Prospective Applicant record and can proceed with initiating the provisioning 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

The screenshot shows a web interface with a 'File' menu on the left containing 'Provider Search and Promote', 'Reject Provider', 'Print', and 'Close Prospective Applicant Queue'. A search filter is set to 'Pending' and 'Name of Provider'. Below the search bar, it says '1 My Dashboard Prospective Applicant Queue record(s) returned - now viewing 1 through 1'. A table below shows one record:

Disposition	Online Application Date	Provider Name	Provider Region	
Pending	04/17/2025	Test Applicant	Central	<input checked="" type="checkbox"/>

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

The screenshot shows the 'File' menu with 'Provider Search and Promote' highlighted in yellow. Other options include 'Reject Provider', 'Print', and 'Close Prospective Applicant Queue'.

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

The screenshot shows the 'Provider Search' screen with a 'File' menu and 'Tools' section. The 'Filters' section includes:

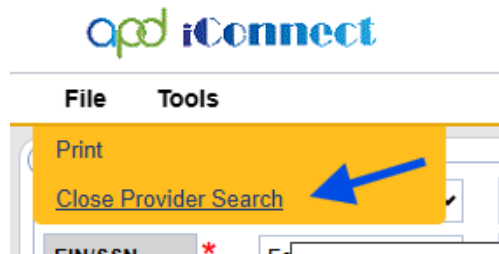
- Provider Name: Contains ADT Facility
- EIN/SSN: Equal To 123456789
- Region: Equal To Central

There is a 'Search' button and a 'Reset' button at the bottom right.

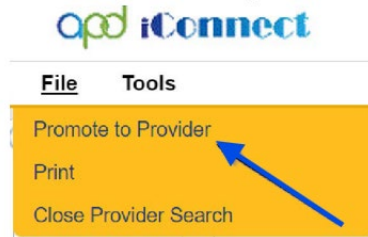
4. In Addition to searching for the Licensed Facility, the ADT Licensing and Monitoring Specialist must complete a thorough search for the Parent Provider Record to determine whether the New Prospective Applicant Record will need to be linked to an existing record or if Provider Enrollment must be contacted 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.**

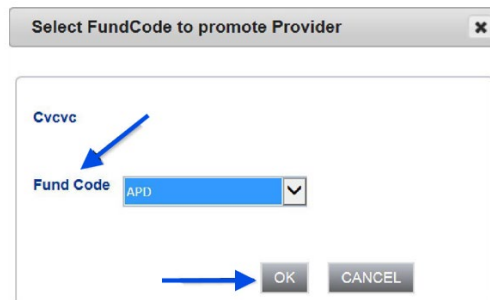
If the displayed results don't match the prospective applicant's record, then click **File > Close Provider Search**.



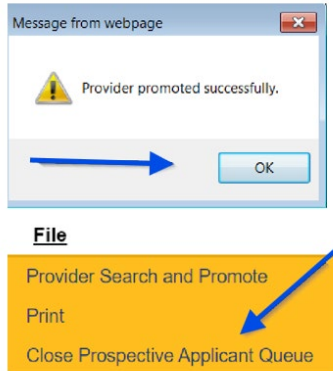
5. Then recheck the Provider Name and go to **File > Promote to Provider**



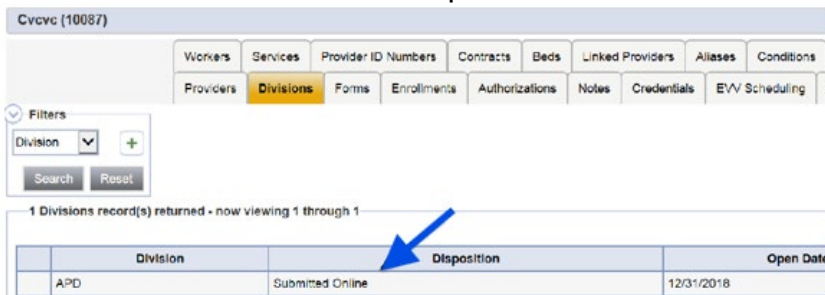
6. The Select Fund Code pop-up box will appear. Select the Fund Code as **APD** and then click **OK**



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 similar to 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.

*The following scenarios may exist for a prospective applicant:*



- If an existing Provider with authorizations, would already have ID PASS access, but the promoted prospective applicant record will need to be linked to the Parent Provider Record.
- If an existing Provider without authorizations – Needs ID PASS in addition to the Applicant Flag signaled.
- If Waiver Provider – already has licensed facilities and wants to open a new licensed facility – Needs the promoted prospective applicant record linked to Parent Provider.
- If Abandoned/Non-Responsive, the Provider would need to get new ID PASS access.

*The Prospective Applicant will need to complete the ID PASS process to gain access to iConnect.*

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



At the time of promotion from the Prospective Applicant Queue, the ADT Licensing and Monitoring 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 ADT Licensing and Monitoring 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, if no Medicaid ID is available (instructions will direct you to contact State Office to update the Medicaid ID once the welcome letter is received)
- 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**.

A screenshot of a web form showing a dropdown menu labeled "Role" with "Region QA Workstream Worker" selected. To the right of the dropdown is a grey button labeled "GO". A blue arrow points from the bottom right towards the "GO" button.

2. Navigate to the Providers Chapter, **File > Add New Provider Search**

A screenshot of a web application's navigation menu. The "File" menu is open, showing options: "Add New Provider Search" (highlighted with a blue box and a blue arrow), "Add Notes", and "Print". Below the menu is a search bar with a dropdown labeled "Providers" and a text input field labeled "Provider Name" with a "GO" button. A blue arrow points to the "GO" button. At the bottom, there are navigation tabs: "MY DASHBOARD", "CONSUMERS", "PROVIDERS" (highlighted), and "REPORTS".

3. Use the Filters to search for Provider Record

The screenshot shows the 'File' section of the APD iConnect interface. Under the 'Filters' section, there are three filter criteria: 'Provider Name' with a dropdown set to 'Contains', 'Provider Number' with a dropdown set to 'Equal To', and 'ADT Name'. The 'Provider Number' field contains the value '123456789'. There are 'AND' dropdowns between the filters. At the bottom right, there are 'Search' and 'Reset' buttons. A blue arrow points to the 'Search' button.

4. If no Parent Provider Record is found, click “**Add New**”

This screenshot is similar to the previous one, but the 'Provider Number' field is highlighted with a blue border. Below the filters, there are 'Search', 'Reset', and 'Add New' buttons. A blue arrow points to the 'Add New' button. Below the filters, it says '0 record(s) returned'.

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 facility 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

The screenshot shows the iConnect system interface. At the top left is the iConnect logo. At the top right, the text reads "Placeholder Provider Record Certification Det" and "5/23/2024 4:48 PM". Below this is a "File" menu bar. A message states "An asterisk (\*) indicates a required field". The main section is titled "Certification Details" and contains the following fields:

Credential Type *	Certification
Certification Type	iBudget Waiver Applicant Placeholder ▼
Effective Date	05/23/2024
Expiration Date	MM/DD/YYYY
Comment	Placeholder Provider Record created for the purposes of a new license provider application user provisioning
Status	Applicant Placeholder ▼
QA Workstream Worker	Shorter, Caroline

At the bottom right of the form are buttons for "Lookup", "Clear", and "Details".

b. File > Save and Close Certification Details

## 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 ADT Licensing and Monitoring 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 an 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 ADT Licensing and Monitoring 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**.

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

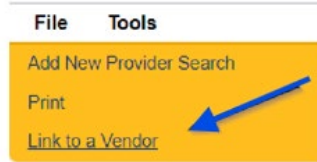
2. Navigate to the **Providers** chapter and enter the **PARENT** Provider's name in the Quick Search filter and click **Go**.

A screenshot of the "Providers" chapter interface. The "Quick Search" filter is set to "Providers" and "Provider Name". A blue arrow points from the text above to the "GO" button in the search filter. Another blue arrow points from the text above to the "PROVIDERS" tab in the navigation menu.

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



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

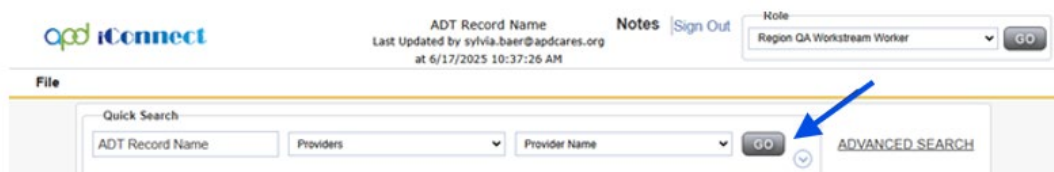


5. Update the following fields:

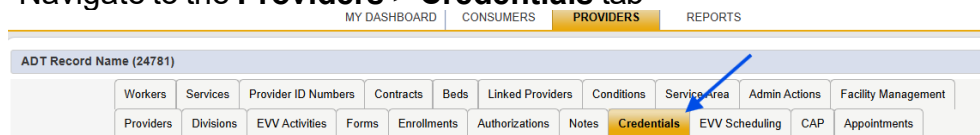
- a. Relationship = Subsidiary
- b. Linked Provider = Click the ellipsis and search for Child Provider record (Previously Promoted Applicant Record)
- c. Start Date = Enter today's date
- d. **File > Save and Close the Linked Provider Record**



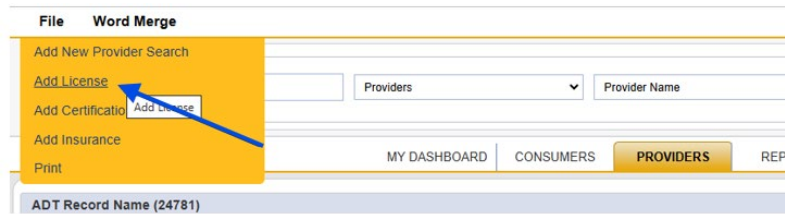
6. The Provider's record will display. Navigate to the Providers chapter and enter the **Facility (child record)** Provider's name in the Quick Search filter and click **Go**.



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



8. Select **File > Add License**



9. Update the following fields:

- a. "License Type" = ADT
- b. "Date of Renewal/Subsequent License" = Enter Date
- c. "Effective Date" = Enter Date
- d. "Expiration Date" = Enter Date Expiration of 4 months (120 days)
- e. "Less than One Year" = check
- f. "License Duration" = Three Months
- g. Comment = "Placeholder License Record created for the purposes of a new license provider application user provisioning and access." Add the temporary license number using the following conventions.

**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
- h. "Status" = Applicant
  - i. "Reason" = Initial
  - j. "QA Workstream Worker" = Click **Lookup** on the field to add the [ADT Licensing and Monitoring Specialist](#).
  - k. Enter the last name and click **Search**, and then select the name

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

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

**File**

An asterisk (\*) indicates a required field

**License Details**

Credential Type *	License
License Type *	ADT
Date of Renewal/Subsequent License	10/29/2025
Effective Date *	07/01/2025
Expiration Date *	10/29/2025
Less than One Year	<input checked="" type="checkbox"/>
License Duration	Three Month
Comment	Placeholder License Record created for the purposes of a new license provider application user provisioning and access. CR-APPL-24781
Status	Applicant
Reason	Initial
QA Workstream Worker	Baer, Sylvia <span>Lookup</span> <span>Clear</span> <span>Details</span>

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

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

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

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

## 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 facility 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 ADT Licensing and Monitoring 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 by 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:

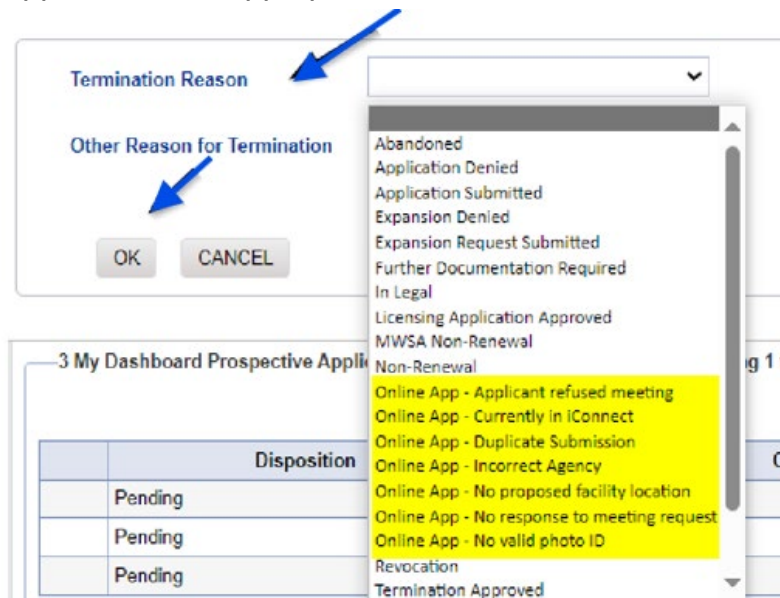
“Warning. A Provider record with a matching name and/or EIN/Tax ID Number already exists. Are you sure you want to continue?” If they click the “**Yes**” button, create the new Provider record. If they click the “**No**” button, the creation of the Provider record shall be canceled.

A screenshot of the iConnect application's search interface. At the top, the logo 'opd iConnect' is visible. Below it are 'File' and 'Tools' menu options. A 'Filters' section is expanded, showing three filter rows: 'Provider Name' with a dropdown set to 'Contains' and a text input 'Test Provider'; 'EIN/SSN' with a dropdown set to 'Contains' and a red asterisk next to the field; and 'Region' with a dropdown set to 'Equal To' and a dropdown menu. Each filter row has an 'AND' dropdown and a red 'X' icon to remove the filter. A fourth filter row for 'Provider Name' is partially visible with a '+' icon. At the bottom of the filter section are 'Search' and 'Reset' buttons. Below the filter section, it says '0 record(s) returned'.

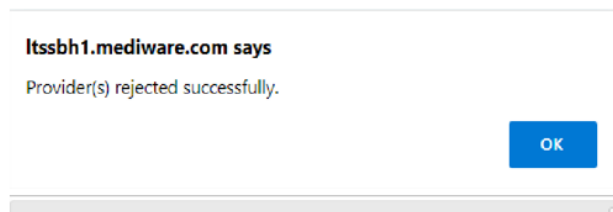
1. If the prospective applicant needs to be rejected due to an existing record, the ADT Licensing and Monitoring Specialist will select the record via the checkbox at the end of the record and then click **File > Reject Provider**



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



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



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

QoD iConnect Welcome, Monica Reed Prospective Applicant Queue  
9/14/2023 3:56 PM

**File**

Filters

Disposition: [v] Legal Io: [v] Rejected [v] AND [x]

Provider Name: [v] Contains: [v] AND [x]

Disposition: [v] +

Search [v] Reset [v]

2 My Dashboard Prospective Applicant Queue record(s) returned now viewing 1 through 2

Disposition	Online Application Date	Provider Name	Provider Region	
Rejected	05/24/2023	Trial Provider	NORTHEAST	<input type="checkbox"/>
Rejected	09/13/2023	Prospective Applicant		

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

**File**

- Provider Search and Promote
- Reject Provider
- Print
- Close Prospective Applicant Queue

## Facility Application Form

### 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 Licensure Application in iConnect and submit a Note to the ADT Licensing and Monitoring Specialist in iConnect. Once complete, they will need to follow the steps outlined in the [Application Submitted Note section](#).

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, and another blue arrow points to a 'GO' button to the right.

2. Navigate to the Prospective Applicant’s ADT record, then click the **Providers > Forms** tab (Do not fill out the Facility Application Form in the Corporate record).

A screenshot of the iConnect interface. At the top, there is a 'Quick Search' section with a text input, a 'Providers' dropdown menu, and a 'Provider Name' input. Below this is a navigation bar with 'MY DASHBOARD', 'CONSUMERS', and 'PROVIDERS' tabs. The 'PROVIDERS' tab is active. Underneath, there is a section for 'ADT Record Name (24781)' with a grid of tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Providers', 'Divisions', 'EVV Activities', 'Forms', 'Enrollments', 'Authorizations', 'Notes', and 'Credent'. A blue arrow points to the 'Forms' tab.


3. Click **File > Add Forms**

A screenshot of the iConnect interface showing the 'File' menu. The 'File' menu is open, and the 'Add Forms' option is highlighted with a blue box. A blue arrow points to the 'File' menu header. Other options visible in the menu include 'Word Merge', 'Add New Provider Search', 'Print', and another 'Add Forms' option.

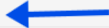


4. Select "Please Select Type" as "Facility Application Form (APD 2025-09)" from the drop-down list

9/2/202

**File**

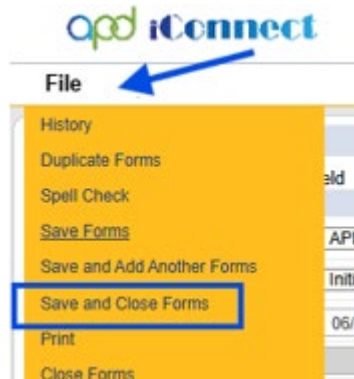
Please Select Type: Facility Application Form (APD 2025-09) 

An asterisk (\*) indicates a required field

Provider Assessment			
Division *	APD 	Worker *	Provider, Sylvia <input type="button" value="Lookup"/> <input type="button" value="Clear"/> <a href="#">Details</a>
Review *	Initial 	Status *	Pending 
Review Date *	09/02/2025 <input type="button" value="Calendar"/>	Approved By	<input type="text"/>
Approved Date	<input type="text"/>		

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**



## Add Other Qualifying Documentation



The Prospective Applicant will add a note with other qualifying documents that are required. This note will be done in the facility record, NOT the Parent/Corporate or Parent Placeholder record.

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

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

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

A screenshot of a web application interface. The "Providers" tab is selected in the top navigation bar. Below it, the "Notes" sub-tab is selected. A blue arrow points to the "Notes" sub-tab. The interface includes a search bar, filters, and a "Search" button.

3. Click **File > Add Notes**

A screenshot of a web application interface showing a dropdown menu. The "File" menu is open, and the "Add Notes" option is highlighted. A blue arrow points to the "Add Notes" option. Other options in the menu include "Add New Provider Search" and "Print".

4. In the new Note record, update the following fields:
  - a. "Division" = APD
  - b. "Note Type" = Initial Application
  - c. "Note Subtype" = Select a category below
    - i. *Background Screening (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
      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 Employees (Education and Experience)
  - 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 a list of documents
  - f. "Status" = Pending (ADT Licensing and Monitoring Specialist will update the Note to Complete later in the process)
  - 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 ADT *Licensing and Monitoring Specialist* as the Note Recipient
- i. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

Notes Details

Division \* APD

Note By \* Reed, Monica

Note Date \* 09/25/2023

Note Type \* Initial Application

Note Sub-Type \* Background Screening

Description Background Screening

Note

Status \* Pending

Date Completed 09/25/2023

Attachments

Add Attachment

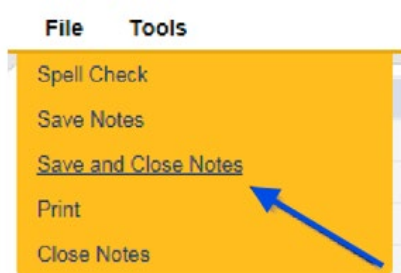
Document Description

There are no attachments to display

Note Recipients

Add Note Recipient: [input] Lookup Clear

- 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 and all supporting documentation.

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 icon. To the right of the dropdown is a grey "GO" button.

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

A screenshot of the "Providers" search page. It features a "Quick Search" section with input fields for "ADT Record Name", "Providers", and "Provider Name", followed by a "GO" button and an "ADVANCED SEARCH" link. Below the search bar is a navigation menu with "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". A blue arrow points to the "PROVIDERS" tab, and another points to the "GO" button.

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

A screenshot of a provider record page for "ADT Record Name (24781)". The "PROVIDERS" tab is active in the navigation menu. Below the record name is a grid of tabs including "Workshops", "Services", "Provider ID Numbers", "Contracts", "Linked Providers", "Audits", "Conditions", "Providers", "Divisions", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials", and "DW Scheduling". A blue arrow points to the "Notes" tab. Below the tabs is a "Filters" section with dropdown menus for "Note Type" and "Note Date", and a "Search" button.

4. Click **File > Add Notes**

A screenshot of a "File" menu. The menu items are "Add New Provider Search", "Add Notes", and "Print". A blue arrow points to the "Add Notes" option.

5. In the new Note record, update the following fields:
  - a. "Division" = APD
  - b. "Note Type" = Initial Application
  - c. "Note Subtype" = Application Submitted

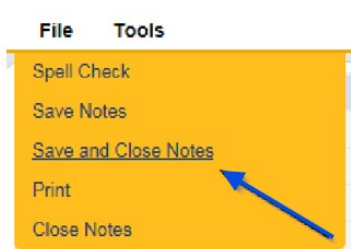
- d. "Description" = Application Submitted
- e. "Note" = Enter notes
- f. "Status" = Pending
- g. Click the **Lookup** button on the "Add Note Recipient" to add the ADT *Licensing Specialist* as the Note Recipient
- h. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

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

- Division: APD
- Note By: Baer, Sylvia
- Note Date: 09/11/2025
- Note Type: Initial Application
- Note Sub-Type: Application Submitted
- Description: Application Submitted
- Note: (Empty text area with a rich text editor toolbar)
- Status: Pending
- Date Completed: (Empty)

Below the form are sections for Attachments and Note Recipients. The Note Recipients section includes an 'Add Note Recipient' field and 'Lookup' and 'Clear' buttons. Blue arrows in the original image point to the 'Note Type', 'Note Sub-Type', 'Description', 'Status', and the 'Lookup' button.

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**.

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

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

A screenshot of a navigation menu with "MY DASHBOARD", "CONSUMERS", and "PROVIDERS" tabs. Below the menu is a "PROVIDERS" section with a "Notes" table and a "Ticklers" table. A blue arrow points to the "Ticklers" link in the "Ticklers" table.

Notes	
Complete	32
Pending	20

Ticklers	
Ticklers	75

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.

A screenshot showing a filters section and a table of ticklers. The "Date Created" column header has a downward arrow, indicating it is sorted in descending order.

Filters

Status Equal To New AND X

Status +

Apply Alert Days Before Due

Search Reset

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

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

A screenshot of a "Workflow Wizard" dialog box. A blue arrow points to a link that reads "Notify Licensing Provider Applicant of any Errors or Omissions".

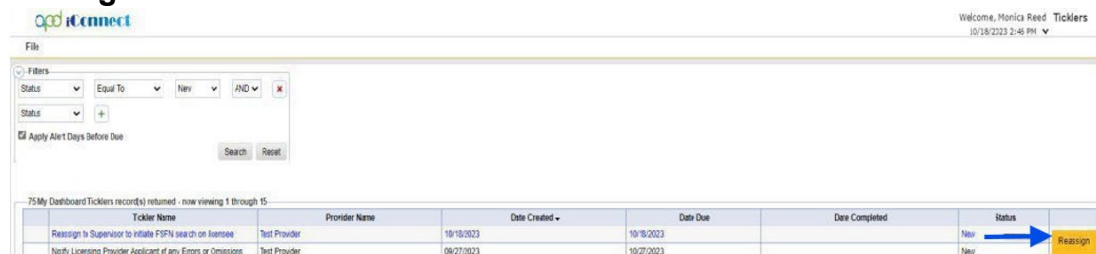
Workflow Wizard

[Notify Licensing Provider Applicant of any Errors or Omissions](#)

4. When the Initial Application/Application Submitted note was saved, a Workflow Wizard was triggered to remind the QA Workstream Worker (ADT Licensing and Monitoring Specialist) 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 **30<sup>th</sup>** 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.
6. Due immediately. 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.

Tickler Name	Provider Name	Date Created	Date Due
Reassign to Supervisor to initiate FSN search on licensee	Test Provider	10/18/2023	10/18/2023
Notify Licensing Provider Applicant of any Errors or Omissions	Test Provider	09/27/2023	10/27/2023
Notify Licensing Provider Applicant of any Errors or Omissions	Test Provider	09/27/2023	10/27/2023
Review Licensing Renewal application for error or omissions	Test Provider	09/28/2023	10/28/2023
Corrective Action Plan is due in 5 days	Test Provider	09/23/2023	10/08/2023
Review Provider Record for Corrective Action Plan - Monthly Monitoring	Test Provider	09/23/2023	10/08/2023

Search by: Last Name Search Text: buck

7 record(s) returned

MEMBERID	Worker	Title	User ID Active
2486	Buck, Jennifer		Yes
1230	Buck, Sarah	Support Coordinator	Yes
15942	Buck, Timothy		Yes
15347	Buckley, Silvia		Yes
21332	EUCKNER, LAVANYA		Yes
21809	Euckner, Shambray		Yes
24153	BUCKNOR SEAN		Yes

## Abuse Record Search



Once the application is submitted, the ADT Licensing and Monitoring Specialist will review the Facility Application Form and all notes and attachments. Within 30 days or sooner, the ADT Licensing and Monitoring 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 ADT Licensing and Monitoring 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 (facility) record in iConnect. The provider will not be able to view a Confidential Note type.

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

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

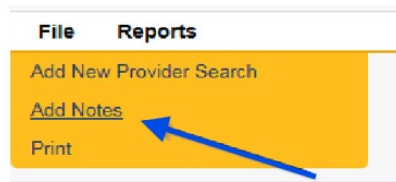
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.

A screenshot of the iConnect interface. At the top, there's a header with "ADT Record Name" and "Notes | Sign Out". Below that, a "File" section contains a "Quick Search" bar with fields for "ADT Record Name", "Providers", and "Provider Name", and a "GO" button. A blue arrow points to the "GO" button. Below the search bar, there are navigation tabs: "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". A blue arrow points to the "PROVIDERS" tab.

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

A screenshot of the iConnect interface showing the "Providers" tab selected. Below the navigation tabs, there's a sub-menu with various options: "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Area", "Admin Actions", "Facility Management", "Providers", "Divisions", "EVV Activities", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials", "EVV Scheduling", "CAP", and "Appointments". A blue arrow points to the "Notes" option.

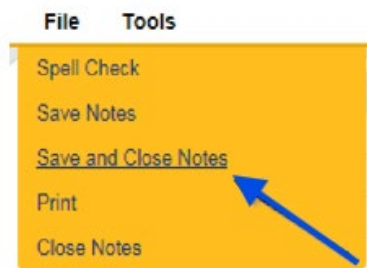
4. Go to **File > Add Notes**



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

The image shows a form for adding a note. Blue arrows point to the following fields: 'Note Type' (set to Confidential Note), 'Note Sub-Type' (set to Abuse Record Search), 'Description' (set to Abuse Record Search), 'Note' (a large text area), and 'Status' (set to Complete). Below the form, there is an 'Attachments' section, an 'Attachments Grid' (empty), a 'Note Recipients' section with a 'Lookup' button, and a 'Note Recipients Grid' containing one entry: Beer, Sylvia, 7/15/2024, Unread, with a 'Remove' link.

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



## Complete Application



If the application is complete, the ADT Licensing and Monitoring Specialist will update the Facility Application Form to complete, then update the existing pending notes, including the Other Qualifying Documentation Notes. If that application is not complete proceed to [As Needed: Initial Application with Errors and Omissions](#).

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

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

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

A screenshot of the software interface showing the navigation menu with "PROVIDERS" highlighted. A blue arrow points to the "GO" button in the search area. Another blue arrow points to the "PROVIDERS" tab in the navigation menu.

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

A screenshot of the software interface showing the "PROVIDERS" chapter selected. A blue arrow points to the "GO" button in the search area. Another blue arrow points to the "Forms" tab in the sub-navigation menu.

4. Enter the Search criteria as **Form Name = Facility Application Form (APD 2025-09)**, then click **Search** and select the form via the hyperlink on the record

ADT Record Name (24781)

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

Filters  
 Form Name Equal To Facility Application Form (APD 2025-09) AND  
 Division +

Search Reset

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

Division	Form ID	Form Name	Review	Review Date
APD	28076	Facility Application Form (APD 2025-09)	Initial	09/02/2025

5. Update the Status to **“Complete”** on the Form Header and click **“OK”** on the pop-up message box

File Reports at 6/12/2025 10:05:05 AM

**Facility Application Form (APD 2025-09)**

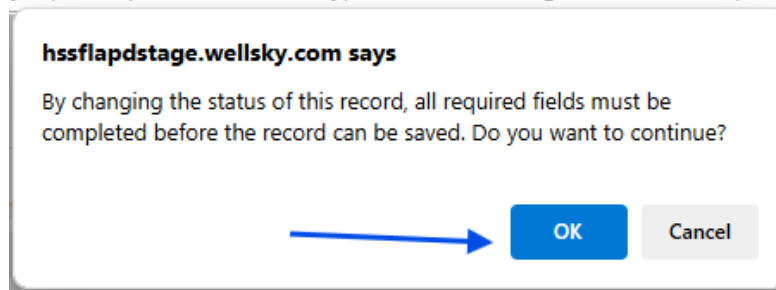
An asterisk (\*) indicates a required field

**Provider Assessment**

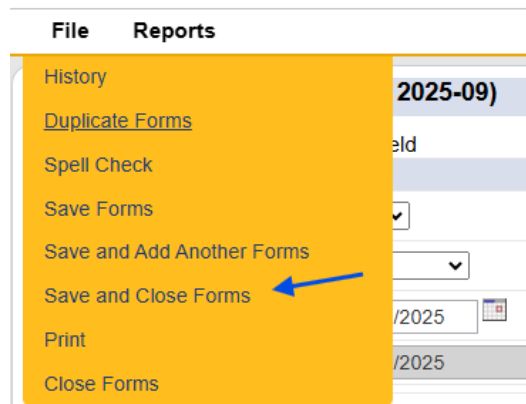
Division \* APD Worker \* Baer, Sylvia Lookup Clear Details  
 Review \* Initial Status \* Complete  
 Review Date \* 06/12/2025 Approved By Baer, Sylvia Details  
 Approved Date 08/15/2025

**License Application**

This application for an initial license or license renewal must be completed by the applicant / licensee or the designated representative of a business entity. \*Please note, "Change in Ownership" refers to a facility or program that was acquired through...



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



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

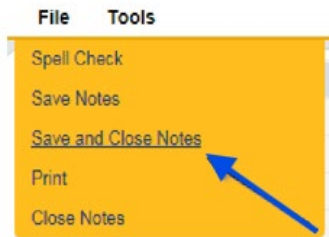
MY DASHBOARD		CONSUMERS	PROVIDERS	REPORT
		CONSUMERS	PROVIDERS	
<b>Division</b>			<b>Notes</b>	
APD Eligible - Pre-Enrollment	1		Complete	2
APD Eligible - Waiver	3		Draft	1
Application Pended	1		Pending	2
Application Received	1			
Application Review	1			
			<b>Ticklers</b>	
			Ticklers	6

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

Provider	Note Type	Note Date	Description	Author	Status	
ADT Record Name	Initial Application	08/12/2025	Application Submitted	Baer, Sylvia	Pending	<input type="checkbox"/>

9. 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

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



11. Navigate to the **Providers > Notes** tab and update the status of the following Notes to the Complete status once the supporting documentation has been verified.

- a. Open the **Note Type = Initial Application** and **Note Subtypes = Background Screening, Business Information, Facility, Personnel Information and Policies and Procedures**.

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

Providers Divisions EVV Activities Forms Enrollments Authorizations **Notes** Credentials EVV S

Filters  
 Note Date [v] +  
 Search Reset

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

Note Date	Note Type	Note Sub-Type	Description
03/03/2025	Initial Application	Background Screening	Background Screening

b. Update the Status to Complete.

Notes Details

Division \* APD

Note By \* Baer, Sylvia

Note Date \* 03/03/2025

Associated Form ID#

Note Type \* Initial Application

Note Sub-Type Background Screening

Description

On 3/3/2025 at 4:58 PM, Sylvia Baer wrote:  
Attestation of Good Moral Character  
Employment History Check  
Local Criminal Record  
Clearinghouse Screening

Note

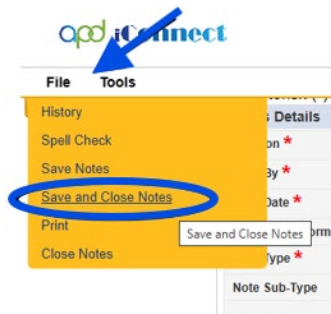
New Text

Append Text to Note

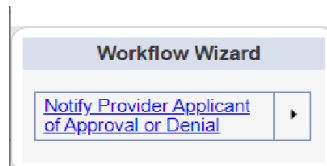
Status \* Complete

Date Completed 03/03/2025

c. File > Save and Close Notes



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



- Tickler - "Notify Provider Applicant of Approval or Denial"
- Assigned to Self (ADT Licensing and Monitoring Specialist)
- Due on the **90th** calendar day from the "Initial Application/Application Form Review Complete" completed note

## Complete Application Package Checklist



The ADT Licensing and Monitoring Specialist will generate the Application Package Checklist outside of iConnect and add it to a Note in iConnect. Then proceed with the Approval Process.

1. Once the ADT Application Package Checklist has been completed. Set “Role” = Region QA Workstream Worker, then click **Go**.

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

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

A screenshot of the iConnect web application. The 'Providers' tab is selected in the navigation bar. The 'Quick Search' section has 'ADT Record Name' entered in the search field. A blue arrow points to the 'GO' button. Another blue arrow points to the 'PROVIDERS' tab in the navigation bar.

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

A screenshot of the 'Providers > Notes' page in iConnect. The 'Notes' tab is selected in the sub-navigation bar. A blue arrow points to the 'Notes' tab. Another blue arrow points to the 'GO' button in the 'Quick Search' section.

4. Click **File > Add Notes**

A screenshot of the 'File' menu in iConnect. The 'Add Notes' option is highlighted in yellow. A blue arrow points to the 'Add Notes' link.

5. Update the following Header fields:
  - a. "Division" = APD
  - b. "Note Type" = Initial Application
  - c. "Note Subtype" = Blank
  - d. "Description" = ADT Application Package Checklist
  - e. "Note" = Enter notes
  - f. "Status" = Complete

An asterisk (\*) indicates a required field

**Notes Details**

Division \* APD

Note By \* Baer, Sylvia

Note Date \* 08/15/2025

Associated Form ID#

Note Type \* Initial Application

Note Sub-Type

Description ADT Application Package Checklist

Note

Status \* Complete

Date Completed 08/15/2025

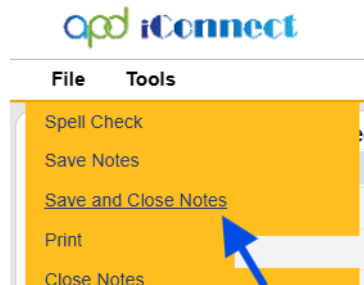
**Attachments**

Add Attachment

**Attachments Grid**

Document	Description	Category	Action
ADT Application Package Checklist .pdf			Remove

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



## Schedule Site Visit



The ADT Licensing and Monitoring Specialist will contact the Prospective Applicant to schedule a site visit. The site visit must occur as soon as possible prior to the 90 day deadline (either fully approved or deny).

## Complete Site Visit



The ADT Licensing and Monitoring 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:*

*ADT Licensing Personnel Record Review Checklist*

*ADT Licensing Participant Record Review Checklist*

*ADT Triennial Licensing Checklist*

## Complete Checklists

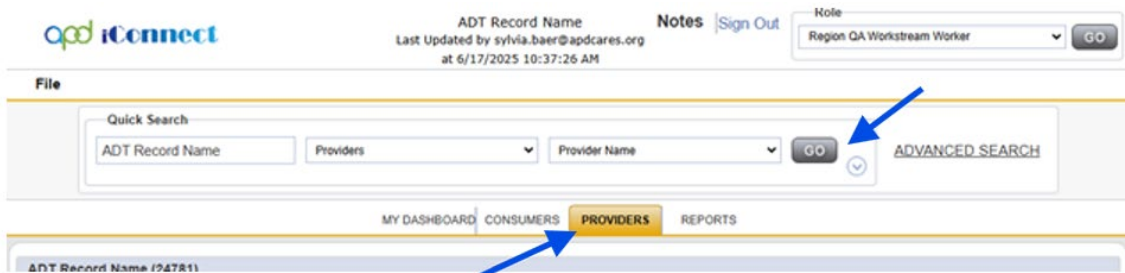


If the site visit checklists were documented manually, the ADT Licensing Specialist will need to enter the checklists into iConnect.

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

A screenshot of a web form showing a dropdown menu for the 'Role' field. The dropdown is open, displaying 'Region QA Workstream Worker' as the selected option. A blue arrow points to the 'GO' button next to the dropdown.

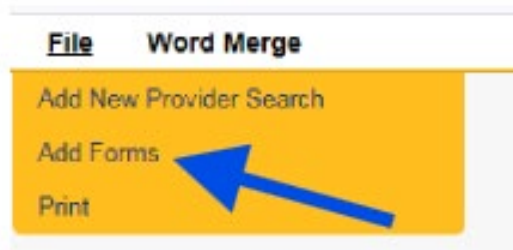
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



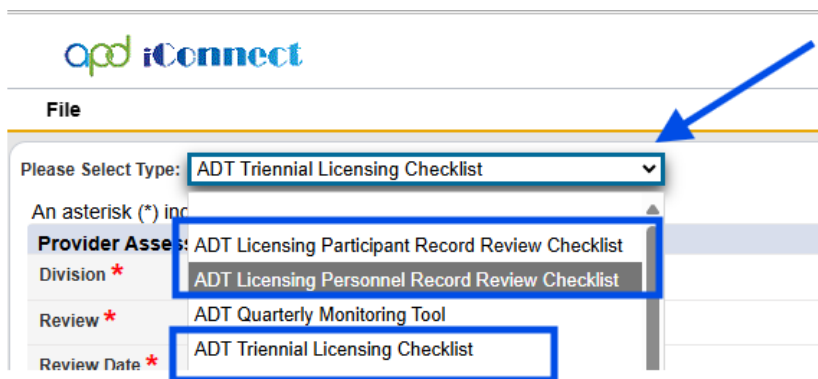
3. The Provider's record will display. Navigate to the **Providers > Forms** tab



4. Click **File > Add Forms**

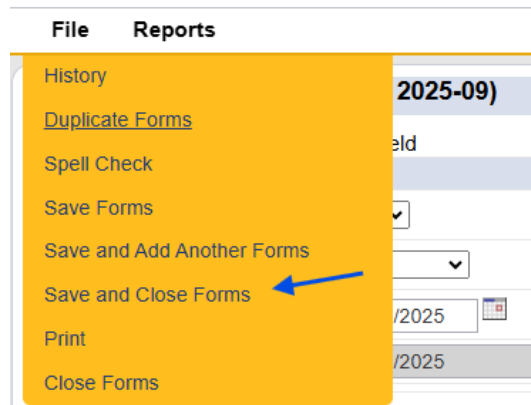


5. Select the appropriate checklist from the drop-down list



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**



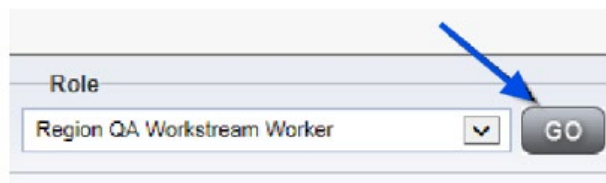
Repeat all steps as necessary for each checklist

### Site Visit No Violations Note

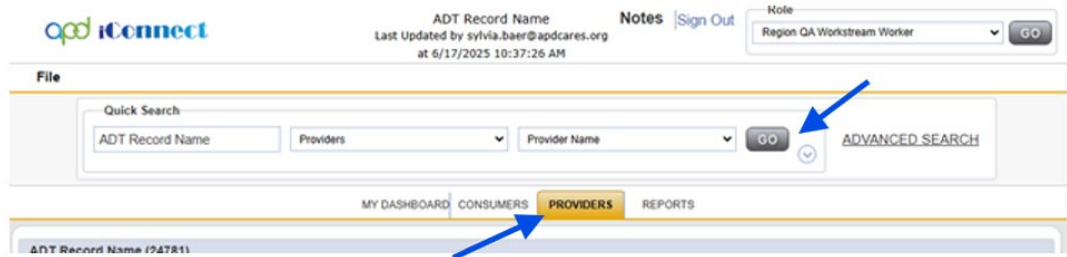


The ADT Licensing and Monitoring Specialist will enter a Site Visit Note when the site visit is complete with no issues or deficiencies. Proceed to [Site Visit Complete Note – Issues](#) if violations have been identified.

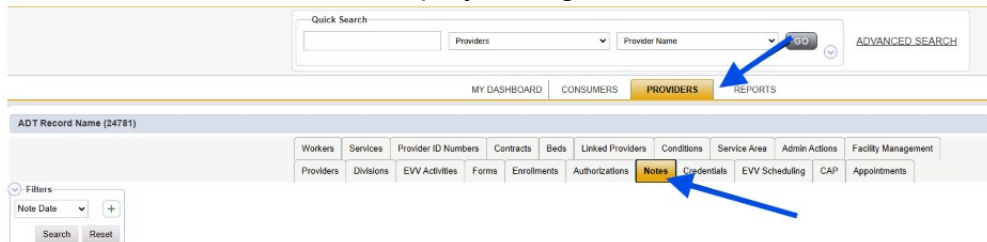
1. Set "Role" = Region QA Workstream Worker, then click **Go**.



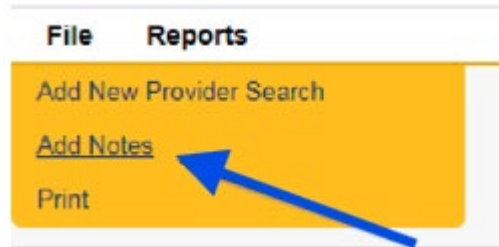
2. Navigate to the **Providers** chapter and enter the Provider's Facility (Child Record) name in the Quick Search filter and click **Go**



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

**Notes Details**

Division \* APD

Note By \* Heed, Monica

Note Date \* 09/25/2023

Associated Form ID#

Note Type \* Initial Application

Note Sub-Type Site Visit Complete with no issues or deficiencies

Description Site Visit Complete with no issues or deficiencies

Note

Status \* Complete

Date Completed 09/25/2023

**Attachments**

Add Attachment

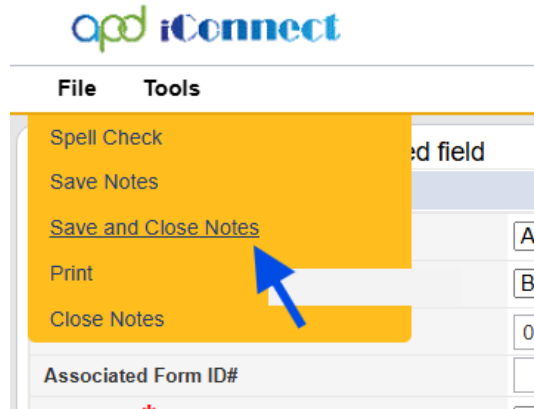
**Document** Description

There are no attachments to display

**Note Recipients**

Add Note Recipient:

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



## Supervisor Review



The Licensing Specialist will send a note to the ADT Licensing and Monitoring 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**.

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

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

A screenshot of the iConnect dashboard. The top navigation bar includes 'ADT Record Name', 'Notes', and 'Sign Out'. A dropdown menu for 'Role' is set to 'Region QA Workstream Worker'. Below this is a 'File' section with a 'Quick Search' filter containing 'ADT Record Name', 'Providers', and 'Provider Name'. A blue arrow points to the 'GO' button. Below the search bar are tabs for 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', and 'REPORTS'. A blue arrow points to the 'PROVIDERS' tab.

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

A screenshot of a provider record page. The top navigation bar includes 'ADT Record Name (24781)'. Below this is a 'Quick Search' filter with 'Providers' and 'Provider Name' dropdowns. A blue arrow points to the 'GO' button. Below the search bar are tabs for 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', and 'REPORTS'. A blue arrow points to the 'PROVIDERS' tab. Below the tabs is a grid of sub-tabs including 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Conditions', 'Service Area', 'Admin Actions', 'Facility Management', 'Providers', 'Divisions', 'EVV Activities', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', 'EVV Scheduling', 'CAP', and 'Appointments'. A blue arrow points to the 'Notes' sub-tab. On the left side, there is a 'Filters' section with a 'Note Date' dropdown and 'Search' and 'Reset' buttons.

4. Click **File > Add Notes**

A screenshot of a 'File' menu. The menu items are 'Add New Provider Search', 'Add Notes', and 'Print'. A blue arrow points to the 'Add Notes' link.

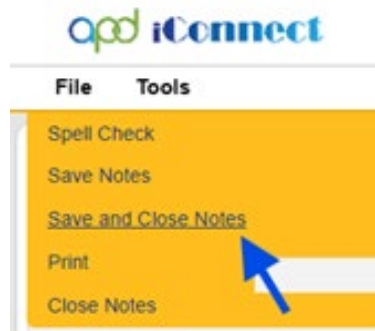
5. In the new Note record, update the following fields:
  - a. "Division" = APD
  - b. "Note Type" = Initial Application/Supervisor Review
  - c. "Description" = Enter description if applicable
  - d. "Note" = Enter notes
  - e. "Status" = Pending
  - f. Click the **Lookup** button on the "Add Note Recipient" 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

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/25/2023
- Note Type: Initial Application/Supervisor Review
- Status: Pending

Blue arrows point to the 'Note Type', 'Description', 'Note', and 'Status' fields. A blue arrow also points to the 'Lookup' button in the 'Note Recipients' section.

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



## Supervisor Approval



The Licensing Supervisor will review the application= and add a note for approval. 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.

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

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Initial Application/Supervisor Review	09/28/2023		Test, Veronica	Pending

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 [ADT 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. .

Notes Details

Division \* APD

Note By \* Reed, Monica

Note Date \* 09/25/2023

Associated Form ID#

Note Type \* Initial Application/Supervisor Approval

Note Sub-Type \*

Description

Note

New Text

Enter approval notes

Append Text to Note

Status \* Complete

Date Completed 09/25/2023

Attachments

Add Attachment

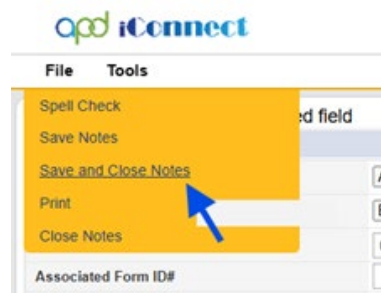
Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient

Lookup Clear

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



## Edit License Information



The ADT Licensing and Monitoring 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.

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

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

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

A screenshot of the iConnect dashboard. The "Providers" tab is selected in the navigation bar. A blue arrow points to the "GO" button in the Quick Search filter. Another blue arrow points to the "PROVIDERS" tab in the navigation bar.

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

A screenshot of the Provider's record page. The "Credentials" tab is selected in the navigation bar. A blue arrow points to the "Credentials" tab. The page shows a search filter and a navigation bar with tabs for various record sections.

4. Select the Applicant License Record.

ADT Record Name (24781)

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

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

Filters  
Credential  +  
Search Reset

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

Credential	Type	Credential Number	Effective Date	Expiration Date	License Duration	Status
License	CMS Compliance		07/01/2024			CMS Compliance Monitoring Required
License	ADT		07/01/2025	09/30/2025		Applicant

5. Update the following fields:

- a. "License Type" = ADT
- b. "Date of Renewal/Subsequent License" = Enter Date
- c. "Effective Date" = Enter Date
- d. "Expiration Date" = Enter Date
- e. "Less than One Year" = As applicable
- f. "License Duration" = Enter if checked "Less than One Year"
- g. "Comment" = Enter the license number

*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.**

- h. "Status" = Active
- i. "Reason" = Initial
- j. "QA Workstream Worker" = Click the **Lookup** button on the field to add the *ADT Licensing and Monitoring Specialist*.
- k. Enter the last name and click **Search**, and then select the name

**File**

An asterisk (\*) indicates a required field

**License Details**

Credential Type *	License
License Type *	ADT
Date of Renewal/Subsequent License	10/01/2025
Effective Date *	10/01/2025
Expiration Date *	10/01/2028
Less than One Year	<input type="checkbox"/>
Comment	Enter License Number - Please note that each region has their own system for assigning license numbers
Status	Active
Reason	Initial
QA Workstream Worker	Baer, Sylvia <input type="button" value="Lookup"/> <input type="button" value="Clear"/> <a href="#">Details</a>

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

### Licensing Supervisor Signs License Certificate



The ADT Licensing Supervisor will attach the hardcopy of the License Certificate to a new note and add the ROM and ADT Licensing Specialist as note recipients. If additional actions are needed, proceed to [Further Documentation Required](#).

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

1. Set Role and then click **Go**

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

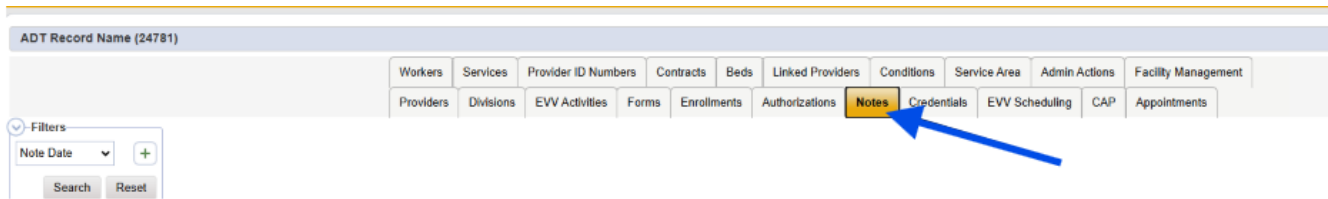
Quick Search

ADT Record Name  Providers  Provider Name

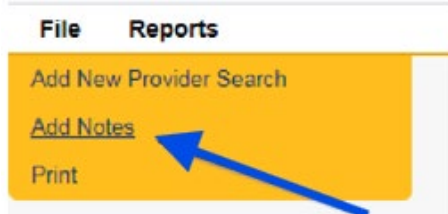
MY DASHBOARD

ADT Record Name (24781)

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 (final supervisor approval and ROM notification)
- 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 [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
- j. Click the **Lookup** button on the "Add Note Recipient" to add the [ADT Licensing and Monitoring Specialist](#) as the Note Recipient
- k. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

**Notes Details**

Division \* APD ▾

Note By \* Baer, Sylvia ▾

Note Date \* 08/16/2025

Associated Form ID#

Note Type \* Initial Application/ROM Approval ▾

Note Sub-Type

Description Initial Application/ROM Approval

Note

Status \* Complete ▾

Date Completed 08/16/2025

**Attachments**

Add Attachment

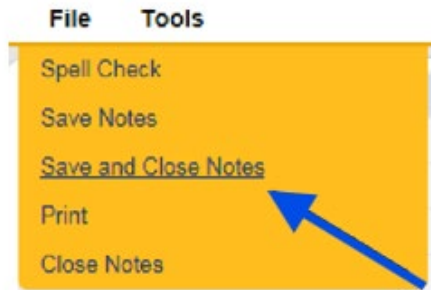
**Attachments Grid**

Document	Description
<a href="#">Signed License Certificate.pdf</a>	

**Note Recipients**

Add Note Recipient:

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



### ROM Notification



The ROM/Designee will receive notification of the ROM Approval via a note on My Dashboard.

## Signed License Certificate Note



The ADT Licensing and Monitoring 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 Licensing Supervisor. They will then generate and print the Cover Letter and add a new note to advise the Service Provider and Agency Clerk.

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

A screenshot of a web form with a section titled "Role". Below the title is a dropdown menu currently showing "Region QA Workstream Worker" and a "GO" button to its right. A blue arrow points from the top right towards the "GO" button.

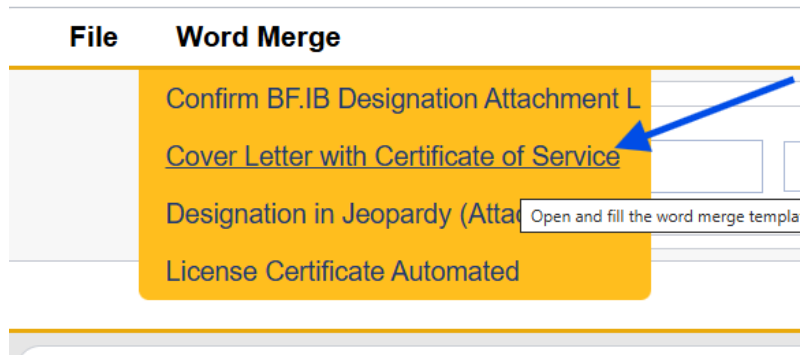
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **Go**.

A screenshot of a web interface showing a "Quick Search" section with a dropdown menu set to "Providers" and a "GO" button. Below this is a navigation bar with tabs for "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". The "PROVIDERS" tab is highlighted. A blue arrow points to the "GO" button, and another blue arrow points to the "PROVIDERS" tab. Below the navigation bar, the text "ADT Record Name (24781)" is visible.

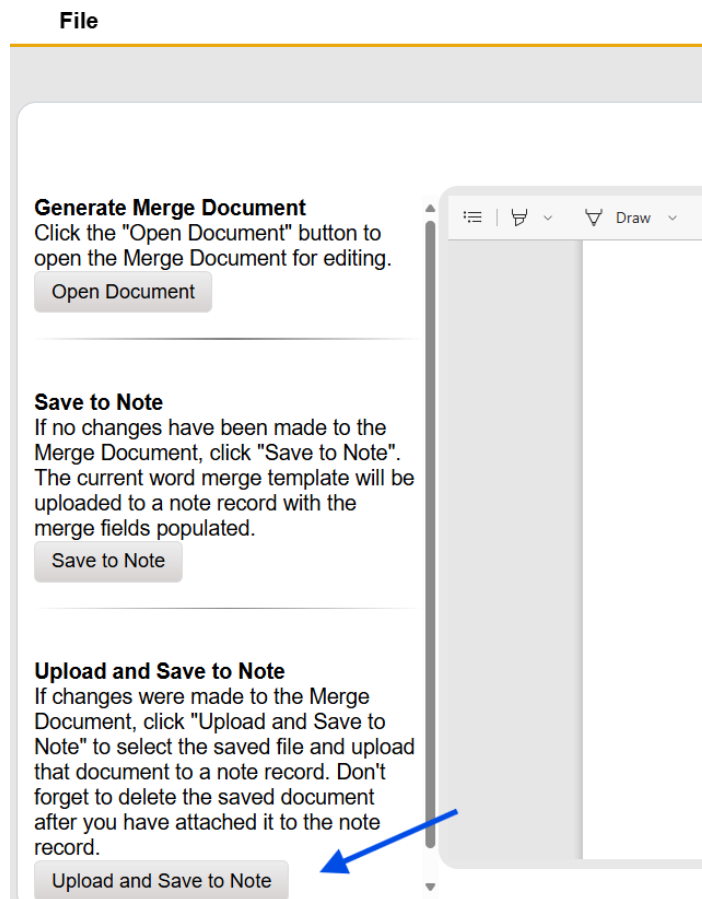
3. The Provider’s record will display. Navigate to the **Providers > Credentials** tab

A screenshot of a web interface showing a provider record for "ADT Record Name (24781)". The navigation bar has tabs for "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". The "PROVIDERS" tab is active. Below it is a grid of tabs for various record sections: "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Area", "Admin Actions", "Facility Management", "Providers", "Divisions", "EVV Activities", "Forms", "Enrollments", "Authorizations", "Notes", "Credentials", "EVV Scheduling", "CAP", and "Appointments". The "Credentials" tab is highlighted. A blue arrow points to the "Credentials" tab. On the left, there is a "Filters" section with a dropdown menu set to "Credential" and a "+" button.

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



5. Update the Word Merge as necessary. 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. Locate the saved document on your device and click **Open**. Click **OK**
8. 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 and click **Append Text to Note**
- 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

***IMPORTANT:*** *The signed license certificate and cover letter will need to be emailed to the Agency Clerk outside of iConnect at [apd.agencyclerk@apdcares.org](mailto:apd.agencyclerk@apdcares.org).*

- 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

An asterisk (\*) indicates a required field

**Notes Details**

Division \*

Note By \*

Note Date \*

Associated Form ID#

Note Type \*

Note Sub-Type

Description

Note

On 8/16/2025 at 9:34 AM, Sylvia Baer wrote:  
Notes

New Text

**B** *I* U 16px **A**

Append Text to Note

Status \*

Date Completed

**Attachments**

[Add Attachment](#)

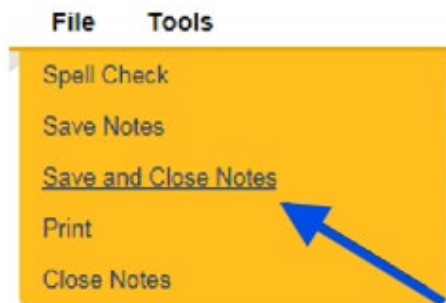
**Attachments Grid**

Document	Description	Category	Action
Cover Letter with Certificate of Service 08062025 .pdf	Word Template: Cover Letter with Certificate of Service		<a href="#">Remove</a>

**Note Recipients**

Add Note Recipient:

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



10. The ADT Licensing and Monitoring 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 ADT Licensing and Monitoring 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**.

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

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

A screenshot of the iConnect dashboard. The "PROVIDERS" tab is highlighted in the navigation bar. A blue arrow points to the "GO" button in the Quick Search filter. Another blue arrow points to the "GO" button in the top right corner of the dashboard.

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

A screenshot of a Provider record page. The "Notes" tab is highlighted in the navigation bar. A blue arrow points to the "Notes" tab. A "Filters" sidebar is visible on the left with "Note Date" and "Search" buttons.

4. Click **File > Add Notes**

A screenshot of a "File" menu. The "Add Notes" option is highlighted with a blue arrow. Other options include "Add New Provider Search" and "Print".

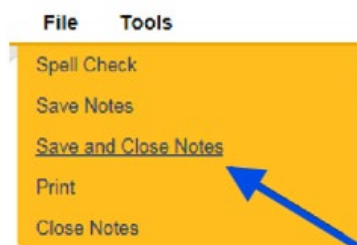
5. In the new Note record, update the following fields:
  - a. "Note Type" = Initial Application
  - b. "Note Subtype" = Site Visit Complete with issues or deficiencies
  - c. "Description" = Site Visit Complete with issues or deficiencies

- d. "Note" = Enter notes for all deficiencies/issues
- e. "Status" = Pending
- f. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- g. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

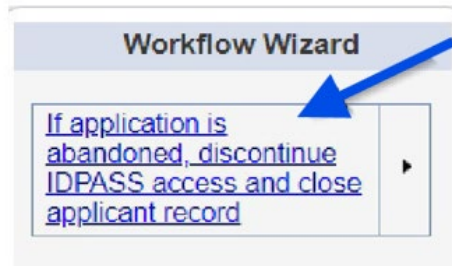
The screenshot shows a web form for adding a note recipient. The form includes the following fields and sections:

- Division \***: APD
- Note By \***: Baer, Sylvia
- Note Date \***: 08/16/2025
- Associated Form ID#**: (empty)
- Note Type \***: Initial Application
- Note Sub-Type**: Site Visit Complete with issues or deficiencies
- Description**: Site Visit Complete with issues or deficiencies
- Note**: (text area)
- Status \***: Pending
- Date Completed**: (empty)
- Attachments**: Add Attachment
- Attachments Grid**: Table with columns Document, Description, and Category. Below the table, it says "There are no attachments to display".
- Note Recipients**: Add Note Recipient: (input field) Lookup Clear

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



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



- a. Tickler - "If application is abandoned/ Non-Responsive, 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 ADT Licensing and Monitoring 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.

Division	Count	Notes	Count
APD Eligible - Waiver	7	Complete	3
Forensic Open	1	Draft	1
Forensic to Crisis Transition	1	Pending	2

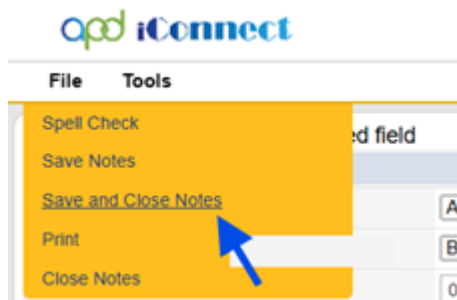
3. Select the **Note Type = Initial Application** with a **Description = Site Visit Complete with issues or deficiencies** and select the pending record via the hyperlink.

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Initial Application	18/09/2025	Site Visit Complete with issues or deficiencies	Reed Monitor	Pending

4. In the existing Note record, update the following fields:
  - a. "Append Text to Note" = Enter notes with corrective action for Unmet items and click **Append Text to Note**
  - 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 *ADT Licensing and Monitoring 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 ADT Licensing and Monitoring 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.

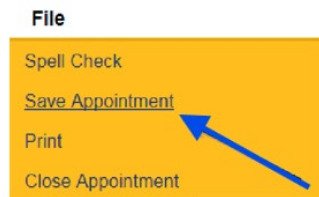
4. Click **File > Add Appointment**

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

The screenshot shows the 'Appointments' form with the following fields and values:

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

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

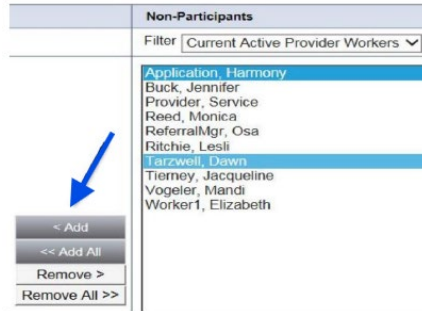


7. Click **New Participant** on the left-hand navigation menu

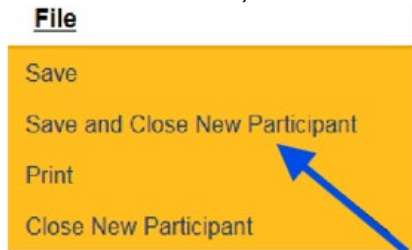


8. Set the **Non-Participants filter** list to the appropriate value in order to select the appointment participants

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



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



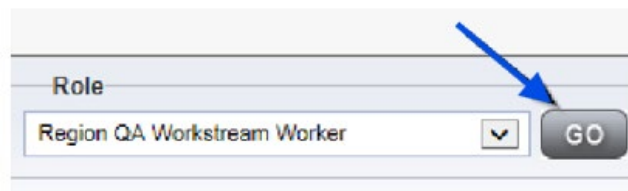
### As Needed: CMS Compliance Site Visit Complete Note – No Issues



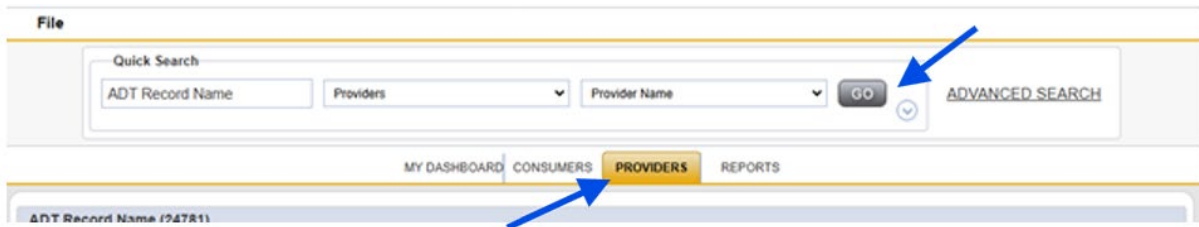
The CMS Compliance Specialist will enter a Site Visit Note when the site visit is complete and update the CMS Compliance License record. They will complete the CMS Survey outside of iConnect. It will be attached to this note.

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

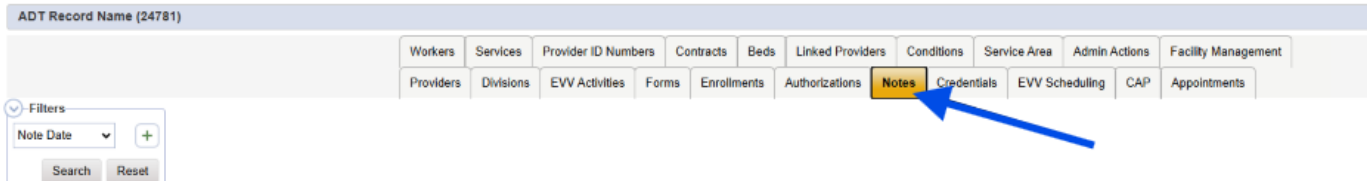
- Set "Role" = Region QA Workstream Worker, then click **Go**.



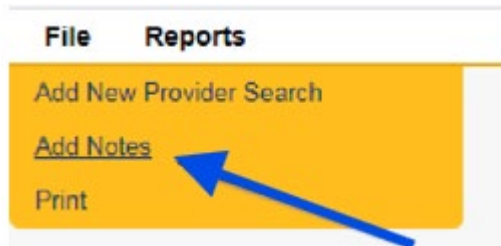
- Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **GO**



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



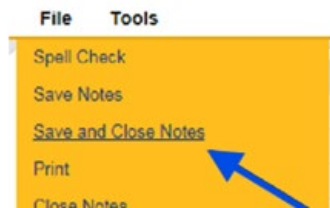
4. Click **File > Add Notes**



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 Survey 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**



7. Proceed to [Complete Appointment](#)

### As Needed: CMS Compliance Site Visit Complete Note – Issues

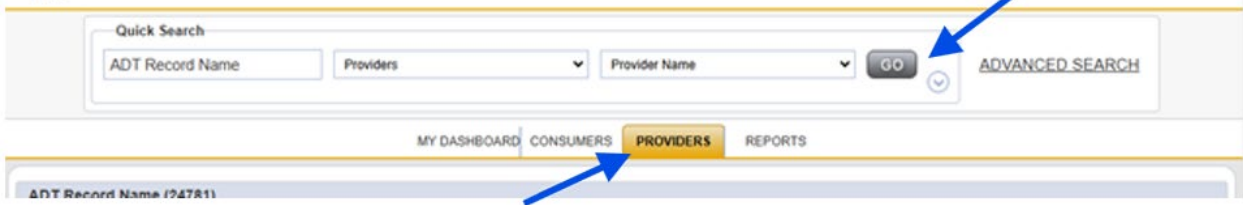


The CMS Compliance Specialist will enter a Site Visit Note when the site visit is complete.

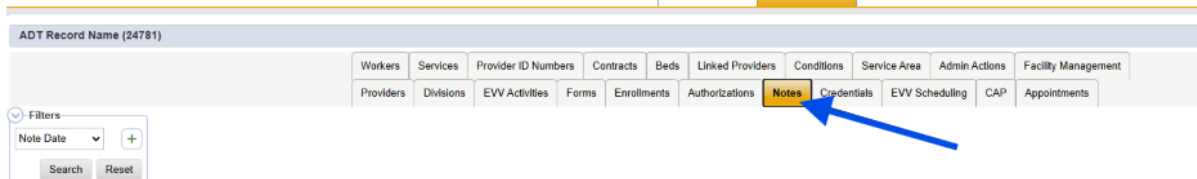
*NOTE: If the CMS Compliance Specialist identifies issues/deficiencies, they will proceed with a Plan of Remediation outside of iConnect after adding the note.*

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

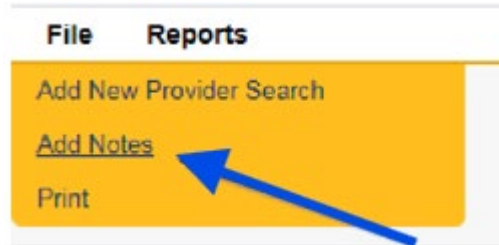
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **GO**



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 Survey on the user's computer. Click **Upload**
  - h. *NOTE: Each attachment can be up to 18mb in size*
  - i. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
  - j. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

**Notes Details**

Division \* APD

Note By \* Reed, Monica

Note Date \* 09/29/2023

Associated Form ID#

Note Type \* Facility Site Visit

Note Sub-Type CMS Site Visit Complete with deficiencies

Description CMS Site Visit Complete with deficiencies

Note

Status \* Complete

Date Completed 09/29/2023

**Attachments**

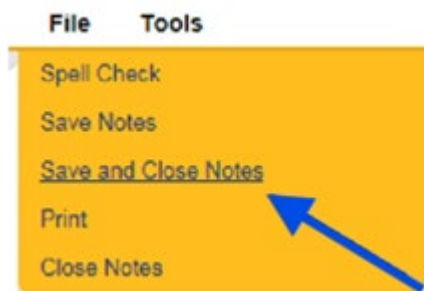
Add Attachment

Document	Description
There are no attachments to display	

**Note Recipients**

Add Note Recipient:

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



### As Needed: Add CMS Compliance License Information



The Licensing Specialist will add the CMS Compliance License Information

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

Role  
Region QA Workstream Worker [v] GO

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

File

Quick Search  
ADT Record Name [v] Providers [v] Provider Name [v] GO [v] ADVANCED SEARCH

MY DASHBOARD CONSUMERS PROVIDERS REPORTS

ADT Record Name (24781)

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

ADT Record Name (24781)

MY DASHBOARD CONSUMERS PROVIDERS REPORTS

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

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

Filters  
Credential [v] +

4. Select **File > Add License**

opd iConnect

File Word Merge

Add New Provider Search

Add License

Add Certification Add License

Add Insurance

Print

ADT Record Name (24781)

5. Update the following fields:

- a. "License Type" = CMS Compliance
  - "CMS Compliant" or "CMS Remediation Due" – ADTs reviewed by APD reflecting their status as a presumptive institution
- b. "Effective Date" = Enter Date

- c. "Comment" = Enter comments if applicable
- d. "Status" = Select appropriate CMS option (i.e., CMS Remediation Due, CMS Final Rule Compliance Monitoring Required, CMS Final Rule Compliance)
- 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

File	
<b>License Details</b>	
Credential Type *	License
License Type *	CMS Compliance ▼*
Effective Date *	09/06/2022
Less than One Year	<input type="checkbox"/>
Comment	<input type="text"/>
Status	CMS Final Rule Compliant ▼
QA Workstream Worker	Worker, Demonstration <input type="button" value="..."/> <input type="button" value="Clear"/> <a href="#">Details</a>

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**.

Role  
Region QA Workstream Worker [v] GO

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

opd iConnect

File

Quick Search  
A Test Provider X Providers Provider Name GO

MY DASH-BOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER

3. Navigate to the **Providers > Linked Providers** tab and select **File > Link to Vendor**

File Tools

Quick Search  
Providers Provider Name GO

MY DASHBOARD CONSUMERS **PROVIDERS** CLAIMS SCHEDULER UTILITIES

Demonstration Provider (15443)

Parent corporation record contains the MWSA on the Credentials tab and services listed on the service tab.

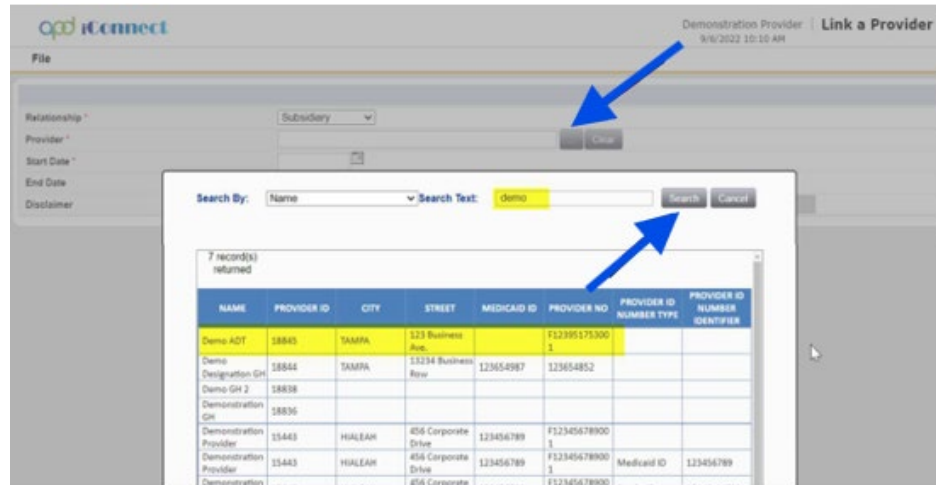
1 Linked Providers record(s) returned - now viewing 1 through 1

Linked As	Provider	Street	City	State	Zip Code	Status
Subsidiary	Demonstration GH					Active

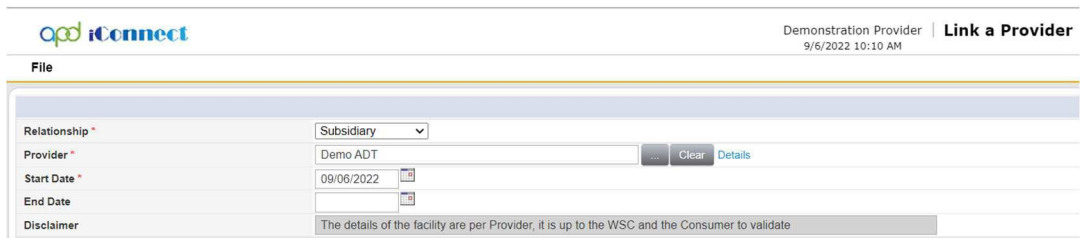
First Previous Records per page 15 Next Last

4. Update the following fields:

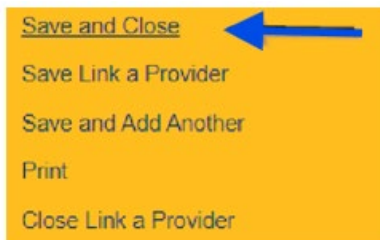
- a. Relationship = Subsidiary
- b. Linked Provider = Click ellipsis and search for ADT Facility Provider record



- c. Start Date = Enter Date
- d. End Date = Enter Date (if applicable)



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



6. Navigate back to the ADT facility record and validate that the Linked Provider tab shows the Corporate Parent record

Demonstration Provider (15443)

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

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

Filters  
 Linked As ▾ +  
 Search Reset

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

	Linked As	Provider	Street	City	State	Zip Code	Status	
	Subsidiary	Demonstration GH					Active	T h
	Subsidiary	Demo ADT	123 Business Ave.	TAMPA	FL	33619	Active	T h

## As Needed: Initial Application with Errors



The ADT Licensing and Monitoring Specialist will review the Facility Application Form and all notes and attachments. If there are errors/omissions, the ADT Licensing and Monitoring 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.

CONSUMERS		PROVIDERS	
<b>Division</b>		<b>Notes</b>	
APD Eligible - Pre-Enrollment	1	Complete	2
APD Eligible - Waiver	3	Draft	1
Application Pended	1	Pending	2
Application Received	1		
Application Review	1		
		<b>Ticklers</b>	
		Ticklers	6

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Initial Application	05/05/2023	Application Submitted	Raed, Monica	Pending

4. In the existing Note record, update the following fields:
  - a. "Division" = APD
  - b. "Note Type" = Leave as Initial Application
  - c. "Note Subtype" = Update to Errors/Omissions
  - d. "Description" = Errors/Omissions

- e. "Note" = Enter notes specific to the outstanding errors/omissions
- f. Click **"Add Attachment"** and search for the copy of the application checklist. Click **Upload**.
- g. "Status" = Pending (if there are errors or omissions)



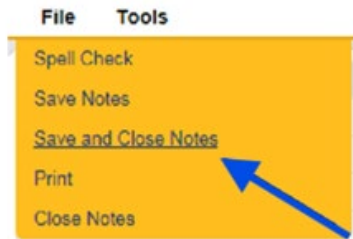
The Service Provider will need to respond with the appropriate documentation if there are errors or omissions and attach it back to this note. ***The Status will be updated to complete by the ADT Licensing and Monitoring Specialist*** when there are NO errors or omissions.

- h. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
- i. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

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

- Division:** APD (dropdown)
- Note By:** Reed, Monica (text)
- Note Date:** 09/25/2023 (calendar icon)
- Associated Form ID#:** (empty text field)
- Note Type:** Initial Application (dropdown) - *Blue arrow pointing to this field.*
- Note Sub-Type:** Errors/Omissions (dropdown) - *Blue arrow pointing to this field.*
- Description:** Errors/Omissions (text field) - *Blue arrow pointing to this field.*
- Note:** On 9/25/2023 at 7:35 PM, Monica Reed wrote: Enter notes specific to the outstanding errors/omissions
- New Text:** (Rich text editor) - *Blue arrow pointing to the text area.*
- Status:** Pending (dropdown) - *Blue arrow pointing to this field.*
- Date Completed:** (empty text field)
- Attachments:** Add Attachment button
- Document:** Table with columns 'Document' and 'Description'. Below it, text reads 'There are no attachments to display'.
- Note Recipients:** Add Note Recipient text field, followed by **Lookup** and **Clear** buttons. *Blue arrow pointing to the Lookup button.*

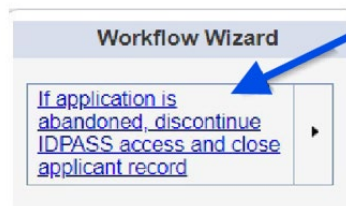
5. When finished, click **File > Save and Close Notes**.



6. Upon saving the Errors/Omissions note, a tickler will fire.

- Tickler – “Review to see if the applicant has sent the additional information requested, if not send out the 30 Day Notice.”
- Assigned to Self
- Due in 30 days
- Can be cancelled if needed.

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



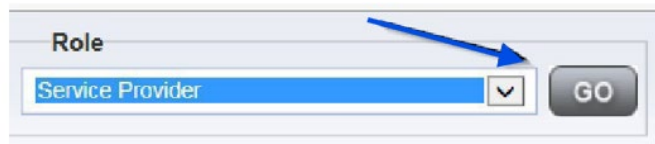
- a. Tickler - “If application is abandoned, discontinue ID PASS access and close applicant record.”
- b. Assigned to *Self*
- c. Due in 120 calendar days

### As Needed: Update Application



The Prospective Applicant will get notified of the pending note via My Dashboard and will review the errors/omissions (or 30-Day Notice, 60 Day Notice, 90 Day Notice and 90 Day Final Notice notes) provided by the ADT Licensing and Monitoring 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.

CONSUMERS		PROVIDERS	
<b>Division</b>		<b>Notes</b>	
APD Eligible - Pre-Enrollment	1	Complete	2
APD Eligible - Waiver	3	Draft	1
Application Pended	1	Pending	2
Application Received	1	<b>Ticklers</b>	

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

Provider	Note Type	Note Date	Description	Author	Status
test-provider	Initial Application	08/29/2023	errors/Omissions	Heist, Monica	Pending

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

**Notes Details**

Division: APO

Note By: Reed, Monica

Note Date: 09/29/2023

Note Type: Initial Application

Note Sub-Type: Errors/Omissions

Description: On 9/24/2023 at 3:51 PM, Monica Reed wrote:  
Enter Notes as to what corrections have been made

Note:

New Text:

Append Text to Note

Status: Pending

Date Completed:

Attachments:

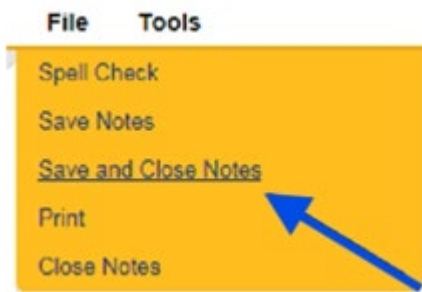
Add Attachment:

Document Description:

Note Recipients:

Add Note Recipient: [ ] Lookup Clear

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



The ADT Licensing and Monitoring 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 ADT Licensing and Monitoring Specialist.

Upon saving the *Further Documentation Required* note, a tickler will fire.

- Tickler – “Review to see if the applicant has sent the additional information requested, if not send out the 30-Day Notice.”
- Assigned to Self
- Due in 30 days
- Can be cancelled if needed.

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

Role  
Region QA Workstream Worker [v] 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.

CONSUMERS		PROVIDERS	
<b>Division</b>		<b>Notes</b>	
APD Eligible - Pre-Enrollment	1	Complete	2
APD Eligible - Waiver	3	Draft	1
Application Pended	1	Pending	2
Application Received	1		
Application Review	1		
		<b>Ticklers</b>	
		Ticklers	6

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

Filter: Status [v] Equal To [v] Pending [v] /NO [v] X

NoteType [v] +

Search Reset

21 My Dashboard Notes record(s) retrieved: now viewing 1 through 15

Provider	NoteType	Note Date	Description	Author	Status
Teel Provider	Initial Application/Supervisor Review	01/28/2021		Reed, Monica	Pending

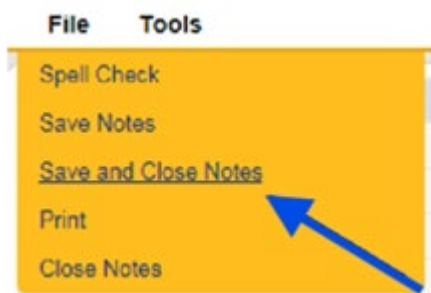
4. If the **Supervisor** is requesting further documentation:
  - a. In the existing Initial Application/Supervisor Review Note record, update the following fields:
    - i. "Associated Form ID#" = Enter Form ID# if applicable
    - ii. "Note Subtype" = Update to Further Documentation Required
    - 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 *ADT Licensing and Monitoring 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.

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

- Division: APD
- Note By: Read, Monica
- Note Date: 09/28/2023
- Associated Form ID#: (empty)
- Note Type: Initial Application/Supervisor Review
- Note Sub-Type: Further Documentation Required
- Description: Further Documentation Required
- Note: On 9/26/2023 at 10:06 PM, Monica Read wrote: Enter Notes for what information is needed
- Status: Complete
- Date Completed: 09/28/2023
- Attachments: Add Attachment
- Document: There are no attachments to display
- Note Recipients: Add Note Recipient: (empty) Lookup Clear

Blue arrows point to the following fields: Associated Form ID#, Note Type, Note Sub-Type, Description, Note, Status, and the Lookup button in the Note Recipients section.

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



## As Needed: 30 Day Notice



If a note was sent with either “Errors and Omissions” or “Further Documentation Required” a tickler was generated to the licensing specialist that created the note. The tickler will remind the licensing specialist to reach out to the applicant if the applicant has not responded or provided the needed documentation requested.

If the applicant has not sent the needed documentation, the licensing specialist will update the note as follows:

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

2. Navigate to the Child Record > **Notes** tab.

3. Select the **Note Type = Initial Application** and **Note Subtype= Errors and Omissions or Further Documentation Required**.

Note Date	Note Type	Note Sub-Type	Description	Status	Date Completed	Attachment	Note By
01/09/2026	Initial Application	Errors/Omissions		Pending		No	Baer, Sylvia

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

- "Note Subtype" = update to 30 Day Notice
- "Description" = update to 30 Day Notice
- "Note" = enter notes as needed and click **Append Text to Note**.
- "Status" = leave as Pending
- Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient.
- Enter the last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note.

**NOTE:** If the applicant did not mark the Note as Read, the applicant will not be able to be added as a Note Recipient again. The Note will remain on their My Dashboard

An asterisk (\*) indicates a required field

**Notes Details**

Division \*

Note By \*

Note Date \*

Note Type \*

Note Sub-Type

Description

Note

New Text

Append Text to Note

Status \*

Date Completed

**Attachments**

[Add Attachment](#)

**Attachments Grid**

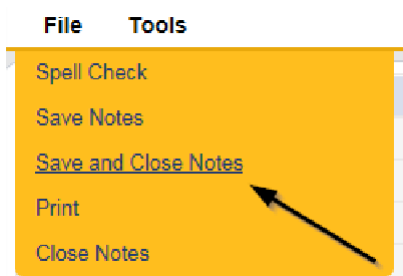
**Note Recipients**

Add Note Recipient:

**Note Recipients Grid**

Name	Date Sent	Date Read	Status	Date Signed	
Provider, Christine	01/09/2026		Unread		<a href="#">Remove</a>

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



6. When the Initial Application/30 Day Notice note was saved, a Workflow Wizard was triggered to remind the QA Workstream Worker to verify if the needed information was received.

- a. Tickler – “Review to see if the applicant has sent the additional information requested, if not send out the 60 Day Notice.”
- b. Assigned to **Self**
- c. Due on the **30<sup>th</sup>** calendar day from the “Initial Application/30 Day Notice” pending note
- d. Can be cancelled and reassigned if needed.



If the applicant responded to the note, proceed to [Complete Application](#)

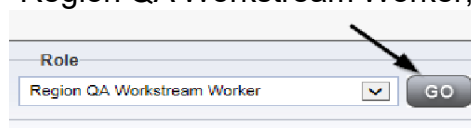
### As Needed: 60 Day Notice



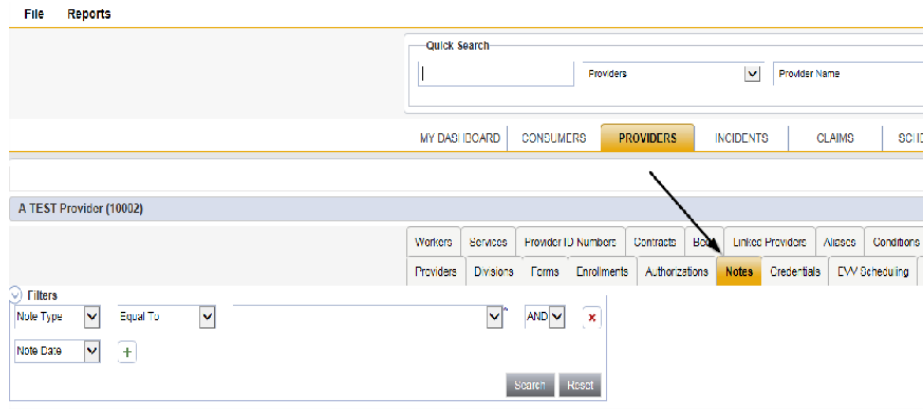
If a note was sent with a note subtype of “30 Day Notice” a tickler was generated to the licensing specialist that created the note. The tickler will remind the licensing specialist to reach out to the applicant if the applicant has not responded or provided the needed documentation requested.

If the applicant has not sent the needed documentation, the licensing specialist will update the note as follows:

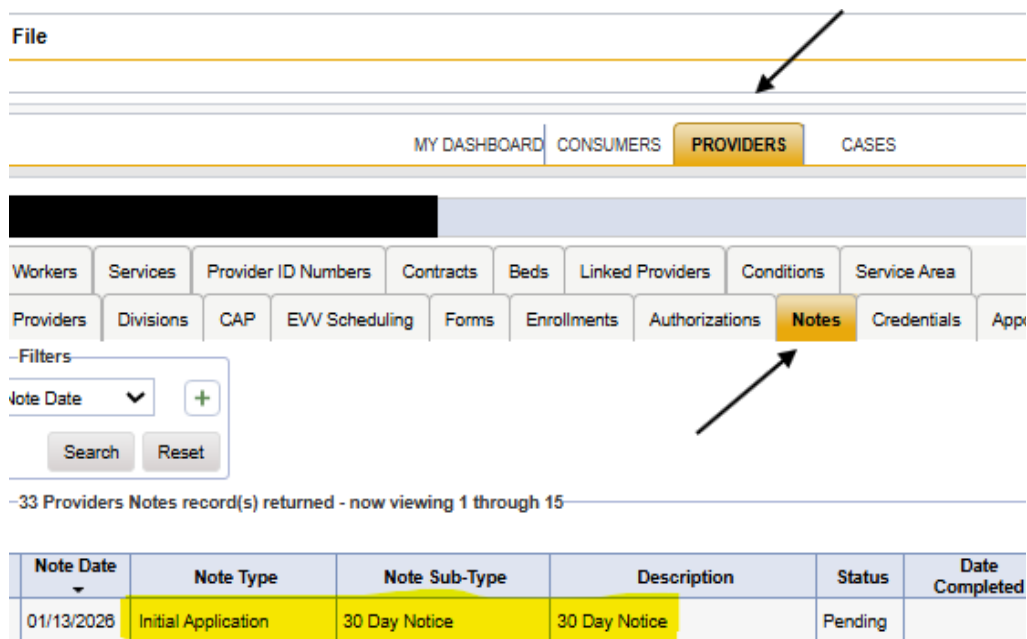
1. Set “Role” = Region QA Workstream Worker, then click **Go**.



2. Navigate to the Provider Child (facility) record and click on the **Notes** tab



3. Select the **Note Type = Initial Application** and **Note Subtype= 30 Day Notice**



4. In the Note record, update the following fields:
- "Note Subtype" = update to 60 Day Notice
  - "Description" = update to 60 Day Notice
  - "Note" = enter notes and click **Append Text to Note**
  - "Status" = leave as Pending
  - Click the **Lookup** button on the "Add Note Recipient" to add the **Service Provider** as the Note Recipient
  - Enter the last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

Note Date \* 01/12/2026

Note Type \* Initial Application

Note Sub-Type → 60 Day Notice

Description → 60 Day Notice

Note

On 1/12/2026 at 4:16 PM, Christine Buffington wrote:  
Additional Notes will go here

New Text

B I U 10pt

Updated from 30 day notice to 60 day notice

Append Text to Note

Status \* Pending ←

Note Recipients

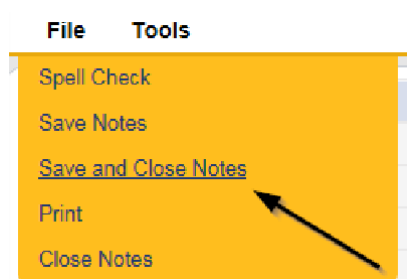
Add Note Recipient:  Lookup Clear

Note Recipients Grid

Name	Date Sent	Date Read	Status	Date Signed	
Provider, Christine	01/09/2026		Unread		Remove

**NOTE:** If the applicant did not mark the Note as Read, the applicant will not be able to be added as a Note Recipient again. The Note will remain on their My Dashboard.

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



6. When the Initial Application/60 Day Notice note was saved, a Workflow Wizard

was triggered to remind the QA Workstream Worker to verify if the needed information was received.

- a. Tickler – “Review to see if the applicant has sent the additional information requested; if not, send out the 90 Day Notice.”
- b. Assigned to **Self**
- c. Due on the **30<sup>th</sup>** calendar day from the “Initial Application/60 Day Notice” pending note
- d. Can be cancelled and reassigned if needed.



If the applicant responded to the note, proceed to [Complete Application](#)

### As Needed: 90 Day Notice



If a note was sent with a note subtype of “60 Day Notice” a tickler was generated to the licensing specialist that created the note. The tickler will remind the licensing specialist to reach out to the applicant if the applicant has not responded or provided the needed documentation requested.

If the applicant has not sent the needed documentation, the licensing specialist will update the note as follows:

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

Role  
Region QA Workstream Worker [v] GO

2. Navigate to the Provider Child (facility) record and click on the **Notes** tab

File Reports

Quick Search [ ] Providers [v] Provider Name

MY DASH BOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCIT

A TEST Provider (10002)

Workers Services Provider ID Number Contracts BOA Linked Provider Aliases Conditions  
Providers Divisions Forms Enrollments Authorizations **Notes** Credentials CWV Scheduling

Filters  
Note Type [v] Equal To [v] [AND] [x]  
Note Date [v] +

Search Reset

3. Select the **Note Type = Initial Application** and **Note Subtype= 60 Day Notice**

MY DASHBOARD CONSUMERS **PROVIDERS** CASE

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Ser

Providers Divisions CAP EVV Scheduling Forms Enrollments Authorizations **Notes** C

Filters

Note Date  +

Search Reset

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

Note Date	Note Type	Note Sub-Type	Description	Status
01/13/2026	Initial Application	30 Day Notice	30 Day Notice	Pending
01/12/2026	Initial Application	90 Day Final Notice	90 Day Final notice	Pending
01/12/2026	Initial Application	60 Day Notice	60 Day Notice	Pending
01/12/2026	Initial Application	90 Day Notice	90 Day Notice	Pending

4. In the Note record, update the following fields:
- "Note Subtype" = update to 90 Day Notice
  - "Description" = update to 90 Day Notice
  - "Note" = enter notes and click **Append Text to Note**
  - "Status" = leave as Pending
  - Click the **Lookup** button on the "Add Note Recipient" to add the [Service Provider](#) as the Note Recipient
  - Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

File Tools

Note Date \* 01/13/2026

Note Type \* Initial Application

Note Sub-Type → 90 Day Notice

Description → 90 Day Notice

Note

On 1/13/2026 at 11:48 AM, Christine Buffington wrote:  
30 Day Notice notes go here  
On 1/13/2026 at 11:59 AM, Christine Buffington wrote:  
60 day Notes will go here. Do not forget to "append Text to Note"

New Text

90 Day Notice notes will go here

Append Text to Note

Status \* Pending

Note Recipients

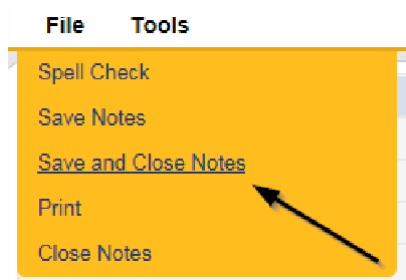
Add Note Recipient:  Lookup Clear

Name	Date Sent	Date Read	Status	Date Signed	
Provider, Christine	01/09/2026		Unread		Remove

**NOTE:** If the applicant did not mark the Note as Read, the applicant will not be able to be added as a Note Recipient again. The Note will remain on their My Dashboard

5. When the Initial Application/90 Day Notice note was saved, a Workflow Wizard was triggered to remind the QA Workstream Worker to verify if the needed information was received.
  - a. Tickler – “Review to see if the applicant has sent the additional information requested, if not update based upon the iConnect Training Manual.”
  - b. Assigned to **Self**
  - c. Due on the **30<sup>th</sup>** calendar day from the “Initial Application/90 Day Notice” pending note
  - d. Can be cancelled and reassigned if needed.
  - e. If the tickler fires and no information has been provided, proceed to **UPDATED: As Needed: Abandoned, Non-Responsive and Denied Applications – End iConnect Access to Placeholder Parent Provider Record** and **Updated: As Needed: Abandoned/Non-Responsive Application**.

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



If the applicant responded to the note, proceed to [Complete Application](#)

### As Needed: 90 Day Final Notice



If the licensing specialist sends the 90 Day Notice note and the applicant responds for the first time; however, all of the documentation needed was not received, the licensing specialist will send out a 90 Day Final Notice stating ALL documentation is needed.

- Set "Role" = QA Workstream Worker

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

- Navigate to the Provider Child (facility) record and click on the **Notes** tab

A screenshot of a web application interface for a Provider Child record. The record is for 'A TEST Provider (10002)'. At the top, there is a 'Quick Search' bar and a navigation menu with tabs: 'MY DAS ID CARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', and 'SOCIAL'. The 'PROVIDERS' tab is selected. Below the navigation, there is a grid of tabs for different record types: 'Workers', 'Services', 'Provider ID Number', 'Contracts', 'Bills', 'Linked Provider', 'Aliases', 'Conditions', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credits/Bills', and 'DVM Scheduling'. The 'Notes' tab is highlighted in yellow, and a black arrow points to it. At the bottom, there is a 'Filters' section with dropdown menus for 'Note Type' and 'Note Date', and a 'Search' button.

- Select the **Note Type = Initial Application** and **Note Subtype = "90**

## Day Notice”

MY DASHBOARD CONSUMERS **PROVIDERS** REPORT

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service An  
 Providers Divisions EVV Activities Forms Enrollments Authorizations **Notes** Credentials EVV

Filters  
 Note Date [v] +  
 Search Reset

58 Providers Notes record(s) returned - now viewing 1 through 16

Note Date	Note Type	Note Sub-Type	Description	Status
01/13/2026	Initial Application	90 Day Final Notice	90 Day Final Notice	Pending
01/13/2026	Initial Application	Errors/Omissions		Pending
01/13/2026	Initial Application	90 Day Final Notice	90 Day Final Notice	Pending

4. In the Note update the following fields:
  - a. "Note Subtype" = 90 Day Final Notice
  - b. "Description" = 90 Day Final Notice
  - c. "Note" = enter notes and click **Append Text to Note**
  - d. "Status" = Pending
  - e. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient.
  - f. Enter the last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note.

An asterisk (\*) indicates a required field

**Notes Details**

Division \* APD

Note By \* Provider, Christine

Note Date \* 01/14/2026

Associated Form ID#

Note Type \* Initial Application

Note Sub-Type → 90 Day Final Notice

Description → 90 Day Final Notice

Note

On 1/14/2026 at 4:12 PM, Sylvia Baer wrote:  
 30 Day Notice  
 On 1/14/2026 at 4:13 PM, Sylvia Baer wrote:  
 60 Day Notice  
 On 1/14/2026 at 4:14 PM, Sylvia Baer wrote:  
 90 Day Notice  
 On 1/14/2026 at 4:14 PM, Sylvia Baer wrote:  
 90 Day Final Notice

New Text

Append Text to Note

Status \* Pending

Date Completed

**Note Recipients**

Add Note Recipient: [input] Lookup Clear

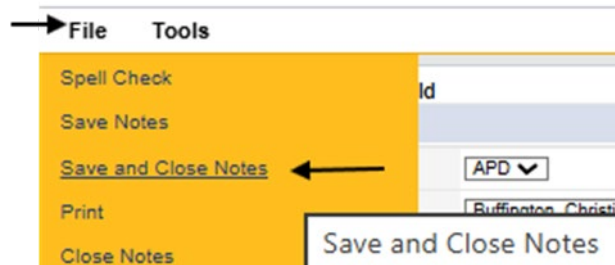
**Note Recipients Grid**

Name	Date Sent	Date Read	Status	Date Signed	
Provider, Christine	01/09/2026		Unread		Remove

**NOTE:** If the applicant did not mark the Note as Read, the applicant will not be able to be added as a Note Recipient again. The Note will

remain on their My Dashboard

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



6. When the Initial Application/90 Day Final Notice note was saved, a Workflow Wizard was triggered to remind the QA Workstream Worker to verify if the needed information was received.
- Tickler – “Review to determine if applicant has provided ALL the necessary information.”
  - Assigned to **Self**
  - Due on the **30<sup>th</sup>** calendar day from the “Initial Application/90 Day Final Notice” pending note
  - Can be cancelled and reassigned if needed.
  - If the tickler fires and not all of the information has been provided, proceed to [As Needed: Abandoned, Non-Responsive and Denied Applications -End iConnect Access to Placeholder Parent Provider Records](#) and [As Needed: Abandoned/ Non-Responsive Applicants.](#)



If the applicant responded to the note with all of the requested documents, proceed to [Complete Application](#)

## As Needed: Requested Information



The ADT Licensing and Monitoring 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**

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

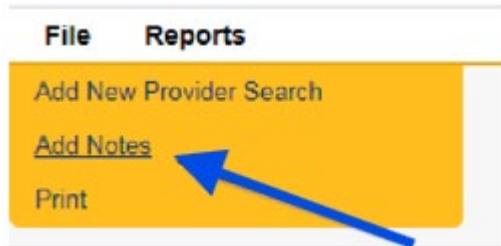
2. Navigate to the **My Dashboard > Providers > Notes > Complete** and click the hyperlink for the Pending notes.

A screenshot of the 'My Dashboard' navigation menu. The 'MY DASHBOARD' tab is highlighted in yellow. Below it, the 'PROVIDERS' section is expanded, showing 'Notes' and 'Ticklers' sub-sections. Under 'Notes', there are two items: 'Complete' (with a blue arrow pointing to it) and 'Pending'. Under 'Ticklers', there is one item: 'Ticklers'.

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

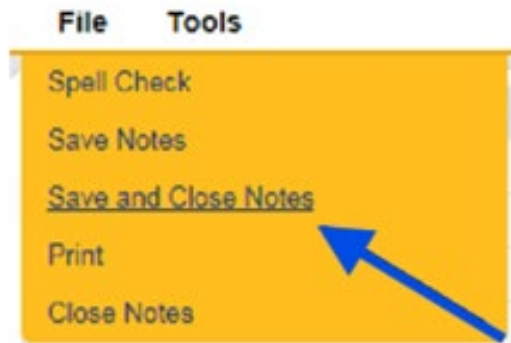
A screenshot of a web application showing a table of notes. The table has columns for Provider, Note Type, Note Date, Description, and Author. A filter box is visible at the top left, with 'Status' set to 'Equal To', 'Pending', and 'AND'. The table shows one record for 'Test Provider' with 'Note Type' 'Licensing Renewal/Supervisor Review', 'Note Date' '09/23/2023', 'Description' 'Further Documentation Required', and 'Author' 'Reed, Monica'. Two blue arrows point to the 'Note Type' and 'Description' columns.

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**

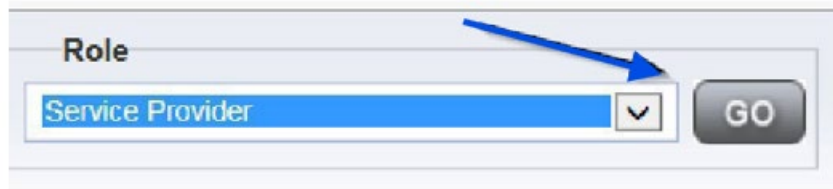


6. In the new Note record, update the following fields:
  - a. "Division" = APD
  - b. "Associated Form ID#" = Enter Form ID# if applicable
  - c. "Note Type" = Initial Application
  - d. "Note Subtype" = Further Documentation Required
  - e. "Description" = Further Documentation Required
  - f. "Note" = 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

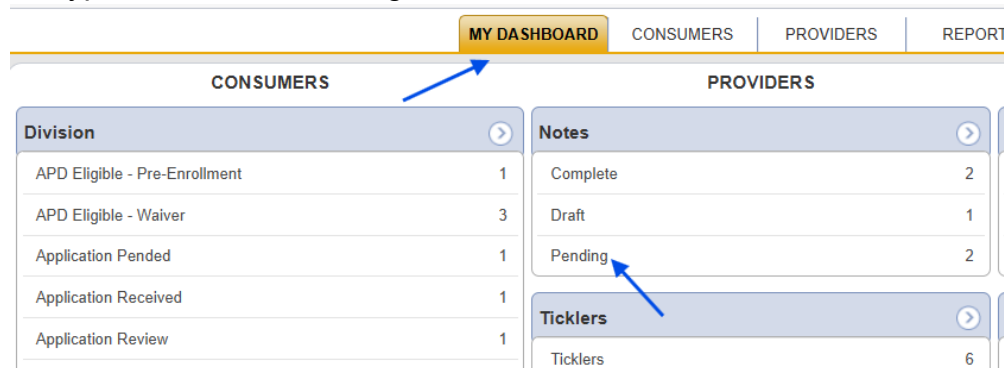
7. When finished, click **File > Save and Close Notes**



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.



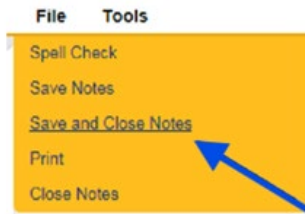
11. Review the note, then add the requested information to the existing note.  
Update the following fields:

- a. "Note Subtype" = Leave as 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

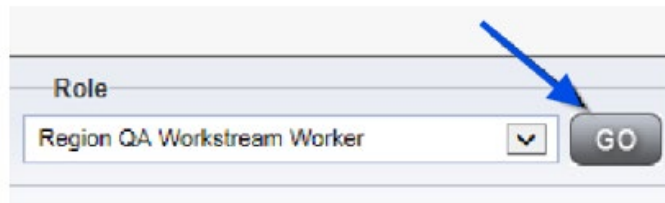
The screenshot shows a 'Notes Details' form with the following fields and annotations:

- Division**: APD (dropdown)
- Note By**: Reed, Moniza
- Note Date**: 09/28/2023
- Note Type**: Initial Application (dropdown) - **Blue arrow pointing to this field.**
- Note Sub-Type**: Further Documentation Required (dropdown) - **Blue arrow pointing to this field.**
- Description**: Further Documentation Required (text area) - **Blue arrow pointing to this field.**
- Note**: A text area containing the text: "On 9/26/2023 at 10:14 PM, Melissa Reed wrote: Enter notes as to what is being requested". Below it is a "New Text" editor with a blue arrow pointing to the text: "Enter notes as to what corrections/revisions have been made and what attachments have been provided".
- Status**: Pending (dropdown) - **Blue arrow pointing to this field.**
- Date Completed**: (empty field)
- Attachments**: A section with an "Add Attachment" button - **Blue arrow pointing to this button.**
- Note Recipients**: A section with an "Add Note Recipient" field and "Lookup" and "Clear" buttons - **Blue arrow pointing to the "Lookup" button.**

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

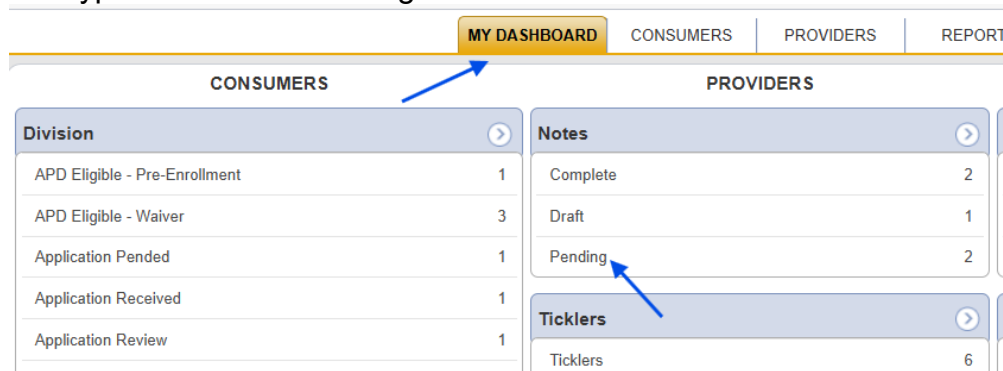


13. Set "Role" = QA Workstream Worker or Lead, then click **Go**



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

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



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



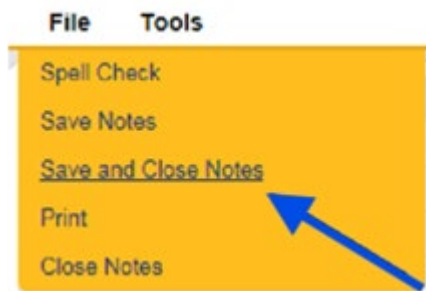
17. Review the contents of the note. Update the following fields to forward the note to the Licensing Supervisor or ROM.

- 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/Designee 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/Designee* as the Note Recipient
- g. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/26/2023
- Note Type: Initial Application/Supervisor Review
- Note Sub-Type: Further Documentation Provided
- Description: Further Documentation Provided
- Note: A text area containing a log of updates:
  - On 9/26/2023 at 18:14 PM, Monica Reed wrote: Enter notes as to what is being requested
  - On 9/26/2023 at 18:22 PM, Monica Reed wrote: Enter notes as to what corrections/revisions have been made and what attachments have been provided
  - On 9/26/2023 at 18:37 PM, Monica Reed wrote: add any additional details for the Supervisor or ROM regarding the requested documentation that was provided by the Service Provider
- Status: Pending
- Date Completed: (empty)
- Attachments: (empty)
- Note Recipients: (empty) with a 'Lookup' button.

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





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

### As Needed: Abandoned, Non-Responsive 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 an MWSA and the License is Abandoned, the applicant has been Non-Responsive 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.

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

Role  
Region QA Workstream Worker [v] GO

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

MY DASHBOARD | CONSUMERS | **PROVIDERS** | REPORTS

ADT Record Name (24781)

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

Filters  
Credential [v] +

## 7. Locate the iBudget credential record in the List View Grid

Placeholder Provider Record (28402)

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

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

Filters  
Credential  +  
Search Reset

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

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

## 8. Update the following fields:

- "Expiration Date" = Enter Date of denial/abandonment/non-responsive
- "Status" = Select Applicable Status
  - Abandoned (has responded at some point, but has now abandoned the application)
  - Non-Responsive (never responded)
  - Termination/Closed

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

File

An asterisk (\*) indicates a required field

Certification Details

Credential Type \* Certification

Certification Type iBudget Waiver Applicant Placeholder

Effective Date 05/23/2024

Expiration Date 06/05/2024

Comment Placeholder Provider Record created for the purposes of a new license provider application user provisioning

Status Applicant Placeholder

QA Workstream Worker

Abandoned  
Active  
Expansion/Closed  
In Legal  
Termination/Closed  
Applicant Placeholder

Lookup Clear Details

## 9. When finished, click **File > Save and Close**

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

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

Demonstration Provider (15443)

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

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

Filters

Provider Worker Active  Equal To  AND

Worker Name

Search Reset

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

Worker Name	Title	Phone Number	Active	Active
SAH, Sivita			True	True
Provider, Jaysree			True	True
Provider, Julia			True	True
Provider, Lorena			True	True
Thomas, Lisa	Contacts Demo 1		True	True
Worker, Test		(407)555-1212	True	True

12. This will open the Worker Details page

- a. Check the "Exclude" checkbox.
- b. When finished, **File > Save and Close Worker**

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

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service  
 Providers Divisions EVV Activities Forms Enrollments Authorizations Notes Credentials EV

Filters  
 Provider Worker Active Equal To  AND    
 Worker Name

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

Worker Name ▲	Title	Phone Number
<del>Provider, Julia</del>		
Provider, Jayasree		
Provider, Lorena		
Thomas, Lisa	Contract Demo 1	
Worker, Iest		(407)555-1212
Worker-EVV, Test		

*Note: A yellow highlight is present over the row for 'Provider, Jayasree' with the text: 'Julia Provider is no longer shown as a Worker for Demonstration provider.'*

## As Needed: Abandoned/ Non-Responsive 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 ADT Licensing and Monitoring Specialist. The ADT Licensing and Monitoring 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**.

A screenshot of a web form showing a dropdown menu for 'Role'. The selected option is 'Region QA Workstream Worker'. To the right of the dropdown is a grey button labeled 'GO'. A blue arrow points from the top right towards the 'GO' button.

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

A screenshot of the iConnect web interface. The 'Providers' tab is selected in the navigation bar. The 'Quick Search' filter is active, with 'A Test Provider' entered in the search box and 'Providers' selected in the dropdown. A blue arrow points from the top right towards the 'GO' button. Another blue arrow points from the bottom towards the 'PROVIDERS' tab.

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

A screenshot of the Provider's record in the iConnect system. The 'Divisions' tab is selected in the navigation bar. The 'Filters' section shows a search for 'Disposition' with the value 'Closed'. Below the filters, a message states '1 Providers Divisions record(s) returned - now viewing 1 through 1'. A table displays the results:

Division	Disposition
APD	Open

A blue arrow points from the top right towards the 'Divisions' tab. Another blue arrow points from the bottom towards the 'Open' disposition in the table.

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

Division	Disposition	Open Date
APD	Open	01/01/2017

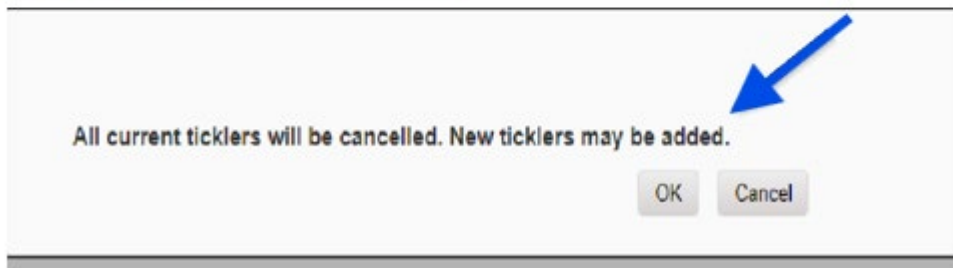
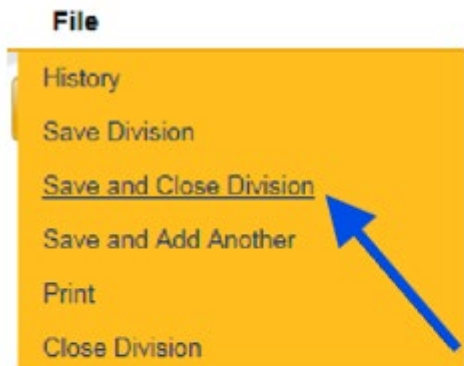
5. Update the following fields on the Division Detail screen.

a. "Disposition" = Closed

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

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

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



## As Needed: Supervisor Denial



The Licensing Supervisor will review the application and add a note if denying the application. 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.

CONSUMERS		PROVIDERS	
<b>Division</b>		<b>Notes</b>	
APD Eligible - Pre-Enrollment	1	Complete	2
APD Eligible - Waiver	3	Draft	1
Application Pended	1	Pending	2
Application Received	1		
Application Review	1	<b>Ticklers</b>	
		Ticklers	6

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

Provider	Note Type	Note Date	Description	Author	Status
testProvider	Initial Application/Supervisor Review	10/19/2023		Hood, Monica	Pending

4. In the pending Note record, update the following fields:
  - a. "Associated Form ID#" = Enter Form ID# if applicable
  - b. "Note Type" = Update to Initial Application/Supervisor Denial
  - c. "Description" = Enter description if applicable
  - d. "Append Text to Note" = Enter notes and click **Append Text to Note**
  - e. "Status" = Complete
  - f. Click the **Lookup** button on the "Add Note Recipient" to add the

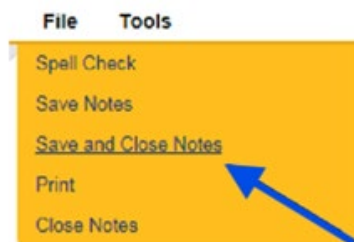
- ADT *Licensing and Monitoring Specialist* as the Note Recipient
- g. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note. Click the **Lookup** button on the "Add Note Recipient" to add an additional recipient –*ROM/Deputy ROM or Designee*
  - h. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/29/2023
- Associated Form ID#: 352
- Note Type: Initial Application/Supervisor Denial
- Note Sub-Type: (dropdown menu)
- Description: (text area)
- Note: (text area)
- Status: Complete
- Date Completed: 09/29/2023

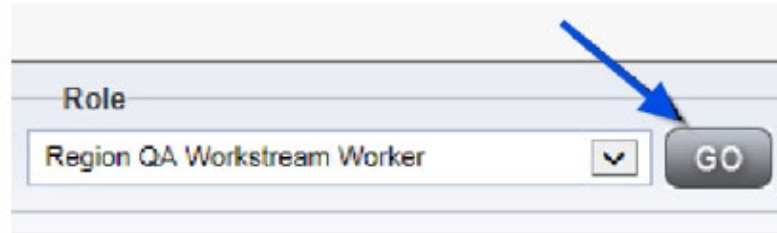
Below the form are sections for Attachments (Add Attachment), Document (Description), and Note Recipients (Add Note Recipient, Lookup, Clear). Blue arrows point to the fields mentioned in the instructions.

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



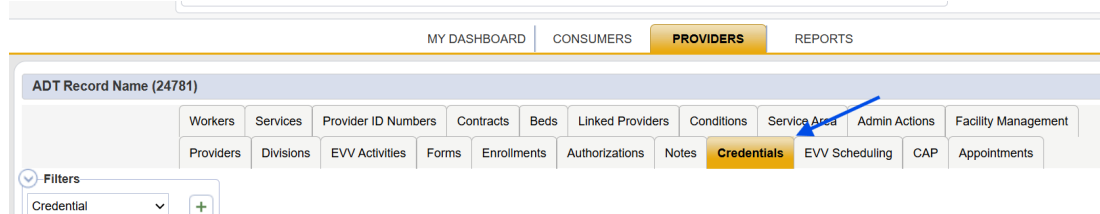
The ADT Licensing and Monitoring Specialist will be notified of the Supervisor Denial via this note. The ADT Licensing and Monitoring Specialist will close the license record and will then proceed to Chapter 13 to initiate the PAARF process. The ROM will need to be involved in the PAARF process.

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



The screenshot shows a form with a label 'Role' above a dropdown menu. The dropdown menu is open and displays 'Region QA Workstream Worker'. To the right of the dropdown is a 'GO' button. A blue arrow points from the top right towards the 'GO' button.

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



The screenshot shows a software interface with a navigation bar at the top containing 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', and 'REPORTS'. The 'PROVIDERS' tab is active. Below the navigation bar, there is a section for 'ADT Record Name (24781)' with a grid of sub-tabs. The 'Credentials' sub-tab is highlighted in yellow, and a blue arrow points to it. Other sub-tabs include Workers, Services, Provider ID Numbers, Contracts, Beds, Linked Providers, Conditions, Service Area, Admin Actions, Facility Management, Providers, Divisions, EVV Activities, Forms, Enrollments, Authorizations, Notes, EVV Scheduling, CAP, and Appointments. A 'Filters' section is visible on the left with a dropdown set to 'Credential' and a plus sign.

3. Select the license added in the [Add License Information](#) section from the list.
4. Update the following fields:
  - a. “Date of Renewal/Subsequent License” = Leave blank
  - b. “Effective Date” = Change to date that Licensing Specialist denied
  - c. “Expiration Date” = Change to date that Licensing Specialist denied
  - d. “Less than One Year” = Leave blank
  - e. “License Duration” = Won’t be populated
  - f. “Comment” = Licensing Specialist Denied Initial License – Date of Denial
  - g. “Status” = Closed
  - h. "QA Workstream Worker" = Does not need to be changed

An asterisk (\*) indicates a required field

License Details	
Credential Type *	License
License Type *	ADT
Date of Renewal/Subsequent License	MM/DD/YYYY
Effective Date *	07/01/2025
Expiration Date *	07/01/2025
Less than One Year	<input type="checkbox"/>
Comment	
Status	Closed
Reason	Initial
QA Workstream Worker	Baer, Sylvia <input type="button" value="Lookup"/> <input type="button" value="Clear"/> <a href="#">Details</a>

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



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

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



If the Facility Application Form is abandoned, non-responsive 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, non-responsive or withdrawn.

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

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

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

A screenshot of the iConnect search interface. The "Providers" tab is selected in the navigation bar. The "Quick Search" section has "ADT Record Name" selected in the filter dropdown, and "Region QA Workstream Worker" is entered in the "Provider Name" field. A blue arrow points to the "GO" button. Another blue arrow points to the "PROVIDERS" tab in the navigation bar.

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

A screenshot of a provider record page. The "PROVIDERS" tab is selected in the navigation bar. Below the navigation bar, a row of tabs includes "Workers", "Services", "Provider ID Numbers", "Contracts", "Beds", "Linked Providers", "Conditions", "Service Area", "Admin Actions", and "Facility Management". The "Credentials" tab is highlighted in yellow. A blue arrow points to the "Credentials" tab. Below the tabs, there is a "Filters" section with a dropdown menu set to "Credential" and a "+" button.

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

Credential #	Type	Credential Number	Effective Date	Expiration Date	License Duration	Status
License	CMS Compliance		07/01/2024			CMS Compliance Monitoring Required
License	ADT		07/01/2025	09/30/2025		Applicant

5. Update the following fields:

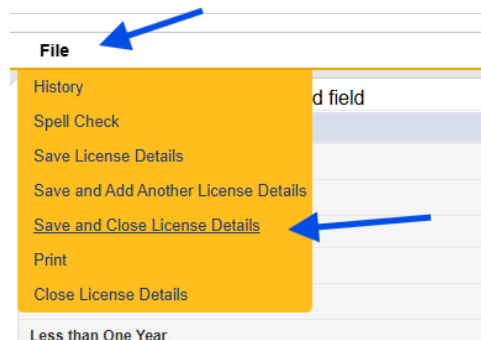
- a. "Expiration Date" = Enter Date of denial/abandonment/non-responsive
- b. "Status" = Closed

An asterisk (\*) indicates a required field

**License Details**

Credential Type *	License
License Type *	ADT
Date of Renewal/Subsequent License	MM/DD/YYYY
Effective Date *	07/01/2025
Expiration Date *	07/01/2025
Less than One Year	<input type="checkbox"/>
Comment	
Status	Closed
Reason	Initial
QA Workstream Worker	Baer, Sylvia <a href="#">Lookup</a> <a href="#">Clear</a> <a href="#">Details</a>

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



## 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.

Type	Start Date	End Date
Site Visit	09/21/2018	09/21/2018

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

Appointment Date	Start time	End time	Type	Subject	Status
09/01/2012	3:00:00 PM	4:00:00 PM	Site Visit	Appointment Scheduled for monthly site visit	Scheduled
01/20/2012	5:00:00 PM	6:00:00 PM	Site Visit	Monthly visit	Scheduled
08/02/2020	10:20:00 AM	10:50:00 PM	General	test	Scheduled
07/06/2018	3:15:00 PM	3:45:00 PM	Site Visit	Site Visit Licoature Follow	Scheduled

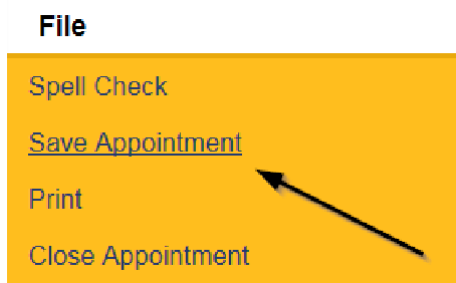
5. Update the following field on the Appointment Details page
  - a. "Status" = Update to Rescheduled

iConnect  
 Appointment  
 A Tech Provider  
 Last Updated by: mmed@itssbh.com.org  
 at 6/9/2022 5:14:37 PM

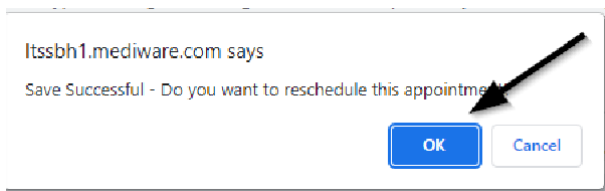
**File**  
 Appointment  
 Participants List  
 Note  
 New Participant

**Appointments**  
 Division: APD  
 Appointment Date: 01/20/2022  
 Start Time: 05:00 PM  
 Appointment End Date: 01/20/2022  
 End Time: 06:00 PM  
 Type: Site Visit  
 Subject: Monthly visit  
 Appt Summary (non-HIPAA Data): summary  
 Appt Details (HIPAA Data): details  
 Status: Rescheduled

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



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



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

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

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

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

11. Click **File > Save Appointment**. Both the original and rescheduled 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.

File		A Test Provider Last Updated by: mreed@apdcarec.org at 6/23/2022 11:20:58 PM	<b>Appointment</b>
apd iConnect			
File			
Appointment	Appointments		
Participants List	Division: APD		
Notes	Appointment Date *: 06/24/2022 01/20/2022		
New Participant	Start Time: 02:00 PM		
	Appointment End Date: 06/24/2022 01/20/2022		
	End Time: 03:15 PM		
	Type *: Site Visit		
	Subject: had to reschedule to to conflict with appointment time		
	Appt. Summary (non-HIPAA Data): summary		
	Appt. Details(HIPAA Data): details		
	Status *: Pending		