



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

iConnect  
New Licensing Facility Application Request Training Manual  
(Residential Facilities) -  
Updated April 2026

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## Chapter 3 | Online Application Request

### Introduction

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

### Submit Online Application Request

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

### Online Application Request for New 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**

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...

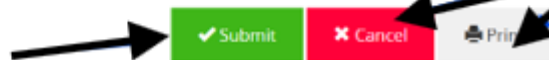
Prospective Licensed Facility Street Address 2

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 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.*



## Success!

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

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

[Return to APDCARES](#)

[Print](#)

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

## Cancel Submission

---

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

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



No

Yes

## Assign Worker



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

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

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

Role
Region QA Workstream Worker
GO

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

A screenshot of the iConnect My Dashboard interface. The top navigation bar includes "File" and "Reports". Below it are tabs for "MY DASHBOARD", "CONSUMERS", "PROVIDERS", and "REPORTS". The main content area is divided into three columns: "CONSUMERS", "PROVIDERS", and "TASKS". The "CONSUMERS" column has a table with application status counts. The "PROVIDERS" column has a "Notes" table and a "Ticklers" table. The "TASKS" column has a "Links" section and a "My Management" section. In the "My Management" section, the "Prospective Applicant Queue" link is highlighted with a blue box and a black arrow.

Division	Count
APD Eligible - Pre-enrollment	7
APD Eligible - Waiver	4
Application Pended	1
Application Received	4
Application Review	1
Closed	1
Pending	4
Pending Disenrollment	3

Notes	Count
Complete	3
Draft	1
Pending	3

Ticklers	Count
Ticklers	8

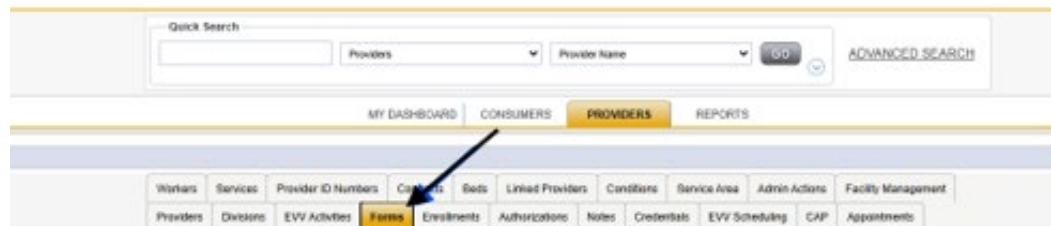
Links
iConnect eLearning Library
APD Help Desk
New Updates (February 2025)

My Management
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
<b>Prospective Applicant Queue</b>
Provider Management Queue

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

Disposition	Online Application Date	Provider Name	Provider Region
Pending	06/29/2023	Test Provider	NORTHE/ST
Pending	09/18/2023	Test Region Provider	NorJewel
Pending	09/20/2023	Test Provider	Norheat

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



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 an ADT, please view the ADT New Licensing Manual for further instructions.**

**Inline Application Request for New Providers**

An asterisk (\*) indicates a required field

**Provider Assessment**

Division *	<input type="text"/>	Worker *	<input type="text" value="Application, Harmony"/>	<a href="#">Details</a>
Review *	<input type="text"/>	Status *	<input type="text" value="Pending"/>	
Review Date *	<input type="text" value="09/03/2025"/>	Approved By	<input type="text"/>	
Approved Date	<input type="text"/>			

---

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

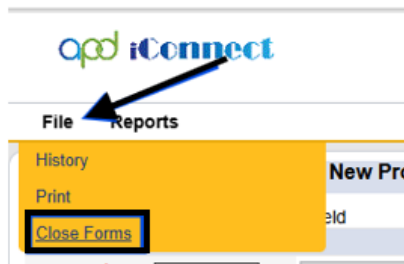
Service Areas by Region - Please only choose one Region in which you will initially submit an application. You may find information on Regional locations by visiting <http://apdcare.org/region/> \*

---

**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

File Reports

Quick Search  Providers

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

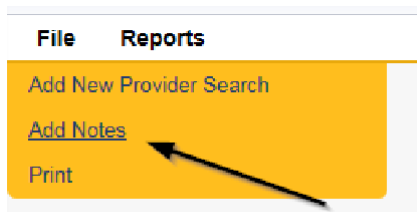
A TEST Provider (10002)

Workers Services Provider ID Number Contracts BOA Unfiled Providers Advice Conditions  
Providers Divisions Forms Enrollments Authorizations **Notes** Credentials CW Onboarding

Filters  
 Note Type  AND   
 Note Case

Search Reset

9. Click **File > Add Notes**



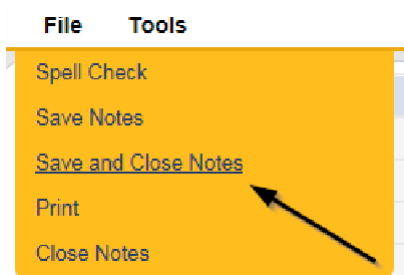
10. In the new Note record, update the following fields:

- "Division" = APD
- "Associated Form ID#" = Enter Form ID# if applicable
- "Note Type" = Application Request

- d. "Note Subtype" = Assign Worker
- e. "Description" = Assign Worker
- f. "Note" = Enter notes
- g. "Status" = Complete
- h. Click the **Lookup** button on the "Add Note Recipient" to add the *QA Workstream Worker or other, as applicable*, as the Note Recipient
- i. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

The screenshot shows a web form titled "Notes Details". It contains several input fields and dropdown menus. Arrows point to the following fields: "Division" (dropdown), "Note By" (dropdown), "Note Date" (calendar), "Associated Form ID#" (text), "Note Type" (dropdown), "Note Sub-Type" (dropdown), "Description" (text), "Note" (text area), "Status" (dropdown), and "Date Completed" (calendar). A "Lookup" button is highlighted in the "Add Note Recipient" section. Below the form is an "Attachments" section with an "Add Attachment" button and a "Document" table with a "Description" column. The "Note Recipients" section includes an "Add Note Recipient" button and a "Lookup" button.

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 or someone has been assigned to work on 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. At the top, the word "Role" is displayed. Below it is a dropdown menu with "Region QA Workstream Worker" selected. To the right of the dropdown is a dark grey button with the word "GO" in white capital letters. A black 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 a web dashboard. At the top, there are tabs for "File" and "Reports". Below that is a navigation bar with "MY DASHBOARD" (highlighted in yellow), "CONSUMERS", "PROVIDERS", and "REPORTS". An arrow points to "MY DASHBOARD". The main content area is divided into three columns: "CONSUMERS", "PROVIDERS", and "TASKS".  
The "CONSUMERS" column contains a table with the following data:

Division	
APD Eligible - Pre-enrollment	7
APD Eligible - Waiver	4
Application Pended	1
Application Received	4
Application Review	1
Closed	1
Pending	4
Pending Disenrollment	3

  
The "PROVIDERS" column contains a table with the following data:

Notes	
Complete	3
Draft	1
Pending	3

  
Below the "Notes" table is a "Ticklers" section with a table:

Ticklers	
Ticklers	8

  
The "TASKS" column contains a "My Management" section with a list of links:

- 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
- Prospective Applicant Queue** (highlighted with a blue box and an arrow)
- Provider Management Queue



## Provider Search and Promote



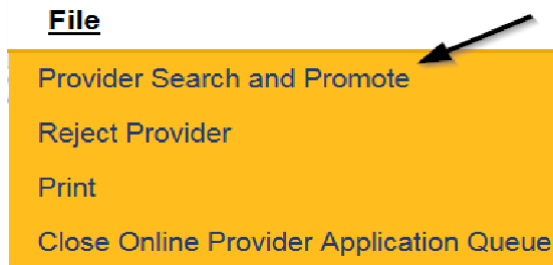
When the QA Workstream Worker has the information needed from the Prospective Applicant record and can proceed with initiating the provision process, they will "promote" the record from the Prospective Applicant Queue to a non-active provider record.

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

The screenshot shows the 'Provider Search and Promote' interface. At the top, there is a search bar with the text 'Provider Search and Promote' and a dropdown menu. Below the search bar, there are several filters and buttons, including 'Disposition', 'Search', and 'Reset'. A table below the search area displays the results of the search. The table has columns for Disposition, Online Application Date, Provider Name, and Provider Region. The first row shows a 'Pending' record with an application date of 06/29/2023 and a provider name of 'Test Provider' in the 'NORTHEAST' region. The second row shows a 'Pending' record with an application date of 09/18/2023 and a provider name of 'Test Region Provider' in the 'Northwest' region. The third row shows a 'Pending' record with an application date of 09/20/2023 and a provider name of 'Test Provider' in the 'Northeast' region. A black arrow points to the checkbox at the end of the second row.

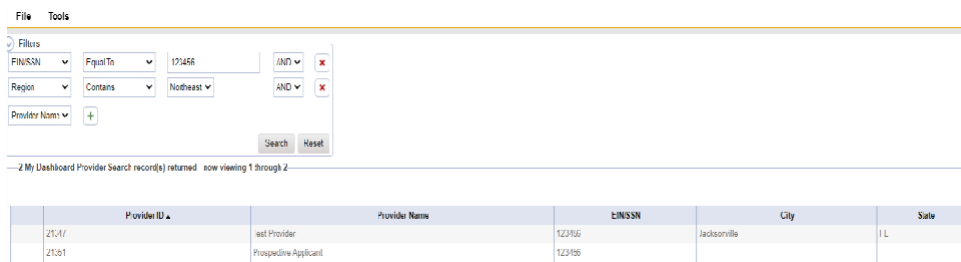
Disposition	Online Application Date	Provider Name	Provider Region	
Pending	06/29/2023	Test Provider	NORTHEAST	<input type="checkbox"/>
Pending	09/18/2023	Test Region Provider	Northwest	<input checked="" type="checkbox"/>
Pending	09/20/2023	Test Provider	Northeast	<input type="checkbox"/>

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



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

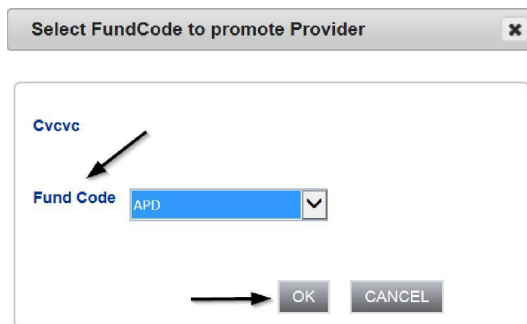
**IMPORTANT:** If a parent or facility duplicate record is created, these **CANNOT** be deleted. It must be closed through State Office, not deleted.



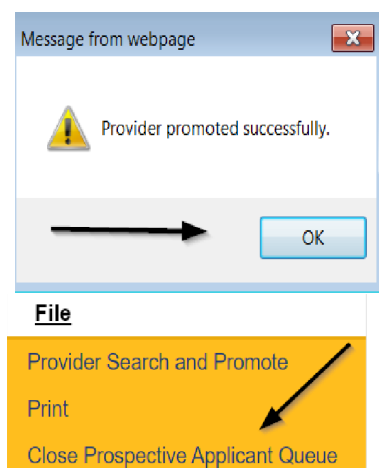
- If the displayed results don't match the prospective applicant's record, then select **File > Promote to Provider**



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



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



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

Cvcvc (10087)

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

Filters  
 Division [v] +  
 Search Reset

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

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

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

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



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

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

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

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

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

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



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

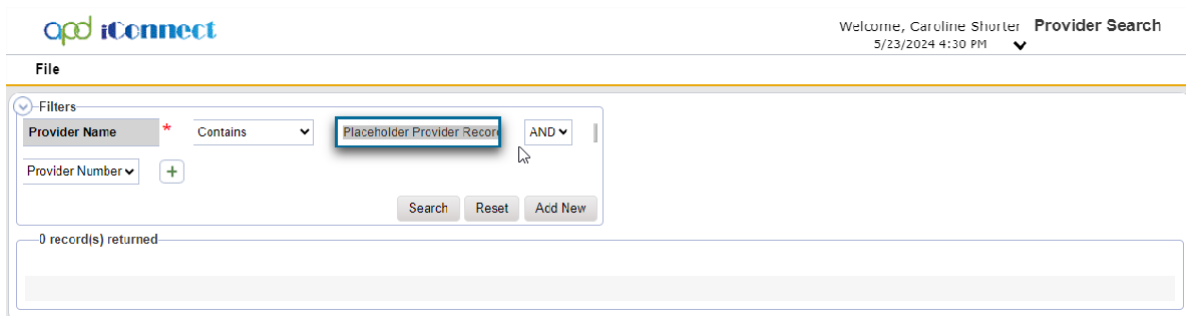
If no Parent Provider Record is located, the licensing specialist will need to partner with Provider Enrollment to have a Placeholder Parent Provider Record Created.

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

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

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

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



5. Update the Following Fields:

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

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

An asterisk (\*) indicates a required field

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

i. File > Save Provider Record

6. A new window opens with the Division Details screen

a. Update the following fields:

i. Disposition = Open

b. **File > Save and Close Division**

7. Navigate to the **Credentials Tab**

8. **File > Add Certification**

a. Update the following fields:

i. Certification Type = iBudget Waiver Applicant Placeholder

ii. Effective Date = Today's date

iii. Expiration Date = Leave Blank

iv. Comment = "Placeholder Provider Record created for the purposes of a new license provider application user provisioning and access."

v. Status = Applicant Placeholder

vi. QA Workstream Worker = Provider Enrollment Specialist

An asterisk (\*) indicates a required field

Certification Details	
Credential Type *	Certification
Certification Type	iBudget Waiver Applicant Placeholder
Effective Date	05/23/2024
Expiration Date	MM/DD/YYYY
Comment	Placeholder Provider Record created for the purposes of a new license provider application user provisioning
Status	Applicant Placeholder
QA Workstream Worker	Shorter, Caroline <input type="text"/> Lookup Clear 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 Licensing Specialist will search for an existing parent provider record by trying alternate searches, such as the provider's last name and/or business name, etc. to see if there is existing parent provider record.

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

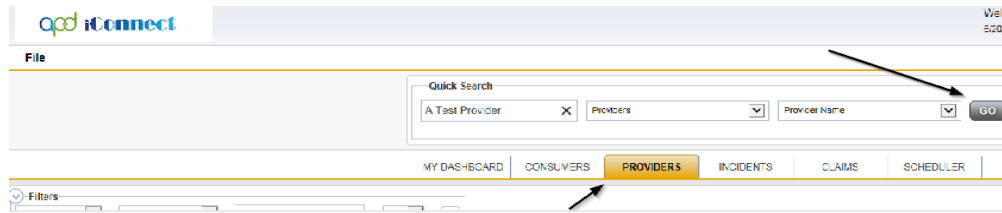
Once the Parent Provider Record is located, the Licensing Specialist will link the new applicant record to the existing parent provider record and then add a Placeholder Applicant License Credential to grant the Service Provider access to this new Prospective Applicant Provider Record. This Placeholder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

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

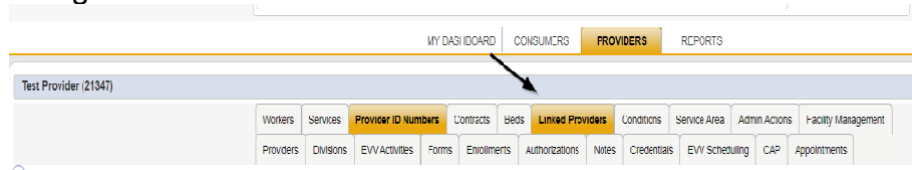
1. Set "Role" = Region QA Workstream Worker then click **Go**.

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 button labeled "GO". A black arrow points to the "GO" button.

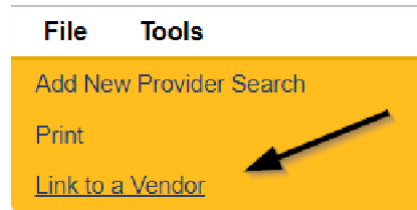
- Navigate to the **Providers** chapter and enter the **PARENT** Provider's name in the Quick Search filter and click **Go**.



- Navigate to the **Providers > Linked Providers** tab

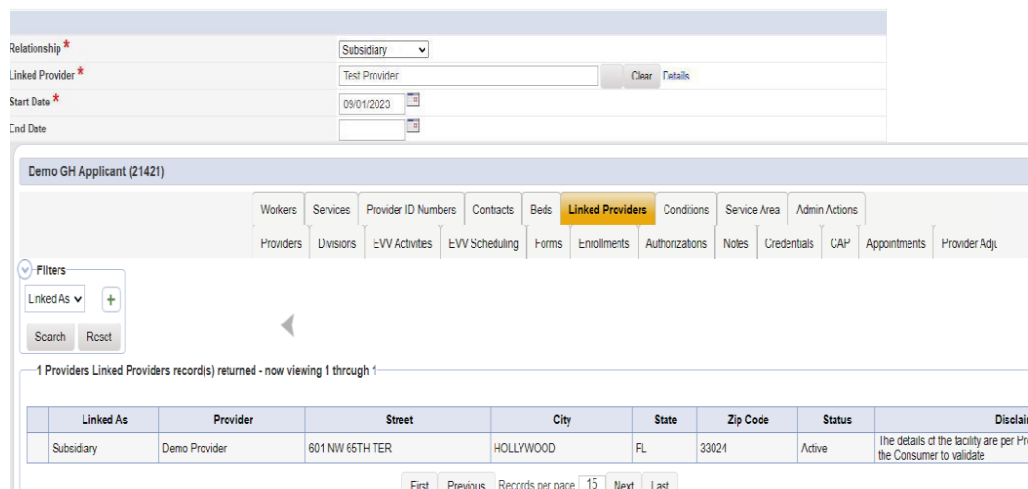


- Select **File > Link to a Vendor**



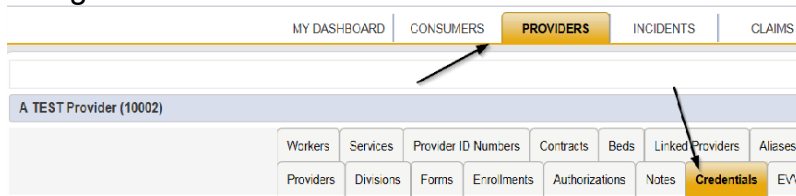
- Update the following fields:

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

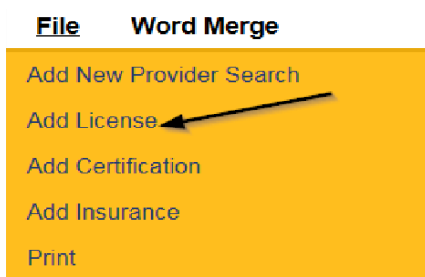


6. The Provider's record will display. Navigate to the Providers chapter and enter the **CHILD** Provider's name in the Quick Search filter and click **Go**.

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



8. Select **File > Add License**



9. Update the following fields:

a. "License Type" = select as appropriate

- Foster Home
- Group Home

b. License Number = Enter information – *Please note that each region has their own system for assigning license numbers, and the numbers included in the naming convention will be the Provider iConnect ID for the Promoted Application Record.*

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

- Southern: SR-APPL-12345
- Southeast: SER-APPL-98765
- Central: CR-APPL-45645
- Northeast: NER-APPL-91919
- Suncoast: SCR-APPL-73257
- Northwest: NWR-APPL-88665

c. "Original Date of Issuance" = Enter Date

d. "Effective Date" = Enter Date

- i. "Expiration Date" = Enter Date Expiration of 4 months (120 days) Enter Date *Regional Staff may have to update the Expiration date if licensing goes beyond the originally entered expiration date.*
- e. Comment = "Placeholder License Record created for the purposes of a new license provider application user provisioning and access."
- f. "Status" = Applicant
- g. "Reason" = Initial
- h. "QA Workstream Worker" = Click **Lookup** on the field to add the [Licensing Specialist](#).
- i. Enter the last name and click **Search**, and then select the name

The screenshot shows the 'License Details' form in the iConnect system. The form is titled '18919 Group Home Record License Details' and is dated '5/23/2024 5:19 PM'. The form includes a 'File' menu and a note: 'An asterisk (\*) indicates a required field'. The form fields are as follows:

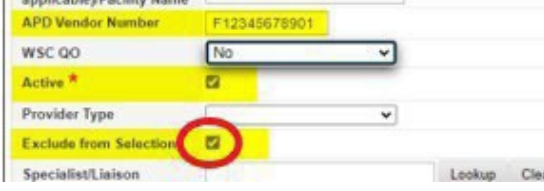
Credential Type *	License
License Type *	Group Home
License Number *	SCR-APPL-73257
Original Date of Issuance *	05/23/2024
Date of Renewal/Subsequent License	MM/DD/YYYY
Effective Date *	05/23/2024
Expiration Date *	07/31/2024
Less than One Year	<input type="checkbox"/>
Comment	License Record created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

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

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

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

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



The screenshot shows a form for editing a provider record. The 'Exclude from Selection' checkbox is checked and circled in red. Below the form is a summary table for 'Test Provider (21354)'.

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	

## User Provisioning and iConnect Access



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

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

## As Needed: Reject Prospective Applicant Provider



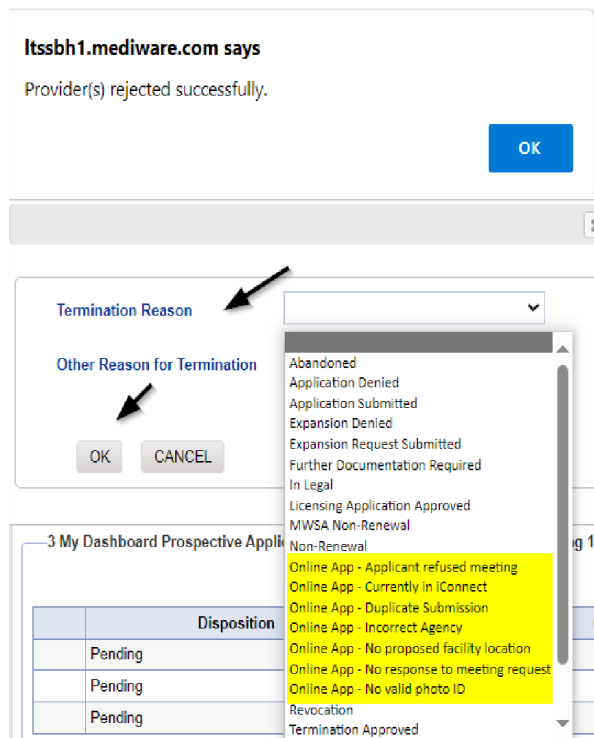
The users will be able to search on Provider Name, EIN/SSN, and Region. If a matching Provider record is found and the user decides to create a new record, they should be presented with a dialog box stating:

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

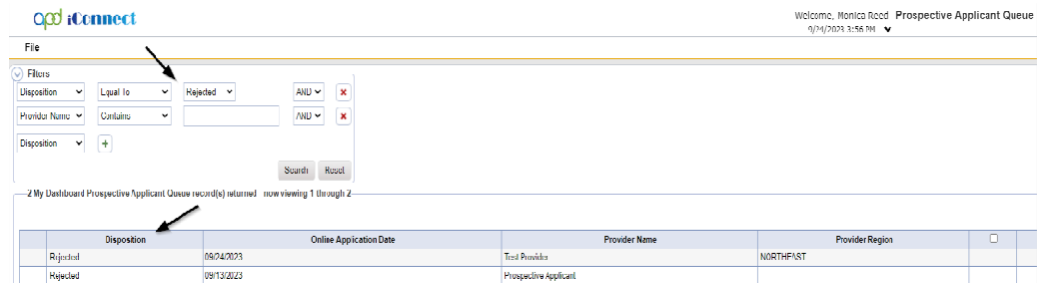
1. If the prospective applicant needs to be rejected due to an existing record, the Licensing Specialist will select the record via the checkbox at the end of the record and then click **File > Reject Provider**

Disposition	Online Application Date	Provider Name	Provider Region	
Pending	06/29/2023	Test Provider	NORTHEAST	<input type="checkbox"/>
Pending	09/18/2023	Test Region Provider	Northeast	<input checked="" type="checkbox"/>
Pending	09/26/2023	Test Provider	Northeast	<input type="checkbox"/>

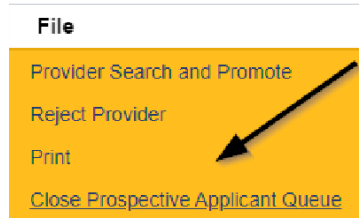
2. The Licensing Specialist will be presented with a pop-up message box for a termination reason selection. Select one of the Online App reasons as appropriate and then click **OK**
3. The following pop-up message box will display. Click **OK**



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



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



## New Licensed Facility Application

### Introduction

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

### Complete Facility Application Form



The Prospective Applicant will need to complete a new Facility Application Form in iConnect and submit a Note in iConnect to notify the Licensing Specialist of the completion. Follow the instructions 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 black arrow points to the dropdown arrow. To the right of the dropdown is a grey button labeled 'GO'.

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

A screenshot of the iConnect web application interface. The 'PROVIDERS' tab is selected in the navigation bar. Below it, the 'Forms' sub-tab is highlighted. A black arrow points to the 'Forms' sub-tab. The main content area shows a search filter for 'Draft' and a table of forms.

3. Click **File > Add Forms**

A screenshot of the 'File' menu in the iConnect application. The menu is open, showing options: 'Add New Provider Search', 'Add Forms', and 'Print'. A black arrow points to the 'Add Forms' option.

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

**File**

Please Select Type: 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 *	Pending			
Review Date *	09/02/2025	Approved By				
Approved Date						

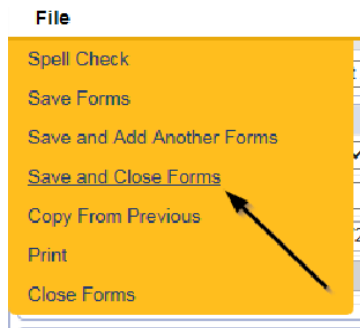
**License Application**

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 a change of ownership/acquisition from an existing APD licensed provider. If you are pursuing a change in ownership of an existing licensed APD provider, please complete the form below as 'initial' and indicate 'Change in Ownership'. Please ensure that all applicable parts of this form are completed legibly and in their entirety. All information completed in this form must comply with Section 383.067, Florida Statutes (F.S.) and Chapter 65G-2 Florida Administrative Code (F.A.C.). Applications shall be completed under oath and must contain factual and accurate information. If you have questions regarding this form or the application process, please contact your APD regional office for assistance.

[Hide 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**



## Complete Licensed Capacity Form



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

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

A screenshot of a web form. At the top, the word "Role" is displayed. Below it is a dropdown menu with "Service Provider" selected. To the right of the dropdown is a grey button labeled "GO". An arrow points from the text above to the "GO" button.

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

A screenshot of the "Providers" chapter in the system. The "Quick Search" filter is active, with "A Test Provider" entered in the search box. The "GO" button is visible. The "PROVIDERS" tab is selected in the navigation bar. An arrow points from the text above to the "GO" button.

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

A screenshot of the "Providers > Forms" tab. The "Forms" sub-tab is selected. A list of forms is displayed for "A TEST Provider (10002)". The list has columns for "Division" and "Form Name".

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

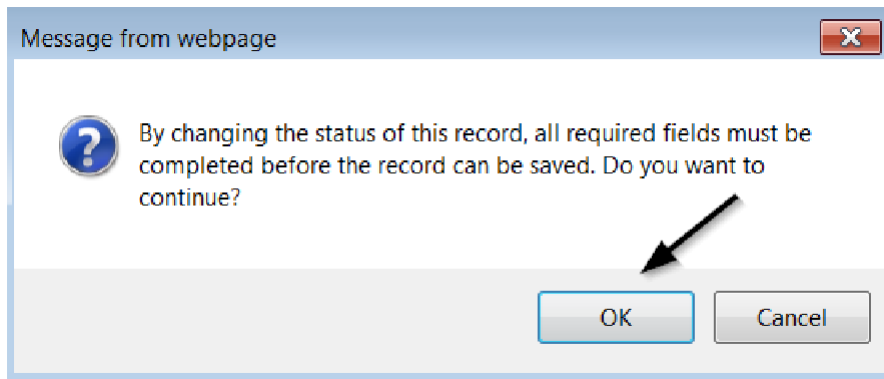
4. Click **File > Add Forms**

A screenshot of the "File" menu. The "Add Forms" option is highlighted. An arrow points from the text above to the "Add Forms" option.

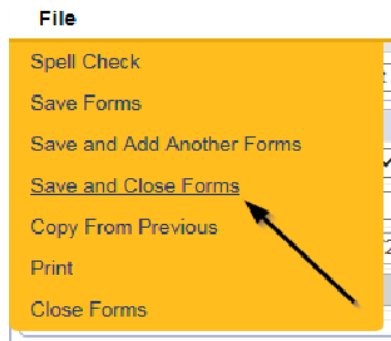
5. Select "Please Select Type." as "Use for after 2014 - Calculation of License Capacity" Form from the drop-down list

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

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



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



## Add Other Qualifying Documentation



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

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

A screenshot of a web form showing a dropdown menu for "Role" with "Service Provider" selected. A black arrow points to the "GO" button to the right of the dropdown.

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 highlighted. A black arrow points to the "Notes" sub-tab. The interface includes a search bar, a filter section, and a list of notes.

3. Click **File > Add Notes**

A screenshot of a web application interface showing a dropdown menu with the following options: "Add New Provider Search", "Add Notes", and "Print". A black arrow points to the "Add Notes" option.

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 (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 list of documents
- f. "Status" = Pending (Licensing 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 *Licensing Specialist* as the Note Recipient
- i. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

Notes Details

Division \* APD

Note By \* Reed, Monica

Note Date \* 09/25/2023

Note Type \* Initial Application

Note Sub-Type \* Background Screening

Description Background Screening

Note

Status \* Pending

Date Completed 09/25/2023

Attachments

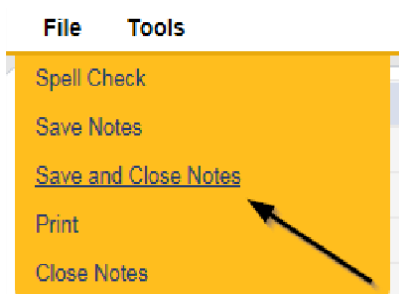
Add Attachment

Document	Description
There are no attachments to display	

Note Recipients

Add Note Recipient:  Lookup Clear

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



## Application Submitted Note



The Prospective Applicant will add a note indicating the submittal of the Facility Application Form, Licensed Capacity form and all supporting documentation via a Note in iConnect.

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

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

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

A screenshot of the iConnect web application. The "Providers" tab is selected in the navigation menu. The "Quick Search" filter is set to "Providers" and "Provider Name". The search text "A Test Provider" is entered. A black arrow points to the "GO" button. Another arrow points to the "PROVIDERS" tab in the navigation menu.

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

A screenshot of the Provider record page for "A TEST Provider (10032)". The "Notes" tab is selected in the sub-navigation menu. A black arrow points to the "Notes" tab. Below the navigation are filter options for "Note Type" and "Note Date".

4. Click **File > Add Notes**

A screenshot of the "File" menu in the application. The menu items are "Add New Provider Search", "Add Notes", and "Print". A black 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 *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

**Notes Details**

Division \*

Note By \*

Note Date \*

Note Type \*

Note Sub-Type

Description

Note 

B I U 16px A

Status \*

Date Completed

**Attachments**

[Add Attachment](#)

**Attachments Grid**

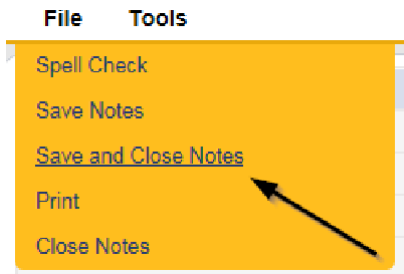
Document	Description	Category
<a href="#">Notarized Form.pdf</a>		

**Note Recipients**

Add Note Recipient:

**Note Recipients Grid**

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

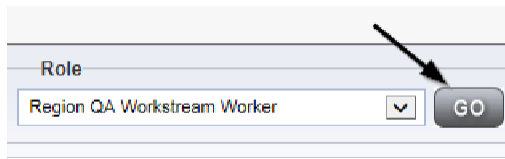


### Access Ticklers

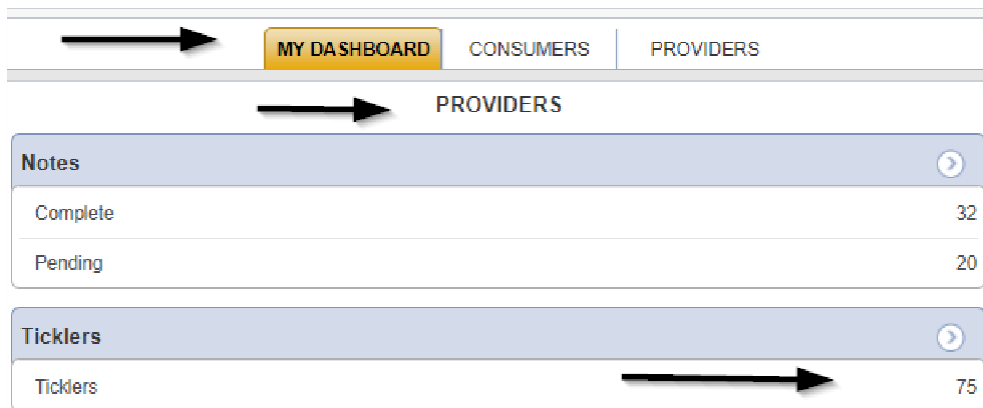


The QA Workstream Worker will log in to the application and navigate to the My Dashboard > Provider > Ticklers in order to reassign and review any new ticklers.

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



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



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

Filters

Status Equal To New AND

Status +

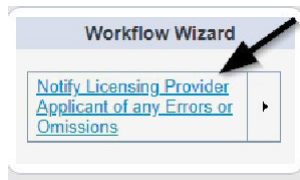
Apply Alert Days Before Due

Search Reset

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

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

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



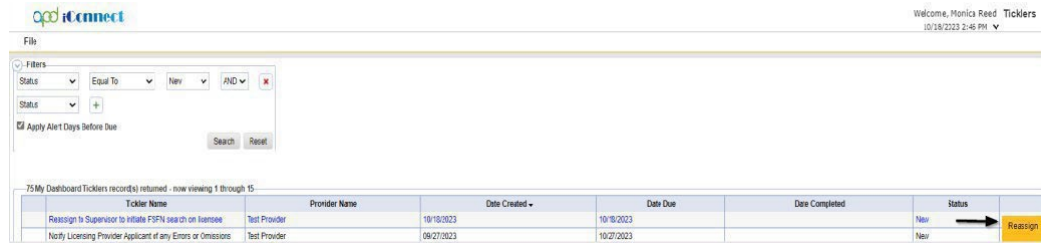
- Tickler – “Notify Licensing Provider Applicant of any errors or omissions”
- Assigned to Monitor 3 (Licensing Specialist)
- Due on the **30<sup>th</sup>** calendar day from the “Initial Application/Application Submitted” completed note

5. Additionally, a second tickler was triggered that needs to be reassigned to a QA Workstream Lead.

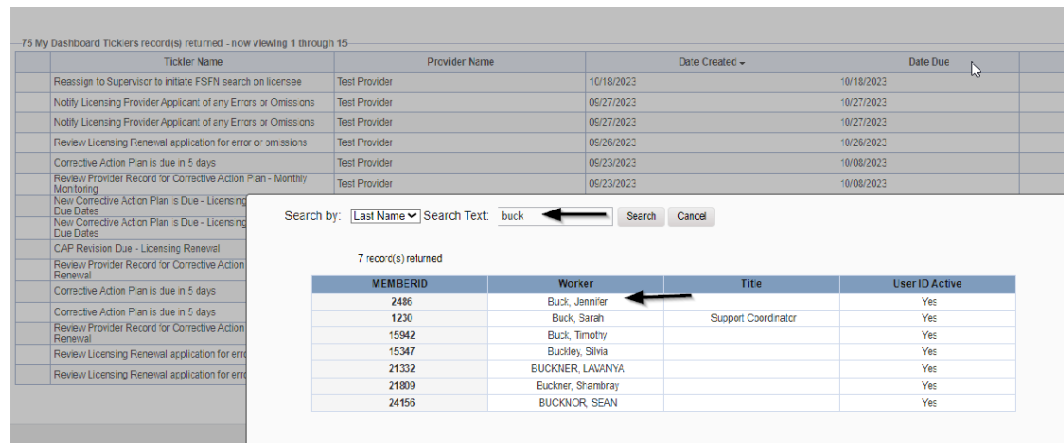


- Tickler – “Reassign to Supervisor to Initiate FSFN search on licensee”
- Assigned to the Licensing Specialist (Monitor 3) who will reassign the tickler to the QA Workstream Lead.
- Due immediately.

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



- 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.



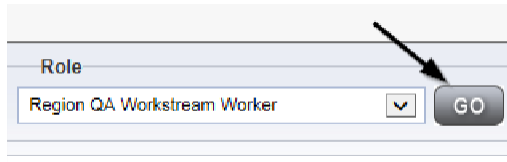
## Abuse Record Search



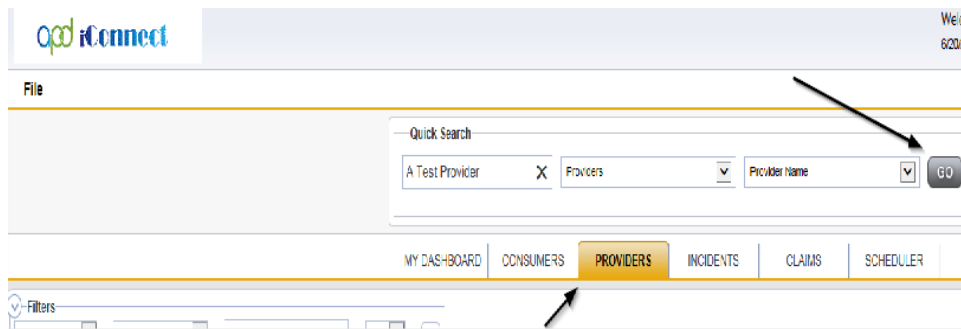
Once the application is submitted, the Licensing Specialist will review the Licensing Application and all notes and attachments. Within 30 days or sooner, the Licensing Specialist will do an Abuse Record Search on the licensee(s) and note the outcome in iConnect. This will coincide with the review of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

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

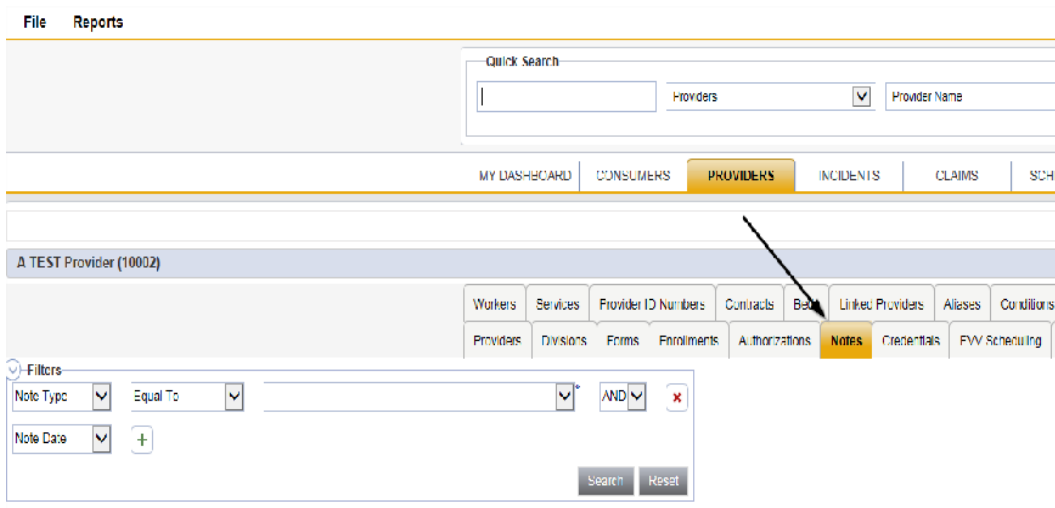
1. Set "Role" = Region QA Workstream Worker, then click **Go**.



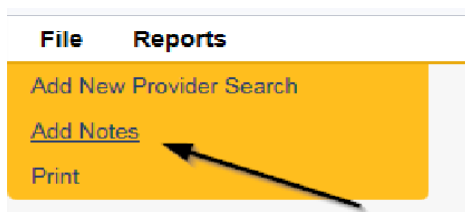
2. Navigate to the **Providers** chapter and enter the Provider's Facility name in the Quick Search filter and click **Go**.



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



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



5. In the new Note record, update the following fields:
  - a. "Division" = APD
  - b. "Note Type" = Confidential Note
  - c. "Note Subtype" = Abuse Record Search
  - d. "Description" = Abuse Record Search Complete
  - e. "Note" = Enter notes
  - f. "Status" = Update to Complete
  - g. Click the **Lookup** button on the "Add Note Recipient" to add the *Supervisor* as the Note Recipient
  - h. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

Note Type \*

Note Sub-Type

Description

Note 

B I U 10pt A  
 Details of the Search and its completion.

Status \*

Date Completed

**Attachments**  
Add Attachment

**Attachments Grid**

Document	Description	Category	Action
There are no attachments to display			

**Note Recipients**

Add Note Recipient:

**Note Recipients Grid**

Name	Date Sent	Date Read	Status	Date Signed	
Baer, Sylvia	7/15/2024		Unread		<a href="#">Remove</a>

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

## Complete Application



If the application is complete, the Licensing Specialist will update the Facility Application and Licensed Capacity forms to complete, then update the existing pending notes, including the Other Qualifying Documentation Notes.

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

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

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

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

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

Division	Form ID	Form Name	Review	Review Date
APD	503	Use for after 2014-Calculation of License Capacity	Initial	08/25/2023

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

Use for after 2014-Calculation of License Capacity

**Provider Assessment**

Division \*  Worker \*

Review \*  Status \*  ←

Review Date \*  Approved By

Approved Date

**Use for after 2014 - CALCULATION OF LICENSED CAPACITY**

For New License Applications as of July 1, 2014

Message from webpage

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

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

**File Reports**

History

Duplicate Forms

Save Forms

Save and Add Another Forms

Save and Close Forms →

7. 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

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

Form Name  Equal To AND

Division

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

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

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

Last Updated by sylvia.baer@test.srv.c.prov at 9/2/2025 9:45:46 AM

File Reports Word Merge

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

An asterisk (\*) indicates a required field

**Provider Assessment**

Division *	APD	Worker *	Provider: Sylvia	Lookup	Clear	Detail
Review *	Initial	Status *	Complete			
Review Date *	09/02/2025	Approved By	Baer, Sylvia			Details
Approved Date	09/02/2025					

License Application

Message from webpage

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

OK Cancel

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

File Reports

History

Duplicate Forms

Save Forms

Save and Add Another Forms

Save and Close Forms

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

MY DASHBOARD CONSUMERS PROVIDERS INCIDENTS CLAIMS SCHEDULE

CONSUMERS INCIDENTS PROVIDERS

Notes	0	Inquiry Alert Notes List	Unread Alert Notes	0	Notes	Complete	3	Pending	11
-------	---	--------------------------	--------------------	---	-------	----------	---	---------	----

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

Filters: Status: Equal To: Pending AND Note Type: + Search Reset

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

Provider	Note Type	Note Date	Description	Author	Status
Text Provider	Initial Application	09/02/2025	Application Submitted	Reed, Monica	Pending

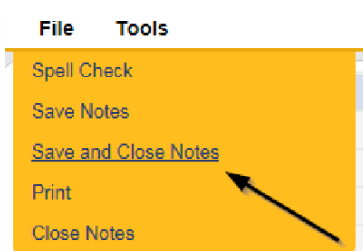
12. In the existing Note record, update the following fields:
  - a. "Division" = APD
  - b. "Note Type" = Leave as Initial Application
  - c. "Note Subtype" = Update to Application Form Review Complete
  - d. "Description" = Update to Application Form Review Complete
  - e. "Note" = Enter notes
  - f. "Status" = Update to Complete
  - g. Click the **Lookup** button on the "Add Note Recipient" to add the *Prospective Applicant* as the Note Recipient
  - h. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/25/2023
- Associated Form ID#: (empty)
- Note Type: Initial Application
- Note Sub-Type: Application Form Review Complete
- Description: Application Form Review Complete
- Note: (empty text area)
- Status: Complete
- Date Completed: 09/25/2023

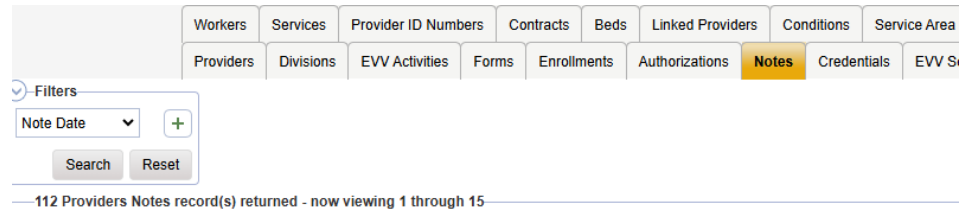
Below the form is an 'Attachments' section with 'Add Attachment' and a table with columns 'Document' and 'Description'. Below that is a 'Note Recipients' section with 'Add Note Recipient:', a text input field, and 'Lookup' and 'Clear' buttons. Arrows in the original image point to the 'Note Type', 'Note Sub-Type', 'Description', 'Note', 'Status', and 'Lookup' fields.

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



14. 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.

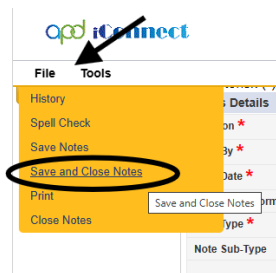
- a. Open the **Note Type = Initial Application** and **Note Subtypes = Background Screening, Business Information, Facility, Personnel Information and Policies and Procedures.**



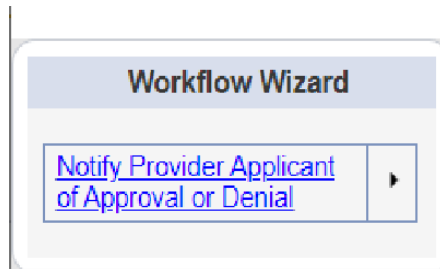
Note Date	Note Type	Note Sub-Type	Description
03/03/2025	Initial Application	Background Screening	Background Screening

- b. Update the Status to Complete.

- c. **File > Save and Close Notes**



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



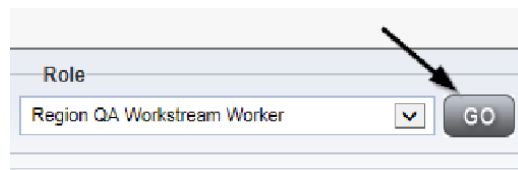
- a. Tickler - “Notify Provider Applicant of Approval or Denial”
- b. Assigned to Self (Licensing Specialist)
- c. Due on the **90th** calendar day from the “Initial Application/Application Form Review Complete” completed note

### Schedule Site Visit

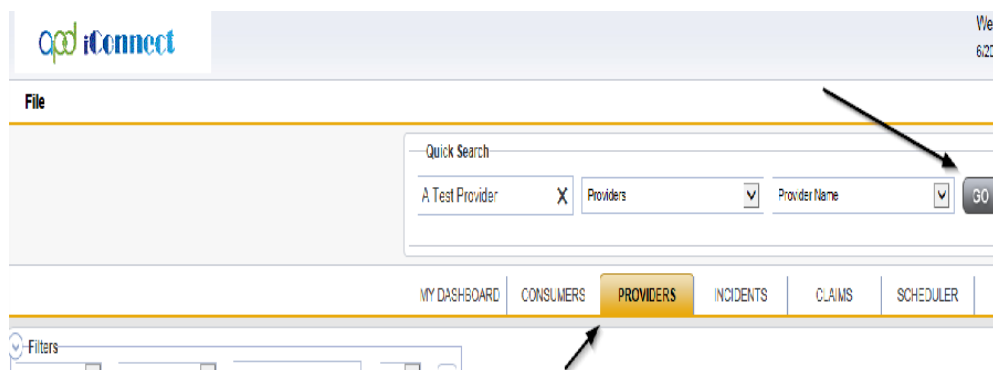


The Licensing Specialist will call the Prospective Applicant to schedule a site visit and then enter the appointment information in iConnect

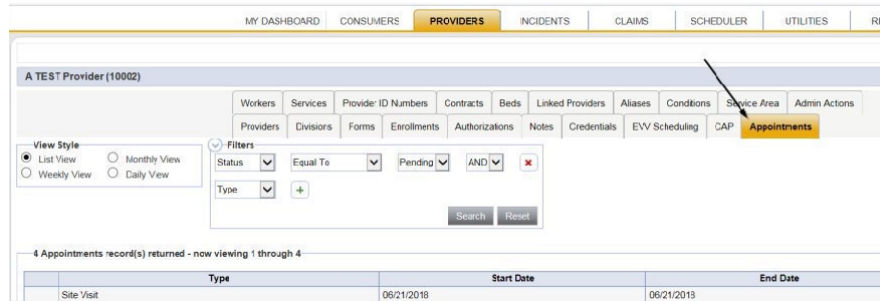
1. Set “Role” = Region QA Workstream Worker, then click **Go**.



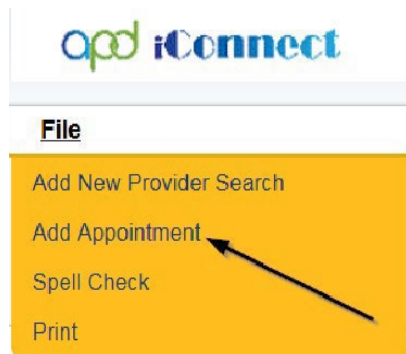
2. Navigate to the **Providers** chapter and enter the Provider’s Facility name in the Quick Search filter and click **Go**.



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



4. Click **File > Add Appointment**



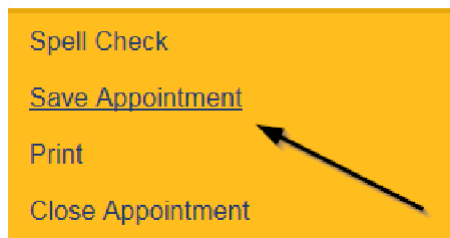
5. Update the following fields on the Appointment Details page

- "Division" = APD
- "Appointment Date" = Update date
- "Start Time" = Update time
- "Appointment End Date" = Update date
- "End Time" = Update time
- "Type" = Site Visit
- "Subject" = Enter subject description
- "Appt Summary" = Enter summary
- "Appt Details" = Enter details
- "Status" = Scheduled

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

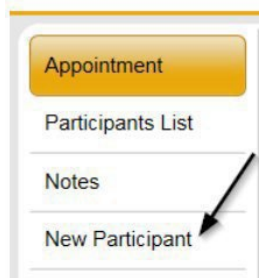
6. When finished select **File > Save Appointment**

**File**

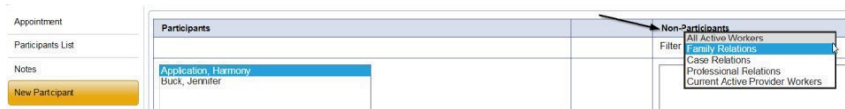


7. Click **New Participant** on the left-hand navigation menu.

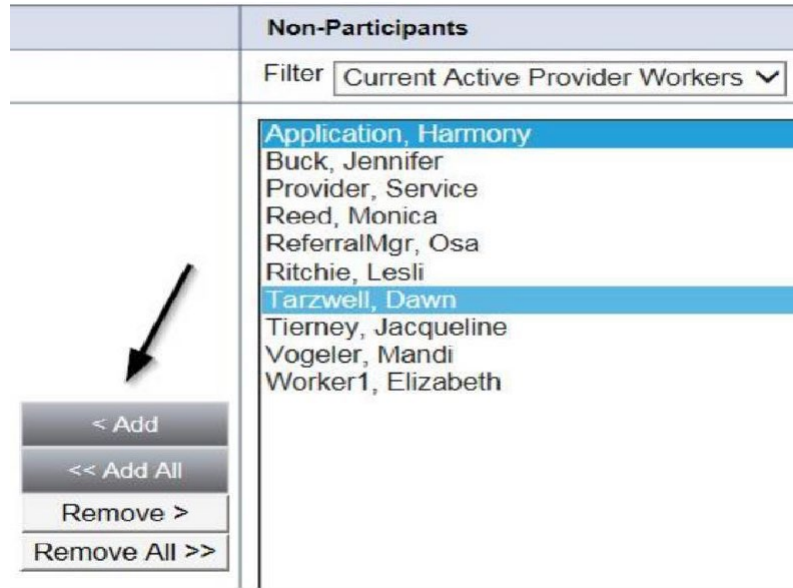
**File**



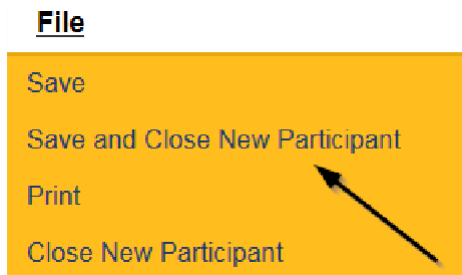
8. Set the **Non-Participants filter** list to the appropriate value in order to select the appointment participants



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



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

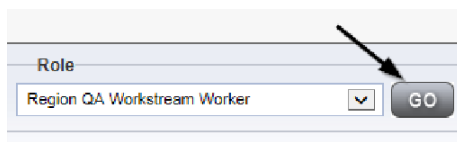


### As Needed: Reschedule Site Visit Appointment

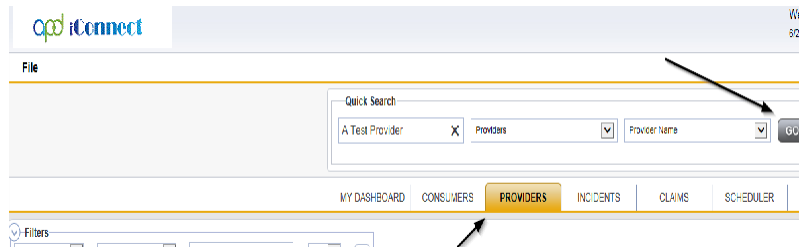


If the site visit was scheduled and needs to be done on a different date/time, the QA Workstream Worker will need to reschedule the existing appointment. This will ensure the appointment information is accurate for reporting.

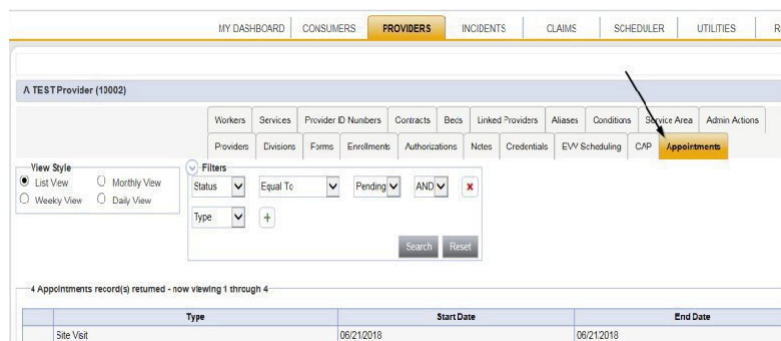
1. Set "Role" = Region QA Workstream Worker, then click **Go**.



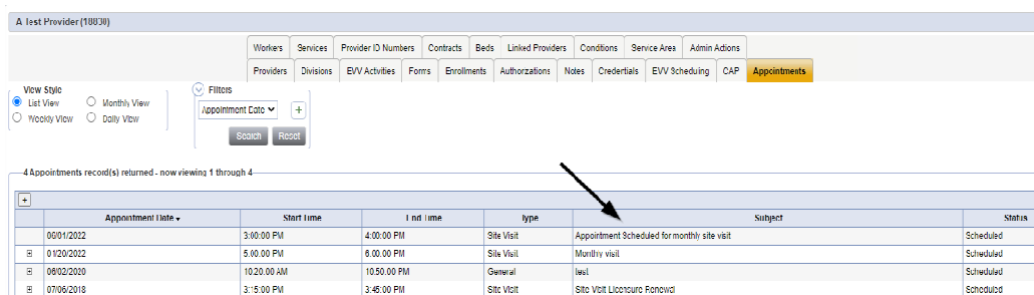
2. Navigate to the **Providers** chapter and enter the Provider's Licensed Facility home name in the Quick Search filter and click **Go**.



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



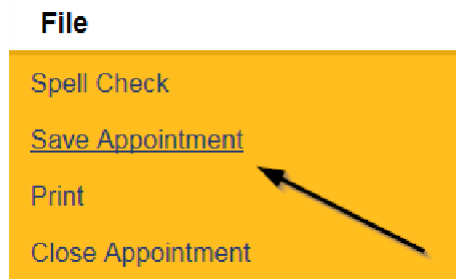
4. Select the appointment record that needs to be updated via the hyperlink in the list view



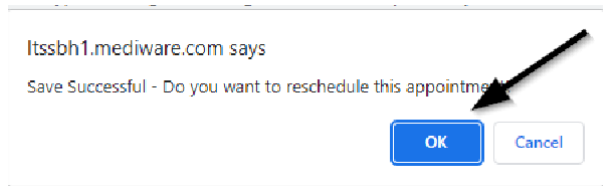
5. Update the following field on the Appointment Details page
  - a. "Status" = Update to Rescheduled

**Appointment**  
 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: Reschedule

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

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

## Complete Site Visit



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

*The list of applicable checklists are as follows:*

*Foster Care Facility Checklist*

*Foster Care Facility Client Checklist*

*Foster Care Facility Personnel Record*

*Review Group Home Client Checklist*

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

## Complete Appointment



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

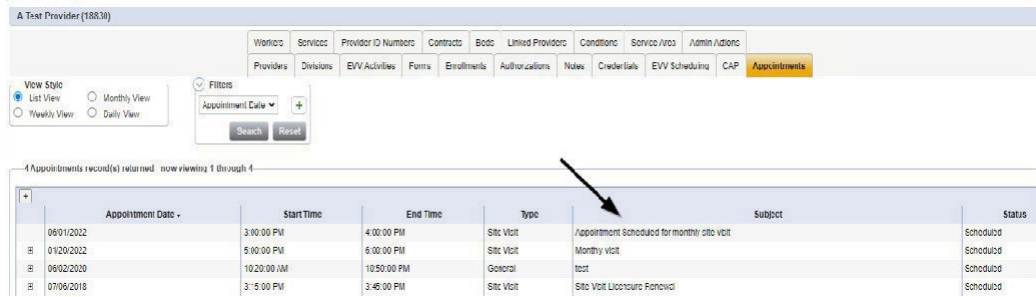
1. Set "Role" = Region QA Workstream Worker, then click **Go**.

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

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

Appointment Date	Start Time	End Time	Type	Subject	Status
05/14/2023	2:00:00 PM	3:00:00 PM	Site Visit	Description of Site Visit	Scheduled

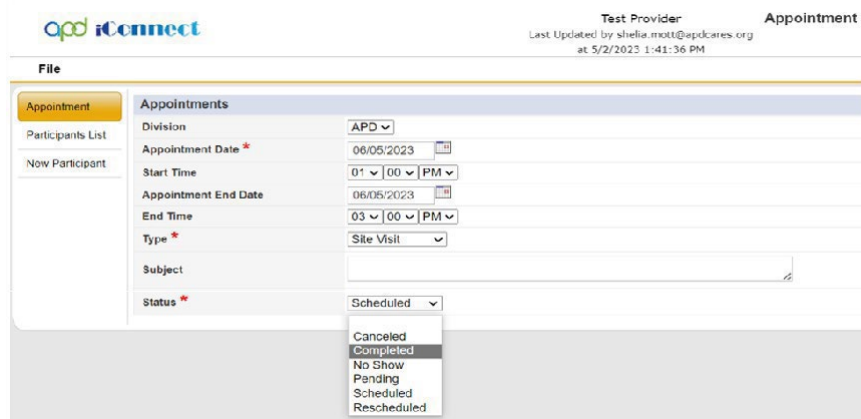
- Select the appointment record that needs to be updated via the hyperlink in the list view



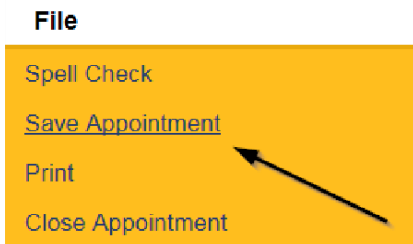
- Update the following field on the Appointment Details page

a. "Status" =

- Update to Completed if the site visit was completed.
- Update to Cancelled if the site visit was cancelled but not rescheduled.
- Update to No Show if the Licensing Specialist attempted to make the site visit but the contact person was not available. A new site visit will need to be scheduled.



- When finished select **File > Save Appointment**



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

## Complete Checklists



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

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

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

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

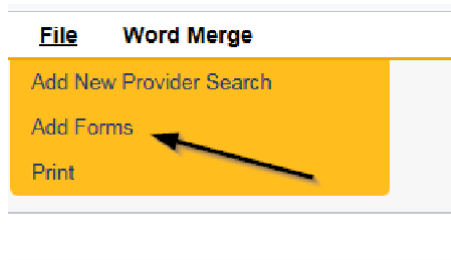
A screenshot of the iConnect web application. The 'PROVIDERS' tab is highlighted in the navigation bar. A 'Quick Search' box contains 'A Test Provider' and 'Providers' is selected in the dropdown. A black arrow points to the 'GO' button.

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

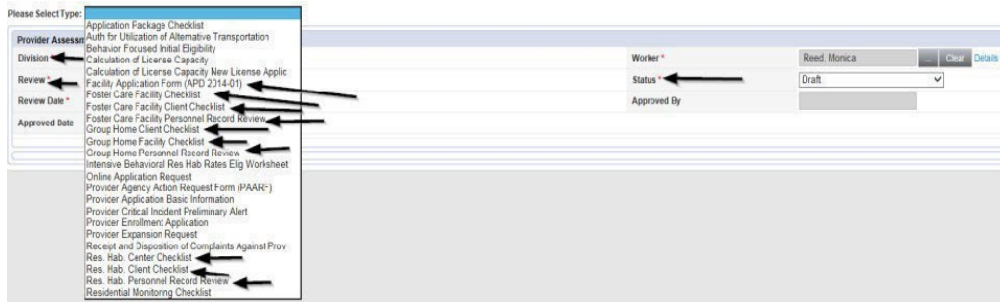
A screenshot of the iConnect web application showing the 'Forms' tab for a provider. A black arrow points to the 'Forms' tab in the sub-navigation. Below, a table lists forms for 'A TEST PROVIDER (10002)'.

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

4. Click **File > Add Forms**

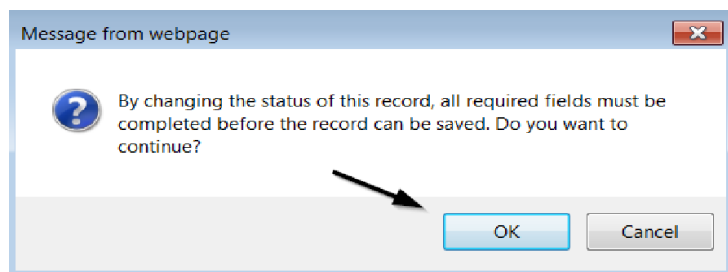


5. Select the appropriate checklist from the drop-down list

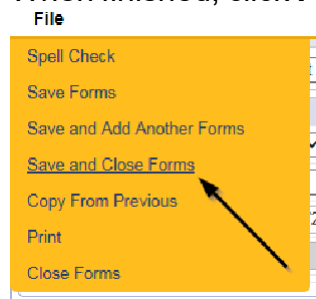


6. Update the following Header fields:

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



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





Repeat all steps as necessary for each checklist

## Complete Application Package Checklist



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

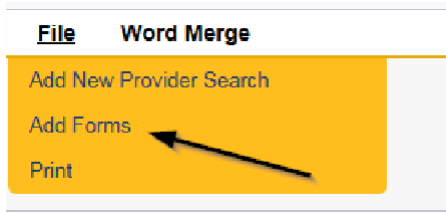
1. Set “Role” = Region QA Workstream Worker, then click **Go**.

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

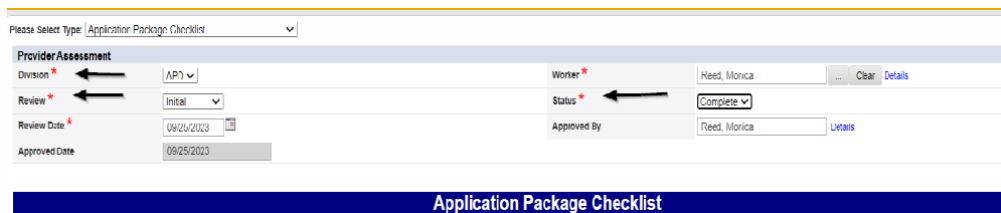
3. Navigate to the **Providers > Forms** tab

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

4. Click **File > Add Forms**

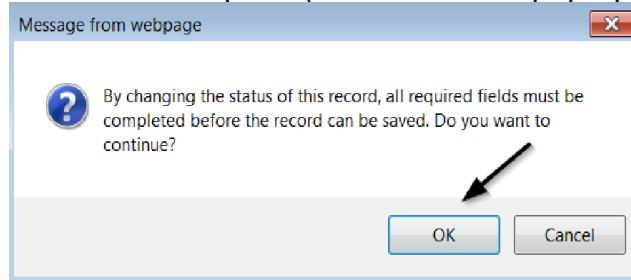


5. Select "Please Select Type" as "Application Package Checklist" from the drop-down list

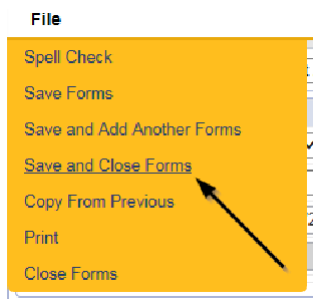


6. Update the following Header fields:

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



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



## Site Visit No Violations Note



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

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

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

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

A screenshot of the 'Providers' search page. The 'Quick Search' filter is set to 'A Test Provider' and 'Providers'. A black arrow points to the 'GO' button. Below the search bar, the 'PROVIDERS' tab is highlighted in the navigation menu.

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

A screenshot of the provider record page for 'A TEST PROVIDER (10002)'. The 'NOTES' tab is highlighted in the navigation menu. A black arrow points to the 'NOTES' tab. Below the navigation menu, there are filter options for 'Note Type' and 'Note Date'.

4. Click **File > Add Notes**

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

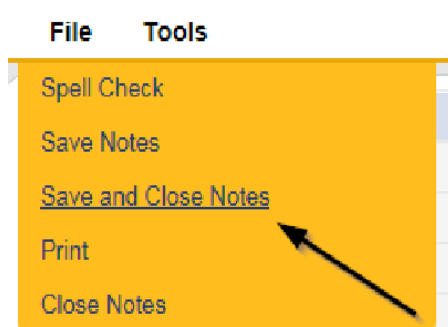
5. In the new Note record, update the following fields:
  - a. "Division" = APD
  - b. "Note Type" = Initial Application
  - c. "Note Subtype" = Site Visit Complete with no issues or deficiencies
  - d. "Description" = Site Visit Complete with no issues or deficiencies
  - e. "Note" = Enter notes
  - 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

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/25/2023
- Associated Form ID#: (empty)
- 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: (empty text area)
- Status: Complete
- Date Completed: 09/25/2023

Arrows point to the Note Type, Note Sub-Type, Description, Note, and Status fields. Below the form is an 'Attachments' section with 'Add Attachment' and a table with columns 'Document' and 'Description'. Below that is a 'Note Recipients' section with 'Add Note Recipient:', a text input field, and 'Lookup' and 'Clear' buttons. An arrow points to the 'Lookup' button.

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



## Supervisor Review



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

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

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

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

A screenshot of the application interface showing the 'Providers' chapter selected in the navigation bar. The 'Quick Search' filter is set to 'A Test Provider' and 'Providers'. A black arrow points to the 'GO' button.

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

A screenshot of the provider record for 'A TEST Provider (10002)'. The 'Notes' tab is selected in the navigation bar. A black arrow points to the 'Notes' tab.

4. Click **File > Add Notes**

A screenshot of the 'File' menu with 'Add Notes' highlighted. A black arrow points to the 'Add Notes' option.

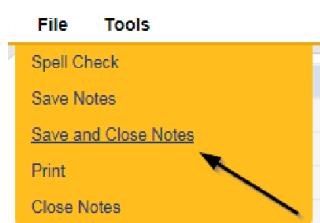
5. In the new Note record, update the following fields:
  - a. "Division" = APD
  - b. "Note Type" = Initial Application/Supervisor Review
  - c. "Description" = Enter description if applicable
  - d. "Note" = Enter notes
  - e. "Status" = Pending
  - f. Click the **Lookup** button on the "Add Note Recipient"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

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

- Division: APD
- Note By: Reed, Monica
- Note Date: 09/25/2023
- Associated Form ID#: (empty)
- Note Type: Initial Application/Supervisor Review
- Note Sub-Type: (empty)
- Description: (empty)
- Note: (empty)
- Status: Pending
- Date Completed: (empty)

The 'Attachments' section shows 'There are no attachments to display'. The 'Note Recipients' section has an 'Add Note Recipient' field and 'Lookup' and 'Clear' buttons. An arrow points to the 'Lookup' button.

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



## Supervisor Approval



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

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

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

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

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

**Notes Details**

Division\* APD

Note By\* Reed, Monica

Note Date\* 09/25/2023

Associated Form ID#

Note Type\* ← Initial Application/Supervisor Approval

Note Sub-Type ↓

Description ←

Note

New Text

B I U 16pt A

Enter approval notes

Append Text to Note

Status\* ← Complete

Date Completed 09/25/2023

**Attachments**

Add Attachment

Document Description

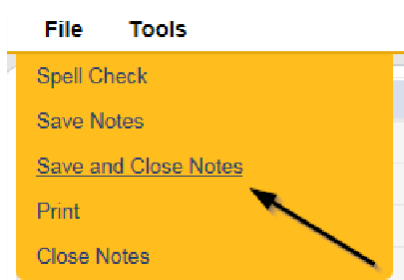
There are no attachments to display

Note Recipients

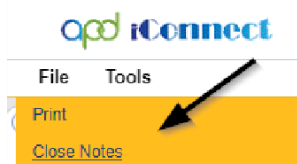
Add Note Recipient

Lookup Clear

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



6. Select **File > Close Notes**



## Edit License Information



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

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

A screenshot of a web form with a label 'Role'. Below the label is a dropdown menu showing 'Region QA Workstream Worker' and a 'GO' button to its right. An arrow points from the text above to the 'GO' button.

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

A screenshot of a web application interface. At the top, there is a 'Quick Search' section with a text input containing 'A Test Provider', a dropdown menu set to 'Providers', and another dropdown menu set to 'Provider Name'. A 'GO' button is to the right. Below this is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. An arrow points from the text above to the 'GO' button, and another arrow points to the 'PROVIDERS' tab.

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

A screenshot of a web application showing a provider record for 'A TEST Provider (10002)'. At the top, there is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', and 'CLAIMS'. Below this is a grid of sub-tabs. The 'PROVIDERS' tab is selected. In the sub-tab grid, the 'Credentials' tab is highlighted. An arrow points from the text above to the 'PROVIDERS' tab, and another arrow points to the 'Credentials' sub-tab.

4. Select the Applicant License Record.


18919 Group Home Record
Credentials | Sign Out
Role  
Region QA Workstream Worker

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

---

File    Word Merge

18919 Group Home Record (29093)

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

Filters  
 Credential

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

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

5. Update the following fields:

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

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

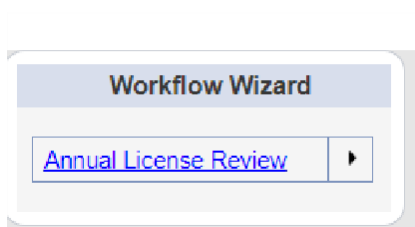
- c. "Original Date of Issuance" = Enter Date
- d. "Effective Date" = Enter Date
- e. "Expiration Date" = Enter Date
- f. "Comment" = Enter comments if applicable
- g. "Status" = Active
- h. "Reason" = Initial
- i. "QA Workstream Worker" = Click the **Lookup** button on the field to add the *Licensing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

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

Buttons: Lookup, Clear, Details

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

7. Upon saving the license record, a Workflow Wizard triggered the reminder tickler that is due in 365 calendar days. It will be retrieved from My Dashboard > Provider > Ticklers.




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

## ROM Review



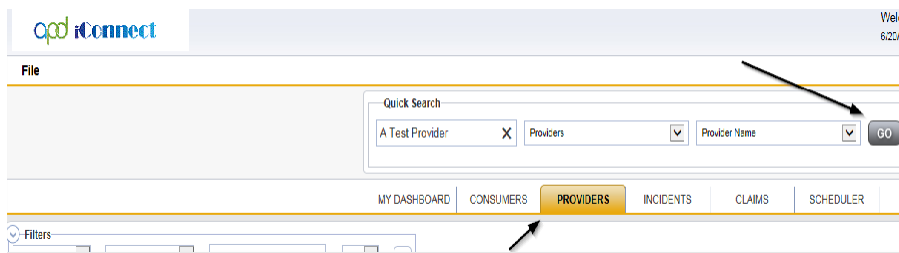
The ROM/Designee will receive notification of the Supervisor Approval or the Supervisor Denial via a note on My Dashboard. The ROM will need to review all checklists and notes. If approving, they will then print out the License Certificate. The Licensing Specialist will have added the license information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

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



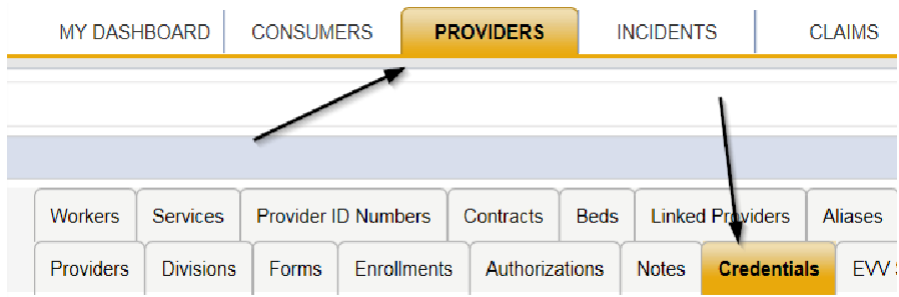
A screenshot of a web form with a label 'Role'. Below the label is a dropdown menu with 'ROM/Deputy ROM' selected. To the right of the dropdown is a grey button labeled 'GO'. An arrow points from the text 'ROM/Deputy ROM' in the instructions to the dropdown menu.

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



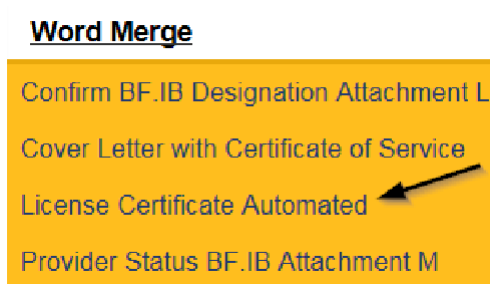
A screenshot of the software interface. At the top left is the 'opd iConnect' logo. Below it is a 'File' menu. In the center is a 'Quick Search' box with a search filter set to 'Providers' and a search term 'A Test Provider'. To the right of the search box is a 'GO' button. Below the search box is a navigation bar with tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. The 'PROVIDERS' tab is highlighted. Below the navigation bar is a 'Filters' section. An arrow points from the text 'Providers' in the instructions to the 'PROVIDERS' tab.

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



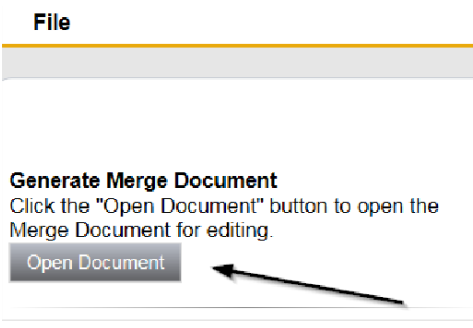
A screenshot of the software interface showing the 'Providers > Credentials' tab. The navigation bar at the top has tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', and 'CLAIMS'. The 'PROVIDERS' tab is highlighted. Below the navigation bar is a grid of tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Aliases', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', and 'EVV'. The 'Credentials' tab is highlighted. An arrow points from the text 'Providers > Credentials' in the instructions to the 'Credentials' tab.

4. Select Word Merge > License Certificate Automated



A screenshot of the 'Word Merge' section. The title 'Word Merge' is underlined. Below it is a list of document types: 'Confirm BF.IB Designation Attachment L', 'Cover Letter with Certificate of Service', 'License Certificate Automated', and 'Provider Status BF.IB Attachment M'. The 'License Certificate Automated' option is highlighted in yellow. An arrow points from the text 'License Certificate Automated' in the instructions to the highlighted option.

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



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



7. **Edit** the Word Merge Document as necessary



8. When finished, click **File > Print** to print the updated Word Merge and then **File > Save, File > Close**

9. Select **File > Close** to close the Word Merge in iConnect



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

## ROM Approval



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

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

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

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

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

A screenshot of the 'Providers' chapter in a web application. The 'Quick Search' filter is set to 'A Test Provider' and 'Provider Name'. The 'GO' button is highlighted. An arrow points from the text above to the 'GO' button. Below the search bar are navigation tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. The 'PROVIDERS' tab is selected.

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

A screenshot of the 'Providers > Notes' tab in a web application. The 'Quick Search' filter is set to 'A TEST PROVIDER (10002)'. The 'Notes' tab is selected. An arrow points from the text above to the 'Notes' tab. Below the search bar are navigation tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. The 'PROVIDERS' tab is selected. Below the search bar are navigation tabs: 'Workers', 'Reviews', 'Provider ID Numbers', 'Contracts', 'Notes', 'Linked Providers', 'Aliases', 'Conditions', 'Providers', 'Divisions', 'Forms', 'Certifications', 'Authorizations', 'Notes', 'Credentials', and 'FVV Scheduling'. The 'Notes' tab is selected. Below the search bar are filters: 'Note Type', 'Equal To', 'Note Date', and 'AND'. There are 'Search' and 'Reset' buttons.

4. Click **File > Add Notes**

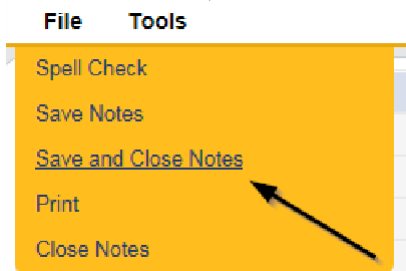
A screenshot of the 'File > Add Notes' menu in a web application. The menu is highlighted in yellow. The 'Add Notes' option is selected. An arrow points from the text above to the 'Add Notes' option. The menu items are: 'Add New Provider Search', 'Add Notes', and 'Print'.

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

The 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/ROM Approval
- Note Sub-Type: (dropdown arrow)
- Description: (text area)
- Note: (text area)
- Status: Complete
- Date Completed: 09/25/2023
- Attachments: Add Attachment button
- Document: (empty)
- Note Recipients: Add Note Recipient field with a Lookup button

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



## Signed License Certificate Note



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

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

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

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

A screenshot of the 'Providers' search interface. It shows a 'Quick Search' box with 'A Test Provider' entered and a 'GO' button. Below the search box are navigation tabs: 'MY DASHBOARD', 'CONSUMERS', 'PROVIDERS', 'INCIDENTS', 'CLAIMS', and 'SCHEDULER'. A black arrow points to the 'GO' button, and another points to the 'PROVIDERS' tab.

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

A screenshot of the provider record navigation tabs. The 'PROVIDERS' tab is selected. Below it is a grid of sub-tabs: 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Beds', 'Linked Providers', 'Aliases', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', and 'EWV'. A black arrow points to the 'PROVIDERS' tab, and another points to the 'Credentials' sub-tab.

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

**Word Merge**



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

***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

**Notes Details**

Division \* APD ▾

Note By \* Reed, Monica ▾

Note Date \* 09/25/2023 📅

Associated Form ID#

Note Type \* Initial Application ▾

Note Sub-Type Signed License Certificate ▾

Description Signed License Certificate

Note

Status \* Complete ▾

Date Completed 09/25/2023

**Attachments**

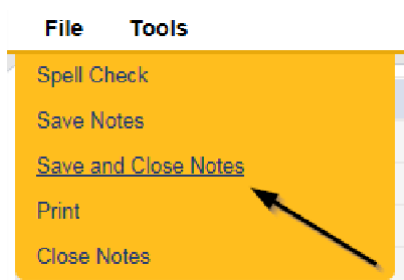
Add Attachment

Document	Description
There are no attachments to display	

**Note Recipients**

Add Note Recipient:  Lookup Clear

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



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

## As Needed: Site Visit Violations Note



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

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

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

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

A screenshot of the 'Providers' chapter in the software. The 'Quick Search' filter is set to 'A Test Provider' and 'Providers'. A black arrow points to the 'GO' button. Below the search bar, the 'PROVIDERS' tab is highlighted in the navigation menu.

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

A screenshot of a provider record for 'A TEST Provider (10002)'. The 'NOTES' tab is selected in the navigation menu. A black arrow points to the 'NOTES' tab. Below the navigation menu, there are filter options for 'Note Type' and 'Note Date'.

4. Click **File > Add Notes**

A screenshot of the 'File' menu showing the 'Add Notes' option. A black arrow points to the 'Add Notes' link.

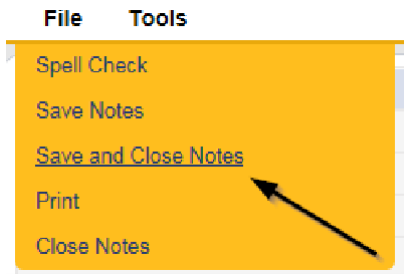
5. In the new Note record, update the following fields:
  - a. "Note Type" = Initial Application
  - b. "Note Subtype" = Site Visit Complete with issues or deficiencies
  - c. "Description" = Site Visit Complete with issues or deficiencies
  - d. "Note" = Enter notes for all deficiencies/issues
  - e.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

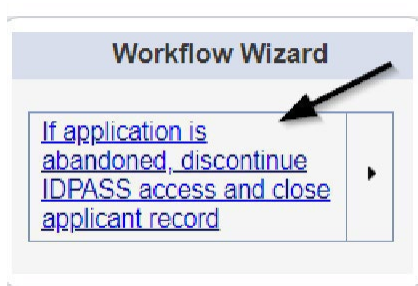
- Division: APD
- Note By: Reed, Monica
- Note Date: 10/19/2023
- Associated Form ID#: 352
- Note Type: Initial Application
- Note Sub-Type: Site Visit Complete with issues or deficiencies
- Description: Site Visit Complete with issues or deficiencies
- Note: (Empty text area)
- Status: Pending
- Date Completed: (Empty)

The 'Attachments' section shows 'Add Attachment' and a table with columns 'Document' and 'Description'. Below that, the 'Note Recipients' section has an 'Add Note Recipient' field and 'Lookup' and 'Clear' buttons. Arrows in the image point to the 'Associated Form ID#' field, 'Note Type' dropdown, 'Note Sub-Type' dropdown, 'Description' text box, 'Note' text area, 'Status' dropdown, and the 'Lookup' button.

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



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



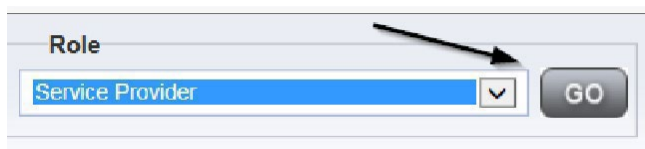
- a. Tickler - "If application is abandoned or the provider is non-responsive, discontinue ID PASS access and close applicant record"
- b. Assigned to *Self*
- c. Due in 120 calendar days

### As Needed: Corrective Actions Update

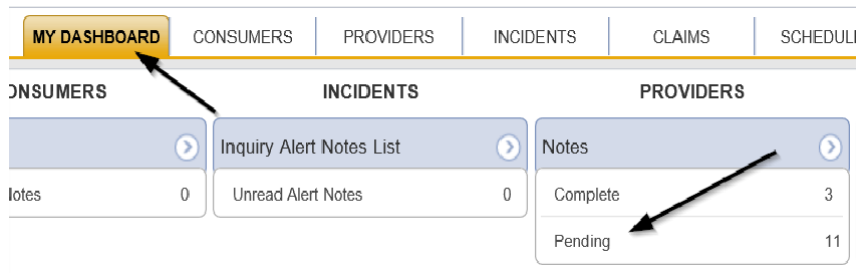


The Service Provider will update the existing note to advise the Licensing Specialist (Region QA Workstream Worker) of the corrective actions taken for the unmet items. This process will be repeated until all items and documentation have been updated.

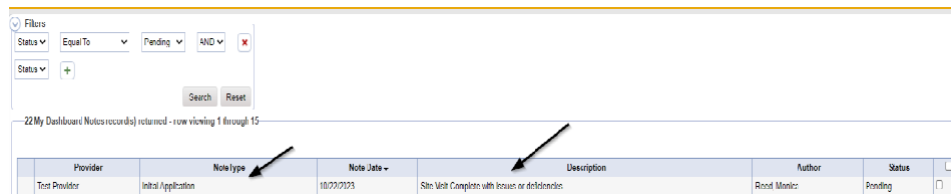
1. Set "Role" = Service Provider then click **Go**



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



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



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

**Notes Details**

Division \* APD

Note By \* Reed, Monica

Note Date \* 10/22/2023

Note Type \* Initial Application

Note Sub-Type Site Visit Complete with issues or deficiencies

Description Site Visit Complete with issues or deficiencies

Note

New Text

Enter notes with corrective action for Unmet items

Append Text to Note

Status \* Pending

Date Completed

**Attachments**

Add Attachment

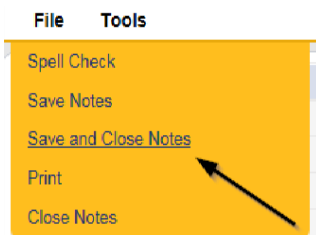
Document Description

There are no attachments to display

**Note Recipients**

Add Note Recipient: Lookup Clear

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





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

### As Needed: Add Appointment for CMS Compliance Site Visit



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

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

Role  
Region QA Workstream Worker [v] GO

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

Quick Search  
A Test Provider X Providers Provider Name GO

MY DASHBOARD CONSUMERS **PROVIDERS** INCIDENTS CLAIMS SCHEDULER

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

A TEST Provider (10002)

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

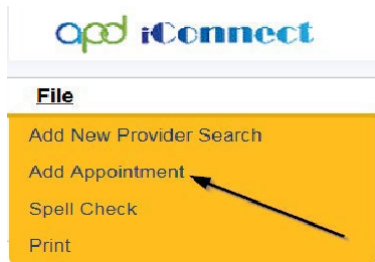
View Style  
 List View  Monthly View  Weekly View  Daily View

Filters  
Status [v] Equal To [v] Pending [v] AND [v] X  
Type [v] +  
Search Reset

4 Appointments record(s) returned - now viewing 1 through 4

Site Visit	Type	Start Date	End Date
		06/21/2018	06/21/2013

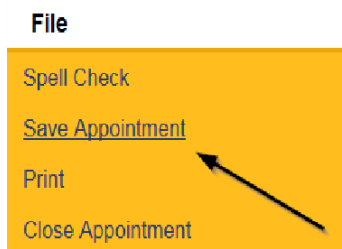
4. Click **File > Add Appointment**



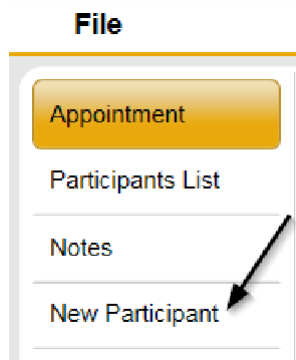
5. Update the following fields on the Appointment Details page
  - a. "Division" = APD
  - b. "Appointment Start Date" = Update date
  - c. "Start Time" = Update time
  - d. "Appointment End Date" = Update date
  - e. "End Time" = Update time
  - f. "Type" = Site Visit
  - g. "Description" = Enter description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

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

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



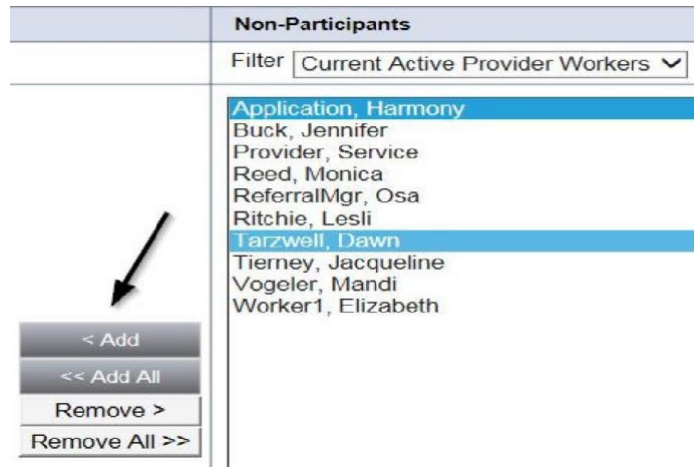
- Click **New Participant** on the left-hand navigation menu



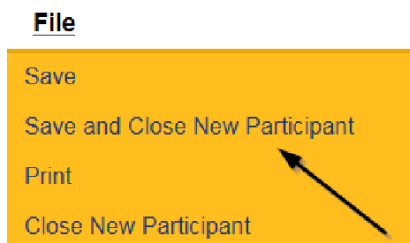
- Set the **Non-Participants filter** list to the appropriate value in order to select the appointment participants



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



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



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



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

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

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

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

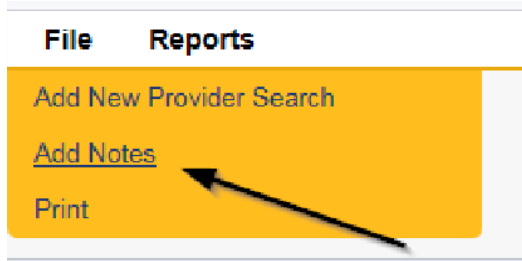
2. Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **Go**

A screenshot of the iConnect web application. The 'PROVIDERS' tab is selected in the navigation bar. The 'Quick Search' filter is set to 'Providers' and 'Provider Name'. A black arrow points to the 'GO' button. Another black arrow points to the 'PROVIDERS' tab in the navigation bar.

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

A screenshot of the iConnect web application showing the record for 'A TEST Provider (10002)'. The 'NOTES' tab is selected in the navigation bar. A black arrow points to the 'NOTES' tab. Below the navigation bar, there are various tabs for the provider record, including 'Workers', 'Services', 'Provider ID Numbers', 'Contracts', 'Benefits', 'Linked Providers', 'Aliases', 'Conditions', 'Providers', 'Divisions', 'Forms', 'Enrollments', 'Authorizations', 'Notes', 'Credentials', and 'FVV Scheduling'. Below these tabs, there is a 'Filters' section with dropdown menus for 'Note Type', 'Equal To', and 'Note Date', along with 'Search' and 'Reset' buttons.

4. Click **File > Add Notes**



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

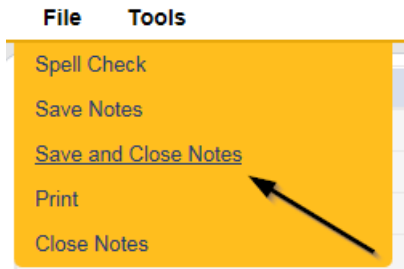
- a. "Division" = APD
- b. "Note Type" = Facility Site Visit
- c. "Note Subtype" = CMS Site Visit Complete with no deficiencies
- d. "Description" = CMS Site Visit Complete with no deficiencies
- e. "Note" = Enter notes
- f. "Status" = Complete
- g. Click **"Add Attachment"** and search for the copy of the CMS Residential Monitoring Tool on the user's computer. Click **Upload**

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

- 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

A screenshot of a 'Notes Details' form. The form contains several fields with arrows pointing to them: 'Division' (dropdown menu set to 'APD'), 'Note By' (text field with 'Reed, Monica'), 'Note Date' (calendar icon showing '09/29/2023'), 'Associated Form ID#' (empty text field), 'Note Type' (dropdown menu set to 'Facility Site Visit'), 'Note Sub-Type' (dropdown menu set to 'CMS Site Visit Complete with no deficiencies'), 'Description' (text area with 'CMS Site Visit Complete with no deficiencies'), 'Note' (large text area), 'Status' (dropdown menu set to 'Complete'), 'Date Completed' (text field with '09/29/2023'), 'Attachments' (section with 'Add Attachment' button), 'Document' (table with 'Description' column), and 'Note Recipients' (section with 'Add Note Recipient' text field and 'Lookup' and 'Clear' buttons).

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



Proceed to [Complete Appointment](#)

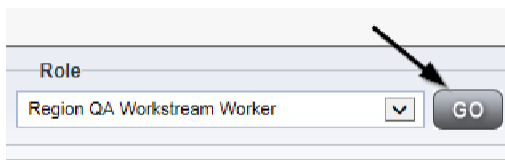
### As Needed: CMS Compliance Site Visit Complete Note – Issues



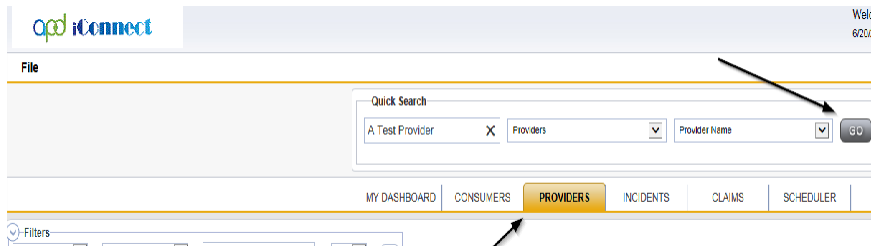
The CMS Compliance Specialist will enter a Site Visit Note when the site visit is complete.

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

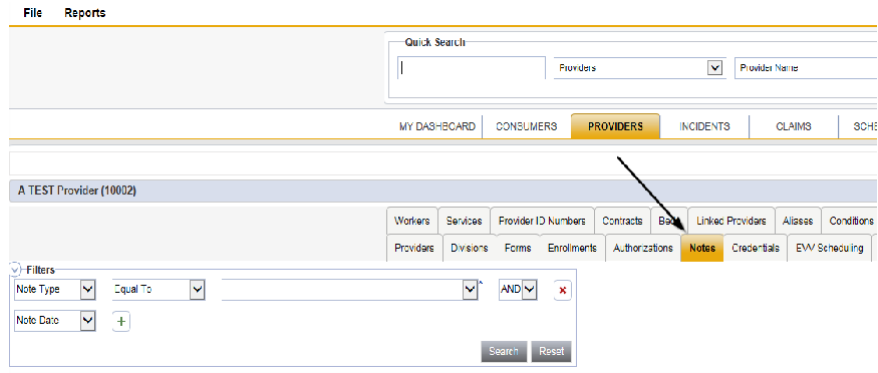
- Set “Role” = Region QA Workstream Worker, then click **Go**.



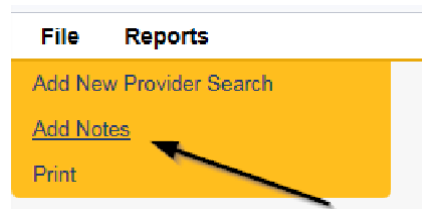
- Navigate to the **Providers** chapter and enter the Provider’s name in the Quick Search filter and click **GO**



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



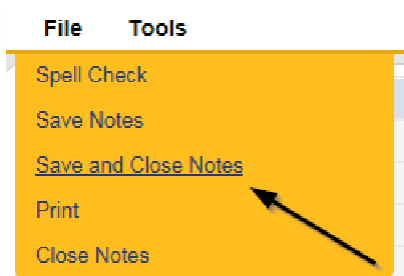
#### 4. Click **File > Add Notes**



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

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

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



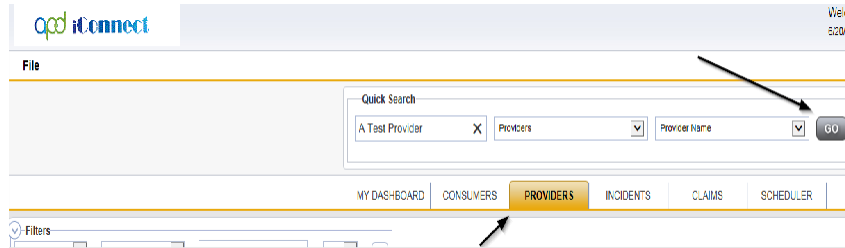
### As Needed: Add CMS Compliance License Information



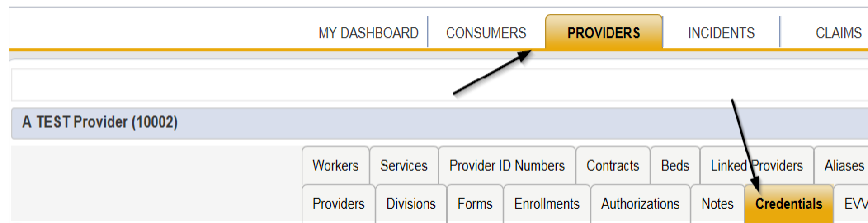
The Licensing Specialist will add the CMS Compliance License Information

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

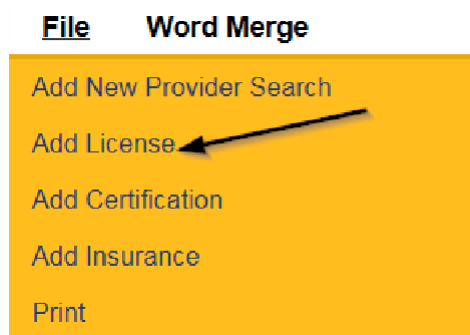
2. Navigate to the **Providers** chapter and enter the Provider's name in the Quick Search filter and click **Go**.



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



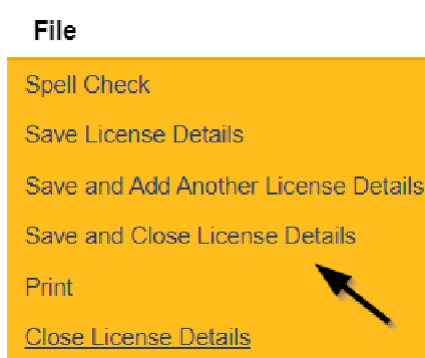
4. Select **File > Add License**



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

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

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



Proceed with Plan of Remediation outside of iConnect

### As Needed: Link Child Provider

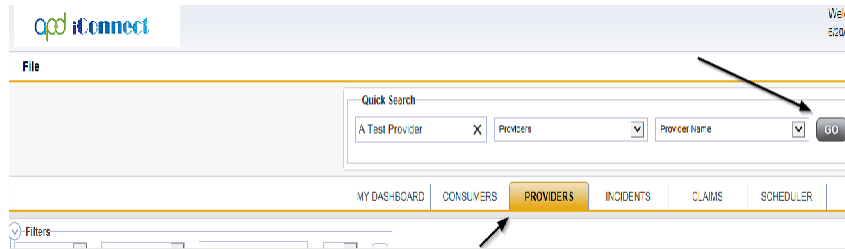


If a Parent Provider record exists for the new Provider, the Licensing Specialist will need to link the new facility to the Parent Provider

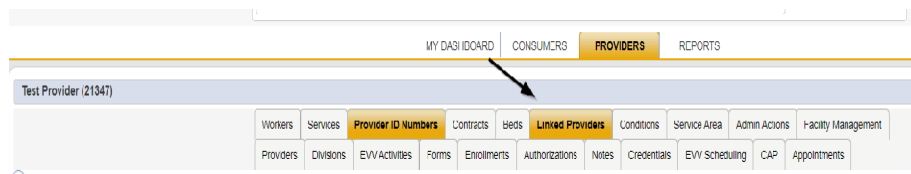
1. Set "Role" = Region QA Workstream Worker, then click **Go**.

The image shows a dropdown menu for 'Role' with 'Region QA Workstream Worker' selected. A black arrow points to the 'GO' button next to the dropdown.

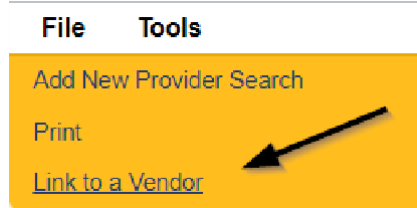
2. Navigate to the **Providers** chapter and enter the **PARENT** Provider's name in the Quick Search filter and click **Go**.



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



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



5. Update the following fields:
  - a. Relationship = Subsidiary
  - b. Linked Provider = Click ellipsis and search for Child Provider record
  - c. Start Date = Enter Date

Relationship \*

Linked Provider \*

Start Date \*

End Date

Disclaimer The details of the facility are per Provider, it is up to the WSC and the Consumer to validate

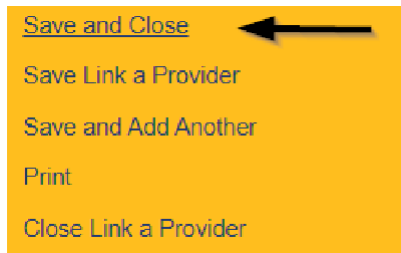
---

Search By:  Search Text:

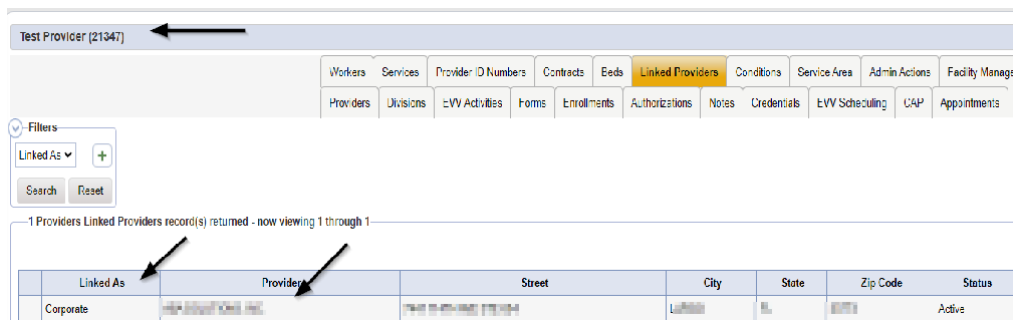
4 record(s) returned

NAME	PROVIDER ID	CITY	STREET	MEDICAID ID	PROVIDER NO	PROVIDER ID NUMBER TYPE	PROVIDER ID NUMBER IDENTIFIER
Test Provider	21347	Jacksonville	9125 Branchwater Ct	FL545454	21347	SenderID	21347_Test
Test9 QO Support	21359				F1234567890001	SenderID	21359_TEST19
Test9 WSC	21358	TALLAHASSEE	1234 street	234567890		Treating Provider	234567890
Tester 1 Level 1	17216			123531234		SenderID	17216_TESTE

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



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

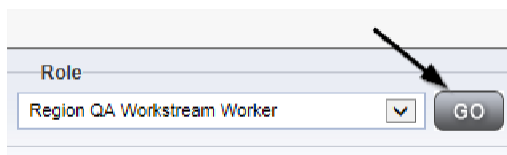


**As Needed: Initial Application with Errors**

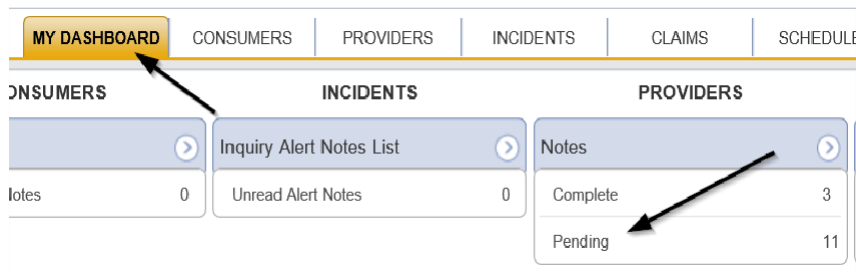


The Licensing Specialist will review the Licensing Application and all notes and attachments. If there are errors/omissions, the Licensing Specialist will inform the Prospective Applicant by updating the pending note. Once all errors/omissions are resolved, reviewed, and approved, the Licensing Specialist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

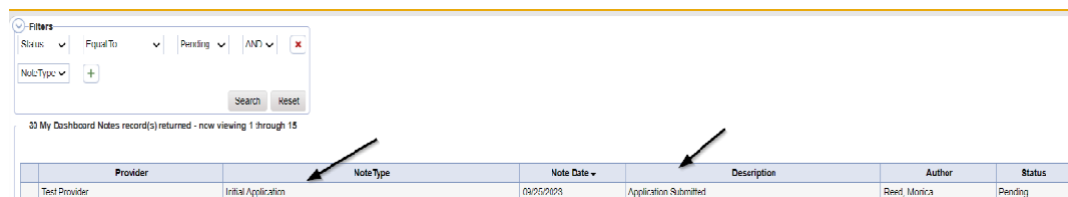
1. Set "Role" = Region QA Workstream Worker, then click **Go**.



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



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



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



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

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

**Notes Details**

Division\* APD

Note By\* Reed, Monica

Note Date\* 09/25/2023

Associated Form ID#

Note Type\* Initial Application

Note Sub-Type\* Errors/Omissions

Description Errors/Omissions

Note

On 9/25/2023 at 7:35 PM, Monica Reed wrote:  
Enter notes specific to the outstanding errors/omissions

New Text

Append Text to Note

Status\* Pending

Date Completed

**Attachments**

Add Attachment

Document Description

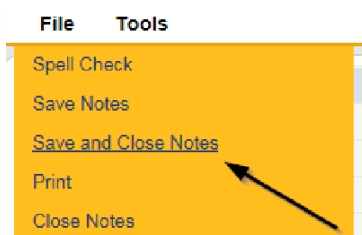
There are no attachments to display

**Note Recipients**

Add Note Recipient

Lookup Clear

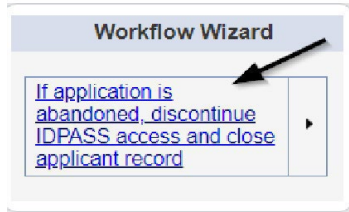
5. When finished, click **File > Save and Close Notes**.



6. Upon saving the Errors/Omissions note in Pending status, 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

d. Can be cancelled and reassigned if needed.

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



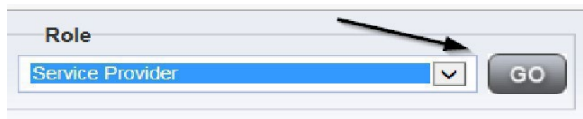
- a. Tickler - “If application is abandoned discontinue ID PASS access and close applicant record”
- b. Assigned to *Self*
- c. Due in 120 calendar days

### As Needed: Update Application

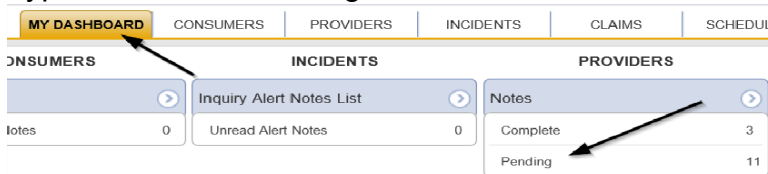


The Prospective Applicant will get notified of the pending note via My Dashboard and will review the errors/omissions (and additional notifications including but limited to a 30 Day Notice, 60 Day Notice, 90 Day Notice and 90 Day Final Notice notes) provided by the Licensing Specialist. The Prospective Applicant will then respond to the pending note with the requested corrections and leave it in pending status until no additional corrections are needed.

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



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



3. Select the **Note Type = Initial Application** and **Description = Errors/Omissions, Further Documentation Required, 30 Day Notice, 60 Day Notice, 90 Day Notice or 90 Day Final Notice** and select the pending record via the hyperlink.

Filters: Status: Pending AND Note Type: [ ] Search Reset

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

Provider	Note Type	Note Date	Description	Author	Status
test-provider	Initial Application	08/28/2023	Errors/Omissions	Reed, Monica	Pending

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

**Notes Details**

Division: APD  
 Note By: Reed, Monica  
 Note Date: 08/28/2023  
 Note Type: Initial Application  
 Note Sub-Type: Errors/Omissions  
 Description: Errors/Omissions

Note: On 8/26/2023 at 10:51 PM, Monica Reed wrote:  
 Enter Notes as to what corrections have been made

New Text: [ ] Append Text to Note

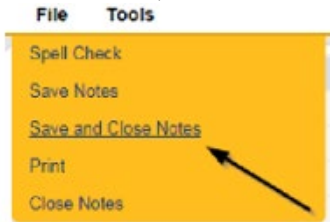
Status: Pending  
 Date Completed: [ ]

**Attachments**  
 Add Attachment

**Document**  
 There are no attachments to display

**Note Recipients**  
 Add Note Recipient [ ] Lookup Clear

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



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

### As Needed: Further Documentation Required

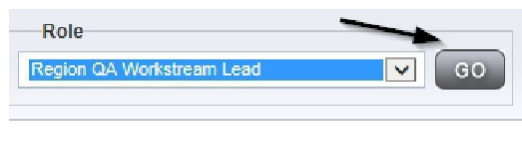


If further documentation is required, the Licensing Supervisor will update the existing Initial Application/Supervisor Review note to the Licensing Specialist. If the ROM is requesting Further documentation, they will add a new note.

Upon saving the *Initial Application - Further Documentation Required* note in Pending status, a tickler will fire.

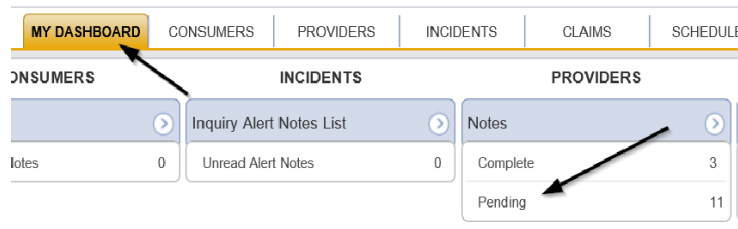
- a. Tickler – “Review to see if the applicant has sent the additional information requested, if not send out the 30 Day Notice.”
- b. Assigned to Self
- c. Due in 30 days
- d. Can be cancelled and reassigned if needed.

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



2. If **Supervisor** is requesting Further Documentation:

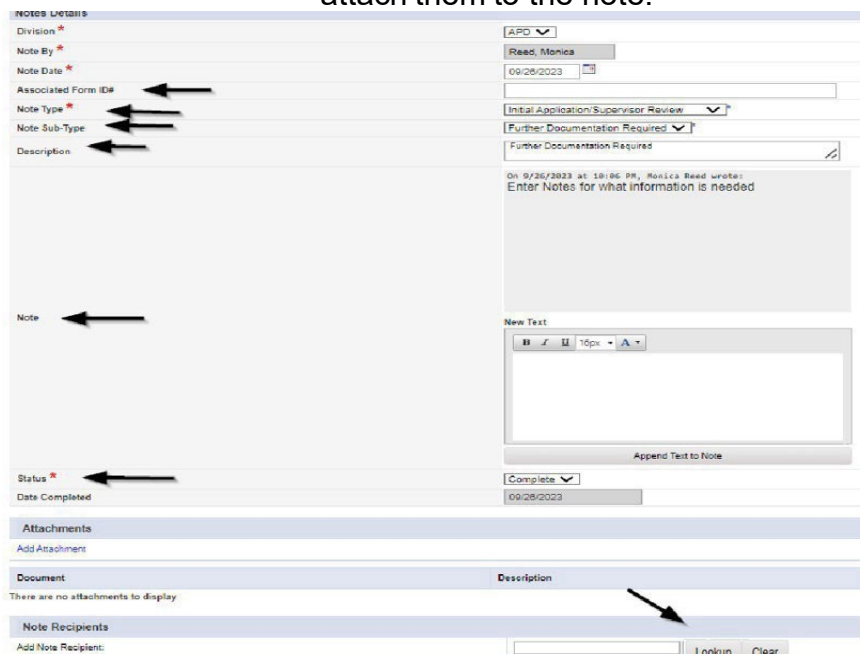
- a. Navigate to the **My Dashboard > Providers > Notes > Pending** and click the hyperlink for the Pending notes.



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

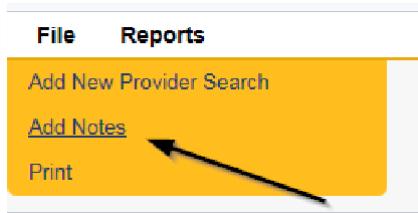


3. If the **Supervisor** is requesting further documentation:
- In the existing Initial Application/Supervisor Review Note record, update the following fields:
    - "Associated Form ID#" = Enter Form ID# if applicable
    - "Note Subtype" = Update to Further Documentation Required
    - "Description"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



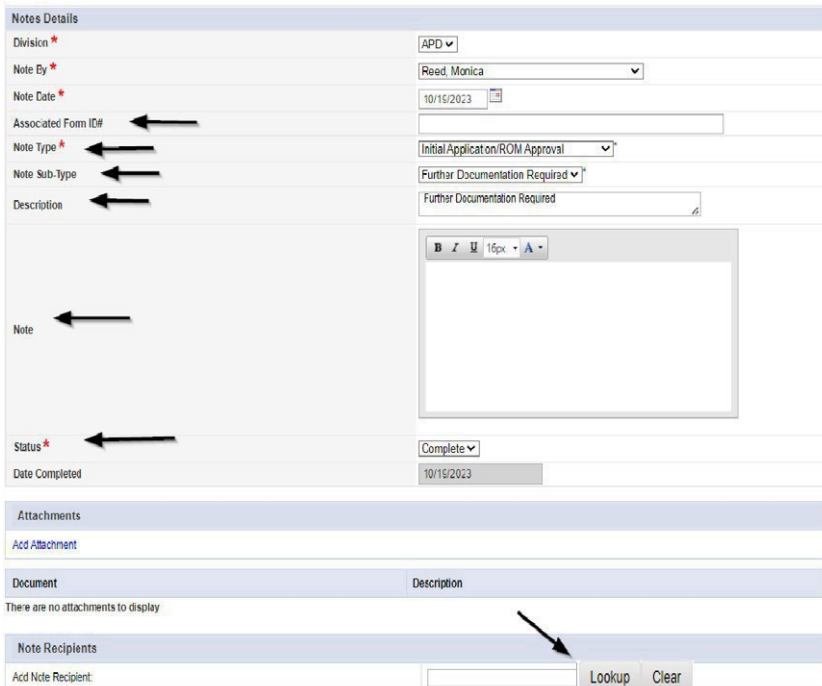
4. If ROM is requesting further documentation:

a. Click **File > Add Notes**



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

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

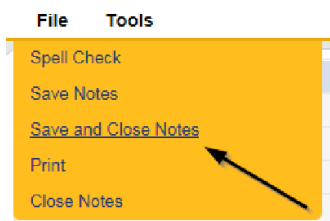


The image shows a 'Notes Details' form with the following fields and values:

- Division: APD
- Note By: Reed, Monica
- Note Date: 10/15/2023
- Associated Form ID#: (empty)
- Note Type: Initial Application/ROM Approval
- Note Sub-Type: Further Documentation Required
- Description: Further Documentation Required
- Note: (empty text area)
- Status: Complete
- Date Completed: 10/15/2023

Below the form is an 'Attachments' section with a table header 'Document' and 'Description'. A message states 'There are no attachments to display'. At the bottom is a 'Note Recipients' section with an 'Add Note Recipient' field and 'Lookup' and 'Clear' buttons. An arrow points to the 'Lookup' button.

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

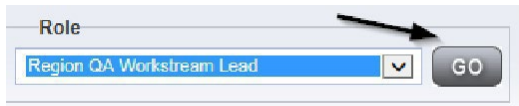


### As Needed: Requested Information

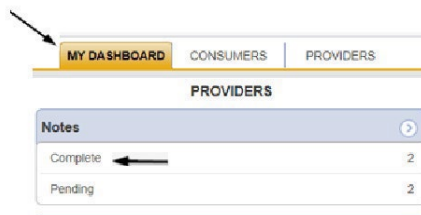


The Licensing Specialist will be notified of the Further Documentation note via My Dashboard. They will request information from the Prospective Applicant via a new note.

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



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

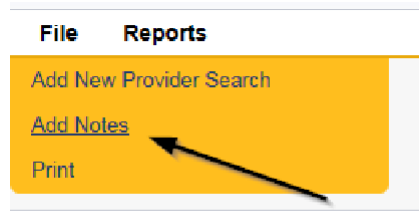


- Select the **Note Type = Initial Application/Supervisor Review** and **Subtype = Further Documentation Required** and select the record via the hyperlink.



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

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



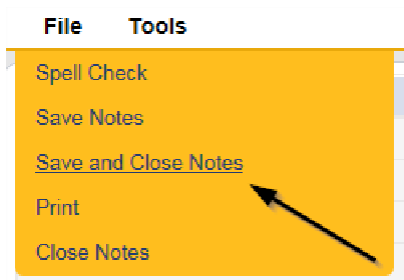
6. In the new Note record, update the following fields:
  - a. "Division" = APD
  - b. "Associated Form ID#" = Enter Form ID# if applicable
  - c. "Note Type" = Initial Application
  - d. "Note Subtype" = Further Documentation Required
  - e. "Description" = Further Documentation Required
  - f. "Note"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

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

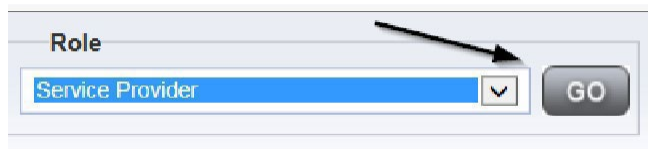
- Division: APD
- Note By: Reed, Monica
- Note Date: 09/20/2023
- Associated Form ID#: 352
- Note Type: Initial Application
- Note Sub-Type: Further Documentation Required
- Description: Further Documentation Required
- Note: Enter notes as to what is being requested
- Status: Pending
- Date Completed: (empty)

Arrows point to the following fields: Associated Form ID#, Note Type, Note Sub-Type, Description, Note, and Status. At the bottom, the 'Note Recipients' section has an 'Add Note Recipient' field and 'Lookup' and 'Clear' buttons. An arrow points to the 'Lookup' button.

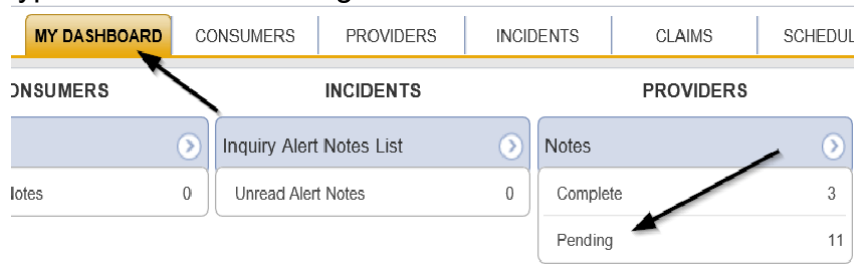
7. When finished, click **File > Save and Close Notes**



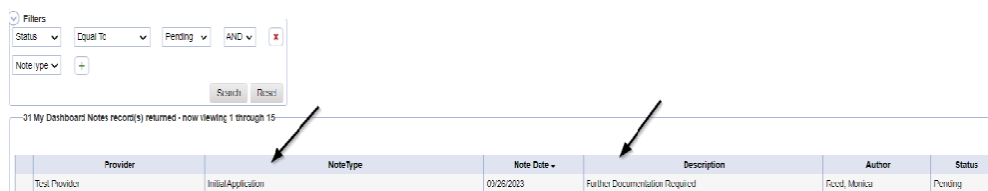
8. Set "Role" = Service Provider



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



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



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

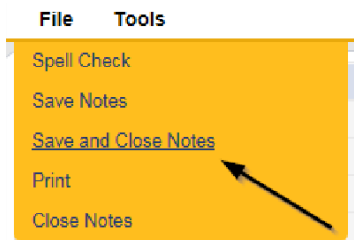
- a. "Note Subtype" = Leave as to Further Documentation Required
- b. "Description" = Leave as Further Documentation Required
- c. "Note" = Enter notes as to what attachments have been provided
- d. "Status" = Leave as Pending
- e. Click **"Add Attachment"** and search for the copy of supporting documents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

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

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

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

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



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

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

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

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

Provider	Note Type	Note Date	Description	Author	Status
Test Provider	Initial Application	06/26/2023	Further Documentation Required	Reed, Monica	Pending

17. Review the contents of the note. Update the following fields to forward the note to the Licensing Supervisor or ROM.
- "Note Type" = Update to Initial Application/Supervisor Review
  - "Sub Type" = Update to Further Documentation Provided
  - "Description" = Update to Further Documentation Provided
  - "Notes" = add any additional details for the Supervisor or ROM regarding the requested documentation that was provided by the Service Provider.
  - "Status" = Leave as Pending
  - Click the **Lookup** button on the "Add Note Recipient" to add the [Licensing Supervisor or ROM](#) as the Note Recipient
  - Enter the 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 \*

Note By \*

Note Date \*

Note Type \*

Note Sub-Type \*

Description

Note

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

New Text

Append Text to Note

Status \*

Date Completed

**Attachments**

Add Attachment

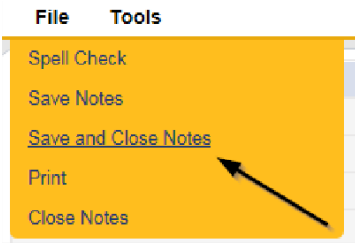
Document Description

There are no attachments to display

**Note Recipients**

Add Note Recipient:

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



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

## As Needed: 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**.

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

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

A screenshot of a web application interface for a provider record. The 'PROVIDERS' tab is highlighted in yellow. A black arrow points to the 'Notes' sub-tab within the provider record details.

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

A screenshot of a web application interface showing a list of notes for a 'Group Home Applicant (24770)'. The 'Notes' tab is highlighted. A black arrow points to the 'Notes' sub-tab. Below the tabs, there are filter options for 'Note Date'. A table below shows one note record with the following data:

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

The screenshot shows a web application interface for adding a note. The interface is divided into several sections:

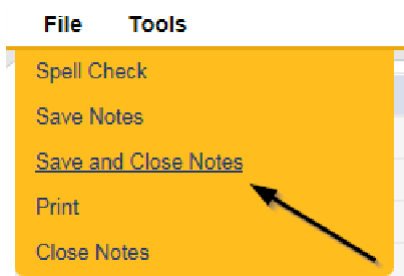
- Notes Details:** Contains fields for Division (APD), Note By (Buffington, Christine), Note Date (01/13/2026), Note Type (Initial Application), Note Sub-Type (30 Day Notice), Description (30 Day Notice), Note (with a rich text editor containing "Updated to 30 Day Notice."), Status (Pending), and Date Completed.
- Attachments:** Includes an "Add Attachment" button and an "Attachments Grid" section.
- Note Recipients:** Includes an "Add Note Recipient" field with a "Lookup" button and a "Clear" button. Below this is a "Note Recipients Grid" table.

Arrows in the image point to the following elements:

- Note Sub-Type dropdown
- Description text area
- Note rich text editor
- Status dropdown
- Add Attachment button
- Note Recipients Grid table

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

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



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

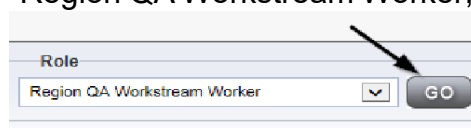
### As Needed: 60 Day Notice



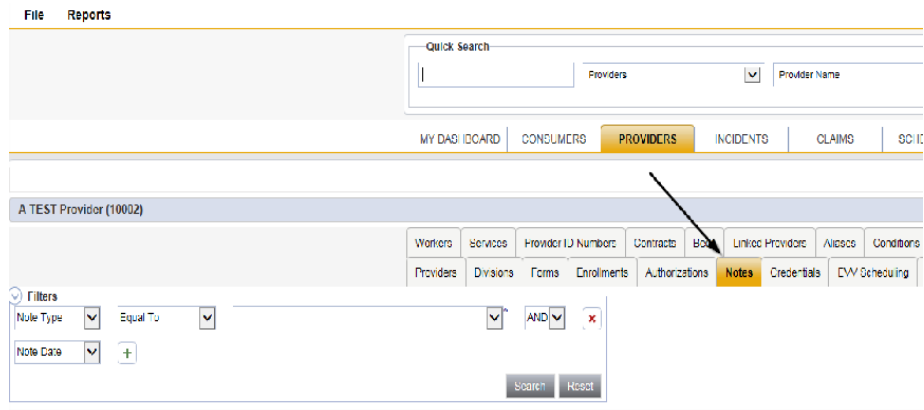
If a note was sent with a note subtype of “30 Day Notice” a tickler was generated to the licensing specialist that created the note. The tickler will remind the licensing specialist to reach out to the applicant if the applicant has not responded or provided the needed documentation requested.

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

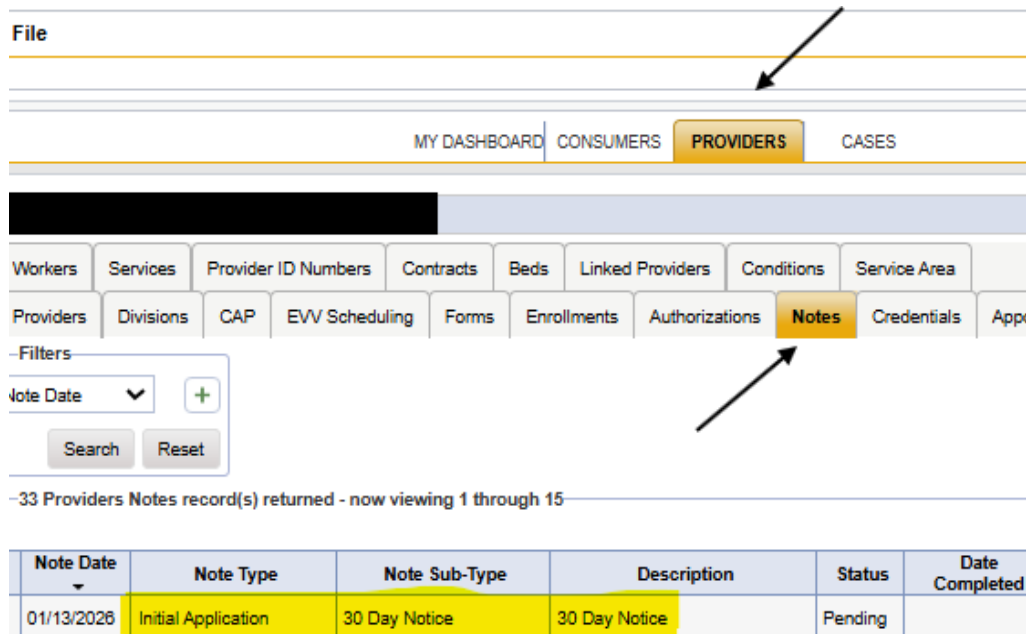
- Set “Role” = Region QA Workstream Worker, then click **Go**.



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:
  - a. "Note Subtype" = update to 60 Day Notice
  - b. "Description" = update to 60 Day Notice
  - c. "Note" = enter notes and click **Append Text to Note**
  - d. "Status" = leave as 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

The screenshot shows a form for creating a note. The fields are as follows:

- Note Date \***: 01/12/2026
- Note Type \***: Initial Application
- Note Sub-Type**: 60 Day Notice
- Description**: 60 Day Notice
- Note**: A large text area containing the text: "On 1/12/2026 at 4:16 PM, Christine Buffington wrote: Additional Notes will go here".
- New Text**: A smaller text area containing the text: "Updated from 30 day notice to 60 day notice".
- Append Text to Note**: A button located below the New Text area.
- Status \***: Pending

Arrows in the image point to the Note Sub-Type, Description, New Text area, Append Text to Note button, and Status dropdown.

Note Recipients

Add Note Recipient:  Lookup Clear

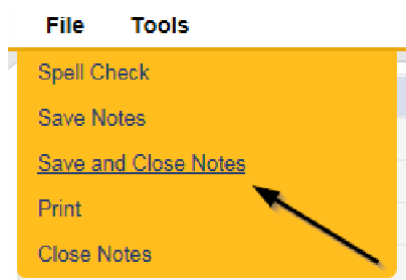
Note Recipients Grid

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

Arrows in the image point to the Name column, the Date Read column, and the Status column.

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



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

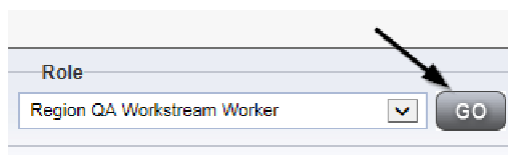
### As Needed: 90 Day Notice



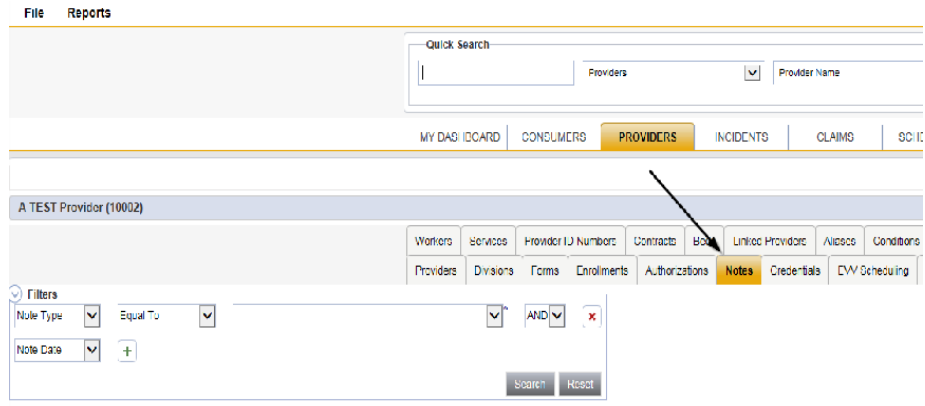
If a note was sent with a note subtype of “60 Day Notice” a tickler was generated to the licensing specialist that created the note. The tickler will remind the licensing specialist to reach out to the applicant if the applicant has not responded or provided the needed documentation requested.

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

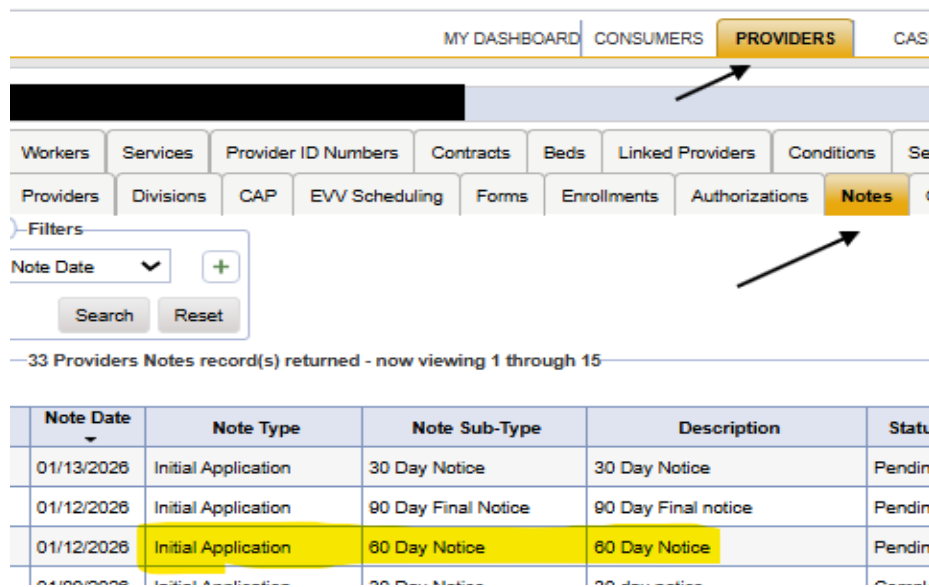
1. Set “Role” = Region QA Workstream Worker, then click **Go**.



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



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



4. In the Note record, update the following fields:
  - a. "Note Subtype" = update to 90 Day Notice
  - b. "Description" = update to 90 Day Notice
  - c. "Note" = enter notes and click **Append Text to Note**
  - d. "Status" = leave as Pending
  - e. Click the **Lookup** button on the "Add Note Recipient" to add the *Service Provider* as the Note Recipient
  - f. 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

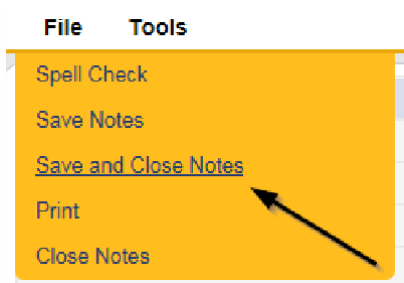
Add Note Recipient:  Lookup Clear

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 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. It 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**



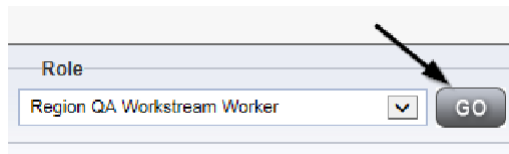
If the applicant responded to the note, proceed to [Complete Application](#)

### As Needed: 90 Day Final Notice

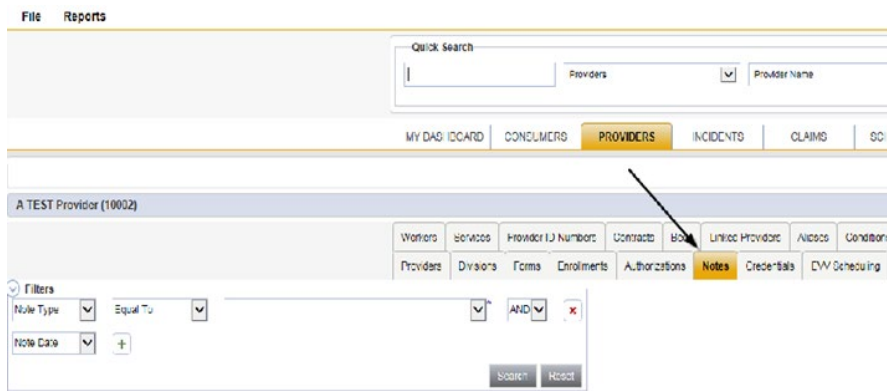


If the licensing specialist sends the 90 Day Notice note and the applicant responds for the first time; however, all the needed documentation was not received, the licensing specialist will send out a 90 Day Final Notice stating ALL documentation is needed.

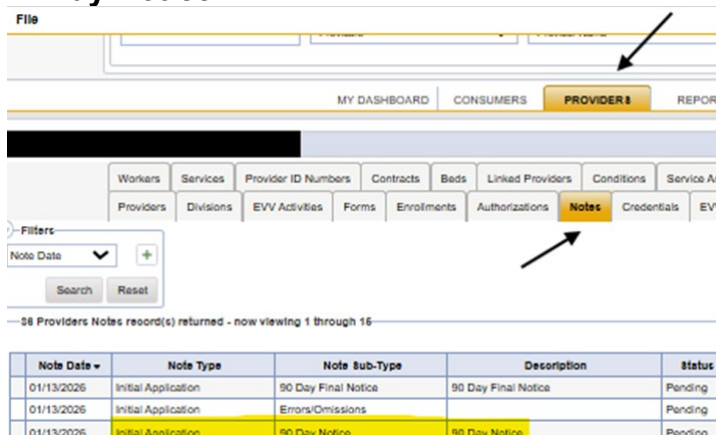
- Set "Role" = QA Workstream Worker



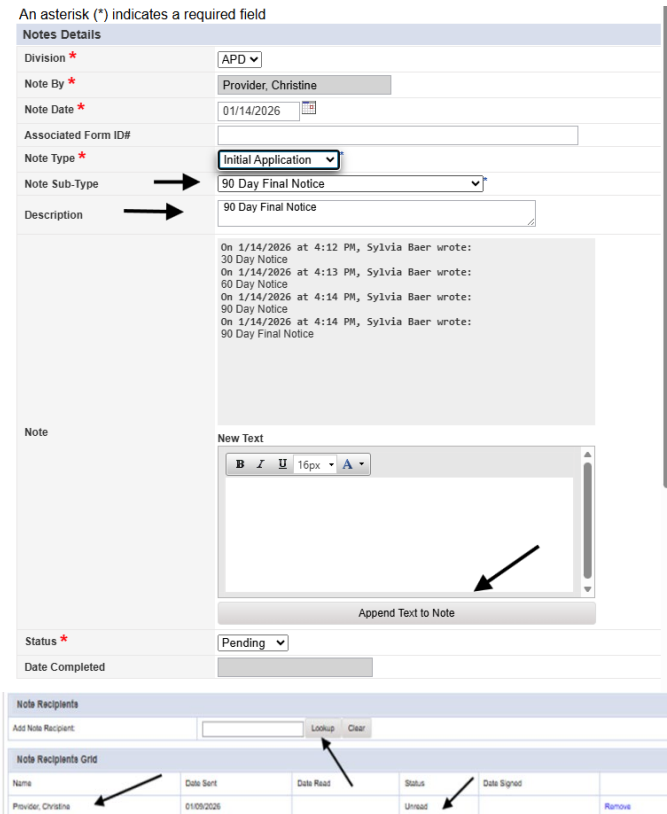
- Navigate to the Provider Child (facility) record and click on the **Notes** tab



3. Select the **Note Type = Initial Application** and **Note Subtype = "90 Day Notice"**

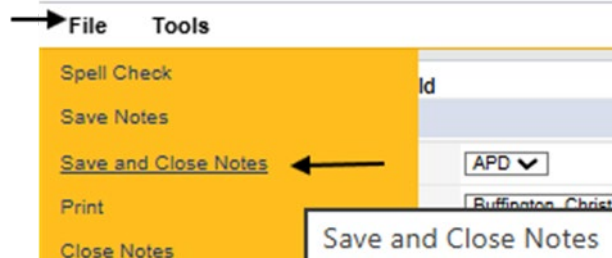


4. In the Note update the following fields:
- "Note Subtype" = 90 Day Final Notice
  - "Description" = 90 Day Final Notice
  - "Note" = enter notes and click **Append Text to Note**
  - "Status" = Pending
  - Click the **Lookup** button on the "Add Note Recipient" to add the **Service Provider** as the 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

#### 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.
  - a. Tickler – “Review to determine if applicant has provided ALL the necessary information.”
  - b. Assigned to **Self**
  - c. Due on the **30<sup>th</sup>** calendar day from the “Initial Application/90 Day Final Notice” pending note
  - d. Can be cancelled and reassigned if needed.
  - e. If the tickler fires and no 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, proceed to [Complete Application](#)

## 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.

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

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

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

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

4. Update the following fields:

- a. "Expiration Date" = Enter Date of denial/abandonment
- b. "Status" = Select Applicable Status
  - i. Abandoned (The applicant submitted the application and submitted some additional information or communicated with the agency regarding additional information, but then communication ceased.)
  - ii. Non-Responsive (The applicant submitted the application, but then *never* responded to any requests for additional information.)
  - iii. Termination/Closed

Placeholder Provider Record  
Last Updated by caroline.shorter@apdncas.org  
at 5/25/2024 4:58:18 PM

**File**

An asterisk (\*) indicates a required field

**Certification Details**

Credential Type \* Certification

Certification Type Budget 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

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

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
Provider, Jayasree			True	True
Provider, Julia			True	True
Provider, Lorena			True	True
Worker, Test	Contacts Demo 1	(407)555-1212	True	True

8. This will open the Worker Details page
  - a. Check the "Exclude" checkbox.
  - b. When finished, **File > Save and Close Worker**

opd itconnect Demonstration Provider  
Last Updated by sheila.mott@opd.com on 9/13/2022 9:37:27 AM

File

**Workers**

Member ID: 4285

Last Name: Provider

First Name: Julia

Tab: [ ]

Legacy ID: [ ]

Date of Birth: [ ]

Business Address: 123 Business Ave

Business Address 2: [ ]

City: MA08 [Clear]

State: FL [Clear]

Zip Code: 33184 [Clear]

County: [Clear]

Business Phone: [ ]

Home Phone: [ ]

Extension: [ ]

Cell Phone: (305)555-1212

Fax Number: [ ]

SSO Email: demo@gmail.com

Business Email: [ ]

Start Date: [ ]

End Date: [ ]

Designated Zip Codes: [05001, 05044, 05041, 05002, 05003, 05004, 05005]

Designated Counties: [ABBEVILLE, ACADIA, ACCOMACK, ADA, ADAMS, ADAMS]

Supervisor: Buck, Jennifer

Primary Provider: Demonstration Provider [Details]

Exclude: [ ]

Active: [ ]

**Check the "Exclude" Checkbox**

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

Demonstration Provider (15443)

Workers Services Provider ID Numbers Contracts Beds Linked Providers Conditions Service

Providers Divisions EW Activities Forms Enrollments Authorizations Notes Credentials EV

Filters

Provider Worker Active Equal To [ ] AND [ ]

Worker Name [ ] +

Search Reset

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

Worker Name ▲	Title	Phone Number
Provider, Jayasree		
Provider, Lorena		
Thomas, Lisa	Contacts Demc 1	
Worker, Iest		(407)555-1212
Worker-EVV, Test		

**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 Licensing Specialist. The Licensing Specialist will need to discontinue ID PASS access and close the prospective applicant record. The Prospective Applicant must reapply.

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

A screenshot of a web form showing a dropdown menu for "Role" with "Region QA Workstream Lead" selected. A black arrow points to the dropdown, and another black arrow points to a "GO" button to the right of the dropdown.

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

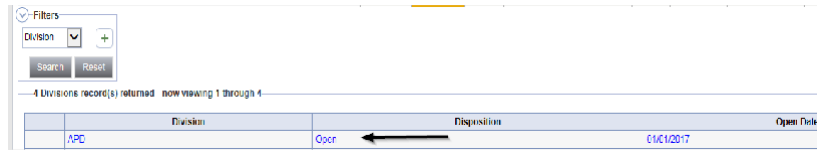
A screenshot of the "Providers" search page. The "Quick Search" filter contains "A Test Provider" and "Providers" is selected in the dropdown. A black arrow points to the "GO" button. Below the search bar, the "PROVIDERS" tab is highlighted in the navigation menu, with a black arrow pointing to it.

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

A screenshot of the "Test Provider (21347)" record page. The "Divisions" tab is selected in the navigation menu, with a black arrow pointing to it. Below the navigation, there are filter options for "Disposition" (set to "Not Equal To"), "Closed", and "AND". A black arrow points to the "Search" button. Below the filters, a message states "1 Providers Divisions record(s) returned - now viewing 1 through 1". A table is displayed with the following data:

Division	Disposition
APD	Open

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



The screenshot shows a search interface with a filter set to 'Division'. Below the filter, a table displays search results. The table has columns for 'Division', 'Disposition', and 'Open Date'. One row is visible with 'APD' in the 'Division' column, 'Open' in the 'Disposition' column, and '01/01/2017' in the 'Open Date' column. An arrow points to the 'Open' text in the 'Disposition' column.

Division	Disposition	Open Date
APD	Open	01/01/2017

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

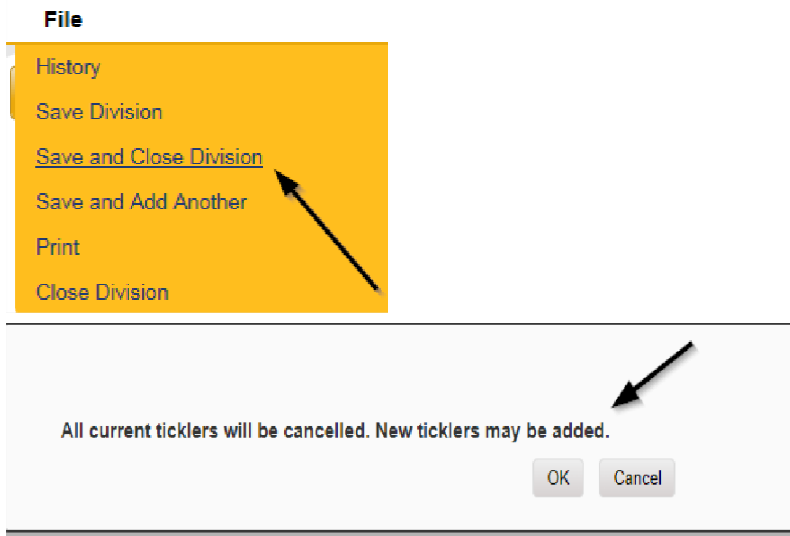
- a. "Disposition" = Closed
- b. "Close Date" = Enter Date (defaults to today)



The screenshot shows the 'Division Details' form. The 'Division' field is set to 'APD'. The 'Disposition' dropdown menu is open, showing 'Closed' selected. The 'Open Date' is '01/01/2023' and the 'Close Date' is '09/29/2023'. Arrows point to the 'Disposition' and 'Close Date' fields.

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.



The screenshot shows the 'File' menu with 'Save and Close Division' highlighted. Below it, a confirmation dialog box is displayed with the message: 'All current ticklers will be cancelled. New ticklers may be added.' The dialog has 'OK' and 'Cancel' buttons. An arrow points to the 'OK' button.

**File**

- History
- Save Division
- Save and Close Division
- Save and Add Another
- Print
- Close Division

All current ticklers will be cancelled. New ticklers may be added.

OK Cancel

## As Needed: Supervisor Denial



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

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

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

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

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

4. In the pending Note record, update the following fields:
  - a. "Associated Form ID#" = Enter Form ID# if applicable
  - b. "Note Type" = Update to Initial Application/Supervisor Denial
  - c. "Description" = Enter description if applicable
  - d. "Append Text to Note" = Enter notes
  - e. "Status" = Complete
  - f. Click the **Lookup** button on the "Add Note Recipient" to add the [Licensing Specialist](#) as the Note Recipient
  - g. Enter last name and click **Search** in the pop-up browser window. Page 120  
Select the name of the worker to attach them to the note

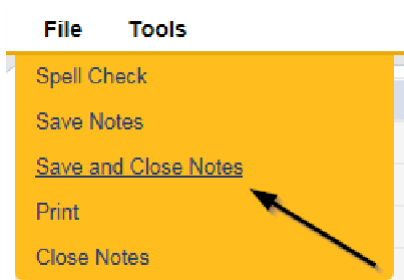
- h. Click the **Lookup** button on the "Add Note Recipient" to add an additional recipient – *ROM/Deputy ROM*
- i. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

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: (empty)
- Description: (empty)
- Note: (empty rich text editor)
- Status: Complete
- Date Completed: 09/29/2023

Below the form, there is an 'Attachments' section with an 'Add Attachment' button and a table with columns 'Document' and 'Description'. Below that is a 'Note Recipients' section with an 'Add Note Recipient:' label, a text input field, and 'Look up' and 'Clear' buttons. An arrow points to the 'Look up' button.

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



Proceed to Chapter 13 to initiate the PAARF process

## As Needed: ROM Denial



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

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

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

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

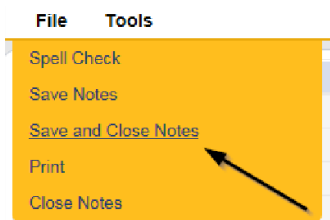
A screenshot of a web application interface. At the top, there are tabs for "File" and "Reports". Below that is a search bar and a dropdown menu set to "Providers". The main navigation bar includes "MY DASHBOARD", "CONSUMERS", "PROVIDERS", "INCIDENTS", "CLAIMS", and "SOLR". Under the "PROVIDERS" tab, there is a sub-menu with "Add New Provider Search", "Add Notes", and "Print". The "Add Notes" option is highlighted with a yellow background. A black arrow points to the "Add Notes" link.

3. Click **File > Add Notes**

A screenshot of a web application interface showing a dropdown menu. The menu is open, and the "Add Notes" option is highlighted with a yellow background. A black arrow points to the "Add Notes" link. 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/ROM Denial
  - c. "Description" = Enter description if applicable
  - d. "Note" = Enter notes
  - e. "Status" = Complete
  - f. Click the **Lookup** button on the "Add Note Recipient" to add the [Licensing Specialist/Supervisor](#) as the Note Recipient
  - g. Enter last name and click **Search** in the pop-up browser window. Select the name of the worker to attach them to the note

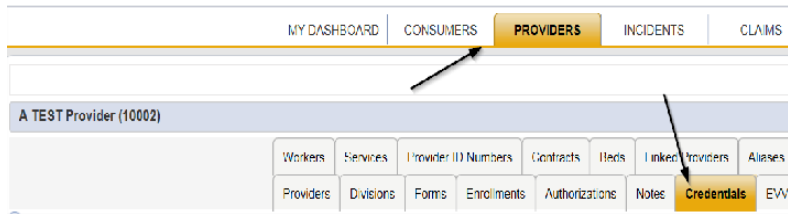
5. When finished, click **File > Save and Close Notes**



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

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

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



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

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

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

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

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

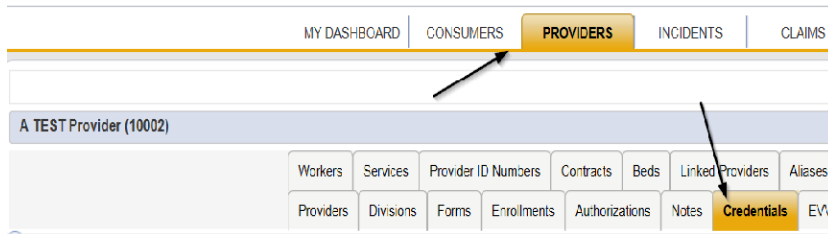
A screenshot of a web form showing a dropdown menu for 'Role' with 'Region QA Workstream Worker' selected. A 'GO' button is to the right, with an arrow pointing to it.

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 interface. The 'PROVIDERS' tab is selected in the navigation bar. The 'Quick Search' filter contains 'A Test Provider' and 'Providers' is selected in the dropdown. The 'GO' button is highlighted with an arrow.

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

4. The Provider's record will display. Navigate to the **Providers > Credentials** tab. Locate the Applicant License in the List View Grid.



5. Update the following fields:
  - a. "Expiration Date" = Enter Date of denial/abandonment/non-responsive
  - b. "Status" = Closed

The screenshot shows the 'License Details' form in the iConnect system. The form includes the following fields:

- Credential Type \***: License
- License Type \***: Group Home
- License Number \***: SCR-APPL-73257
- Original Date of Issuance \***: 05/23/2024
- Date of Renewal/Subsequent License**: MM/DD/YYYY
- Effective Date \***: 05/23/2024
- Expiration Date \***: 06/05/2024 (highlighted in yellow)
- Less than One Year**:
- Comment**: License Record created for the purposes of a new license provider application user provisioning
- Status**: Closed (highlighted in yellow)
- Reason**: Initial
- QA Workstream Worker**: Shorter, Caroline

Buttons for 'Lookup', 'Clear', and 'Details' are visible at the bottom right of the form.

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



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