Provider Management
How Do I Guide

Home Inquiry

Home Inquiry

How Do I…?	Selections	Tips & Guidelines

Establish home inquiry record	▪ Click Create > Provider > Home Inquiry.
	▪ On the Access Inquiry Search page, complete the first name and last name fields.
	▪ Click the Search button.
	  ▪ For a match: Select the radio button for the applicable person(s) and click Continue.
	  ▪ For no match: If displayed, click the Close button on the Validation Errors web page dialog box on the Intake Inquiry Search page. Click the Create button to access the Access Participant page. Enter all applicable data/values and click the Continue button. If potential person matches exist, the Potential Person Match page will display a list of participants that are an exact person match. To proceed with creating a new person, click the Close button on the page. To select an existing record, click the appropriate radio-button and then click the Continue button. The participant will be added to the Participants group box on the Access Inquiry Search page.
	  ▪ Add additional participants by completing the first name and last name fields and repeating the step above.
	  ▪ After all participants have been added and searched, click Continue.
	▪ On the Home Inquiry page, enter the applicable data/values.
		One family member must have a role of Parent 1. This is generally the female head of household.
		
		Parent one MUST have a complete address. A complete address consists of the following:
		Street City Zip County of Residence
		
		If you close an inquiry before completion, reopen it from the Home Inquiries expando on the Desktop. If you don't see a pending inquiry, click the Refresh button on the Banner.
		
		Participants can include children in the home, but should not include children who are in placement in the home.

Complete inquiry	▪ On the Basic tab:
	  ▪ If appropriate, select the <u>Search</u> link to add the Parent Agency. On the Search page, complete the Provider Name field and click the Search button. Click the radio button for the appropriate provider and click Continue.
	  ▪ Select the Marital Status, Language, County, and appropriate Inquiry Type.
	  ▪ Click the <u>Select</u> link in the Referral Source(s) field and select the appropriate checkboxes on the Referral Source page. Click the Continue button to return to the Home Inquiry page.
		When adding a Parent Agency to a record, the provider who is the Parent Agency must already be entered in the system.
		
		To direct payments to a parent agency, you must enter the applicable information on the Basic tab via the Search link next to Parent Agency.
		
		A Home Inquiry Checklist is available from the Options list.

Screen in/out home inquiry	▪ On the Basic tab, Worker/Committee group box, click the applicable radio button (Accept/Screen In or Not Accept/Screen Out). ▪ Select the applicable Reason field value. Click Save. ▪ If a provider match is returned, select the appropriate radio button and click the Link button to reopen a closed provider or link a home inquiry to an existing provider. ▪ If no match is found click the Create button to open a new home provider.	*In the event a Home Inquiry is screened out the user can view the screened out information from Utilities> Person Search.* *Clicking Save will launch the Search Home Provider page which will display a match on any current open/closed providers based on the members searched. Linking a home inquiry will reopen a closed provider. Linking a home inquiry to an existing open provider will not change the provider record. However, any new members added to the inquiry will be displayed on the Members tab of the existing home provider.*

Home Provider

Home Provider

How Do I…?	Selections	Tips & Guidelines
View/update home provider information	▪ On the Providers outliner, click on the applicable provider link. ▪ On the Home Provider page, view/enter applicable data/values.	*Remember to document Total Bed Capacity information on the Services tab.*
Adding/updating County Provider ID	▪ On the Provider outliner, click on the applicable provider link. ▪ On the Home Provider page/Home tab, click the Insert button in the County Provider ID group box. ▪ Enter applicable data/values.	*The County Provider ID group box allows workers across counties to document payee information specific to their county that will determine the format of a written check to a provider.*
Change the designated county	▪ On the Provider outliner, click on the applicable provider link. ▪ On the Home Provider page/Home tab select the new designated county from the Designated County dropdown in the Additional Information group box.	*When you change the designated county, eWiSACWIS closes the current license.*
Change parent agency	▪ On the Provider outliner, click on the applicable provider link. ▪ On the Home Provider page/Home tab, select Parent Agency History from the Options list. ▪ On the Parent Agency History page, click the Insert button. ▪ On the Provider Search page, complete provider name field and click the Search button, click the applicable provider radio button, and click Continue.	*It is important to keep the parent agency information current and accurate for purposes of directing payments on this placement or new placements with the home.* *When searching for providers associated with a parent agency, the "Search Providers of Parent Agency" checkbox will return the parent agency and all providers under that parent agency.*
View/update provider repayment method	▪ On the Home Provider page/Home tab, select Provider Repayment Method from the Options list. ▪ On the Provider Repayment Method page, view/enter applicable data/values. Click Save.	

Add home provider participant	▪ On the Members tab, click the Insert button.
	▪ On the Search Person page, enter the applicable data/values and click the Search button.
	  ▪ For a match: Select the radio button for the applicable person(s) and click Continue.
	  ▪ For no match: If displayed, click the Close button on the Validation Errors web page dialog box on the Search page. Click the Create button to access the Person Management page. Enter all applicable data/values.
	▪ Click Save and click Close.
		This allows a new member of the household to be added.

Add home provider training record	▪ From the Training tab, click the Insert button in either the Course Description or Additional group box. ▪ Enter applicable data/values in the Course Description (or Additional Training) pop up page. ▪ Click the Save and Close buttons to return to the Training tab to view training information.	*The Course Listing group box is used to document foundation, adoption, and pre-service/placement training.* *The Additional group box is used to document any other training.*

Home Provider

Home Provider

How Do I…?	Selections	Tips & Guidelines
Change status of home provider participant	▪ On the Members tab, select the applicable status link for the appropriate member. ▪ On the Member Status page, enter the applicable data/values.	*Options: DeActivate and ReActivate to change status; Remove to remove a person mistakenly associated with the provider.* *After de-/activating a home provider participant the Marital status field should be updated accordingly. When only one parent has an active status the system will allow user to select the values associated with single-parent household. When both parents are active the user can select the values describing a two-parent household.*
Add non-licensed service offered by home provider	▪ On the Home Provider page/Services tab, select the Edit Unlicensed Services link. ▪ Click the Insert button on the Edit Unlicensed Services page. ▪ Enter the applicable data/values for the Service Category and Service Type. ▪ Select Active from the Status dropdown. ▪ Click Save.	*This allows you to add services such as a clothing allowance or other non-licensed services.*
Restrict home provider	▪ Click the Restricted Provider checkbox in the Header or ▪ Add a eWiSACWIS worker as a provider member.	*Adding a eWiSACWIS worker as a provider member will automatically restrict the home provider.*
Close a home provider	▪ On the Closing History tab click the Insert button in the Provider History group box. ▪ Select a value from the Reason field, click the Completed checkbox then Save the page. ▪	*Only one closure row can be added per closure.* *Clicking the Save button will automatically generate closure denial reasons if there is pending work that is preventing the provider from closing. Workers must complete the pending worker in order to allow for provider closure.* *Once a provider is closed the Closed Date and Closed By fields will automatically pre-fill with the system date and the worker who did the final save.*
Setup a provider for Electronic Funds Transfer	▪ On the Home Provider page/Home tab, select the EFT expando. ▪ Select the checkbox for Request Prenote. ▪ In the Bank Information group box, enter the applicable data/values. ▪ Click Save and click Close.	*Only workers with specific security can access the EFT expando area on the Home Provider page.* *A batch process is required to run before the provider can be switched to EFT.*

Home Provider License

Home Provider License

How Do I…?	Selections	Tips & Guidelines
License home provider	▪ Click Create > Provider Work > License> Licensing Activity. ▪ Click the appropriate provider. ▪ Click the Create button. ▪ On the Licensing page, Application Activity tab, enter the applicable data/values. ▪ Select Create License from the Decision dropdown. ▪ Enter the applicable data/values on the License Information tab and the Services tab	*Make sure the Provider Preferences and Provider Details information is complete and accurate before submitting the license for approval.* *Service Rate from the Options list on the Services tab must be accessed to add a provider specific rate to a selected service.* *Note: Foster home licenses can be effective for a maximum of 2 years, for example, 1/1/2010-12/31/2011. Out of State licenses do not have this restriction.*
Document Exceptions/Waivers	▪ Select the Exceptions/Waivers Required radio button on the License Information tab. ▪ Select Insert on the Exceptions/Waivers tab ▪ Enter applicable data/values on the Exception/Waiver Request page.	*Select the Licensing Agency Exception/Waiver radio button if the Exception/Waiver does not need DCF approval to go forward with licensing the provider.* *Select the DCF Exception/Waiver radio button if the Exception/Waiver does need DCF approval to go forward with licensing the provider.*
Add licensed services offered by home provider	▪ On the Providers outliner, click appropriate provider icon. ▪ Click Licenses > appropriate license. ▪ On the Licensing page, select the Services tab; click the Edit Licensed Services link. ▪ Check Select Service for the appropriate Service ▪ Click Save and Close.	*When adding services for any county, select the appropriate county from the County list and click the Edit Licensed Services link.* *Only a designated county worker can make changes to the Home Provider record and license.* *Workers must have additional security access to create and maintain Level 3, Level 4 and Level 5 licenses.*
Update/complete pending license	▪ On the Providers outliner, click appropriate provider icon. ▪ Click Licenses > pending license. ▪ On the Licensing page, enter applicable data/values. ▪ On the Application Activity tab, select Approval from Options list. Click Go. ▪ Select Approve on Approval History page. Click Continue. ▪ Click Save and click Close.	*The license template must be completed and viewed before submitting to your supervisor for approval since no additions or changes can be made after approval. The templates may be accessed via the License Information tab by selecting the appropriate template from the options list.*

Home Provider License

Home Provider License

How Do I…?	Selections	Tips & Guidelines
Print license	▪ On the License Information tab of the Licensing page, select the appropriate license (Foster Home License) from the Options list and click Go. ▪ Click File > Print. Click Close Document and Return to eWiSACWIS.	*The license template and license notifications must be launched prior to approval in order to print the license.*
Re-license foster home provider	▪ Click Create > Provider Work > License > Re-license > appropriate provider. ▪ Click the Create button. ▪ On the Licensing page/Application Activity tab, enter the applicable data/values. ▪ Select Approval in the Options list. Click Go. ▪ Select Approve on Approval History page. Click Continue. ▪ Click Save and click Close.	*A License About to Expire tickler will be received prior to the license expiration date. The tickler will be deleted and reset once the supervisor approves the re-licensing action.* *Note: The active license cannot be relicensed more than 90 days before the license end date.*
Modify a license	▪ On the Licensing page/License Information tab, select Additional Licensing Actions from the Options list and click Go. ▪ Click the Insert button on the Additional Licensing Actions page ▪ Select Modify, Check Modify Reasons for the Licensing Action Reasons pop-up page and add 'Effective From' date. ▪ Select Approve on Approval History page. Click Continue. ▪ Click Save and click Close.	*Up to3 reasons can be selected from the Licensing Action Reasons pop-up page. Dates cannot be overlap from the modified license and the pending license.* *A pending license will be copied from the previous license in which the action to modify was initiated. All information including application activity, services and exceptions will be carried over to the pending license.*
Close/revoke/put a license on hold/made in error	▪ On the Licensing page/License Information tab, select Additional Licensing Actions from the Options list and click Go. ▪ Click the Insert button on the Additional Licensing Actions page, click appropriate value; select Approval from the Options list. Click Go. ▪ Select Approve on Approval History page. Click Continue. ▪ Click Save and click Close.	*A license put on hold can be re-activated through the Additional Licensing Actions page.* *A Provider whose license is 'Revoked' cannot be licensed until the legally mandated 2-year waiting period has elapsed.*
Re-apply after license has been revoked	▪ On the Licensing page/License Information tab, select Additional Licensing Actions from the Options list and click Go. ▪ Click the Insert button on the Additional Licensing Actions page. ▪ Click Re-Apply and add Effective From date. ▪ Select Met re-application req. of 56.04(3). ▪ Select Approval from the Options list. Click Go. ▪ Select Approve on Approval History page. Click Continue. ▪ Click Save and click Close.	*When the Re-Apply Reason is Met re-application req. of 56.04(3), the system will allow creating a new on-line license with the begin date being the date following the Revocation date.* *Not met re-application req. of 56.04(3) value will enforce the legally mandated 2-year waiting period associated with license revocation.*

Home Provider License

Home Provider License

How Do I…?	Selections	How Do I…?
Deny a license application	▪ Click Create > Provider Work > License> Licensing Activity. ▪ Click the appropriate provider. ▪ Click the Create button. ▪ On the Licensing page, Application Activity tab, enter the applicable data/values. ▪ Select Denied from the Decision dropdown. ▪ Enter the applicable data/values in the Denial Reasons group box. ▪ Select Approve on Approval History page. Click Continue. ▪ Click Save and click Close.	*Use the Code Citation link to view Ch. DCF 56 Foster Home Care for Children.* *The License Denial Letter is available on the Options menu.* *Choosing one of the following Subcode Citations will require the completion of a Negative Action. The Negative Action page will automatically pop-up.* *56.05(1)(a)1.* *56.05(1)(a)3.* *56.05(1)(f)3.a.* *56.05(1)(f)3.b*
Non-Renew a license application	▪ Click Create > Provider Work > License> Licensing Activity. ▪ Click the appropriate provider. ▪ Click the Create button. ▪ On the Licensing page, Application Activity tab, enter the applicable data/values. ▪ Select Non-Renewed from the Decision dropdown. ▪ Enter the applicable data/values in the Non-Renewal Reasons group box. ▪ Select Approve on Approval History page. Click Continue. ▪ Click Save and click Close.	*Use the Code Citation link to view Ch. DCF 56 Foster Home Care for Children.* *Choosing one of the following Subcode Citations will require the completion of a Negative Action. The Negative Action page will automatically pop-up.* *56.05(1)(a)1.* *56.05(1)(a)3.* *56.05(1)(f)3.a.* *56.05(1)(f)3.b*
Withdraw a license application	▪ Click Create > Provider Work > License> Licensing Activity. ▪ Click the appropriate provider. ▪ Click the Create button. ▪ On the Licensing page, Application Activity tab, enter the applicable data/values. ▪ Select Withdrawn from the Decision dropdown. ▪ Check Withdrawal Reasons for the Withdrawal Reasons pop-up page. ▪ Select Continue and enter text in the Narrative text box ▪ Select Approve on Approval History page. Click Continue. ▪ Click Save and click Close.	*Up to3 reasons can be selected from the Withdrawal Reasons pop-up page.*

Provider Management
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Private Provider

Private Provider

How Do I…?	Selections	Tips & Guidelines
Establish private provider record	▪ Click Create > Provider > Private Provider. Click the Options button and Click Provider Search. ▪ On the Provider page/Provider tab, click the Provider Search link. ▪ For a match: Select the applicable provider and click Save. ▪ For no match: Click the Close button and enter the additional data/values on the Private Provider page. Click Save. ▪ On the Private Provider page/Provider tab, select Approval in the Options list. Click Go.	*For private providers, the FEIN must be entered to ensure payment.* *If a paid service is activated, you must set the rate by selecting Provider Service Rate from the Options list > on the Services tab.* *When searching for providers associated with a parent agency, the "Search Providers of Parent Agency" checkbox will return the parent agency and all providers under that parent agency.*
Adding/updating County Provider ID	▪ On the Provider outliner, click on the applicable provider link. ▪ On the Private Provider page/Provider tab, click the Insert button in the County Provider ID group box. ▪ Enter applicable data/values.	*The County Provider ID group box allows workers across counties to document payee information specific to their county.*
View/update private provider information	▪ On the Providers outliner, click appropriate provider link. ▪ On the Private Provider page, enter the applicable data/values.	*Workers must have additional security access to create private provider types of RCC, Group Home, Shelter Care, CPA and Duplicate.*
Adding/updating provider personnel	▪ On the Background Checks tab click the Insert button in the Provider Personnel History group box. ▪ If adding a licensee select Applicant/Licensee from the Role/Position field. Search for the appropriate person using Person Search. ▪ If adding another role type select Role/Position = Employee, Household Member, Volunteer Intern or Other. ▪ Search for the appropriate person on the Provider Personnel Search page. If the person does not exist click the Create button and enter data in the appropriate fields on the Provider Personnel page. Then save and close.	*Workers must have additional security access to create private provider types of RCC, Group Home, Shelter Care, and CPA.* *To do a Provider Personnel search worker must have at least a Last Name, PS ID, or SSN.* *On the Provider Personnel page the Last and First Name fields are required.*
Adding/updating background checks	▪ On the Background Checks tab click the Insert button in the Background Checks group box. ▪ Enter data in the required fields on the Organization Background Check page. ▪ Click the Browse button to search for a document to link to the page. ▪ Save and Close the page. ▪ To update the page click the Edit link beside the row on the Background Checks tab.	*A background check cannot be entered on the tab until at least one personnel row displays in the Provider Personnel History group box.* *Background Checks become view only once an eligibility record has been signed off by the State.*

Private Provider

Private Provider

How Do I...?	Selections	Tips & Guidelines
Add/update services offered by private provider	▪ On Services tab, click the Edit Services link. ▪ On the Edit Services page, click the Insert button. Then enter the applicable data/values for the Service Category and Service Type. ▪ Select Active from the Status dropdown. ▪ Click the Save and Close buttons to return to the Services tab.	*Clicking the Edit Services link will launch the Edit Services page. This page has the same processing as the Edit Unlicensed Services page.* *Inactive services will not display on the Services tab.*
Restrict a private provider	▪ Click the Restricted Provider checkbox in the Header or ▪ Add a eWiSACWIS worker as the provider contact.	*Adding a eWiSACWIS worker as a provider member will automatically restrict the private provider.*
Change parent agency	▪ On the Provider outliner, click on the applicable provider link. ▪ On the Private Provider page/Provider tab, select Parent Agency History from the Options list. ▪ On the Parent Agency History page, click the Insert button. ▪ On the Provider Search page, complete provider name field and click the Search button, click the applicable provider radio button, and click Continue.	*It is important to keep the parent agency information current and accurate for purposes of directing payments on this placement or new placements with the home.* *When searching for providers associated with a parent agency, the "Search Providers of Parent Agency" checkbox will return the parent agency and all providers under that parent agency.*
Close a private provider	▪ On the Closing History tab click the Insert button in the Provider History group box. ▪ Select a value from the Reason field, click the Completed checkbox then Save the page.	*Only one closure row can be added per closure.* *Clicking the Save button will automatically generate closure denial reasons if there is pending work that is preventing the provider from closing. Workers must complete the pending worker in order to allow for provider closure.* *Once a provider is closed the Closed Date and Closed By fields will automatically pre-fill with the system date and the worker who did the final save.*
Reopen closed private provider	▪ Select Create > Provider > Private Provider ▪ Make sure the appropriate radio button is selected (i.e. Person or Business) then click the corresponding Person or Provider link. ▪ Search the provider needed. Click the radio button beside the result returned then click the Continue button to return to the Private Provider page. ▪ Click the Save button.	*Duplicate and Not Approved private providers cannot be reopened.* *Workers cannot open a home provider using the Private Provider page.*
View/update provider repayment method	▪ On the Private Provider page/Provider tab, select the EFT expando. ▪ Select the checkbox for Request Prenote. ▪ In the Bank Information group box, enter the applicable data/values. ▪ Click Save and click Close.	*Only workers with specific security can access the EFT expando area on the Private Provider page.* *A batch process is required to run before the provider can be switched to EFT.*

Provider Management How Do I Guide

Private Provider

How Do I…?	Selections	Tips & Guidelines
Setup a provider for Electronic Funds Transfer	▪ Select Create Provider Work > License > Noncompliance Statement and Correction Plan > (select provider) > Create ▪ Enter data in the required fields ▪ Save the page.	*Only types that are Group Home, CPA, RCC, and Shelter Care can be licensed and only those workers with the appropriate security can launch this page.* *A different Licensor can be searched by clicking the Search link and doing a worker search.* *The 2544 – E template can be launched from the Options field on the page.*
Document/update a Noncompliance Statement and Correction Plan	▪ Select Create Provider Work > License > Noncompliance Statement and Correction Plan > (select provider) > Create ▪ Enter data in the required fields ▪ Save the page.	*Only types that are Group Home, CPA, RCC, and Shelter Care can be licensed and only those workers with the appropriate security can launch this page.* *A different Licensor can be searched by clicking the Search link and doing a worker search.*

Private Provider License

How Do I…?	Selections	Tips & Guidelines
Create a Facility License	▪ Select Create Provider Work > License > Facility License > (select provider) > Create ▪ Select a value from the Class field and save the page.	*Only types that are Group Home, CPA, RCC, and Shelter Care can be licensed and only those workers with the appropriate security can license a private provider and maintain any functionality on the Facility License page.*
Create a License	▪ Launch the Facility License page from the desktop under Licenses section. ▪ Click the License Information tab. ▪ Click the Insert button in the Application Activity group box. ▪ Select Decision = Create License. ▪ Enter data in the required fields. ▪ Enter information in the Sponsor field and Specialized Program(s) checkboxes if needed. ▪ Launch the Facility License template from the Options field. ▪ Select the appropriate data from the drop down fields and enter in the Expiration (or Amended) date. ▪ Click the Close and Return to eWiSACWIS button on the template. ▪ Select the Completed checkbox on the License Information page and save.	*To deny a license select Decision = Denied and enter Denial Reason(s).* *To withdrawn a license select Decision = Denied and enter Withdrawal Reason(s).* *The Facility License template must be launched prior to completion of the license in order for the document to be created in the system.* *Once the Completed checkbox is selected the page will become disabled on save.* *When a date is entered in the Effective From field the system will automatically pre-fill the Effective To date.*

Private Provider License

Private Provider License

How Do I…?	Selections	Tips & Guidelines
Enter a Fee	▪ Launch the Facility License page from the desktop. ▪ Click the Fees tab. ▪ Click the Insert button. ▪ Enter data in the Date, Type, Amount, and Comments fields. ▪ Save the page.	*Multiple fee rows can be entered at one time and saved to page all at once.* *The Total Amount Due will automatically sum all fee rows.* *The Amount field will take negative dollar amounts.* *Once the page is saved the fee rows are disabled (therefore they cannot be deleted from the tab).*
Document/update a Site Visit	▪ Launch the Facility License page from the desktop. ▪ Click the Site Visits tab. ▪ Click the Insert button. ▪ Enter data in the required fields. ▪ Save the page.	*A different Licensor Making Site Visit can be searched by clicking the Search link and doing a worker search.* *When Action = 2544 Issued the page will refresh to display the Rule Violations group box.* *The 2544 – E template can be launched from the Options field on the page.*
Linking Complaints and Enforcements to a Site Visit	▪ Launch a Site Visit page from the Site Visits tab on the Facility License page. ▪ Click the Select link in the Complaint ID(s) or Enforcement ID(s) group box. ▪ Select the appropriate checkbox(es) on the Complaint ID(s) (Enforcement ID(s)) then click the Continue button. ▪ Save the Site Visit page.	*To delink a Complaint or Enforcement from a Site Visit, click the Select link again and deselect the checkbox(es) on the page.*
Document/update an Enforcement	▪ Launch the Facility License page from the desktop. ▪ Click the Enforcements tab. ▪ Click the Insert button. ▪ Enter data in the required fields. ▪ Save the page. ▪ To document a forfeiture fee: click the Insert button in the Forfeiture group box. ▪ Enter data in the Date, Type, Amount, and Comments fields. ▪ To document a violation: click the Insert button in the Violation(s) group box. ▪ Select the appropriate reference value. ▪ Save the page.	*Multiple fee rows can be entered at one time and saved to page all at once.* *The Forfeiture Amount Due will automatically sum all fee rows.* *Multiple Violation rows can be inserted or deleted at the same time.* *To link a Complaint to an Enforcement click the Select link in the Complaint ID(s) group box and select the appropriate checkbox(es).* *To close an enforcement: enter a date in the Enforcement Date Closed field. The page will become disabled when an enforcement is closed.*

Private Provider License

Private Provider License

How Do I…?	Selections	Tips & Guidelines
Document/update a Complaint	▪ Launch the Facility License page from the desktop. ▪ Click the Complaints tab. ▪ Click the Insert button. ▪ Enter data in the required fields. ▪ Click the Search link beside the Received By field and search for the appropriate worker using Worker Search. ▪ Enter data in the additional fields as needed. ▪ To document an additional alleged violation: click the Insert button in the Alleged Violation(s) group box and select the appropriate reference value. ▪ Save the page.	*A tickler indicating the date the complaint is due will automatically be created when the page is saved.* *To close a complaint: Select Status = Closed and enter a date in the Completed Date field and save the page. The page will become disabled when a Complaint is closed.*
Revoke a license	▪ Launch a new Enforcement page. ▪ Enter the appropriate Action Date. ▪ Select one of the following reasons from the Action field: Revocation - HFS12; Revocation – No Fee/App; Revocation – Other; Revocation – Tax Delinquency. ▪ Save the page.	*The revocation process will update the date and status of an 'Active' license record.* *When the page is saved the status of the license will indicate status of 'Revoked' as of the Action Date entered on the Enforcement.*
To document an Appeal	▪ If the license has been revoked: Launch the enforcement record where the revocation was documented and select the Appeal checkbox and save the page. ▪ If needed, enter in the Hearing Date, Decision Date and select a Decision. ▪ Save the page.	*An appeal can be done on any enforcement record but has special processing when the appeal is due to a revoked license.* *When the Appeal checkbox is selected the status of the license will display 'Under Appeal' and will reflect the original license dates.* *If Decision = Hearing Waived; Not Upheld/Overturned; Stipulation Agreement; or Tax Clearance the status of the license will go back to 'Active'* *If Decision = Upheld or Withdrew the license will be revoked as of the Decision Date.*

Provider Management
How Do I Guide

Provider Address

Address Changes

How Do I…?	Selections	Tips & Guidelines
Change physical address	▪ Click Create > Provider Work > Maintenance > Create Physical Address > appropriate provider. ▪ Click the Create button. ▪ On the Create Physical Address page, enter the applicable data/values.	*When a provider moves and the new physical address is entered, eWiSACWIS closes the current license.* *If the license being closed is a Foster Home license, a new pending license is automatically created. The pending license Effective From date will be the same as the Effective Date of the new physical address.*
Correct or maintain physical address	▪ Click Create > Provider Work > Maintenance > Maintain Physical Address > appropriate provider. ▪ Click the Create button. ▪ On the Maintain Physical Address page, enter the applicable data/values.	*Maintain Physical Address is only used to correct typos.*
Create/change mailing address	▪ Click Create > Provider Work > Maintenance > Mailing Address > appropriate provider. ▪ Click the Create button. ▪ On the Create Mailing Address page, enter/change the applicable data/values.	*The mailing address is where the check will be sent. If there is no mailing address in eWiSACWIS, checks will be sent to the physical address.*

eWiSACWIS Help Desk (855) 264-6323

DCFHelpdesk@wisconsin.gov

eWiSACWIS Knowledge Web

http://dcf.wisconsin.gov/wisacwis/knowledge_web/index.htm

eWiSACWIS Quick Reference Guides

http://dcf.wisconsin.gov/WiSACWIS/knowledge_web/training/quick-ref-guides/quick-reference-guides.htm

Provider Management
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Recruitment

Recruitment

How Do I…?	Selections	Tips & Guidelines
Document recruitment event	▪ Click Create > Recruitment Event. ▪ On the Recruitment Event page, enter the applicable data/values.	*This page allows you to document participants who attended the recruitment event.*
View/update recruitment event information	▪ Click Maintain > Recruitment Event. ▪ On the Recruitment Activity page, click the Edit link for applicable event; view/update the applicable data/values.	
Record recruitment event participant information	▪ On the Recruitment Event page, click the Recruitment Participants expando and click the Insert button. ▪ Enter the applicable data/values.	*Text selections in the Options list: Print Labels, Print Participants List, and Export Participant List*
Revise participant information	▪ Click Maintain > Recruitment Event ▪ On the Recruitment Activity page, click the Edit link for applicable event. ▪ Click the Recruitment Participants expando; enter the applicable data/values.	

Duplicate Providers

Close Duplicate Providers

How Do I…?	Selections	Tips & Guidelines
Close a Duplicate Provider	▪ Select the Provider Record that has been identified as a duplicate. ▪ Click the Provider name hyperlink to launch Provider Maintenance ▪ In the header section, from the Type dropdown select "Duplicate". ▪ Click the Search hyperlink adjacent to the Type dropdown to search and select the appropriate Provider record that you want this duplicate provider to be linked to. ▪ Click the Notify checkbox to generate email notifications to workers that have open placements with this duplicate provider. ▪ After the 14 day time period, ensure that the placements that were affected have been re recorded in the system with the appropriate provider records. ▪ Click the Complete checkbox and Save the record.	*Only workers with appropriate security access can perform the provider link process.* *The worker will also have to be assigned to the Provider in order to link it to a suitable record.* *The process is irreversible. However, the search hyperlink will stay enabled allowing Provider A that was linked to Provider B mistakenly to be correctly linked to Provider C.* *Home providers can be linked to Private providers and vice versa.*

Assignment

Assignment

How Do I…?	Selections	Tips & Guidelines
Assign existing provider	▪ Click Utilities > Search. ▪ On the Search page, select the Provider Organization tab. ▪ Enter applicable Search Criteria data/values. Click the Search button. ▪ Click the appropriate Provider record icon. ▪ Click the Assignments icon. ▪ Click the Actions link for an existing assignment. ▪ Click the Create Assignment radio button. ▪ On the Create Worker Assignment page, enter the applicable data/values. ▪ Click the select link for the worker receiving this assignment. ▪ Click the Assign button and click Close.	*You can assign yourself to an existing provider if you have appropriate security access.* *If a provider is not known to eWiSACWIS, please see Home Inquiry section to create the provider.* *When searching for providers associated with a parent agency, the "Search Providers of Parent Agency" checkbox will return the parent agency and all providers under that parent agency.*

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eWiSACWIS Knowledge Web
http://dcf.wisconsin.gov/wisacwis/knowledge_web/index.htm

eWiSACWIS Quick Reference Guides
http://dcf.wisconsin.gov/WiSACWIS/knowledge_web/training/quick-ref-guides/quick-reference-guides.htm