

## Closing a Provider Record

It should be noted that duplicate Providers cannot be merged in eWiSACWIS. The following steps should be used to close a Provider and to close a Duplicate Provider.

1. An assignment to the Provider is required.
2. Click on the Provider Name hyperlink (highlighted in blue on your outliner). This will open the Home Provider page.

The screenshot shows the eWiSACWIS web application interface. The browser title bar reads "eWiSACWIS - Windows Internet Explorer provided by DHFS - State of Wisconsin". The application header includes the "eWiSACWIS" logo and navigation links for "Case Work", "Provider Work", "Search", and "Refresh". Below the header is a menu with "Create", "Maintain", "Utilities", "Adoption Search", and "Help". The main content area is titled "Fawn Fun's Desktop" and contains several sections: "Date Restricted", "Participant View", and "View Not Approved/Cancelled" (all with unchecked checkboxes); "Ticklers"; "Cases (5)"; "Providers (2)" which is expanded to show two entries: "Claw, Bear (9221420) Actions" with details "Treatment Foster Home 09/18/2006 Cake, Caitlin M., Sr. Vilas Des: Vilas License Status: Expired" and "Owens, Kathleen (20210) Actions" with details "Foster Home 08/02/2000 Ford, Frank, Dana, Des: Milwaukee License Status: Expired"; "Approvals"; "Access Reports"; and "Home Inquiries". A yellow callout box with a black border points to the "Owens, Kathleen (20210)" link, containing the text "Click to Maintain Home Provider".

3. If the Provider is being closed due to duplicate providers in eWiSACWIS, make the following changes in the Basic group box:
  - Select 'Duplicate-Home' as the Type
  - Click on the Search hyperlink adjacent to the Type dropdown and select the appropriate provider record you want to link this duplicate record to
  - Click the Send Reminder checkbox to generate e-mail 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

Home Provider - Windows Internet Explorer provided by DHFS - State of Wisconsin

**eWiSACWIS** TM Print Spell Check Help

**Basic**  
 Name: Kathleen Owens (20210)    Open Date: 08/02/2000    Type: Duplicate - Home    Status: Closed    Search

**Duplicate Provider -**     Send Reminder    Reminder Date: 02/12/2010     Restricted Provider  
 Please use 'Kathleen Owens' Provider ID: 9221420     Completed    Completed Date: 02/12/2010

Home    Members    Characteristics    Services    Training    License Activity    Closing History

**Home Information**  
**Parent 1:** Owens, Kathleen    **Parent 2:**  
 C/O:  
 Street: 531 Test Dr.    Apt:  
 City: Madison    State: WI    Zip: 53702    County of Residence:  
 Home:    Ext:    Work:    Ext:    Fax:    Country:  
 E-mail:

**Additional Information**  
**Marital Status:** Single Female    Primary Language: Albanian    Designated County: Milwaukee  
 N/A     SSN     FEIN    Parent Agency: Kathleen Owens (20210)

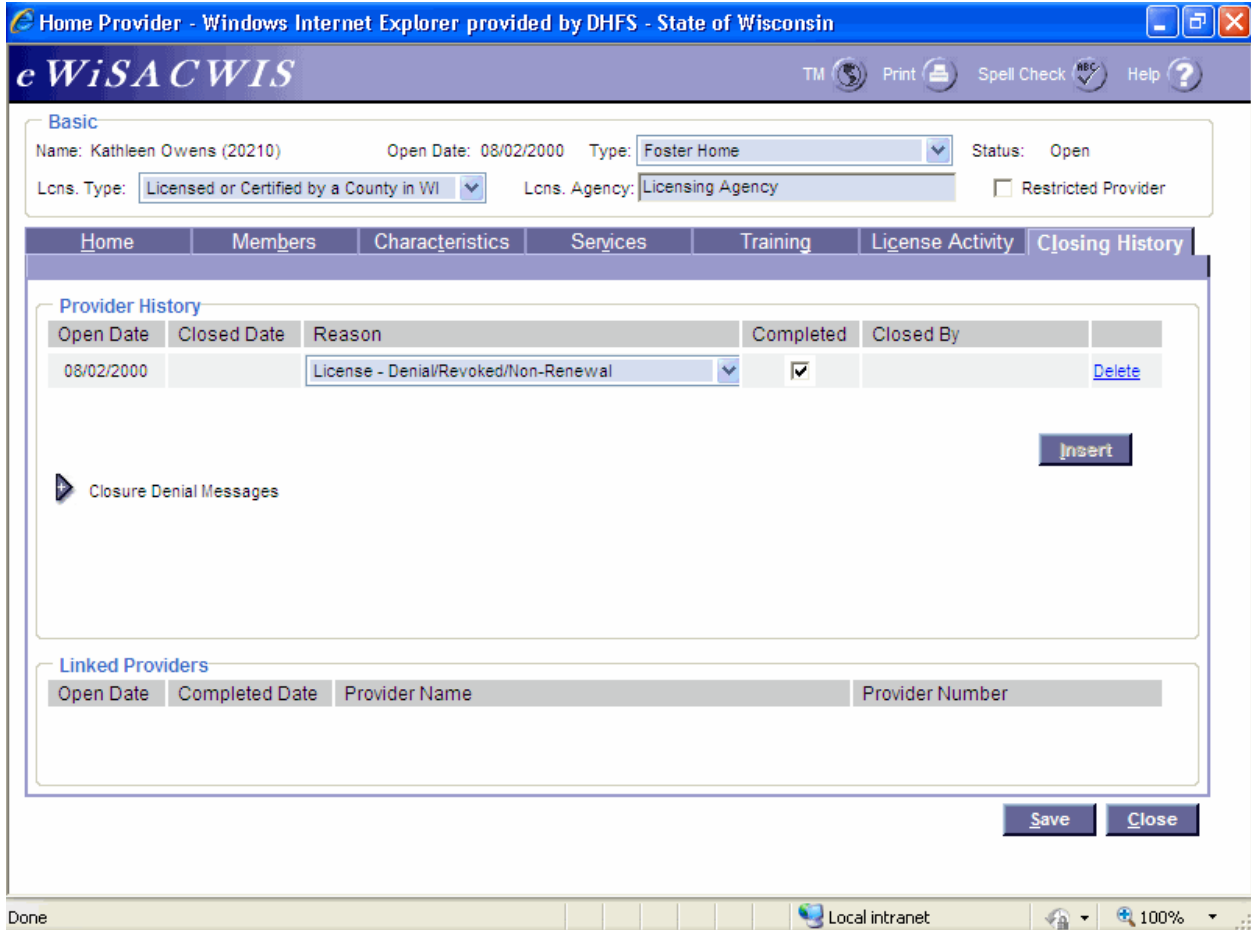
**Emergency Contact Information**  
 Name:    Phone:    Ext:    Name:    Phone:    Ext:

**County Provider ID**       

Options:           

Done    Local intranet    100%

4. If the provider is being closed because your county simply no longer licenses it or it is no longer being used, you can close the record as follows:
  - Click on the Closing History tab
  - Click the Insert button in the Provider History group box
  - Select the appropriate reason from the Reason drop-down
  - Check the Completed checkbox
  - Click Save



5. If the closure has been accepted, the record will be frozen.

The screenshot displays the eWiSACWIS web application interface. At the top, the browser title is "Home Provider - Windows Internet Explorer provided by DHFS - State of Wisconsin". The application header includes the "eWiSACWIS" logo and navigation icons for TM, Print, Spell Check, and Help.

The main content area is titled "Basic" and contains the following information:

- Name: Kathleen Owens (20210)
- Open Date: 08/02/2000
- Type: Foster Home
- Status: Closed
- Lons. Type: Not Licensed
- Lons. Agency: Unknown
- Restricted Provider

Below this information is a navigation menu with tabs: Home, Members, Characteristics, Services, Training, License Activity, and Closing History. The "Closing History" tab is selected.

The "Provider History" section contains a table with the following data:

Open Date	Closed Date	Reason	Completed	Closed By
08/02/2000	09/30/2009	License - Denial/Revoked/Non-Renewal	<input checked="" type="checkbox"/>	Corn, Conn C.

Below the table is a section for "Closure Denial Messages" with a right-pointing arrow icon and an "Insert" button.

The "Linked Providers" section contains a table with the following headers:

Open Date	Completed Date	Provider Name	Provider Number
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At the bottom right of the main content area are "Save" and "Close" buttons.

The browser's status bar at the bottom shows "Done", "Local intranet", and a zoom level of "100%".

- If the closure has been denied, the Closure Denial Messages expando will expand and the denial reasons will be listed.

The screenshot shows the 'eWiSACWIS' web application interface. The browser title is 'Home Provider - Windows Internet Explorer provided by DHFS - State of Wisconsin'. The page header includes the 'eWiSACWIS' logo and navigation icons for TM, Print, Spell Check, and Help. The main content area is titled 'Basic' and contains the following information:

- Name: Kathleen Owens (20210)
- Open Date: 08/02/2000
- Type: Foster Home
- Status: Open
- Lcns. Type: Licensed or Certified by a County in WI
- Lcns. Agency: Licensing Agency
- Restricted Provider

Below this information is a navigation menu with tabs: Home, Members, Characteristics, Services, Training, License Activity, and Closing History. The 'Closing History' tab is selected, displaying the 'Provider History' section. This section contains a table with the following data:

Open Date	Closed Date	Reason	Completed	Closed By
08/02/2000		License - Denial/Revoked/Non-Renewal	<input type="checkbox"/>	<a href="#">Delete</a>

Below the table is an 'Insert' button. Underneath is a 'Closure Denial Messages' section, which is expanded to show the following text:

Provider has a(n) 'Active-Regular' license 04/01/2008 - 04/01/2010.  
 Provider has an open placement for child Cake, Caitlin with begin date 12/15/2006.

At the bottom of the page is a 'Linked Providers' section with a table that is currently empty. The table has columns for 'Open Date', 'Completed Date', 'Provider Name', and 'Provider Number'. At the bottom right of the page are 'Save' and 'Close' buttons.

- Once the denial reasons have been fixed, select the Completed checkbox and click Save. If denial reasons still exist, the reasons will be listed in the Closure Denial Messages group box. If no denials reasons exist, the closure will occur and the record will be frozen.
- All open worker assignments to the provider record will be closed. An e-mail will be sent to each worker letting him or her know the record has been closed.
- Should your county license this home in the future or work with this provider in any capacity in the future, a new home inquiry should be created and linked to the existing provider record. This record will retain all historical information for this provider number.