

Provider Closure Edits

Edit Message	Where to Look...	What to do...
<p>1. Provider has a(n) 'Active-Regular' license xx/xx/xxxx - xx/xx/xxxx.</p>	<p>On your desktop, expand the provider and then the Licenses icon.</p>	<p>Access the Active-Regular license for the specified dates. Go to Options > Additional Licensing Actions. Insert the appropriate Action, Effective Date, and Reason for changing the provider's status. Go to Options > Approval and approve the Additional Licensing Action and send to your supervisor for approval.</p> <p>NOTE: The license status cannot be one of the following:</p> <ul style="list-style-type: none"> • Active-Regular • Pending • Placed on Hold
<p>2. Provider has a(n) 'Pending' license xx/xx/xxxx - xx/xx/xxxx.</p>	<p>On your desktop, expand the provider and then the Licenses icon.</p>	<p>Access the Pending license for the specified dates.</p> <p>If the Pending license was an actual license, go to Options > Approval and approve the license and send to your supervisor for approval. Once approved, the then Active-Regular license will need to be closed/revoked on the appropriate date. The closure/revocation can be done by accessing the Active-Regular license and going to Options > Additional Licensing Actions.</p> <p>If the Pending license was not an actual license, go to Options > Approval and "Not Approve" the license. This action does not require you to send the approval to your supervisor.</p>
<p>3. Provider has a(n) 'Placed on Hold' license xx/xx/xxxx - xx/xx/xxxx.</p>	<p>On your desktop, expand the provider and then the Licenses icon.</p>	<p>Access the Placed on Hold license for the specified dates. Go to Options > Additional Licensing Actions. Insert the appropriate Action, Effective Date, and Reason for changing the provider's status. Go to Options > Approval and approve the Additional Licensing Action and send to your supervisor for approval. See Edit Message #1.</p>

4. The DOB, Race, or Ethnicity is missing for Parent 1 and Parent 2.	On the Home Provider page, click the Members tab. Click the hyperlinks to Person Management for the home members with a role of Parent 1 and Parent 2.	On Parent 1 AND Parent 2's Person Management records, verify there is a Birth Date, Race, and Ethnicity documented.
5. The DOB, Race, or Ethnicity is missing for Parent 1.	On the Home Provider page, click the Members tab. Click the hyperlink to Person Management for the home member with a role of Parent 1.	On Parent 1's Person Management record, verify there is a Birth Date, Race, and Ethnicity documented.
6. The DOB, Race, or Ethnicity is missing for Parent 2.	On the Home Provider page, click the Members tab. Click the hyperlink to Person Management for the home member with a role of Parent 2.	On Parent 2's Person Management record, verify there is a Birth Date, Race, and Ethnicity documented.
7. Provider has an open placement for child xxxx, xxxx with begin date xx/xx/xxxx.	On your desktop, expand the provider and then the Placement/Services icon.	Find the specified Out of Home Placement and identify the worker associated with the placement. Contact the worker associated with the placement to have him/her enter a Placement Ending.
8. Provider has a pending placement for child xxxx, xxxx with begin date xx/xx/xxxx.	On your desktop, expand the provider and then the Placement/Services icon.	Find the specified Out of Home Placement and identify the worker associated with the placement. Contact the worker associated with the placement to have him/her approve the placement. After the placement has been approved, the worker will also need to enter a Placement Ending.
9. Provider has an open in home service with begin date xx/xx/xxxx.	On your desktop, expand the provider and then the Placement/Services icon.	<p>Find the specified In Home Service and identify the worker associated with the service. Contact the worker associated with the service to have him/her enter a Service Ending.</p> <p>NOTE: If you do not see the In Home Service associated with the provider, please contact the help desk. The reason you may not see an In Home Service is because you are a county worker who does not have the appropriate security to view adoption information.</p> <p>NOTE: This provider record may need to remain open for adoption assistance payments.</p>

<p>10. Provider has a pending in home service with begin date xx/xx/xxxx.</p>	<p>On your desktop, expand the provider and then the Placement/Services icon.</p>	<p>Find the specified In Home Service and identify the worker associated with the service. Contact the worker associated with the service to have him/her approve the service. After the service has been approved, the worker will also need to enter the Service Ending.</p> <p>NOTE: If you do not see the In Home Service associated with the provider, please contact the help desk. The reason you may not see an In Home Service is because you are a county worker who does not have the appropriate security to view adoption information.</p> <p>NOTE: This provider record may need to remain open for adoption assistance payments.</p>
<p>11. Provider has a pending placement ending for child xxxx, xxxx with begin date xx/xx/xxxx.</p>	<p>On your desktop, expand the provider and then the Placement/Services icon.</p>	<p>Find the specified Out of Home Placement and identify the worker associated with the placement. Contact the worker associated with the placement to have him/her approve the Placement Ending.</p>
<p>12. Provider has a pending in home service ending with begin date xx/xx/xxxx.</p>	<p>On your desktop, expand the provider and then the Placement/Services icon.</p>	<p>Find the specified In Home Service and identify the worker associated with the service. Contact the worker associated with the service to have him/her approve the Service Ending.</p> <p>NOTE: If you do not see the In Home Service associated with the provider, please contact the help desk. The reason you may not see an In Home Service is because you are a county worker who does not have the appropriate security to view adoption information.</p>
<p>13. The provider is a parent agency which has other providers attached with 'Open' status.</p>	<p>On the Search page, click on the Provider Organization tab. Search for providers attached to the CPA by selecting the "Search Providers of Parent Agency" checkbox.</p>	<p>Either update the Parent Agency History on each of the providers that has this parent agency attached, or close the provider records that have this parent agency attached.</p>

<p>14. There are work items associated with the provider that are part of an active approval chain.</p>	<p>On your desktop, expand the provider and then the following icons:</p> <ul style="list-style-type: none"> • Licenses • Placement/Services • Support Plan <p>NOTE: Unselect the Date Restricted checkbox on your Desktop will ensure all pieces of work appear.</p>	<p>The following pieces of work may be pending:</p> <p>Under Licenses:</p> <ul style="list-style-type: none"> • Foster Home License* • Treatment Foster Home License* • Adoptive Home Assessment Results • Adoptive Home Study Approval Letter • Adoption Home Study Approval for Specific Child • Child Specific Home Study Report • Foster Family Assessment • Guardian Family Assessment • Multi-Purpose Home Study Report <p>Placement/Services:</p> <ul style="list-style-type: none"> • In Home Service* • Out of Home Placement* <p>Under Support Plans:</p> <ul style="list-style-type: none"> • Adoptive Family Support Plan • Foster Family Support Plan • Foster Family Support Plan Eval/Revision <p>*NOTE: An additional denial reason will be identified for the pending piece of work.</p>
<p>15. A provider member is undergoing a person merge.</p>	<p>Contact the help desk to determine who is attempting to do the person merge.</p>	<p>Attempt the provider closure tomorrow. If the person record was not merged, the closure will be denied again.</p>