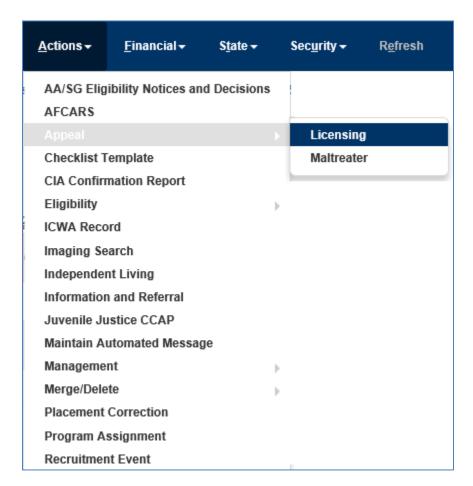
Provider Licensing Appeals

Note: An assignment to the provider record is not needed to document a provider's licensing appeal.

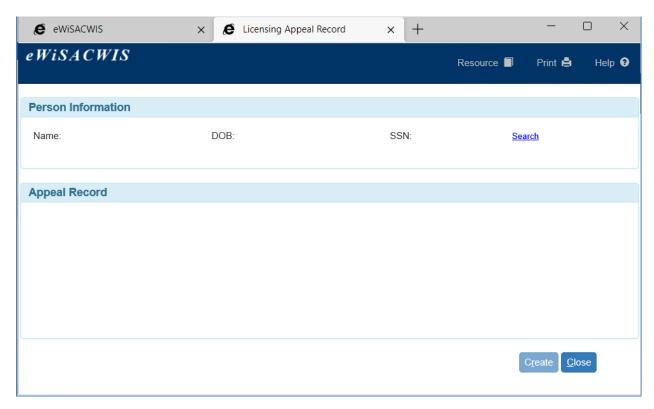
Note: If both foster parents appeal a licensing decision, a separate appeal needs to be documented for each foster parent.

After a foster home license has been denied, non-renewed, or revoked, an appeal can be documented using the provider licensing appeal process.

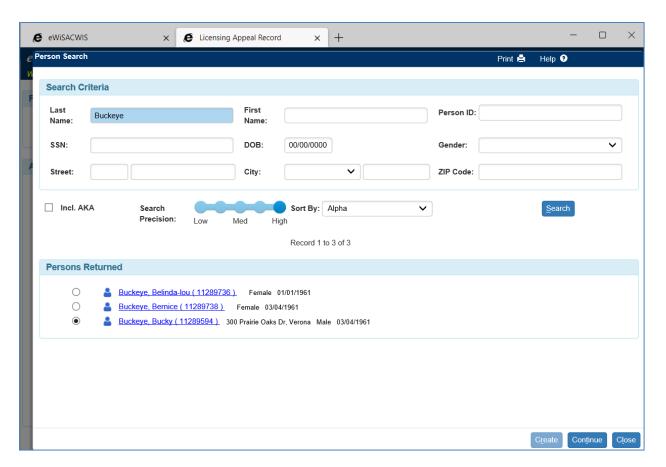
 To begin the process of documenting an appeal of a license denial, non-renewal, or revocation, select Actions > Appeal > Licensing. This will launch the Licensing Appeal Record page.



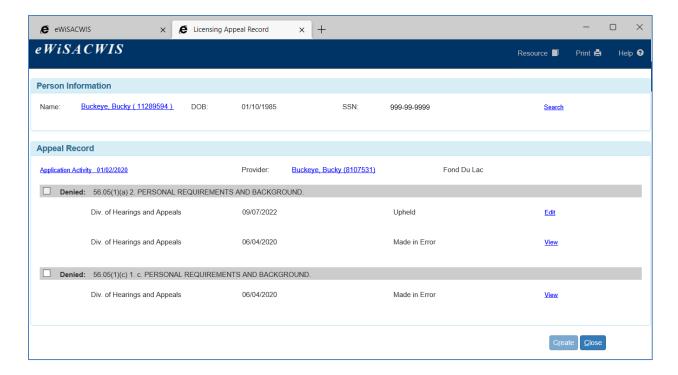
2. Click the <u>Search</u> hyperlink on the Licensing Appeal Record page to initiate a person search.



3. Search for the person needed to document the appeal. When search results are returned, select the radio button next to the person's name then click Continue.



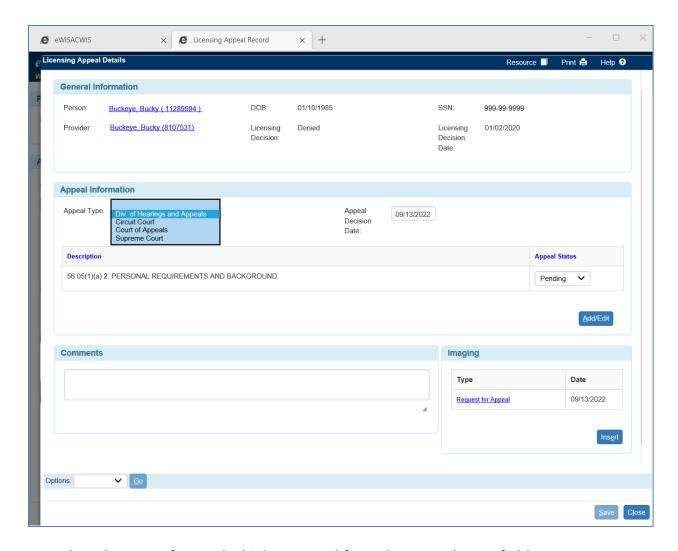
4. After a person is retrieved, the Licensing Appeal Record page will display all licensing decisions for all home provider records in which the person was a Parent 1, Parent 2, or Licensee and the decision made on the licensing record was denied, non-renewed, or revoked The Licensing Appeal Record page displays links to the Person Management page; the Licensing page for the home provider where the decision was made to deny, non-renew, or revoke the license; and the Home Provider page.



5. Select the check box next to the licensing code citation for which the provider is appealing. Click the Create button.

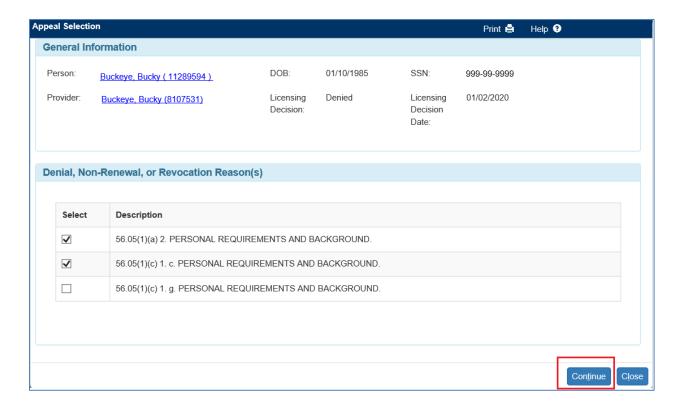
Note: You can only work with one licensing citation (denial, revocation, or non-renewal) at a time. Once a citation is selected (appeal detail page created), the licensing code citation checkbox(es) is disabled.

6. Clicking the Create button will launch the Licensing Appeal Details page. The Licensing Appeal Details page displays links to the Person Management and Home Provider pages.

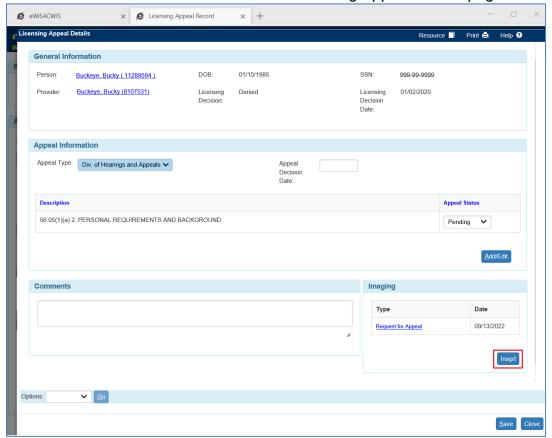


- 7. Select the type of appeal which occurred from the Appeal Type field.
- 8. Select the appropriate Appeal Status (result) for each licensing citation.

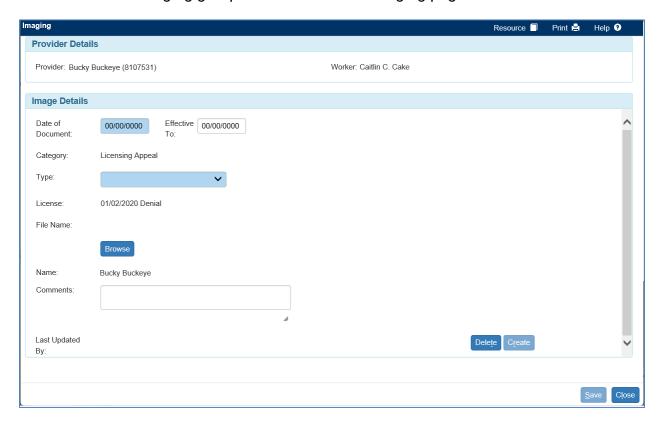
 Note: When an Appeal status selection other than 'Pending' is chosen, the Appeal Decision Date field is required. An appeal record cannot be approved if at least one row is still in 'Pending' status.
- 9. Enter a date in the Appeal Decision Date field. Record the details of the appeal in the Comments narrative section. Click the Save button.
- 10. Click the Add/Edit button to launch the Appeal Selection page. Selections displayed on the Licensing Appeal Details record will be pre-selected on this page. Select the additional checkbox(es) needed for the appeal record.



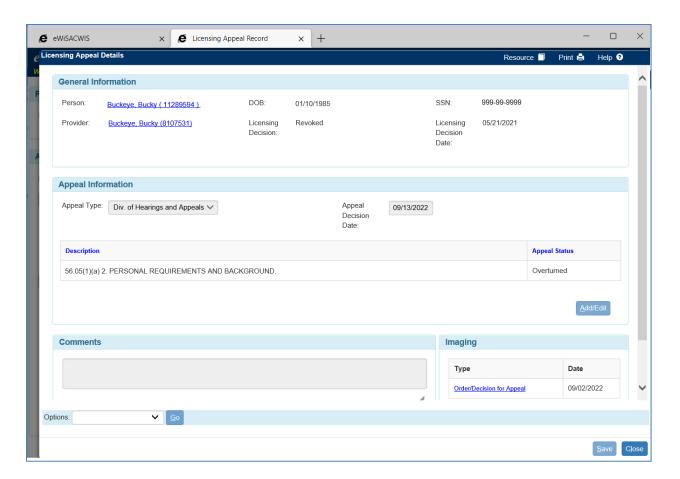
11. Select the Continue button to return to the Licensing Appeal Details page.



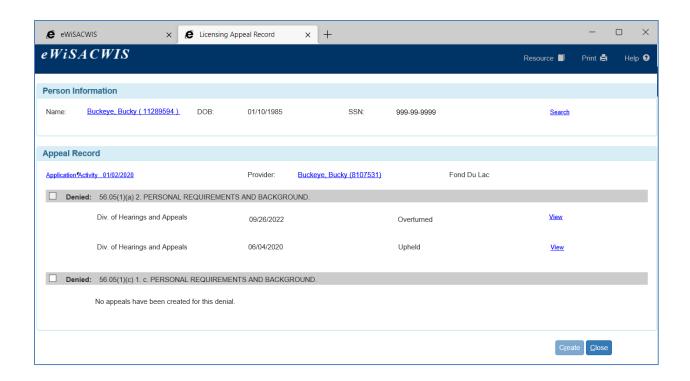
12. To add an image document to the Licensing Appeal Details page, click the Insert button in the Imaging group box to launch the Imaging page.



- 13. Enter a date in Date of Document and select a value from the Type field. Now add a file by clicking the Browse button and select the document to upload to the page.
- 14. If applicable, enter text in the Comments field. Click Save and Close to return to the Licensing Appeal Details page.
- 15. To approve the Licensing Appeal Details page, select Approval from the Options drop-down then click Go. On the Approval History page select the Approve radio button then click Continue. Save the Licensing Appeal Details page.

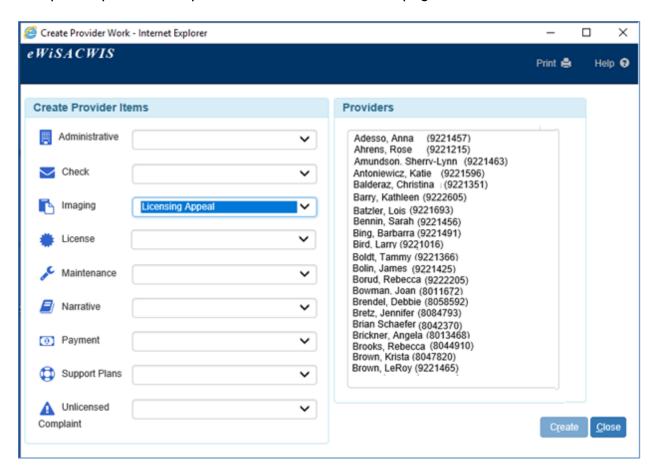


16. Click Close to return to the License Appeal Record page. Once a license appeal record has been approved, a <u>View</u> link to the record will display on the License Appeal Record page to launch the licensing appeal detail record in view only mode. For Appeal Records where an Appeal has yet to be created, the checkbox beside each row will be enabled allowing the appeal to be created.

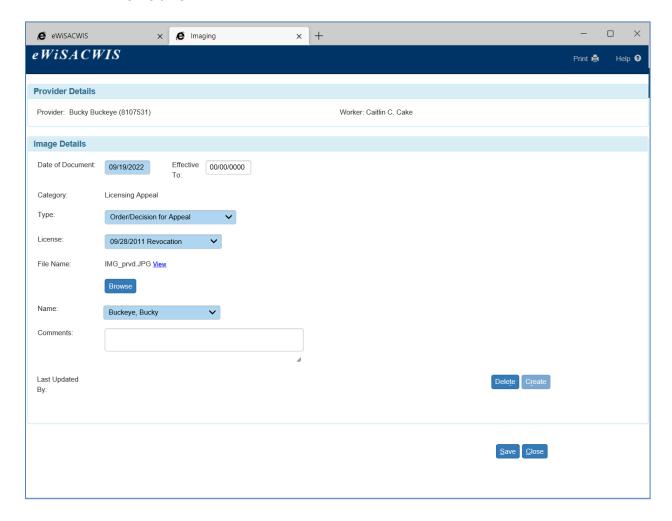


<u>Creating a Licensing Appeal Image from Create Provider Work</u>

1. From the desktop, go to the Provider tab and click the <u>Create Provider Work</u> hyperlink or select Create Provider Work from the Actions drop-down next to the specific provider to open the Create Provider Work page.



2. On the Imaging page, enter the Date of Document.

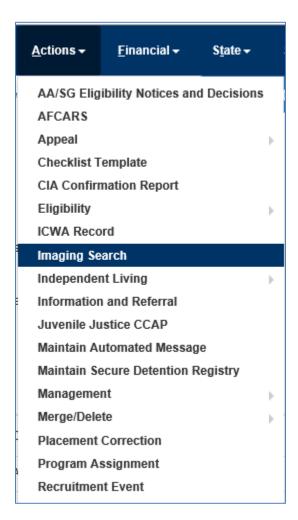


- 3. Select a Type and make a selection from the License field.
- 4. Click the Browse button. On the Choose File to Upload page, select the scanned file from the appropriate location/folder. Once the file is selected, click the Open button.
- 5. In the Name drop-down, select the provider member for whom the licensing appeal document is for. Enter any comments in the Comments field.
- 6. Click Save and Close.

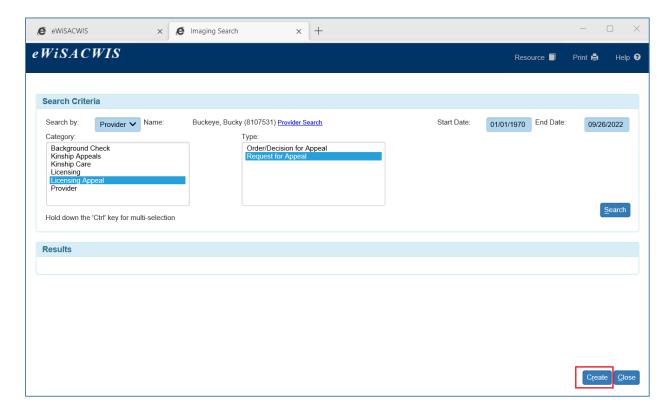
The saved image will display under the Licenses icon of the associated provider outliner.

<u>Creating a Licensing Appeal Image from Imaging Search</u>

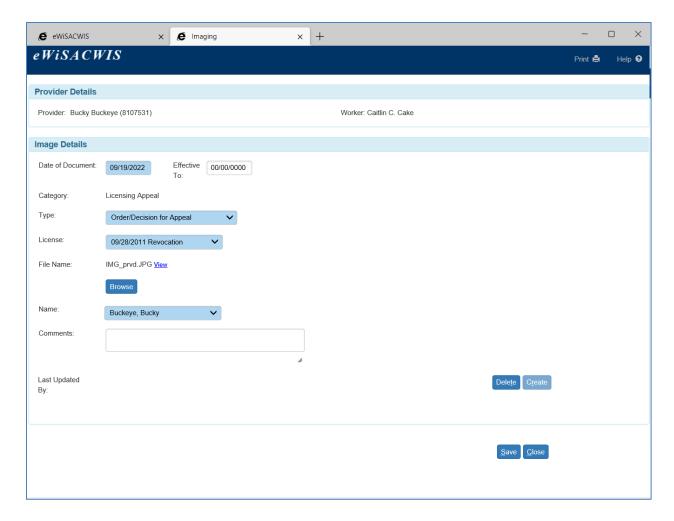
1. From the desktop, select Actions > Imaging Search. This will open the Imaging Search page.



- 2. On the Imaging Search page, select Provider in the Search by drop-down. This will open the Provider Search page.
- 3. On the Provider Search page, enter the Provider Name or Provider ID and click Search. In the Providers Returned group box, select the radio button next to the correct provider and click the Continue button.
- 4. This will bring you back to the Imaging Search page. The page will now display all scanned documents for the provider based on the Start Date and End Date. To add a previously scanned document, select the Category of Licensing Appeal and select the Type of document. Click Create.



- 5. On the Imaging page, enter the Date of Document.
- 6. If you did not select the Type on the Imaging Search page, select the Type. Make a selection from the License field. This list includes all instances denials, revocations, and non-renewals for the provider.

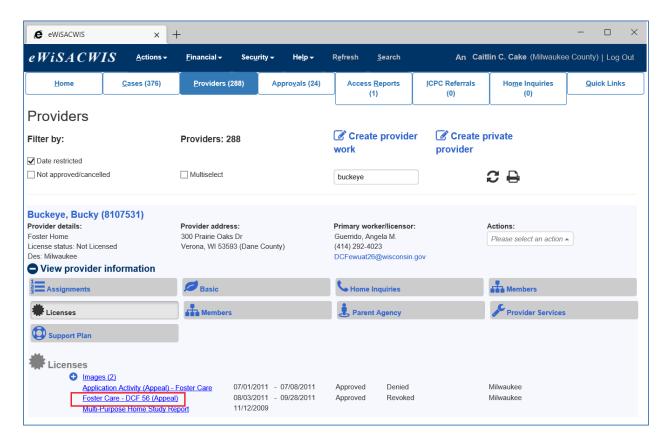


- 7. To attach a previously scanned document, select the Browse button. Select the scanned file from the appropriate location/folder, click the Open button.
- 8. Prior to saving the Imaging page, you can view the document by selecting the <u>View</u> hyperlink next to the File Name.
- 9. In the Name drop-down, select the provider member for whom the licensing appeal document is for. Enter any comments in the Comments field.
- 10. When all required fields have been completed, click Save.
- 11. At this point, you can add a new image for this provider by selecting the Create button. If the image is incorrect for any reason, click Delete to remove the image.

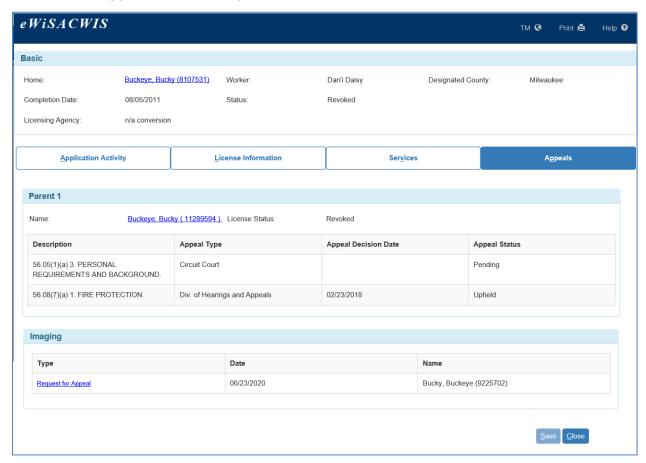
Viewing the Appeals History

Once a pending or approved licensing appeal has been documented, an Appeals tab will display on the Licensing page.

1. Open the Licensing page for which the appeal record has been created from the desktop under the Providers expandable section.



2. Click the Appeals tab on the provider's license



3. When a licensing appeal record exists, the licensing activity history on the License Activity tab of the Home Provider page will indicate that the licensing record is under appeal when Appeal displays next to the licensing record.

