

Closing a Provider Record

Note: In order to close a provider record, an assignment to the provider is needed.

Note: Duplicate providers cannot be merged in eWiSACWIS. To link a duplicate provider record, see the Duplicate Provider Link User Guide.

Note: If the Provider is a SYNC Provider, before closing a Private Provider record, please be sure to revoke SYNC access for the provider who has access to the SYNC application. See step 2 below.

1. Click on the provider name link. This will open the Home Provider page.

Apple, Arlene (9221925)

Provider details:
Foster Home Level 3
License status: Active-Regular
Des: Milwaukee

Provider address:
123 Any St.
Milwaukee, WI 53201 (Milwaukee County)

Primary worker/licensor:
Cake, Caitlin M., IV
(123) 456-7890 Ext. 1234
caitlin.cake@wisconsin.gov

Actions:
[Please select an action ▼](#)

View provider information

Assignments	Background Checks	Basic	Home Inquiries
Licenses	Members	Parent Agency	Payment Requests
Placements	Provider Services		

2. When a Private Provider closes, it is important to deactivate SYNC access for the provider. This will also revoke all SYNC Administrator(s) access as well. To do this, switch the radio button for the question "This provider actively uses SYNC" from Yes to No and today's date is entered automatically into the 'End' date field for all active SYNC Administrators, then save the page.

SYNC Administrator

This provider actively uses SYNC: ☒ Yes ☐ No

E-mail: Begin: End: [Delete](#)

First Name: Last Name: Phone: Ext: SYNC Security: **Inactive**

[Insert](#)

3. **Note:** changing the Yes selection to No displays the following pop up:

Confirmation

You are indicating that this provider is no longer an active SYNC user. The security access to SYNC for all SYNC users associated with this provider will be removed. Do you want to continue?

Yes

No

4. Select Yes to continue to deactivate the access to SYNC. Within 5 minutes, all former SYNC users for that provider will also have their access removed. OHC Placement Referrals will no longer be able to be made to this specific provider.
5. Click on the Closing History tab. In the Provider History group box, click the Insert button. Select the appropriate reason from the Reason drop-down. Check the Completed checkbox and click Save.

Home Provider - Internet Explorer

eWiSACWIS Print Help

Basic

Name: Alice Abby (9222346) Open Date: 06/21/2018 Type: Kinship Care Home Status: Open

Lcns. Type: Not Licensed Lcns. Agency: Not Licensed ☐ Restricted Provider

Home Members Characteristics Services Training License Activity **Closing History**

Provider History

Open Date	Closed Date	Reason	Completed	Closed By	
06/21/2018		<div>Change in lifestyle Deceased Following an allegation of CAN Indicated a lack of support Lack of appropriate matches or placements available License - Denial/Revoked/Non-Renewal Moved from area Other, documented on provider note Provider no longer offering services Requirements not satisfied Went to another agency</div>	<input checked="" type="checkbox"/>		Delete

[Insert](#)

[Closure Denial Message](#)

Linked Providers

Open Date	Completed Date	Provider Name	Provider Number
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[Save](#) [Close](#)

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

Home Provider - Internet Explorer

eWiSACWIS Print Help

Basic


Name: Female Provider (9221778) Open Date: 03/29/2012 Type: Foster Home Status: Open

Lcns. Type: BMCW Lcns. Agency: BMCW - CSSW ☐ Restricted Provider

[Home](#) [Members](#) [Characteristics](#) [Services](#) [Training](#) [License Activity](#) [Closing History](#)

Provider History

Open Date	Closed Date	Reason	Completed	Closed By	
03/29/2012		License - Denial/Revoked/Non-Renewal	<input type="checkbox"/>		
02/02/2012	02/21/2012	Change in lifestyle	<input checked="" type="checkbox"/>	Daisy, Dan	



 Closure Denial Messages

Linked Providers

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

Home Provider - Internet Explorer

eWiSACWIS Print  Help 

Basic

Name: Home Provider (9221447) Open Date: 12/07/2006 Type: **Foster Home** Status: Open


Lcns. Type: **BMCW** Lcns. Agency: **BMCW - CSSW** ☐ Restricted Provider

[Home](#) [Members](#) [Characteristics](#) [Services](#) [Training](#) [License Activity](#) **Closing History**

Provider History

Open Date	Closed Date	Reason	Completed	Closed By	
12/07/2006		Moved from area	<input type="checkbox"/>		Delete

Insert

 **Closure Denial Messages**

Closure Denial Messages

There are work items associated with the provider that are part of an active approval chain.

Save **Close**

8. 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 denial reasons exist, the closure will occur and the record will be frozen.
9. 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.
10. 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.