Closing a Provider Record

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

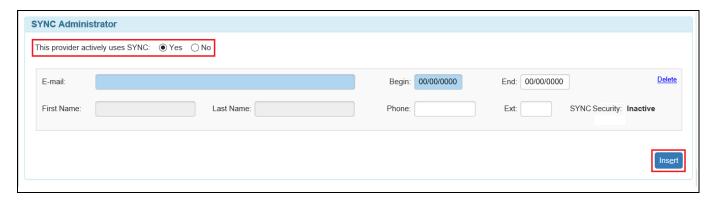
Note: Duplicate providers cannot be merged in eWiSACWIS. To link a duplicate provider record, see the Duplicate Provider Link User Guide.

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.

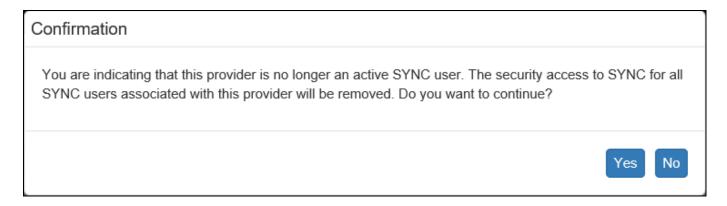


2. When a Private Provider closes, it is important to deactivate SYNC access for the provider. This will also revoke all SYNC Administrator(s) access as well. To do this, switch the radio button for the question "This provider actively uses SYNC" from Yes to No and today's date is entered automatically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

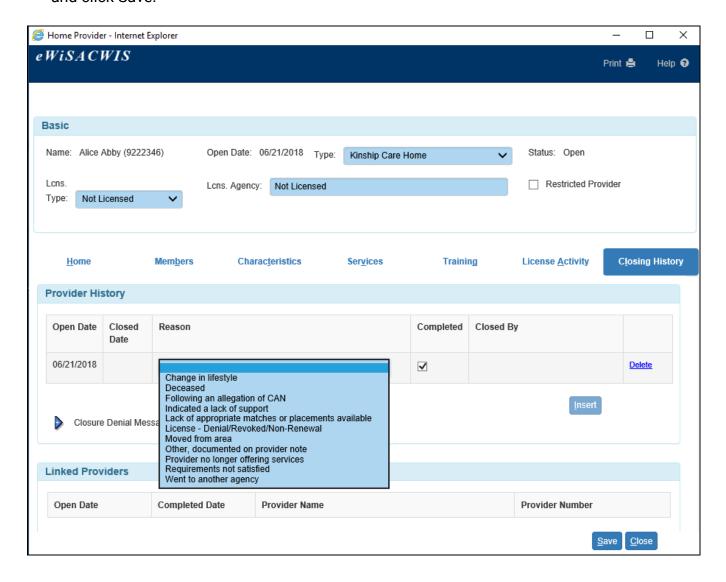


3. Note: changing the Yes selection to No displays the following pop up:

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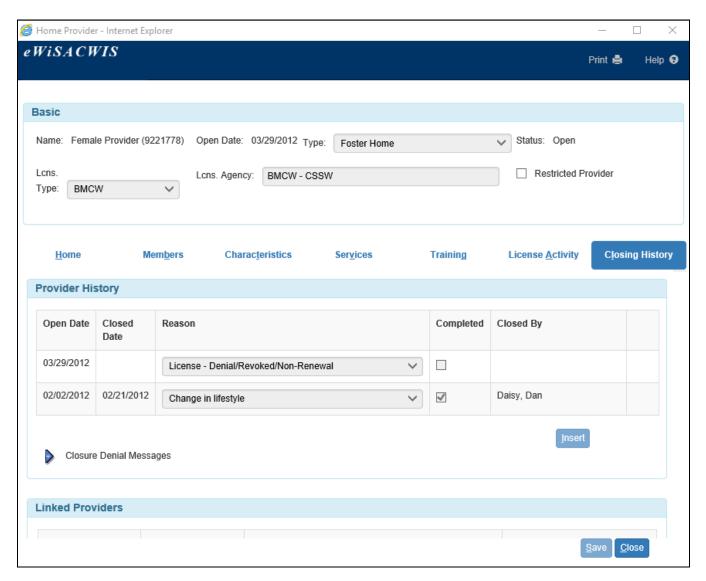


- 4. Select Yes to continue to deactivate the access to SYNC. Within 5 minutes, all former SYNC users for that provider will also have their access removed. OHC Placement Referrals will no longer be able to be made to this specific provider.
- 5. Click on the Closing History tab. In the Provider History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

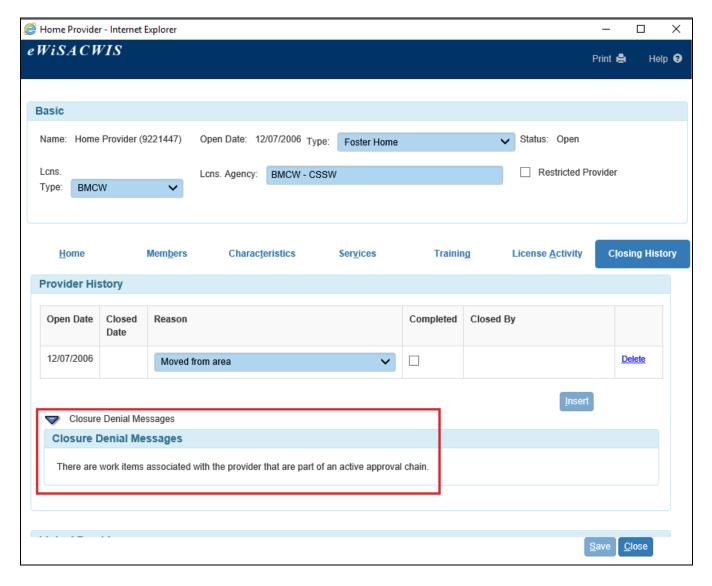


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6. If the closure has been accepted, the record will be frozen.



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



- 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.