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How Do I...?	Selections	Tips & Guidelines
<p>Create Original License from the Desktop.</p>	<ul style="list-style-type: none"> ▪ Select Provider Work from the Create menu bar option. ▪ On the Create Provider Work page, select Create License from the License dropdown box in the Create Provider Items group box and then select the appropriate provider from the list of providers assigned to the user. 	<ul style="list-style-type: none"> ▪ This is the first step to create an original. ▪ License page defaults to Basic tab. ▪ It consists of four tabs: Basic, Characteristics, Details and Services.
<p>Document Information in License page>Basic tab.</p>	<ul style="list-style-type: none"> ▪ In the License Information group box, select a value from the License Type dropdown. ▪ Enter date in Date Completed Application Received field. ▪ Enter date in Issue Date field. ▪ Enter date in Expiration Date field. ▪ In the Assessment Decision group box, select an Assessment Decision. ▪ Select a reference value from the Reason 1, Reason 2 and Reason 3 dropdowns, as many as applicable, if the assessment decision is Deny or Withdrawn. 	<ul style="list-style-type: none"> ▪ The name of the Provider, Status, and Completion Date are system derived. ▪ The Basic tab is used to view and record general license information about a Provider. Pre-filled information includes the address of the provider in the Provider Information group box and the names of the Caregiver 1 and Caregiver 2. ▪ Note: The user can edit the License Type field until final license approval. ▪ Date Completed Application Received, Issue Date and Expiration Date fields are required. ▪ Reason 1 is a required field if selecting the Deny or Withdrawn radio buttons in the Assessment Decision group box.
<p>Review Information in License page>Characteristics tab.</p>	<ul style="list-style-type: none"> ▪ All information on the Characteristics Tab is view only when accessed via the Provider Licensing page. 	<ul style="list-style-type: none"> ▪ The Characteristics tab consists of two list boxes. <ul style="list-style-type: none"> - 1. Provider Accepts - 2. Other Provider Characteristics.

		<ul style="list-style-type: none"> ▪ Note: The worker can add, update or delete characteristics using the Person Provider/Organization Provider page, Characteristics tab.
<p>Document Information in License page>Details tab.</p>	<ul style="list-style-type: none"> ▪ On the Details tab >License Restrictions group box, select a reference value for the Specific Restrictions field. ▪ Enter a value in the Capacity Restriction field. ▪ Select a value in the Gender Restriction field. ▪ Enter text in License Notes group box. 	<ul style="list-style-type: none"> ▪ Note: The License Restrictions group box allows the user to document any restrictions on the License. Such restrictions could be specific to the provider, for example, the provider license is for a specific child. ▪ The restriction might limit the provider’s placement capacity, the acceptable gender or age of the children accepted for placement. ▪ Values selected in any of the four dropdown boxes in the License Restriction group box will display on the License. ▪ The value in the Capacity Restriction field is system derived from the Total License Bed Capacity field on the Services tab. This amount can be modified to less than the Total License Bed Capacity field, but can never be greater.
<p>Launch and Print the License Template.</p>	<ul style="list-style-type: none"> ▪ From the Options dropdown select License Template 	<ul style="list-style-type: none"> ▪ Print the template. ▪ Note 1: The user <u>must</u> open the license template before final approval of the license or it will not be available to view or print after the license approval. ▪ Note 2: The documents open in view mode for non-assigned workers.
<p>Approval of the License.</p>	<ul style="list-style-type: none"> ▪ From the Options dropdown, select approval. 	<ul style="list-style-type: none"> ▪ Approval History Page is launched. Goes through standard Approval processing. ▪ The system enables this page when users select either the ‘Approve’, ‘Provisional’, ‘Deny’, or ‘Withdrawn’ radio buttons in

		<p>the Assessment Decision group box.</p> <ul style="list-style-type: none"> ▪ Note1: The page opens in view mode for non-assigned users. ▪ Note 2: Successful approval of new, renewed, and relicensed licenses is dependent on the correct amount of training hours documented on the Training tab of the Person Provider page. If the Caregiver does not have the correct amount of pre-service or in-service training required for the license type selected, the user will receive an error message upon submitting the License for approval. Once the Training tab of the Caregiver’s Person Provider page is updated accordingly, the License can be resubmitted for approval.
<p>Document Information in License page>Services tab.</p>	<ul style="list-style-type: none"> ▪ In the Licensed Services group box select either the all Fiscal Agencies radio button to view all Fiscal Agencies and the licensed services offered to them by the provider <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ▪ Select a Fiscal Agency specific radio button from the dropdown to view the specific Fiscal Agency and the licensed services offered to it by the provider ▪ Click on the Edit Licensed Services hyperlink. ▪ Edit License Capacity field. If applicable. ▪ Update the Status dropdown if applicable. 	<ul style="list-style-type: none"> ▪ Note: Only the Fiscal Agency worker with appropriate security can document information in the Services Tab. <p>On selecting all Fiscal Agencies radio button:</p> <ul style="list-style-type: none"> ▪ The Licensed Services group box displays services associated with the provider from every Fiscal Agency. ▪ The Fiscal Agency column heading is visible for licensed services. ▪ The Edit Licensed Services hyperlink is not available in this view. <p>On selecting Fiscal Agency specific radio button:</p> <ul style="list-style-type: none"> ▪ The worker will only see licensed services for the selected Fiscal Agency. ▪ For the Fiscal Agency selected, all the service categories, type of services, license capacity and the status of the services they are offering are displayed. ▪ Edit Licensed Services hyperlink is

	<ul style="list-style-type: none"> ▪ Edit Contract ID field if applicable. ▪ Click Save. ▪ Click Close. 	<p>enabled.</p> <ul style="list-style-type: none"> ▪ Note 1: Once a license has been set to ‘Active’, all licensed service types do not appear on the Edit Licensed Services page for the Fiscal Agency. The only licensed services that appear on this page for the Fiscal Agency are services that had a capacity of greater than 0 at time of license approval. ▪ ▪ Additionally user with appropriate security can access the Service Rate and Provider Service Rate pages from the Options dropdown.
<p>Documenting information in Additional licensing Actions pop-up page.</p>	<ul style="list-style-type: none"> ▪ Click on Insert button if applicable. ▪ In the Licensing Actions group box, select a Value from the Action’s dropdown. ▪ Enter date in MM/DD/YYYY format in the Effective from field. ▪ Select a value from the Reason 1 dropdown (The first reason for the license status update). ▪ Select a value from the Reason 2 dropdown (The second reason for the license status update). ▪ Select a value from the Reason 3 dropdown. (The third reason for the license status update). ▪ Launch the Approval pop-up from the options dropdown. 	<ul style="list-style-type: none"> ▪ Note 1: The system enables this page for users after an approval of a License. ▪ Note 2: When the license is pending, the Additional Licensing Actions value is not available in the Options drop down box. ▪ Note 3: Licenses ‘Denied’, ‘Withdrawn’, ‘Renewed’, ‘Expired’, ‘Closed’ or ‘Made in Error’ cannot be re-activated from this page. The user needs to create a new license in these instances. ▪ Note 4: The Additional Licensing Actions page for licenses opens in view mode for non-assigned users. ▪ Note 5: There can only be one active License Action at a time, so the Insert button is available only when there are no license actions or only approved previous license actions. ▪ Since each licensing action has an effect on the status of the license, it must go through the approval process. ▪ Note: Approving the licensing action updates the status field for the license and removes ticklers affecting the license, if appropriate.
<p>This is more of a</p>	<ul style="list-style-type: none"> ▪ Identifying a provider as a 	<ul style="list-style-type: none"> ▪ The ‘Duplicate Provider Clean-up’ value

<p>Tips & Guidelines Closing a Duplicate provider.</p>	<p>duplicate and linking the provider to another suitable provider record in the system, automatically ends the associated license in FSFN. The provider link functionality modifies the Additional Licensing Actions page as follows:</p> <ul style="list-style-type: none"> ▪ Adds a reference value of ‘Duplicate Provider Clean-up’ to the Reason 1 field. ▪ In the scenario mentioned above, If an approved active license exists, end the license on the Additional Licensing Actions page as follows: <ol style="list-style-type: none"> 1. Set the Actions field to ‘Close’. 2. Set the Effective Date to be the system date. 3. Set the Reason 1 field to be ‘Duplicate Provider Clean-up’. 4. Auto approves the page with the name of the worker ‘inactivating’ the provider and using the system date. 	<p>will be available to select on the Additional Licensing Actions page by selecting the Action value of ‘Close’.</p> <ul style="list-style-type: none"> ▪ Action field is set to close, System date is prefilled in the effective date field, Reason1 field is set to ‘Duplicate Provider Clean-up’.
<p>Closing a Duplicate provider.</p>	<ul style="list-style-type: none"> ▪ In the scenario mentioned above, if an approved withdrawn or denied license exists, and the Issue Date and Expiration Date are in the past (with respect to the linking date). ▪ DO NOT insert any Additional Licensing Actions (rows). 	<ul style="list-style-type: none"> ▪ No Additional Licensing Actions (rows) are inserted. ▪ Issue Date and Expiration Date are not updated.

	<ul style="list-style-type: none"> ▪ DO NOT update Issue Date and Expiration Date. 	
<p>Documenting information in Home Study pop-up page.</p>	<ul style="list-style-type: none"> ▪ From the Options drop down, select Home Study. 	<ul style="list-style-type: none"> ▪ This pop-up page allows the user to view existing Home Study documents linked to the particular license displayed on the License page, as well as the approval status of the Home Study. ▪ The pop-up page will display all Home Study text template records linked to the current license, sorted by Date in descending order. ▪ Note 2: Workers cannot access the Home Study page from this page. Existing Home Studies are accessed via the outliner.
<p>Documenting information in License Notifications page.</p>	<ul style="list-style-type: none"> ▪ Access the License Notifications page through the Options drop down box on the Basic tab of the License page by selecting License Letter CPA or License Letter CCA listed under the Letters heading in the Options drop down box. ▪ Click on the Insert button. ▪ Check the Sent check box. ▪ Click Save. ▪ Click Close. 	<ul style="list-style-type: none"> ▪ License Notifications page is launched. ▪ The Document Type value will fill in with the letter name, in this case – “License Letter CPA or License Letter CCA” selected in the Options drop down box. ▪ During the documentation of the license, the worker has the ability to generate forms or notices sent to the provider. An example would be a License Letter CPA or License Letter CCA. Generating a hard copy of the specified template creates a provider note stating that the letter was sent. The License Notification page opens in view mode for non-assigned users.
<p>Edit Licensed Services</p>	<ul style="list-style-type: none"> ▪ On the License page, select all Fiscal Agencies radio button or select Fiscal Agency specific radio button, and select a specific fiscal agency which ever is applicable. ▪ Click on the Edit Licensed Services hyperlink. ▪ Review Licensed Services 	<ul style="list-style-type: none"> ▪ All the fields in the header are system derived. ▪ Note: Once a license has been set to ‘Active’, all licensed service types do not appear on the Edit Licensed Services page for the Fiscal Agency. The only licensed services that appear on this page for the Fiscal Agency are services that had a capacity of greater than 0 at time of

	<p>group box.</p> <ul style="list-style-type: none"> ▪ Edit License Capacity field. If applicable. ▪ Update the Status dropdown if applicable. ▪ Edit Contract field. ▪ Click Save. ▪ Click Close. 	<p>license approval.</p> <ul style="list-style-type: none"> ▪ Additionally, only Fiscal Agency can access the Service Rate and Provider Service Rate pages from the options dropdown.
<p>Re-License the Provider or Modify the name of the provider.</p>	<p>Select the Create Provider Work menu item.</p> <ul style="list-style-type: none"> ▪ Choose License ▪ From the dropdown, select Name Amendment or Re-License as the value. <p>▪ Select the Re-License or Name Amendment value from the License drop down box, as well as the name of the provider.</p> <p>▪ Select the radio button next to the active license and press the Continue button in the License Select pop-up page.</p>	<ul style="list-style-type: none"> ▪ Current license for the selected provider is displayed. ▪ It consists of two group boxes, Provider and Active Licenses. All the fields in this page are System derived. ▪ For new licenses, the status value is pending in the License Page. ▪ For existing licenses the status value changes to renewed on the Outliner after the approval process in the License Page. ▪ Note 1: Once the renewal information has been entered, the license must go through the appropriate Approval Process. ▪ Note 2: Only DCF Licensing Staff is able to launch the License Select Page. ▪ Note 3: Eight hours of in-service training must be documented for each Caregiver identified on the license.