Changing the Status of a Provider Record

Knowledge Base Article

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Ohio | Department of Job and Family Services

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Changing the Status of a Provider Record

Overview

Complete the following steps if you need to change a **Provider** record's status from **On Hold** to **Active**.

Navigating to the Provider Information Screen

Complete the following steps to navigate to the Provider Information screen. This example shows a provider with an **On Hold** status.

1. On the Ohio SACWIS **Home** screen, click the **Provider** tab.

2. Click the **Provider Search** tab.

The **Provider Profile Search Criteria** screen displays.

3. In the **Provider ID** field, enter the appropriate **Provider ID** number.

Note: You can also use the **Provider Search** option under the **Search** menu at the top of the **Home** screen to locate the provider.

4. Click the **Search** button.

The results display in the **Search Results** section of the screen.

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5. Click the **Edit** link in the appropriate row.

The **Provider Overview** screen displays.

6. Click the **Provider Information** link.

The **Provider Name Information** screen appears displaying the **Provider Status Information** section (shown in red below).

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Changing the Provider Status from On Hold to Active

1. In the **Provider Status Information** section, click the **Edit** link.

The **Provider Status Information** screen appears displaying the **Provider Status** and **Effective Date** (shown in green below).

2. Enter the **Resolved Date** for the On Hold status.

Hint: Click the **Calendar** icon beside the field to select the date.

3. Enter a Narrative in the **Comments** text box if desired. (Optional)

4. Click the **OK** button.

The **Provider Name Information** screen appears. The **Provider Status Information** section displays **Active** in the **Provider Status** column, and displays the system date in the **Status Effective Date** column.

Important: As shown in red above, when the **OK** button is clicked, Ohio SACWIS automatically changes the provider status to **Active** and adds the system date to the record.

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5. When complete, click the **Save** button.

If you need additional information or assistance, please contact the OFC Automated Systems Help Desk at Ohio SACWIS_HELP_DESK@jfs.ohio.gov .

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