

Changing the Status of a Provider Record



Knowledge Base Article

Changing the Status of a Provider Record

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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.

The screenshot shows the 'Provider Profile Search Criteria' screen. The top navigation bar has tabs for Home, Case, Provider, Financial, and Administration. The 'Provider' tab is selected. Below the navigation bar, there are sub-tabs: Workload, Provider Search, Provider Match, Recruitment, Inquiry, Training, Contracts, Agency Certifications, and KCCP Pre-Screening Tool. The 'Provider Search' sub-tab is selected. The main content area is titled 'Search For Provider Profile'. It contains a search form with the following fields: Provider ID (text input), OR (text input), Provider Name (text input), Member Last Name (text input), Member First Name (text input), Member Middle Name (text input), Provider Category (dropdown), Agency Type (dropdown), Provider Type (dropdown), and Provider Status (dropdown). There is a checkbox labeled 'Include "Closed" Provider Type Status' which is checked. At the bottom of the form, there is a 'Search' button (highlighted with a red box) and a 'Clear Form' button. Below the search form, there is a link for 'Address, Contact and Provider Reference Criteria'. At the bottom of the page, there is a 'Name Match Precision' section with a green bar and a text input field for 'AKA/Nicknames'. There are also links for 'Power Results' and 'More Results'.

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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Search Results

Result(s) 1 to 15 of 500 / Page 1 of 34

Provider Name / ID	Provider Status	Provider Category	Address
view edit	CLOSED	HOME	
View Provider Type Information ▾			
view edit	CLOSED	HOME	
View Provider Type Information ▾			

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

The **Provider Overview** screen displays.

< >

Provider Overview

- Activity Log
- Inquiries
- KPIP History
- KCCP Pre-Screening Tool
- Forms/Notices
- Skills
- Training
- Acceptance Criteria
- Description of Home

PROVIDER NAME / ID: _____ CATEGORY / STATUS: **Home / Active**

PRIMARY ADDRESS: _____ PRIMARY CONTACT: **Other Phone: .**

Provider Actions

[Provider Information](#) [Linked 1692 Providers](#)

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

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

PROVIDER NAME / ID: _____ CATEGORY: **Home**

Basic Address Members Relationships Caregivers Capacity

Provider Name Information

Provider Name	Effective Date	End Date
	05/04/2008	
	10/15/2003	06/03/2008

Provider Type Information

Closed Type Status: Exclude Include Foster to Adopt (1692): Exclude Include

Provider Type/Child Name	Agency	Type Effective Date	Type End Date	Type Status
view Foster Care	County Department of Job and Family Services	10/02/2001		Fostered

Provider Status Information

Provider Status	Reason	Status Effective Date	View Status History
view On Hold	Family Problems	06/03/2003	

Provider Reference Information

Reference Type	Reference Number	Description
view		
view		
view		
view		FOSTERCARE

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Changing the Provider Status from On Hold to Active

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

Provider Status Information

[View Status History](#)

	Provider Status	Reason	Status Effective Date
view	On Hold	Family problems	05/26/2023
edit			

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

PROVIDER NAME / ID: [REDACTED] CATEGORY: Home

Provider Status Information

Provider Status: * On Hold

Effective Date: * 05/26/2023

Comments:

Spell Check Clear 1000

On Hold Reasons

	Reason	Other Reason	Reason Effective Date	Reason End Date
edit	Family problems		05/26/2023	

[Add Reason](#)



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.

Changing the Status of a Provider Record

Provider Status Information

[View Status History](#)

Provider Status	Reason	Status Effective Date
Active		05/26/2023

[view](#)
[edit](#)

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

Manage Provider Details

PROVIDER NAME / ID: [redacted] CATEGORY: Home

Basic | Address | Members | Relationships | Caregivers | Capacity

Provider Name Information

Provider Name	Effective Date	End Date
[redacted]	08/04/2008	
[redacted]	09/18/2006	08/03/2008

Provider Type Information

Closed Type Status: Exclude Include Foster to Adopt (1692): Exclude Include

Provider Type/Child Name	Agency	Type Effective Date	Type End Date	Type Status

Provider Status Information

[View Status History](#)

Provider Status	Reason	Status Effective Date
Active		05/26/2023

[view](#)
[edit](#)

Provider Status:

Provider Reference Information

Reference Type	Reference Number	Description
Legacy Provider ID	[redacted]	

[edit](#) [delete](#)
[view](#)

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