Steps to Citation Dispute Resolution:

Provider disagrees with a citation on a Corrective Action Plan (CAP).

1. Provider will attempt to resolve any questions about the citation informally with the Licensing Specialist, either face-to-face, via a phone call or e-mail before the CAP is due.

2. If the Licensing Specialist agrees with the provider, then a revised CAP shall be issued by the Licensing Specialist.

3. If the issue is not resolved before the CAP is due, the provider will note on the CAP in the “actions to be taken” section, of the citation disputed that the provider does not agree with the citation and reasons for the disagreement. The provider may submit supporting documentation.
4. The Licensing Specialist will respond in writing to the disputed citation within **20 business days**.

5. If the Licensing Specialist agrees that the citation is incorrect, the Specialist will remove it from the CAP.

6. If the Licensing Specialist continues to support the citation, the Licensing Specialist will state the reasons why the citation is correct within the CAP.

7. If the provider wishes to appeal this citation, the provider has **10 business days** to appeal the citation and request a meeting with the Regional Manager. This meeting may be in person or by phone.

8. The Regional Manager will schedule this meeting within 10 business days to resolve the issue.

9. The Regional Manager will make a decision with consultation of the Director of Licensing/Associate Director.

10. The Director/Associate Director will issue a final decision regarding the citation within 10 business days.

11. If the citation is upheld, the provider will have 10 days to submit the corrective action plan. If the citation is not upheld, the Office of Licensing will remove the violation from the CAP.

12. Nothing in this procedure will prevent the Office of Licensing from enforcing immediate corrective action where the violation presents a threat to health and safety.

13. A license shall continue in effect after the expiration date if the provider has submitted a renewal application **before the date** of expiration and there are no grounds to deny the application. A letter may be issued by the Department for the provider or service if the CAP is in process or if the license is not issued prior to the date of expiration.