



## CONNECT Provider Portal - How Do I Job Aid

### How Do I Determine which Modification Application to Submit in CONNECT when a Change Needs to Be Made?

The following guide will help you identify the appropriate modification application menu choice in CONNECT for the licensing scenario your organization wishes to accomplish. There are three types of modification applications or menus available from the CONNECT Provider Portal Dashboard:

- 1) **Service Modification**
- 2) **Location Modification**
- 3) **Information Modification**

Modification Type/Menu	When to submit this type of application:
<b>Service Modification</b>	This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service/license.
<b>Location Modification</b>	<p>This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to add a NEW service location OR relocate a service requiring a change in physical address from one location to another.</p> <p>*If a provider is changing their address (moving their current location to another physical location), they will <u>also</u> need to submit an Information Modification to close the current location/address.</p> <p><b>Note for Sponsored Residential Services:</b> If a provider currently holds a license for a sponsored residential service, they will not submit a location modification to add the location. The sponsored provider will need to follow the <a href="#">Sponsored Provider Certification Process</a> (November 2021).</p>
<b>Information Modification</b>	<p>This type of modification, along with the required supporting documentation, will need to be submitted if a provider wants to make general changes to the current license as listed below. The appropriate information modification type must be correctly selected in order for the Office of Licensing to process your request for change. If you do not select the correct information modification type, the Information Modification will be withdrawn by the OL and the provider will be advised to resubmit.</p> <ul style="list-style-type: none"> <li>• The Information Modification submenu allows you to submit information changes for the following reasons: <ul style="list-style-type: none"> <li>○ Provider Name Change (include SCC certificate)</li> <li>○ Organizational Structure Change (include organization chart)</li> <li>○ Close Provider Organization</li> <li>○ Service Description Change</li> <li>○ Geographical Area Served Change</li> <li>○ Population Served Change (Age, Gender, Disability)</li> <li>○ Close Service</li> <li>○ Number of Beds or Capacity Change</li> <li>○ Demographic Information Change</li> <li>○ Building or Home Modification Change</li> <li>○ Close Location</li> <li>○ Other Modification (Use for changing Main Authorized Contact)</li> </ul> </li> </ul>



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## Modification Processing in CONNECT

Modifications opened in CONNECT remain in a status of “Pending Submission” until the provider officially submits the application request to the Office of Licensing. To submit the application you must click the **Submit** button in CONNECT, which will appear when all requirements have been met. Once it is submitted the status will change to “Pending.”

Since CONNECT limits providers to three “Pending Submission” applications by type, it is important to submit your modification applications in a timely manner. For example, if you are requesting a location relocation and begin the modification in CONNECT and you do not complete the modification, the application will remain open and in “Pending Submission”.

All modifications in the status of “Pending Submission” will remain in that status until one of the following occurs:

- Provider submits the application by clicking the **Submit** button which changes the application status from “Pending Submission” to “Pending”.
- Provider sends a CONNECT Help Desk ticket to withdraw modifications where “Pending Submission” applications (more than 3 “Pending Submission” of any type) have disabled the Provider Portal menu and the provider cannot request any additional modifications.
- The CONNECT nightly job runs and will remove all modifications in “Pending Submission” with an open date **greater than 30 days**.



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## Frequently Asked Questions - Modifications

**1) Q: How do I change the Main Authorized Contact (“MAC”)?**

**A:** The provider will need to submit an Information Modification and indicate the name of the current CONNECT “MAC” and add the name of the user in CONNECT that will become the new “MAC”.

**2) Q: I am moving to a new office location, what do I need to submit to update the location address in CONNECT?**

**A:** The provider will need to 1) Submit a Location Modification to add the new address/location and 2) Submit an Information Modification to close the old location/address. Both modification applications need to be submitted in order to process the change.

**3) Q: I currently only provide services to the female population, but want to serve both males and females, what modification do I need to submit in Connect?**

**A:** The provider will need to submit an Information Modification. Select the sub-link “Population Served Change” and indicate the population to be served. You will also need to submit a revised service description that describes the population being served.

**4) Q: Do I need to submit a Location Modification for a new sponsored home?**

**A:** No. The sponsored provider will need to follow the [Sponsored Provider Certification Process](#) (November 2021).

**5) Q: How do I change the bed capacity for my group home?**

**A:** The provider will need to submit an Information Modification. Select the sub-link “Number of Beds or Capacity Change” and indicate the number of beds they are requesting to be licensed. If a provider is increasing beds, the provider should submit additional supporting documentation to include staffing pattern and a floor plan.

**6) Q: What modification do I need to submit if a sponsor is moving from one location to another (change in physical address)?**

**A:** The provider will submit an Information Modification. Select the sub-link “Close Location” to close the old location and submit the Word Version of the Sponsor Certification Form via the CONNECT Provider Portal to add the new location.

**7) Q: Can I submit more than one informational change within an Information Modification application?**

**A:** Yes. The provider can select more than one informational change within a single Information Modification.