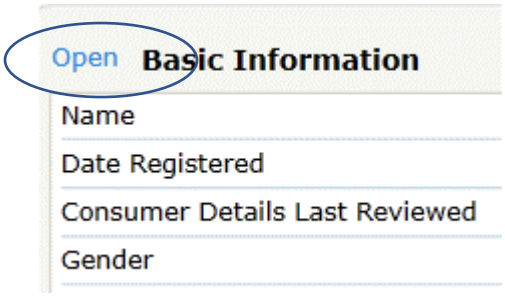
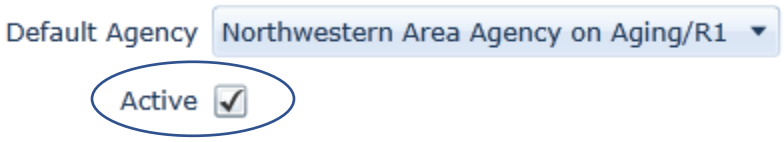
REACTIVATING A CONSUMER

1. Go to the consumer detail screen – Basic Information. Click on "OPEN".



2. Scroll down to Default Agency selection box. Just below that box, is an "Active" box. Place a check mark in this box.

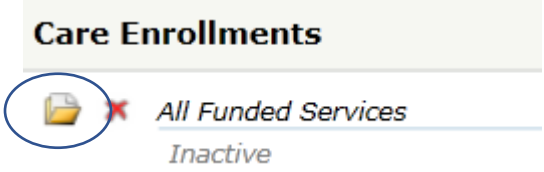


3. Go to the "Notes" box on the righthand side of the Detail screen.

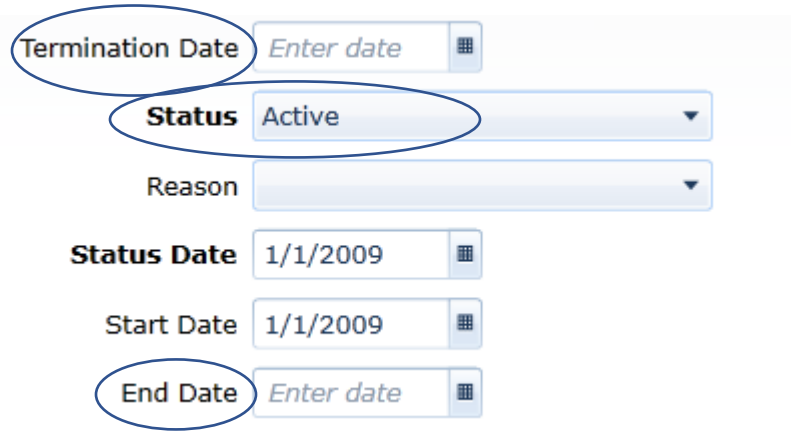


Place a note in the box providing a reason for the reactivation of this consumer. (Example: Consumer moved back from another county. Provide the date of reactivation then sign and date the note.

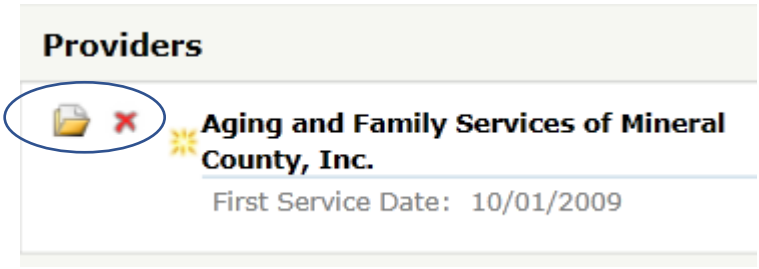
4. Go to the "Care Enrollment" box. Click on the yellow folder.



5. Remove the dates in the Termination and End Date boxes. Then, change the Status box from "Inactive" to "Active".



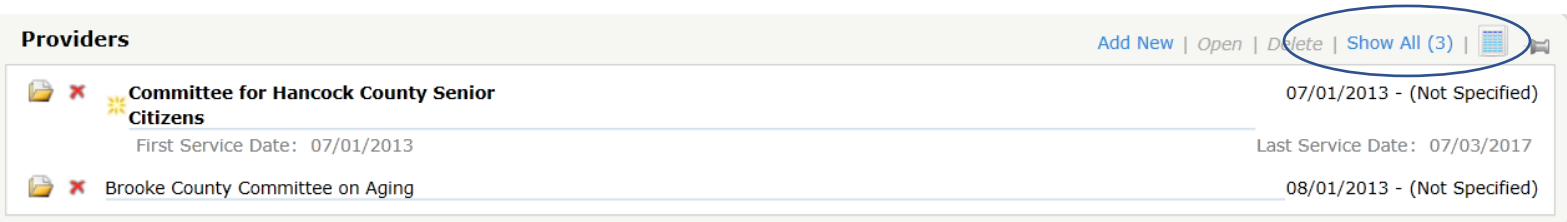
6. Go to and open the yellow folder to the left of the "Provider" box. <u>If you are already a provider</u>, remove the date from the End Date box and click "OK".





If you are not listed as a provider, add the new provider by clicking on "Add New" in the Provider box. (See Item #7 below.)

Be sure to look all the way to the right side of the Provider box to insure the correct provider is shown – the provider that needs to be reactivated.



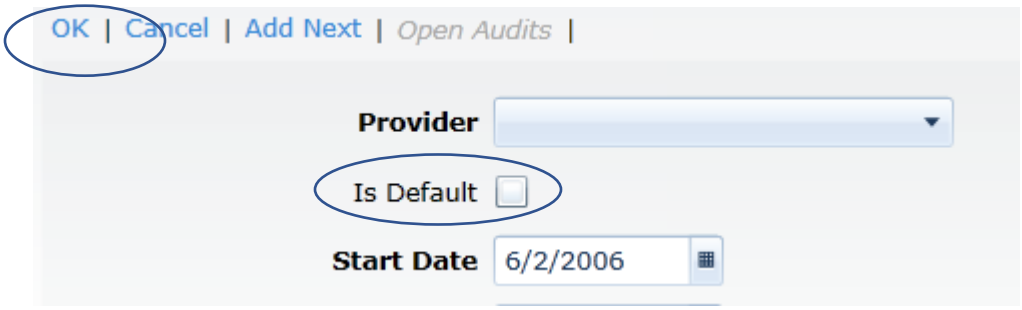
In the above instance, there are only two (2) providers listed in the Provider box. However, when looking to the right side of the Provider box, it shows there are actually three (3) providers.

By clicking once on the "Show All (3)" (in blue), it will show the third provider associated with this consumer.

7. If you are a <u>new</u> provider, click on "Add New" located on the righthand side of the "Provider" box.



Fill in the provider name, place a check mark in the Is Default box and click "OK" to close the box to indicate you are the PRIMARY provider, IF this is the case. If you are NOT the Primary provider, do not place a checkmark in the "Is Default" box.



NOTE: As a courtesy to other providers, please always provide a reason for the reactivation (or deactivation) so when a new provider is added, they will understand why the action occurred. Sign and date the note.

8. **Be sure to indicate who is the Default Provider (shown in bold) in the Provider box.**

