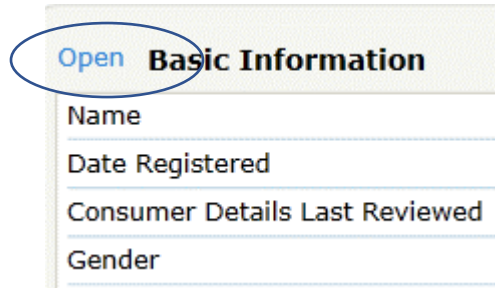


REACTIVATING A CONSUMER

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



Open Basic Information

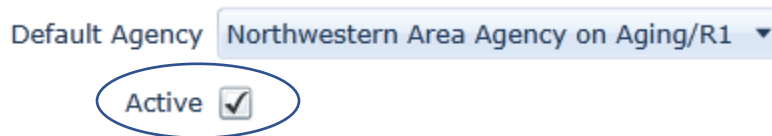
Name

Date Registered

Consumer Details Last Reviewed

Gender

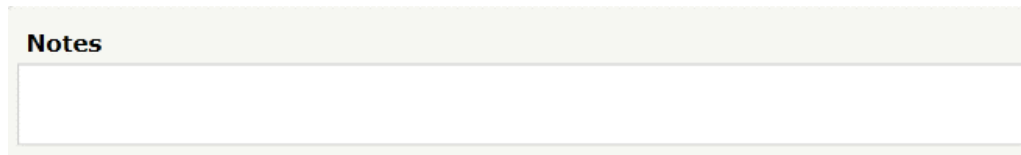
2. Scroll down to Default Agency selection box. Just below that box, is an “Active” box. Place a check mark in this box.



Default Agency Northwestern Area Agency on Aging/R1 ▼

Active

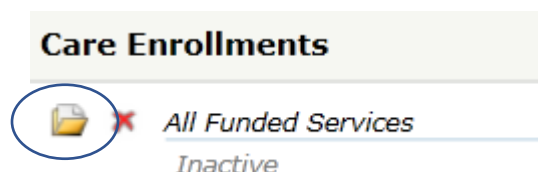
3. Go to the “Notes” box on the righthand side of the Detail screen.





Notes

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.



Care Enrollments

  All Funded Services

Inactive

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

Termination Date

Status

Reason



Status Date

Start Date

End Date

6. Go to and open the yellow folder to the left of the “Provider” box. If you are already a provider, remove the date from the End Date box and click “OK”.

Providers

  **Aging and Family Services of Mineral County, Inc.**

First Service Date: 10/01/2009

Provider

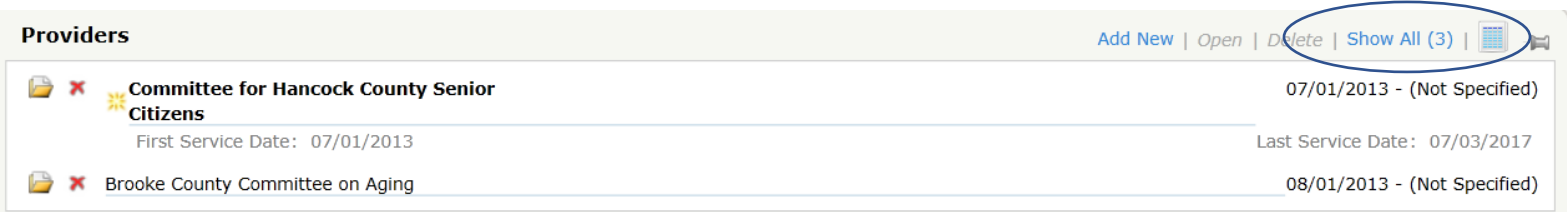
Is Default

Start Date

End Date

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.



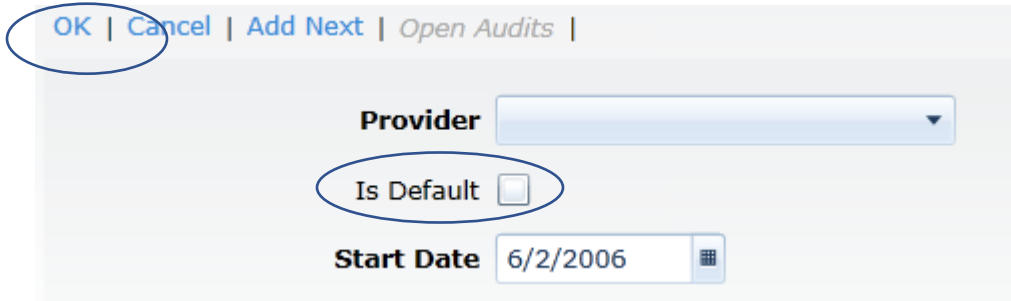
In the above instance, there are only two (2) providers listed in the Provider box. However, when looking to the right side of the Provider box, it shows there are actually three (3) providers.

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 new provider, click on “Add New” located on the righthand side of the “Provider” box.



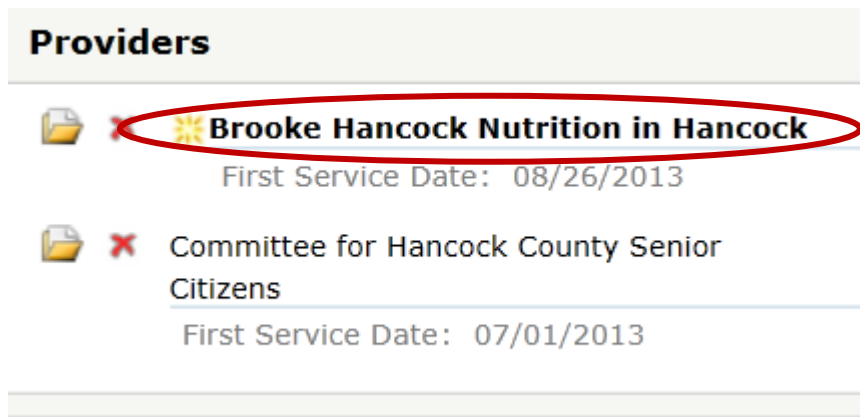
Fill in the provider name, place a check mark in the Is Default box and click “OK” to close the box to indicate you are the PRIMARY provider, IF this is the case. If you are NOT the Primary provider, do not place a checkmark in the “Is Default” box.







A screenshot of a web form for adding a provider. At the top, there are four buttons: 'OK', 'Cancel', 'Add Next', and 'Open Audits'. The 'OK' button is circled in blue. Below the buttons, there is a 'Provider' dropdown menu, an 'Is Default' checkbox (which is also circled in blue), and a 'Start Date' field with the value '6/2/2006' and a calendar icon.

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.



A screenshot of a table titled 'Providers'. The table has two rows. The first row is circled in red and contains a folder icon, a red 'X' icon, the name 'Brooke Hancock Nutrition in Hancock' in bold, and the text 'First Service Date: 08/26/2013'. The second row contains a folder icon, a red 'X' icon, the name 'Committee for Hancock County Senior Citizens', and the text 'First Service Date: 07/01/2013'.

Providers	
  Brooke Hancock Nutrition in Hancock	First Service Date: 08/26/2013
  Committee for Hancock County Senior Citizens	First Service Date: 07/01/2013