WA441 FACILITY NOTICES NOT RETAINING FACILITY ADDRESS

There is an issue with Facility Notices not retaining the name and address of the facility. Instead, the consumer's name and address is populated. Users need to check the Facility Notice after it is generated in the Distributed Documents page to make sure that the Facility Notice retained the name and address of the facility. If not, complete the following steps.

STEP 1: Select **Document Control** tab from the Global Navigation bar.

STEP 2: From the **Template Repository Search** page enter the **Facility Form Name** or **Facility Form Number** and click the **Search** button.

STEP 3: From the **Template Repository Search Results** page select the **Facility Notice** by clicking the **Form Name** hyperlink.

STEP 4: From the **Document Parameters** pop-up window click the **Select** button under **Resource/Provider**. The **Select Resource** pop-window displays.

    a. Enter the information needed to find the correct facility.

    b. Click the **Search** button.

    c. From the **Select Resource Search Results Summary** page select the radio button next to the correct **Facility** and click the **Select** button.

STEP 5: From the **Document Parameters** pop-up window enter the **Case Number** and click the **Go** button.

    a. Select the **Consumer Name- Beneficiary.**

    b. Select the **Program.**

    c. Complete any other required fields.

    d. Click the **Generate Form** button.

STEP 6: Review the **Facility Notice** PDF. If the Form is correct, click the **Save and Print Locally** button.

    a. This will allow the user to print the Facility Notice using their office printer and save a copy of the form in the **Distributed Documents** for the case.

STEP 7: Mail the **Facility Notice** to the facility.

STEP 8: Delete the **Facility Notice** addressed to the consumer from the **Distributed Documents** page.

    a. From within the context of the case click the **Eligibility** tab from the Global Navigation bar.

    b. Click the **Distributed Documents** tab from the Local Navigation bar.

    c. From the **Distributed Documents Search Page** click the **Search** button.

    d. From the **Distributed Documents Search Results** page click the check box next to the **Facility Form** with the incorrect name and address.

    e. Click the **Delete** button.

STEP 9: Create a **Journal Entry** of the actions taken.

Document Change Log

Date	Version	Author	Change Description
11/12/2015	2.7	J Garcia	Initial Draft Complete

*Update version/date in document footer.