Long Term Care Provider Portal

Entering and
Submitting a
Plan of Correction

LICENSING AND REGULATORY AFFAIRS

CUSTOMER DRIVEN. BUSINESS MINDED.

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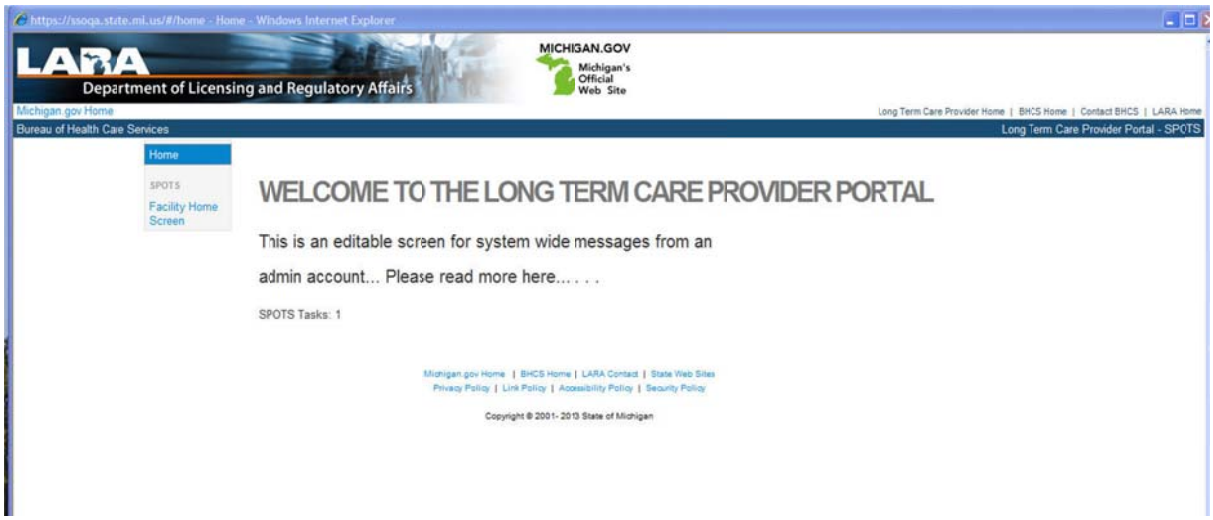
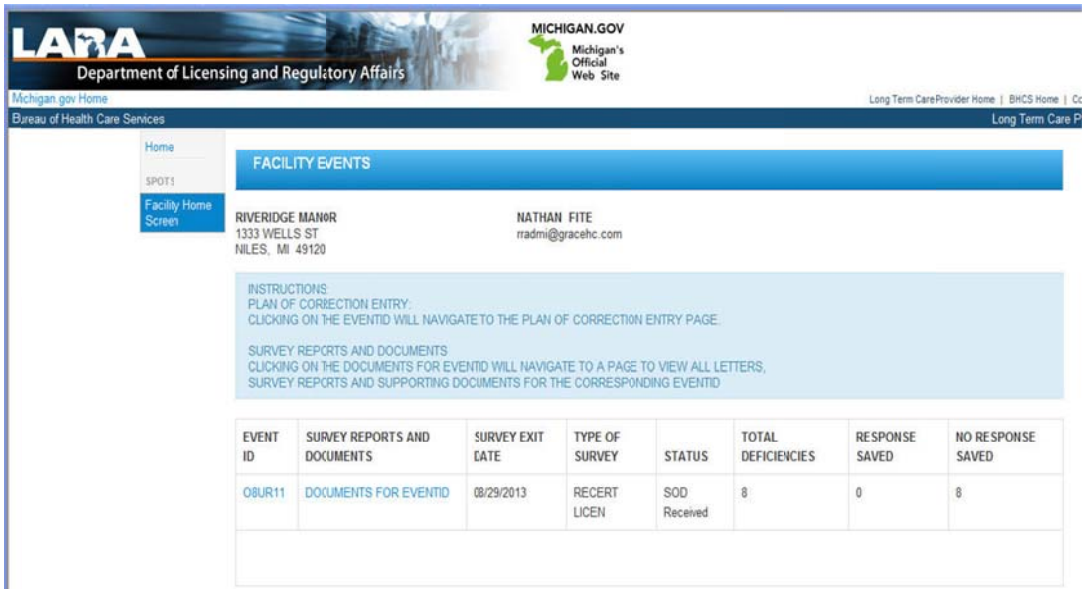
LTC PROVIDER PORTAL – ENTERING/ SUBMITTING A PLAN OF CORRECTION (POC)

LOGIN TO THE SSO PORTAL AND SELECT
LTCPP/ LONG TERM CARE PROVIDER PORTAL



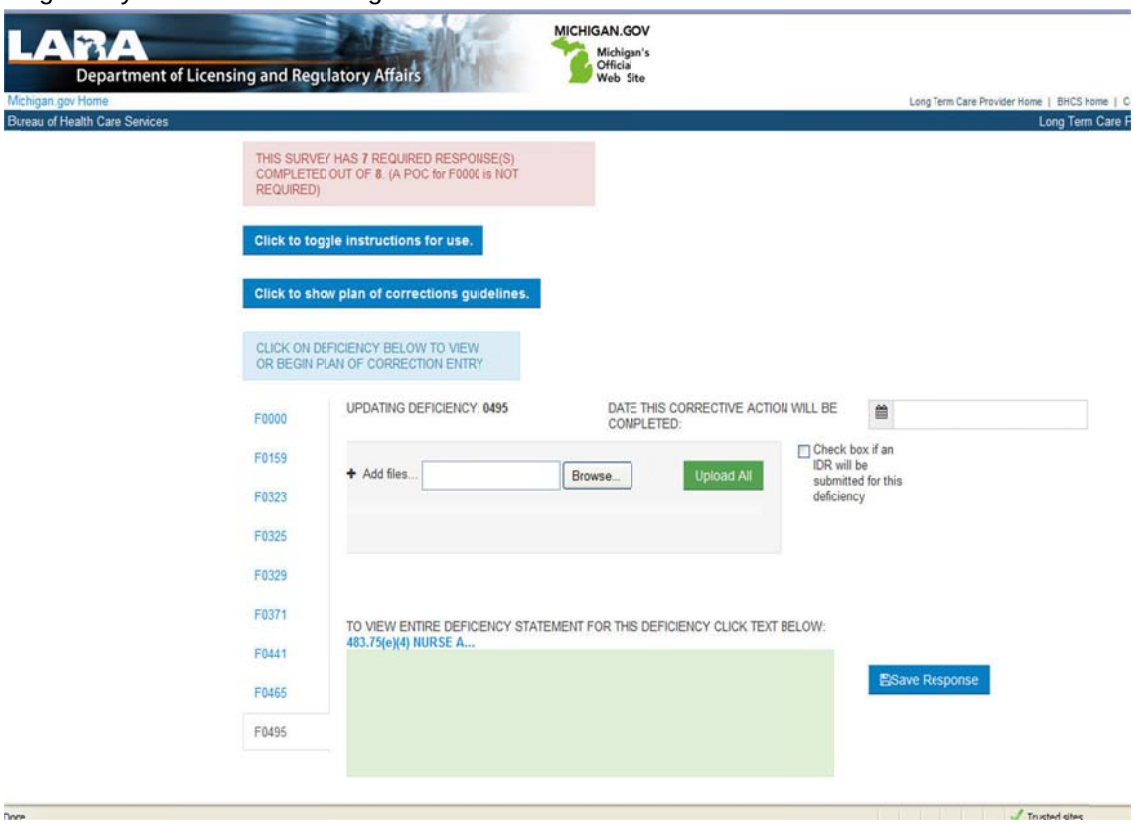
1) Left click – Facility Home Screen – this will take you to the Facility Events Screen



2) Left click on the 'Documents for EventID to see the Statement of Deficiency, GRID and Enforcement Letter.

3) To enter Plan of Correction entry screen – Click on the 6 character Event ID.

4) Left Click on the Tag number on the left to select a tag to enter your POC. To see the Deficiency Statement, click the blue Regulatory citation reference; to close the deficiency text view, click the Regulatory citation reference again.



5) You have three options to enter your POC a) Click in the Green area and type in your response OR b) Upload a file by clicking the Browse button to find your file and click the Upload All button OR c) Open a Word document and do a copy and paste into the Green POC area

NOTE: The document with your POC response to each tag must be in .txt or .rtf format in order to properly upload. IF YOU UPLOAD A TXT OR RTF FILE, YOU CANNOT EDIT IT ONCE IT IS IN THE GREEN POC AREA.

The upload function is for entering POC text only. It is **NOT** for attaching documents to your POC. Contact your Licensing Officer if additional documentation needs to be submitted with your POC.

6) Enter the Completion date for the POC for the tag by clicking in the box next the calendar and select your correction date or type in the date

7) If you plan to submit an IDR for the deficiency, click the check box. Email or send your IDR materials to your Licensing Officer. Do NOT attempt to attach those to your POC.

8) Click the blue **Save Response** button. You must click this after entering the POC and date for each citation.

9) Click on the next tag number you want to work on and repeat steps 5-8.

10) After you have responded to all Tags, you will see a Green button “Finalize Plan of Correction”.