

**This email was sent from an unmonitored account. Please do not reply to this message.**

All,

This message is to inform you that **PELICAN Provider Certification** system is experiencing unexpected provider closures in the system. This occurs on the 31<sup>st</sup> day after a certified facility's certificate expires and the 16<sup>th</sup> day after a registered facility's certificate expires. When an application is submitted online or entered into the system, the closure should no longer occur. However, the issue currently being experienced is that the facility is closing even if the application is entered but the new certificate is not generated within the 31<sup>st</sup> or 16<sup>th</sup> day time period.

PCR 18224 has been created to resolve this issue and the fix will be implemented in the near future. Until then, if you experience provider closures, please contact DRA. We are currently researching to identify the providers that have been closed in the system due to this issue. We will provide you with this information as it becomes available.

We will let you know once the fix is implemented to resolve this issue. At that time, the process for renewal applications will be as follows: As providers are entered into the system and a certificate is generated, the system tracks the expiration date of the facility. Based on this date, the system will generate the following:

- Renewal Notice – Generated 130 days prior to the certificate expiration date
- Alert – Generated to the worker 130 days prior to the certificate expiration date
- Renewal Notice – Generated 90 days prior to the certificate expiration date
- Alert – Generated to the worker 90 days prior to the certificate expiration date
- Renewal Notice – Generated 60 days prior to the certificate expiration date
- Alert – Generated to the worker 60 days prior to the certificate expiration date
- Renewal Notice – Generated 30 days prior to the certificate expiration date (*this notice will start generating June 19, 2008 with maintenance release 1.0.6*)
- Alert – Generated to the worker 30 days prior to the certificate expiration date
- Expiration Letter – Generated on the certificate expiration date

Once a renewal application is submitted either online or a paper application is entered into the system, the system will not close the facility, the alerts and notices will stop generating and the renewal application process will continue.

If an application is not submitted online or entered into the system prior to the expiration date, the facility will be closed:

- Certified facilities will close on the 31<sup>st</sup> day after the certificate expiration date
- Registered facilities will close on the 16<sup>th</sup> day after the certificate expiration date

On the 31<sup>st</sup> day after a certified facility's expiration date or 16<sup>th</sup> day after a registered facility's expiration date, the closure will be updated in PELICAN Child Care Works.

**Example:**

Provider #1's expiration date is June 30<sup>th</sup>, 2008.

On February 21, 2008, the system will generate the 130 day Renewal Notice and Alert.

On April 1, 2008, the system will generate the 90 day Renewal Notice and Alert.

On May 1, 2008, the system will generate the 60 day Alert.

On May 31, 2008, the system will generate the 30 day Alert.

On June 30, 2008, the system will generate the Expiration Notice.

If this is a certified facility: On July 31, 2008, the system will automatically close the facility.

If this is a registered facility: On July 16, 2008, the system will automatically close the facility.

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