Change Request
Provider Level Approval
Remove Format

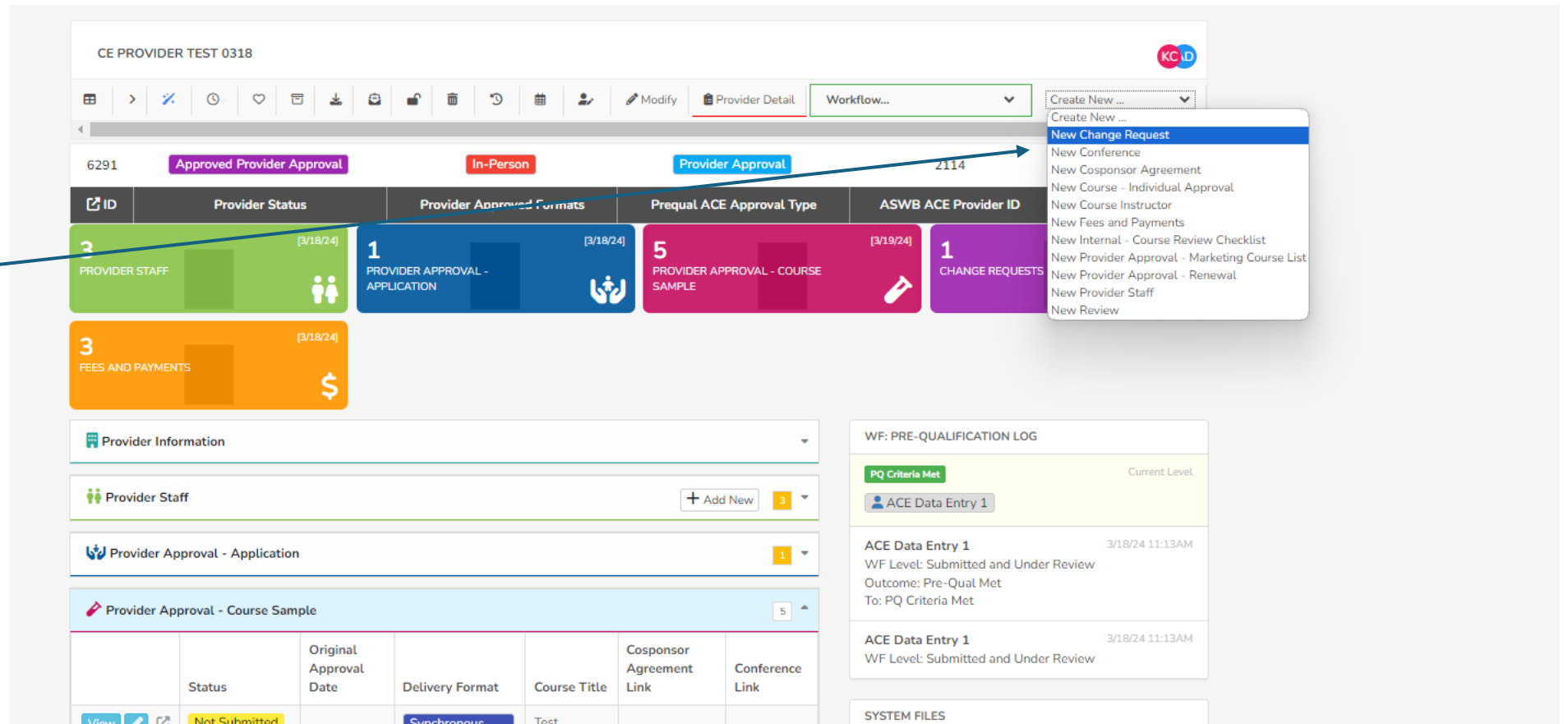# Change Type – Provider Approval
Remove Format

Providers with provider level approval that discontinue offering courses in a specific format may submit a change request to remove the format no longer being offered at any time during their approval period.

Once the change request to remove the format has been accepted by ACE, the format included in the change request will be removed from the provider approved formats field on the provider details screen of the provider record.

Entering a New Change Request

Access the provider record in the portal and click the "Create New" dropdown.

From the dropdown list, click New Change Request.

Change Request Entry

When the change request opens, enter the change effective date.

Select provider level format changes as the change type.

Select provider- remove format as the provider level format change.

Select the format to remove from the available options.

Complete the signature section and click save entry.

Change Request Submission

Click "Submit"

Change Request Approval

Once the change request is approved by ACE the status will reflect approved and the format being removed will no longer show in the provider approved formats field.