



# Provider Approval- Renewal Applications in More Information Needed Status Responding to Review Items

## Responding to Review Items

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Once a renewal application has been reviewed by ACE, if updates or corrections are required, an email will be sent to the provider and the application will be in a status of “More Information Needed”.

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Corrections to applications must be made within 30 days to maintain provider approval.

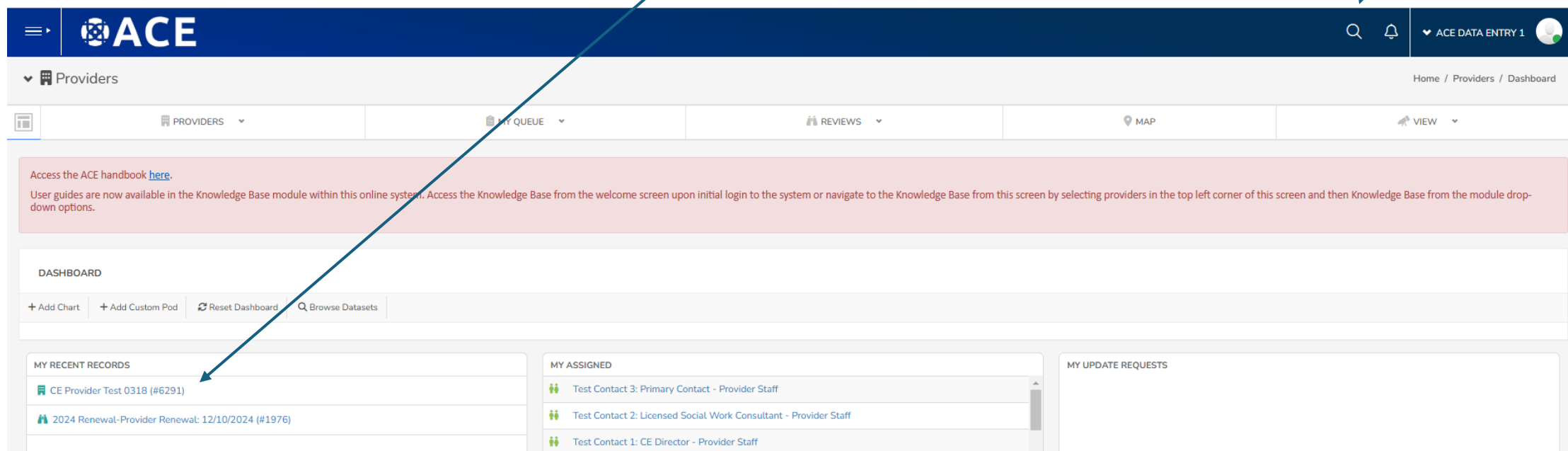
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# Accessing the Provider Record

After successfully logging in and clicking the Providers module,



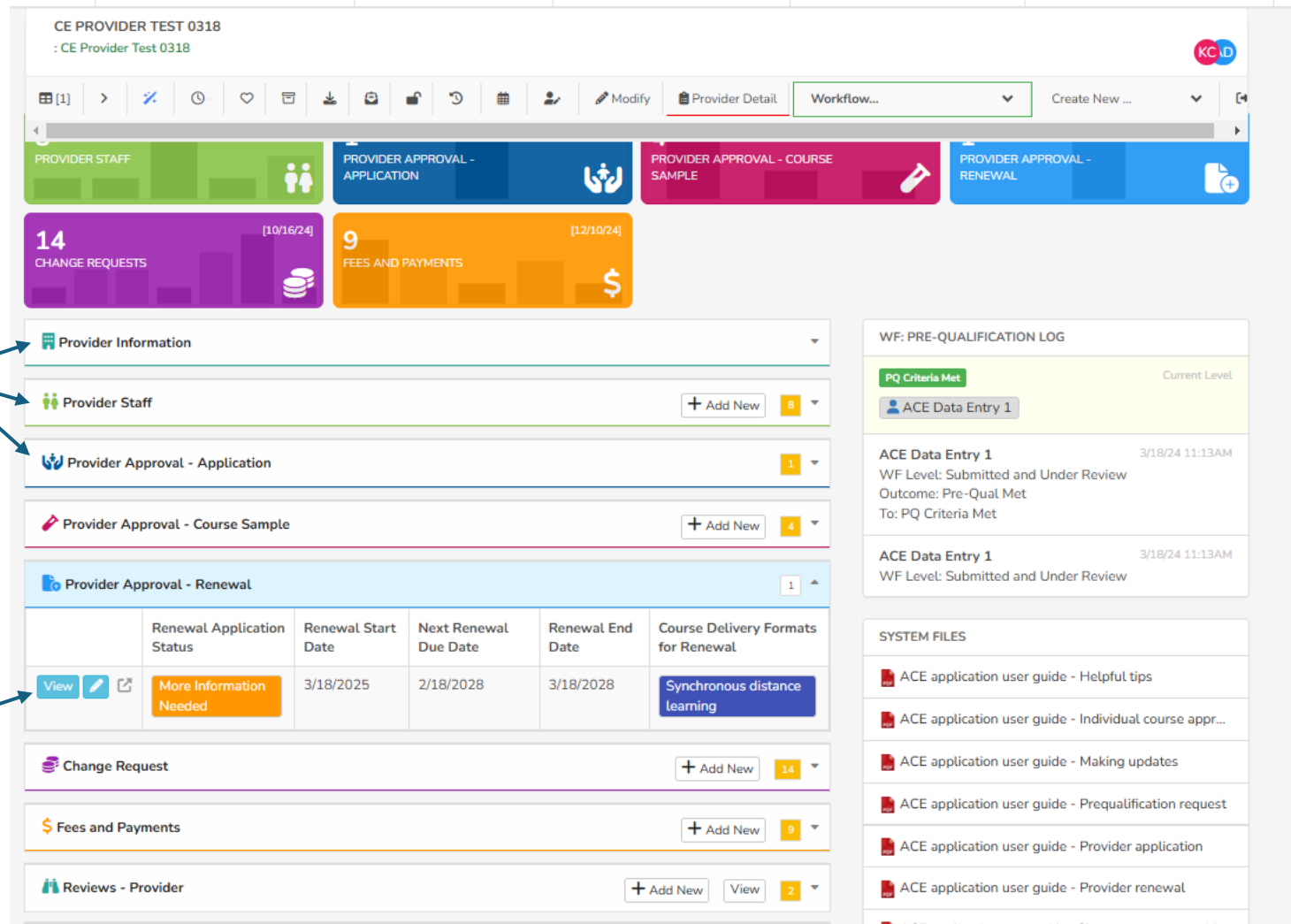
Open the provider record from the dashboard either by typing the provider name in the search icon in the top right corner of the screen or click the provider name in the my recent records box.



# Accessing the Renewal Record

The renewal record is accessible from the provider details page of the provider record. Each section of the provider details page is expandable and collapsible by clicking the section. If sections of the record expand by default, it may be necessary to collapse them or scroll down the provider details page to see the Provider Approval- Renewal section.

If updates or corrections are required, the provider renewal application will be in a status of “More Information Needed”.  
Expand the Provider Approval- Renewal section and click view to open the renewal record.



The screenshot shows the 'CE PROVIDER TEST 0318' details page. At the top, there are navigation tabs for 'Provider Detail', 'Workflow...', and 'Create New...'. Below this are several expandable sections:

- PROVIDER STAFF**: 8 items
- PROVIDER APPROVAL - APPLICATION**: 1 item
- PROVIDER APPROVAL - COURSE SAMPLE**: 4 items
- PROVIDER APPROVAL - RENEWAL**: 1 item
- Change Request**: 14 items
- Fees and Payments**: 9 items
- Reviews - Provider**: 2 items

The 'PROVIDER APPROVAL - RENEWAL' section is expanded, showing a table with the following data:

View	Renewal Application Status	Renewal Start Date	Next Renewal Due Date	Renewal End Date	Course Delivery Formats for Renewal
<a href="#">View</a>	More Information Needed	3/18/2025	2/18/2028	3/18/2028	Synchronous distance learning

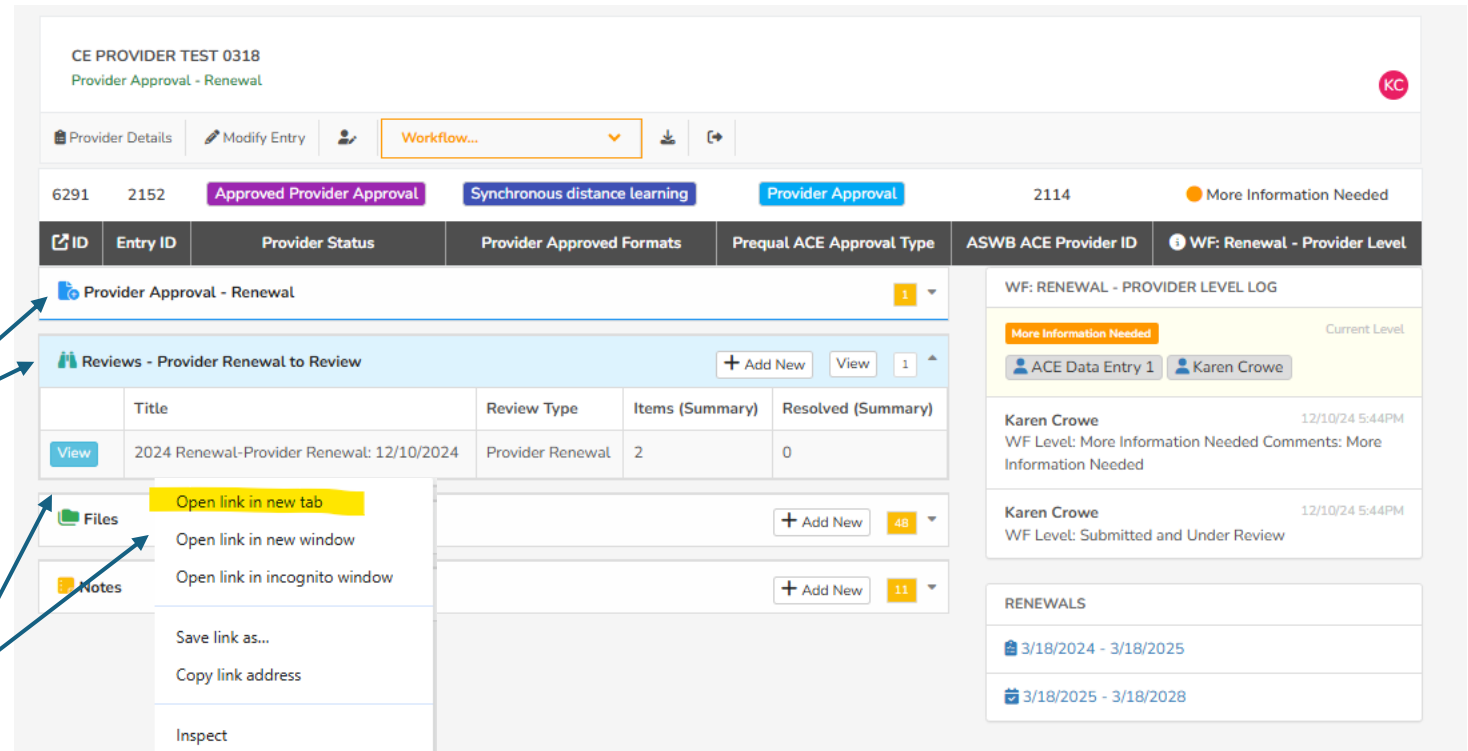
On the right side of the page, there is a 'WF: PRE-QUALIFICATION LOG' section showing 'ACE Data Entry 1' with a status of 'Submitted and Under Review' and an outcome of 'Pre-Qual Met'. Below this is a 'SYSTEM FILES' section with several PDF guides related to the application process.

# Accessing the Renewal Review

Renewals in a status of More Information Needed will have a review section that identifies the number of items from the renewal that require response or correction.

The Provider Approval-Renewal and Reviews sections may be expanded or collapsed by clicking on them.

Expand the Reviews section, right click view and select the option to open link in new tab. This will open the review section in a separate tab in the internet browser.



CE PROVIDER TEST 0318  
Provider Approval - Renewal

Provider Details Modify Entry Workflow... [Download] [Refresh]

6291 2152 Approved Provider Approval Synchronous distance learning Provider Approval 2114 More Information Needed

ID	Entry ID	Provider Status	Provider Approved Formats	Prequal ACE Approval Type	ASWB ACE Provider ID	WF: Renewal - Provider Level
						1

Provider Approval - Renewal

Reviews - Provider Renewal to Review + Add New View 1

Title	Review Type	Items (Summary)	Resolved (Summary)
2024 Renewal-Provider Renewal: 12/10/2024	Provider Renewal	2	0

Files: Open link in new tab (highlighted), Open link in new window, Open link in incognito window, + Add New 48

Notes: Save link as..., Copy link address, Inspect, + Add New 11

WF: RENEWAL - PROVIDER LEVEL LOG

More Information Needed Current Level

ACE Data Entry 1 Karen Crowe

Karen Crowe 12/10/24 5:44PM  
WF Level: More Information Needed Comments: More Information Needed

Karen Crowe 12/10/24 5:44PM  
WF Level: Submitted and Under Review

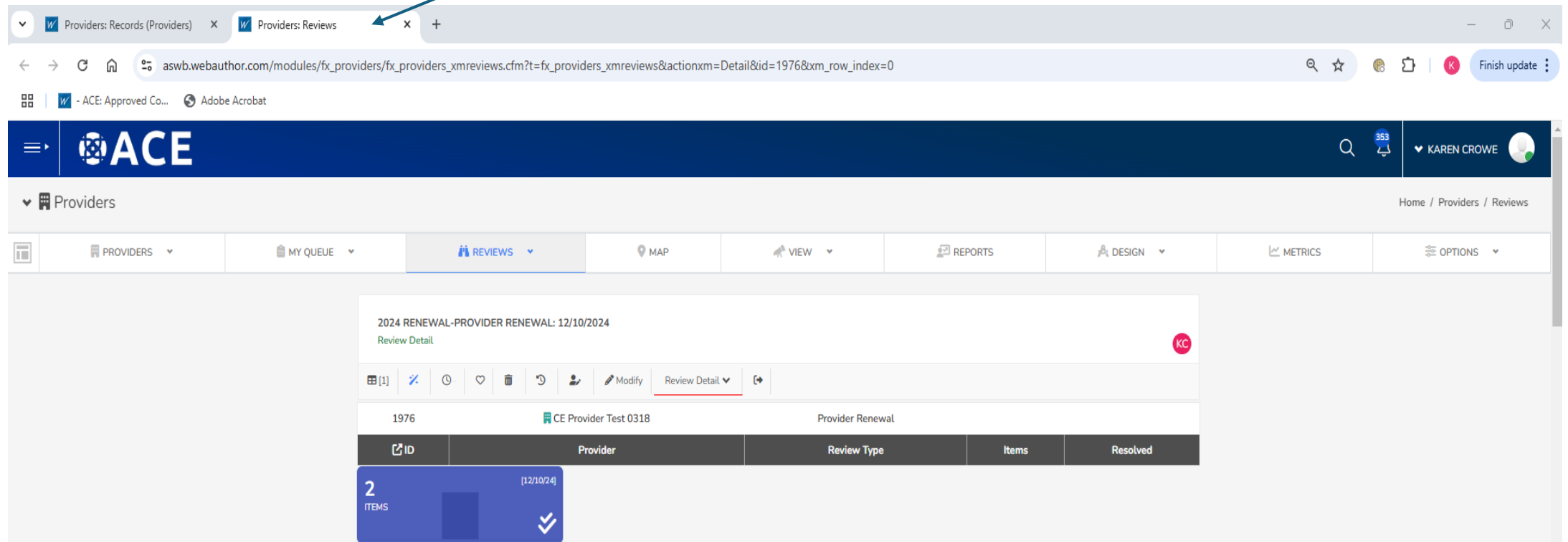
RENEWALS

3/18/2024 - 3/18/2025

3/18/2025 - 3/18/2028

# Using Multiple Browser Tabs

Two tabs will now be open in the internet browser.  
Click the second tab titled Provider: Reviews.



The screenshot shows a web browser with two tabs open. The active tab is titled "Providers: Reviews" and displays a page from aswb.webauthor.com. The page content includes a navigation bar with the ACE logo, a search bar, and a user profile for KAREN CROWE. Below the navigation bar is a breadcrumb trail: Home / Providers / Reviews. A menu bar contains options: PROVIDERS, MY QUEUE, REVIEWS (selected), MAP, VIEW, REPORTS, DESIGN, METRICS, and OPTIONS. The main content area shows a "2024 RENEWAL-PROVIDER RENEWAL: 12/10/2024" section with a "Review Detail" sub-section. A table below this section has columns for ID, Provider, Review Type, Items, and Resolved. The table contains one row with ID 1976, Provider CE Provider Test 0318, and Review Type Provider Renewal. A blue notification box in the bottom left corner indicates "2 ITEMS" with a date of [12/10/24].

# Review Detail

On the review detail screen, the Review, Items and Review Details sections are expandable and collapsible by clicking in the blue header of each section.

Expand the items section to view and edit the items that require correction or response.

In this example, there are two review items that require action.

2024 RENEWAL-PROVIDER RENEWAL: 12/10/2024  
Review Detail

2 ITEMS

Reviews

Created By Karen Crowe  
Modified By Karen Crowe  
Review Title 2024 Renewal  
Review Date 12/10/2024  
Provider CE Provider Test 0318  
Review Type Provider Renewal  
Provider Renewal to Review Provider Approval - Renewal: CE Provider Test 0318 - 2152





Items

	Type	Field	Resolved	ACE Comments	ACE File Upload	Provider Response	Provider Response File
View	Action Required	Attendance Certificate - Course Delivery	ASWB will mark this item as RESOLVED after it is reviewed internally No	Reviewers notice the old ACE approval statement is being used on certificates of credit. The ACE approval statement was updated in the handbook a few years ago. Reference standard 6.2 in the ACE handbook. The current ACE approval statement for use in promotional material and on certificates of credit is as follows:  [Provider name], [provider number], is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: [dates]. Social workers completing this course receive [number] [type] continuing education credits.  <b>ACTION REQUIRED:</b> Confirm in response to this review item that the current provider approval statement as published in standard 6.2 will be used in promotional material and on certificates of credit for courses offering ACE credit.			
View	Action Required	Current Grievance Policy	ASWB will mark this item as RESOLVED after it is reviewed internally No	The grievance policy must include a statement indicating that the social work consultant will be involved in all grievance resolutions for social workers. The individuals involved in the process must be identified in the written policy. Reference standard 7.2 in the ACE handbook.  <b>ACTION REQUIRED:</b> Revise the grievance policy to include a statement that the social work consultant will be involved in all grievance resolutions for social workers. Submit the revised grievance policy to ACE.			

# Opening Review Items

Click the pencil icon beside each review item to open the item for editing.

The field column in the items grid identifies the question in the renewal application the review item pertains to.

Items <span style="float: right;">+ Add New 2</span>							
	Type	Field	Resolved	ACE Comments	ACE File Upload	Provider Response	Provider Response File
View  	Action Required	Attendance Certificate - Course Delivery	ASWB will mark this item as RESOLVED after it is reviewed internally <span>No</span>	Reviewers notice the old ACE approval statement is being used on certificates of credit. The ACE approval statement was updated in the handbook a few years ago. Reference standard 6.2 in the ACE handbook. The current ACE approval statement for use in promotional material and on certificates of credit is as follows:  [Provider name], [provider number], is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: [dates]. Social workers completing this course receive [number] [type*] continuing education credits.  <b>ACTION REQUIRED:</b> Confirm in response to this review item that the current provider approval statement as published in standard 6.2 will be used in promotional material and on certificates of credit for courses offering ACE credit.			
View  	Action Required	Current Grievance Policy	ASWB will mark this item as RESOLVED after it is reviewed internally <span>No</span>	The grievance policy must include a statement indicating that the social work consultant will be involved in all grievance resolutions for social workers. The individuals involved in the process must be identified in the written policy. Reference standard 7.2 in the ACE handbook.  <b>ACTION REQUIRED:</b> Revise the grievance policy to include a statement that the social work consultant will be involved in all grievance resolutions for social workers. Submit the revised grievance policy to ACE.			



## Responding to Review Items

Once the review item opens, ACE review comments to include any action required will be visible in the ACE Comments section.

Provider responses to review items may be typed in the text box labeled Provider Response.

Corrected documents may be uploaded by selecting choose file beside the Provider Response File field.

Click save entry after responding to the review item.

2024 RENEWAL-PROVIDER RENEWAL: 12/10/2024

Items

[1] Review Details

ID	Provider	Review Type	Items	Resolved
1976	CE Provider Test 0318	Provider Renewal	2	0

Items

Type \* Action Required

Date Posted 12/10/2024 05:55 PM

Resolved ASWB will mark this item as RESOLVED after it is reviewed internally

NO

ACE Comments

Reviewers notice the old ACE approval statement is being used on certificates of credit. The ACE approval statement was updated in the handbook a few years ago. Reference standard 6.2 in the ACE handbook. The current ACE approval statement for use in promotional material and on certificates of credit is as follows:

[Provider name], [provider number], is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: [dates]. Social workers completing this course receive [number] [type] continuing education credits.

**ACTION REQUIRED:** Confirm in response to this review item that the current provider approval statement as published in standard 6.2 will be used in promotional material and on certificates of credit for courses offering ACE credit.

ACE File Upload

Provider Response

Provider confirms.....

Provider Response File

# Review Items

2024 RENEWAL-PROVIDER RENEWAL: 12/10/2024

Items KC

Review Details | Modify Entry | Delete Entry | [User Icon] | [Refresh]

ID	Entry ID	Provider	Review Type	Items	Resolved
1976	5170	CE Provider Test 0318	Provider Renewal	2	0

Items + Add New 2

Type Action Required

Posted By

Date Posted 12/10/2024 5:55 PM

Record ID 2152

Field Attendance Certificate - Course Delivery

Resolved ASWB will mark this item as RESOLVED after it is reviewed internally No

ACE Comments

Reviewers notice the old ACE approval statement is being used on certificates of credit. The ACE approval statement was updated in the handbook a few years ago. Reference standard 6.2 in the ACE handbook. The current ACE approval statement for use in promotional material and on certificates of credit is as follows:

[Provider name], [provider number], is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: [dates]. Social workers completing this course receive [number] [type] continuing education credits.

ACTION REQUIRED: Confirm in response to this review item that the current provider approval statement as published in standard 6.2 will be used in promotional material and on certificates of credit for courses offering ACE credit.

ACE File Upload

Provider Response  
Provider confirms.....

Provider Response File

Review Detail ▲

[Record No. 2152]

Renewal Application Status More Information Needed

Renewal Start Date 3/18/2025

After saving the provider response and/ or uploaded files, the system will return to the item detail page. Conduct a final review of the response to the review item from this screen. If edits are needed, click **Modify Entry** to reopen the item.

If the response is complete, click review details to return to the review detail page.

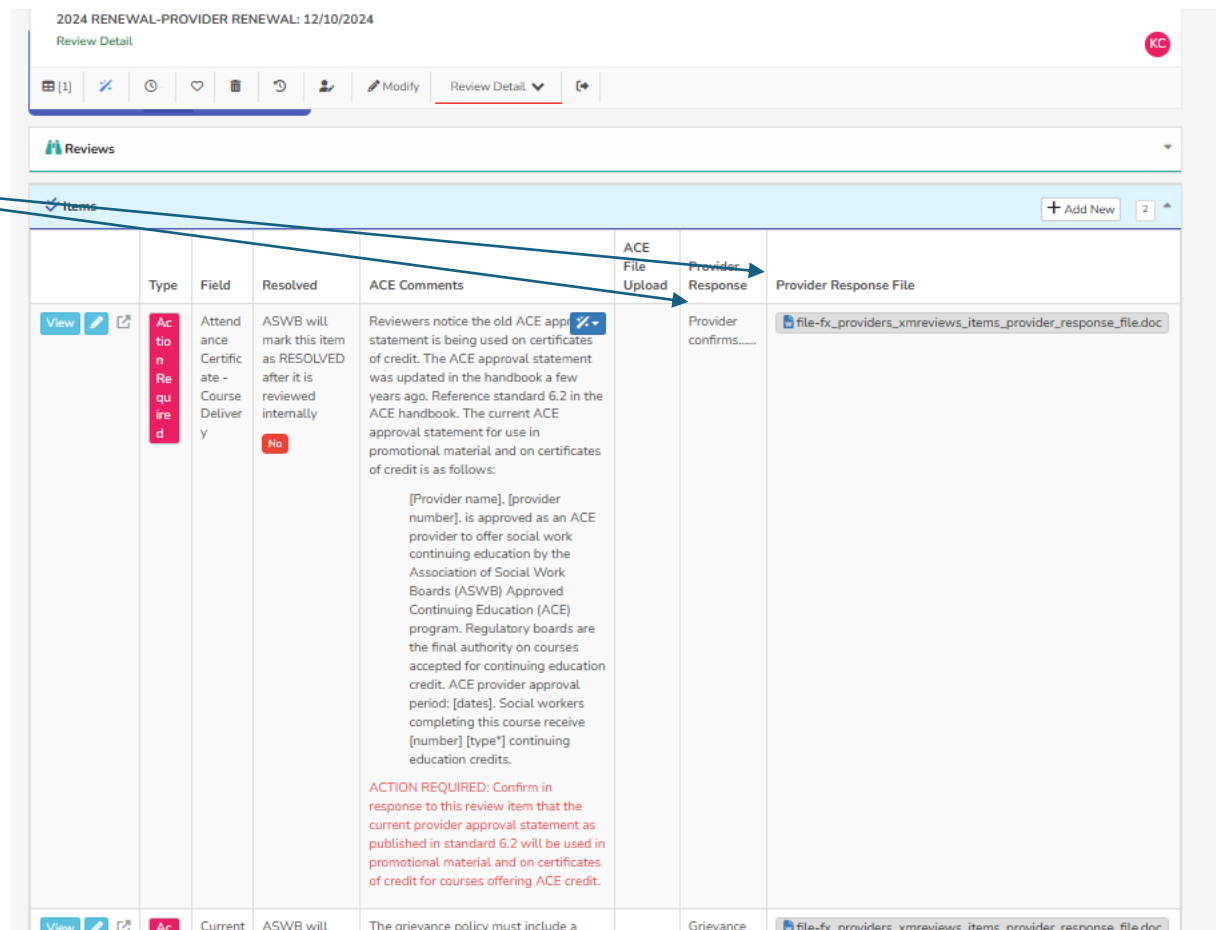
# Review Detail- Provider Response and Uploads

From the review details page, provider responses and file uploads entered in review items are visible in the items grid.

Once all review items have been responded to, the last step is to resubmit the renewal application.

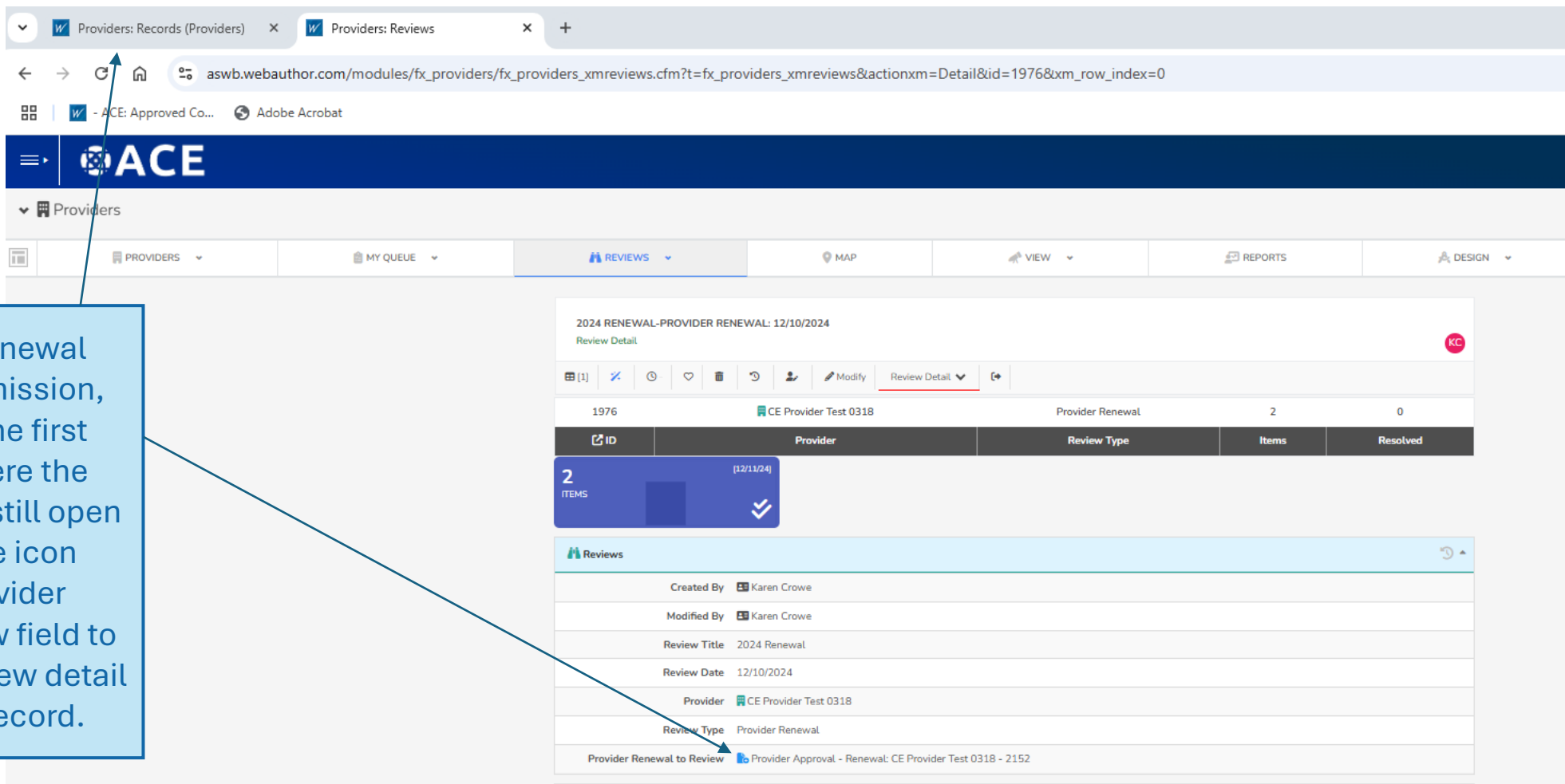
Resubmitting the renewal application will update the status from More Information Needed to Submitted and Under review.

The renewal application and review responses will enter the queue for ACE review.



	Type	Field	Resolved	ACE Comments	ACE File Upload	Provider Response	Provider Response File
<a href="#">View</a>	Action Required	Attendance Certificate - Course Delivery	ASWB will mark this item as RESOLVED after it is reviewed internally <b>No</b>	Reviewers notice the old ACE approval statement is being used on certificates of credit. The ACE approval statement was updated in the handbook a few years ago. Reference standard 6.2 in the ACE handbook. The current ACE approval statement for use in promotional material and on certificates of credit is as follows:  [Provider name], [provider number], is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: [dates]. Social workers completing this course receive [number] [type*] continuing education credits.  <b>ACTION REQUIRED: Confirm in response to this review item that the current provider approval statement as published in standard 6.2 will be used in promotional material and on certificates of credit for courses offering ACE credit.</b>		Provider confirms.....	file-fx_providers_xmreviews_items_provider_response_file.doc
<a href="#">View</a>	Current		ASWB will	The grievance policy must include a		Grievance	file-fx_providers_xmreviews_items_provider_response_file.doc

# Re-submitting the Renewal



The screenshot shows a web browser with two tabs: 'Providers: Records (Providers)' and 'Providers: Reviews'. The address bar shows the URL: `aswb.webauthor.com/modules/fx_providers/fx_providers_xmreviews.cfm?fx_providers_xmreviews&actionxm=Detail&id=1976&xm_row_index=0`. The page header features the ACE logo and a navigation menu. The main content area has a toolbar with options like 'PROVIDERS', 'MY QUEUE', 'REVIEWS', 'MAP', 'VIEW', 'REPORTS', and 'DESIGN'. The 'REVIEWS' section is active, displaying a 'Review Detail' for '2024 RENEWAL-PROVIDER RENEWAL: 12/10/2024'. Below this, there is a table with columns for ID, Provider, Review Type, Items, and Resolved. The table shows one row with ID 1976, Provider 'CE Provider Test 0318', Review Type 'Provider Renewal', 2 Items, and 0 Resolved. A blue callout box points to the 'Provider Renewal to Review' link in the details panel, which is highlighted in blue. The details panel shows fields for Created By, Modified By, Review Title, Review Date, Provider, Review Type, and a link to 'Provider Approval - Renewal: CE Provider Test 0318 - 2152'.

To access the renewal record for resubmission, either click on the first browser tab where the renewal record is still open or click the blue icon beside the Provider Renewal to Review field to move from the review detail to the renewal record.

# Re-Submitting the Renewal

Click the Re-Submit button at the top of the renewal record.

CE PROVIDER TEST 0318  
Provider Approval - Renewal

Provider Details | Modify Entry | Download | Refresh

RENEWAL - PROVIDER LEVEL - ACTION REQUIRED: MORE INFORMATION NEEDED

More Information Needed  
Karen Crowe

Re-Submit

ID	Entry ID	Provider Status	Provider Approved Formats	Prequal ACE Approval Type	ASWB ACE Provider ID	WF: Renewal - Provider Level
6291	2152	Approved Provider Approval	Synchronous distance learning	Provider Approval	2114	More Information Needed

Provider Approval - Renewal

Renewal Application Status: More Information Needed

Renewal Start Date: 3/18/2025

Next Renewal Due Date: 2/18/2028

Renewal End Date: 3/18/2028

WF: RENEWAL - PROVIDER LEVEL LOG

More Information Needed  
Current Level  
ACE Data Entry 1 | Karen Crowe

Karen Crowe 12/10/24 5:44PM  
WF Level: More Information Needed Comments: More Information Needed

The status of the record will update from More Information Needed to Submitted and Under Review. The renewal record and the responses to the review items will enter the queue for ACE review.

CE PROVIDER TEST 0318  
Provider Approval - Renewal

Provider Details | Modify Entry | Download | Refresh

6291 2152 Approved Provider Approval Synchronous distance learning Provider Approval 2114 Submitted and Under Review

ID	Entry ID	Provider Status	Provider Approved Formats	Prequal ACE Approval Type	ASWB ACE Provider ID	WF: Renewal - Provider Level
6291	2152	Approved Provider Approval	Synchronous distance learning	Provider Approval	2114	Submitted and Under Review

Provider Approval - Renewal

Renewal Application Status: Submitted and Under Review

WF: RENEWAL - PROVIDER LEVEL LOG

Submitted and Under Review  
Current Level  
Administration