

Volume

1

DEPARTMENT OF AGING AND DISABILITY SERVICES

CT Long Term Care Ombudsman Program

Involuntary Discharge

Portal User Manual

Involuntary Discharge Portal User Manual For Facility Staff

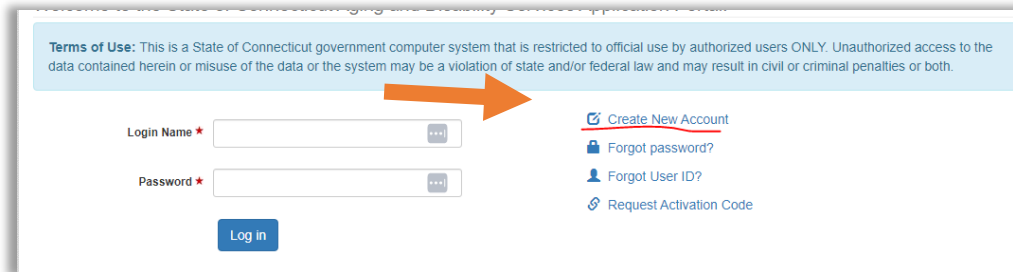
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Creating an Account

1. Go to: <https://adsapps.ct.gov/LTCOP/Default.aspx>
2. From Main Landing Page Click Create New Account



Terms of Use: This is a State of Connecticut government computer system that is restricted to official use by authorized users ONLY. Unauthorized access to the data contained herein or misuse of the data or the system may be a violation of state and/or federal law and may result in civil or criminal penalties or both.

Login Name *

Password *

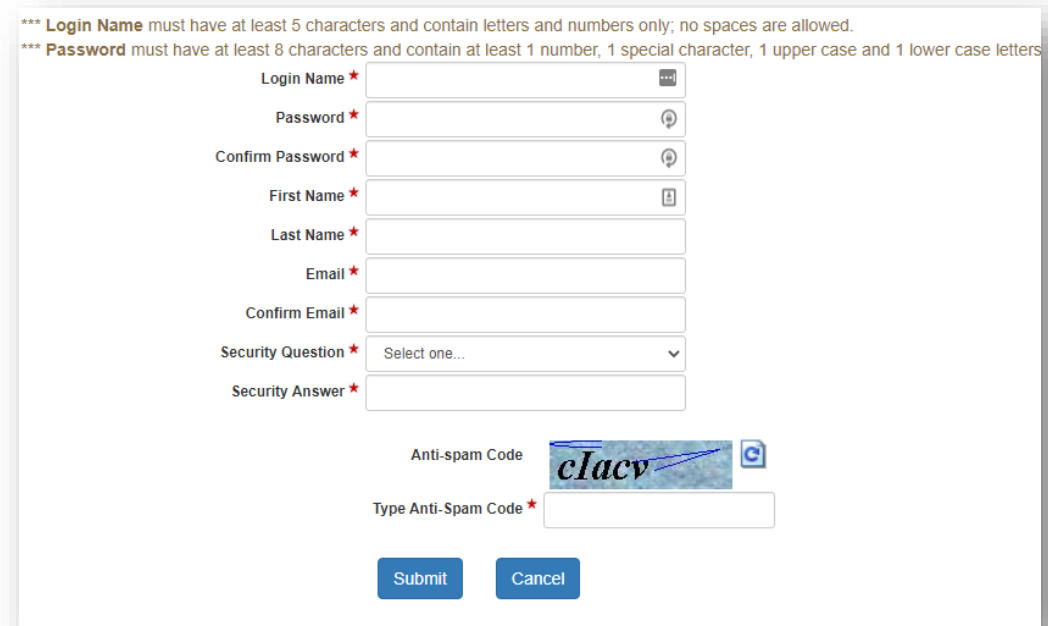
[Create New Account](#)

[Forgot password?](#)

[Forgot User ID?](#)

[Request Activation Code](#)

- a. There are two steps to create an account.
 - i. Enter the required information and then click submit button. The system will send you an e-mail with a link containing an activation code. ***NOTE:** Your Login Name is different than your email address.



*** **Login Name** must have at least 5 characters and contain letters and numbers only; no spaces are allowed.

*** **Password** must have at least 8 characters and contain at least 1 number, 1 special character, 1 upper case and 1 lower case letters

Login Name *

Password *

Confirm Password *

First Name *


Last Name *

Email *

Confirm Email *

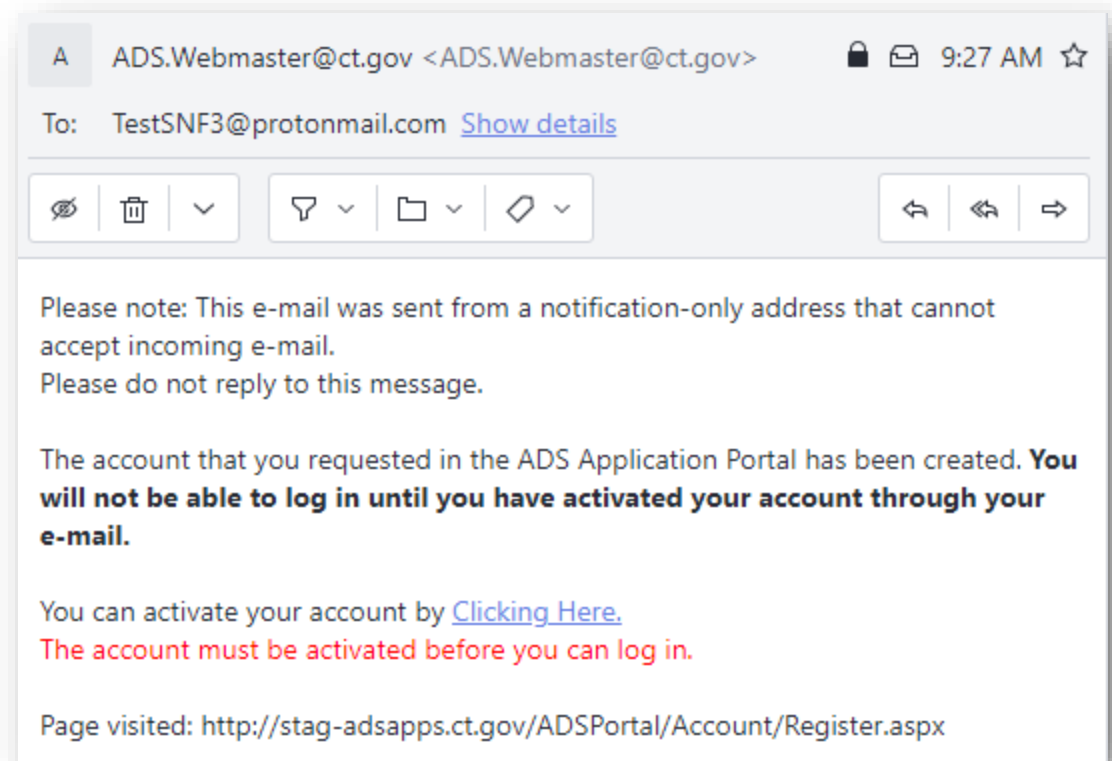
Security Question * Select one...

Security Answer *

Anti-spam Code 

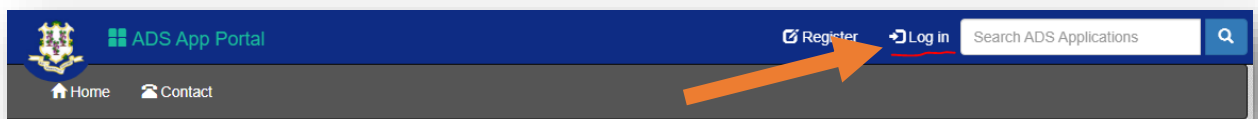
Type Anti-Spam Code *

- ii. Click on the link found in your e-mail to activate your account



Logging in and Getting Authorized to Upload for a Facility INITIAL FACILITY SETUP

1. Return to Main Site: <https://adsapps.ct.gov/LTCOP/Default.aspx>
2. Click "Log in" on Top Banner



3. Enter Login Name and Password and click “Log In” (*NOTE: Login Name is Not Email Address – If you forget it you can always click “Forgot User ID” and follow prompts to have it e-mailed to you.)

Login Name ★

Password ★

[Log in](#)

- [Create New Account](#)
- [Forgot password?](#)
- [Forgot User ID?](#)
- [Request Activation Code](#)

4. Once logged in click “Involuntary Transfer & Discharge Notification Link

Gateway to ADS Applications

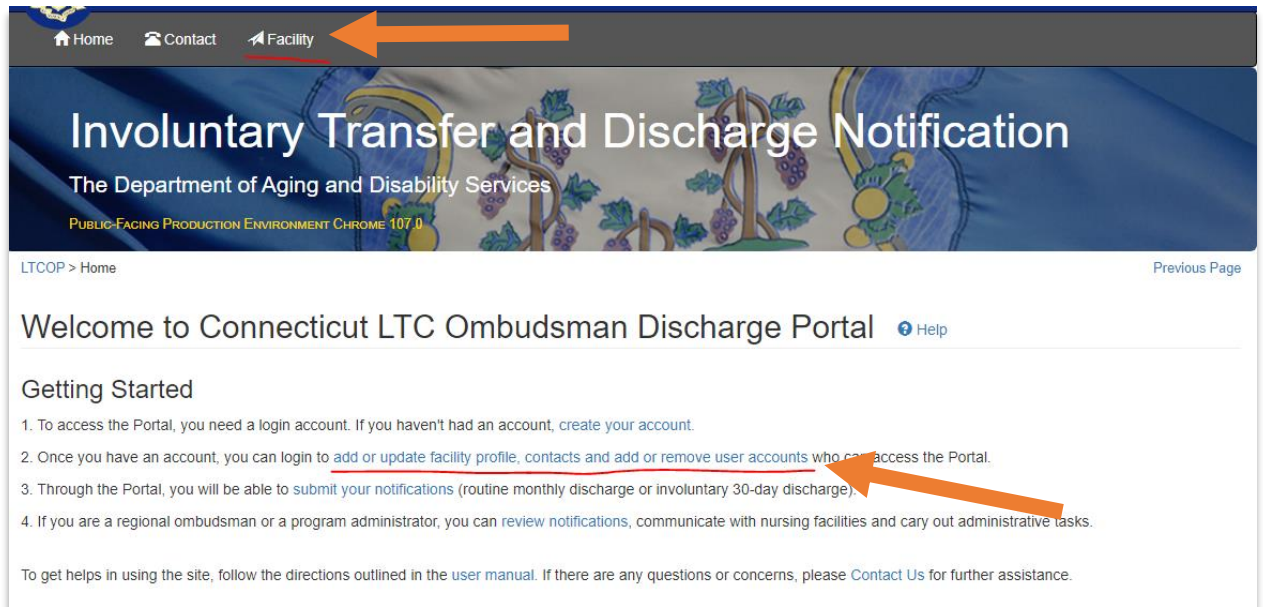
ADS Top 5 Applications

- [ADS Application Portal](#) 227
- [Involuntary Transfer & Discharge Notification](#) 178

My Applications

- [Involuntary Transfer & Discharge Notification](#) 10

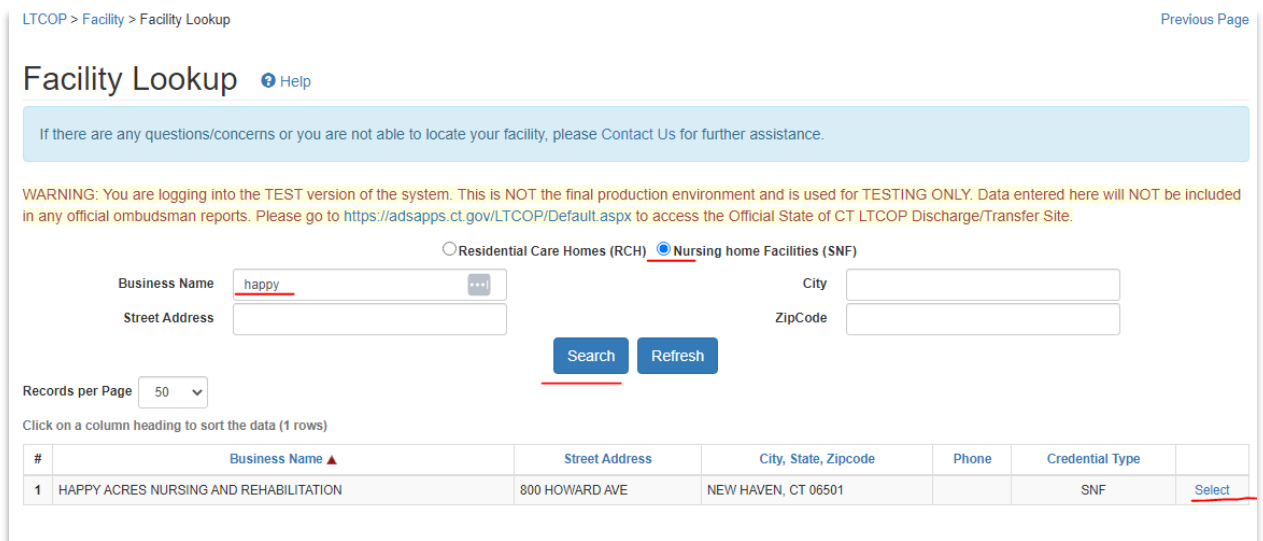
- From The Main Landing Page You can Either Click the Link #2 or “Facility” Up Top. They will bring you to the same page.



Click “Add Facility”



- Choose the type of facility and other identifiers to locate your facility in the list then click search. Once you locate your facility in the list click “select”



- Confirm Facility Type and Click “Save and Continue”



LTCOP > Facility > Facility Information Previous Page

Facility Information Help

WARNING: You are logging into the TEST version of the system. This is NOT the final production environment and is used for TESTING ONLY. Data entered here will NOT be included in any official ombudsman reports. Please go to <https://adsapps.ct.gov/LTCOP/Default.aspx> to access the Official State of CT LTCOP Discharge/Transfer Site.

Facility Name *	HAPPY ACRES NURSING AND REHABILITATION
Facility Type: *	Nursing Facility
Business Street *	800 HOWARD AVE
Business Street 2 *	
Business City *	NEW HAVEN
Business State *	CT
Business Zip Code *	06501

Is Mailing Address Different from Business Address? Yes No

[Save and Continue](#) [Cancel](#)

Now when you return to the facility main page you'll see your new facility you can upload discharges under.

Home Contact Facility

Involuntary Transfer and Discharge Notification

The Department of Aging and Disability Services

PUBLIC-FACING STAGING ENVIRONMENT CHROME 108.0

LTCOP > Facility Previous Page

Facility Main Page Help

WARNING: You are logging into the TEST version of the system. This is NOT the final production environment and is used for TESTING ONLY. Data entered here will NOT be included in any official ombudsman reports. Please go to <https://adsapps.ct.gov/LTCOP/Default.aspx> to access the Official State of CT LTCOP Discharge/Transfer Site.

Facility Name	Facility Type		
BEST CHOICE SENIOR CARE	Nursing Facility	Update facility profile, contacts and accounts	Search or submit notifications
<u>HAPPY ACRES NURSING AND REHABILITATION</u>	Nursing Facility	Update facility profile, contacts and accounts	Search or submit notifications

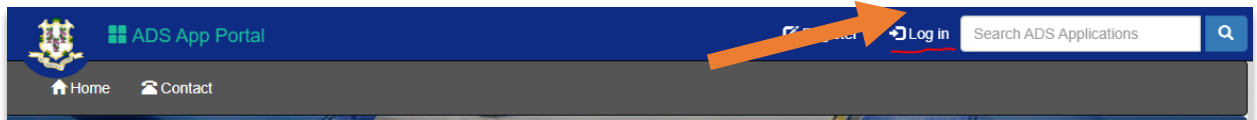
[Add Facility](#)

*Note: In some circumstances a facility has already been setup in the system and there is a different user who will need to credential you. If so you'll follow the steps below. Otherwise Skip ahead to section entitled "Accessing/Using Facility Notification Database"

Requesting Authorization to Upload for a Facility that's already been Set Up In the System

1. Return to Main Site: <https://adsapps.ct.gov/LTCOP/Default.aspx>

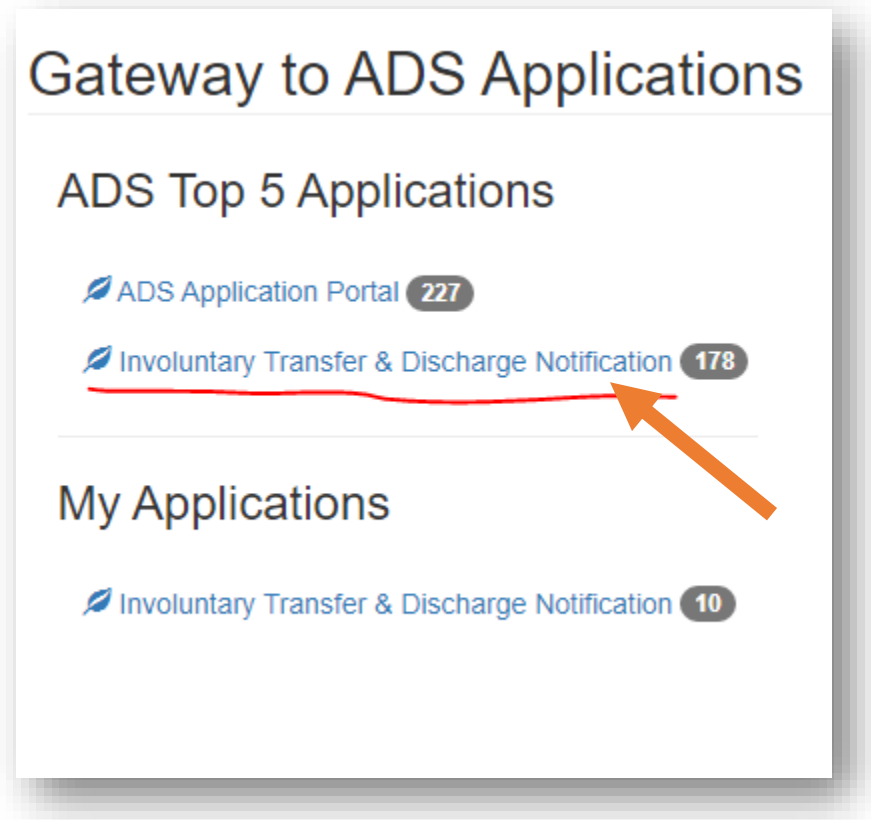
2. Click "Log in" on Top Banner



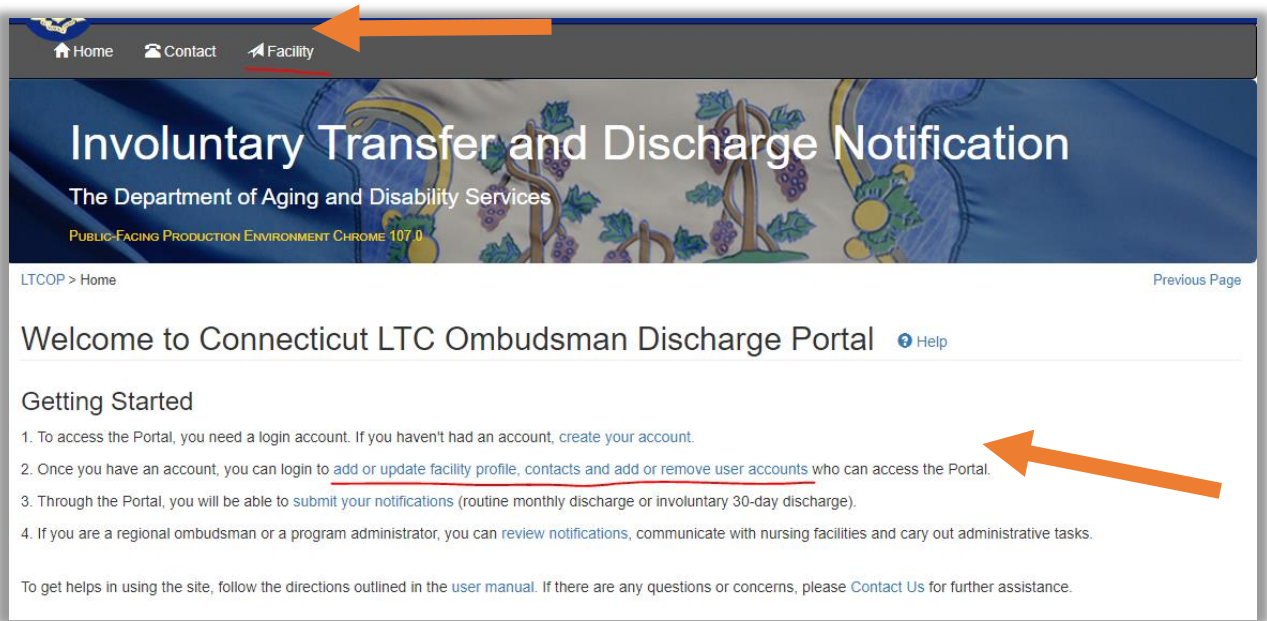
3. Enter Login Name and Password and click "Log In" (*NOTE: Login Name is Not Email Address – If you forget it you can always click "Forgot User ID" and follow prompts to have it e-mailed to you.)

A screenshot of the login form. It features two input fields: "Login Name" and "Password", both with red asterisks indicating they are required. Each field has a small grey button with three dots on the right side. Below the fields is a blue "Log in" button. To the right of the form, there are four links: "Create New Account", "Forgot password?", "Forgot User ID?", and "Request Activation Code".

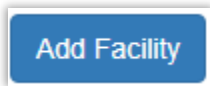
4. Once logged in click "Involuntary Transfer & Discharge Notification Link



- From The Main Landing Page You can Either Click the Link #2 or “Facility” Up Top. They will bring you to the same page.



- Click “Add Facility”



Logging in and Getting Authorized from another user to Upload for your Facility

- Choose the Type of Facility you are looking for and add any additional search parameters to find the facility then click Search. Once you click search and you find the facility you're looking for click “select”

Residential Care Homes (RCH) Nursing home Facilities (SNF)

Business Name City

Street Address ZipCode

Records per Page

Click on a column heading to sort the data (2 rows)

#	Business Name ▲	Street Address	City, State, Zipcode	Phone	Credential Type	
1	BEST CHOICE SENIOR CARE	150 FAKE ST	HARTFORD, CT 06501		SNF	Select
2	BEST NURSING CARE IN THE WORLD LLC	123 FAKE STREET	GROTON, CT 06405		SNF	Select

8. If the facility has already been setup in the system by someone else it will send an e-mail to all the currently authorized representatives already associated with the account prompting them to add you. The message will look like this on the web page.

The **BEST CHOICE SENIOR CARE** facility has been registered in our database. An email has been sent to the authorized users who will grant you the access to **BEST CHOICE SENIOR CARE** facility account. You will receive an email notification once the authorization is granted.

If there are any questions or concerns, please [Contact Us](#) for further assistance.

OK

Both the new User and the existing users will be added to an e-mail chain where the old user is prompted to authorize the new user by following the link

[2] CT/LTCOP - User Authorization Request to the LTCOP portal on behalf of BEST CHOICE SENIOR CARE

ADS.Webmaster@ct.gov 1:08 PM

From: ADS.Webmaster@ct.gov 1:13 PM
To: testsnf4@protonmail.com testsnf2@protonmail.com

Hi BEST CHOICE SENIOR CARE,

testsnf2@protonmail.com has requested to access and upload notifications to the LTCOP portal on behalf of **BEST CHOICE SENIOR CARE**. To authorize, please [Click Here](#).

You can also authorize by visiting <http://stag-adsapps.ct.gov/LTCOP/NursingFacility/FacilityAccounts.aspx?FacID=Wbv0vyYvODQ=&Email=l0Kt6oshQx29vTbae2rH3JJcekYynh3j>

Please note: This e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

Existing User will be prompted to log in and then to add your e-mail to the facility accounts

Login Name * testsnf4

Password *

[Create New Account](#)

[Forgot password?](#)

[Forgot User ID?](#)

[Request Activation Code](#)

LTCOP > Facility > Facility Accounts Previous Page

BEST CHOICE SENIOR CARE

Facility Main Page

Facility Information

Facility Contacts

Facility Accounts

Notification Search

Add Involuntary 30-Day Notification

Add Routine Monthly Notification

Involuntary Discharge Report

Facility Accounts [Help](#)

Email *

Name	Email	
Tim Admini	testsnf4@protonmail.com	

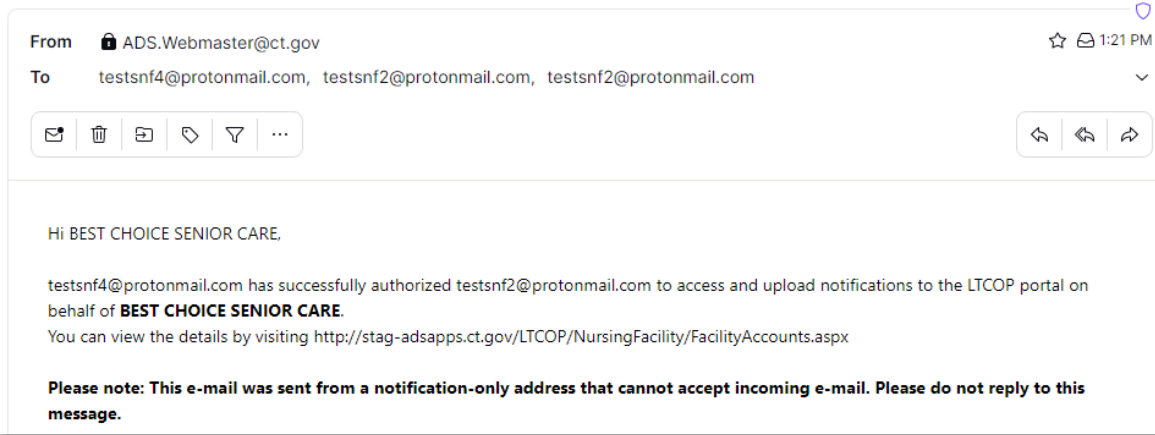
testsnf2@protonmail.com has been added successfully.

Email *

Name	Email	
Tim Admini	testsnf4@protonmail.com	
Mary Joe	testsnf2@protonmail.com	Delete

Once new User added. An Additional Email will be sent to all parties to verify that new user TESTSNF2 has been authorized

CT/LTCOP - User Authorization Request to the LTCOP portal on behalf of BEST CHOICE SENIOR CARE was successfully completed.



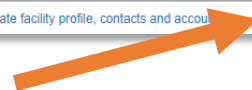
Now When New User Logs in they will be able to see Best Choice listed under the “facility” Tab and they will be able to Search and Submit Notifications for the facility.

Facility Name	Facility Type		
BEST CHOICE SENIOR CARE	Nursing Facility	Update facility profile, contacts and accounts	Search or submit notifications

Accessing/Using Facility Notification Database

1. From the Main Facility Page click “Search or Submit notifications” This Will bring you to the main Notifications Search Page where you can add new involuntary discharge notifications or routine monthly notifications.

Facility Name	Facility Type		
BEST CHOICE SENIOR CARE	Nursing Facility	Update facility profile, contacts and accounts	Search or submit notifications



2. If you look on the left side of the page there are several menu options. Explained Below

BEST CHOICE SENIOR CARE

- Facility Main Page
- Facility Information
- Facility Contacts
- Facility Accounts
- Notification Search
- Add Involuntary 30-Day Notification
- Add Routine Monthly Notification
- Involuntary Discharge Report

Notification Search [Help](#)

Search for notifications using one or more of the following criteria

WARNING: You are logging into the TEST version of the system. This is NOT the final production environment and is used for TESTING ONLY. Data entered here will NOT be included in any official ombudsman reports. Please go to <https://adsapps.ct.gov/LTCOP/Default.aspx> to access the Official State of CT LTCOP Discharge/Transfer Site.

Patient First Name
 Patient Last Name
 Patient SSN
 Patient DOB

Notice Date
 Discharge Date
 Submitted Date
 Discharge Type
 Discharge Reason

Records per Page:

Click on a column heading to sort the data (4 rows)

#	First Name	Last Name	Patient DOB	Support Document	Notice Date	Discharge Date	Submitted Date	Status	
1				Routine	1/1/2022	1/31/2022	2/8/2022	Under_Review	View Details
2				Routine	3/1/2022	3/31/2022	2/8/2022	Submitted	View Details
3	Dan	Beem	10/31/1940	Involuntary	2/8/2022	3/9/2022	2/8/2022	Completed	View Details
4				Routine	2/1/2022	2/28/2022	2/8/2022	Submitted	View Details

BEST CHOICE SENIOR CARE

- Facility Main Page **Return to Facility Main Page**
- Facility Information **Confirm Facility Information and Type**
- Facility Contacts **Add Facility Staff Contact Info for Ombudsman Follow Up**
- Facility Accounts **Add Additional Authorized Users who can View/Add Involuntary Discharges on behalf of this Facility**
- Notification Search **Return to Main Notification Database Page**
- Add Involuntary 30-Day Notification **Add New Involuntary 30-Day Discharge Notification**
- Add Routine Monthly Notification **Add Routine Monthly Discharge Notification**
- Involuntary Discharge Report **Run Report of Discharge Notifications by Date Period**

Adding Additional Authorized Users Who Can View/Add Involuntary Discharges on Behalf of Your Facility

1. From Main Notifications Page Select “Facility Accounts” from the menu option on the left hand side of the page. Once on The Facility Accounts Page, Enter the Email of the user who you wish to have access to this facility account and then click “Add Account”. Once added, you will see them listed in the list of authorized accounts for this facility.

The screenshot shows the 'Facility Accounts' page for 'BEST CHOICE SENIOR CARE'. On the left is a navigation menu with options like 'Facility Main Page', 'Facility Information', 'Facility Accounts', etc. The main content area has a form with an 'Email' field containing 'daniel.beem@ct.gov' and an 'Add Account' button. Below the form is a table of existing accounts:

Name	Email	
Tim Admini	testsnf4@protonmail.com	Delete
Mary Joe	testsnf2@protonmail.com	

A 'Back' button is located below the table.

The screenshot shows the 'Facility Accounts' page after a successful addition. A message at the top reads 'daniel.beem@ct.gov has been added successfully.' The 'Email' field still contains 'daniel.beem@ct.gov'. The table now includes the new user:

Name	Email	
Tim Admini	testsnf4@protonmail.com	Delete
Mary Joe	testsnf2@protonmail.com	
Daniel Beem	daniel.beem@ct.gov	Delete

A 'Back' button is located below the table.

2. *NOTE: ***ONLY already created user accounts*** can be added by E-mail here. If the person has yet to setup an account, you will not be able to add them and you will get this error. Ensure the individual who you are adding has already created their login account before attempting to assign them to your facility as an additional authorized user.

The login account with email NewUser@greengardensnursing.com hasn't been created in the ADS Application Portal. [Create Login Account](#)

Email *

Adding a New Routine Monthly Discharge (SNF ONLY REQUIRED)

Routine Monthly Discharge Notifications are typically defined as all facility initiated discharges. This includes, MLOA to hospital when the patient is expected to return, discharges to home, expirations, and voluntary transfers to another long term care community. Facilities do not need to input these notifications individually but instead can upload them all together as a single batch at the end of the month covering the whole date range. In order to do so, follow the steps below.

1. From the main notifications Page Select Add Routine Monthly Notification from either of these two locations.


The screenshot shows a web interface with a sidebar on the left containing three menu items: "Add Involuntary 30-Day Notification", "Add Routine Monthly Notification" (highlighted with a red underline), and "Involuntary Discharge Report". The main content area features a "Discharge Reason" dropdown menu set to "ALL", a "Search" button, a "Refresh" button, and two buttons: "Add Involuntary 30-Day Notification" and "Add Routine Monthly Notification" (highlighted with a red underline). Below these buttons is a "Records per Page" dropdown set to "50" and a note: "Click on a column heading to sort the data (4 rows)". A table with 10 columns and 4 rows is displayed. The columns are: #, First Name, Last Name, Patient DOB, Support Document, Notice Date, Discharge Date, Submitted Date, Status, and View Details. The rows contain data for four notifications, including one for a patient named Dan Beem.


#	First Name	Last Name	Patient DOB	Support Document	Notice Date	Discharge Date	Submitted Date	Status	View Details
1				Routine	1/1/2022	1/31/2022	2/8/2022	Under_Review	View Details
2				Routine	3/1/2022	3/31/2022	2/8/2022	Submitted	View Details
3	Dan	Beem	10/31/1940	Involuntary	2/8/2022	3/9/2022	2/8/2022	Completed	View Details
4				Routine	2/1/2022	2/28/2022	2/8/2022	Submitted	View Details

2. Select the Date Range for the Month or timeframe you are Submitting for with a confirmation comment if needed, then press "next".

STEP 1 OF 2 - DISCHARGE NOTIFICATION

Discharge Type Routine Monthly Discharge Involuntary Thirty-Day Discharge

Start Date * 11/01/2022 

End Date * 11/30/2022 

Comments
November Monthly Discharge Notifications

3. Verify Information is Correct and click "Save Progress and Proceed to Final Step (Upload File)"

STEP 2 OF 2 - VERIFY INFORMATION

Please carefully review the information below. If everything is correct, go ahead and click **Save Progress and Proceed to Final Step (Upload File)**. If you want to make any changes, click **Modify Data In Previous Step** to go back to the previous pages and make corrections.

Name: BEST CHOICE SENIOR CARE Facility
Discharge Type: Routine Monthly Discharge
Start Date: 11/01/2022
End Date: 11/30/2022
Comments: November Monthly Discharge Notifications

*** The information is not saved until you click the Save Progress and Proceed to Final Step (Upload File) button ***

4. Final Action is to Choose Which File to Upload and then click "Upload File and Finalize Submission"

***NOTE::** the formal submission of notifications to the program is not finalized until the document is uploaded.

FINAL ACTION - DOCUMENT UPLOAD

The information has been saved successfully. To complete your submission, please upload the monthly routine discharge notice.

- **Step 1:** click **Choose File** button to select the file.
- **Step 2:** click **Upload File and Finalize Submission** button.

Note: If you do not have your file to upload at this time, you can come back and finalize your submission by clicking **Edit** from the main notifications page. This process is also outlined in the user manual. <https://portal.ct.gov/-/media/LTCOP/PDF/WEBPORTAL/LTCOP-INV-Transfer-Website-Help-Manual-For-Facility-Staff-V1-11-2-21.pdf>

Required Document: Routine Monthly
Acceptable File Type: .pdf
Browse to File: Example Ro...ster List.pdf

*** Please note, the formal submission of notifications to the ombudsman program is not finalized until the document is uploaded. ***

***NOTE*:** The Web Portal can only accept PDF's. If you have a word document and you would like to be able to upload it, you'd first need to save it as a PDF from word document. To do so, with your Microsoft word document open from the top toolbar click File and then Save As.

AutoSave Off

LTCOP INV Transfer Website Help Manual For Facility Staff V1 10-20-21

File Home Insert Draw Design Layout References Mailings Review View Developer Help

Save As

Recent

Other locations: This PC

Desktop > RO > Inv Transfer Website

Routine Monthly Discharges for Facility

Word Document (*.docx)

More options...

New Folder

Name ↑

Date modified

Save

Where it says Word Document, click the dropdown and select PDF.

LTCOP INV Transfer Website Help Manual For Facility Staff V1 10-20-21

Save As

Recent

Other locations: This PC

Desktop > RO > Inv Transfer Website

Routine Discharge Notification Monthly

PDF (*.pdf)

More options...

New Folder

Name ↑

Date modified

Save

- Once you Click Upload File You have successfully uploaded the document and the submission is now complete. You'll be provided a confirmaiton number and e-mail. You can Now Return to Main Notifications Page.

Add Routine Monthly Notification [Help](#)

CONFIRMATION #RTD013B-76

The document has been uploaded successfully. Your submission is now completed.
 A confirmation email has been sent to testsn2@protonmail.com.

[Go to Main Notifications page](#)

- You will now be able to view and confirm it was uploaded and Status is “submitted” from main notifications page.

BEST CHOICE SENIOR CARE

- Facility Main Page
- Facility Information
- Facility Contacts
- Facility Accounts
- Notification Search
- Add Involuntary 30-Day Notification
- Add Routine Monthly Notification
- Involuntary Discharge Report

Notification Search [Help](#)

Search for notifications using one or more of the following criteria

Patient First Name

Patient Last Name

Patient SSN

Patient DOB

Notice Date

Discharge Date

Submitted Date

Discharge Type

Discharge Reason

[Search](#)
[Refresh](#)
[Add Involuntary 30-Day Notification](#)
[Add Routine Monthly Notification](#)

Records per Page:

Click on a column heading to sort the data (5 rows)

#	First Name	Last Name	Patient DOB	Support Document	Notice Date	Discharge Date	Submitted Date	Status	
1				Routine	11/1/2022	11/30/2022	12/13/2022	Submitted	View Details
2				Routine	1/1/2022	1/31/2022	2/8/2022	Under_Review	View Details
3				Routine	3/1/2022	3/31/2022	2/8/2022	Submitted	View Details
4	Dan	Beem	10/31/1940	Involuntary	2/8/2022	3/9/2022	2/8/2022	Completed	View Details
5				Routine	2/1/2022	2/28/2022	2/8/2022	Submitted	View Details

Adding a New Involuntary 30 Day Discharge Notice / Notification (SNF AND RCH REQUIRED)

1. From Main Notifications Page Select Add Involuntary 30-Day Notification from either of these two locations.

BEST CHOICE SENIOR CARE

Notification Search [Help](#)

Search for notifications using one or more of the following criteria

Patient First Name

Patient Last Name

Patient SSN

Patient DOB

Notice Date

Discharge Date

Submitted Date

Discharge Type

Discharge Reason

[Search](#) [Refresh](#) [Add Involuntary 30-Day Notification](#) [Add Routine Monthly Notification](#)

Records per Page:

Click on a column heading to sort the data (5 rows)

#	First Name	Last Name	Patient DOB	Support Document	Notice Date	Discharge Date	Submitted Date	Status	
1				Routine	11/1/2022	11/30/2022	12/13/2022	Submitted	View Details
2				Routine	1/1/2022	1/31/2022	2/8/2022	Under_Review	View Details
3				Routine	3/1/2022	3/31/2022	2/8/2022	Submitted	View Details
4	Dan	Beem	10/31/1940	Involuntary	2/8/2022	3/9/2022	2/8/2022	Completed	View Details
5				Routine	2/1/2022	2/28/2022	2/8/2022	Submitted	View Details

2. Provide Basic Patient Information and Click “Next”

Add Involuntary 30-Day Notification [Help](#)

STEP 1 OF 4 - PATIENT INFORMATION

First Name *

Middle Initial

Last Name *

Birth Date *

SSN *

- Continue by providing patient address and contact information, then again clicking “next”.
*NOTE: If resident has no alternate mailing address, you can choose to “use facility address” and it will pre-populate this information based on facility address.

Add Involuntary 30-Day Notification [Help](#)

STEP 2 OF 4 - PATIENT ADDRESS AND CONTACT INFORMATION

Use Facility Address

Street * 150 FAKE ST

Street 2

City * HARTFORD

State * CT

Zip Code * 06501

Is Home Address Different from Mailing Address? Yes No

Home Phone

Work Phone

Cell Phone 2034568456

Fax


Email


[Modify Data In Previous Step](#) [Next](#) [Cancel](#)

4. Submit information about the discharge notification itself then click “Next”

STEP 3 OF 4 - DISCHARGE NOTIFICATION

Discharge Type Involuntary Thirty-Day Discharge Routine Monthly Discharge

Discharge Notice Date * 12/13/2022 

Discharge Effective Date * 01/14/2023 

Proposed Discharge Location *

Type	Address
Homeless Shelter	800 High Street New Haven CT, 06501,...

Appeal Rights Was Given * Yes No

Legal Representative Required? * Yes No

Discharge Reason * (1) To meet the welfare of the resident which cannot be met in the facility;
 (2) The resident no longer needs the services of the facility due to improved health;
 (3) The facility is required to transfer the resident pursuant to section 17b-359 or 17b-360;
 (4) The health or safety of individuals in the facility is endangered;
 (5) In the case of a self-pay resident, for the resident's nonpayment or arrearage of more than fifteen days of the per diem facility room rate;
 (6) The facility ceases to operate;
 (7) OTHER

If select OTHER, please explain

Comments

5. Verify Information is Correct and Click “Save Progress and Proceed to Final Step (Upload File)”

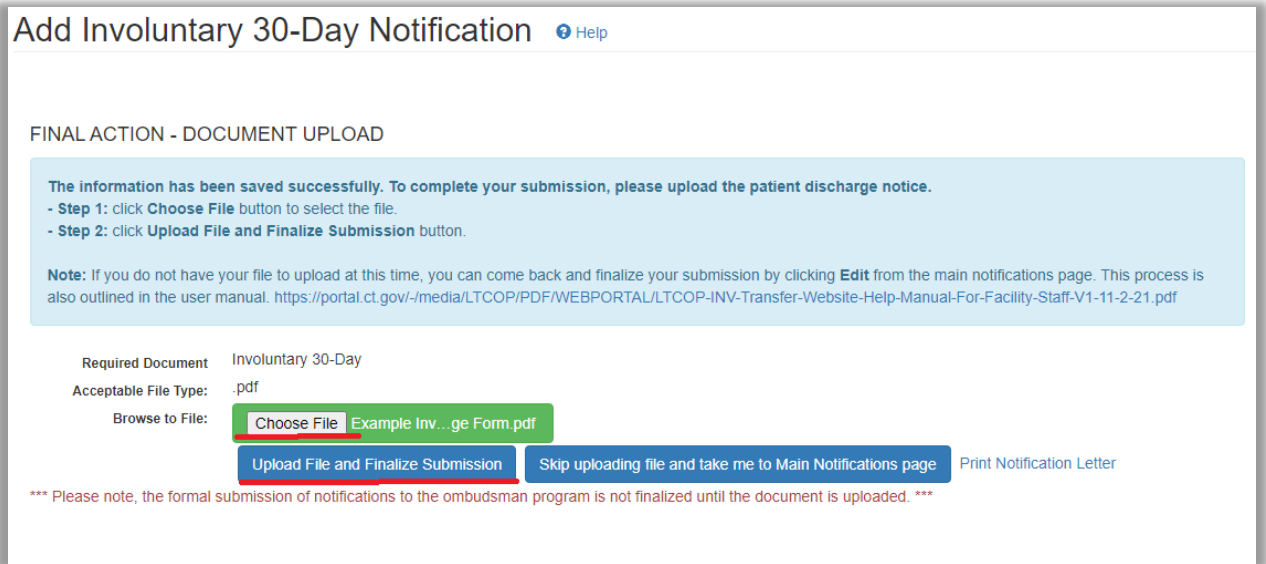
Add Involuntary 30-Day Notification [Help](#)

STEP 4 OF 4 - VERIFY INFORMATION

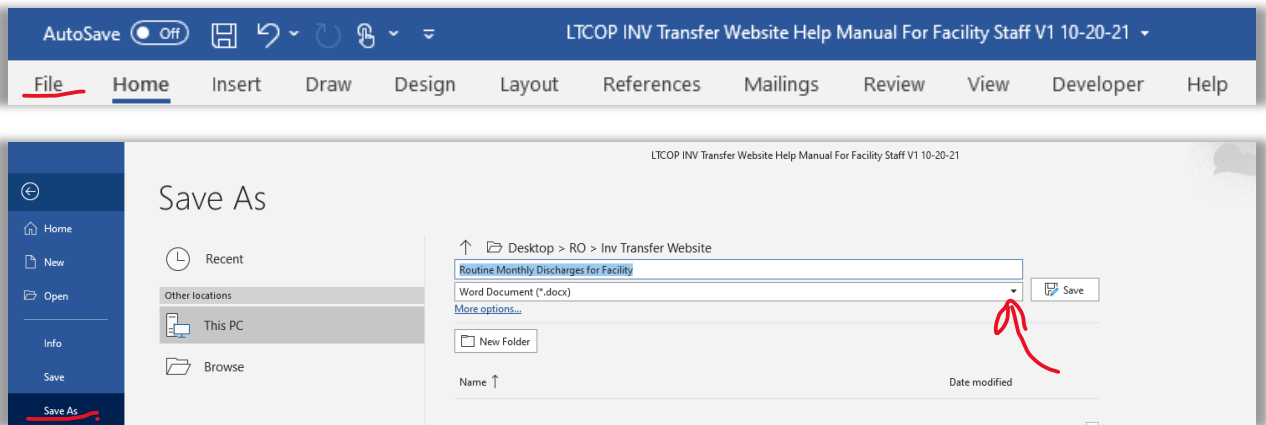
Please carefully review the information below. If everything is correct, go ahead and click **Save Progress and Proceed to Final Step (Upload File)**. If you want to make any changes, click **Modify Data In Previous Step** to go back to the previous pages and make corrections.

Discharge Notification		Patient Information	Legal Representative			
Discharge Type: Involuntary Thirty-Day Discharge Discharge Notice Date: 12/13/2022 Discharge Effective Date: 01/14/2023 Appeal Rights Was Given: Yes Discharge Reason: <ul style="list-style-type: none">(2) The resident no longer needs the services of the facility due to improved health;		Name: Jeremy Dutton Date of Birth: 10/25/1964 SSN: 293-00-9876 Use Facility Address: True Home Address: 150 FAKE ST HARTFORD CT 06501 Mailing Address: Home Phone: Work Phone: Cell Phone: 2034568456 Fax: E-mail:	Legal Representative Name: Legal Representative Type: Home Phone: Work Phone: Cell Phone: Fax: E-mail:			
Proposed Discharge Location:						
<table border="1"><thead><tr><th>Type</th><th>Address</th></tr></thead><tbody><tr><td>Homeless Shelter</td><td>800 High Street New Haven CT, 06501</td></tr></tbody></table>	Type	Address	Homeless Shelter	800 High Street New Haven CT, 06501		
Type	Address					
Homeless Shelter	800 High Street New Haven CT, 06501					
Comments: *** The information is not saved until you click the Save Progress and Proceed to Final Step (Upload File) button ***						
<p>Modify Data In Previous Step Save Progress and Proceed to Final Step (Upload File) Cancel</p>						

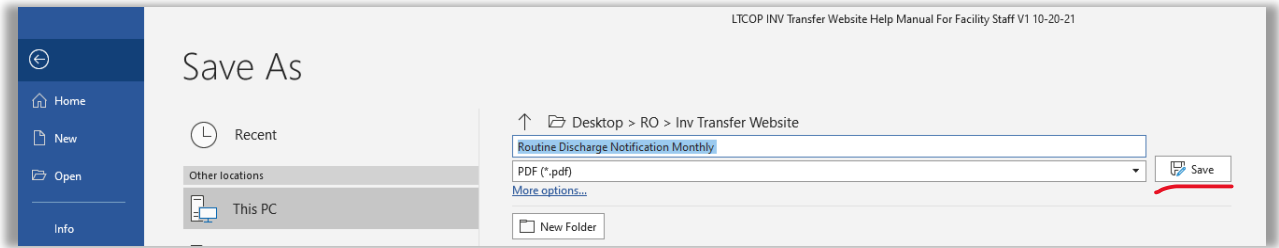
- Final Action is to Upload a copy of the involuntary discharge notice which was provided to resident (Including any clinical documentation, nurses notes, discharge plan) ***Note:** If you wish to use the LTCOP generated discharge notice click “print notification” which will generate a 30 day discharge notice PDF that you can print and re-upload with accompanying documents. However if you do this. Then this must also be the discharge notice you provided to the residnet. Once a file is chosen click “Upload File and Finalize Submission”.



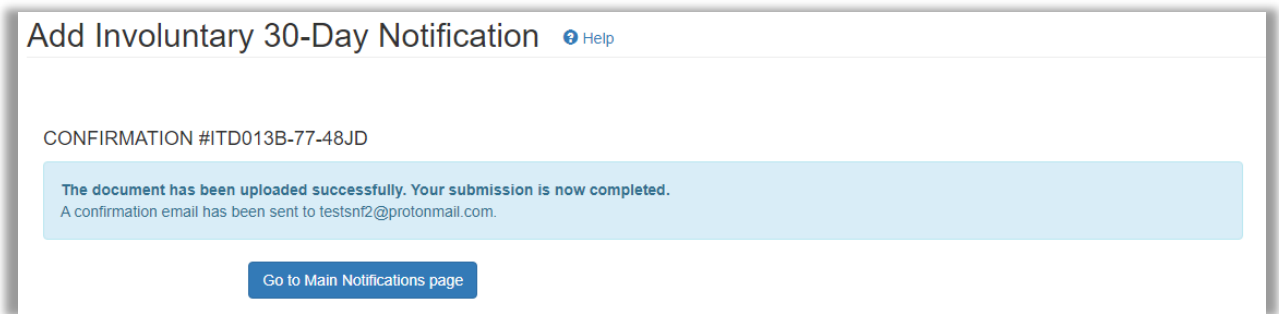
***NOTE*:** The Web Portal can only accept PDF's. IF you have a word document and you would like to be able to upload it, you'd first need to save it as a PDF from word document. To do so, with your Microsoft word document open from the top toolbar click File and then Save As.



Where it says Word Document, click the dropdown and select PDF.



Once you Click Upload File You have successfully uploaded the document and the submission is now complete. You'll be provided a confirmaiton number and e-mail



7. You will now be able to view and confirm it was uploaded and Status is "submitted" from main notifications page. ***Note:** In order to meet regulatory requirements for an discharge notification you must upload the actual discharge notification provided to the resident. You will not be provided the confirmation number until that task is completed. Once the document is uploaded to the system it should show in the system as "Submitted". Afterwards, you can review the specific document that was uploaded by clicking the link to the document under the Support Document Column.

BEST CHOICE SENIOR CARE

- Facility Main Page
- Facility Information
- Facility Contacts
- Facility Accounts
- Notification Search
- Add Involuntary 30-Day Notification
- Add Routine Monthly Notification
- Involuntary Discharge Report

Notification Search Help

Search for notifications using one or more of the following criteria

Patient First Name

Patient Last Name

Patient SSN

Patient DOB

Notice Date

Discharge Date

Submitted Date

Discharge Type

Discharge Reason

Search
Refresh
Add Involuntary 30-Day Notification
Add Routine Monthly Notification

Records per Page:

Click on a column heading to sort the data (6 rows)

#	First Name	Last Name	Patient DOB	Support Document	Notice Date	Discharge Date	Submitted Date	Status	
1	Jeremy	Dutton	10/25/1964	Involuntary	12/13/2022	1/14/2023	12/13/2022	Submitted	View Details
2				Routine	11/1/2022	11/30/2022	12/13/2022	Submitted	View Details

Frequently Asked Questions

What do I do if I don't remember my User/Login ID and don't know how to log in?

If you have already successfully created your account and previously logged in, but have forgotten your UserID/Login Name. you can click the "Forgot User ID" Button From the Main Login Screen or follow this link <https://adsapps.ct.gov/ADSPortal/Account/ForgotUserID.aspx> -

Login Help

Welcome to the State of Connecticut Aging and Disability Services Application Portal.

Terms of Use: This is a State of Connecticut government computer system that is restricted to official use by authorized users ONLY. Unauthorized access to the data contained herein or misuse of the data or the system may be a violation of state and/or federal law and may result in civil or criminal penalties or both.

Login Name *

Password *

Log in



- [Create New Account](#)
- [Forgot password?](#)
- [Forgot User ID?](#)
- [Request Activation Code](#)

Enter the required information and then click the **Email me Login ID** button. A reset password link with your login ID will be sent to the e-mail you provided.

Forgot User ID [Help](#)

Please enter the required information and then click the **Email Me Login ID** button. A reset password link with your Login ID will be sent to the email you provided.

Email *

Anti-spam Code  

Type Anti-Spam Code *

Message Display [Help](#)

Your Login ID has been sent successfully.

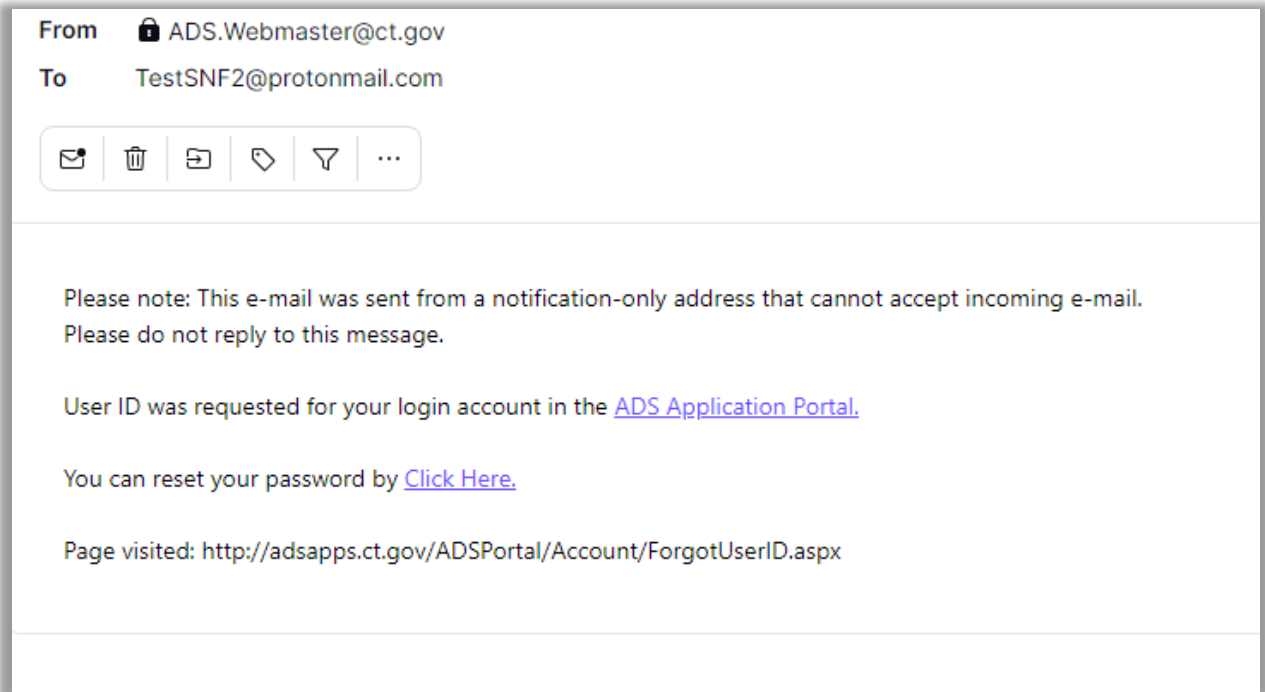
A confirmation email has been sent to your email address TestSNF2@protonmail.com. Please allow a few minutes for the E-Mail to be sent to you.

The email contains a link which will allow you to reset your password.

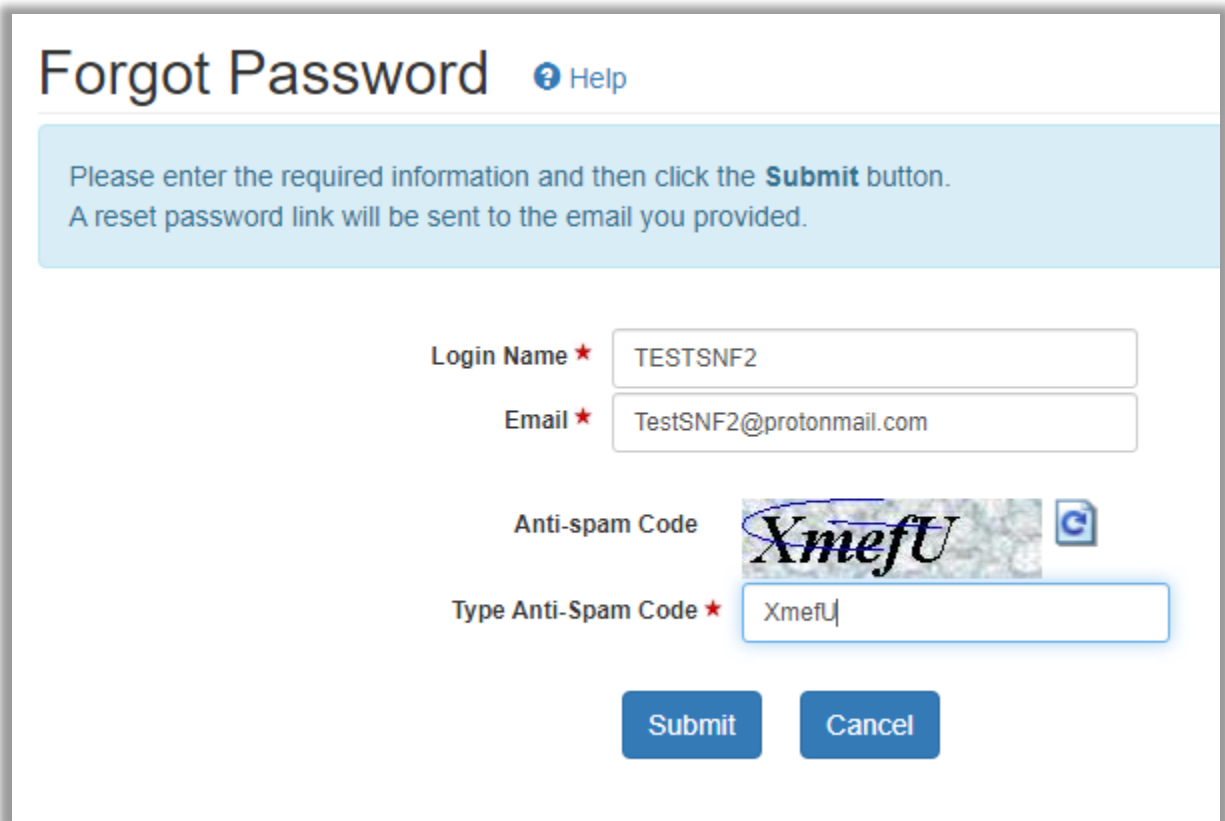
If you do not receive an e-mail, check the following:

- Be sure you typed in your e-mail address accurately.
- The e-mail could have been caught by your spam filter. If you suspect this is the case, add @ct.gov to your Safe Senders list or contact your e-mail provider.
- If neither of these is the case, please [Contact Us](#) for assistance.

When you check your email you will be prompted to update your password



When you click reset password it will bring you back to the web page and auto fill in your Login Name/User ID



You will be prompted to answer your security question once you complete that it will send you a password reset link

Forgot Password [Help](#)

Please enter the required information and then click the **Submit** button.
A reset password link will be sent to the email you provided.

Security Question *

Security Answer *

[Send Me Password Reset Email](#) [Cancel](#)

You will see this notification on the web page to note a confirmation email has been sent to your e-mail address.

Message Display [Help](#)

The password reset email has been sent successfully.

A confirmation email has been sent to your email address TestSNF2@protonmail.com.
Please allow a few minutes for the E-Mail to be sent to you.

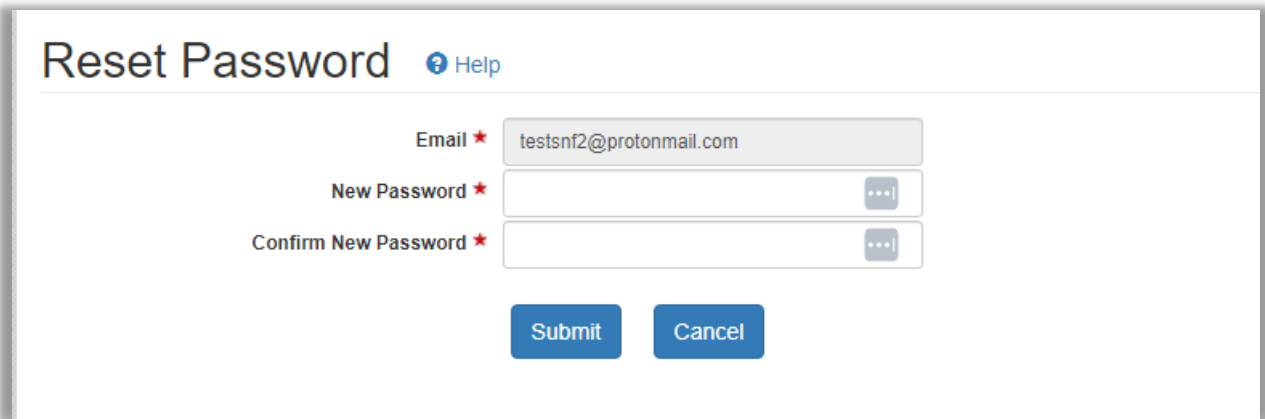
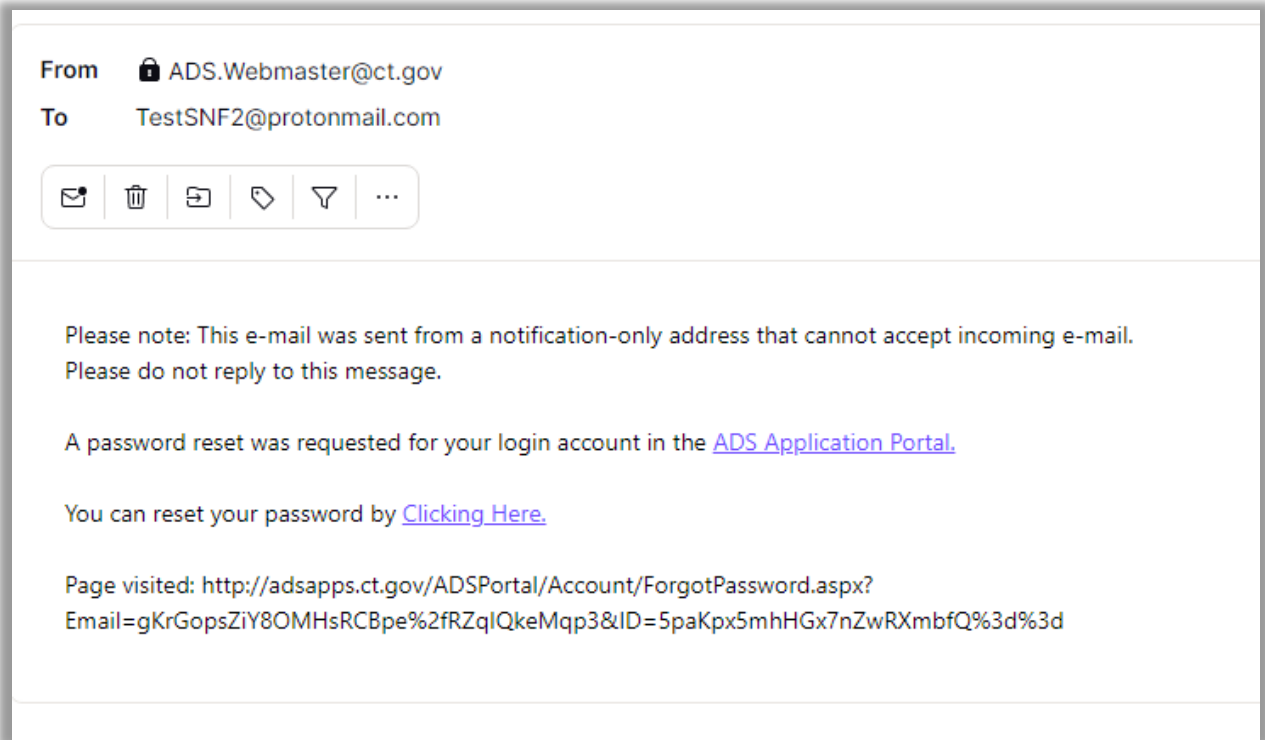
The email contains a link which will allow you to reset your password.

If you do not receive an e-mail, check the following:

- Be sure you typed in your e-mail address accurately.
- The e-mail could have been caught by your spam filter. If you suspect this is the case, add @ct.gov to your Safe Senders list or contact your e-mail provider.
- If neither of these is the case, please [Contact Us](#) for assistance.

[Close](#)

Click the link in the email.



You will now be able to choose your new password. Click submit.

Message Display [Help](#)

Your password has been reset successfully in the ADS Application Portal.

A confirmation email containing your **activation code** has been sent to your email address testsnf2@protonmail.com. Please allow a few minutes for the E-Mail to be sent to you.

PLEASE NOTE: You will not be able to log in until you have activated your account through your e-mail.

If you do not receive an e-mail, check the following:

- Be sure you typed in your e-mail address accurately.
- The e-mail could have been caught by your spam filter. If you suspect this is the case, add @ct.gov to your Safe Senders list or contact your e-mail provider.
- If neither of these is the case, please [Contact Us](#) for assistance.

[Close](#)

You will now get another e-mail to activate your account with new updated password. ***NOTE:** you will not be able to log in until you click the link in your e-mail activating the account.

From ADS.Webmaster@ct.gov ☆ 3:47 PM

To testsnf2@protonmail.com

Please note: This e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

Your password was reset for your login account in the ADS Application Portal. **You will not be able to log in until you have activated your account through your e-mail.**

You can activate your account by [Clicking Here](#).
The account must be activated before you can log in.

Page visited: <http://adsapps.ct.gov/ADSPortal/Account/ResetPassword.aspx?ID=5paKpx5mhHGx7nZwRXmbfQ%3d%3d&code=7ppupgEcmehiecSjQ78FG5oi3gN4hczS31YikA3a6Y0%3d>

After returning to the e-mail client and clicking the “Clicking Here” Link You’ll be brought back to the page to put your New User ID and Password in and the Activation Code Verifying authenticity.

The screenshot shows the 'Account Activation' page. At the top left is the title 'Account Activation' with a 'Help' link. Below the title are three input fields: 'Login Name' with the value 'TestSNF2', 'Password' with masked characters '.....|', and 'Activation Code' with the value '7ppupgEcmehiecSjQ78FG5oi3gN4hczS3lYikA3a6Y0='. Below the fields are two buttons: 'Activate My Account' and 'Cancel'.

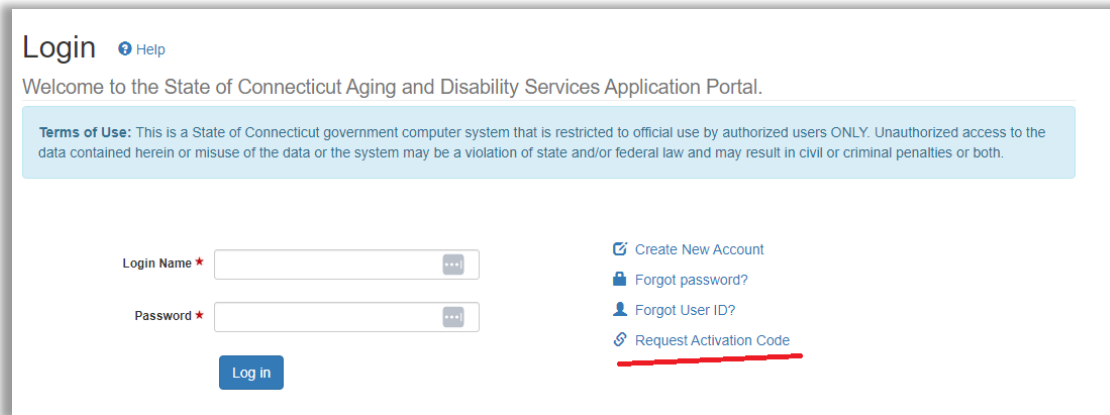
The screenshot shows the 'Gateway to ADS Applications' page. At the top left is the title 'Gateway to ADS Applications' with a 'Help' link. Below the title is a green notification bar that says 'Your account has been activated successfully.'. Below the notification bar are two sections: 'ADS Top 5 Applications' and 'My Applications'. Under 'ADS Top 5 Applications', there are two links: 'ADS Application Portal' with a count of 376 and 'Involuntary Transfer & Discharge Notification' with a count of 284. Under 'My Applications', there is one link: 'Involuntary Transfer & Discharge Notification' with a count of 0. A red line is drawn under the 'Involuntary Transfer & Discharge Notification' link in the 'ADS Top 5 Applications' section.

Your Account has been activated. Click the Involuntary Transfer and Discharge Notification Link to return to [LTCOP Discharge Portal](#)

What if you don't know the answer to your security question when trying to reset your password or user ID?

Use the [Contact Us](#) Link. Provide our programming staff with your e-mail address, contact information and note that you have forgotten the answers to your security questions while trying to reset your information. We can work with you to get those answers so that you can complete the rest of the reset process.

How to Request a New Activation Code if I never received one VIA email or it timed out. Go to the main Login Page and Click "Request Activation Code"



I am trying to get authorized to upload for our account, but when I select the facility, it is e-mailing a person who no longer works for our company so they cannot authorize me. Or the Facility I am searching for isn't showing up on the facility contact list.

Reach out to us Using the Contact Us Button at the top of the page or <https://adsapps.ct.gov/LTCOP/Contact.aspx>. We can work with you to authenticate and authorize you to be added to the facility. We suggest that multiple employees at your organization become authorized facility accounts so that if anyone is unavailable, another employee can still access the database.

