Phase 1: Receive New License Application

1. Scan application and deliver original to Licensing admin.

Phase 2: Receive Initial License Application and payment

2. Log application receipt into HFEL licensing database.

Comments:

1. Acute care uses two admins for intake, longterm care has one admin who performs both roles.
2. Initial licenses use the same form as the amendment application. Additional activities required are a Department of Consumer Affairs (DCA) review for architecture and an out-of-state review for all facilities except those that only provide diagnostic services.
3. Compliance review includes out-of-state review, and covers the previous 12 months, can be for the company or owners, and not just the facility in question.
4. Facilities can attest that they are pursuing accreditation and will be tracked for 12 months to ensure follow through.
5. Is the facility ready, and does it have a certificate of occupancy?
6. Acute care – the analyst drafts the cover letter. Long term care, the licensing admin drafts the cover letter.

Phase 3: Assign to a review team

7. Review new license application

8. Refer to team leader

9. Review application and assign to analyst

Phase 4: Receive and log application

10. Review application

Other info needed from facility?

11. Contact facility for additional information

Info needed from other state agencies?

12. Contact other state agencies for assistance

Provide assistance to analyst?

13. N

Phase 5: Search epay emails for appropriate payment

14. Was payment epay?

15. Y

Phase 6: Log check in check log

16. N

17. Associate epay in the HFEL licensing database with the epay

18. Confirm check amount with Licensing supervisor

Phase 7: Perform compliance review

19. Has the facility been compliant?

20. Y

21. N

22. Can the facility attest?

23. Y

24. Notify survey to survey the facility

25. Is the facility accredited?

26. Y

27. Schedule and perform survey

28. N

29. Enter attestation in facility file and track for 12 months

30. Y

Phase 8: Perform initial survey

31. Ready to open?

32. N

33. E-mail team that facility is ready to open

34. Issue verbal license approval by phone

35. Draft cover letter from template

36. E-mail letter to survey, survey team leader, facility of verbal approval

37. Issue new license with cover letter to facility by overnight mail

Phase 9: Enter new license information into ASPEN

38. Enter new license information into Licensing Database

Phase 10: End