



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

July 18, 2024

Memo# P0033

To: N.C. Licensed Adult Care Homes and Family Care Homes

From: Megan Lamphere, Section Chief *ML*
Division of Health Service Regulation (DHSR), Adult Care Licensure Section

Re: 2025 License Renewal Applications for Licensed Adult Care Homes and Family Care Homes

As we approach the 2025 license renewal application (LRA) period, we want to alert you to some important information related to the renewal process. Please help us make sure that the individuals who are responsible for managing the facility's license renewal application in Enterprise receive this information.

Important Information:

• **Facility License Renewal Applications Available August 1, 2024**

Adult care home and family care home LRAs for the year 2025 will be available to access in the DHSR Enterprise online licensing system during the **first week in August 2024**.

The DHSR Enterprise system can be found on the DHSR website at <https://dhsenterprise.nc.gov/#/>. Please note that Enterprise is not the same system as NCTRACKS. Last year, several providers attempted to renew a facility license through NCTRACKS. These are two different systems and facility LRA's cannot be renewed through NCTRACKS, only the Enterprise system.

• **2025 License Renewal Application Deadline**

In order for a facility's 2025 LRA to be processed and approved by January 1, 2025, the renewal application must be completed and fee paid in the Enterprise system **by October 15, 2024**. Applications will be processed in the order they are received.

Applications and fees submitted after December 31, 2024 will be denied by the ACLS.

Note: When a facility license is not renewed (and approved) before December 31, 2024 it may impact a facility's status as a currently licensed facility in the NCTRACKS system. Therefore, it is important for facilities that bill Medicaid or serve recipients of State/County Special Assistance to submit the facility's LRA at least by October 15, 2024 to prevent any potential issues with NCTRACKS.

• **(Critical!) Provider Administrator in Enterprise**

During the first week in August, the "Provider Administrator" (the individual associated with the facility in the Enterprise system and responsible for completion of the renewal application) will receive an email from the Enterprise system informing them that they can begin the annual licensure renewal process. The email will

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ADULT CARE LICENSURE SECTION

LOCATION: 815 Palmer Drive, Dobbin Building, Raleigh, NC 27603
MAILING ADDRESS: 2708 Mail Service Center, Raleigh, NC 27699-2708
<https://info.ncdhhs.gov/dhsr/> • TEL: 919-855-3765 • FAX: 919-733-9379

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include a registration number associated with each provider's facility site location. If the Provider Administrator did not receive the email, they should first check their junk or spam folder in their email account, then contact the Adult Care Licensure Section via email at DHSR.AdultCare.Support@dhhs.nc.gov for assistance if unable to locate the email.

The Provider Administrator will need to know their NCID username and password to launch the renewal application. ACLS staff cannot help with NCID questions, issues, or requests. Please contact the NCID Helpdesk. The direct number is 919-754-6000 or 800-722-3946.

Licensees and facility management are strongly encouraged to verify who in the organization is registered as the Provider Administrator to ensure the individual is available to complete the LRA. If the Provider Administrator who completed the facility's LRA last year is no longer employed with the organization or you need to change the Provider Administrator, please submit your request to change the Provider Administrator to DHSR.AdultCare.Support@dhhs.nc.gov. You will need to provide the individual's NCID username, and the facility name and license number for ACLS to process this request and link the new Provider Administrator to the facility's Enterprise account.

- **Renewal Fee Payments**

All license renewal fee payments must be made electronically through the Enterprise system. Like last year, the pay by mail feature is no longer an option for paying renewal fees.

- **Adult Care Home Administrator Renewals**

As in years past, the 2025 adult care home LRA requires the name of the certified administrator who will be the administrator for the licensed facility. Ensuring facilities have an administrator who is certified as of January 1, 2025 is part of the agency's review and approval of the facility's LRA. Many adult care home administrator certifications expire on December 31, 2024. If a facility administrator's certification is set to expire on December 31, 2024 and has not yet been renewed, ACLS will not process the facility's LRA and place it in pending status until the administrator's certification is renewed. ACLS encourages providers to confirm that their administrator has obtained the required continuing education hours and submitted their certified administrator renewal application and fee before December to prevent delays in processing the facility's LRA. If an administrator does not receive a certification renewal packet by the end of August and their certification expires on December 31, 2024, they should promptly send an email to DHSR.AdultCare.Questions@dhhs.nc.gov.

- **Outstanding Penalties**

As a reminder – all administrative penalties imposed by ACLS must be paid in full or appealed before the 2025 LRA can be processed. If penalties are not paid or appealed by December 31, 2024, the 2025 LRA will be denied pursuant to G.S. 131D-2.4(d).

- **Change of Ownership (CHOW) Planned To Be Effective On or Before January 1, 2025**

For a facility's change of ownership (CHOW) to be effective on or before January 1, 2025 ACLS must receive the completed CHOW application, including the fee and supporting documents, by November 1st, 2024. Additionally, the current licensee must still complete the 2025 LRA application as described below.

CHOW applications are not currently available in the Enterprise system. Paper applications must be submitted to ACLS as described below.

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The steps for completing a CHOW to be effective on or before January 1, 2025 are as follows:

- The current licensee must complete the online renewal application in the DHSR Enterprise system. When the current licensee gets to the “Sign and Submit” page, click “Yes” to the question – “*Are you planning to sell your business on or before December 1st?*” and then select that payment will be sent by mail in the next field. **Please go ahead and complete this step so it does not delay the processing of the CHOW.**
- The applicant for the change of ownership is to submit the completed CHOW application, licensing fee and required documents via:
 - United States Postal Service to: Adult Care Licensure Section, 2720 Mail Service Center, Raleigh, NC 27699; or UPS or Fed-Ex to: Attn: Adult Care Licensure Section, 809 Ruggles Drive, Raleigh, NC 27603 (*All overnight packages are delivered to the DHSR Division office at 809 Ruggles Drive-- we do not receive overnight packages at our office in the Dobbin Building*);
or
 - Hand-deliver the CHOW application, fee, and other required documents to the ACLS office at 815 Palmer Drive, Raleigh NC 27603.
 - The CHOW application can be downloaded from our website at <https://info.ncdhhs.gov/dhsr/acls/changeacowner.html>.
 - Information on other required documents and the CHOW process can be found on the ACLS website at:
 - For adult care homes: <https://info.ncdhhs.gov/dhsr/acls/changeacowner.html>
 - For family care homes: <https://info.ncdhhs.gov/dhsr/acls/changeofchowner.html>
- **Other License Changes**
Other license changes, including capacity change, changes in special care unit capacity, and facility name, cannot be made in the Enterprise system. These changes must be made by submitting a change application to the Adult Care Licensure Section, which can be downloaded from our website at <https://info.ncdhhs.gov/dhsr/acls/changeacowner.html>. Please complete the entire application with the signature page signed and dated for these types of changes. Do not submit the instruction pages. Changes to the licensee address or facility’s mailing address can be made in Enterprise during the completion of the renewal application.
- **DHSR Enterprise Training & FAQs**
Training on the license renewal application process is available on the Enterprise system’s homepage at the following website: <https://dhsrenterprise.nc.gov/#/>.

More information about the Enterprise system is available at the following DHSR website, including frequently asked questions, at <https://info.ncdhhs.gov/dhsr/es/index.html>.

- **Questions & Assistance**
In order to make sure you receive timely responses to your questions regarding facility license renewals, we ask that you please send your questions to us via email to DHSR.AdultCare.Support@dhhs.nc.gov. Our office receives hundreds of calls and emails during license renewal time, and we appreciate your cooperation and patience as we work to provide excellent customer service during this busy time.

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