



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor


KODY H. KINSLEY • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

July 10, 2023

Memo# P0017

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

From: Megan Lamphere, Section Chief 
DHSR Adult Care Licensure Section

Re: Important Information Regarding 2024 Facility License Renewal Applications in Enterprise for Licensed Adult Care Home and Family Care Home Providers

As we approach the 2024 license renewal application period, we want to alert you to some important reminders to the renewal process. The 2024 renewal applications will be available in the Enterprise on-line licensing system to adult care and family care home providers the **first week in September**.

Reminders:

- **Renewal Fee Payments**
Providers will be required to submit all renewal fees electronically through the Enterprise system. Like last year, the pay by mail feature is no longer an option for paying renewal fees.
- **Administrator Renewals**
Many adult care home administrator certifications expire on 12/31/2023. If your facility's certified administrator's certificate expires on 12/31/2023, please ensure they obtain their continuing education hours and submit their certified administrator's renewal application and fee in a timely manner before December. The facility's license renewal application will not be processed and will be considered pending until the facility's administrator certification renewal is submitted and approved. Ensuring facilities have a currently certified administrator as of January 1, 2024 is part of the agency's review of renewal applications. If an administrator does not receive a certification renewal packet by the end of August and their certification expires on 12/31/23, they should send an email to DHSR.AdultCare.Questions@dhhs.nc.gov.
- **Outstanding Penalties**
As a reminder – all penalties must be paid in full or appealed before the 2024 renewal can be processed. If penalties are not paid or appealed by 12/31/23, the 2024 license renewal application will be denied pursuant to G.S. 131D-2.4(d).
- **Submission of Renewal Application and Subsequent Change of Ownership (CHOW)**
For a change of ownership to be effective on or before January 1, 2024 we must receive your application, fee and supporting documents by December 1st, 2023.

The steps are as follows:

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ADULT CARE LICENSURE SECTION

LOCATION: 801 Biggs Drive, Brown 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

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- The current licensee must complete their online renewal application. 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 their complete 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 Brown Building*);
or
 - Hand-deliver the application, fee, and other required documents to our office at 801 Biggs Avenue, Raleigh NC 27603. The CHOW application can be downloaded from our website at <https://info.ncdhhs.gov/dhsr/acsls/changeacowner.html>.

- **Other Changes**

Other 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/acsls/changeacowner.html>. Only submit the first page of the application indicating the type of change, facility name, etc. and other applicable pages with the signature page signed and dated for these types of changes. Do not submit the instruction pages. The complete change application and fees must be submitted for CHOW applications for processing. Changes to the licensee address or facility mailing address can be made in Enterprise during the completion of the renewal application.

- **Provider Administrator in Enterprise**

The first week in September, 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 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 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.

If the Provider Administrator who completed your facility’s renewal application last year is no longer employed with your organization or you need to change the Provider Administrator, please go ahead and 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, facility name and license number for this request to be processed.

- Training on the license renewal application process is available on the Enterprise system’s homepage at the following website: <https://dhsreenterprise.nc.gov/#/>.
- More information about the Enterprise system is available at the following DHSR website, including frequently asked questions: <https://info.ncdhhs.gov/dhsr/es/index.html>.

If you are not the designated individual who manages the facility application in Enterprise, please forward this memo to the correct person. If you have any questions regarding this memo, please send an email to DHSR.AdultCare.Support@dhhs.nc.gov.