HFEL Licensing Renewal Process (12/18/2013)

Phase

Mailroom

Licensing (supervisor)

- File electronic copy of renewal
- Correct amount paid?
- Inform Admin 1 and 2 of correct payment

Licensing (admin 1)*

- Query state licensing database for expiring licenses
- Select facilities and print renewal application forms
- Mail renewal application to facility
- Check database 2 wks later for facilities that have not submitted renewals[5]
- Renewal received?
- Scan incoming renewal – associate with license #[2]
- Payment included?
- Log payment in payment log #1[5]
- Correct amount paid?
- Inform supervisor of payments
- Complete check receipt log
- Stamp check 'deposit only'
- Give check to admin 2
- Contact Ambulatory Assessment to see if facility is in arrears[3]
- Check epay e-mail for possible payment[4]
- Payment found?
- Enter into ePay log
- Inform admin 2
- Transfer application to Admin 2
- Transfer application to Admin 2 and hold for payment

Licensing (admin 2)*

- Contact facility to get correct payment
- Begin 'Review' Process
- Receive and deposit check
- Enter information into check deposit log

Ambulatory Assessment

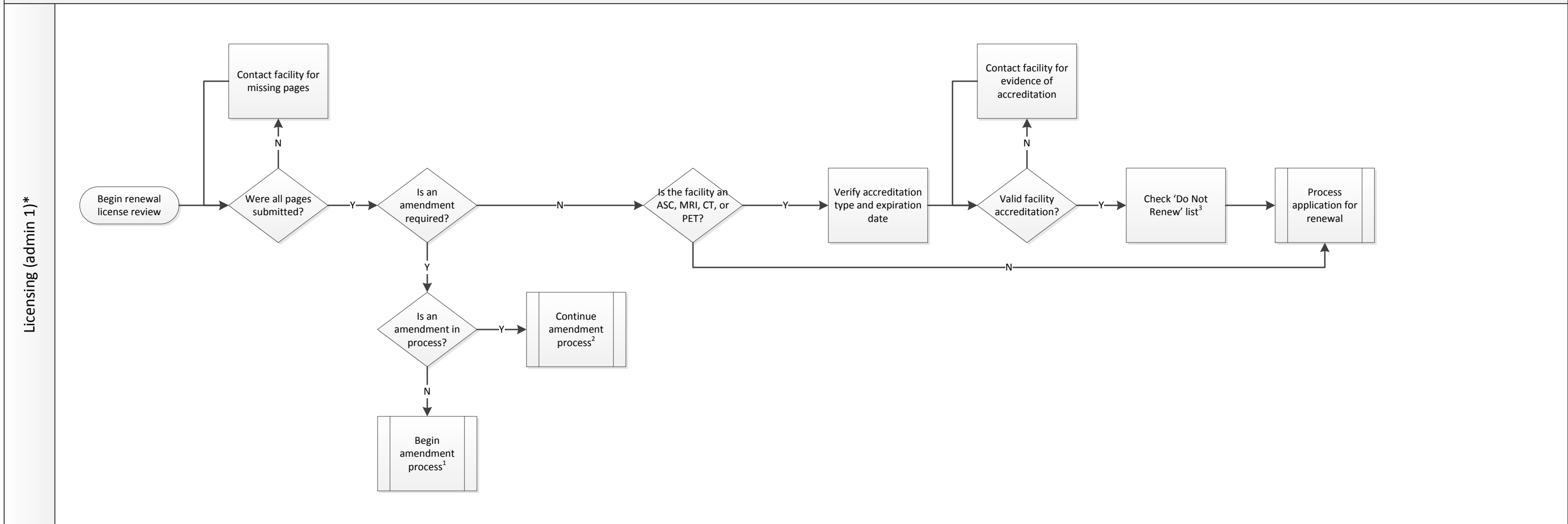- Checks logs to see if facility is in arrears

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Comments:

Database query occurs on the 15th of each month

Position of application review is not 100% certain. From the discussion it sounded like it happened earlier, but it may be at the positioned location as well.

*Acute care has two admins that function interchangeably. Longterm care has one admin who performs the functions of both acute care admins.

1. Currently acute care checks for renewals pending receipt by comparing the paper applications present in the office versus the list generated by ASPEN
2. Scanned files are stored, but not associated in the database with the facility or license
3. Ambulatory assessment is constantly contacted to determine if a facility is in arrears. Whether or not the facility is or is not does not affect application processing. **OPC ENFORCEMENT ASSERTS THAT NO RENEWALS WILL GO OUT UNTIL FEES ARE PAID**
4. ePay payments are not automatically associated with a facility or license # unless the facility provided that information on their own. Moreover it does not categorize what fees the facility may be paying (amendments, fines, renewals, etc.). Licensing attempts to allocate payments to pay categories when possible.
5. Multiple check logs exist within acute care between admin 1, admin 2, and the supervisor.
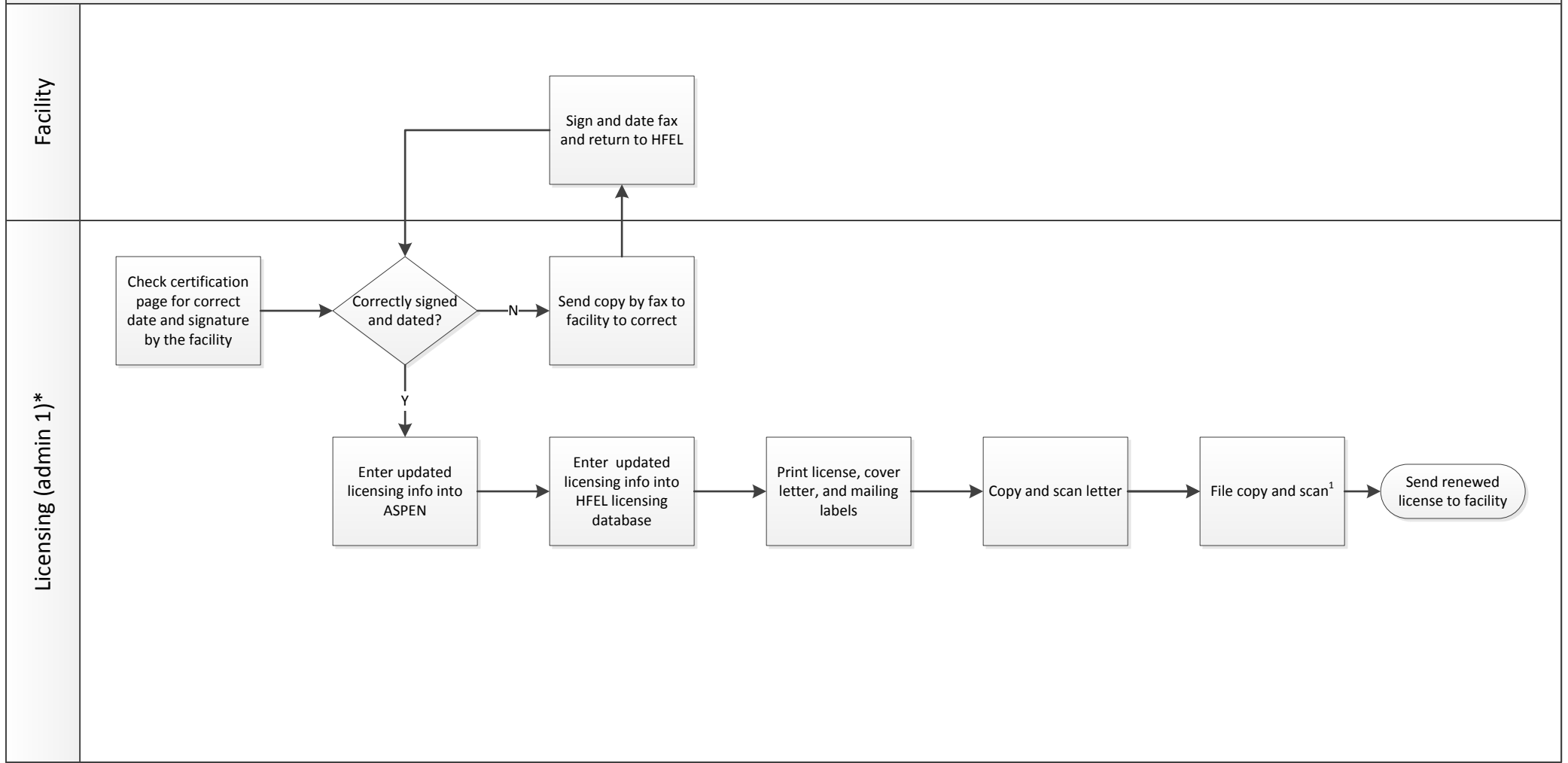
HFEL Licensing Renewal Process (12/18/2013)

Phase

Licensing (admin 1)*

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                    ┌──────────────────┐                                    ┌──────────────────┐
                    │ Contact facility │                                    │ Contact facility │
                    │  for missing     │                                    │  for evidence of │
                    │     pages        │                                    │  accreditation   │
                    └────────▲─────────┘                                    └────────▲─────────┘
                             │ N                                                     │ N
  ┌─────────┐   ◇─────────◇  │  ◇──────────◇              ◇──────────◇   ┌──────────┐│ ◇──────────◇  ┌──────────┐  ┌──────────┐
  │ Begin   │   │ Were all │  │  │  Is an   │              │ Is the   │   │ Verify   ││ │  Valid   │  │ Check    │  │ Process  │
  │ renewal │──▶│  pages   │─Y─▶│amendment │──────N──────▶│facility  │─Y▶│accredit. ││─│ facility │─Y▶│ 'Do Not  │─▶│ applic.  │
  │ license │   │submitted?│     │required? │              │an ASC,   │   │type and  │  │accredit.?│  │ Renew'   │  │ for      │
  │ review  │   ◇─────────◇      ◇─────┬────◇              │MRI, CT,  │   │expiration│  ◇──────────◇  │ list³    │  │ renewal  │
  └─────────┘                          │ Y                │or PET?   │   │  date    │       │ N       └──────────┘  └──────────┘
                                       │                   ◇────┬─────◇   └──────────┘       │
                                       ▼                        │ N                          │
                                 ◇──────────◇  ┌──────────┐     └────────────N───────────────┘
                                 │  Is an   │  │Continue  │
                                 │amendment │─Y▶│amendment │
                                 │in process?│  │process²  │
                                 ◇─────┬────◇  └──────────┘
                                       │ N
                                       ▼
                                 ┌──────────┐
                                 │ Begin    │
                                 │amendment │
                                 │process¹  │
                                 └──────────┘
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Notes:

* Acute care has two admins that function interchangeably. Longterm care has one admin.

1. Send the application back to the facility and inform them that an amendment also needs to be submitted.
2. An amendment may be in process and not complete. If it is complete and not yet in ASPEN, licensing will update the licensing database and proceed with the renewal. If it is not complete, licensing can continue both the amendment and renewal processes.
3. This is the first reference to 'Do Not Renew' in the original process flows. However initial contact occurs once the renewal application is received, and the results do not affect processing of the renewal.
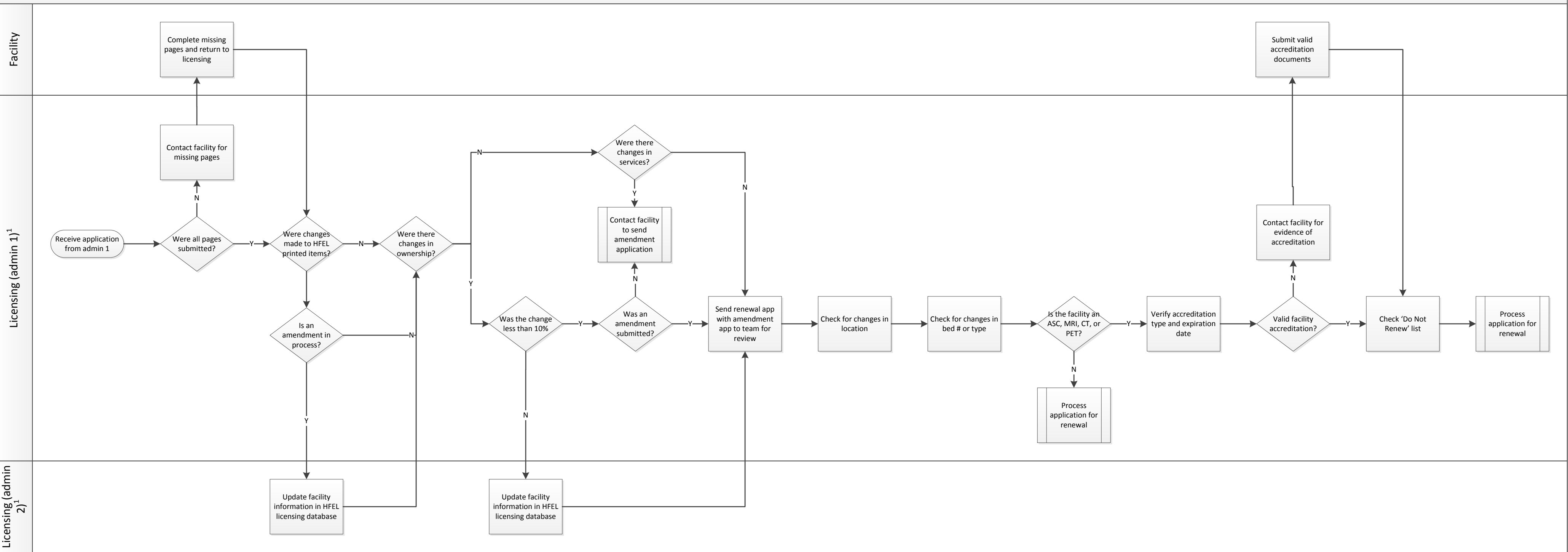
HFEL Licensing Renewal Process (12/18/2013)

Phase

Facility

Sign and date fax and return to HFEL

Licensing (admin 1)*

Check certification page for correct date and signature by the facility → Correctly signed and dated? —N→ Send copy by fax to facility to correct

Correctly signed and dated? —Y→

Enter updated licensing info into ASPEN → Enter updated licensing info into HFEL licensing database → Print license, cover letter, and mailing labels → Copy and scan letter → File copy and scan[1] → Send renewed license to facility

Notes:
*Acute care has two admins that function interchangeably. Longterm care has one admin.
1. Scans are done by the mailroom and are not directly associated with the license number or facility.

HFEL Licensing Renewal Process (12/18/2013)

Phase

Facility

- Complete missing pages and return to licensing
- Submit valid accreditation documents

Licensing (admin 1)[1]

- Contact facility for missing pages
- Receive application from admin 1
- Were all pages submitted? — Y / N
- Were changes made to HFEL printed items? — N
- Were there changes in ownership? — N
- Is an amendment in process? — Y / N
- Were there changes in services? — N / Y
- Contact facility to send amendment application
- Was the change less than 10% — Y / N
- Was an amendment submitted? — N / Y
- Send renewal app with amendment app to team for review
- Check for changes in location
- Check for changes in bed # or type
- Is the facility an ASC, MRI, CT, or PET? — Y / N
- Verify accreditation type and expiration date
- Valid facility accreditation? — Y / N
- Contact facility for evidence of accreditation
- Check 'Do Not Renew' list
- Process application for renewal
- Process application for renewal

Licensing (admin 2)[1]

- Update facility information in HFEL licensing database
- Update facility information in HFEL licensing database

Notes:

*Actions performed by admin 1 and 2 are often interchangeable

**2nd renewal packet contains a '2nd Notice' label at the top of the forms.

***Separate payment logs exist for the purpose of double-checking payment intake.

****Admin constantly checks with ambulatory assessment for payment information throughout the renewal process.