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DQA Numbered Memo 17-002

To: [Adult Day Care](#)  
[Adult Family Homes](#)  
[Community-Based Residential Facilities](#)  
[Residential Care Apartment Complexes](#)

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Bureau of Assisted Living Director

Via: Otis Woods  
Division of Quality Assurance Administrator

### **New Online System for Assisted Living Facility License/Certification Continuations**

The Division of Quality Assurance is pleased to announce a new online system that can be used to complete assisted living facility license and/or certification continuation processes.

Features of the new online application include:

- Ability to assign one individual to review and complete the biennial/annual report; assign one person to pay the license/certification fee by credit/debit card; or assign one person to complete both processes.
- Ability to review and make changes online to your biennial/annual report if DQA approval is not required. Examples include but are not limited to these types of changes:
  - Facility name
  - Administrator
  - Contact information
  - Reporting non-client residents
  - Monthly rates
- Ability to notify DQA that this license period involves a change that needs approval, such as:
  - Change of ownership
  - Client groups
  - Capacity
  - Facility type
- Ability to view, print, or save an electronic copy of the biennial/annual report at any time during the current license/certificate period.

- Ability to upload documentation during the continuation cycle if required by changes or if you would like to update facility documentation that DQA has on file.

The new online process is very similar to the current paper process with email replacing paper mail, online entry replacing the paper biennial/annual report, and online payment taking place of writing and sending in checks.

Signup is available now. For each facility registering to use the new system by February 25, 2017, electronic notices will be sent via email on that date to the person identified as the legal mailing contact for your facility at that time, for licenses/certifications expiring on 04/30/2017.

Facilities may create their user account(s) at any time, even if their license/certification expires later than 04/30/2017. Please remember that it is each facility's responsibility to notify your BAL regional office of any changes in the official legal mailing contact information so these electronic notices go to the correct person.

To learn more about the new online system and review the signup instructions, please see publication P-01731, [Online License and Certification Continuations via E-Licensure](#).