



ARKANSAS
DEPARTMENT OF
**HUMAN
SERVICES**

Division of Provider Services & Quality Assurance
P.O. Box 8059, Slot S409, Little Rock, AR 72203-8059

MEMORANDUM

TO: Nursing Home Administrators, Nursing Facilities, ICFs/MR 16 Beds and Over, HDCs, ICFs/MR Under 16 Beds, Assisted Living Facilities, and other Long-Term Care Facilities

FROM: Martina Smith, J.D., Division Director

DATE: August 28, 2023

RE: Advisory Memo – Enterprise Licensing System (ELS)

The Division of Provider Services and Quality Assurance has developed the Enterprise Licensing Solutions (ELS) as an online system for facilities to submit Incident and Accident reports. Long-Term Care (LTC) facilities and Home and Community Based Service (HCBS) providers can now submit reports through the same system used to apply for licensing, pay fees, and make other updates. **All incidents and accidents must be submitted through the ELS beginning September 1, 2023. Paper reports will no longer be accepted after this date.**

All OLTC and HCBS Providers must be registered through ELS to submit reports of Incidents and Accidents. If you have not registered, visit <https://arkdhs.force.com/elicensing/s/> and select Provider Login. Enter the required information about you and/or your facility to create an account. LTC and HCBS providers who have already created an account may access their information by clicking here: https://ardhslicensing.my.site.com/elicensing/s/?language=en_US.

Once you complete your registration for the Enterprise Licensing System (ELS) database, send DPSQA an email to the following addresses based on your facility type to connect your facility to your specific log in:

HCBS Providers: DPSQA.ProviderApplications@dhs.arkansas.gov

OLTC Providers: OLTC.LicensureCertification@dhs.arkansas.gov

All incidents and accidents must be submitted through the ELS beginning September 1, 2023. Paper reports will no longer be accepted after this date.

If there any issues with access or other questions concerning Incidents and Accidents, please contact the Division at IandAReports@dhs.arkansas.gov.

To review previous ELS trainings or review the slideshow presentations, please visit DPSQA's ELS page at: <https://humanservices.arkansas.gov/divisions-shared-services/provider-services-quality-assurance/enterprise-licensing-system-els/>.

To receive future updates from the Division, please sign up for the Division of Provider Services and Quality Assurance (DPSQA) Provider Subscription Alerts:

<https://humanservices.arkansas.gov/divisions-shared-services/provider-services-quality-assurance/provider-email-sign-up/>.