ENTERPRISE LICENSING SOLUTION
A three portal system to incorporate business information
PRESENTERS

Susan Morrow
Licensing & Certification Manager

Christy Wilson
Compliance Manager
What is ELS?

An integrated three-portal system for Citizens, Providers, and Division of Provider Services and Quality Assurance share information.
The ELS includes the following current capabilities:

- Online application process
- Updates on information
- Renewal application process
- Pay Annual Fees
- Citizens may enter complaints
Upcoming ELS capabilities:

- Providers may enter their self-reports
- Obtain inspection results
- Submit Plan of Correction
Steps to Register:

☑️ If you have not registered, go to Citizen portal at:

https://arkdhs.force.com/elicensing/s//. Select Provider Login; log on as a new user and enter some general information about yourself and/or facility, if applicable.

Let us know your username and what programs are associated with this provider.

Send email request for assistance to:

DPSQA.ProviderApplications@dhs.arkansas.gov
Important Step for completing ELS registration:

Once you complete your registration for the Enterprise Licensing Solution (ELS) database, we will need the following additional information. This information will allow us to connect your programs to your specific log in.

We will need:
Your User Name
Legal Name of each program
License/Certification numbers for each program
Your Date of birth
Your title (owner, CEO, etc.)
Your phone number
If EIDT: Need Medicaid Number

Please email this information to: DPSQA Provider Applications
DPSQA.ProviderApplications@dhs.arkansas.gov
Provider Portal
How to log in

Login
Welcome back! Please sign into your account.

* Username

* Password

I'm not a robot

[reCAPTCHA]

Login

Forgot your Password? Click here

Not a member? Register here
Welcome,
Priscilla George
Please choose one of the Agency Types to get started.

Child Care Licensing
The Licensing Unit is responsible for the enforcement of the Child Care Licensing Act for registered childcare family homes, licensed homes, and licensed childcare centers in Arkansas.

Placement and Residential Licensing

Home & Community Based Services Licensing
Home and Community Based Services licenses, certifies, and regulates assisted living facilities, home and community based programs day treatment programs, and alcohol and drug abuse treatment providers. This unit also reviews concerns, complaints, and allegations of substandard care as it relates to facility practices.

Long Term Care Licensing
Office of Long-term Care licenses, surveys, and regulates long term care facilities, such as skilled nursing facilities. This unit also investigates all nursing home complaints.
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Notifications

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ELS Provider Dashboard

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You can apply for new applications here and use your dashboard to edit and track the status of previously created applications.

Resources

- Manage Applications
  - Get Started →

- Manage Facilities
  - Get Started →

- Online Payments
  - Get Started →

humanservices.arkansas.gov
Start New Application

Instructions:
- Provide necessary information to complete the application.
- You may save the application prior to completion and return at a later time to complete and submit.
- Applicants will be required to upload all required documents, as determined by the type of application, prior to submitting the application.
- Prior to submission, the application must be completed in its entirety including payment of a non-refundable fee.
- To pay the required application fee, you must have a valid credit card.

* Licensing Applications:
Select an Option

Start New Application
New Application – Choose Application Type
New Application – Choose Application Type

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*Licensing Applications
- Assisted Living Facility (ALF)
Complete each informational tab to continue to the next tab.
Application – Required Fields
When all required information is entered, the lock icon will open and turn green.
Update Facility/Related Information

Documentation

The following documents, based on facility type if applicable, can be uploaded prior to submitting the application. Select the "New Attachment" button to add a document. The following document types are allowed: png, jpg, excel, pdf, doc, docx.

**Adult Day Care Facility - New Application**

- Documentation of the following information: (a) the identity of each person having (directly or indirectly) an ownership interest of five percent (5%) or more in the facility; Rule 204.8
- Building plans showing a detailed floor plan of the facility. Floor plans must contain exact measurements and identify each room, hallway, window, etc. Rule 202.2
- A letter from the City or County Zoning Commission stating that the facility meets zoning requirements. Rule 202.2
- A letter from a licensed electrician and licensed plumber, with their name and license number included, stating that the facility complies with State Codes. Rule 202.2
- A letter from the County or State Division of Health, stating approval for facilities with wells and septic tanks, if applicable. Rule 202.2
- Secretary of State filing Rule 204.8c (if organized as a corporation)
- If organized as a corporation, the identity of each officer and director of the corporation.

Documents Uploaded:

<table>
<thead>
<tr>
<th>Document File Name</th>
<th>Document File Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uploaded documents to be displayed here.</td>
<td></td>
</tr>
</tbody>
</table>
Submit Application
<table>
<thead>
<tr>
<th>Application No.</th>
<th>Application Type</th>
<th>Facility Name</th>
<th>License/Certification Type</th>
<th>Provider Type</th>
<th>Submitted Date</th>
<th>Application Status</th>
<th>Actions</th>
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</thead>
<tbody>
<tr>
<td>0000741</td>
<td>Initial Application</td>
<td>Hilltop ADDT</td>
<td>Adult Developmental Day Treatment (ADDT)</td>
<td></td>
<td>08/09/2022</td>
<td>Application Submitted</td>
<td>View, Withdraw</td>
</tr>
<tr>
<td>0000740</td>
<td>Initial Application</td>
<td>Golden Isle</td>
<td>Assisted Living Facility (ALF) I</td>
<td></td>
<td></td>
<td>Ready for Online Payment</td>
<td>View, Withdraw</td>
</tr>
<tr>
<td>0000739</td>
<td>Initial Application</td>
<td>Hilltop Adult Day Care</td>
<td>Adult Day Care (ADC)</td>
<td>ADS</td>
<td>08/09/2022</td>
<td>Application Submitted</td>
<td>View, Withdraw</td>
</tr>
<tr>
<td>0000738</td>
<td>Initial Application</td>
<td>Assisted Living on the Hilltop</td>
<td>Assisted Living Facility (ALF) II</td>
<td></td>
<td>08/09/2022</td>
<td>Pending Supervisor Approval</td>
<td>View, Withdraw</td>
</tr>
<tr>
<td>0000736</td>
<td>Change of Information</td>
<td>Susan Brothers</td>
<td>Independent Licensed Practitioner (ILP)</td>
<td></td>
<td></td>
<td>Pending Application</td>
<td>View, Withdraw</td>
</tr>
</tbody>
</table>
ELS Provider Dashboard

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Resources

- Manage Applications
  - Get Started →

- Manage Facilities
  - Get Started →

- Online Payments
  - Get Started →
## Manage Facility

### List of Facilities

**Sort By**

- Select an Option

<table>
<thead>
<tr>
<th>Facility No.</th>
<th>Facility Name</th>
<th>License/Certification Type</th>
<th>Provider Type</th>
<th>Facility Status</th>
<th>Action</th>
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</thead>
<tbody>
<tr>
<td>00047581</td>
<td>Hilltop Adult Day Care</td>
<td>Adult Day Care (ADC)</td>
<td>Not Applicable</td>
<td>Regular</td>
<td>View</td>
</tr>
<tr>
<td>00045234</td>
<td>Testing For REAL</td>
<td>Acute Crisis Unit</td>
<td></td>
<td>Regular</td>
<td>View</td>
</tr>
<tr>
<td>00045016</td>
<td>Susan Brothers</td>
<td>Independent Licensed Practitioner (ILP)</td>
<td></td>
<td>Regular</td>
<td>View</td>
</tr>
</tbody>
</table>
Manage Facility
Manage Facility

Facility/Provider Information

- Facility Name
  HAGOОD HOLDINGS LLC DBA ALLHEART SENIOR CARE OF ARKANSAS

- Previously Licensed in Arkansas
  -

- Corporate Name
  -

- Taxpayer ID # (TIN or EIN)
  -

- Related Facilities
  No

Facility/Provider Information:

- Classification Type
  -

- DBA Name
  -

- Adult Day Health Center License #
  -

- Medicaid Provider Number
  -

Related Links:

humanservices.arkansas.gov
Related Links
# Newly Posted Notices

<table>
<thead>
<tr>
<th>Notice Name</th>
<th>Date Posted</th>
<th>Action</th>
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</thead>
<tbody>
<tr>
<td>Worker Portal - License Management</td>
<td>08/09/2022</td>
<td>View</td>
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</table>
Related Links
Viewed Notices

<table>
<thead>
<tr>
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<th>Date Posted</th>
<th>Date Accessed</th>
<th>Date Read</th>
<th>Action</th>
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</thead>
<tbody>
<tr>
<td>Worker Portal - Certificate Management</td>
<td>07/20/2022</td>
<td>07/20/2022</td>
<td>08/03/2022</td>
<td>View</td>
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</table>
Related Links
Change of Information Request
Change of Information Request
Change of Information Request
### Application Status for Change of Information Request

<table>
<thead>
<tr>
<th>Application</th>
<th>Application Type</th>
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</thead>
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<tr>
<td>0000740</td>
<td>Initial Application</td>
<td>Golden Isle</td>
<td>Assisted Living Facility (ALF)</td>
<td>ADS</td>
<td>08/09/2022</td>
<td>Ready for Online Payment</td>
<td>Withdraw View</td>
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<td>Pending Application</td>
<td>Withdraw View</td>
</tr>
</tbody>
</table>
Renewal Application

HAGOOD HOLDINGS LLC DBA ALLHEART SENIOR CARE OF ARKANSAS

Facility Number
36387

Facility Type
Targeted Case Management

Facility Status
Regular

Related Links
- Newly Posted Notices
- Viewed Notices
- Submit Plan of Correction
- Submit Change of Information Request

Renewal

humanservices.arkansas.gov
Renewal Application
Renewal Application
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humanservices.arkansas.gov
Online Payments

<table>
<thead>
<tr>
<th>Facility No.</th>
<th>Facility Name</th>
<th>Facility Type</th>
<th>Payment Status</th>
<th>Payment Description</th>
<th>Class Violation</th>
<th>Payment Due</th>
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</thead>
<tbody>
<tr>
<td>00047582</td>
<td>Golden Isle</td>
<td>Unlicensed</td>
<td>Pending</td>
<td>Initial Application Fee</td>
<td></td>
<td>$339.04</td>
</tr>
</tbody>
</table>

< Back to Dashboard

Pending Payments  Completed Payments

Reset  Continue
Online Payments

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Application Fee</td>
<td>$339.04</td>
</tr>
<tr>
<td>Payment Due</td>
<td>$339.04</td>
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</tbody>
</table>

**Final Amount:** $339.04
Online Payments

Transaction Summary

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Initial Application Fee</td>
<td>$339.04</td>
</tr>
<tr>
<td>Pay now through Arkansas.gov</td>
<td>$339.04</td>
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</tbody>
</table>

Need Help?
Select Payment Method and Continue to proceed with payment.
Online Payments

Transaction Summary

<table>
<thead>
<tr>
<th>Payment Type</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Initial Application</td>
<td>$50.00</td>
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<tr>
<td>Service Fee</td>
<td>$2.50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$52.50</td>
</tr>
</tbody>
</table>

Customer Information

- **Address**: Jennifer Jones, Hilltop, 77 Hilltop Road, Gold, AR 71123
- **Country**: United States
- **Email Address**: Golden@gsco.com

Payment Information

- **Credit Card**: Visa ****1111, Exp. 11/2024
- **Name on Credit Card**: Jennifer Jones

Need Help?

Review payment information. You may edit billing and payment method here if needed. When complete, select Make Payment.
Online Payments

Payment Acknowledgement

Payment Successfully Received

Facility Number: 00045234
Transaction Number: 64941612
Transaction Date/Time: 8/10/2022, 11:02 PM
Total Fee Amount: $104.00

Print Receipt

humanservices.arkansas.gov
Online Payments

Payment Acknowledgement

Payment Successfully Received

Facility Number
00045234

Transaction Number
64941612

Transaction Date/Time
8/10/2022, 1:10:29 PM

Total Fee Amount
$104.00
### Online Payments

#### Pending Payments

<table>
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[humanservices.arkansas.gov](humanservices.arkansas.gov)
Contact Information
DPSQA - Office of Community Services

Assistant Director: Taniesha Richardson-Wiley, MPH email: Taniesha.Richardson-Wiley@dhs.arkansas.gov

OCS Licensure & Certification Manager: Susan Morrow email: Susan.Morrow@dhs.arkansas.gov

OCS Compliance Manager: Christy Wilson, RN email: Christy.Wilson1@dhs.arkansas.gov

OCS Enforcement Manager: Tami Rogers email: Tami.Rogers@dhs.arkansas.gov

humanservices.arkansas.gov
THANK YOU
We Care. We Act. We Change Lives.