L&C On-Line Application User Guide for Providers
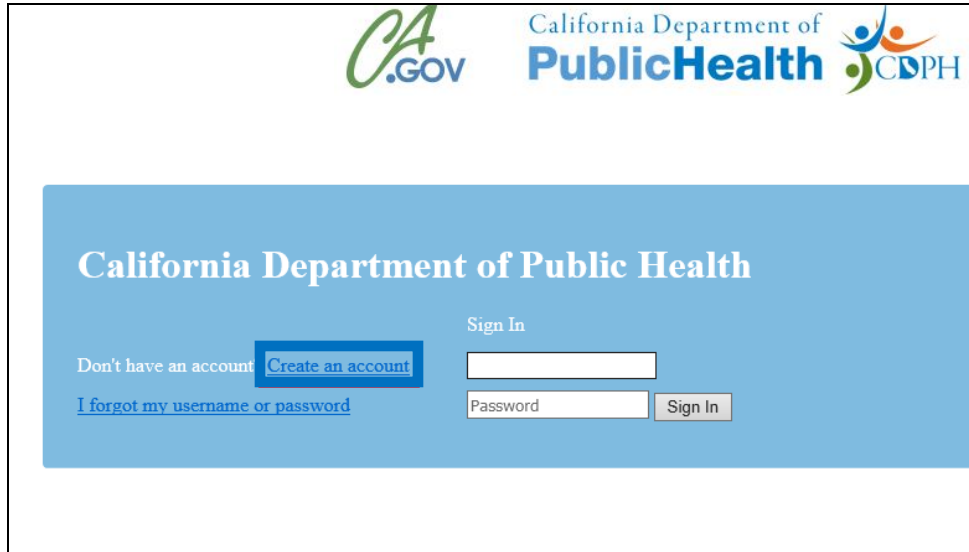
Table of Contents

1. How to Access the Form

    a. To access the form, go to the CDPH L&C web page (found [here](#)) and select ![Online Licensing Application](#), or visit the link https://eforms.cdph.ca.gov
    b. You will see the page below, where you can select "Create an account" to create a new account or enter your credentials and select "Sign In" if you have already created an account.

Figure 1: Online Licensing Application: Create an Account

2. Sign Up for an Account
    a. Select "Create an account" on the page referenced in Section 1b. You will see the page below where you can fill in your information.

Figure 2: Online Licensing Application: Create an Account Screen

3. Sign In to Your Account
   a. As explained in Section 1b, enter your credentials and select "Sign In" to access your account.

Figure 3: Online Licensing Application: Sign In to access your account

   b. After signing in, you will see the page below. Select "Open Now" which will bring you to the Main Site page referenced in the next step 3c and in Section 4c.
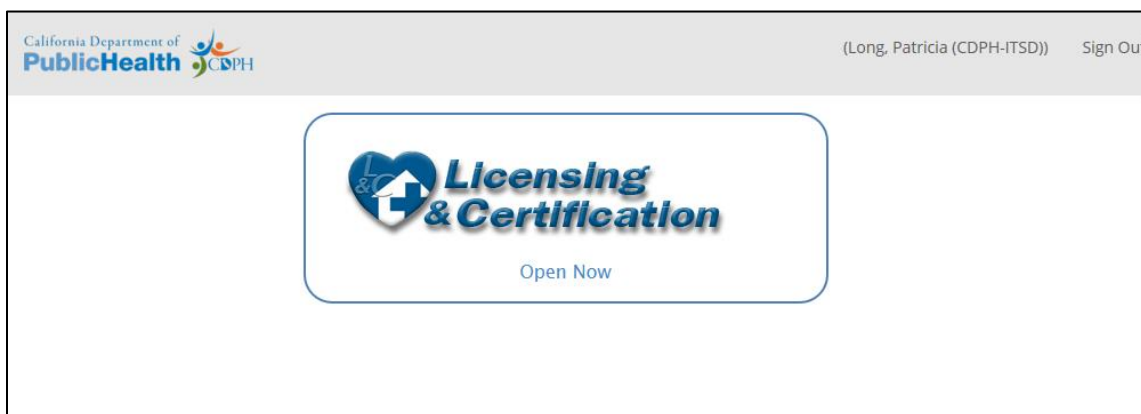
Figure 4: Online Licensing Application: Select "Open Now"

c. Select the "Get Started" button, which will bring you to the Dashboard page referenced in Section 4a. See 4a for further details.
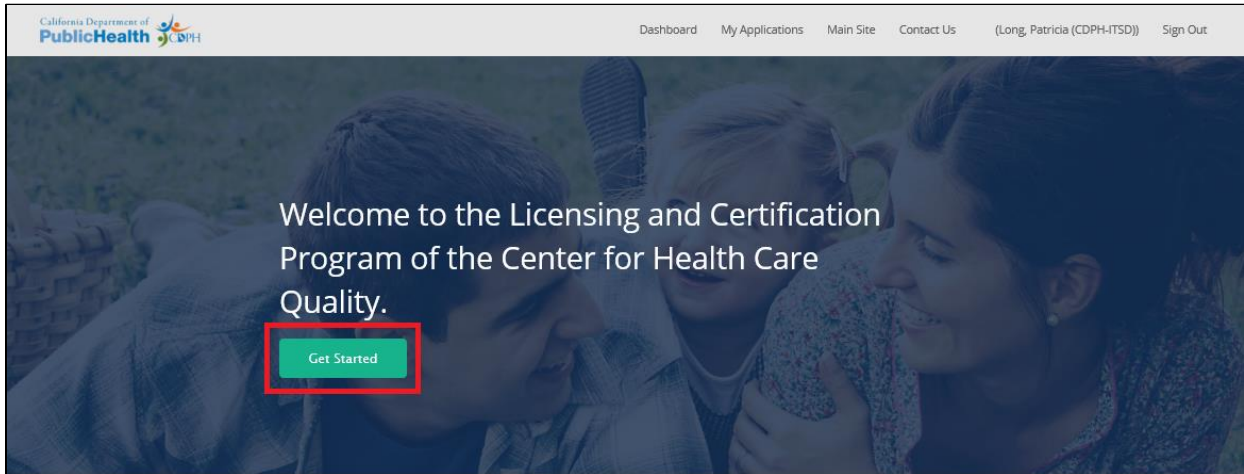
Figure 5: Online Licensing Application: Select "Get Started"

4. Navigating the Site
   a. Dashboard
      i. Access the Dashboard page by selecting the "Get Started" button referenced in Section 3b, or by selecting the "Dashboard" button in the top navigation bar.
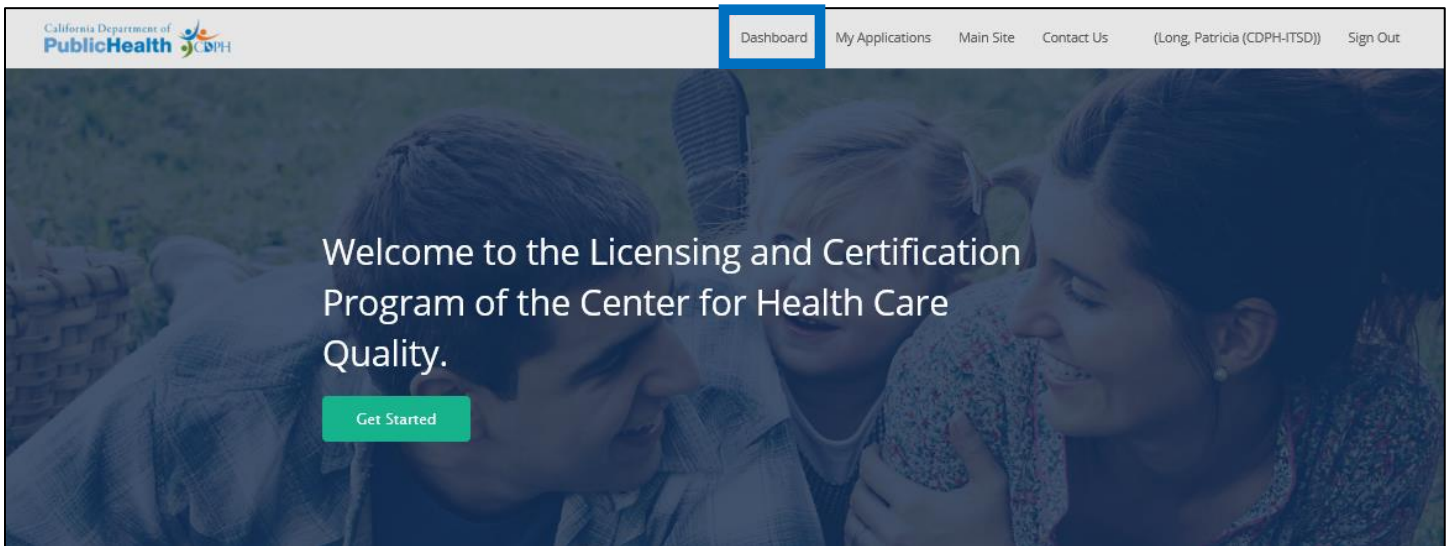
Figure 6: Online Licensing Application: Select "Dashboard"

      ii. The Dashboard page is a view of all the applications available to be filled out. Currently there is only one application, the Initial Application.
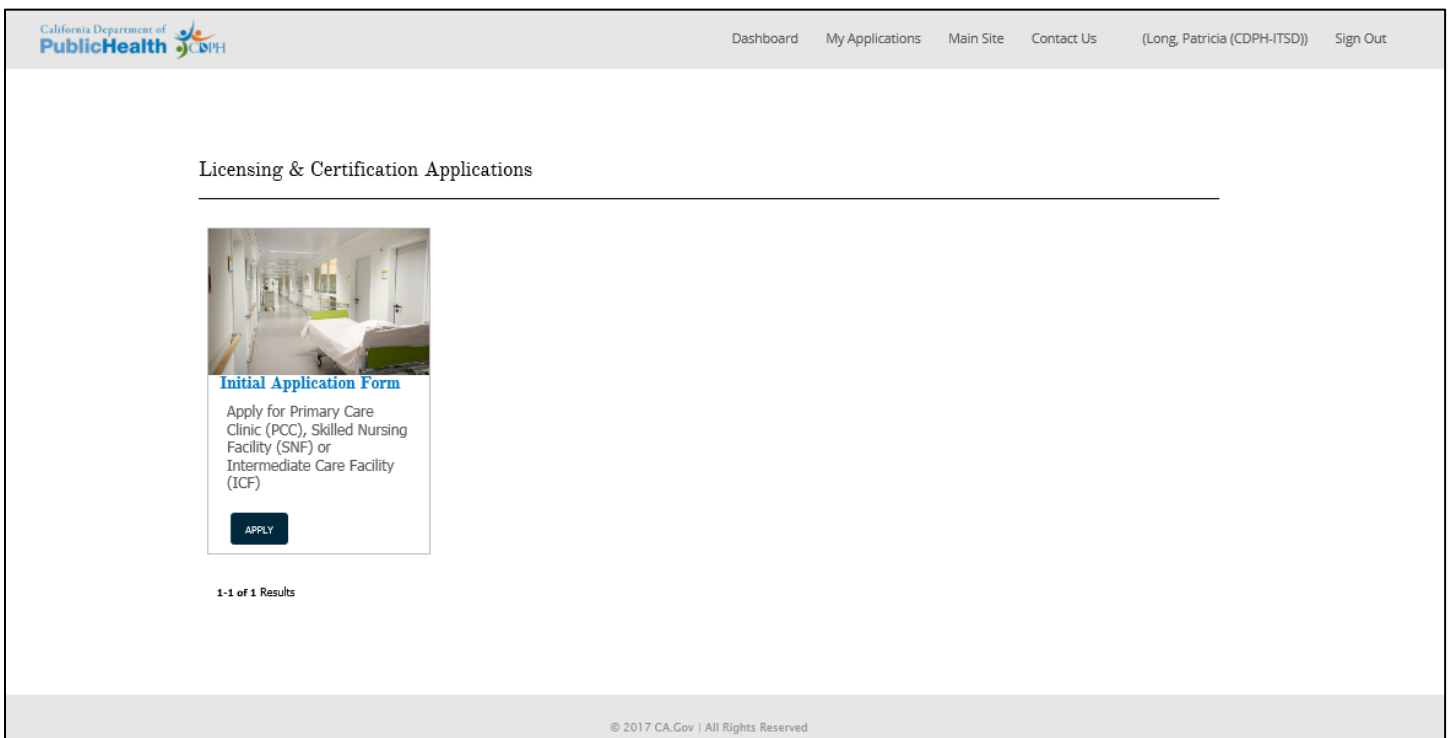
Figure 7: Online Licensing Application: Dashboard Page View

b. My Applications
    i. Access the My Applications page by selecting the "My Applications" button in the top navigation bar.
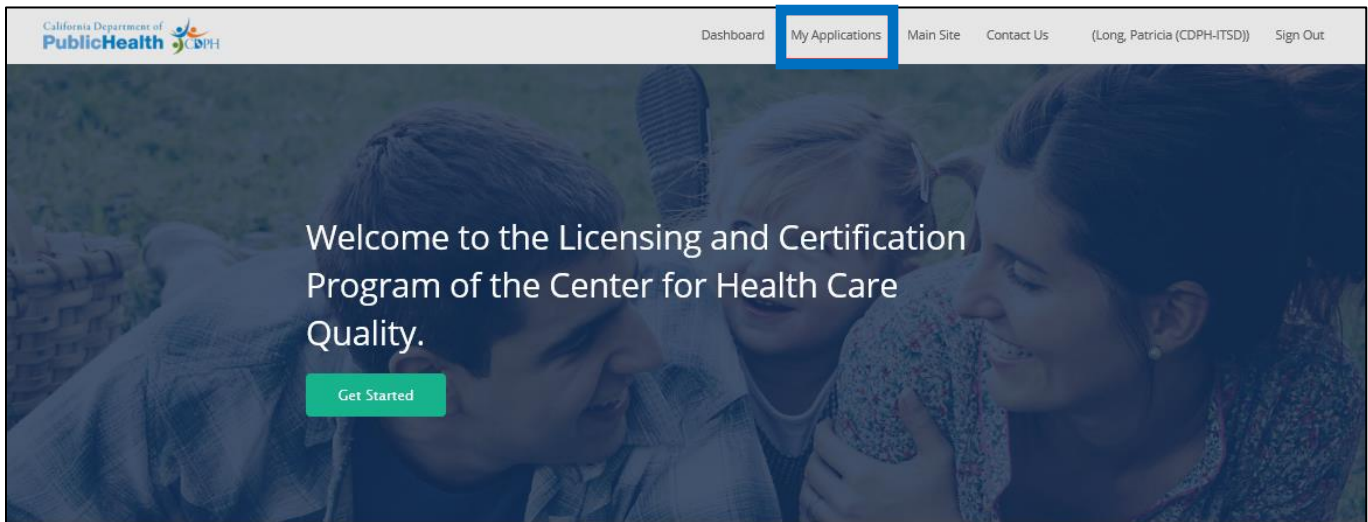
Figure 8: Online Licensing Application: Select "My Applications"

    ii. The My Applications page is where you can see your Drafted Applications and Submitted Applications. Select the "Draft Applications" or "Submitted Applications" tab to see your applications. See Section 8 for more details.
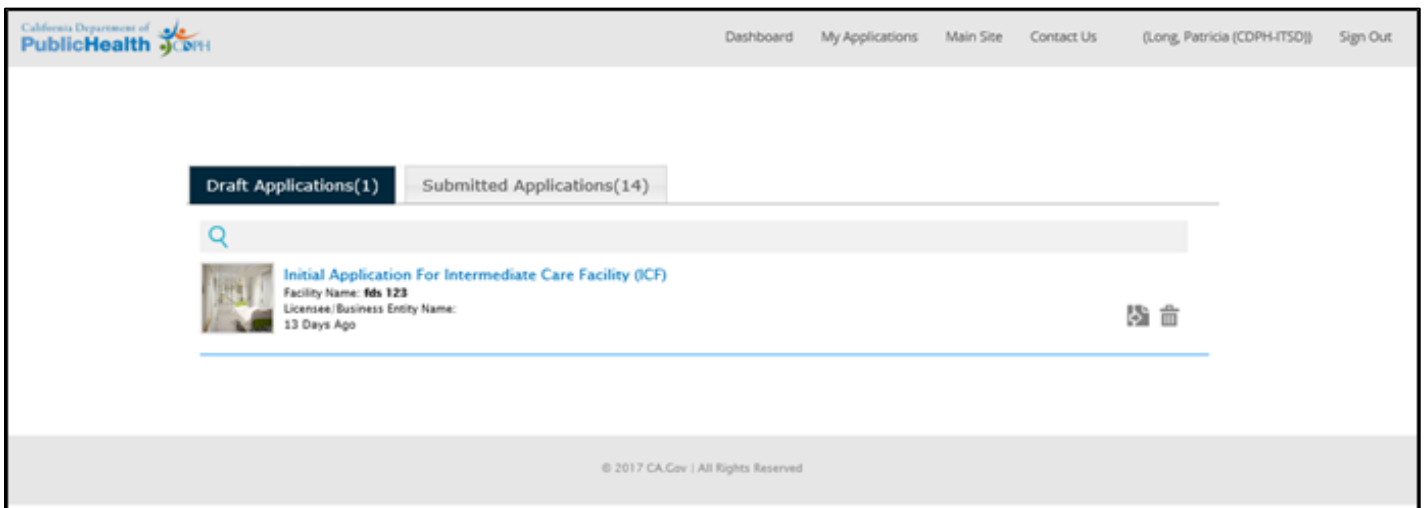
Figure 9: Online Licensing Application: Draft Application View

c. Main Site
   i. Access the Main Site page by selecting the "Main Site" button in the top navigation bar.
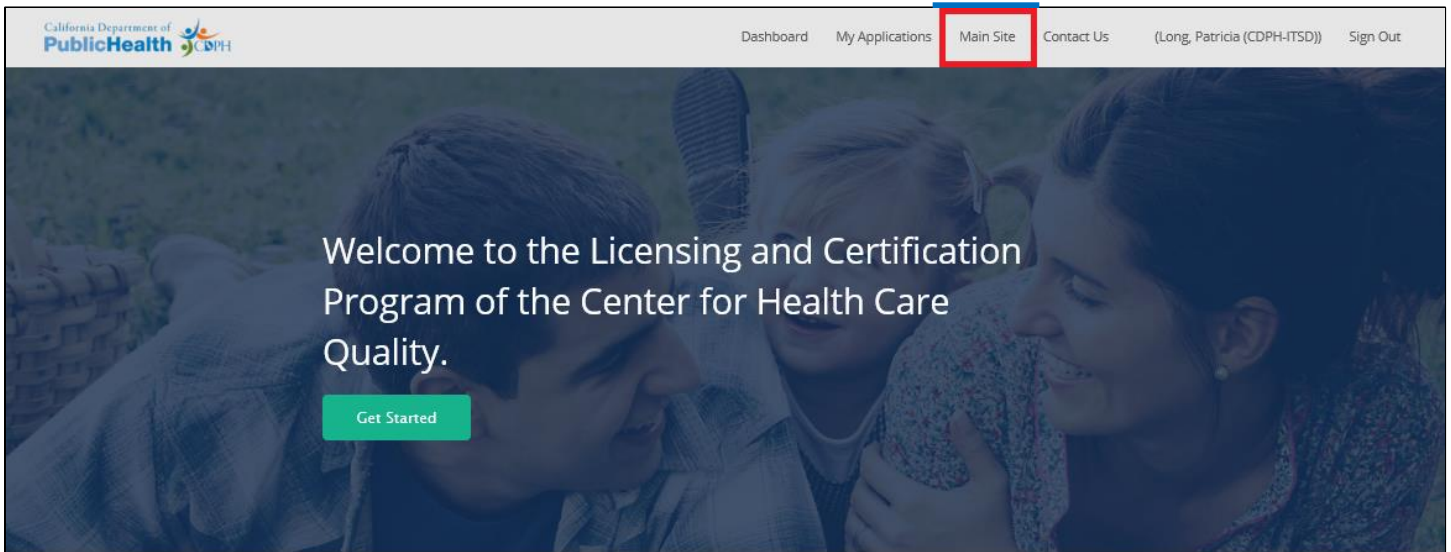
Figure 10" Online Licensing Application: Select "Maine Site"

   ii. The Main Site page is the same page you see after you sign in, as referenced in Section 3b.

d. Contact Us
    i. Access the Contact Us page by selecting the "Contact Us" button in the top navigation bar, which directs you to the link
        https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/ApplyForLicensure.aspx
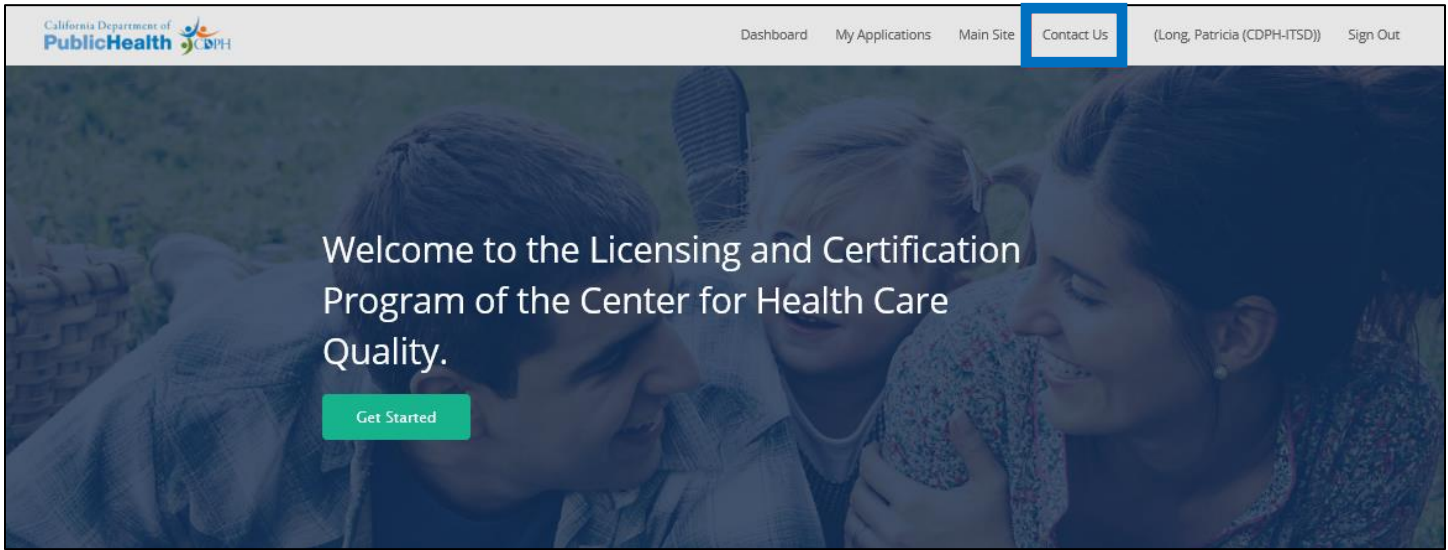
Figure 11: Online Licensing Application: Select "Contact Us"

ii. The Contact Us page is where you can see the contact information you might need if you have questions on how to fill out the application.

Figure 12: Online Licensing Application: CHCQ "Contact Us Page"

e. Sign Out
    i. Sign Out of your account by selecting the "Sign Out" button in the top navigation bar.

Figure 13 Online Licensing Application: Select "Sign Out"

    ii. You will see the sign in page seen in Section 1b after signing out of your account.

5. Creating a New Application Form
    a. To create a new application form, go to the Dashboard page referenced in Section 4a. Select the "Apply" button to start a new application form.
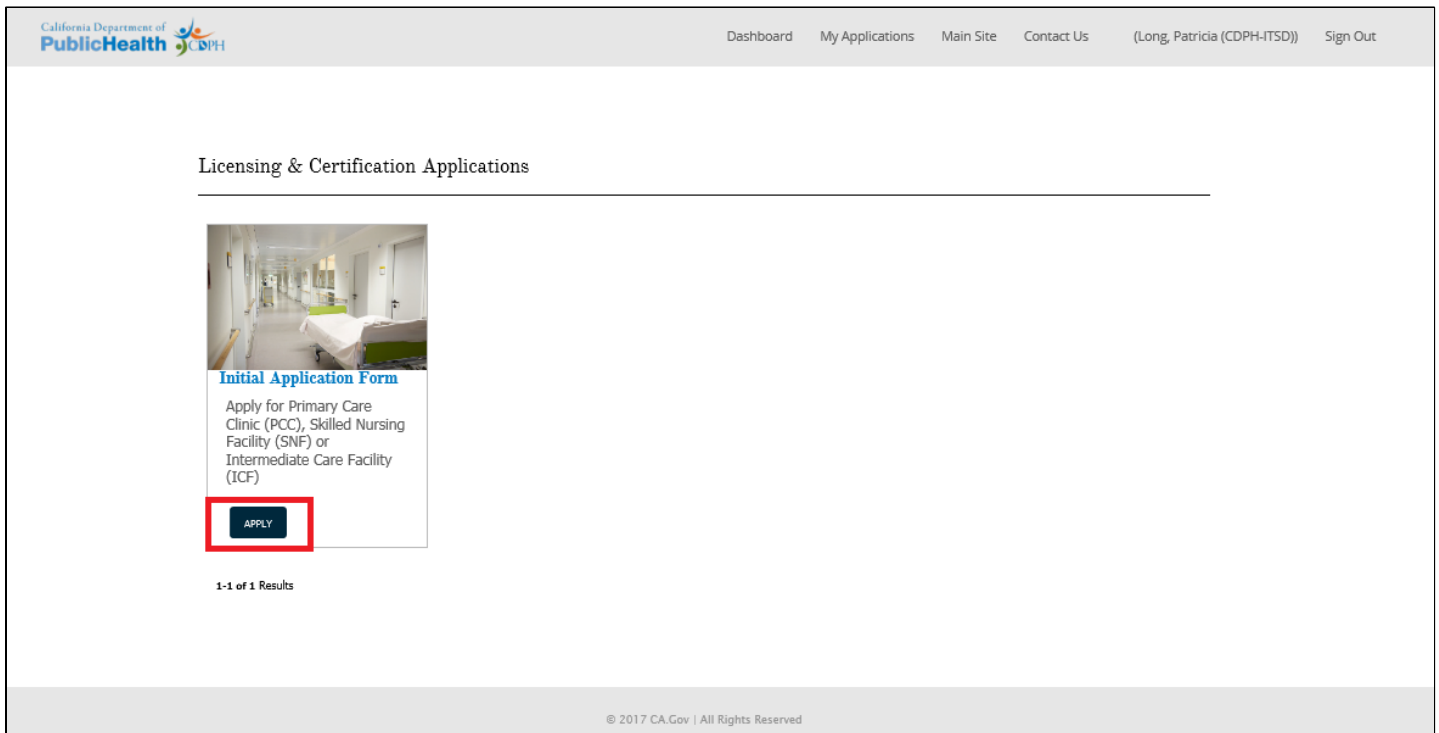
Figure 14 Online Licensing Application: Select "Apply"

b. You will see the page below, which is the first page of the form. On this screen you will select the facility type from the drop down menu. Select a facility type and select "Next" to continue.

Figure 15: Online Licensing Application: Select your facility type

6. Filling out the Form
    a. Hover Help Text
        i. While filling out the form, you may need further clarification on a data field. Some (**not all**) data fields have Hover Help Texts. Hover your mouse over the data field to see the help text. An example is shown below.

Figure 16: Online Licensing Application: You can hover over some data fields for help

b. Long Help Text
    i. While filling out the form, you may need further clarification on a data field. Some (***not all***) data fields have Long Help Texts. Select the "?" icon to see the help text. An example is shown below.

Figure 17: Online Licensing Application: For further clarification, where available, select the "?" icon to see help text

c. Required Fields
   i. Most of the data fields on the form are required fields. If you do not fill out a required field, the form will not let you proceed to the next screen. If you select "Next", you will see a validation error message for each required field, as shown below.

Facility Information

Facility Details

Facility Name
This Field is a required field.

Bed Capacity
This Field is a required field.

Eg. 100

Figure 18: Online Licensing Application: Validation Error Message sample

d. Multiple Entries for One Section
   i. Some sections of the form require multiple entries. In the example below, the Facility Hours section requires an entry for each day the facility is open. Select the "+" icon in order to add another panel so you can enter in another set of information.

Figure 19: Online Licensing Application: Sample of Facility with Multiple Entry Requirement

7. Saving a Draft of Your Form
   a. Save your progress after completing each page to ensure that your data is not lost. You should also save the form every time you need to take a break or if you need to finish filling out the form at a later time.
   b. To save your work, select the "Save" button at the bottom of each screen.
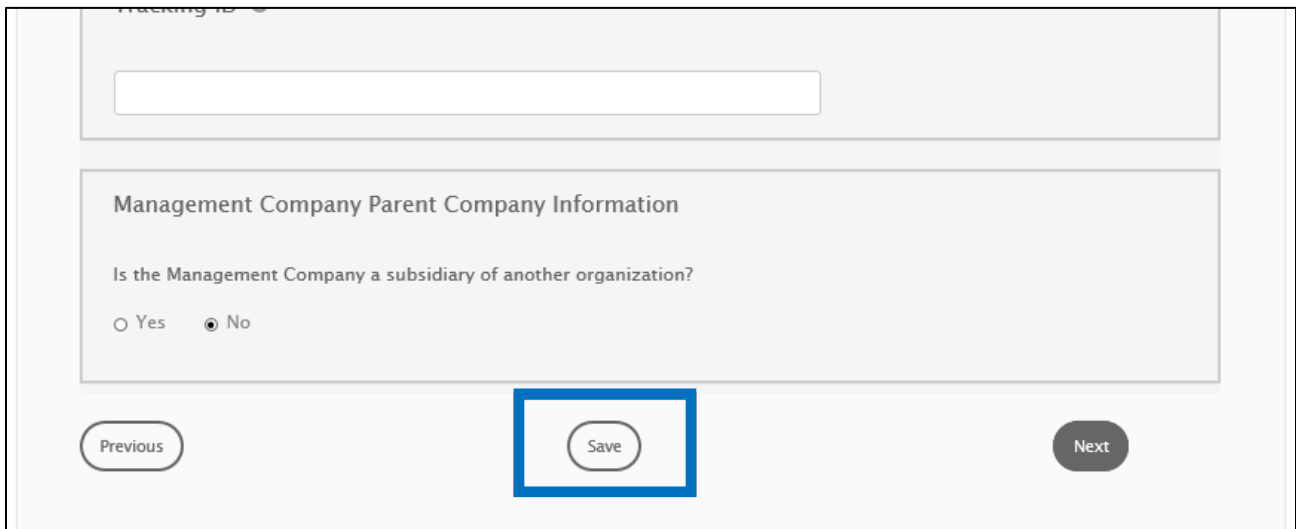
Figure 20: Online Licensing Application: Select "Save" to save your progress after completing each page to ensure that your data is not lost

   c. Saving the entire form may take up to 10 seconds. You MUST wait for the "Saved Successfully" message to pop-up to be sure that your application has been saved properly.
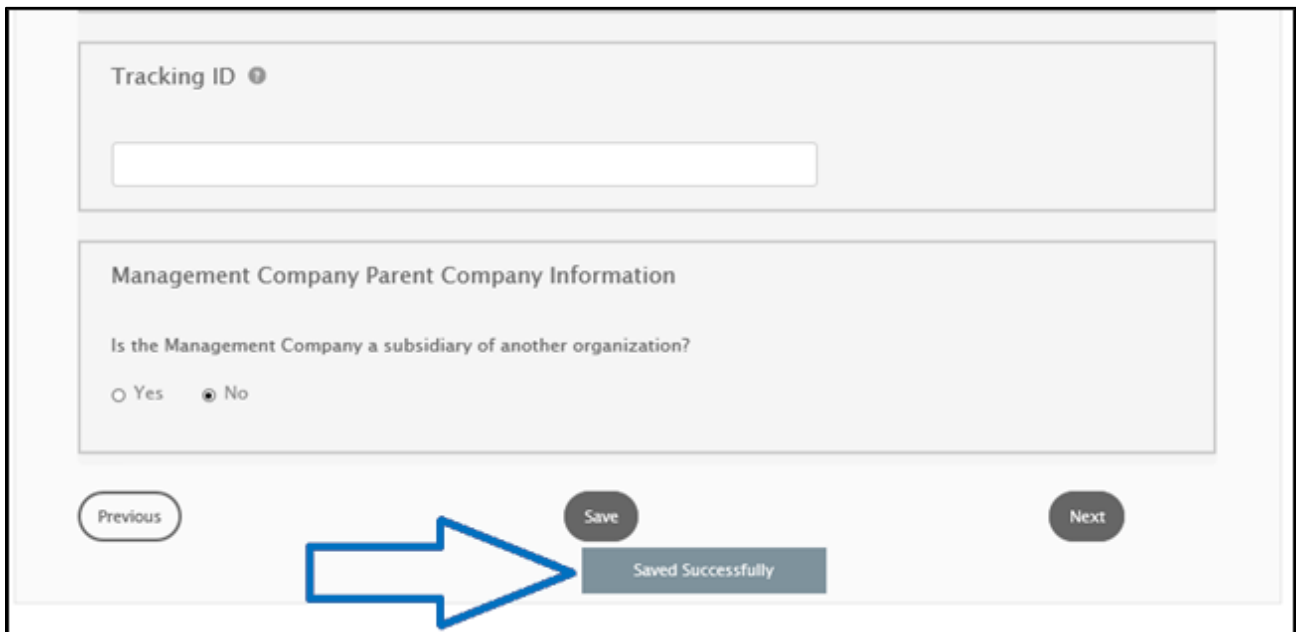
Figure 21: Online Licensing Application: Wait until the "Saved Successfully" message appears to be sure that your application has been saved properly

8. Accessing Drafted and Submitted Forms
   a. Continue Filling Out a Saved Draft of the Form
      i. Access the My Applications page as referenced in Section 4b. Select the "Draft Applications" tab to see your list of drafted applications.
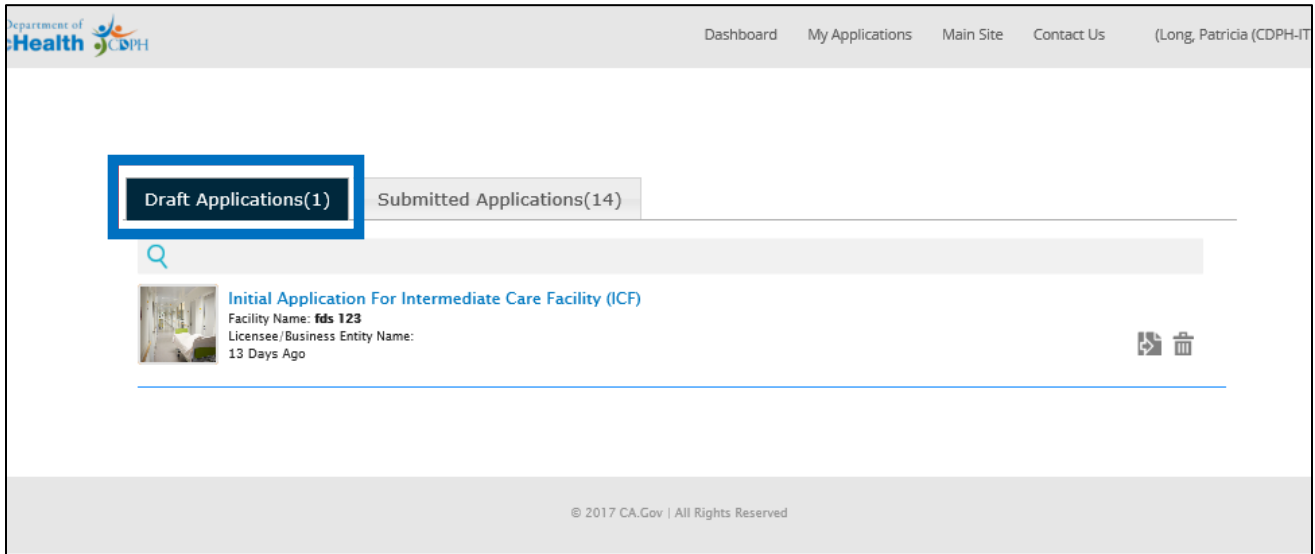
Figure 22: Online Licensing Application: Select the "Draft Applications" tab to see your list of drafted applications

      ii. Select the title of the application you want to continue filling out, as shown below.
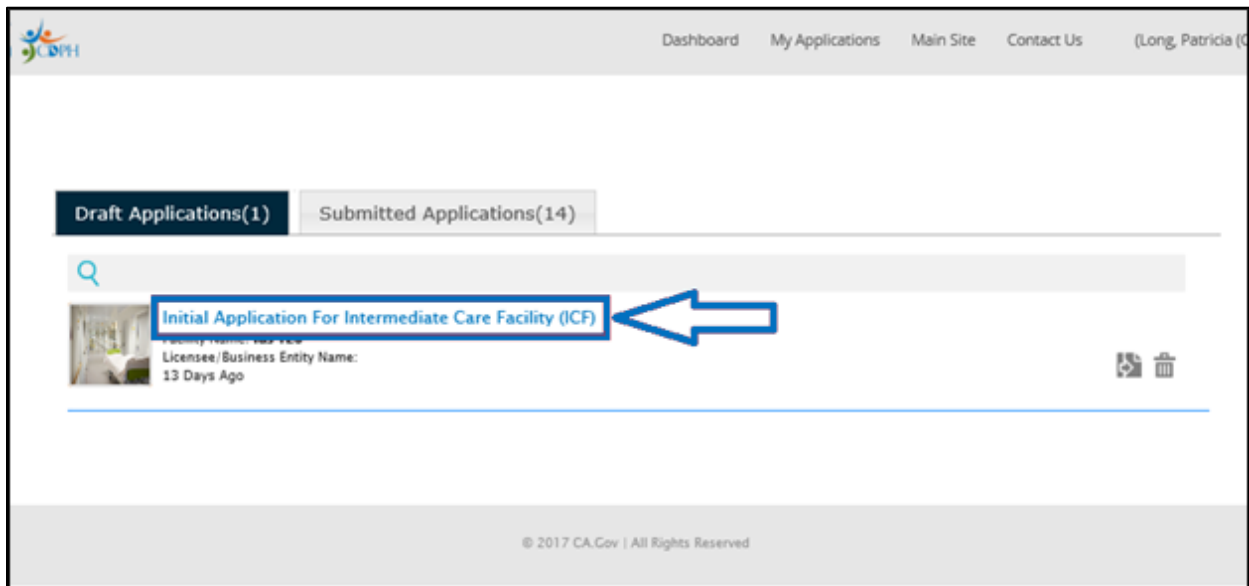
Figure 23: Online Licensing Application: Select your drafted application

      iii. You will be brought to the first page of the application. Keep selecting the "Next" button until you get to the page you want.

b. Reviewing a Previously Submitted Form
   i. Access the My Applications page as referenced in Section 4b. Select the "Submitted Applications" tab to see your list of submitted applications.
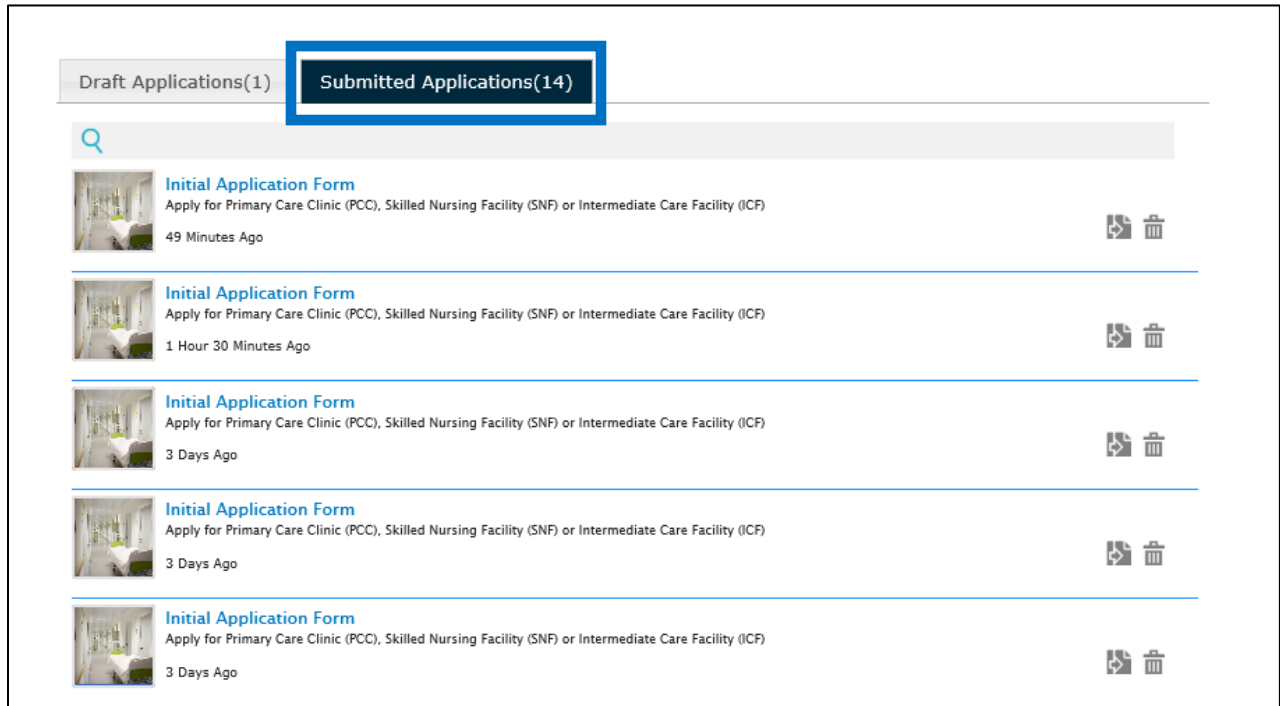
Figure 24: Online Licensing Application: Select the "Submitted Applications" tab to see your list of submitted applications

   ii. Select the title of the application you want review, as shown below.
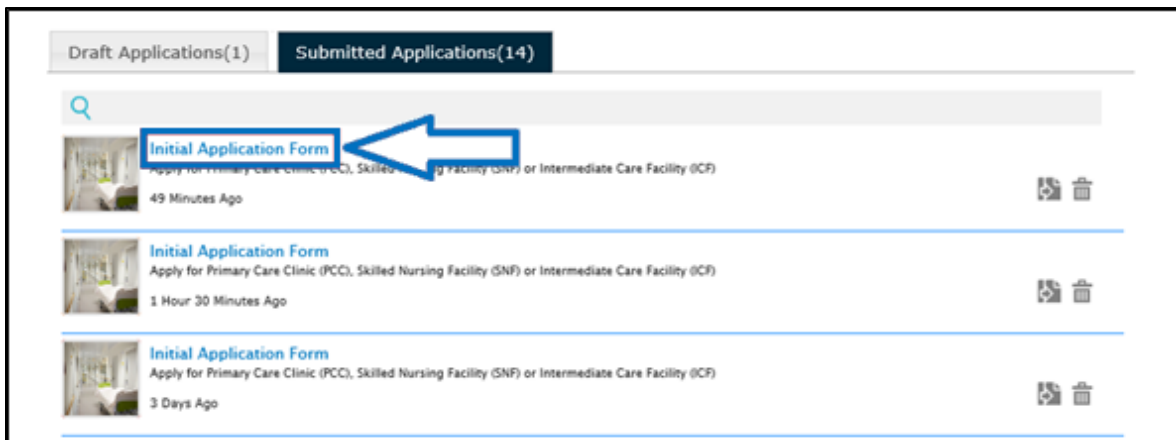
Figure 25: Online Licensing Application: Select the tile of the application you want to review

   iii. You will be brought to the first page of the application. Keep selecting the "Next" button until you get to the page you want. The fields will be Read-Only, as you cannot change what you previously submitted.

c. Creating a New Form with Previously Saved or Submitted Data
   i. In some cases, you may want to create a new form with data from a previously saved or submitted form. This will allow you to essentially copy paste your data to a separate form while changing data fields as needed.
   ii. Access the My Applications page as referenced in Section 4b. Select either the "Draft Applications" or "Submitted Applications" tab.
   iii. Find the application you want to copy. Select the icon as shown below.
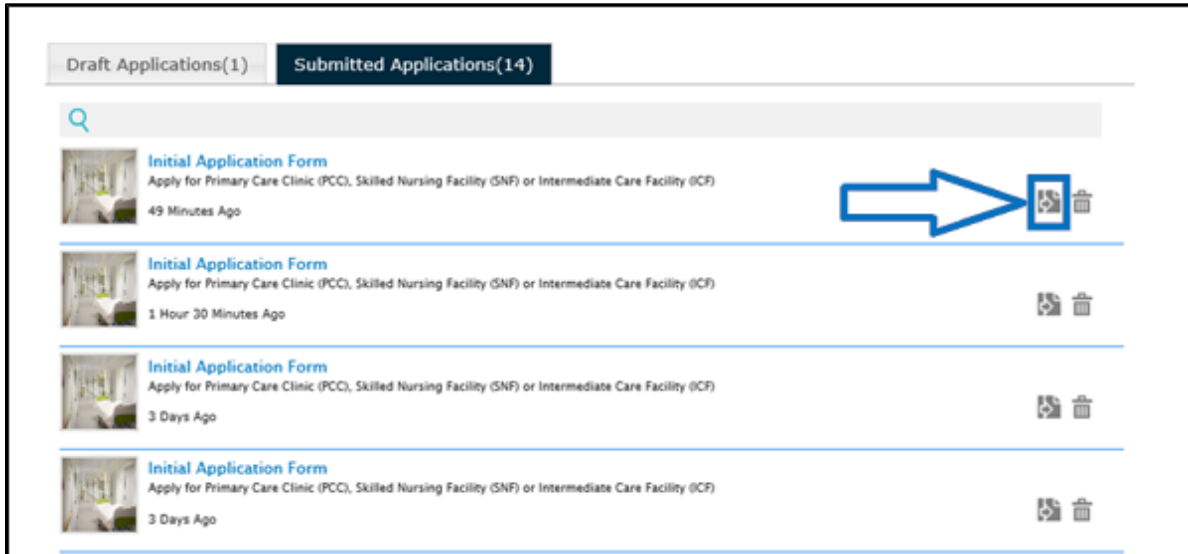
Figure 26: Online Licensing Application: Select the copy icon to create a new form with previously submitted data

   iv. You will be brought to the first page of the application. Keep selecting the "Next" button until you get to the page you want. The fields will be editable, so you can change any field. Saving or submitting a form will create new and separate forms from your originals.

9. Submitting the Form
    a. Disclaimer/Submission Page
        i. The final page of the form is shown below. You must check the box and electronically sign your name on this page. Select the "Submit" button to submit the form. Wait until you see the page referenced in Section 9b to ensure your application is received.

Disclaimer

Release of Information Statement

Information provided to the California Department of Public Health in an application for licensure is mandatory and necessary for licensure approval. This information will be used to determine the ability of the individual applicant or facility applicant to provide health services. Any changes must be provided to the California Department of Public Health within 10 days of the change. The California Department of Public Health requests this information in accordance with Health and Safety Code, sections 1212, 1253, 1265, 1267.5, and 1728, and California Code of Regulations, title 22, sections 70101, 71107, 73205, 74105, 75022, 76205, and 78205. Failure to provide the requested information may result in non-issuance of a license. Providing false or misleading information may result in non-issuance of a license or license revocation. The information you submit to the California Department of Public Health is considered public information and will be made available to the public upon request. The information will be included and maintained in the public files for each individual facility located in the Licensing and Certification district offices.

Applicant Signature:

I agree to submit this application by electronic means. By signing this application electronically, I certify under penalty of perjury that my answers are correct and complete to the best of my knowledge. I also certify that:

- I understand the questions and statements on this application.

- I understand the penalties for giving false information.

- I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

☑ I acknowledge and agree to the above Terms of Acceptance.

Electronic Signature (Please type your full legal name)

| Patricia Long | ✕ |

NOTE:– You will receive an acknowledgement email with a copy of the application as a pdf attachment once the application is submitted.

(Previous)   (Save)   ➡ (Submit)

Figure 27: Online Licensing Application: Select "Submit" to electronically sign and submit your form to CAU

b. Acknowledgement Email
    i. After successfully submitting your application, you will receive an acknowledgement email.
        NOTE: The text on the page will vary depending on the application and data submitted.

Your application for licensure and/or certification has been received at the California Department of Public Health (CDPH), Licensing and Certification Program, Centralized Applications Unit (CAU). Once the application is assigned to a CAU analyst, you will be notified via email.

·   Your Tracking ID is: **LNC–123–456–901–19**

Should you need to inquire about the status of your application you may contact CAU at (916) 552–8632 or CAU@cdph.ca.gov and you must include your Tracking ID.

APPLICATION FEE
A check or money order made payable to the **"California Department of Public Health"** for **$1818.51**, determined pursuant to the California Health and Safety Code Section 1266, must be sent and received by CAU before your application will be processed.

Please print this page and Submit it with your check and any required original signed documentation to:

California Department of Public Health
Licensing and Certification Program
Centralized Applications Unit
P.O. Box 997377, MS 3207
Sacramento, CA 95899-7377

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Figure 28: Online Licensing Application: Acknowledgement Email

c. Tracking ID
    i. All applications will be assigned a Tracking ID, which is shown on the Acknowledgement Page referenced in Section 9b and seen below. Use this Tracking ID if you need to contact CDPH about your application.
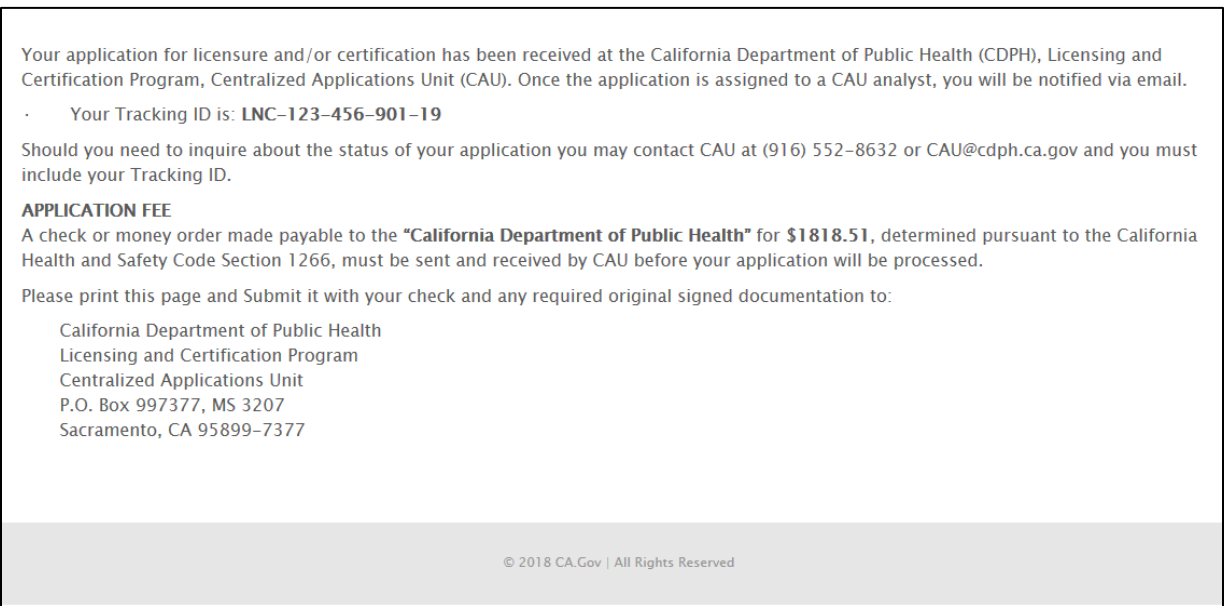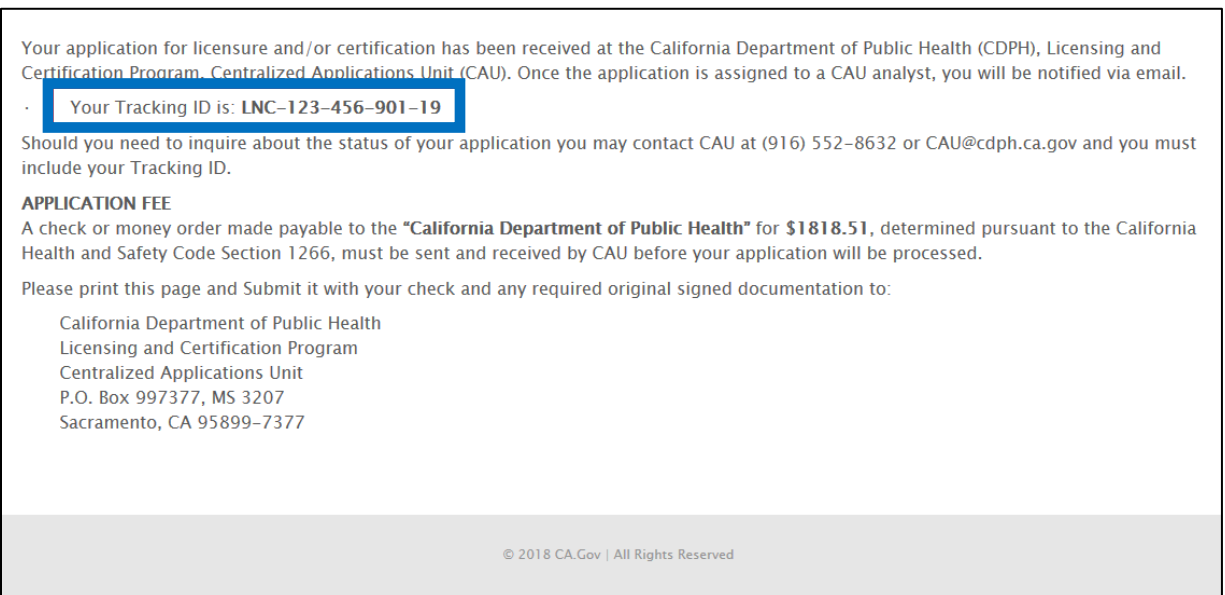
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California Department of Public Health
Licensing and Certification Program
Centralized Applications Unit
P.O. Box 997377, MS 3207
Sacramento, CA 95899-7377

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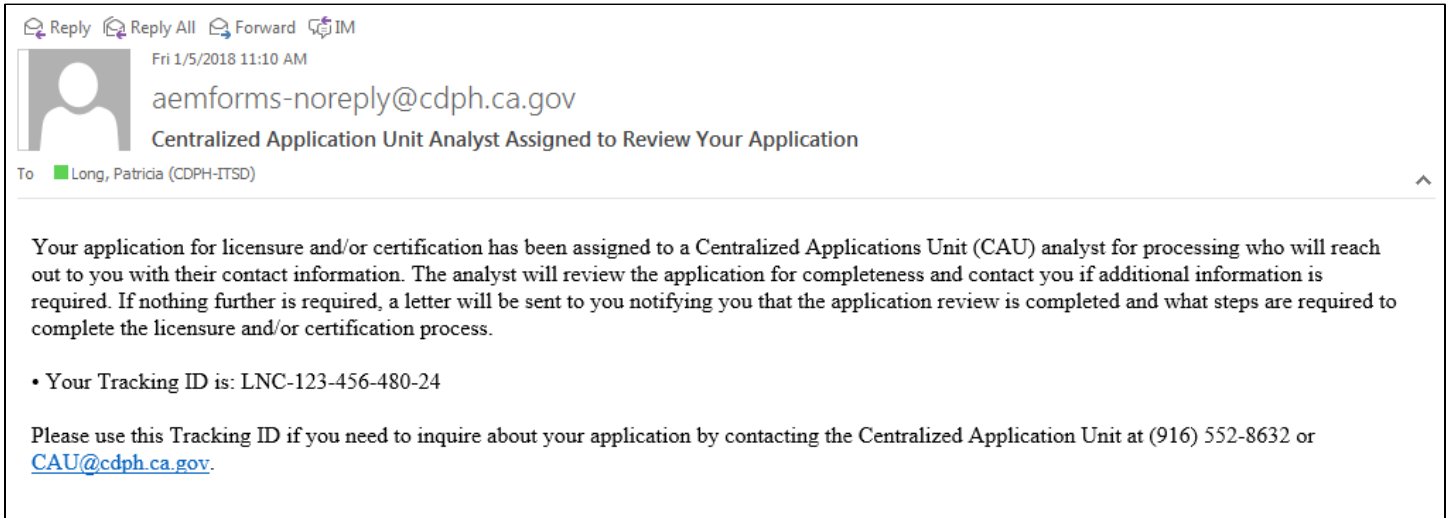*Figure 29: Online Licensing Application: Tracking ID*

d. Confirmation Email
   i. After successfully submitting your application, you will receive an email, similar to the one shown below, confirming the submission with a PDF attachment detailing the information you submitted.
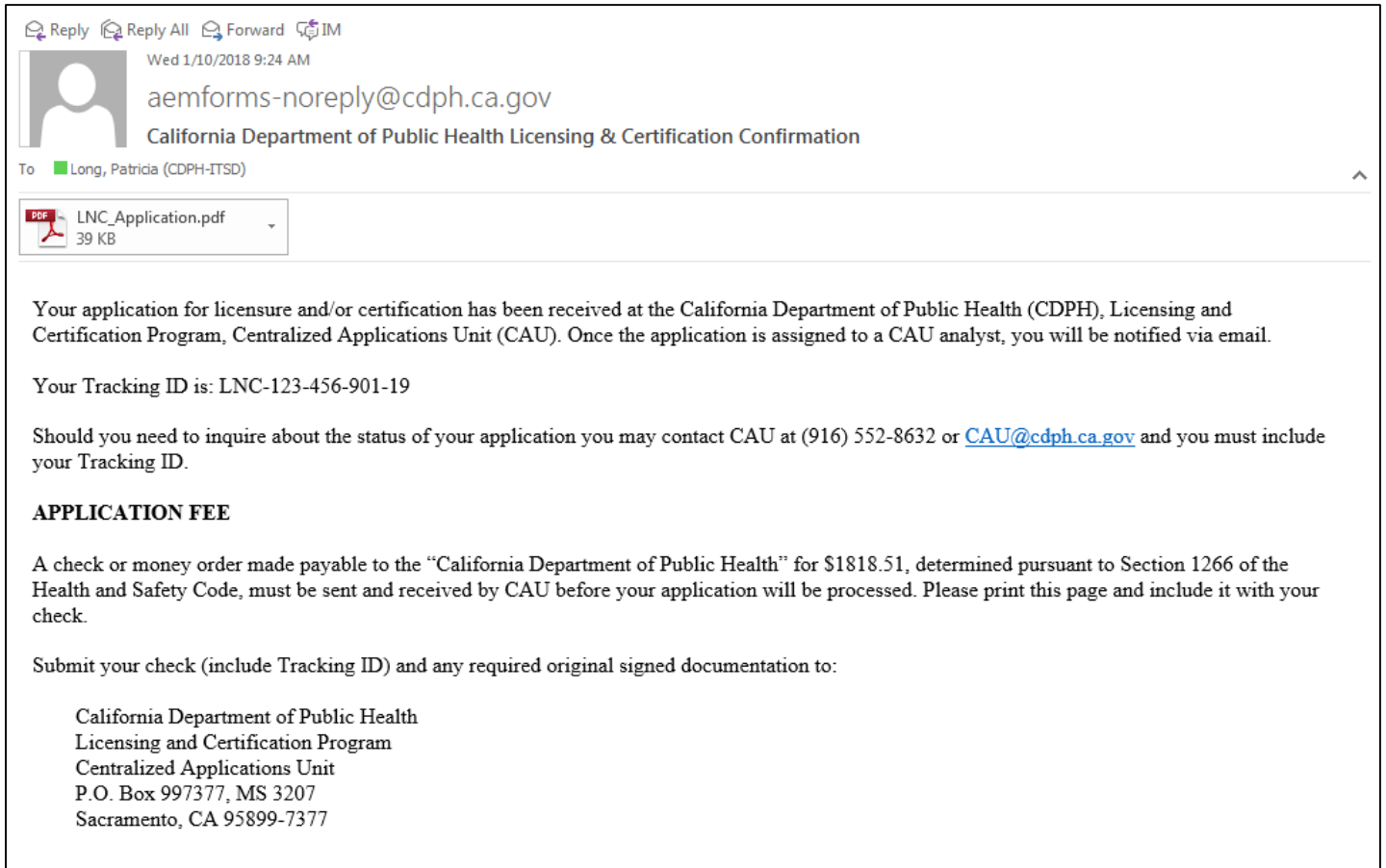
Figure 30: Online Licensing Application: Confirmation Email

ii. The email is sent to the "Designated Point of Contact" as entered on the application.

  e. Analyst Assignment Email

    i. You will receive an email similar to the one shown below once your application is assigned an analyst for review. This means that your application is in the process of being reviewed.

Figure 31: Online Licensing Application: Analyst Assignment Email