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State of California—Health and Human Services Agency
California Department of Public Health



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**General Acute Care Hospital (GACH) and
Acute Psychiatric Hospital (APH)
Online Application
Frequently Asked Questions**

Account Set Up

How do I request an account to submit an application online?

Access to the GACH/APH Online Application is controlled by two levels:

*Access to submit applications for a facility must be requested prior to use of the system. If you are a first-time visitor, you will need to create an account by clicking the “**Create an Account**” button from [CDPH Certificates, Licenses, Permits, and Registrations Portal](#). You will be redirected to the “**Create a user account**” screen. Once you create your account you will see a popup window confirming that your account has been created. You should also receive a confirmation to the email address provided during account registration.*

For change of ownership applications, the prospective licensee must submit a request to access the online application. The access will not authorize the user to make any changes to beds or services while the change of ownership application is being processed.

What do I do if I have forgotten my password?

*If you have forgotten your password, but you have the email address you used to create and register your account, you can click on “**Reset Password?**” link to trigger a temporary password to the email address provided*

What do I do if I have forgotten my username/email?

*If you have forgotten your username, but you have the email address you used to create and register your account, you can click on “**Forgot your username/email?**” link to retrieve your username.*

Technical-Program Difficulties

Who can I contact if I do not have access to the online application, and I have technical or program issues?

Submit your written inquiry to CDPHAEMSUPPORT@cdph.ca.gov. You will need to include GACH/APH Support in the subject line and in the body of the email include your first and last name, phone number (including area code), email address, and a brief description of your inquiry. A representative will contact you to assist with resolving your issue.



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Who can I contact if I am logged on to the online application, and I have technical or program issues?

Click the “Contact Us” link at the top right of the GACH/APH Online Application page. You will need to submit all written inquiries to CDPHAEMSUPPORT@cdph.ca.gov. You will need to include GACH/APH Support in the subject line and in the body of the email include your first and last name, phone number (including area code), email address, and a brief description of your inquiry. A representative will contact you to assist with resolving your issue.

Application Processing

What facility type can submit online applications?

Currently the online application is available only to GACH and APH providers.

Where can I find information about the online application?

If you are already in the GACH/APH Online Application click the “Online Support” link or visit the Centralized Applications Branch (CAB) website at <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/ApplyForLicensure-Electronic.aspx>

What should I do if I do not see an option for the application type I would like to submit?

Please submit a cover letter to CABHospitals@cdph.ca.gov describing the change the hospital would like to make. Once received, a CAB analyst will reach out to you within 48 hours to advise you of the next steps.

What if I would like to submit a Management Company application?

Currently, all management company applications need to be submitted directly to the CAB via the paper application packet.

Can I submit my annual license renewal application through the online system?

No. The License Renewal application accompanied with the license renewal fees will need to be sent to the Centralized Applications Branch not less than 30-days prior to the date your license expires.



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Can I relocate the entire facility using the online application?

Yes, by completing a Change of Location application. The online application has been designed to only request information about the services and beds that are relocating to the new location. If you would like to convert or delete beds, a Change of Bed application is necessary to request these changes.

How are onsite services and offsite services defined in the online application?

Onsite services are any services provided in the main hospital. Offsite services are defined by any services provided outside of the main hospital.

What if I do not see services listed in the online application that I want to provide?

Within the “Services Section” there is an “Other” option that can be utilized to identify a service not listed that you would like to provide.

What is the difference between a basic and supplemental service?

A supplemental service is a services that is not required by law for licensure as a hospital. Basic services mean those essential services required by law for licensure of a hospital. The basic services for a General Acute Care Hospital include anesthetic, clinical laboratory, dietetic, medical, nursing, pharmaceutical, radiological, and surgical services. The basic services for an Acute Psychiatric Hospital include medical, nursing, rehabilitative, pharmacy and dietary services.

Why can I only click “Expand” on anesthetic, clinical laboratory, dietetic, medical, nursing, pharmaceutical, radiological, and surgical services?

Basic services (anesthetic, clinical laboratory, dietetic, medical, nursing, pharmaceutical, radiological, and surgical services) are required by law to be granted licensure as a hospital. Therefore, a basic service cannot be completely removed from the hospital. However, a basic service can be expanded. For example, if the hospital would like to add additional operating rooms.

What can I do if the fire inspector will only accept a fire clearance request from the California Department of Public Health?

If the fire inspector will only accept fire safety requests from CDPH, continue completing your application and upload a document that lists the contact information for the fire inspector or fire department so that CAB may request the fire clearance on behalf of the hospital.



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Application Submission

Who can I contact if I have a question about the application submission process?

Please contact CABHospitals@cdph.ca.gov.

Should I submit my application if I do not have all my attachments completed?

No. Only submit your application when you have all your attachments completed. If you are in the process of receiving completed attachments, you should “save” the application. Once you have all your attachments completed you can submit the application.

Are JPEG attachments accepted?

No. The online application will only accept Microsoft Word documents and Adobe PDF formats as attachments. The attachment link reflects the type of format accepted.

Do I need to submit original documents with original signatures, or will the uploaded attachments suffice?

Original documents are not required as all documents must be submitted through the online application.

Do I need to submit instructions pages as part of my document upload?

No. You should only upload the requested document without the instruction pages.

Can I submit electronic payments through the online application?

Not at this time. The online application will calculate and display the fees due (if applicable) for each application on the “Thank You” page (if applicable). A check will need to be sent to:

California Department of Public Health
Center for Health Care Quality
Licensing and Certification Program
PO Box 997377 MS 3207
Sacramento CA 95899-7377

What is the process once my application is submitted?

Once the application is submitted, the CAB and your local district office will be notified. You will receive an e-mail when the application has been assigned to a CAB analyst. You will also be notified when corrections are needed, when the application is approved, withdrawn or denied, and when the application has been sent to the district office for a survey request. If a survey is required, CAB will request a new license be updated and sent to the facility.



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Can I make changes to my application after it has already been submitted?

No. Changes cannot be made to an application once it has been submitted. After a CAB analyst has reviewed your application and has identified that corrections are needed, you will receive an e-mail notifying you if corrections are required. You can make corrections to the application online once the CAB analyst releases the application back to you for corrections.

Will I receive a copy of my submitted application?

Yes. After the application has been submitted you will receive an email with a PDF attachment of the submitted application.



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Application Correction

How will I receive correction notifications for applications submitted through the online application?

The designated point of contact for the facility will receive a letter via email notification from CAB that corrections are required. The application will be released back to you to make corrections online.

How does the corrections process work?

The provider will receive a letter via email from CAB describing all required corrections. The provider will need to log onto the portal to access the application needing corrections. Once all corrections are completed the provider must complete the “disclaimer” page and submit the corrected application back to CAB for processing. Once the corrections are submitted you will not be allowed to go back and make additional corrections.