



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**MARK PAYNE** • Director, Division of Health Service Regulation

June 21, 2021

To: N.C. Licensed Adult Care Homes & Family Care Homes

From: Megan Lamphere, Chief  
DHSR Adult Care Licensure Section

Re: Online 2022 License Renewal Applications --- Your Action Required

The Division of Health Service Regulation (DHSR) is pleased to announce that the 2022 license renewal applications for adult care homes and family care homes will be completed electronically. The new system, called “Enterprise,” will enable providers to submit license renewal applications and payment via an online portal. Additionally, this system will enhance the automation and standardization of business processes and improve data management and information sharing between agencies and providers.

The expected timeframe for facilities to receive access to the Enterprise system and begin completing the 2022 license renewal application is **August 2021**. Paper copies of license renewal applications will no longer be mailed.

As we prepare to roll out the online 2022 facility license renewal applications, we need your **IMMEDIATE ACTION** to ensure you receive all notifications, training opportunities, and the application itself.

**Please complete the following steps below by July 15, 2021.**

**STEP 1: VERIFY THE FACILITY’S PRIMARY POINT OF CONTACT**

The primary point of contact to receive all information related to Enterprise and the online license renewal will be the person (or entity) listed in Part A of the facility’s 2021 license renewal application in the “Correspondence Mailing Address” section. This is the person (entity) that the licensee/facility has designated to receive all communications, including regarding the license, from the Division of Health Service Regulation. For the Enterprise system, the primary point of contact will be referred to as the “Provider Administrator.”

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION**

**ADULT CARE LICENSURE SECTION**

LOCATION: 801 Biggs Drive, Brown Building, Raleigh, NC 27603  
MAILING ADDRESS: 2708 Mail Service Center, Raleigh, NC 27699-2708  
www.ncdhhs.gov/dhsr/ • TEL: 919-855-3765 • FAX: 919-733-9379

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

For the Enterprise system and online license renewal, the role of the point of contact/Provider Administrator will include:

- Receiving communications from the Enterprise system.
- Granting access to other facility representatives designated by the licensee that will complete the renewal application within the Enterprise system.
- Removing access from other facility representatives who should no longer have access to the Enterprise system.

**YOUR ACTION NEEDED:**

- Review the point of contact information listed in the “Correspondence Mailing Address” section of the facility’s 2021 application for the facility and verify that it is still accurate.
- If the person (or entity) listed in the “Correspondence Mailing Address” section of the facility’s 2021 application has changed, please immediately notify the DHSR Adult Care Licensure Section by sending an email to [DHSR.AdultCare.Support@dhhs.nc.gov](mailto:DHSR.AdultCare.Support@dhhs.nc.gov). Remember, this is the point of contact for ALL communication from the Division of Health Service Regulation.

If you need to change the primary point of contact for your facility, please email the following information to [DHSR.AdultCare.Support@dhhs.nc.gov](mailto:DHSR.AdultCare.Support@dhhs.nc.gov) by **July 15, 2021**:

- First and last name of your point of contact/Provider Administrator
- Email address of your point of contact/Provider Administrator
- NCID account username of your point of contact/Provider Administrator (refer to Step #2 below)
- Facility ID# (This is your FID#, a 6-digit number assigned by DHSR. This is not your Tax ID#.)
- Facility license number (Your license number is assigned by DHSR and is available on your license certificate.)

As a reminder, the point of contact/Provider Administrator will receive an email notification from the Enterprise system informing them of when they can begin the online renewal process.

**STEP 2:                    CREATE A “NCID” ACCOUNT FOR YOUR POINT OF CONTACT/PROVIDER ADMINISTRATOR**

To ensure information is secure and remains confidential within the Enterprise system, the point of contact/Provider Administrator for your facility is required to create a North Carolina Identity Management (NCID) account. The NCID account process is managed by the North Carolina Department of Information Technology.

## YOUR ACTION NEEDED:

To establish a NCID account for your point of contact/Provider Administrator, please complete the steps below by **July 15, 2021**. If you do not complete all the required steps, then DHR will not be able to grant the point of contact/Provider Administrator access to the Enterprise system.

To create a NCID account:

1. Go to the North Carolina Identity Management (NCID) website at <https://ncid.nc.gov/> (It is recommended that you use Microsoft Edge, Google Chrome, or Mozilla Firefox web browsers.)
2. In the lower right corner, select "Register!"
3. Complete the New User Registration process by answering the required questions.

During the New User Registration process, the username and password that you create will be your NCID username and password for the Enterprise system.

### ASSISTANCE WITH CREATING A "NCID" ACCOUNT

For assistance in completing the New User Registration process, please refer to the NCID User Guide at the website below.

- NCID User Guide: <https://it.nc.gov/documents/ncid-user-guide>

For additional assistance regarding establishing or maintaining a NCID account, please go to the NCID Support website or contact the NC Department of Information Technology Customer Support Service Desk.

- NCID Support: <https://it.nc.gov/support/ncid>
- North Carolina Department of Information Technology Customer Support Service Desk: 919-754-6000 or 1-800-722-3946.

We are very excited about this new opportunity for online license renewal and hope that you will find it helpful and easy to use. In the next few weeks, DHR will be sending out training videos and other information to help you learn how to use the new system. In the meantime, we appreciate your prompt attention to this memo and completion of the steps above **by July 15<sup>th</sup>**.

If you have questions regarding this memo, please email the DHR Adult Care Licensure Section at [DHR.AdultCare.Support@dhhs.nc.gov](mailto:DHR.AdultCare.Support@dhhs.nc.gov).

Thank you for all you do for the residents in North Carolina's adult care homes and family care homes.