Renewal Portal FAQ's

Table of Contents

Renewal Portal FAQ

1. Question: Can a check be mailed, and the application be completed online?

    Answer: Yes! But the preferred method is to complete both application & payment online. See User Guide for details: https://dohlicensing.nj.gov/helprenewal/
    Paper check <u>must</u> be attached to a copy of the downloaded Renewal form. Checks received without facility license number may *delay* processing, and the check may be returned.
    NOTE*:* Overnight mail delivery may *not* expedite the process.
    Checks should be payable to: *"Treasurer, State of New Jersey"*
    Mail check and Form to:
    >   NJDOH - CNL
    >   ATTN Intake
    >   P.O. Box 358
    >   Trenton, New Jersey 08625-0358

2. Question: How do I add another facility to "My Facilities "?

    Answer: You can add one or more facilities to your account/username. Be sure to select the [read only/write only/revoke] permissions for all facilities in "Manage Modules & Permissions'
    For details see Instructions [Page7]: https://dohlicensing.nj.gov/signupinstructions-pdf/
    Or follow the instructions listed below:
    - Click on the person Icon [near your name] on top of the screen.
    - Go to' Manage Modules and Permissions'.

    NOTE: You will need to know your Facility License number to add it to "My Facilities". You can add several facilities, but they must be added one at a time.

    [ADD Facility] Manage Profile & Manage Modules
    Click on the **person icon**/ your name on the screen.
    STEP 8: [Add Facility] Manage modules and permissions.
    To get access to **more** facilities and edit or deactivate current permissions click on the **"Person Icon"** and click on **"Manage modules and permissions"**. Follow steps listed below.
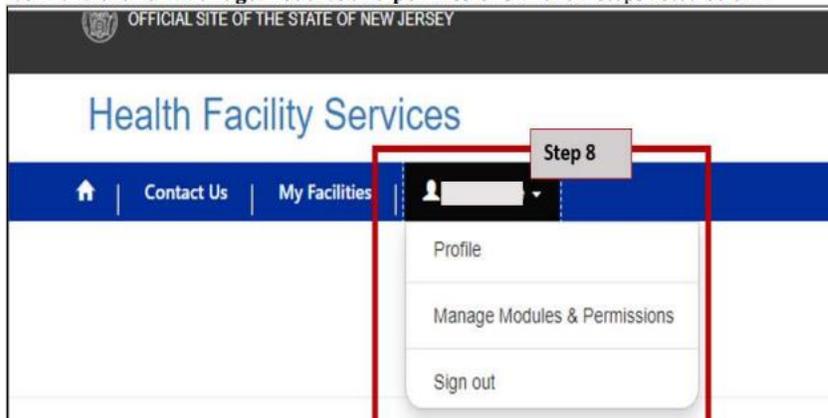
STEP 8.1: Click on **"Healthcare Facility [CN&L]"** from the drop down, this will populate **"Facility Permissions"** section on your screen.

STEP 8.2: To add a facility, click on **"Manage Facility and Permissions."**
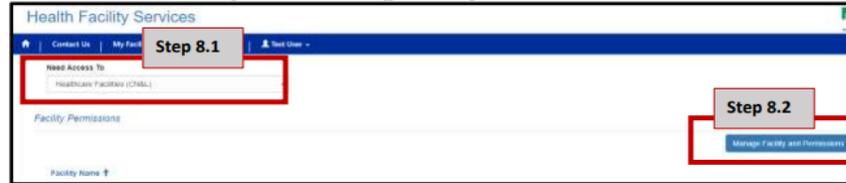
STEP 8.3: Enter the **license Number** in the search bar and click on **"Search"**. Facility name will populate below.

STEP 8.4: Choose Type of Permission, Add permission & revoke permissions.

Type of permission:
- Read Only - Provides user a **Read only** access to the application.
- Write- User can **view** and **edit** the application [Read & Write Access]
- Revoke – User can Revoke existing Permission & remove facility from account.

STEP 8.5: Click on **"Add"** to add the facility.
To **Add** more Facilities and assign permissions follow [**Steps 8.2 -8.5**].
Once all facilities and permission types are added. Make sure to Click on **"Submit**."

3. Question: Why can't I see "My Facilities" tab?

Answer: You might be in another module, or perhaps the facility needs to be added to your account.
Follow the below listed steps:
- Click on the Person Icon [near your name] on top of the screen
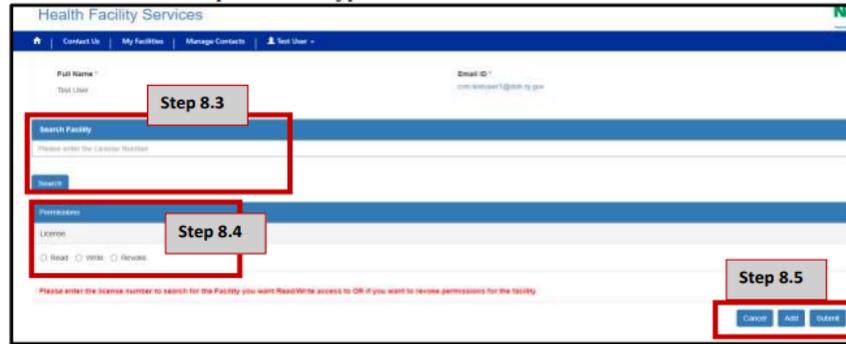- Go to 'Manage Modules and Permissions.'
- Make sure 'Healthcare Facilities (CN&L)'is selected.
- Add your facilities and select your permission. For details, click on the Instructions link: https://dohlicensing.nj.gov/signupinstructions-pdf/" and follow instructions or [Refer to guidance in Question 2].

4. Question: How do I retrieve my username / password?

Answer: You can retrieve your username by clicking on the link below. For more details refer to the instructions [Page 10]. Instructions: https://dohlicensing.nj.gov/signupinstructions-pdf/

NJHealth
New Jersey Department of Health
Certificate of Need & Licensing

New Portal Account Creation/ Self Registration Process
Healthcare Licensing

STEP 11: Forgot Username
Follow **Step 10 & 10.1.**

STEP11.1: Click on **"Forgot Username."**

STEP 11.2: Enter all information [First Name, Last Name, Phone Number & email] and click submit.

STEP 11.3: An email will be sent to user's inbox with the Retrieved username. Click on **Sign In** and enter your username and password.

5. Question: How can I retrieve my username & Password?

Answer: If you are having trouble retrieving your Username and Password.
Please sign up again as a New User.
LogOn: https://dohlicensing.nj.gov/
SignUp Instructions: https://dohlicensing.nj.gov/signupinstructions-pdf/
User Guide: https://dohlicensing.nj.gov/helpRenewal/

6. Question: Why can't I see the "Application" tab under the facility?

Answer: If you already have access to ambulatory assessments/HFEL-5 , you can add the Renewal Module by going to "Manage Modules and Permissions" & edit facility. Be sure to select your Read/Write/Revoke permissions.
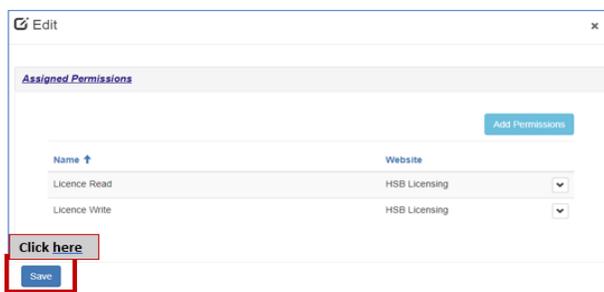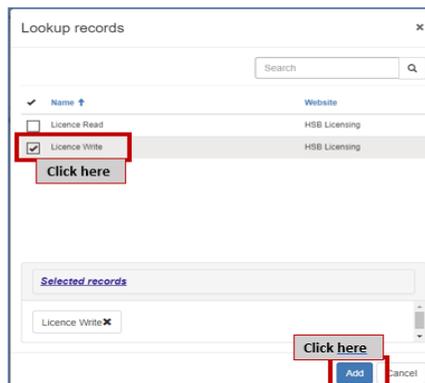
To manage your Access:
Click on the Person Icon [near your name] on top of the screen.
Go to manage 'Modules and Permissions' and follow the instructions below.

7. Question: Can I update officers in the Renewal portal?

Answer: No. Renewal applications may *not* update officers, facility name, facility ownership, facility address or licensed beds and services. You may update the phone number, email address and *some* administrators. To update officers, email a pdf on official letterhead to our office with the following information: first and last name of each officers/owner; pre and post ownership percentage for each officer; effective date of transaction. Total percentage must equal 100%. Must include Facility Name, Facility License number, facility address, contact person name, contact person email. Email pdf to CNLapps@doh.nj.gov. The licensing analyst will be assigned to review your documents. Additional information may be requested during the review.

8. Question: The facility information is not correct. What do I do?

Answer: Any correction requires proof of prior approval. If you believe any information on the license is not correct, send a copy of signed approval letter to @cnandlicensingrequests@doh.nj.gov.   For new amendments, prior approval is required, to apply for amendment you may send a license amendment application and applicable fee to CNLapps@doh.nj.gov

9. Question: Can I edit Information after submitting my Renewal?

Answer: No, but you may send an amendment application with appropriate proof of payment to CNLapps@doh.nj.gov. License applications can be found here. Health Department Forms (state.nj.us)

10.   Question: Can I update my administrator during the Renewal?

Answer: It depends, for Long Term Care, Assisted Living Residence or Comprehensive Personal Care Home, please email NHLAB@doh.nj.gov. For Adult Medical Day or Pediatric Medical Day, you must email on letterhead the new administrator first and last name with effective date. Along with statement that the new administrator has submitted fingerprint clearance to CIU@doh.nj.gov. **Important**: CIU clearance for CALA is not sufficient for Medical Day.

11.   Question: Where do I send a paper check after submitting my Renewal on Portal?

Answer: Although paper checks are still accepted for licensing fees this method of payment may take longer to process. The Department of Health Certificate of Need and Licensing urge all facilities to use Epay (credit card or e-check) which is built-into the Renewal portal. If a paper check will be sent to our office for Renewal, the Renewal application tracking number or facility license number MUST be on the check or attached to a document with afore mentioned reference number. Any checks sent to this office without a reference number may be significantly delayed.   Overnight currier is not necessary and will not expedite the process. Paper check must be attached to a copy of the downloaded Renewal form. Checks received without facility license number may delay processing, and the check may be returned.
NOTE*: Overnight mail delivery may *not* expedite the process.
Checks should be payable to: "*Treasurer, State of New Jersey*"
Mail check and Form to:
NJDOH - CNL
ATTN Intake
P.O. Box 358
Trenton, New Jersey 08625-0358

12.   Question: Why can't I see my Renewal in the "Application" tab?

Answer: The Renewal application is visible 90 days prior to the expiration date. Please be sure you are signed into the Health Facilities portion of the Portal and not the Ambulatory Assessment portion of the portal.

13.   Question: How can I change the "Certification" section "name/title."

Answer: This field is auto populated with username and cannot be edited.

14. Question: We would like to attach/ upload documents in the "Associated Documents" tab. There is no document type in the drop down called 'Miscellaneous'. What document type should we use?

Answer: Use 'License others' from the dropdown.

15. Question: How can I edit my DOH account email under my profile?
Answer: Create a new account with correct email address.

16. Question: How do I edit my facility email?

Answer: Go to "Applications" tab and then view Renewal application [Only in draft status], then click on Facility Information.

17. Question: How do I add a facility to "My Facilities" list.
Answer: Please refer to the response in Question 2.

18. Question: Can I pay my ambulatory assessments fee & process/ submit Renewal using the same account/username?
Answer: Yes! If you already have access to ambulatory assessments, you can add the Renewal Module by going to "Manage Modules and Permissions" & edit facility to and select your Read/Write/Revoke permissions.
To manage your Access:
Click on the Person Icon [near your name] on top of the screen.
Go to "Manage Modules and Permissions" follow the instructions below:

Lookup records

✓	Name ↑	Website
☐	Licence Read	HSB Licensing
☑	Licence Write	HSB Licensing

Click here

Selected records

Licence Write ✖

Click here

Add   Cancel

☑ Edit   ✕

Assigned Permissions

Add Permissions

Name ↑	Website	
Licence Read	HSB Licensing	▾
Licence Write	HSB Licensing	▾

Click here

Save

Health Facility Services

🏠 | Contact Us | My Facilities | 👤

Profile
Click here
Manage Modules & Permissions
Sign out

WELCOME!

Health Facility Services

🏠 | Contact Us | My Facilities | 👤

Need Access To
Healthcare Facilities (CN&L)

Facility Permissions

Manage Facility and Permissions

Facility Name ↑		
BOB TEST (XXXXX)		▾

Click here
✎ Edit

☑ Edit   ✕

Assigned Permissions

Click here   Add Permissions

Name ↑	Website	
Licence Read	HSB Licensing	▾

Save

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19. Question: How can I differentiate the Assessment Module from the Renewal Module?

Answer: Assessments and Renewals show up under different tabs. Renewals will be under "Applications" tab & Assessments are under "HFEL5" tab.
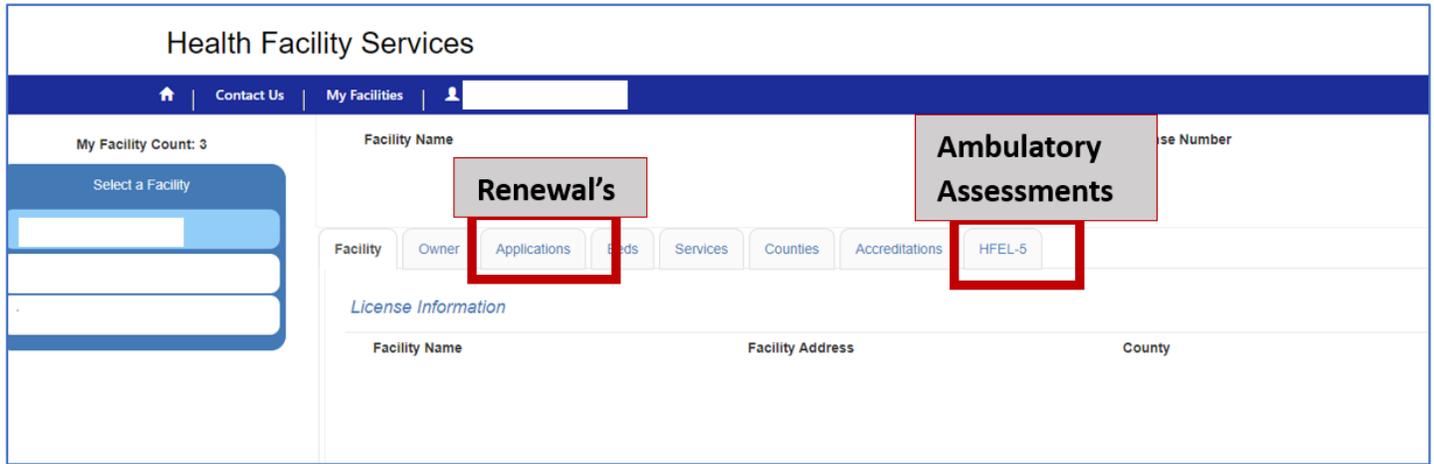
20. Question: How can I toggle from Assessment Module to the Renewal Module?

Answer: If you have access to both Ambulatory Assessment Module & Renewal Modules of the Portal you can toggle between "HFEL 5" tab [For Assessments] and "Applications" tab [For Renewal Applications]