

LICENSING AND CERTIFICATION PORTAL LCD USER MANUAL

**Onboarding and Substance User Disorders (SUD) Renewal Application
Workflow for DHCS Licensing and Certification Division (LCD)
Managers and Analysts**

Last Modified: 10/20/2025

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Introduction

Description of this User Manual

This manual offers step-by-step instructions for Licensing and Certification Division (LCD) managers, analysts, and support services staff to review and navigate the Licensing and Certification Portal (LCP) dashboard effectively, and to view submitted substance use disorders (SUD) license/certification renewal applications.

Intended Audience

DHCS LCD managers, analysts, and support services staff who are routing and reviewing assigned renewal applications.

Key Terms: Filtering Your LCP Dashboard

Understanding these application statuses will help LCD managers and analysts navigate their dashboard and sort applications based on what action is required next from LCD or the provider.

Table 1: Key Terms

Filter	Visible for:	Clicking this will show:
All Active	Managers, Analysts, and Support Services Staff	All open applications, i.e., applications that have been submitted, not withdrawn by the provider, and for which LCD has not yet made a final determination.
Review in Progress	Analysts	Applications currently assigned to the analyst for review.
Corrections Needed	Analysts	Applications for which corrections have been requested from the provider. No action is needed from

Filter	Visible for:	Clicking this will show:
		the LCD analyst until the provider submits corrections.
Assigned	Managers, Analysts, and Support Services Staff	Applications already assigned for analyst review.
Unassigned	Managers, Analysts, and Support Services Staff	Applications not yet assigned for analyst review.
My Assignments	Managers	Applications assigned to each manager in their dashboard.
Closed	Managers and Analysts	Applications for which DHCS has made a final determination, or the provider has withdrawn their application.

Navigating Your LCP Dashboard

Objective

This section is intended to help LCD managers and analysts easily and efficiently locate applications for review in their LCP dashboard,

Overview

LCD managers and analysts who log into the LCP can access their dashboard, where they can review information on all active applications visible to them that have been submitted through the LCP. Managers will also be able to make determinations.

Key Points

- » LCD Managers can:
 - Log in and view all submitted applications.
 - Assign applications for analyst review.
 - Request corrections from providers, view provider and analyst comments, add in-line comments, and resolve requests for corrections once the provider has addressed the corrections needed.
 - Change the status of and make determinations on applications.
- » LCD Analysts can:
 - Log in and view submitted applications assigned by a manager or support services staff.
 - Request corrections from providers and add in-line comments explaining corrections requested.
 - Resolve requests for corrections once the provider has addressed the corrections needed.

Snapshot of Dashboard Views in the LCP

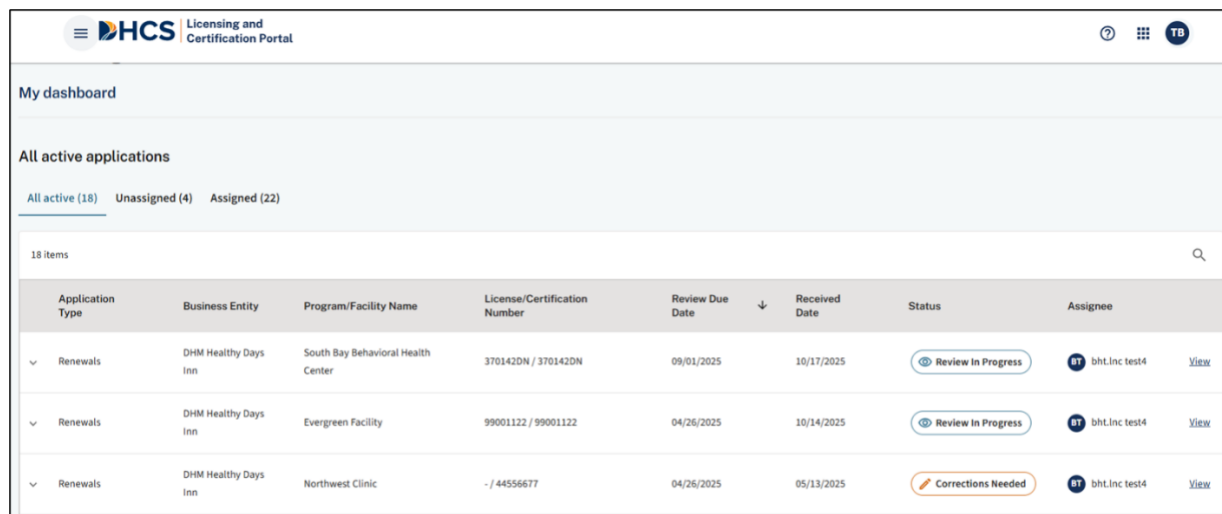
Example LCD Manager Dashboard View in the LCP

Licensing and Certification								
My dashboard								
All active applications								
All active (16) Unassigned (3) Assigned (21) Manager review (0) My assignments (1) Closed (8)								
16 items								
Application Type	Business Entity	Program/Facility Name	License/Certification Number	Review Due Date ↓	Received Date	Status	Assignee	
Renewals	DHM Healthy Days Inn	South Bay Behavioral Health Center	3701420N / 3701420N	09/01/2025	10/13/2025	Review In Progress	bht.lnc test4	View
Renewals	DHM Healthy Days Inn	Evergreen Facility	99001122 / 99001122	04/26/2025	10/14/2025	Review In Progress	bht.lnc test4	View
Renewals	DHM Healthy Days Inn	Northwest Clinic	- / 44356677	04/26/2025	05/13/2025	Corrections Needed	bht.lnc test4	View
Renewals	DHM Healthy Days Inn	Northwest Medical Center	- / 55667788	04/26/2025	10/10/2025	Corrections Needed	bht.lnc test4	View
Renewals	DHM Healthy Days Inn	Pacific Center	- / 11223344	04/26/2025	10/09/2025	Payment Verification	Unassigned	View
Renewals	DHM Healthy Days Inn	Another DavidHemelMatt Inn	- / -	—	09/30/2025	Review In Progress	bht.lnc test4	View

Example LCD Analyst Dashboard View in the LCP

Licensing and Certification								
My dashboard								
All active applications								
All active (10) Review in progress (5) Analyst re-review (0) Manager review (0) Corrections needed (5) Pending determination (0) Closed (8)								
10 items								
Application Type	Business Entity	Program/Facility Name	License/Certification Number	Review Due Date ↓	Received Date	Status		
Renewals	DHM Healthy Days Inn	South Bay Behavioral Health Center	3701420N / 3701420N	09/01/2025	10/13/2025	Review In Progress		View
Renewals	DHM Healthy Days Inn	Evergreen Facility	99001122 / 99001122	04/26/2025	10/14/2025	Review In Progress		View
Renewals	DHM Healthy Days Inn	Northwest Clinic	- / 44356677	04/26/2025	05/13/2025	Corrections Needed		View
Renewals	DHM Healthy Days Inn	Northwest Medical Center	- / 55667788	04/26/2025	10/10/2025	Corrections Needed		View
Renewals	DHM Healthy Days Inn	Another DavidHemelMatt Inn	- / -	—	09/30/2025	Review In Progress		View
Renewals	DHM Healthy Days Inn	David Hemel Matt Healthy Days Inn	- / -	—	05/10/2025	Corrections Needed		View

Example LCD Support Services Staff Dashboard View in the LCP



The screenshot shows the HCS Licensing and Certification Portal dashboard. At the top, there's a header with the HCS logo and the text "Licensing and Certification Portal". Below the header, there's a "My dashboard" section. Underneath, there's a section titled "All active applications" with tabs for "All active (18)", "Unassigned (4)", and "Assigned (22)". Below the tabs, there's a table with 18 items. The table has columns for Application Type, Business Entity, Program/Facility Name, License/Certification Number, Review Due Date, Received Date, Status, and Assignee. The first three rows are highlighted. The first row shows a Renewal for DHM Healthy Days Inn, South Bay Behavioral Health Center, with a Review Due Date of 09/01/2025 and a Status of "Review in Progress". The second row shows a Renewal for DHM Healthy Days Inn, Evergreen Facility, with a Review Due Date of 04/26/2025 and a Status of "Review in Progress". The third row shows a Renewal for DHM Healthy Days Inn, Northwest Clinic, with a Review Due Date of 04/26/2025 and a Status of "Corrections Needed".

Application Type	Business Entity	Program/Facility Name	License/Certification Number	Review Due Date	Received Date	Status	Assignee
Renewals	DHM Healthy Days Inn	South Bay Behavioral Health Center	370142DN / 370142DN	09/01/2025	10/17/2025	Review in Progress	bht.Inc test4
Renewals	DHM Healthy Days Inn	Evergreen Facility	99001122 / 99001122	04/26/2025	10/14/2025	Review in Progress	bht.Inc test4
Renewals	DHM Healthy Days Inn	Northwest Clinic	- / 44556677	04/26/2025	05/13/2025	Corrections Needed	bht.Inc test4

Step-by-Step Instructions

1. LCD users can sort and view applications in their LCP dashboard.
 - a. You will see your dashboard when you log in. You can always navigate to your dashboard by clicking the three-line menu at the top-left of the screen and selecting **"Dashboard"** from the drop-down menu.



- b. **LCD Managers:** At the top of your dashboard, you will see **tabs to sort applications by application status** ("All active," "Manager review," and "Closed") and by **application assignment** ("Unassigned," "Assigned," and "My assignments"). See Table 1 for details on these status and assignment types. Next to the name of each tab is the number of applications that fall into that category.

My dashboard

All active applications

All active (16) Unassigned (3) Assigned (21) Manager review (0) My assignments (1) Closed (8)

16 items

Application Type	Business Entity	Program/Facility Name	License/Certification Number	Review Due Date ↓	Received Date	Status	Assignee
Renewals	DHM Healthy Days Inn	South Bay Behavioral Health Center	370142DN / 370142DN	09/01/2025	10/13/2025	Review In Progress	BT bht.Inc te

- c. **LCD Analysts:** At the top of your dashboard, you will also see **tabs to sort applications by application status** ("All active," "Review in progress," "Analyst re-review," "Manager review," "Corrections needed," "Pending determination," and "Closed"). See Table 1 above for details on these status types. Next to the name of each tab is the number of applications that fall into that category.

My dashboard

All active applications

All active (10) Review in progress (5) Analyst re-review (0) Manager review (0) Corrections needed (5) Pending determination (0) Closed (8)

10 items

Application Type	Business Entity	Program/Facility Name	License/Certification Number	Review Due Date ↓	Received Date	Status
Renewals	DHM Healthy Days Inn	South Bay Behavioral Health Center	370142DN / 370142DN	09/01/2025	10/13/2025	Review In Progress View

- d. **LCD Support Services Staff:** At the top of your dashboard, you will also see **tabs to view all active applications and sort by application assignment** (“Unassigned” and “Assigned”). See Table 1 above for details on these status/assignment types. Next to the name of each tab is the number of applications that fall into that category.

My dashboard

All active applications

All active (18) Unassigned (4) Assigned (22)

18 items

Application Type	Business Entity	Program/Facility Name	License/Certification Number	Review Due Date	Received Date	Status	Assignee
Renewals	DHM Healthy Days Inn	South Bay Behavioral Health Center	370142DN / 370142DN	09/01/2025	10/17/2025	Review in Progress	bht.lnc test4
Renewals	DHM Healthy Days Inn	Evergreen Facility	99001122 / 99001122	04/26/2025	10/14/2025	Review in Progress	bht.lnc test4
Renewals	DHM Healthy Days Inn	Northwest Clinic	- / 44556677	04/26/2025	05/13/2025	Corrections Needed	bht.lnc test4

2. The **status column** shows the real-time status of each application.

All active applications

All active (16) Unassigned (3) Assigned (21) Manager review (0) My assignments (1) Closed (8)

16 items

Application Type	Business Entity	Program/Facility Name	License/Certification Number	Review Due Date	Received Date	Status	Assignee
Renewals	DHM Healthy Days Inn	South Bay Behavioral Health Center	370142DN / 370142DN	09/01/2025	10/13/2025	Review in Progress	bht.lnc test4
Renewals	DHM Healthy Days Inn	Evergreen Facility	99001122 / 99001122	04/26/2025	10/13/2025	Review in Progress	bht.lnc test4
Renewals	DHM Healthy Days Inn	Northwest Clinic	- / 44556677	04/26/2025	05/13/2025	Corrections Needed	bht.lnc test4
Renewals	DHM Healthy Days Inn	Northwest Medical Center	- / 55667788	04/26/2025	10/10/2025	Corrections Needed	bht.lnc test4

3. Dashboard navigation:

- a. You can **sort applications** by any of the fields in the columns of your dashboard by clicking on the header for that field. This will sort the table in ascending order

for that field (e.g., "Review Due Date"). You can switch the order to descending by clicking on the column header again. **By default, the dashboard is sorted by "Review Due Date."**

- » **Note:** The "Review Due Date" column refers to date by which DHCS must review the application and either make a determination or send the application back to the provider for corrections.
 - » DHCS has 45 days to review the application received. The 45-day countdown starts when DHCS receives the application, not when the application is assigned for review.
 - » When DHCS sends an application to a provider for corrections, the 45-day clock stops for DHCS, but a new 30-day clock starts for the provider to make corrections. The 45-day clock resumes after the provider has made corrections and re-submitted to DHCS.
- b. **An application received by DHCS is by default unassigned** and will show a status of "Payment Verification." LCD support services staff should confirm proper payment before assigning an application to the analyst for review (see the "Reviewing and Processing a Submitted Application" section of this manual below for more information). **An application must be assigned to an analyst for that analyst to begin their review.** The provider's view changes to "Review in progress" once the application is assigned to an LCD analyst. **See step 4a** below for information on assigning an application.
- c. Clicking **"View"** takes you to the landing page for that facility's application, where you can access the submitted application.

Licensing and Certification							
My dashboard							
All active applications							
All active (16) <u>Unassigned (3)</u> Assigned (21) Manager review (0) My assignments (1) Closed (8)							
3 items							
Application Type	Business Entity	Program/Facility Name	License/Certification Number	Review Due Date ↓	Received Date	Status	Assignee
Renewals	DHM Healthy Days Inn	Pacific Center	- / 11223344	04/26/2025	10/09/2025	Payment Verification	Unassigned
Renewals	DHM Healthy Days Inn	test	- / -	—	07/16/2025	Payment Verification	Unassigned

4. Managers and support services staff can **assign an application to an analyst for review**. For analysts, the “Assignee” column will not be visible. Managers and support services staff, to assign a facility to an analyst:
 - a. Click on the name in the assignee column for that application. Choose from the list of names in the dropdown menu. After selecting the name, the application will appear in the analyst’s “Assigned” column.

All active applications

All active (16) Unassigned (3) Assigned (21) Manager review (0) My assignments (1) Closed (8)

16 items

Application Type	Business Entity	Program/Facility Name	License/Certification Number	Review Due Date ↓	Received Date	Status	Assignee	
Renewals	DHM Healthy Days Inn	South Bay Behavioral Health Center	370142DN / 370142DN	09/01/2025	10/13/2025	Review In Progress	BT bht.Inc test4	4a View
Renewals	DHM Healthy Days Inn	Evergreen Facility	99001122 / 99001122	04/26/2025	10/13/2025	Review In Progress	BT bht.Inc test4	View
Renewals	DHM Healthy Days Inn	Northwest Clinic	- / 44556677	04/26/2025	05/13/2025	Corrections Needed	BT bht.Inc test4	View

5. To view a received application, click **“View”** next to that application (see 3c above). All sections (i.e., proof of payment, business entity overview, etc.) will be viewable.
 - a. **Managers/Analysts: before providing a determination, please confirm and obtain proof of correct payment through standard processes by working with support services staff.**
6. To navigate through an application you are reviewing:
 - a. At the top of the page, you will see the **basic introductory information** including the application type, the name of the facility, and the relevant policy language for licensing and certification applications.
 - b. On the left of the page, you will see an **overview section** that indicates the overall **status** of the application and **key dates** (license/certification expiration and review due date).
 - c. On the right side of the page for each application you will see **sections of the application**. To see details for any application section, click on that row.

Application for Licensure & Certification ⓘ

South Bay Behavioral Health Center

In accordance with the Alcohol and/or other Drug Program Certification Standards, Section 3000(b), the program shall submit the Request for License and/or Certification Extension DHCS Form 5999 (12/18) with all supporting documentation and renewal fees to the department 90 days prior to the expiration date reflected on the certificate. Failure to provide all necessary documentation shall result in the termination of the certification in accordance with Section 3000(d).

6a

Overview

Filing Status: Review In Progress ...

DHCS is reviewing your application. You cannot make any edits to your application during this time. Once the review is complete, you will be notified of the next steps.

Due date: ⓘ
09/01/2025 ⚠ Past due

Certification expiration date:
11/30/2025

License expiration date:
11/30/2025

6b

6c

- Proof of payment**
In Progress
- Business entity overview**
In Progress
- Facility information**
Not Started
- Facility staff**
Not Started
- Contact person**
Not Started
- Disclosures**
In Progress
- Supporting documentation**
Not Started
- Review and submit**
Not Started

7. As you click into each section you will be able to see the information submitted by the provider.
 - a. **Some sections also have sub-sections** you will need to navigate through as you review the application: Business entity overview, Facility information, Facility staff, and Disclosures. You can navigate to each sub-section by clicking on the tabs on the left side of the screen.

Facility information

[Return to landing page](#)

Facility details

⊙ Not Started

Facility services

⊙ Not Started

Facility policies and procedures

⊙ Not Started

Facility activities

⊙ Not Started

7a

Facility details

Below is an overview of the information we have on your facility. This information will be used for all license/certification applications at this site only. If you need to update your facility name or facility street address, please fill out the Application for Licensure Amendment(s) and/or the Application for Certification Amendment(s). You can download these forms on the DHCS website, under [Applications, Forms, and Fees](#). All fields are required unless otherwise indicated.

Facility contact information

Facility license [and/or] certification number

370142DN/370142DN

Reviewing and Processing a Submitted Application

Objective

This section will guide LCD analysts, managers, and support services staff to successfully process an assigned renewal application, request and resolve corrections, and reach a determination.

Overview

All content on each page of the renewal application is read-only. While reviewers cannot edit fields, they can request corrections to fields and leave provider-visible comments.

Key Points

- » LCD support services staff should confirm proper payment before assigning an application to an analyst for review.
- » Analysts can flag fields needing corrections and leave comments regarding the change(s) needed.
- » Application reviewers can communicate with providers through the LCP to request and review corrections to applications.
- » Once the provider has made all necessary corrections, the reviewing analyst should route the application to their manager for a final determination.

Step-by-Step Instructions

1. When a provider first submits their application, the application will become **visible to LCD with the status "Payment Verification."** LCD support services staff will begin the review process by validating proper payment.
 - a. Using the steps described above in the "Navigating Your LCP Dashboard" section of this manual, support services staff should open the submitted application and review the "Proof of payment" section.
 - b. **If the proper payment is submitted**, support services staff will assign the application to the designated analyst for that application by clicking in the "Assignee" column for that application and selecting the correct analyst.

HCS

Licensing and Certification Portal

My dashboard

All active applications

All active (18)

Unassigned (4)

Assigned (22)

18 items

Application Type

Business Entity

Program/Facility Name

License/Certification Number

Review Due Date

Received Date

Status

Assignee

Renewals

DHM Healthy Days Inn

South Bay Behavioral Health Center

370142DN / 370142DN

09/01/2025

10/17/2025

Review In Progress

bht.inc test4

Renewals

DHM Healthy Days Inn

Evergreen Facility

99001122 / 99001122

04/26/2025

10/14/2025

Review In Progress

bht.inc test4

Renewals

DHM Healthy Days Inn

Northwest Clinic

- / 44556677

04/26/2025

05/13/2025

Corrections Needed

bht.inc test4

- c. **If proper payment is not submitted**, support services staff will work with the provider outside the LCP to ensure proper payment is submitted. Once proper payment is confirmed, support services staff should assign the application to the analyst for review. If needed, the reviewing analyst should flag the “Proof of payment” section for corrections as they review to enable the provider to update payment information to reflect the final, correct payment submitted.
2. **Analysts:** Review each section of the application by clicking into each section from the application landing page. If no corrections are needed to a section: click **“Save”** at the bottom of the page for that section. **If corrections are needed:**
 - a. **Click the flag icon** next to the field that the provider needs to correct.
 - b. **Add notes in the comments section** that appears. You will see a notification as you are typing that your comment is “visible to the provider.” Your comment will only be visible to the provider once you complete your review and send the application back to the provider in its entirety for their review.
 - c. To save your comment, click **“Add comment.”** To delete your comment before saving, click “Cancel.”

[MyDadBoard](#) / [Application for Licensure & Certification](#) / [Proof of payment](#)

Proof of payment

[Return to landing page](#)

Proof of payment for application fee
In Progress

Proof of payment for application fee

Choose payment method

DHCS offers applicants and providers the option to make online payments using electronic money transfers through the Automated Clearing House (ACH) network. Licensing and/or certification fees may also be submitted by mail.

☒ Pay online
☐ Pay by mail
☐ Hardship fee waiver

Pay online

To pay fees electronically, visit the [DHCS EFT \(electronic funds transfer\) online page](#) and follow the instructions provided.

EFT confirmation number

234324

Marked for correction

Application comments

Review period 10/13/2025

2b

Add comment

2c

Cancel
Add comment

Fees Acknowledgement

☒ I understand this application will not be processed until all fees have been paid, and these fees are not refundable.

Last saved at 10/09/25 at 05:05PM

[Save](#)

- d. Once you flag a field for corrections and leave a comment, that **field will be tagged "Marked for correction."**
- e. If you need to edit a comment you left in the application, click on the three-dot menu to the right of your comment and select **"Delete."** Then, add a new comment by clicking **" +Add comment."** Comments cannot be edited at this time.
- f. Once you have completed your review of a section and requested corrections/left comments, click **"Save"** at the bottom right of the page. This completes your review of the section. Repeat these steps for all sections and sub-sections to complete your review of a submitted application.

[Dashboard](#) / [Application for License & Certification](#) / Proof of payment

Proof of payment

[Return to landing page](#)

Proof of payment for application fee
Correction Required

Proof of payment for application fee

Choose payment method

DHCS offers applicants and providers the option to make online payments using electronic money transfers through the Automated Clearing House (ACH) network. Licensing and/or certification fees may also be submitted by mail.

☒ Pay online
☐ Pay by mail
☐ Hardship fee waiver

Pay online

To pay fees electronically, visit the [DHCS EFT \(electronic funds transfer\) online portal](#) and follow the instructions provided.

2d

EFT confirmation number
234324
Marked for correction

Application comments

Review period 10/13/23

DHCS bht,inc test 4
Incorrect payment amount

2e

[Add comment](#)

Fees Acknowledgement

☒ I understand this application will not be processed until all fees have been paid, and these fees are not refundable.

Last saved at 10/13/23 at 06:44PM

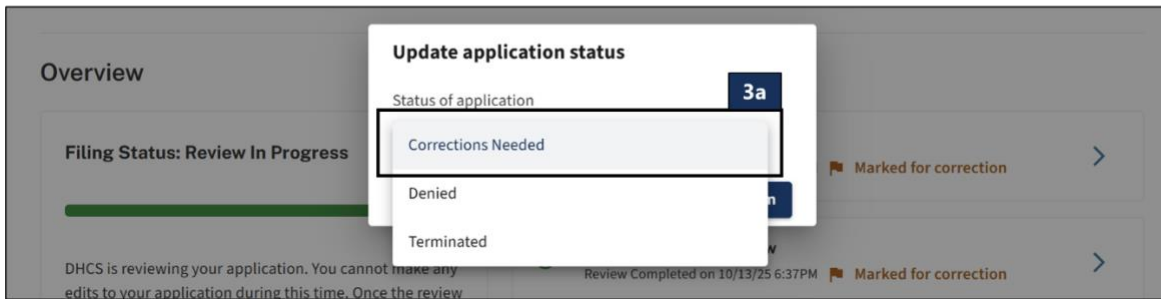
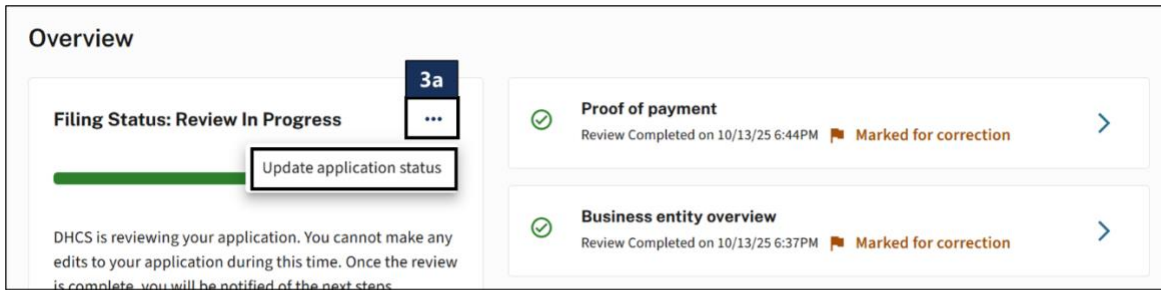
2f

Save

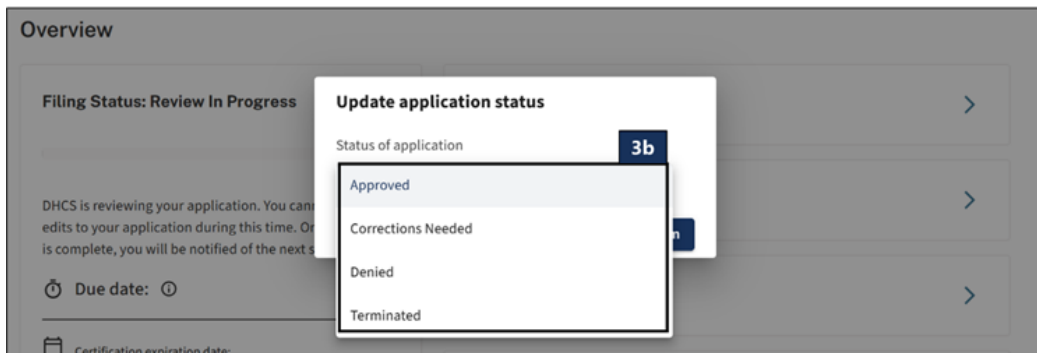
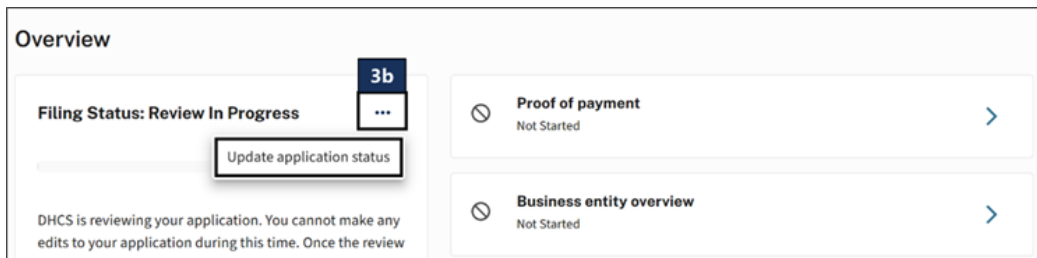
- Once all sections are reviewed, the application is ready for manager review.

Managers have two options:

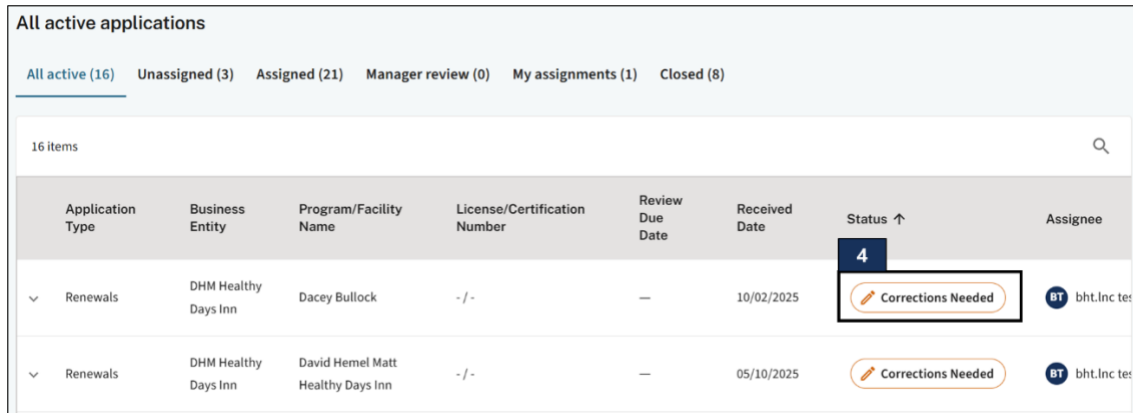
- If the analyst has marked any sections for correction:** the manager should send the application back to the provider for updates by **clicking the three-dot menu next to "Filing Status" and selecting "Corrections Needed."**



- b. **If no corrections are needed**, the manager can make a **final determination** for the renewal application by clicking the same three-dot menu next to “Filing Status.” The options for final determination are Approved, Denied, and Terminated. **Note: selecting “Corrections Needed” will send the application back to the provider for corrections.**



4. **If an application's status is changed to "Corrections Needed" and the application is sent back to the provider**, the application is still visible in the analyst and manager dashboard. **DHCS cannot make edits while an application is in the "Corrections Needed" filing status.** There is no action for DHCS to take until the provider adds updates to the fields for which corrections were requested and sends the application back for additional DHCS review.



The screenshot shows a dashboard titled "All active applications" with tabs for "All active (16)", "Unassigned (3)", "Assigned (21)", "Manager review (0)", "My assignments (1)", and "Closed (8)". Below the tabs is a search bar and a table of 16 items. The table has columns for Application Type, Business Entity, Program/Facility Name, License/Certification Number, Review Due Date, Received Date, Status, and Assignee. Two rows are visible, both with a status of "Corrections Needed" (indicated by a red tag with a pencil icon). The first row is for "Renewals" at "DHM Healthy Days Inn" for "Dacey Bullock" with a received date of "10/02/2025". The second row is for "Renewals" at "DHM Healthy Days Inn" for "David Hemel Matt Healthy Days Inn" with a received date of "05/10/2025". A blue box with the number "4" is overlaid on the "Corrections Needed" tag in the first row.

Application Type	Business Entity	Program/Facility Name	License/Certification Number	Review Due Date	Received Date	Status	Assignee
Renewals	DHM Healthy Days Inn	Dacey Bullock	- / -	—	10/02/2025	Corrections Needed	bht.Inc ter
Renewals	DHM Healthy Days Inn	David Hemel Matt Healthy Days Inn	- / -	—	05/10/2025	Corrections Needed	bht.Inc ter

5. After an application sent back to the provider for corrections is updated, re-signed by the signature authority, and re-submitted, the application will return to the analyst dashboard. **Only the analyst can make additional comments or accept the updates.**
6. **Analysts:** you can click into sections of an updated and re-submitted application to view updates made by the provider. The updated application will be visible in your LCP dashboard with the status "Review In Progress." Open the application using the steps described in the "Navigating Your LCP Dashboard" section of this manual (above).
- a. Sections with **fields that are marked for corrections** and updated by the provider will be **tagged "Marked for correction"** in the application landing page. You will see the field marked as "Updated" along with any comments from the provider.

Overview

Filing Status: Review In Progress

DHCS is reviewing your application. You cannot make any edits to your application during this time. Once the review is complete, you will be notified of the next steps.

✓

Proof of payment
Review Completed on 10/13/25 6:44PM

6a

Marked for correction

>

✓

Business entity overview
Review Completed on 10/13/25 6:37PM

Marked for correction

>

Pay online

To pay fees electronically, visit the [DHCS EFT \(electronic funds transfer\) online portal](#) and follow the instructions provided.

EFT confirmation number

2343241

✓ Updated

6a

Application comments

Review period 10/13/2025

DHCS

bht.Inc test4

Incorrect payment amount

Provider

bht.Inc test3

Updated

+ Add comment

b. **Analysts: if you feel the updates address the corrections requested**, you can **click the flag icon next to that section** to indicate corrections are no longer needed. Comments will still be visible. The field will be marked "Resolved." Once you complete your review of the section and click "Save" at the bottom of the page, the section will be marked "Completed."

Pay online

To pay fees electronically, visit the [DHCS EFT \(electronic funds transfer\) online portal](#) and follow the instructions provided.

EFT confirmation number

2343241

✓ Updated

6b

Application comments

Review period 10/13/2025

DHCS

bht.Inc test4

Incorrect payment amount

Provider

bht.Inc test3

Updated

+ Add comment

20

Proof of payment for application fee

Completed

6b

Proof of payment for application fee

Choose payment method

DHCS offers applicants and providers the option to make online payments using electronic money transfers through the Automated Clearing House (ACH) network. Licensing and/or certification fees may also be submitted by mail.

☒ Pay online
☐ Pay by mail
☐ Hardship fee waiver

Pay online

To pay fees electronically, visit the [DHCS EFT \(electronic funds transfer\) online portal](#) and follow the instructions provided.

EFT confirmation number

2343241

Resolved

6b

Application comments

Review period 10/13/2025

6b

- c. **Analysts: if you determine a provider's updates to their application do not adequately address the corrections requested**, you should leave the section flagged, provide an additional comment, and repeat the steps above to complete your review. You should then alert your manager when ready to re-send to the provider. Your manager must change the application status to "Corrections needed" and send the application back to the provider for additional comments.

Pay online

To pay fees electronically, visit the [DHCS EFT \(electronic funds transfer\) online portal](#) and follow the instructions provided.

EFT confirmation number

2343241

Updated

6b

Application comments

Review period 10/13/2025

DHCS

bht.Inc test4

Incorrect payment amount

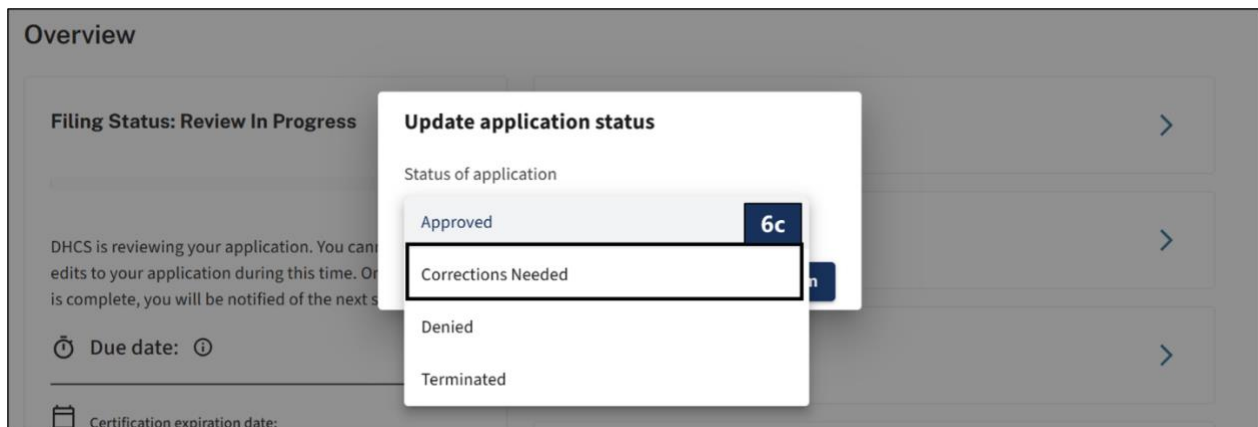
Provider

bht.Inc test3

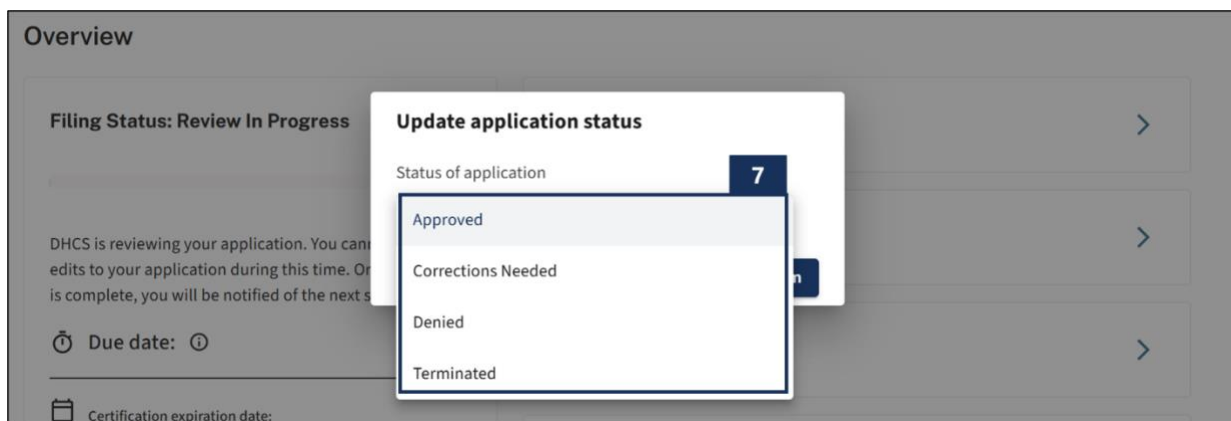
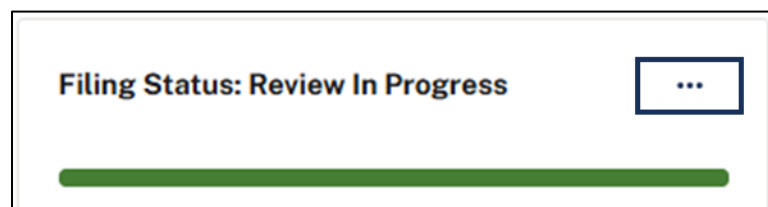
Updated

6c

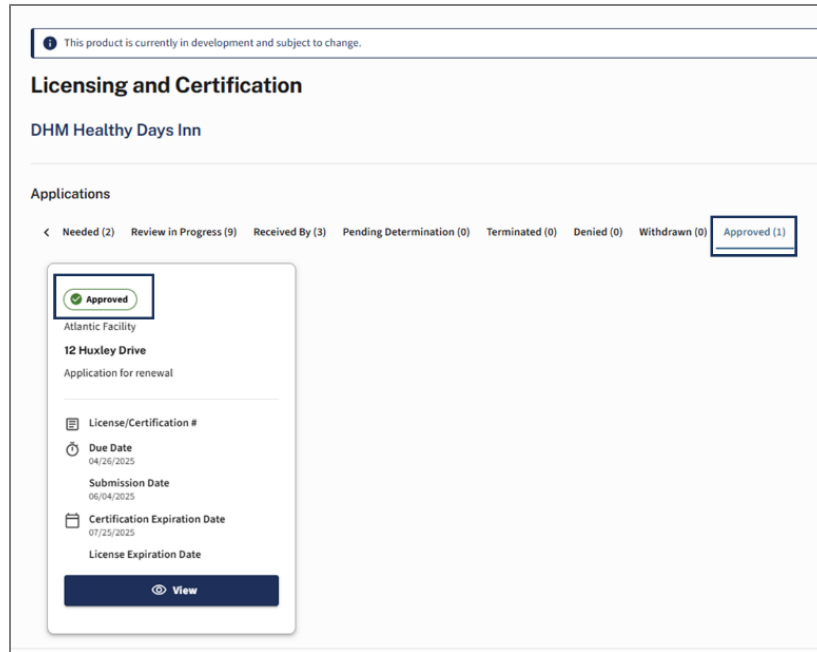
+ Add comment



7. **Analysts:** Once the provider has adequately addressed the corrections you requested, **alert your manager** to give a final determination on the application. Using the three-dot menu next to “Filing Status,” the manager can change the status to **Approved, Terminated, or Denied**. This step is identical to step 3b above.



8. If and when a manager **approves an application**, the application will disappear from the manager and analyst dashboard and will be **instantly sent to the provider with an approved flag on their dashboard**.



9. Once the determination is finalized, **LCD can notify the provider via email or mail.**
The provider will not receive a notification or certificate from the portal.

Requesting Support

Objective

Clarify how to access support resources in the LCP Support Center and request technical support as you use the LCP, including how to view open tickets, communicate with the technical support team, and resolve tickets once your issue has been addressed.

Overview

The LCP Support Center is a hub for accessing resources like this manual on how to use the LCP, and to request support. The support center is for providers and LCD users; however, LCD users will have access to internal resources like this manual and other LCD-focused quick reference guides (QRGs) that will not be accessible to providers.

Key Points

- » LCD users of the LCP should **submit all technical support requests through the LCP Support Center** linked in the LCP (see below).
- » Once you submit a support request, you **will receive communications about your request via email** and will be able to access a support portal to view and communicate with the support team regarding your request.
- » The LCP Support Center also provides access to **self-service resources** through a knowledge base that contains searchable quick reference guides (QRGs) on common questions.
- » Please note that **submitting a support request does not affect required timelines** for application processing.

Table 2: Types of Support Requests

Types of Product Support Questions	Definition
Ask General Portal Question	This is an inquiry about the basic use, features, navigation, or functionality of the Licensing and Certification Portal. These questions are not about specific technical issues, policies, or licensing, but rather about how to interact with or understand the portal itself.

Types of Product Support Questions	Definition
Suggest an Improvement to the Licensing and Certification Portal	This type of ticket allows you to suggest a new capability, improvement, or enhancement for the LCP renewal process. The goal is to propose an addition or change that would improve the user experience, address unmet needs, or solve a specific problem. Not all requests are guaranteed to be implemented.
Report an Issue	This type of submission notifies the support team of any technology error or problem in the LCP that is preventing you from moving forward with work in the portal.
Request Help Accessing the Portal	This type of submission notifies the support team that you or someone in LCD is having trouble accessing the LCP.

Step-by-Step Instructions

1. To access the LCP Support Center:
 - a. Click on the “?” icon in the top right of the LCP or “Support Center” in the at the bottom of the page.
 - b. You will be taken to a page titled “Licensing and Certification Portal's Support Center.” Below the text “Submit a Ticket for Support” you will see four types of requests you can submit: “Ask a General Portal Question,” “Report an Issue,” “Suggest an improvement to the Licensing and Certification Portal,” and “Request Help Accessing the Portal.” Click on the request type that best matches your needs.
 - » **NOTE:** This is the same support center that providers will use to submit questions, which is why you will see a banner asking providers to submit policy questions to LCDQuestions@dhcs.ca.gov.

Welcome to the Licensing and Certification Portal's Support Center

Search for information

We're here to support you!

In the Licensing and Certification Portal Support Center you can find resources, guides, and answers to frequently asked questions to help you navigate the portal and complete your application.

If you can't find the answers you're looking for, please submit a ticket for support and we'll be happy to assist you.

Do you have policy-related questions? If yes, send an email to LCDQuestions@dhcs.ca.gov and someone from the Licensing and Certification Division will follow-up.

[Submit a Ticket for Support](#)

Please do not submit any sensitive personal or confidential information, personally identifiable information (PII), or personal health information (PHI) through the support portal. All support interactions are logged and may be reviewed for quality and compliance purposes.

What can we help you with?

- Ask a General Portal Question**
Questions about portal navigation, login issues, general platform use? Use this request.
- Report an Issue**
Are you seeing any functional errors or unexpected portal behavior? Use this request.
- Suggest an Improvement to the Licensing and Certification Portal**
Do you have any suggestions to improve user experience? Submit a request here.
- Request Help Accessing the Portal**
Are you having difficulties accessing the portal? Please click here to submit a request via assistance via email.

[Return to the Licensing and Certification Portal](#)


- Complete the fields listed. Red asterisks indicate required fields. Please provide as much detail as possible to help the support team resolve your issue more efficiently and effectively. Once complete, click "Send" in the bottom left of the screen.
 - » **NOTE: Do not submit any personally identifiable information (PII), personal health information (PHI), any Health Insurance Portability and Accountability Act (HIPPA)-controlled information, or any other sensitive information in your ticket.** If you have any questions before you submit, please submit a ticket to clarify.

LCP Support Center / Licensing & Certification Portal Support Tickets

Licensing & Certification Portal Support Tickets

Please do not submit any sensitive personal or confidential information, personally identifiable information (PII), or personal health information (PHI) through the support portal. All support interactions are logged and may be reviewed for quality and compliance purposes.

What can we help you with?

 **Report an Issue**
Are you seeing any functional errors or unexpected portal behavior? Use this request.

Required fields are marked with an asterisk *

Raise this request on behalf of *

Request summary *

Is this issue blocking your work?

☐ Yes

Details *

Normal text ▾

B

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A ▾

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📎

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📎

Screenshots

📎 Drop files to attach or [browse](#)


Send

Cancel

3. As you describe your request in the “Request summary” field, if there are resources in the knowledge base related to your request, you will see **pop-up links to those resources appear under the “Request summary” field.**
 - a. Clicking on one of these links will take you to that resource

Request summary *

Suggested articles

 FACILITY STAFF

certifications, registrations, licensure, TB **test**, CPR, and first aid training Important: Only program directors and contact persons can add or delete designated agents (sub... the required fields. If the expiration date for license, certification, registration, or TB **test** has passed, an error tag will be displayed. The date of the last TB **test** must

- b. You can also search for relevant knowledge base resources using the search bar on the landing page of the support center.

Welcome to the Licensing and Certification Portal's Support Center

 Search for information

4. Once you submit a ticket, you will receive a **notification email** that your ticket has been sent to the support team. Once a support team member opens and processes your ticket, you will receive a follow-up email notification that the support team is looking into your ticket.
 - a. You will also receive follow-up email notifications when the support team comments on and resolves your ticket.
 - b. These email notifications will include a link you can use to view your ticket.
5. You also can **review your tickets** by clicking the circular icon with your initials in the top-right corner of the support center and then clicking "Requests."

Welcome to the Licensing & Certification Portal's Support Center

Search Disclosures

Requests 14

Profile

Log out

LCP Support Center

Requests

Request contains... Status: Open requests All Request type

Type	Reference	Summary	Status	Service project	Requester
✉	LCP-14		IN REVIEW	Licensing & Certification Portal Support Tickets	
🌐	LCP-13		IN PROGRESS	Licensing & Certification Portal Support Tickets	
🔗	LCP-8		NEW	Licensing & Certification Portal Support Tickets	
📅	LCP-6		IN PROGRESS	Licensing & Certification Portal Support Tickets	

6. You have 2 options to return to the LCP from the support center:
 - a. Click the Licensing and Certification Portal logo in the upper left
 - b. Go to the bottom of the page and click **"Return to the Licensing and Certification Portal"**

Welcome to the Licensing and Certification Portal's Support Center

Search for information

We're here to support you!

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If you can't find the answers you're looking for, please submit a ticket for support and we'll be happy to assist you.

Do you have policy-related questions? If yes, send an email to LCOquestions@dhcs.ca.gov and someone from the Licensing and Certification Division will follow up.

Submit a Ticket for Support

What can we help you with?

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- Request Help Accessing the Portal
Are you having difficulties accessing the portal? Please click here to submit a request via assistance via email.

6b [Return to the Licensing and Certification Portal](#)