



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor  
**MANDY COHEN, MD, MPH** • Secretary  
**MARK PAYNE** • Director, Division of Health Service Regulation

August 6, 2021

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

From: Megan Lamphere, Chief  
DHSR Adult Care Licensure Section

Re: 2022 License Renewals and Payments for Adult Care Home and  
Family Care Home Providers

Last month, the Division of Health Service Regulation (DHSR) communicated exciting news regarding the new Enterprise system for online licensing. The Enterprise system will enable Adult Care Home and Family Care Home providers to complete and submit license Renewal and Change of Ownership applications online, as well as accept payment online.

Beginning **August 9, 2021**, each licensed Adult Care provider who is listed as the contact person in our records will receive an email from the Enterprise system informing them that they can begin the annual license renewal process. The email will include a registration number associated with each provider's facility site location. If you do not receive the email or a registration number for each facility site location, then contact the Enterprise Technical Support Team at [DHSR.Enterprise.IT@dhs.nc.gov](mailto:DHSR.Enterprise.IT@dhs.nc.gov).

**Renewal Application**

All Adult Care Home and Family Care Home providers are required to complete the annual Renewal application. The deadline to submit your annual Renewal application and fee is **December 31, 2021**.

However, if you are expecting to complete a Change of Ownership prior to **December 1, 2021**. If you are expecting to complete a Change of Ownership prior to **December 1, 2021**, the process will be slightly different. If you are expecting to complete a Change of Ownership before December 1, 2021, then you should enter all of the data/information for the facility into the Enterprise system renewal application but do not submit the Renewal application for approval until **September 1, 2021**. The application for a Change of Ownership will be available in the Enterprise online system beginning September 1, 2021 and should be completed after a

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ADULT CARE LICENSURE SECTION

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Renewal application is completed in the system. Further instructions for completing a Change of Ownership application are below.

Also, providers will only be charged one fee and not a separate fee for each transaction (Renewal and Change of Ownership).

As a reminder, the deadline to submit your annual Renewal application is **December 31, 2021**.

### **Change of Ownership Application**

Beginning **September 1, 2021**, the Change of Ownership application will be available in the online Enterprise system.

After your Renewal application has been approved by DHSR, then the Change of Ownership application can be completed by the new owner.

The Change of Ownership process includes the following activities in the Enterprise system:

- The current owner should complete the “Intent for Sale,” which can be found under the Ownership menu. This will provide the information of the new owner to DHSR.
- Once the “Intent for Sale” is completed, then the new owner can submit the Change of Ownership application to DHSR for review and approval.

Once the Change of Ownership application has been approved, then the license for the current owner will no longer be active.

### **Payment of License Renewal Fees**

For your convenience, license Renewal fees may be made online in the Enterprise system. Also, providers may choose to send payments for license Renewal fees to our office by mail. Please note, license Renewal applications will not be processed and approved until payment by mail is received and verified. To help us ensure that your payment is posted to the correct license Renewal application, please complete and return the enclosed “Annual License Renewal Fee Invoice” and include a valid check, cashier’s check or money order. The [Annual License Renewal Fee Invoice](#) is also available under the “Forms and Applications” tab on the Adult Care Licensure Section website.

### **Provider Training**

Enterprise system training will be available to Adult Care Home and Family Care Home providers on **August 9, 2021**. To access the training, please go to  
<https://dhsreenterprise.nc.gov/#/>.

### **Questions & Support**

To access frequently asked questions regarding the Enterprise system, please go to  
<https://info.ncdhhs.gov/dhsr/faq.htm>

If you have any questions about the information contained in this memo, please email the Adult Care Licensure Section at [DHSR.AdultCare.Support@dhhs.nc.gov](mailto:DHSR.AdultCare.Support@dhhs.nc.gov).

Thank you in advance for your cooperation and patience as we implement this exciting new online licensing system. We hope you will be pleased with the system and find it convenient and easy to use. Please don't hesitate to contact us at the email address above if we can help support you in this new process.