

# STATE OF CONNECTICUT

## DEPARTMENT OF PUBLIC HEALTH



Raul Pino, M.D., M.P.H.  
Commissioner

Ned Lamont  
Governor  
Susan Bysiewicz  
Lt. Governor

### HEALTHCARE QUALITY AND SAFETY BRANCH

### BLAST FAX 2019-5

TO: Administrators

FROM: Barbara Cass, R.N. *BSC*  
Branch Chief

DATE: March 19, 2019

SUBJECT: E-Licensing System

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In December of 2018 a Blast Fax (Blast Fax 2018-47) was released announcing the availability of online processes and procedures. The use of online processes provides you with ownership of the data associated with your account and the ability to make some changes on a real-time basis benefiting both you and your potential clients. This process was effective December 1, 2018, however, multiple facilities have failed to establish an account to date.

The new processes include:

- Online renewals and applications;
- Posting inspection/survey findings with the approved facility plan of correction;
- Ownership of your account and an ability to update information such as your mailing address, email and passwords and other security information;
- Collection and publication of Nursing Home Profile information;
- The ability to print your licenses;
- Collection of Nursing Home union contract information; and
- Improved communications.

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*Affirmative Action/Equal Opportunity Employer*

Section 19a-538 of the Connecticut General Statutes directs the Department of Public Health (DPH) publish a report concerning nursing homes that are available to the public, that includes a list of all nursing home facilities and residential care homes in this state; whether such nursing home facilities and residential care homes are proprietary or nonproprietary; the classification of each such nursing home facility and residential care home; the name of the owner or owners, including the name of any partnership, corporation, trust, individual proprietorship or other legal entity that owns or controls, directly or indirectly, such facility or residential care homes; the total number of beds; the number of private and semiprivate rooms; the religious affiliation, and religious services offered, if any, in the nursing home facility or residential care home; the cost per diem for private patients; the languages spoken by the administrator and staff of such nursing home facility or residential care home; the number of full-time employees and their professions; whether or not such nursing home facility or residential care home accepts Medicare and Medicaid patients; recreational and other programs available and the number and nature of any class A or class B citation issued against such nursing home facility or residential care home in the previous year.

It is the intent of DPH that the information required by section 19a-538 of the Connecticut General Statutes be included in the specific profile for each nursing home facility or residential care home.

**IT IS IMPORTANT THAT YOU TAKE OWNERSHIP OF YOUR ACCOUNT AND UPDATE YOUR PROFILE INFORMATION BY 4/1/2019. YOUR PROFILE WILL BE PUBLISHED ONLINE ON 4/1/2019.**

**Additionally, the DPH is requiring that you establish an electronic address that is linked to the facility rather than an employee name, for example: [administrator@connecticuthealthcare.org](mailto:administrator@connecticuthealthcare.org) rather than [Barbaracass@connecticuthealthcare.org](mailto:Barbaracass@connecticuthealthcare.org). Establishing a facility address will ensure continuity should the individual separate from the facility.**

The instructions to set up an online account are attached.  
**Should you have any questions, please call the Licensing Processing Unit at 860-509-7444.**

Sincerely,

**Barbara S. Cass  
Branch Chief**

## ONLINE INSTRUCTIONS

### SECTIONS:

- 1) ACCOUNT SET UP \*
- 2) UPDATING YOUR ACCOUNT INFORMATION \*
- 3) UPDATING YOUR PROFILE AND UNION CONTRACT INFORMATION \*
- 4) PUBLIC VIEWING OF YOUR COMPLETED PROFILE
- 5) SAMPLE ONLINE PROFILE
- 6) BASIC NAVIGATION SCREEN SHOT
- 7) OTHER AVAILABLE FUNCTIONS

\* Tasks to be completed by 2/1/2019

### 1) ACCOUNT SET UP:

It is important that you set up your account immediately. To do so:

- Log into <https://elicense.ct.gov/>  
Your ID is: <olrUserID>  
Your password is: <olrpassword>
- When you first log in you will be asked to complete up to three tasks:
  1. Select security questions and enter answers
  2. Verify your email address. According to our records your email is:  
<EMAIL>  
If the line above is blank or this is not your email you may select the “Change Email” option and enter a new email.
  3. Change your password

**You are responsible for keeping your account information up to date. Failure to update your account's email does not relieve you from the responsibility of completing renewals and other tasks emailed to you.**

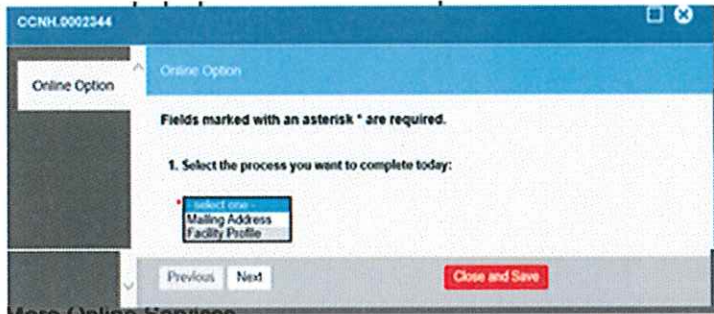
### 2) UPDATING YOUR ACCOUNT INFORMATION:

1. Log into <https://elicense.ct.gov/>
2. To change your security information (User ID, eMail, Password, security questions) select “My Account” in the upper right hand corner.
3. To change your address select “Address and General Maintenance” from the list of functions

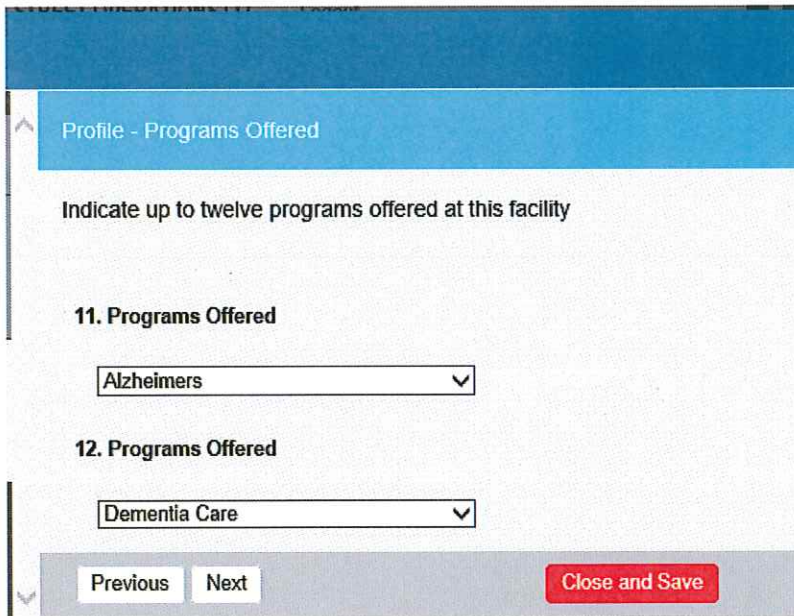




4. In the new pop up window use the drop down box to select 'Facility Profile' then select "Next"



5. On following pages make the appropriate changes by filling in data, updating data or using drop down box. At the end of each page select "Next".



6. The final page is the review page. After you review your information select "Finish". The page will change and you will be shown the process completed note. You may now view the uploaded information online:

Process Completed Successfully.


**4) PUBLIC VIEWING OF YOUR COMPLETED PROFILE:**

1. Go to <https://elicense.ct.gov/Lookup/LicenseLookup.aspx>
2. Enter your information and select the "Search" button. If no record is found enter less information and select "Search" again.
3. Select your "Detail" button and any courses submitted will be displayed.

**5) SAMPLE ONLINE PROFILE:**

License Details ← - □

License Details



State of Connecticut

Lookup Detail View

Name

Name	DBA	Address
[REDACTED]	[REDACTED]	[REDACTED] ROCKY HILL, CT 06067

License Information  
FLIS

License Type	License Number	Expiration Date	Granted Date	License Name	License Status
Chronic & Convalescent Nursing Home	2344	09/30/2012	12/01/2008		INACTIVE

General Information

Number of Beds	Accepts Medicare	Accepts Medicaid	Proprietary Ownership
120	Accepts Medicare	Accepts Medicaid	[REDACTED]

Rooms and Rates

Private Room Rate A	# of Private Room Rate A	Private Room Rate B	# of Private Room Rate B	Semi-Private Room Rate A	# of Semi-Private Room Rate A	Private Semi-Room Rate B	# of Semi-Private Room Rate B
359.43	4	0	0	320.53	45	0	0

Optional Services

Languages Spoken by Staff	Programs Available	Religious Services Available	Religious Affiliation
Arabic, French, Polish, Spanish	Alzheimers, Dementia Care, Hospice, Recreation, Rehabilitation Therapy, Respite Care, Wound Management	Catholic, Protestant	

Citations in the last year

Citation Class A (1)	Citation Class B (1)
None	None

Full Time Staffing

Admin	Registered Nurse	Licensed Practical Nurse	Nursing Assistant	Recreation	Social Services	Food Service Supervisor	Physical Therapy	Occupational Therapy	Speech Therapy	Dietary	Other Staff
4	15.00	14.00	46.00	3.50	1.50	12.00	1.00	1.00	10	30	24.00



## 6) BASIC NAVIGATION SCREEN SHOT:

The screenshot shows the State of Connecticut's online services portal. At the top left is the logo "CT.gov | STATE OF CONNECTICUT". To the right are navigation links: "HOME", "MY ACCOUNT", and "ONLINE SERVICES". Below these are tabs for "Welcome", "Contact Information", "Credential Information", and "Supervision". A message states "You are Logged on to the State of Connecticut's". Below this is a section for "ONLINE RENEWAL" with instructions and links for "User Id and Password Instructions" and "Fast Track Renewal Instructions". Another section is for "APPLICATION FOR A NEW LICENSE, PERMIT OR REGISTRATION" with instructions and a note that all applications must be reviewed and approved. A "QUESTIONS" section follows. At the bottom, a "More Online Services" section lists "Activities" (Initial Application, File a Complaint), "License Lookup & Download" (Lookup a License, Generate Roster(s)), and "Account" (Account Details). Red callout boxes with arrows point to: "Informational Tabs" (pointing to the top navigation), "Change your ID, Email, Password or Security Quest" (pointing to the MY ACCOUNT link), "Drop down list of functions you can complete" (pointing to the ONLINE SERVICES link), and "Functions you can complete (Partial List Shown)" (pointing to the More Online Services section).

- Change your ID, Email, Password or Security Quest by selecting the “My Account” link.
- Change your public or mailing address by selecting “Address and General Maintenance” from the functions list.
- Complete your renewal application by selecting “Renewal” from the functions list.
- View the initial/renewal application status by selecting “License Status” from the functions list.
- Update your continuing education by selecting “Continuing Education Self Reporting” from the functions list.
- View your continuing education by selecting “Lookup a License” from the functions list and searching for your license.
- Upload missing documents by selecting “Upload Requested Document” from the functions list.

7) **OTHER AVAILABLE FUNCTIONS:**

More Online Services		
<b>Activities</b> <a href="#">Initial Application</a> <a href="#">Renewal</a> <a href="#">Current Activity Status</a> <a href="#">File a Complaint</a> <a href="#">Print Certificate</a>	<b>License Lookup &amp; Download</b> <a href="#">Lookup a License</a> <a href="#">Generate Roster(s) Reports</a>	<b>Account</b> <a href="#">Account Details</a> <a href="#">Address and General Maintenance</a>  <b>Document Upload</b> <a href="#">Upload Requested Document</a>

- **Initial Application:** Used to apply for other credentials online
- **Renewal:** Appears when a renewal is available. Select this link to start your online renewal.
- **Current Activity Status:** Select this link to view any outstanding renewal or application information:

CCNH. [REDACTED] - Chronic & Convalescent Nursing Home		
Review Process	Review Step	Reason Not Completed/Comments
Renewal	Certificate of General Liability	Provide a current and complete Certificate of General Liability / The certificate contains the information page only
Renewal	Certificate of Professional Liability	Provide the complete Certificate of Professional Liability/ The certificate expired
Renewal	Organizational Chart	Provide a complete Organizational Chart for the legal entity/ The organization chart is unrecognizable

- **File a complaint:** Used for certain DCP credentials only
- **Print Certificate:** Used to print your latest certificate

Please select which license you wish to work on from the following list.

Item	License	Type	Effective	Expiration	Print Date
<a href="#">Certificate</a>	CCNH. [REDACTED]	Chronic & Convalescent Nursing Home	01/01/2018	03/31/2019	11/07/2018

- **Looking Up a License:** Look up details on an individual license (facility profiles and hours are published here)
- **Generate Roster(s):** Download information on all licensees by license type.
- **Account Details:** Your account information
- Address and General maintenance (see UPDATING YOUR PROFILE AND UNION CONTRACT INFORMATION)
- **Upload Requested Document:** Appears if additional documentation has been requested from you during an application or renewal process. Use this link to supply the missing document(s).