ENTERPRISE LICENSING SOLUTION

A three portal system to incorporate business information



humanservices.arkansas.gov

PRESENTERS

Susan Morrow Licensing & Certification Manager

Christy Wilson Compliance Manager







humanservices.arkansas.gov

What is ELS?

An integrated three-portal system for Citizens, Providers, and Divison of Provider Services and Quality Assurance share information.







The ELS includes the following current capabilities:

 Online application process Updates on information

Renewal application process

- Pay Annual Fees
- Citizens may enter complaints







Upcoming ELS capabilities:





Citizen Portal - https://arkdhs.force.com/elicensing/s//





Steps to Register:

If you have not registered, go to Citizen portal at:

https://arkdhs.force.com/elicensing/s//. Select Provider Login; log on as a new user and enter some general information about yourself and/or facility, if applicable.

Let us know your username and what programs are associated with this provider.

Send email request for assistance to:

DPSQA.ProviderApplications@dhs.arkansas.gov







Important Step for completing ELS registration:

Once you complete your registration for the Enterprise Licensing Solution (ELS) database, we will need the following additional information. This information will allow us to connect your programs to your specific log in.

<u>We will need:</u> Your User Name Legal Name of each program License/Certification numbers for each program Your Date of birth Your title (owner, CEO, etc.) Your phone number If EIDT: Need Medicaid Number

Please email this information to: DPSQA Provider Applications

DPSQA.ProviderApplications@dhs.arkansas.gov



Provider Portal







How to log in

THUMAN Services	Home	Find Providers	Apply for a License	Compare Quality Rates	File a Complaint	Resources	Provider Login
Login Welcome b * Username Password	ack! Please sign in 9	to your account.					



ELS Provider Home

Resources

HUMAN

Contact Us

Welcome. **Priscilla George**

Home

Please choose one of the Agency Types to get started.



Child Care Licensing

The Licensing Unit is responsible for the enforcement of the Child Care Licensing Act for registered childcare family homes, licensed homes, and licensed childcare centers in Arkansas.



Placement and Residential Licensing

The Placement and Residential Licensing Unit (PRLU) is responsible for enforcing the Child Welfare Agency Licensing Act for Residential, Emergency Residential, Psychiatric Residential Treatment, Independent Living Facilities, and Child Placement Agencies that place foster children.



Home & Community Based Services Licensing

Home and Community Based Services licenses, certifies, and regulates assisted living facilities, home and community-based programs day treatment programs, and alcohol and drug abuse treatment providers. This unit also reviews concerns, complaints, and allegations of substandard care as it relates to facility practices.



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Long Term Care Licensing

Office of Long-term Care licenses, surveys, and regulates long term care facilities, such as skilled nursing facilities. This unit also investigates all nursing home complaints.

Get Started

Manage







Notifications

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Welcome, Priscilla George

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ELS Provider Dashboard





Start New Application

	10 7	Dashboard	Resources	Contact Us	ſ	ር የ		
Division of P	rovider Services and Quality Assurance	- Home and Community Based	l Services					
< Back to	Dashboard							
My Applic	cations Start New Application							
Instruc	tions							
✓ Prov	ide necessary information to complete	the application.						
🗸 You i	may save the application prior to compl	etion and return at a later time	to complete and submit.					
🗸 Appl	icants will be required to upload all req	uired documents, as determine	d by the type of application, pric	or to submitting the application.				
√ Prior	to submission, the application must be	e completed in its entirety inclu	ding payment of a non-fundable	e fee.				
🗸 Тора	ay the required application fee, you mus	st have a valid credit card.						
*Lice	nsing Applications							
Sele	Select an Option							



New Application – Choose Application Type

7 HUMAN	Home	Dashboard	Resources	Contact Us	¢* 8
Division of Provider S	ervices and Quality Assurance	ce - Home and Community Base	d Services		
< Back to Dashboa	rd Start New Application				
Instructions					
✓ Provide neces	sary information to complete	e the application.			
🗸 You may save	the application prior to comp	pletion and return at a later time	e to complete and submit.		
✓ Applicants w	II be required to upload all re	equired documents, as determin	ed by the type of application, pr	or to submitting the application.	
✓ Prior to subm	ission, the application must t	be completed in its entirety inclu	uding payment of a non-fundab	e fee.	
	uired application fee, you m				
 To pay the rec 	tureu apprication ree, you m	ust have a valid credit card.			
*Licensing Ap	plications				
Select an Op			J. Start	New Application	
Acute Cr	isis Unit		2		
Adult Da	y Care (ADC)				
Adult Da	y Health Care (ADHC)				
Adult De	velopmental Day Treatment (ADDT)			
Alcohol 8	Other Drug Abuse Treatmer	nt Program			
AR Choic	es Provider Certification				
Assisted	Living Facility (ALF) I				
Assisted	Living Facility (ALF) II				
Behavior	al Health Agency				
Commun	ity Sunnort Systems Drovida	ar	*		



New Application – Choose Application Type

	Home	Dashboard	Resources	Contact Us		
Division of Provider Services and Quality Assurance - Home and Community Based Services						

< Back to Dashboard

My Applications Start New Application

Instructions

- ✓ Provide necessary information to complete the application.
- ✓ You may save the application prior to completion and return at a later time to complete and submit.
- ✓ Applicants will be required to upload all required documents, as determined by the type of application, prior to submitting the application.
- ✓ Prior to submission, the application must be completed in its entirety including payment of a non-fundable fee.

$\checkmark~$ To pay the required application fee, you must have a valid credit card.		
*Licensing Applications		
Assisted Living Facility (ALF) I	▼ St	art New Application





	Home Home	Dashboard	Resources	Contact Us		¢ 2
	Division of Provider Services and Quality	Assurance - Home and Commun	ity Based Services			
	< Back to Applications New Application: Assisted Living Facility (ALF) I Facility/Provider Information Facility Address and Contact In	*Far	cility/Provider Inform illity Name	ation		*Mandatory field
	Anagement Information	*Co	porate Name		Related Facilities Select an Option	
	Facility Schedule		osed Open Date		Medicaid Provider Number	
Complete	Service Information		MM/DD/YYYY *Previously Licensed in Arkansas	ä		
each	Licensure and Management Ow Information	nership O	ies No			
informational	Governing Board					Previous
tab to	Partnership					
continue to	Corporate/Individual					
the next tab.	Director					
	Owner Information					
	Administrator Information					
	Inspections					
	Additional Information					
	Documentation					
	Review					
	Payment Summary					



🔒 Sign & Submit

Application – Required Fields



< Back to Related Links

Update Facility/ Related Information

Secility/Provider Information	Director	*Mandatory field
Secility Address and Contact Information	Non-Profit: List names and addresses of Board of Directors of the governing body.	× Middle Name
Management Information	Complete this field.	
Secility Schedule	*Last Name	*Email
Service Information	Complete this field.	Complete this field.
	*Arldrass	



HUMAN	Home	Dashboard	Resources	Contact Us	් ද			
Division of Provider Services and Quality Assurance - Home and Community Based Services								
< Back to Applications								
New Application: Adult Day Care (ADC)		▲ Facility/	Provider Information	n	*Mandatory field			

Medicaid Provider Number		Whe
Related Facilities	•	requ
		info
		is er
	Previous	
		icon
		ope
		turn

When all required information is entered, the lock icon will open and turn green.



Facility/Provider Information

Management Information

Facility Schedule

Service Information

Governing Board

Corporate/Individual

Owner Information

Ocumentation

Payment Summary

Sign & Submit

Review

Administrator Information

al Information

Partnership

Oirector

0

Facility Address and Contact Information

 Licensure and Management Ownership Information * Facility Name Hilltop Adult Day Care

* Provider Type

Proposed Open Date

MM/DD/YYYY

*Previously Licensed in Arkansas

Yes
No

ADS
Not Applicable

	Home	Dashboard	Resources	Contact Us	් ද		
Division of Provider Services and Quality Assurance - Home and Community Based Services							
You're currently in Change of Information Request mode.							

< Back to Applications

Update Facility/ Related Information

pdate Facility/ Related Information	■ Documentation	andatory field	Upload Documents
Facility Address and Contact Information	The following documents (based on facility type if applicable) can be uploaded prior to submitting the application. Select the "New Attachment" button to add a docun The following document types are allowed: png, jpeg, excel, pdf, doc, docx.	nent.	Documents
Management Information	Adult Day Care Facility - New Application • Documentation of the following information: (a) The identity of each person having (directly or indirectly) an ownership interest of five percent (5%) or more in the	facility:	
Facility Schedule	11 Adult Day Care R. 06/01/2022 Rule 204.8 Building plans showing a detailed floor plan of the facility. Floor plans must contain exact measurements and identify each room, hallway, window, exit, etc. Rule 2		
Service Information	 A letter from the City or County Zoning Commission, stating that the facility meets zoning requirements. Rule 202.2 A letter from a licensed electrician and licensed plumber, with their name and license number included, stating that the facility complies with State Codes. Rule 2 	202.2	
 Licensure and Management Ownership Information 	 (d) A letter from the County or State Division of Health, stating approval for facilities with wells and septic tanks, if applicable. Rule 202.2 Secretary of State filing Rule 204.8.c (if organized as a corporation) If organized as a corporation, the identity of each officer and director of the corporation. 		
Governing Board	Documents Uploaded: + Add Attachn	ments	
Partnership	Document File Name Document File Type		
Corporate/Individual			
Director	Uploaded documents to be displayed here.		
Owner Information			
Administrator Information	Previous	Continue	



	Home	Dashboard	Resources	Contact Us

Division of Provider Services and Quality Assurance - Home and Community Based Services

< Back to Applications

New Application: Adult Day Care (ADC)	I Sign & Submit		Mandatory field
Facility/Provider Information		e to the best of my knowledge and belief. I am aware that any willful misrepresentatic cribed in the State Licensing Law including, but limited to revocation and/or suspensi	
Security Address and Contact Information	Ucense.		
Management Information		Ivil Rights Act. I understand and affirm that this facility complies with the Americans managed, and deliver services without regard to age, religion, disability, political affil	ation, SUDMIT
Facility Schedule	I further affirm that I understand that I am eligible for a license only If the facil Community Based Services Is empowered to deny, suspend, or revoke my licen	Ity is in compilance with the law and regulations thereunder, and that the Home and se on any of the grounds listed in the State Licensing Law.	Application
Service Information		checking this box i understand that i am signing this application electronically.	
 Licensure and Management Ownership 	*Enter Your Name	*Submitted Date	
 Licensure and Management Ownership Information 	Jennifer Jones	8/10/2022	
	* Submitted By		
 Governing Board 	Jennifer Jones		
Partnership			
Corporate/Individual		Previous	Submit
Olrector			
Owner Information			

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Administrator Information

Inspections

Additional information

Ocumentation

Review

Payment Summary

Sign & Submit



Application Status

	Home	Dashboard	Resources	Contact Us				¢
vision of Provider Servic	es and Quality Assurance - Home	and Community Based Servic	ces					
< Back to Dashboard								
My Applications Star	t New Application							
Sort By								
Select an Option		*						
Application No.	Application Type	Facility Name	License/Certification Type	Provider Type	Submitted Date	Application Status		TIS
0000741	Initial Application	Hilltop ADDT	Adult Developmental Day Treatment (ADDT)		08/09/2022	Application Submitted	lithdraw	View
0000740	Initial Application	Golden Isle	Assisted Living Facility (ALF) I			Ready for Online Payment	Withdraw	View
0000739	Initial Application	Hilltop Adult Day Care	Adult Day Care (ADC)	ADS	08/09/2022	Application Submitted	Withdraw	View
0000738	Initial Application	Assisted Living on the Hilltop	Assisted Living Facility (ALF) II		08/09/2022	Pending Supervisor Approval	Withdraw	View
0000736	Change of Information	Susan Brothers	Independent Licensed Practitioner (ILP)			Pending Application	Withdraw	View



ELS Provider Dashboard



Resources







Manage Facility

HUMAN	Ноте	Dashboard	Resources	Contact Us			¢ 8
Division of Provider Services	s and Quality Assura	nce - Home and Community Based	Services				
< Back to Dashboard List of Facilities							
Sort By							
Select an Option		Ŧ					
Facility No.	Faci	lity Name	License/	Certification Type	Provider Type	Facility Status	Action
00047581	Hillt	op Adult Day Care	Adult Da	y Care (ADC)	Not Applicable	Regular	View
00045234	Test	ing For REal	Acute Cr	isis Unit		Regular	View
00045016	Sus	an Brothers	Independ (ILP)	dent Licensed Practitioner		Regular	View
							< 1 >



Manage Facility

Facility/Provider Information	Facility/Provider Information	
Facility Address and Contact Information	Facility Name HAGOOD HOLDINGS LLC DBA ALLHEART SENIOR CARE OF ARKANSAS	
Management Information	Previously Licensed in Arkansas	Classification Type -
Facility Schedule	Corporate Name	DBA Name
Q2 Service Information	Taxpayer ID # (TIN or EIN)	Adult Day Health Center License #
Q Owner	Related Facilities No	Medicaid Provider Number
Inspections		
Additional Information		
Documentation		
Related Links		



Manage Facility

Facility/Provider Information	A Facility/Provider Information	
Facility Address and Contact Information	Facility Name HAGOOD HOLDINGS LLC DBA ALLHEART SENIOR CARE OF ARKA	NSAS
E Management Information	Previously Licensed in Arkansas	Classification Type
Facility Schedule	Corporate Name	DBA Name
Q2 Service Information	Taxpayer ID # (TIN or EIN) -	Adult Day Health Center License # -
Q Owner	Related Facilities No	Medicaid Provider Number
Inspections		
Additional Information		
Documentation		
Related Links		



Related Links





Newly Posted Notices

27 HUMAN Services	Home	Dashboard	Resources	Contact Us	¢ e
Division of Provider Servi	ces and Quality Assurance	ce - Home and Community Based S	ervices		
< Back to Facility Infor					
Notice Name			Date Poste	d	Action
Worker Portal - Licen	se Management		08/09/202	2	View

1



Related Links





Viewed Notices

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Division of Provider Serv	ices and Quality Assuran	ce - Home and Community Based	Services			
< Back to Facility Info	rmation					
Viewed Notic	es					
Select Notice Worker Portal - Certi	icate Management	•				
Notice Name			Date Posted	Date Accessed	Date Read	Action
Worker Portal - Cert	ificate Management		07/20/2022	07/20/2022	08/03/2022	View





Related Links





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Division of Provider Services and Quality Assurance - Home and Community Based Services						
You're currently in Change of Information Request mode.						

< Back to Related Links

Update Facility/ Related Information

Sacility/Provider Information	Director Information	+ Add New
Facility Address and Contact Information	Priscilla George	/ # ~
Management Information		ious Continue
S Facility Schedule		
Service information		
Licensure and Management Ownership Information		
Soverning Board		
S Partnership		
Corporate/individual		
O Director		
Owner Information		
Administrator information		
Inspections		
Additional information		
Occumentation		
📀 Review		
Payment Summary		
🔒 Sign & Submit		
Submit Change Request	l de la construcción de la constru	
Discard Changes]	

Change of Information Request



Change of Information Request

Facility/Provider Information	I Director		Mundatory
Facility Address and Contact Information	Non-Profile List numes and addresses of Dourd of Directors of the ge	wenning body. Mtddle Name	
Management information	Priscila		
Facility Schedule	*Last Name	* Email	
Service Information	George	hilliopegs co.com	
Licensure and Management Ownership information	*Address 77 Hilltop		
Governing Board	Address 2		
Partnership	*CRy Hillop	"State	* Zip Code * 75544
Corporate/Individual	*CeluMobile	* Qualifications	
Director	5015555555	Director	
Owner information	Date of Birth	SSN	
Administrator information	*Start Date	End Date	
Inspections	8/9/2022	MM/DD/YYYY	
Additional Information	*Director type Director	-	August > 2027 : Sam Men Tau Wed Thu Fiel Sal
Documentation			7 8 5 10 11 12 12
Review			H 5 6 7 8 5 20 21 22 23 24 25 36 27
Payment Summary			8 8 8 8 3 1 2 3
Sign & Submit			loday
Submit Change Request			
Discard Changes			

Contact Us

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Home

O You're currently in Change of Information Request mode

Nytsion of Provider Services and Quality Assurance - Home and Community Based Services

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Division of Provider Servic	es and Quality Assuranc	ce - Home and Community Based	Services		
You're currently In Cha	nge of Information Requ	uest mode.			

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Update Facility/ Related Information

Security/Provider Information	Director Information	+ Add New
Security Address and Contact Information	Priscilla George	/ I ·
Management Information		Previous Continue
Facility Schedule		
Service information		
 Licensure and Management Ownership Information 		
🤡 Governing Board		
Partnership		
Corporate/Individual		
O Director		
Owner Information		
Administrator information		
Inspections		
Additional Information		
Ocumentation		
S Review		
Payment Summary		
🔒 Sign & Submit		
Submit Change Request		
Discard Changes		




Application Status for Change of Information Request









Division of Provider Services and Quality Assurance - Hom	ne and Community Based Services	
You're currently in Renewal mode.		
< Back to Related Links Update Facility/ Related Information		
Facility/Provider Information	A Facility/Provider Information	*Mandatory field
 Facility Address and Contact Information Management Information 	* Facility Name HAGOOD HOLDINGS LLC DBA ALLHEART SENIOR CARE OF ARKANSAS	
Facility Schedule	DBA Name O	*Corporate Name
Service Information	*Taxpayer ID # (TIN or EIN)	Adult Day Health Center License #
Owner Information	Related Facilities	Medicaid Provider Number
Inspections	No	
Additional Information	Proposed Open Date MM/DD/YYYY	* Previously Licensed in Arkansas Yes No



27 HUMAN SERVICES	Home	Dashboard	Resources	Contact Us		4 8
Division of Provider Ser	vices and Quality Assurance -	Home and Community Bas	ed Services			
• You're currently in R	tenewal mode.					
< Back to Related Link	s / Related Information	on				
Facility/Provide	er Information	R Service	Information			*Mandatory field
Secility Addres	as and Contact Information	* Food Servic	e		Services Offered Meals Provided	
Management Ir	nformation	Select an O	ption	•	Evening Care Transportation	
Secility Schedu	ule					
Service Inform	ation				€J	Previous Continue
Owner Informa	tion					
A Inspections						
Additional Info	rmation					



Facility/Provider Information	Documentation		"Mandatory field
Facility Address and Contact Information	The following documents (based on facility document. The following document types an	type if applicable) can be uploaded prior to submitting the application. Select the "New e allowed: png, jpeg, excel, pdf, doc, docx.	Attachment" button to add a
Management Information	Targeted Case Management – New or Renew Class A or Class B Home Health or Pers		
Security Schedule	A copy of liability insurance. Rule 204.0		
Service Information			
Owner Information	Documents Uploaded:		+ Add Attachments
Inspections	Document File Name	Document File Type	
Additional Information		Uptoaded documents to be displayed here.	
Documentation	•		
Review			Previous Continue
🔒 Sign & Submit			
Submit Renewal Request			



Facility Address and Contact Information		and that all statements are true to the best of my knowledge and belief. I am aware that vill subject me to penalties as prescribed in the State Licensing Law including, but limit	and the second
Management Information		s with Titles VI and VII of the Civil Rights Act. I understand and affirm that this facility	
Facility Schedule	affiliation, veteran status, sex, race, color, or national status, sex, race, color, sex, race, sex, race, sex, race, color, sex, race, sex, ra		
Service Information	Community Based Services is empowered to den	ole for a license only if the facility is in compliance with the law and regulations thereun ny, suspend, or revoke my license on any of the grounds listed in the State Licensing Law	w.
Owner Information	 I certify that my answers are true and to t Enter Your Name 	the best of my knowledge. By checking this box I understand that I am signing this app * Submitted Date	lication electronically.
Inspections	Johnny Miller	8/2/2022	
Additional Information	* Submitted By Johnny Miller		
Ocumentation			
Review			Previous Submit
💿 Sign & Submit			
Submit Renewal Request			
Cancel Renewal Request			



27 SERVICES	Home	Dashboard	Resources	Contact Us		¢ ¢
You're currently in Re	enewal mode.					
< Back to Related Links Update Facility/		tion				
Facility/Provider	r Information		ation Submitted Success	fully		*Mandatory field
Facility Address	and Contact Information	*Facility	2			
Management Inf	formation	HAGOC			Close	
S Facility Schedul	le	DBA Name 0			*Corporate Name Hagood Inc.	
Service Informa	tion	* Taxpayer ID # (TIN 12-3456789	or EIN)		Adult Day Health Center License #	
Owner Informati	ion	Related Facilities			Select an Option Medicaid Provider Number	•
Inspections		No		•		
Additional Information	mation	Proposed Open Date		=	*Previously Licensed in Arkansas Yes ONo	



ELS Provider Dashboard



Resources







27 HUMAN	Home	Dashboard	Resources	Contact Us			¢ 2
Division of Provider Se	prvices and Quality Assuranc	ce - Home and Community Based Ser	vices				
< Back to Dashboard	d						
Pending Payments	Completed Payments						
	Facility No.	Facility Name	Facility Type	Payment Status	Payment Description	Class Violation	Payment Due
	00047582	Calder Ide	Unlineared	Danding	Initial Application Fee		6320.04
	00047582	Golden Isle	Unlicensed	Pending	Initial Application Fee		\$339.04
						Rese	Continue





::22	HUMAN	Home	Dashboard	Resources	Contact Us		¢ s
Divisio	n of Provider Services	and Quality Assuran	ce - Home and Community Base	d Services			
< Ba	ick to Pending Paymen	its					
\$	Payment Su	mmary					
E	Facility Numbe	r	Facility Name		lity Type	Facility Status	
	00047582		Golden Isle	Unli	censed	Unlicensed	
	Transaction	Amo	ount				
	Initial Application Fee	\$33	9.04				
1	Payment Due	\$33	39.04				
F	inal Amount:	\$33	9.04				

Previous Make Payment



Arkansas GOVPOY

Payment Type	2 Customer Info	3 Payment	0	Submit Payment	Transaction Summary
ransactior	n Detail				Initial Application Fee \$3
SKU	Description	Unit Price	Quantity	Amount	Pay now through \$33 Arkansas.gov 🥹
P-0000007608	Initial Application Fee	\$339.04	1	\$339.04	
Total				\$339.04	Need Help?
Payment					Select Payment Method and Continue to proce with payment.
Payment Type					
	Payment Type * Select One		~	Next >	
Customer Info	rmation				
Payment Infor	mation				
Cancel					





Transaction Summary Payment Initial Application \$50.00 Service Fee \$2.50 Payment Type \checkmark \$52.50 Credit/Debit Card Need Help? Customer Information \checkmark Review payment information. You may edit Billing Edit and Payment Method here if needed. When Address Phone Number complete, select Make Payment. Jennifer Jones 5555555555 Hilltop 77 Hilltop Road Gold, AR 71123 Country Email Address United States Goldens@gsco.com **Payment Information** \checkmark Edit Credit Card Name on Credit Card Visa ****1111 Jennifer Jones Exp. 11/2024 Submit Payment Cancel

















ERVICES

Find Us On...



Assistant Director: Taniesha Richardson-Wiley, MPH email: Taniesha.Richardson-Wiley@dhs.arkansas.gov

OCS Licensure & Certification Manager: Susan Morrow email: <u>Susan.Morrow@dhs.arkansas.gov</u>

OCS Compliance Manager: Christy Wilson, RN email: <u>Christy.Wilson1@dhs.arkansas.gov</u>

OCS Enforcement Manager: Tami Rogers email: Tami.Rogers@dhs.arkansas.gov



THANK YOU





We Care. We Act. We Change Lives.





humanservices.arkansas.gov