

Delaware Initial Application Process Steps for Home Care Agencies

1. Read regulations.

2. Complete the application, and checklist in its entirety with the required nonrefundable fee (**certified check or money order only**). Prepare all documents in a binder according to checklist instructions. The checklist and the emergency plan should be included in the binder as well as submitted via email to DHSS_DHCQ_OHFLCfax@delaware.gov. Do not use plastic page covers. Deliver to the Office of Health Facilities Licensing and Certification (OHFLC).

3. The Division reviews your application for completeness.

3a. Application incomplete – The applicant is notified to pick up documents (including the application fee) with a list of the missing items. Return to Step 2.

4. Application is accepted for further review; the applicant will receive an email stating the following:

- Forwarded for review
- The time frame for review is 6-9 months or longer.
- Do NOT contact the Division regarding the status.

4a. Application approved; the license will be issued.

4b. Requested Further Information: Applicant will receive an email requesting revision(s).
The Agency will have 30 days to respond/email revisions to the requester.

4c. Revisions are not complete and do not meet regulatory guidance. The applicant is sent an e-mail stating license application is withdrawn. Return to step 2.

5. Final License disposition

5a. Application was withdrawn from consideration. Return to Step 2

5b. Application approved; the initial license will be issued for the first 90 days.

6. Unannounced survey to occur to confirm compliance with regulations.

6a. Pass the survey, and the agency receives an annual license.

6b. Agencies with deficiencies must complete an acceptable plan of correction before getting an annual license.

6c. Agencies that, at the time of an on-site survey, do not meet the definition of the applicant's specific agency applying for, or that are not in substantial compliance with the corresponding regulations will not be granted an annual license.

Please update OHFLC with any change of contact information.

Do not spend any money on business licenses, insurance, office space, hiring personnel, etc. until you are recommended for licensure by our office.