

Processing of
Provisional Licensure Application for the
SC Board of Long Term Health Care
Facility Administrators

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Regulation

Draft Submission

Problem Statement

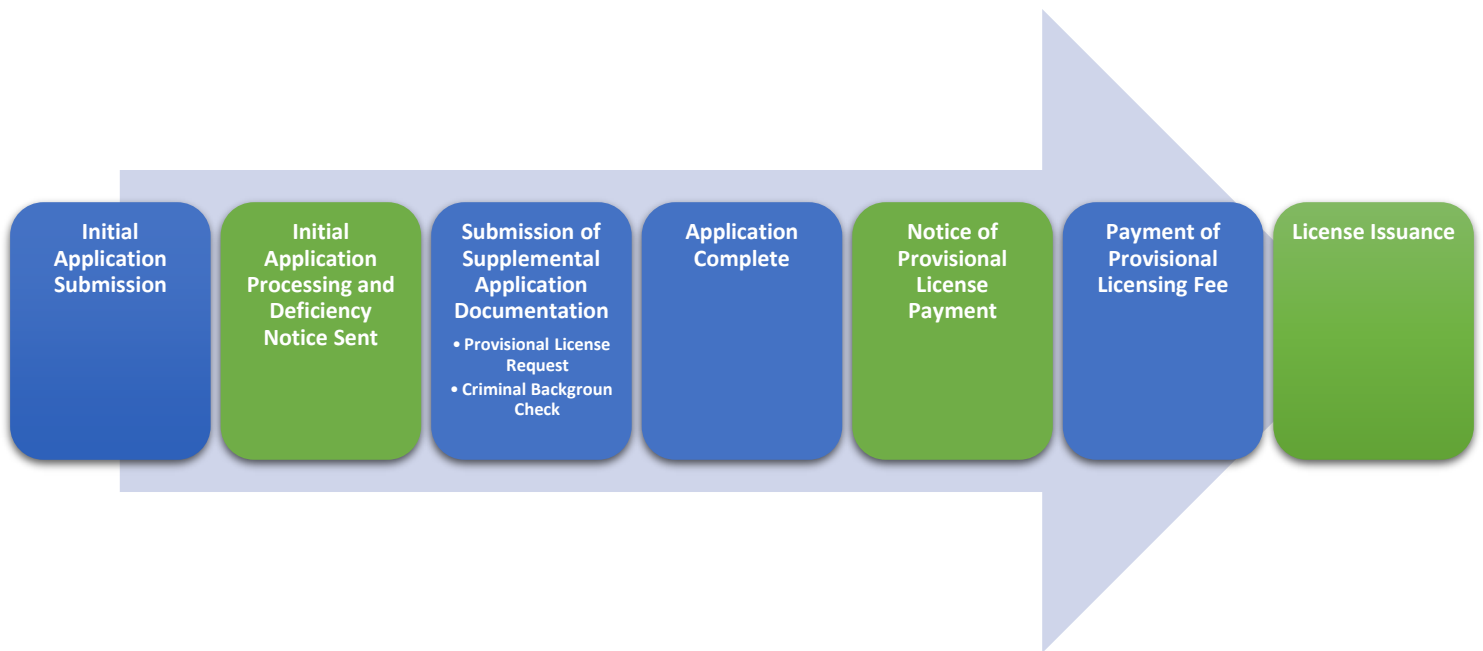
Since the onset of the worldwide pandemic, one of the most heavily impacted industries is long term health care. With the responsibility of caring for one of the most vulnerable populations, long-term care facilities were suddenly subject to unprecedented increases in state and federal oversight during 2020. Most facilities within the state struggled to maintain compliance while experiencing significant staffing shortages. As burn out amongst facility administrators increased, the South Carolina Board of Long Term Health Care Facility Administrators (Board) saw an increase in requests for Provisional Licenses. These licenses are designed to shorten the licensing time period to assist facilities experiencing unexpected administrator vacancies with in bringing in qualified personnel within a ten-day allowance as stipulated in the South Carolina Department of Health and Environmental Control (DHEC) Regulations, Chapter 61. Reviewing provisional licensure applications from 2017 to June of 2020, the Board averaged an application processing time of fifty-three days for provisional licenses (Appendix B). With the demand for provisional license issuance increasing, it is imperative the processing system be revised to assist nursing home and community residential care facilities to remain in compliance with DHEC Regulations.

While the Board is responsible for the licensing of the individual administrators, the State Certification of Need and Health Facility Licensure Act, Ann. Section 7-260 (2017), authorizes DHEC to license and promulgate regulations for nursing homes and community residential care facilities. In SC Regulations 61-17(602) and 61-84(502) it requires each facility to have an administrator licensed by the Board. Should a change in administrator occur, both nursing homes and community residential care facilities are required to notify DHEC in writing

within ten days (S.C. Reg. 61-17(704); S.C. Reg. 61-84(604)). This notification is to include the name of the newly appointed administrator, the effective date of the appointment, and a copy of the administrator's license (S.C. Reg. 61-17(704); S.C. Reg. 61-84(604)). The Board, governed by Long Term Health Care Administrators Act, 40 S.C. Code §35 *et seq.* (2021), outlines the requirements for Nursing Home Administrator (NHA) and Community Residential Care Facility Administrator (CRCFA) license. While S.C. Regulations 93-50(C) provides a definition for a combined dual NHA and CRCFA license (DUAL), all three license types include basic requirements such as a minimum age requirement, completion of post-secondary education, applicable work experience, state and federal criminal background check, and state and national examinations. The extensive list of documents needed to prove licensure eligibility coupled with the time required to pass the examinations creates a lengthy process (Appendix J). In 1983, Board Regulations 93-130 were ratified to include the development of the provisional license. These new regulations created the allowance for an individual meeting the licensure requirements, apart from the examinations, to become a temporary administrator for a facility experiencing an unexpected vacancy caused by the death or departure of an administrator. Despite the regulation, provisional license issuance has continually fallen outside of the ten-day allowance for a facility to operate without a licensed administrator.

To determine the factors causing the delay in licensure and to be able to identify solutions, all three license types, Community Residential Care Facility Administrator, Nursing Home Administrator, and Dual Nursing Home and Community Residential Care Facility Administrator needed to be reviewed. For this project, provisional licensure applications for all three licensure types with beginning submission date of January 1, 2017, to June 30, 2021 were

identified. At any time during the regular application process, an applicant who has not passed the examinations may submit a provisional licensure request should a facility have need. The applications pulled for study were filtered to remove those that contained provisional license requests significantly after the initial application was begun, resulting in a pool of one hundred ten applications (Appendix A). Removing the delayed provisional application requests resulted in a more accurate data pool. If the delayed provisional application data had been allowed to remain, it would have significantly skewed data processing times as related to document submission. A brief review of the refined list shows only one license type in 2019 with an average application processing time of less than ten days (Appendix B). The revised list showed average application processing times ranging from twenty-six to forty-three days, a decreased of 26% from the initial data pull (Appendix B). To assist in identifying the root cause of application processing delays, the application process was broken into the various elements and the time between each documented. The identified keys elements in the application process are as follows:



The outlined elements were then assigned either as the Board or to the applicant as the responsible party for completion. This division of responsibility would allow for better assessment of internal processing systems versus external communications and third-party involvement.

Data Collection and Analysis

Of the seven key elements identified, the Board is responsible for initial application processing and deficiency notice, notice of provisional license payment and license issuance. A review of the averages of these processing time periods showed the Board’s portion of the application processing time averaged between 11% to 30% of the total application time (Appendix C). Of the elements, processing of the initial application and sending of deficiency notice ranked the highest with an overall average process time of 3.6 days (Appendix C).

The initial review of the application and processing of the deficiency notice is a critical element of the application process. Board office staff is responsible for reviewing the

application to ensure it is filled out correctly, determining if supplemental documentation can be accepted and providing the applicant with the correct guidance on what is needed for application completion. With the exception of 2020, this initial processing time has decreased on an average of 25% from the previous year, with an overall decrease of 57% from 2017 to 2021 (Appendix C). With the current average processing time for 2021 being 2.6 days and recognizing holidays and weekends were included in the process time calculations, this element was not identified as needing improvement.

Of the three elements designated as Board responsibilities, license issuance was the second highest processing time with an average of 2.2 days (Appendix D). While the Board office may operate on a traditional, Monday through Friday work week with standard business hours of operation, licensed long term care facilities do not. As these facilities operate on a twenty-four hour basis and DHEC's regulation stipulate facilities may operate without a licensed administrator for ten days not ten business days, this application processing element was flag for improvement review (S.C. Reg. 61-17(704); S.C. Reg. 61-84(604)).

The final element under the Board's responsibilities is the noticing of provisional licensure fee. As this is done simultaneously with the application completion, the processing time for this element will always remain zero. While the applicant has the ability to pay the provisional fee early, until the application is complete and approved, the Board may not issue a request for fee payment. As such this process element was not identified as needing improvement.

While has been long speculated that is it the applicant who is responsible for high processing time, following review of the data pulled, it was found that the combined processing

time of the elements for which the applicant is responsible for averaged out to 34.5 days (Appendix D). These elements include submission of application, submission of supplemental application documents to complete the application and payment of the provisional license fee.

Of the entire application process, the longest processing time is from application submission to application completion, an average of 33.1 days (Appendix E). This average is only slightly lessened to a 29.5 days when the Board's initial processing time is removed. As the applicants are provided with a list and descriptions of all supplemental documents, with the exception of the CBC instructions, the removal of the initial processing time from the overall application processing time is negligible. In reviewing the components needed for a complete application two key documents were identified and studied: submission of the provisional letter request and the CBC results. These two items were singled out due to the CBC instructions not being included with the normal application packet material and the provisional letter being a unique requirement for this specific type of licensure.

As specified in SC Regulations 93-130, applicants for provisional licensure must submit a letter from the facility attesting to the need to fill an unexpected administrator vacancy and naming the applicant as the replacement (Appendix L). Applications received without this letter are processed as a standard license. Despite the requirements of the letter listed in the Board regulations, licensure requirements overview and the application, the letter is on average submitted seventeen days following application submission (Appendix F). With the advances of emailed document acceptance and the ability for the applicant to upload the letter in the application portal, the submission time has slightly decreased over the years yet the average time still remains close to the ten days in 2021(Appendix F). As it is stipulated in SC Regulation

93-130(B) that the letter must come from the owner of the facility or the facilities board of directors, to propose a change will require regulatory action. With information delivery and the document application systems determined as operating at maximum efficiency, the only action that can be taken on this element is to propose change of a letter submission which requires Board discussion.

Required by SC Code Ann. 40-35-40(D), all applicants must undergo a state and federal fingerprint review. Additionally, per the Criminal Justice Information Services Division (CJIS), the Board must first be in receipt of a valid application to constitute receiving FBI Information (CJIS Security Policy, 41). As a result, CBC instructions cannot be included in the license application instructions. If the Board receives results prior to an application, Board staff are to notify the South Carolina Law Enforcement Department and destroy the report. Therefore, the applicant is first provided the CBC instructions with the deficiency notice, resulting in it taking an average of 23.4 days for CBC report is delivered to the Board office from the application submission date (Appendix G). While state contract restricts the Board for exploring other CBC providers, the delivery of the CBC instructions was flagged for potential process improvement.

An unexpected but valuable result of analyzing the processing time of the CBC report was the discovery of the time between when the applicant submitted the CBC request to when it was received by the Board. It was found that on average it took 5.4 days for the CBC to be processed (Appendix G). Prior to this study it has not been understood how long the process took. Understanding this is a component that neither the Board nor the applicant has control over means in order for the provisional license to be processed, the rest of the application

processing time must be less than four-day in order to meet the ten-day DHEC window. A result not likely to be achieved for the majority of the applications.

The final element the applicant is deemed to be responsible for is the payment of the provisional license fee following application completion. While in 2017 this average was ten days, following the implementation of the electronic payment system in 2019, the average dropped to 3.3 days (Appendix D). This system allowed for the creation of invoices that could be emailed out and paid online, effectively allowing the Board to issue licenses on the same day as application completion should the fee payment be received. Additionally, the provisional licensure fee may be submitted at any time in the processes, although most applicants elect not to send the payment in until the application has been approved and an invoice issued. This is largely due to the facilities paying and requiring an invoice for their finance department to process.

Conclusions and Implementation Plan

Having reviewed the various pieces of the application processing and identifying the elements that had the highest processing times, two main goals emerged: 1. Shorten delivery time of the CBC information and 2. Decrease time between payments received and license issuance. The South Carolina Department of Labor, Licensing and Regulation (the Agency) is fortunate enough to have an integrated application portal, database and payment system maintained by its IT department, to whom the development of automated systems to address both goals was first proposed.

With the security restriction in place of only receiving CBC reports for those with active applications on file, a system to automatically deliver the CBC instructions upon submission of

the application was explored. Following a brainstorming session with the IT department, it was determined that a program script can be developed for the applications submitted via the online portal. Within twenty-four hours of submission, the database automatically creates a credential for all applications submitted online. This credential contains the applicant's email and licensure designation. Because of this, a script is being written which will send an auto generated email containing the CBC instructions to the applicant at the time the credential is created. Taking into account that the Board office operates Monday through Friday while the online application portal runs on a twenty-four hours basis, this will result in the applicants receiving the instructions an average of 3.3 days earlier (Appendix C). The one drawback to the new processes is it can only be implemented for application submitted via the online portal. Applications received via the mail are processed through a separate system in which the assigned Board staff must create a credential for the application. It is speculated that the actual number of days for mailed in application submission to CBC instruction delivery is higher due to the lag time between mailing of the application and delivery to the Board office, a copy of the envelope postmark date was not saved for any of the mailed in applications pulled for this study. Therefore the exact time difference cannot be calculated. In review of the data it was found that 59% of applications were submitted online (Appendix H and Appendix I). While an automated system could not be created for the mailed applications, it was found that the overall application processing time is quicker for online application versus mailed in application (Appendix H; Appendix I). With this knowledge, it is being proposed to remove the paper application from the website and making them available upon special request.

While the Board office operates on a standard business work week, long-term care facilities however operate on a twenty-four hour basis. Because of this, a way to automatically activate the license upon payment of the provisional fee was also discussed. Despite the invoice generation and payment system being connected to the database, IT has not yet been successful in developing a script that would activate the licensee upon payment of an invoice. The system was originally designed to require Board office personnel to review and confirm payment of initial licensing or renewal applications fees, thus a reconstruction of the entire payment system would be required to facilitate the proposed automation. As the Board is only one of forty-two licensing boards and the provisional license is only one of four license types within the Board, it was determined that a reconstruction of the entire payment system would not be of cost benefit to the Agency as a whole. While reconstruction was ruled out, the IT department is looking into the development of a “side door” that may allow for the credential status to be changed if the payment is submitted via the additional document submission system. This development could not only meet the Board’s needs but be tailored to meet the needs of other boards such a payment to flag inspections or remove disciplinary status due to payment of a board ordered fine.

While implementation of the automated CBC instructions will occur in early 2022, the removal of the paper applications and the development of licensure activation by payment warrant further discussion with Board members and Agency staff. As statistically half of the applications are still submitted via mail, the six months following the implementation of the automated CBC instructions for the online applications will provide valuable insight as to whether the automated CBC notification system will have a significant impact on processing

times. Additionally, if the system change proves effective, it can be replicated for other boards that require CBC submission as part of the application process, thus enhancing processing efficiency throughout the Agency.

In 1996, the Agency was created and the Board was brought under its umbrella (SC Code Ann. 40-1, *et seq.*). As part of the statutes designating the Agency as responsible for the administrative and clerical operations of the Board, it also required annual reports be submitted to the Governor and the General Assembly of which includes licensure processing time (SC Code Ann. 40-1-50(A)). Due to this requirement, it has been the mission of the Agency to report accurate application processing times that meeting the needs of the industry and addresses an unnecessary hurdle to licensure. Developed in 2019 to address the legislative reporting requirement, the Agency developed a tracking system in its database known as 'Action Items'. Entries into this section act as a stop watch, tracking application processing times and breaking them into Board responsible and applicant responsible. These markers served as the basis for the data extracted for this study. Unfortunately, the system is set up so that Board processor must manually input these action items in after processing components of the application. For a large majority of the data extracted, action items were either not properly entered or omitted altogether. To enhance accuracy in reporting for this continued study, a restructuring of the 'Action Items' is being done. Currently when processing any notice during the application process, board processors work within specific forms and have to manually go back into the system and add an entry in the 'Action Items' section to document the work. Following discussion with the IT department, access to these notification forms will be moved into the 'Action Items' section. The restructuring will require board processors to enter an

action prior to gaining access to the forms. The hypothesis is this change in process will result in improved accuracy in reporting by eliminating the dependence on the Board processing staff to go back into the system and add entries in 'Action Items'. Should this prove to be true, it is anticipated this adaptation will be implemented for all boards due to the increased accuracy of the required reporting.

Summary

While it is not the responsibility for the Board to process provisional applications within the ten day window outlined in DHEC regulations, it is the intent of the provisional license regulations to meet that need. The research conducted on this particular license process not only proves the long held belief that it is the applicant that is responsible for the bulk of the application processing time but that the current processes did not account for the time taken to process the CBC report. With this knowledge, the Board is now able to work with the Agency's IT department to develop and execute in-house solutions. These solutions are being crafted not only to meet the needs of the Board but are being built to allow for tailoring to other boards. These new systems not only have the potential to improve processing times and increase reporting accuracy for the Board but for the Agency as a whole.

References

Criminal Justice Information Services Security Policy (2019), CJISD-ITS-DOC-08140-5.8

Department of Health and Environmental Control – Standards for Licensing Community

Residential Care Facilities, 61 S.C. Regulations §17 *et seq.* (2021).

Department of Health and Environmental Control - Standards for Licensing Nursing Homes, 61

S.C. Regulations §84 *et seq.* (2021).

Department of Labor, Licensing and Regulation – South Carolina Board of Long Term Health

Care Administrators, 93 S.C. Regulations §50 *et seq.* (2021).

Long Term Health Care Administrators Act, 40 S.C. Code §35 *et seq.* (2021).

Professions and Occupations Act Act, 40 S.C. Code §1 *et seq.* (2021).

State Certification of Need and Health Facility Licensure Act, 44 S.C. Code § 110 *et seq.* (2021).

Appendix A

Number of Provisional License Applications - All
January 1, 2017 to June 30, 2021

	2017	2018	2019	2020	2021	Total
LCR	4	23	30	33	7	97
LNH	1	9	9	10	5	34
LDN	-	2	1	3	1	7
Total	5	34	40	46	13	138

Number of Provisional License Applications – Initial Only
January 1, 2017 to June 30, 2021

	2017	2018	2019	2020	2021	Total
LCR	1	17	28	26	7	79
LNH	-	9	6	6	5	26
LDN	-	1	1	3	-	5
Total	1	27	35	35	12	110

LCR – Community Residential Care Facility Administrator

LNH – Nursing Home Administrator

LDN – Dual Nursing Home and Community Residential Care Facility Administrator

Appendix B

Average Application Submission to Issuance for Provisional License Requests - All
January 1, 2017 to June 30, 2021

	2017	2018	2019	2020	2021	Total (Average)
LCR	259.0	68.5	37.7	51.5	32.9	58.4
LNH	80.0	17.9	28.7	80.1	30.4	42.7
LDN	-	33.5	6.0	33.3	28.0	28.7
(Average)	223.2	52.9	34.9	56.5	31.5	53.0

Average Application Submission to Issuance for Provisional License Requests – Initial Only
January 1, 2017 to June 30, 2021

	2017	2018	2019	2020	2021	Total (Average)
LCR	36.0	41.1	38.8	52.7	32.9	43.3
LNH	-	17.9	27.3	48.5	30.4	29.5
LDN	-	24.0	6.0	33.3	-	26.0
(Average)	36.0	32.7	35.9	50.3	31.8	39.3

LCR – Community Residential Care Facility Administrator

LNH – Nursing Home Administrator

LDN – Dual Nursing Home and Community Residential Care Facility Administrator

Appendix B

Range of Application Submission to Issuance for Provisional License Requests – Initial Only
January 1, 2017 to June 30, 2021

	2017	2018	2019	2020	2021
Less than 10 days	0%	7%	11%	0%	20%
LCR	0	0	3	0	2
LNH	-	2	0	0	1
LDN	-	0	1	0	-
More than 10 days	100%	93%	89%	100%	80%
LCR	1	17	25	26	5
LNH	-	7	6	6	4
LDN	-	1	0	3	-
Total Applications	1	27	35	33	15

LCR – Community Residential Care Facility Administrator

LNH – Nursing Home Administrator

LDN – Dual Nursing Home and Community Residential Care Facility Administrator

Appendix C

Average Application Element Processing Times – Board Responsible Initial Applications January 1, 2017 to June 30, 2021

	Initial Process	Provisional License Payment Notification	License Issuance	Total Board Processing Time	Percentage of Board Processing Time for Overall Application
2017	6.0	0.0	0.0	6.0	17%
LCR	6.0	0.0	0.0	6.0	17%
LNH	-	-	-	-	-
LDN	-	-	-	-	-
2018	4.4	0.0	4.3	8.7	30%
LCR	3.6	0.0	6.6	10.1	27%
LNH	6.1	0.0	0.7	6.8	36%
LDN	1.0	0.0	0.0	1.0	4%
2019	3.3	0.0	2.1	5.4	25%
LCR	3.3	0.0	2.5	5.7	26%
LNH	3.8	0.0	0.8	4.7	22%
LDN	0.0	0.0	0.0	0.0	0%
2020	3.6	0.0	1.3	4.9	14%
LCR	3.7	0.0	1.2	4.8	12%
LNH	2.7	0.0	0.3	3.0	12%
LDN	4.3	0.0	5.0	9.3	29%
2021	2.6	0.0	1.4	4.0	11%
LCR	3.4	0.0	2.0	5.4	11%
LNH	1.4	0.0	0.6	2.0	10%
LDN	-	-	-	-	-
TOTAL AVG	3.6	0.0	2.3	5.8	21%

LCR – Community Residential Care Facility Administrator

LNH – Nursing Home Administrator

LDN – Dual Nursing Home and Community Residential Care Facility Administrator

Appendix D

Average Application Element Processing Times – Applicant Responsible

	Deficiency Notice to Complete Application	Provisional License Payment	Total Applicant Processing Time	Percentage of Applicant Processing Time for Overall Application
2017	20.0	10.0	30.0	83%
LCR	20.0	10.0	30.0	83%
LNH	-	-	-	-
LDN	-	-	-	-
2018	25.7	2.0	27.7	82%
LCR	34.1	2.2	36.3	87%
LNH	11.3	0.7	12.0	70%
LDN	13.0	10.0	23.0	96%
2019	21.9	9.5	31.3	79%
LCR	22.7	11.3	33.4	74%
LNH	20.5	2.3	22.8	78%
LDN	6.0	0.0	6.0	100%
2020	42.1	3.3	45.4	86%
LCR	43.9	4.0	47.8	88%
LNH	43.7	1.8	45.5	88%
LDN	23.7	0.3	24.0	71%
2021	24.3	3.7	27.8	89%
LCR	21.7	5.7	27.4	89%
LNH	27.6	0.8	28.4	90%
LDN	-	-	-	-
TOTAL AVG	29.5	7.5	34.5	83%

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Appendix E

Average Application Submission to Completion vs. Deficiency Notice to Completion

	Application Submission to Complete Application	Deficiency Notice to Complete Application	Difference
2017	26.0	20.0	6.0
LCR	26.0	20.0	6.0
LNH	-	-	-
LDN	-	-	-
2018	30.1	25.7	4.4
LCR	37.8	34.1	3.6
LNH	17.4	11.3	6.1
LDN	14.0	13.0	1.0
2019	25.1	21.9	3.3
LCR	26.0	22.7	3.3
LNH	624.3	20.5	3.8
LDN	6.0	6.0	0.0
2020	45.7	42.1	3.6
LCR	47.6	43.9	3.7
LNH	46.3	43.7	2.7
LDN	28.0	23.7	4.3
2021	26.8	24.2	2.6
LCR	25.1	21.7	3.4
LNH	29.0	27.6	1.4
LDN	-	-	-
TOTAL AVG	33.1	29.5	3.6

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Appendix F

Provisional Letter Submission

	Application Submission to Provisional Letter Submission	Total Percentage of Application Processing
2017	0.0	0%
LCR	0.0	0%
LNH	-	-
LDN	-	-
2018	16.9	52%
LCR	19.8	48%
LNH	10.7	60%
LDN	24.0	100%
2019	20.0	56%
LCR	21.6	56%
LNH	15.8	58%
LDN	0.0	0%
2020	18.8	37%
LCR	22.3	42%
LNH	12.0	25%
LDN	2.3	7%
2021	9.9	31%
LCR	4.3	13%
LNH	17.8	59%
LDN	-	-
TOTAL AVG	17.6	45%

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Appendix G

Criminal Background Check (CBC) Submission

	Application Submission to CBC Submission	Deficiency Notice to CBC Submission	CBC Submission to CBC Received by Board	Application Submission to CBC Entered
2017	22.0	16.0	4.0	26.0
LCR	22.0	16.0	4.0	26.0
LNH	-	-	-	-
LDN	-	-	-	-
2018	11.2	7.2	7.0	16.4
LCR	13.8	10.1	5.2	18.6
LNH	7.0	2.0	10.9	13.3
LDN	9.0	8.0	1.0	10.0
2019	15.4	12.4	4.1	18.8
LCR	15.2	12.3	4.7	19.1
LNH	17.8	14.0	1.7	19.5
LDN	6.0	6.0	0.0	6.0
2020	27.6	24.1	5.8	33.4
LCR	31.8	28.32	5.7	37.5
LNH	13.7	11.0	5.5	19.2
LDN	19.7	15.3	6.7	26.3
2021	18.3	15.3	4.8	22.6
LCR	15.0	10.9	5.0	19.3
LNH	22.8	21.4	4.4	27.2
LDN	-	-	-	-
TOTAL AVG	18.7	15.3	5.4	23.4

LCR – Community Residential Care Facility Administrator

LNH – Nursing Home Administrator

LDN – Dual Nursing Home and Community Residential Care Facility Administrator

Appendix H

Mailed in Applications Averages

	Count of Mailed in Applications	Application Submission to Initial Processing	Application Submission to Deficiency Notice Sent	Application Submission to CBC Submission	Application Submission to Provisional Letter Submission	Average Application Submission to Issuance
2017	1	1.0	6.0	22.0	0.0	36.0
LCR	1	1.0	6.0	22.0	0.0	36.0
LNH	-	-	-	-	-	-
LDN	-	-	-	-	-	-
2018	2	0.0	0.0	2.0	0.0	18.5
LCR	2	0.0	0.0	2.0	0.0	18.5
LNH	-	-	-	-	-	-
LDN	-	-	-	-	-	-
2019	15	2.3	3.3	8.9	11.9	32.7
LCR	12	2.7	3.5	7.6	13.9	36.5
LNH	2	1.5	4.0	18.0	6.0	23.5
LDN	1	0.0	0.0	6.0	0.0	6.0
2020	20	4.6	4.9	31.6	23.7	50.7
LCR	14	5.5	2.3	38.8	29.3	59.6
LNH	3	2.3	5.6	10.0	18.7	33.3
LDN	3	2.3	4.3	19.7	2.3	26.0
2021	7	1.7	3.6	23.4	11.3	37.3
LCR	4	1.8	5.0	21.0	4.8	37.8
LNH	3	1.7	1.7	26.7	20.0	36.7
LDN	-	-	-	-	-	-
TOTAL AVG	45	3.1	4.0	21.2	16.2	40.8

LCR – Community Residential Care Facility Administrator

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Appendix I

Online Applications

	Count of Online Applications	Application Submission to Initial Processing	Application Submission to Deficiency Notice Sent	Application Submission to CBC Submission	Application Submission to Provisional Letter Submission	Average Application Submission to Issuance
2017	-	-	-	-	-	-
LCR	-	-	-	-	-	-
LNH	-	-	-	-	-	-
LDN	-	-	-	-	-	-
2018	25	4.4	4.7	12.0	18.3	33.9
LCR	15	3.8	4.1	15.4	22.5	44.1
LNH	9	5.7	6.1	7.0	10.7	24.0
LDN	1	1.0	1.0	9.0	24.0	17.9
2019	20	3.0	3.2	20.3	26.1	38.3
LCR	16	2.9	3.1	20.9	27.4	40.5
LNH	4	3.5	3.8	17.8	20.8	29.3
LDN	-	-	-	-	-	-
2020	15	1.5	1.8	22.3	12.4	49.9
LCR	12	1.5	1.5	23.6	14.2	44.6
LNH	3	1.3	3.0	17.3	5.3	71.0
LDN	-	-	-	-	-	-
2021	5	1.2	1.2	11.0	8.0	24.2
LCR	3	1.3	1.3	7.0	3.7	26.3
LNH	2	1.0	1.0	17.0	14.5	21.0
LDN	-	-	-	-	-	-
TOTAL AVG	65	3.0	3.3	16.9	18.5	38.2

LCR – Community Residential Care Facility Administrator

LNH – Nursing Home Administrator

LDN – Dual Nursing Home and Community Residential Care Facility Administrator

Appendix J

Licensure Requirement and Application Overview Process for

Nursing Home Administrator

Community Residential Care Facility Administrator

and Dual Nursing Home Administrator and Community Residential Care Facility Administrator



South Carolina Department of Labor, Licensing and Regulation
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NURSING HOME ADMINISTRATOR (NHA) REQUIREMENT FOR LICENSURE AND APPLICATION PROCESS OVERVIEW

Licensure Requirements

A person is qualified to receive a certificate of licensure if the following requirements are met:

- Must be 21 years of age
- Submission of a completed application and payment of licensure fee(s).
- Must meet one of the following combinations of education and practical experience in nursing home administration*:
 - Baccalaureate or higher degree in health care administration or health care degree from an accredited college/university and one year of practical experience in nursing home administration or related health care administration**; or
 - Baccalaureate degree other than in health care administration from an accredited college/university and two years of practical experience in nursing home administration or related health care administration**; or
 - Health related associate degree from an accredited college/university and three years of practical experience in nursing home administration or related health care administration**.
- Pass the National Association of Boards of Long Term Health Care Administrators (NAB) CORE Exam and Line of Service Exam: Nursing Home Administrators
- Pass the NHA State Exam
- Submission of a Board specified Criminal Background Check and current Credit Report

***Practical experience in nursing home administration:** minimum fulltime employment (36 hours per week) under the on-site supervision by a licensed NHA in a state licensed nursing home. Applicants must be responsible and accountable, of at least a period of six months, in at least two of the following areas:

1. Business and fiscal management
2. Direct patient care: nursing, physical, occupational or speech therapy, chaplaincy, social work (includes admissions and marketing), or activities
3. Supporting services: dietary, maintenance, engineering, laundry, environmental services, or pharmacy

****Related health care administration:** administration of a facility that provides direct nursing care on a twenty-four hour basis to persons who require health services because of illness, age, or chronic disability. Administration of a community residential care facility or independent living community is not accepted.

Application Process

Your application is good for one (1) year from the date of receipt. If all required information is not received within this one (1) year period; you must begin the application process from the beginning. This includes, but is not limited to, the application fee, transcripts, license verifications, etc.

1. Application – In addition to the completed application, the following must also be sent:
 - a. Check or money order only, in the amount of \$200 made payable to Long Term Health Care Administrators Board (Fees are non-refundable). A returned check fee of up to \$30, or an amount specified by law, may be assessed on all returned funds. **NO CASH IS ACCEPTED**
 - b. Copy of your valid Driver's License, State Issued ID, or Passport
 - c. Copy of your Social Security Card
 - d. Three (3) Character Reference Forms
 - e. Employment Reference Forms for each employer

- f. Current Credit Report
 - g. Provisional License Request Letter, if applicable***
 - h. Legal documentation for name change (marriage certificate, divorce decree, etc.)
 - i. Notarized Verification of Lawful Presence
2. Documents to be sent directly to the Board from issuing agency/institution
 - a. Education Verification: Contact your college/university to request an official copy of your transcript be sent directly to the Board office. Transcripts may be accepted via email or mail. Unsealed transcripts submitted with applications will not be accepted.
 - b. License Verification: Contact the state board(s) where you are currently or have been previously licensed with and have the verification mailed directly to the Board office. We will accept a state board issued form.
 - c. Exam Scores: If you have passed the National Association of Boards of Long Term Health Care Administrators (NAB) CORE Exam and Line of Service Exam: Nursing Home Administrators, you will need to contact NAB and request your scores be released to the Board.
 3. Criminal Background Check: All applicants must undergo a state fingerprint review. Upon receipt of application, you will be issued instructions regarding the fingerprint process.
 4. Examinations: All applicants are required to pass the NAB CORE, NAB NHA and NHA SC exams. Once your application has been approved, you will be emailed instructions on how to register for the exam and where to find study material. For the NAB CORE and NAB NHA exams, a passing scaled score of 113 is required and for the NHA SC exam, a passing scaled score of 38 is required. Applicants who fail to pass any portion of the exam may apply to re-take the examination once. An applicant who has failed the examination twice must petition the Board if he desires to pursue licensure. The Board will be automatically notified of your scores and will send confirmation and further instructions.
 5. Initial Licensure Fee: After submission of a completed application and passage of all required examinations, an initial licensure fee is required before permanent licensure can be issued. Applicant will be sent an invoice that can be paid via the online payment system or mailed into the Board.

*****Provisional Licensure**

In the event an unexpected vacancy caused by the death or departure of an administrator, or similar event, the Board may issue a provisional license to an applicant meeting the pre-examination licensure requirements. In addition to meeting initial licensure requirements, applicants must submit a letter from the owner of the facility requesting the applicant be appointed the administrator and including:

1. The need for a provisional license;
2. The name of the appointed administrator;
3. The date of appointment and;
4. A specific request that the board issue a provisional license to the named administrator.

Upon receipt of completed application and payment of application and provisional license fee, a provisional license will be issued. Provisional licenses expire 90 days from issue or upon the issue of an initial license, whichever occurs first.

If the provisional administrator does not pass both the national and South Carolina state examinations, the facility must obtain the services of a consultant administrator for a minimum of sixteen (16) hours per month until the applicant passes the exam(s). The consultant administrator must have a minimum of two years of experience operating a facility. If the applicant fails the examination(s) the second time, the provisional license will be terminated thirty days after the applicant is notified of the examination score(s). If any applicant fails to present themselves for the examination(s), the provisional license will terminate at the close of business on the day of the examination(s).



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COMMUNITY RESIDENTIAL CARE FACILITY ADMINISTRATOR (CRCFA) REQUIREMENT FOR LICENSURE AND APPLICATION PROCESS OVERVIEW

Licensure Requirements

A person is qualified to receive a certificate of licensure if the following requirements are met:

- Must be 21 years of age
- Submission of a completed application and payment of licensure fee(s).
- Must meet one of the following combinations of education and work experience:
 - Baccalaureate or higher degree from an accredited college/university with at least six months of on-site work experience under the supervision of a licensed CRCFA. At least one hundred ninety-two (192) hours, within the six months, must be in supervisory and direct resident care responsibilities, or;
 - Health related associate degree from an accredited college/university with at least nine months of on-site work experience under the supervision of a licensed CRCFA. At least two hundred eighty-eight (288) hours, within the nine months, must be in supervisory and direct resident care responsibilities, or;
 - Non-health related associate degree from an accredited college/university or currently licensed practical nurse with at least one year of on-site work experience under the supervision of a licensed CRCFA. At least three hundred eighty-four (384) hours, within the year, must be in supervisory and direct resident care responsibilities, or;
 - Be currently licensed South Carolina nursing home administrator with two or more years' experience in a nursing home facility.
- Pass the National Association of Boards of Long Term Health Care Administrators (NAB) CORE Exam and Line of Service Exam: Residential Care and Assisted Living Administrators (RC/AL)
- Pass the RCAL State Exam
- Submission of a Board specified Criminal Background Check and current Credit Report

Application Process

Your application is good for one (1) year from the date of receipt. If all required information is not received within this one (1) year period; you must begin the application process from the beginning. This includes, but is not limited to, the application fee, transcripts, license verifications, etc.

1. Application – In addition to the completed application, the following must also be sent:
 - a. Check or money order only, in the amount of \$100 made payable to Long Term Health Care Administrators Board (Fees are non-refundable). A returned check fee of up to \$30, or an amount specified by law, may be assessed on all returned funds. **NO CASH IS ACCEPTED**
 - b. Copy of your valid Driver's License, State Issued ID, or Passport
 - c. Copy of your Social Security Card
 - d. Three (3) Character Reference Forms
 - e. Employment Reference Forms for each employer
 - f. Current Credit Report
 - g. Provisional License Request Letter, if applicable*
 - h. Legal documentation for name change (marriage certificate, divorce decree, etc.)
 - i. Notarized Verification of Lawful Presence
2. Documents to be sent directly to the Board from issuing agency/institution

- a. Education Verification: Contact your college/university to request an official copy of your transcript be sent directly to the Board office. Transcripts may be accepted via email or mail. Unsealed transcripts submitted with applications will not be accepted.
 - b. License Verification: Contact the state board(s) where you are currently or have been previously licensed with and have the verification mailed directly to the Board office. We will accept a state board issued form.
 - c. Exam Scores: If you have passed the National Association of Boards of Long Term Health Care Administrators (NAB) CORE Exam and Line of Service Exam: Residential Care and Assisted Living Administrators (RC/AL), you will need to contact NAB and request your scores be released to the Board.
3. Criminal Background Check: All applicants must undergo a state fingerprint review. Upon receipt of application, you will be issued instructions regarding the fingerprint process.
 4. Examinations: All applicants are required to pass the NAB CORE, NAB RCAL and RCAL SC exams. Once your application has been approved, you will be emailed instructions on how to register for the exam and where to find study material. For the NAB CORE and NAB RCAL exams, a passing scaled score of 113 is required and for the RCAL SC exam, a passing scaled score of 38 is required. Applicants who fail to pass any portion of the exam may apply to re-take the examination once. An applicant who has failed the examination twice must petition the Board if he desires to pursue licensure. The Board will be automatically notified of your scores and will send confirmation and further instructions.
 5. Initial Licensure Fee: After submission of a completed application and passage of all required examinations, an initial licensure fee is required before permanent licensure can be issued. Applicant will be sent an invoice that can be paid via the online payment system or mailed into the Board.

***Provisional Licensure**

In the event an unexpected vacancy caused by the death or departure of an administrator, or similar event, the Board may issue a provisional license to an applicant meeting the pre-examination licensure requirements. In addition to meeting initial licensure requirements, applicants must submit a letter from the owner of the facility requesting the applicant be appointed the administrator and including:

1. The need for a provisional license;
2. The name of the appointed administrator;
3. The date of appointment and;
4. A specific request that the board issue a provisional license to the named administrator.

Upon receipt of completed application and payment of application and provisional license fee, a provisional license will be issued. Provisional licenses expire 90 days from issue or upon the issue of an initial license, whichever occurs first.

If the provisional administrator does not pass both the national and South Carolina state examinations, the facility must obtain the services of a consultant administrator for a minimum of sixteen (16) hours per month until the applicant passes the exam(s). The consultant administrator must have a minimum of two years of experience operating a facility. If the applicant fails the examination(s) the second time, the provisional license will be terminated thirty days after the applicant is notified of the examination score(s). If any applicant fails to present themselves for the examination(s), the provisional license will terminate at the close of business on the day of the examination(s).



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DUAL NURSING HOME ADMINISTRATOR (NHA) AND COMMUNITY RESIDENTIAL CARE FACILITY ADMINISTRATOR (CRCFA) REQUIREMENT FOR LICENSURE AND APPLICATION PROCESS OVERVIEW

Licensure Requirements

A person is qualified to receive a Dual certificate of licensure if the following requirements are met:

- Must be 21 years of age
- Submission of a completed application and payment of licensure fee(s).
- Must meet one of the following combinations of education and practical experience in nursing home administration*:
 - Baccalaureate or higher degree in health care administration or health care degree from an accredited college/university and one year of practical experience in nursing home administration or related health care administration**

PLUS

At least six months of on-site work experience under the supervision of a licensed CRCFA. At least one hundred ninety-two (192) hours, within the six months, must be in supervisory and direct resident care responsibilities; or

- Baccalaureate degree other than in health care administration from an accredited college/university and two years of practical experience in nursing home administration or related health care administration**

PLUS

At least six months of on-site work experience under the supervision of a licensed CRCFA. At least one hundred ninety-two (192) hours, within the six months, must be in supervisory and direct resident care responsibilities; or

- Health related associate degree from an accredited college/university and three years of practical experience in nursing home administration or related health care administration**

PLUS

At least nine months of on-site work experience under the supervision of a licensed CRCFA. At least two hundred eighty-eight (288) hours, within the nine months, must be in supervisory and direct resident care responsibilities.

- Pass the National Association of Boards of Long Term Health Care Administrators (NAB) CORE Exam and Line of Service Exams: Nursing Home Administrators and Residential Care and Assisted Living Administrators (RC/AL)
- Pass the NHA State Exam and RCAL State Exam
- Submission of a Board specified Criminal Background Check and current Credit Report

*Practical experience in nursing home administration: minimum fulltime employment (36 hours per week) under the on-site supervision by a licensed NHA in a state licensed nursing home. Applicants must be responsible and accountable, of at least a period of six months, in at least two of the following areas:

1. Business and fiscal management
2. Direct patient care: nursing, physical, occupational or speech therapy, chaplaincy, social work (includes admissions and marketing), or activities
3. Supporting services: dietary, maintenance, engineering, laundry, environmental services, or pharmacy

****Related health care administration:** administration of a facility that provides direct nursing care on a twenty-four hour basis to persons who require health services because of illness, age, or chronic disability. Administration of a community residential care facility or independent living community is not accepted.

Application Process

Your application is good for one (1) year from the date of receipt. If all required information is not received within this one (1) year period; you must begin the application process from the beginning. This includes, but is not limited to, the application fee, transcripts, license verifications, etc.

1. Application – In addition to the completed application, the following must also be sent:
 - a. Check or money order only, in the amount of \$200 made payable to Long Term Health Care Administrators Board (Fees are non-refundable). A returned check fee of up to \$30, or an amount specified by law, may be assessed on all returned funds. **NO CASH IS ACCEPTED**
 - b. Copy of your valid Driver's License, State Issued ID, or Passport
 - c. Copy of your Social Security Card
 - d. Three (3) Character Reference Forms
 - e. Employment Reference Forms for each employer
 - f. Current Credit Report
 - g. Provisional License Request Letter, if applicable***
 - h. Legal documentation for name change (marriage certificate, divorce decree, etc.)
 - i. Notarized Verification of Lawful Presence
2. Documents to be sent directly to the Board from issuing agency/institution
 - a. **Education Verification:** Contact your college/university to request an official copy of your transcript be sent directly to the Board office. Transcripts may be accepted via email or mail. Unsealed transcripts submitted with applications will not be accepted.
 - b. **License Verification:** Contact the state board(s) where you are currently or have been previously licensed with and have the verification mailed directly to the Board office. We will accept a state board issued form. Verifications may be accepted via email or mail.
 - c. **Exam Scores:** If you have passed the National Association of Boards of Long Term Health Care Administrators (NAB) CORE Exam and NAB NAH and NAB RCAL, you will need to contact NAB and request your scores be released to the Board.
3. **Criminal Background Check:** All applicants must undergo a state fingerprint review. Upon receipt of application, you will be issued instructions regarding the fingerprint process.
4. **Examinations:** All applicants are required to pass the NAB CORE, NAB NHA, NAB RCAL and NHA SC and RCAL SC exams. Once your application has been approved, you will be emailed instructions on how to register for the exam and where to find study material. For the NAB CORE, NAB NHA, and NAB RCAL exams, a passing scaled score of 113 is required and for the NHA SC and RCAL SC exam, a passing scaled score of 38 is required. Applicants who fail to pass any portion of the exam may apply to re-take the examination once. An applicant who has failed the examination twice must petition the Board if he desires to pursue licensure. The Board will be automatically notified of your scores and will send confirmation and further instructions.
5. **Initial Licensure Fee:** After submission of a completed application and passage of all required examinations, an initial licensure fee is required before permanent licensure can be issued. Applicant will be sent an invoice that can be paid via the online payment system or mailed into the Board.

*****Provisional Licensure**

In the event an unexpected vacancy caused by the death or departure of an administrator, or similar event, the Board may issue a provisional license to an applicant meeting the pre-examination licensure requirements. In addition to meeting initial licensure requirements, applicants must submit a letter from the owner of the facility requesting the applicant be appointed the administrator and including:

1. The need for a provisional license;
2. The name of the appointed administrator;

3. The date of appointment and;
4. A specific request that the board issue a provisional license to the named administrator.

Upon receipt of completed application and payment of application and provisional license fee, a provisional license will be issued. Provisional licenses expire 90 days from issue or upon the issue of an initial license, whichever occurs first.

If the provisional administrator does not pass both the national and South Carolina state examinations, the facility must obtain the services of a consultant administrator for a minimum of sixteen (16) hours per month until the applicant passes the exam(s). The consultant administrator must have a minimum of two years of experience operating a facility. If the applicant fails the examination(s) the second time, the provisional license will be terminated thirty days after the applicant is notified of the examination score(s). If any applicant fails to present themselves for the examination(s), the provisional license will terminate at the close of business on the day of the examination(s).

Appendix L

Provisional Licensure Requirement and Application Overview Process



South Carolina Department of Labor, Licensing and Regulation

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Requirement for Provisional Licensure

In the event an unexpected vacancy caused by the death or departure of an administrator, or similar event, the Board may issue a provisional license as provided in [South Carolina Code of Regulation 93-130](#) to an applicant meeting the requirements in [South Carolina Code Ann. Section 40-35-40](#) but who has not passed the required examination.

Application and Initial Processing for Provisional Licensure

In addition to meeting initial licensure requirements, applicants must submit a letter from the owner of the facility or from an officer of the facility's board of directors, requesting the applicant be appointed the administrator and including:

1. The need for a provisional license;
2. The name of the appointed administrator;
3. The date of appointment and;
4. A specific request that the board issue a provisional license to the named administrator.

Upon receipt of completed application and payment of application and provisional license fee, a provisional license will be issued. **Provisional licenses expire 90 days from issue or upon the issue of an initial license, whichever occurs first.**

Failure to Pass Examinations and Extension Requests

If the provisional administrator does not pass or take the required examination(s) within the original 90 day provisional license period, the facility must obtain the services of a consultant administrator for a minimum of sixteen (16) hours per month until the provisional license holder has passed the exam(s). The consultant administrator must have a minimum of two years of experience operating a facility.

Request for provisional licensure extension must be made in writing **prior to the 90 day expiration date** and must state extenuating circumstances if the provisional licensee has not passed or taken the appropriate examination. Extension requests must come from the owner of the facility or from an officer of the facility's board of directors. Requests received from the provisional license holder or submitted after the license expiration date will not be processed.

Per [S.C. Code of Regulation 93-130\(E\)](#), no provisional license can be renewed so as to extend more than **180 days** from the date first issued.