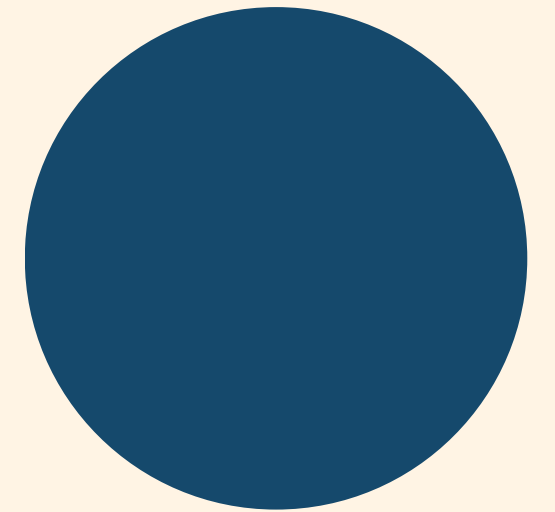


Effective Communication with DHCS Analysts

Best Practices for SUD Licensing & Certification



Presenter



Luke Rampersad
Operations Coordinator
CRI-Help, Inc.

Panelists



Dr. Angela McMahon

Professional Licensing Consultant



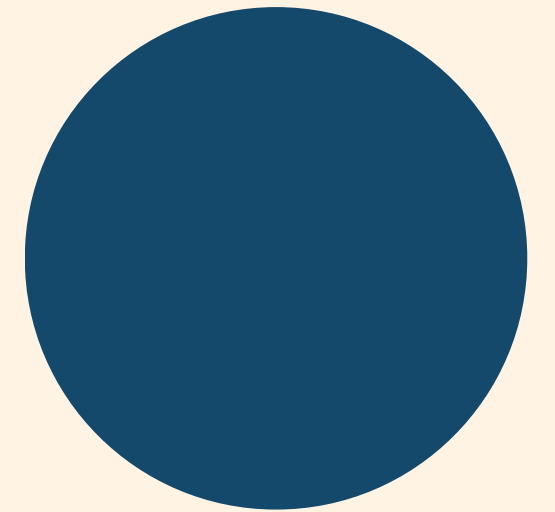
Chris Nelson

Behavioral Health Consultant
Innovative Consulting



Agenda

1. Why this matters
2. What DHCS Analysts Do
3. When and How to Reach Out
4. Best Practices for Communication
5. Common Mistakes to Avoid
6. Examples from the field
7. Key Takeaways



Communication with DHCS is Crucial!

- Streamlines the licensing & certification process
- Prevents delays due to incomplete or miscommunicated information
- Builds a collaborative relationship with DHCS
- Ensures your program stays on track and compliant



DHCS Analyst: Key Responsibilities

- Reviews Your Application
- Checks Regulatory Compliance
 - Evaluates policies, staff, and facility readiness
- Coordinates Site Visits (if needed)
- Communicates & Clarifies
 - Sends requests, updates, and correction notice



DHCS Analyst: Your Key Contact

- **Assigned Analyst:** Becomes your direct point of contact with DHCS
- **Ongoing Communication**
 - Responds to questions and requests
 - Issues deficiency letters or follow-ups
- **Final Steps**
 - Prepares and forwards recommendation for licensure decision
 - May assist with future updates or amendments



Submitting your Application (Digital)

- You may now submit your application and pay your fees online!
 - Email to: LCDQuestions@dhcs.ca.gov
 - Electronic Funds Transfer (EFT)
 - Online Portal



Submitting your Application (Physical)

- Mail your application and payment to:

Department of Health Care Services

Licensing and Certification Division

Licensing and Certification Section

PO Box 997413, MS 2600

Sacramento, CA 95899-7413

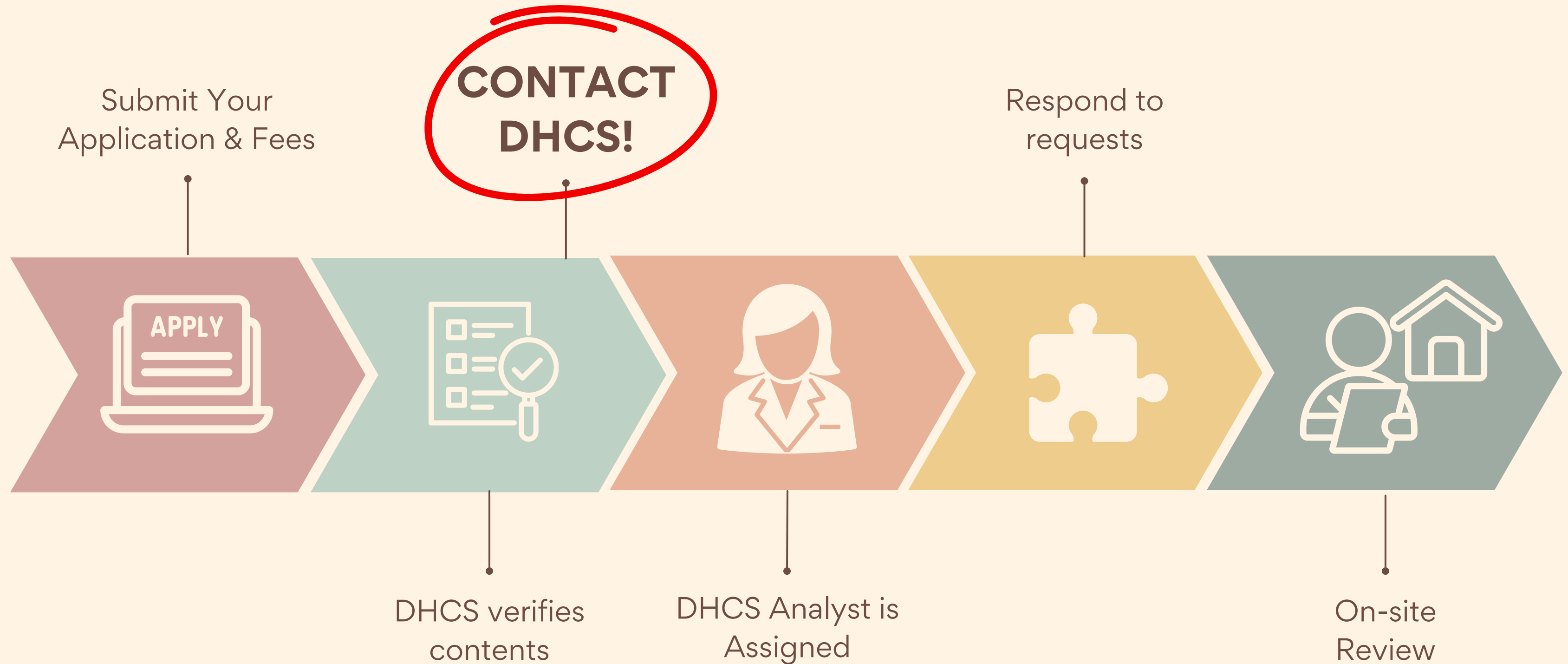


Timing Your First Contact

- Wait **three weeks** after submitting your application *with payment*
 - DHCS will log and begin processing your packet
 - Keep an eye out for any communication from DHCS during this time



Early Application Milestones



Crafting Your Initial Email

- Email: LCDQuestions@DHCS.ca.gov
 - Include:
 - Legal name of your organization
 - Program name
 - Program's physical address
 - Date of submission and delivery confirmation
 - Ask: Has an analyst been assigned? Do I have a Program ID Number?



Once You Have a DHCS Analyst

- Introduce yourself as your agency's point of contact
 - DHCS advises you use an email that is monitored by multiple people
- Thank them for their role
- Set a respectful and professional tone
- Use phone or email — but always document communication



Electronic Service Agreement Form



Consent to Electronic Service Agreement

Dear Provider,

1. Electronic Service Consent:

The Department of Health Care Services (DHCS) - Licensing and Certification Division (LCD) allows DHCS licensed facilities and/or certified programs (the Provider) to receive documents electronically to expedite document services.

By signing this Agreement, the Provider agrees to receive communications, notices, documents, and other information electronically from DHCS - LCD regarding the facility/program listed in section 4 of this agreement.

The Provider acknowledges that electronic communication is an acceptable form of service and agrees to receive such communications electronically in accordance with the terms of this Agreement. Please review, complete section 4, sign, and return this Agreement to LCDQuestions@DHCS.CA.gov.

2. Provider's Email Preferences

As part of this Agreement, the Provider can specify the email address(es) to which electronic documents and communication shall be sent. The Provider agrees to provide an accurate and up-to-date email address(es) for this purpose.



Respectful, Strategic Communication

- Always allow 48–72 hours for your analyst to respond to emails or voicemails
- Limit outreach to once per week, unless you're responding to a request
 - Analysts welcome contact, but they manage large caseloads
- Use each communication to provide complete, clear updates or questions



Preparing for Requests from Your Analyst

- Maintain all program documents in an accessible format
- Common requests:
 - Policies and procedures
 - Staff credentials
 - Facility/site details
- Respond to requests promptly



Avoid These Mistakes

- Reaching out too early or too often without updates
 - Once a week at most
- Incomplete information in emails
- Inconsistency across documents
- Outdated forms
- Missing documentation
- Ignoring follow-up timelines



TALKING FROM EXPERIENCE

Lessons from the field

Talking from Experience



Dr. Angela McMahon

Professional Licensing Consultant



Chris Nelson

Behavioral Health Consultant
Innovative Consulting

Talking from Experience

1. Common pitfalls
2. Advice to an organization just beginning this journey
3. What does it takes to navigate this process successfully?
4. What do you think distinguishes applications that go smoothly from those that run into challenges?

Talking from Experience

Q&A

THANK YOU, PANELISTS!

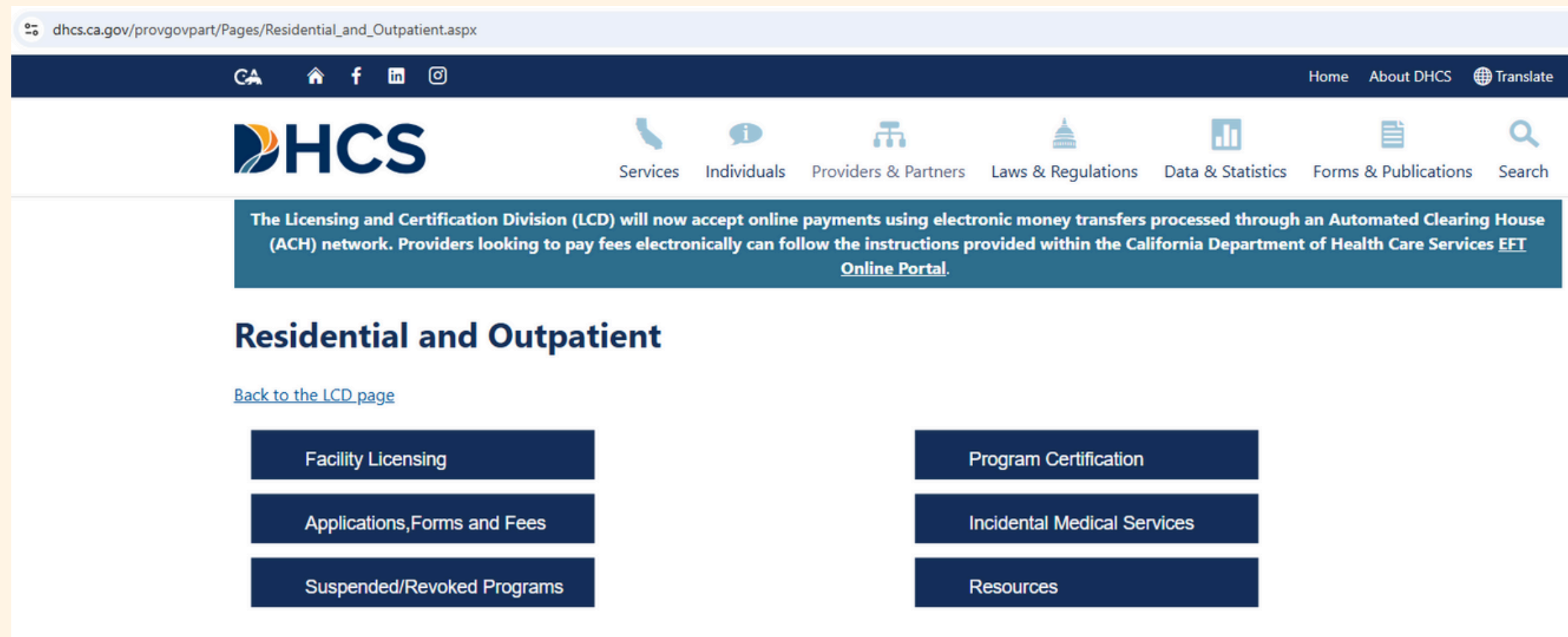
Key Takeaways: Working with Your DHCS Analyst

- Email LCDQuestions@dhcs.ca.gov with full application
- **Submit Fees** at the EFT Portal
- **Wait 3 weeks** post-submission before contacting DHCS
- Once assigned an analyst, **introduce yourself as your agency's main contact.**
- *Use an **email address** that will be monitored over time!*
- **Be professional and prepared** — respond promptly and keep records
- **Respect response times** (48–72 hours) and limit contact to once/week
- **Stay organized:** anticipate document requests and track all communications



DHCS Resources

- [DHCS Website: Licensing & Certification page](#)
- [Licensing & Certification Forms](#)
- [Licensing & Certification Toolkit](#)
- [Training Resources](#)



THANK YOU

- DHCS
 - Sam Iliff
- CAADPE
- SPARK-T SoCal Learning Collaborative
- Dr. Angela McMahon
- Chris Nelson

THANK YOU



916-329-7409



<https://sparkt.caadpe.org/about/>