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GAVIN NEWSOM
Governor

January 6, 2020

AFL 20-02

TO: All Facilities

SUBJECT: Changes to the Application Review Process

All Facilities Letter (AFL) Summary

This AFL notifies facilities of the changes to the application review process. Effective January 1, 2020, the California Department of Public Health (CDPH), Center for Health Care Quality (CHCQ), Centralized Applications Branch (CAB) will:

- Issue a single correction letter for application packets deemed incomplete or incorrect.
- Not review any application packet determined incomplete/incorrect unless the corrections have been submitted within the timeframe identified in the correction letter.

Beginning with applications received January 1, 2020, CAB will issue a single correction letter to applicants who submit an application packet that does not meet state licensing and/or federal certification requirements. Reducing the number of correction letters will streamline the application review process and reduce application processing times.

If CAB determines that the application packet is incomplete and/or requires corrections, the applicant will receive a one-time correction letter containing a request for corrections and/or additional information. The letter will include the timeframe by which the applicant must respond with the requested information. CAB will *only* continue to process the application if the corrections and/or additional information have been received within the timeframe identified in the correction letter. To prevent delays to the application review process, providers are encouraged to submit a complete application packet with all the required forms and supporting documentation.

If the applicant fails to submit the corrections and/or additional information to CAB within the designated timeframe, CAB may deem the application incomplete or deny the application for failure to meet state and/or federal requirements. If the application or notification is deemed incomplete, CAB will send the applicant a “deemed incomplete” letter and will forward the application or notification to the local district office (DO). The DO may take follow-up action to address any non-compliance. If the application is



denied, CAB will send a denial letter to the applicant, which includes information on how to submit an appeal. Applicants may reapply by submitting a new application packet.

To assist providers in submitting complete and correct application packets, CHCQ has launched an informative website with application packets that contain the licensing forms applicable to the facility type, instructions, checklists, example forms, and video tutorials. To access the resource materials, please visit the [Licensing and Certification Application Process](#) webpage.

For additional questions regarding the application review process, please contact CAB by phone at (916) 552-8632 or by email at CAB@cdph.ca.gov.

Sincerely,

Original signed by Heidi W. Steinecker

Heidi W. Steinecker
Deputy Director