

ARIZONA DEPARTMENT OF HEALTH SERVICES
Top Ten Tips for using the Online Renewal Application System:

<https://app.azdhs.gov/ls/renewal>

1. The Online Renewal Application System is currently only available for Assisted Living Facilities, Adult Day Health Care Facilities, and Unclassified Facilities already licensed by the Office of Assisted Living Licensing. Other facility types will be available in the future.
2. When registering a facility, enter the license number exactly as it appears on your license. PLEASE NOTE that your license number may have changed, or it may be changed within the next few months. You can enter more than one facility during the registration process by clicking the “Add another license” link.
3. When registering a facility, enter the license expiration date in the format MM/DD/YYYY, and make sure the expiration date is correct. If the expiration date entered is in the wrong format or is the incorrect date, the system will not recognize it. You can register your facility at any time, but the system will only allow you to submit an application within 120 days of the license expiration date. You also cannot use the system to renew a license which has expired.
4. When entering data into the online application, make sure to fill in all blanks and answer all questions. The system will not let you submit your application if any of the fields marked with a red asterisk are left blank.
5. If you do not have a valid email address, you can get a free email account from an online provider. If you don’t want to get an email account, please enter “N/A” or “None” in the “Email Address” field. You cannot leave this field blank.
6. When submitting documents online, click the “Browse” button to select the document on your computer, select the document you wish to upload, then click the “Submit Lease” or “Submit Report” button to upload the document to the Department. You will receive a message telling you if the document was submitted successfully or not. There is a limit of 3 megabytes for uploading any single document, but if needed, you can save the document in two or more parts and upload the parts separately.
7. Save your application periodically before submitting it, and print a copy for your records. You can save your application at any time, even if it’s not completed, and come back to it later using the email address and password you selected when you registered your facility.
8. You can submit your application online and mail your payment and any supporting documents to the Department, rather than paying and uploading documents online.
9. If you are paying your license fees by mail, be sure to write your facility’s name and license number on the check or money order to ensure proper credit. Print out and send the remittance form (included in the renewal application packet) with your payment.
10. Don’t leave the online application open without activity for more than 20 minutes. The system will automatically log you out, and any changes will be lost if you didn’t save the application.