

CASE STUDY

Statewide Healthcare Licensing Management System

Challenge

Texas State Agency sought to modernize and streamline their licensing process, which previously was divided between two separate applications and required extensive manual entry. Sense Corp was engaged to unify their licensing procedures across facilities and agencies, and to simplify the process for providers and employees.

Solution

Sense Corp leveraged the Salesforce platform to create a new licensing management application. The application includes both internal and external interfaces to facilitate the provider licensure process from start to finish.

Value

The application will go live at the end of July 2018 and will allow the agency to manage the licensing process electronically including license and renewal application submission, fee payment, application review, and compliance and enforcement survey facilitation.



Streamlined the licensing process for state healthcare facilities and agencies

Key Technologies



License Application

TestProvider User

Uploads Death Reports

2021

Home and Community Support Services Agency License Application

Application Type
Renewal Edit

Step 4 Step 5 Documents Deficiencies Summary Payment Submit

12. Ownership and Control Interest Disclosure

* The Legal Entity Name described above has been charted, filed, registered or otherwise legally declared with the Secretary of State
Yes

* The Legal Entity Name described above is in Good Standing with the Texas State Comptroller's Franchise Tax Requirements.
Yes

A. TYPE OF OWNERSHIP

Organization Structure
Profit

Hospital Based

Type of Ownership
Corporation

Application Instructions

Back Next Save

Electronic multi-step license application process supporting multiple data types and doc submission

Deficiency Notification

Deficiency notification screen with simple navigation to application errors

The screenshot displays a web application interface for a nursing facility license application. At the top right, there is a notification bell icon and a user profile icon labeled "TestProvider User". A dark blue navigation bar contains a home icon, "Uploads", and "Death Reports". The main content area is titled "Application for Nursing Facility License and Participation in Title XIX Medicaid" with the ID "3720-N". Below the title is a form for "Application Type" set to "Renewal" with an "Edit" button. A progress bar shows steps: a green checkmark, a red exclamation mark, a green checkmark, a red exclamation mark, a red exclamation mark, a green checkmark, and a blue "Deficiencies" step. Below the progress bar, a red heading states "This step contains errors:" followed by a list of error messages: "Errors in Item 8. Real Estate Information", "Error on Item 11. Financial Information for License Renewal Application", "Error on Select Yes/ No", "Error on Signature", "Error on Title", and "Error on Date". Three error details are shown in separate boxes, each with a red exclamation mark icon, a title, a "Description" field, and a "Go to Step" button. At the bottom, there is an "Application Instructions" button, and a footer bar with "Back", "Next", "Save", and "Review" buttons.

3720-N

Application for Nursing Facility License and Participation in Title XIX Medicaid

Application Type Edit

Renewal

✓ | | | ✓ | | | ✓ Deficiencies Summary Payment Submit

This step contains errors:

- Errors in Item 8. Real Estate Information
- Error on Item 11. Financial Information for License Renewal Application
- Error on Select Yes/ No
- Error on Signature
- Error on Title
- Error on Date

Error in Item 8. Real Estate Information Go to Step

Description
Errors in Item 8. Real Estate Information

Error in Item 11. Financial Information for License Renewal Application Go to Step

Description

Error in Item 13. Alzheimer's Care Go to Step

Description
Error on Select Yes/ No

[Application Instructions](#) [Back](#) [Next](#) [Save](#) [Review](#)

Payment Submission

TestProvider User

Home Uploads Death Reports

2021

Home and Community Support Services Agency License Application

Application Type

Initial

Edit

Payment

Submit

APPLICATION DETAILS

Application ID

APP-0000157600

Application Type

Initial

Application Status

PAYMENT PENDING

Application Date

May 14, 2018

ONLINE PAYMENTS

NOTE: This service is provided by Texas.gov, the official website of Texas. The price of this service includes funds that support ongoing operations and enhancements of Texas.gov, which is provided by a third party in partnership with the State.

Payment Type

Credit Card

CHARGE DESCRIPTION

AMOUNT

License Fee

\$1,750.00

Texas.gov Price

\$1,789.63

Pay Now at Texas.gov

This link will expire in 26:34

Online payment submission for license applications and renewals

Employee Worklists

Personalized worklists for employees display pending tasks

The screenshot shows a Salesforce interface for 'CR Worklists'. At the top, there is a navigation bar with 'TULIP', 'TULIP HOME', 'CR Worklists', 'Enforcement Worklists', 'Accounts', 'Contacts', 'Applications', 'RS Cases', 'RS Events', and 'Printing'. A search bar contains 'Search Salesforce'. Below the navigation bar, the main content area is titled 'CR Worklists' and contains three main sections:

- Pending Requests from Applications**: A list of 2 items. The first item is APP-0000156673, with Facility/Agency: CRESTVIEW MANOR NURSING AND REHABILITATION... and Status: PENDING LSC SURVEY. The second item is APP-0000156777, with Facility/Agency: HALLMARK ANDERSON HEALTH CARE CENTER and Status: PENDING HEALTH SURVEY.
- Pending Requests from Intakes**: A list of 3+ items. The first item is 53901, with Facility/Agency: Agency, Status: OPEN, and Created Date: 6/9/2014 10:50 PM. The second item is 58200, with Facility/Agency: Agency, Status: OPEN, and Created Date: 1/5/2015 3:15 AM. The third item is 58547, with Facility/Agency: Agency, Status: OPEN, and Created Date: 1/22/2015 6:50 AM.
- Open CR Requests by Region**: A donut chart showing the record count for different regions. The data is as follows:

Region	Record Count
01	13k
02	9.9k
03	9.4k
04	42k
05	23k

Document Generation

Return to Regulatory Event

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Charles Smith
Executive Commissioner

June 4, 2018

Dear Mr. Tom Thumb

The Health and Human Services Commission (HHSC) has received your complaint regarding:

TREEMONT HEALTH CARE CENTER
2501 WESTERLAND DR

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