



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Service Regulation

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
MARK PAYNE • Director

July 23, 2021

To: Cardiac Rehabilitation Programs

From: Azzie Y. Conley, RN Section Chief

Subject: 2021 Online Certification Renewal Process

Greetings:

The Division of Health Service Regulation (DHSR) is pleased to announce that the 2022 certification renewal application for cardiac rehabilitation programs will be available electronically. The new system, called Enterprise, will enable providers to submit certification renewal applications and payment via an online website. Additionally, this system will enhance the automation and standardization of business processes and improve data management and information sharing between agencies and providers.

The expected timeframe for cardiac rehabilitation programs to receive access to the Enterprise system and begin completing the 2022 certification renewal application is **September 2021**.

As we prepare to launch the online 2022 cardiac rehabilitation program "CRP" renewal application, we need your **IMMEDIATE ACTION** to ensure you receive all notifications, training opportunities and the renewal application itself.

Please complete the following steps by **August 13, 2021**.

**STEP 1: Verify the Cardiac Rehabilitation Program Primary Point of Contact**

The primary point of contact to receive all information related to the Enterprise system and the online certification renewal application will be the person (or entity) listed on Page 1 of the cardiac rehabilitation program's 2021 certification renewal application. This is the person (or entity) that the program/facility had designated to receive all communications, including certification information, from DHSR. For the Enterprise system, the primary point of contact will be referred to as the Provider Administrator.

For the Enterprise system and the online certificate renewal process, the role of the primary point of contact/Provider Administrator will include:

- Receiving communications from the Enterprise system.
- Granting system access to "CRP" representatives designated by the entity that will complete the renewal application within the Enterprise system.
- Removing system access from "CRP" representatives who should no longer have access to the Enterprise system.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

ACUTE AND HOME CARE LICENSURE AND CERTIFICATION SECTION

LOCATION: 1205 Umstead Drive, Lineberger Building, Raleigh, NC 27603

MAILING ADDRESS: 2712 Mail Service Center, Raleigh, NC 27699-2712

www.ncdhhs.gov/dhsr/ • TEL: 919-855-4620 • FAX: 919-715-3073

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Your Action Needed:

- Review the point of contact information listed on Page 1 of the cardiac rehabilitation's 2021 certification renewal application and verify that it is still accurate.
- If the person (or entity) listed has changed, then immediately notify the DHSR Acute and Home Care Licensure Section by sending an email to Linda.m.Johnson@dhhs.nc.gov. Remember, this is the point of contact for all communications from the Division of Health Service Regulation
- If you need to change the primary point of contact for your "CRP", then email the following information to Linda.M.Johnson@dhhs.nc.gov by August 13, 2021.
  - First and last name of your point of contact/Provider Administrator
  - Email address of your point of contact/Provider Administrator
  - NCID account username of your point of contact/Provider Administrator (refer to step #2 below)
  - Facility ID# (This is your FID# assigned by DHSR that is available on your certificate. This is not your Tax ID#)
  - Facility certificate number (Your certificate number is assigned by DHSR and is available on your certificate)

As a reminder, the point of contact/Provider Administrator will receive an email notification from the Enterprise system informing them of when they can begin the online renewal process in September 2021.

**Step 2: Create a NCID Account for Your Point of Contact/Provider Administrator**

To ensure information is secure and remains confidential within the Enterprise system, the point of contact/Provider Administrator for your facility is required to create a North Carolina Identity Management (NCID) account. The NCID account process is managed by the North Carolina Department of Information Technology.

Your Action Needed:

To establish a NCID account for your point of contact/Provider Administrator, then complete the steps below by August 13, 2021. If you do not complete all the required steps, then DHSR will not be able to grant the point of contact/Provider Administrator access to the Enterprise system to complete the certification renewal application.

To create a NCID account:

1. Go to the NCID website at <https://ncid.nc.gov/>  
(It is recommended that you use Microsoft Edge, Google Chrome, or Mozilla Firefox web browsers).
  2. In the lower right corner, select "Register!"
  3. Complete the New User Registration process by answering the required questions.
- During the New User Registration process, the username and password that you create will be your NCID username and password for the Enterprise system.

### Assistance with Creating a NCID Account

For assistance in completing the New User Registration process, please refer to the NCID User Guide at the website below.

- NCID user guide: <https://it.nc.gov/documents/ncid-user-guide>

For additional assistance in establishing or maintaining a NCID account, please go to the NCID Support website or contact the North Carolina Department of Information Technology Customer Support Service Desk.

- NCID support: <https://it.nc.gov/support/ncid>
- North Carolina Department of Information Technology Customer Support Service Desk: 919-754-6000 or 1-800-722-3946

Beginning in September 2021, DHSR will publish training to the Enterprise system website for you to review. To access training, please go to the website below.

- Enterprise system: <https://dhsenterprise.nc.gov/#/>

For additional information regarding the Enterprise system, please review the frequently asked questions on the DHSR website.

- Frequently asked questions: <https://info.ncdhhs.gov/dhsr/faq.htm>

We are very excited about this new opportunity and hope that you find the Enterprise system helpful and easy to use. In the meantime, we appreciate your prompt attention to this memo and completion of the steps above by August 13, 2021.

If you have questions regarding this memo, please email the DHSR Acute and Home Care Licensure Section at [Linda.M.Johnson@dhhs.nc.gov](mailto:Linda.M.Johnson@dhhs.nc.gov).

Thank you for all you do for the residents in North Carolina's cardiac rehabilitation programs.