

**Texas Department of State Health Services  
Facility Licensing Group**

**Texas Online License Renewal Instructions and  
Frequently Asked Questions**

The Facility Licensing Group is pleased to provide health care facilities a new and convenient option for renewing licenses over the Internet anytime 24 hours a day, seven days a week.

- The facility license may be renewed online during the eligibility period beginning 60 days prior to the license expiration date and ending on the license expiration date.

- Please follow these instructions to renew online:

1. Go to:

[http://www.texasonline.state.tx.us/NASApp/rap/apps/license/jsp/eng/welcome.jsp?agency=69&instance=tdh\\_inst04](http://www.texasonline.state.tx.us/NASApp/rap/apps/license/jsp/eng/welcome.jsp?agency=69&instance=tdh_inst04)

A link is also provided on the main Facility Licensing Group webpage, under Online Renewals and is titled “Renew Online”.

2. Login using the facility’s license number and telephone number. (The license number and telephone number that is on file with the division will be provided on the license renewal notice.)

3. Online renewal allows you to pay the license fee by electronic check, expediting the processing of the fee through the department.

- Renewal forms must be completed, signed and returned to the Facility Licensing Group with the documentation listed on the renewal form, by mail or fax, before the renewal process is complete. Be sure to review and correct any information on the renewal form.
- Once the Facility Licensing Group receives the completed and signed renewal form and required documentation, the license will be issued and mailed to the facility.
- If you do not wish to renew online, you may mail the signed renewal form, other documentation, and the licensing fee to the address printed on the license renewal notification.
- The license fee includes a TexasOnline subscription fee of \$20 (authorized by Senate Bill 1152, 78<sup>th</sup> Regular Session, 2003), which must be paid whether or not you renew online. The fee appears on the renewal form.
- Please contact our office if you have questions. For questions concerning hospitals, special care facilities, or crisis stabilization units, please call (512) 834-6648; for ambulatory surgical centers, abortion facilities, birthing centers or end stage renal disease facilities call (512) 834-6646.

Please see pages 2-4 for answers to frequently asked questions.

About TexasOnline - [www.TexasOnline.com](http://www.TexasOnline.com) is the official website for the State of Texas and is a public/private partnership between the State of Texas and KPMG Consulting, Inc. Information is offered in both English and Spanish, with 24-hour technical assistance available.

## TEXAS ONLINE FREQUENTLY ASKED QUESTIONS

### **Question:** Who is eligible to renew online?

**Answer:** Any licensee whose license is active and within 60 days prior to expiration. The Facility Licensing Group, Texas Department of State Health Services, sends out renewal notices to each licensee approximately 60 days prior to the expiration date of the license. The licensee will use the facility telephone number and license number to login to the online renewal system. The telephone number and license number, as it is recorded in the division database, will be printed on the license renewal notice.

### **Question:** How do I go about renewing online?

**Answer:** A link is provided on the main Facility Licensing Group webpage, under Online Renewals and is titled "Renew Online".

### **Question:** How does the online renewal process work?

**Answer:** The online renewal process is a simple process. The first step is to login by entering the facility telephone number and license number (including leading zeros). The telephone number and license number are printed on the license renewal notification. This step allows the online system to verify eligibility. If you are eligible to renew, you will be given an option to renew at this time. A change of mailing address can be completed in conjunction with the renewal. The next steps are to review information entered and proceed to the payment page. After providing payment information, the final step is to view and print the transaction receipt. Once the supporting documents requested in the renewal notice are received, reviewed and approved by the division, the license will be mailed to the facility.

### **Question:** How long will my renewal period be?

**Answer:** License renewal periods are:

Renewal licenses issued January 1, 2005, through December 31, 2005, will be valid for either 12 months or 24 months, to be determined by the department prior to the time of license renewal.

Renewal licenses issued January 1, 2006, or after will be valid for 24 months.

**Answer:** Renewing online will definitely expedite the processing of the license fees. As soon as the Facility Licensing Group receives, reviews and approves the documents to be mailed to the division, the license can be processed and mailed.

### **Question:** Can I change my name as part of the online renewal?

**Answer:** No, name changes must be done in writing to the division.

**Question:** Can I change my address at the time of renewal?

**Answer:** Yes, you can change your mailing address at the time of renewal. The mailing address is where your license and renewal forms will be mailed. Physical address changes must be approved by the group.

**Question:** Can I print a copy of my entire license/registration renewal information?

**Answer:** Yes, there is a printer friendly version of the renewal information available.

**Question:** What are the online available payment options?

**Answer:** Payments can be made by ACH electronic check payment method.

**Question:** What information do I need to make a payment online?

**Answer:** A valid bank routing number and savings/checking account number is required.

**Question:** Can I print the payment receipt after completing the online process?

**Answer:** Yes.

**Question:** Are there any penalties associated with late payments?

**Answer:** You are not eligible to renew online if the license expiration date has passed.

**Question:** Can I use my printed payment receipt as a temporary license?

**Answer:** No. The license will not be renewed until all documentation is received, reviewed and approved by the division. The printed payment receipt only confirms payment of your renewal.

**Question:** Can I renew online any time?

**Answer:** Yes, the system is available 7 days per week, 24 hours per day except for routine maintenance down time.

**Answer:** 24/7 Online Support is available through the TexasOnline Helpdesk at 1-877-452-9060, or by email at [webhelp@texasonlinehelp.com](mailto:webhelp@texasonlinehelp.com).

**Question:** If I am unable to login to the site, whom do I contact?

**Answer:** The online renewal process allows eligible licensees to renew online. Eligibility is determined by the agency. In the event you are unable to login to the site, please refer to the eligibility requirements page for renewal criteria, and/or contact the division to confirm eligibility.

**Question:** How do I contact the agency?

**Answer:** Please contact our office if you have questions. For questions concerning hospitals, special care facilities, or crisis stabilization units, please call (512) 834-6648; for ambulatory surgical centers, abortion facilities, birthing centers or end stage renal disease facilities call (512) 834-6646.

**Question:** What browser versions does the application support?

**Answer:** The application will support IE version 4.0 and above and Netscape version 4.0 and above.