

## FREQUENTLY-ASKED QUESTIONS (FAQ) FOR NURSING-SUPPORTED GROUP HOME (NSGH)

### 1) Where do find the application for licensing of the Nursing-Supported Group Home?

You can find the application in the AZDHS website: <https://www.azdhs.gov/licensing/ltc-facilities/index.php#providers-application-forms>

### 2) Where do we find the regulation for the Nursing-Supported Group Home?

The regulation for the Nursing-Supported Group Home is found in Article 22. Nursing-Supported Group Home. A.A.C. Title 9, Chapter 10, Article 22

Here is the link to the new rules. <https://azdhs.gov/director/administrative-counsel-rules/rules/index.php#rulemakings-active-nursing-supported-group-homes>

### 3) When will licensing fee need to be paid? How much is fee?

Licensing fee need to be paid by July 1, 2022.

The provider has to pay the application fee of \$50.00 **AND** licensing fee for each facility according to the number of beds.

Here's the link to the fees: <https://azdhs.gov/documents/licensing/ltc-facilities/forms/long-term-care-facilities-remittance-form.pdf>

### 4) What is the limit for licensed bed capacity?

Six.

### 5) How do I pay for the fees?

The payment portal for licensing fees for the NSGH license application is NOT available at this time. It is currently being developed.

Payments should be in the form of a cashiers' check, money order or business check made payable to: AZ DEPT OF HEALTH SERVICES.

Cash and personal checks are NOT accepted.

### 6) Is the Nursing-Supported Group Home considered a health care institution?

Yes, because the home is providing nursing services, it falls under the licensing classification for healthcare institution.

See Arizona Revised Statutes 36-401.22 and 36-401.35 for definitions.  
<https://www.azleg.gov/ars/36/00401.htm>

### 7) Can a provider submit one application for licensing for with multiple homes owned?

No. The provider has to apply for each of the home. The Nursing-Supported Group Home license is specific to the location of the home.

**8) How do I pay for the fees? What is the limit for licensed bed capacity?**

Six.

**9) If the licensed provider changed location, do they have to have a new license?**

The Nursing-Supported Group Home license is specific to the location of the home.

**10) When do we submit application for licensing of Nursing-Supported group Home? How do we submit the application?**

The Nursing-Supported Group Homes should be licensed by July 1, 2022.

Submit your completed application and payment for corresponding fees by mail or can bring in the application in person to the following address:

ARIZONA DEPARTMENT OF HEALTH SERVICES  
Bureau of Long Term Care Licensing  
150 N. 18th Avenue  
Phoenix, AZ 85007

**11) Can we fill out an application online?**

No. A fillable application is currently not available. We are currently working on this and will be available in the near future.

You can download and print the application from the website. Here's the link to the application: <https://azdhs.gov/documents/licensing/shared/initial-application.pdf>

**12) The provider just recently renewed its license. Do they have to another license application?**

Yes, because the provider was licensed under a different category. Effective July 1, 2022, the provider had to be licensed as a Nursing-Supported Group Home.

**13) If the provider has multiple homes, will they be licensed at the same time?**

No. Once the department approves the provider's submitted application, the department will call the provider and schedule the initial licensing survey.

**14) Does the provider have to renew their license if it's expiring soon e.g., in May of June of 2022?**

Yes. The provider has to ensure that they are licensed in order to get paid for services while waiting to be surveyed for their initial license as a Nursing-Supported Group Home under the new rule effective on July 1, 2022.

**15) When will the initial licensing survey be conducted?**

Once the department approved the provider's submitted application, the department will call the provider and schedule the initial licensing survey.

**16) Will succeeding surveys be scheduled?**

No. After the initial licensing survey, the succeeding surveys will be unannounced and not scheduled.

**17) How frequent will the succeeding survey be?**

The frequency of the survey is annually. However, if the provider had no deficiencies on the previous most recent survey, the department will skip a year (not applicable to initial licensing).

Also, the department may conduct an unannounced survey if there are complaints that need to be investigated.

**18) What do you put under scope of services in the application?**

Scopes of services may include blood glucose testing, urine dipstick, tracheostomy care, ventilator use, total parenteral nutrition, PT/INR, blood draws.

**19) If the provider conducts blood glucose testing, does the provider need to have CLIA Certificate of Waiver?**

Yes. According to the regulation, If the provider is obtaining specimens in the home, (for example, blood draws ordered by a medical provider, blood glucose testing, urine dipstick or PT/INR), the NSGH must have a CLIA certificate of Waiver.

Here's the link for FAQs on CLIA: <https://www.azdhs.gov/documents/preparedness/state-laboratory/lab-licensure-certification/laboratory-certification/frequently-asked-questions-clia.pdf>

Here's the link for the application for the CLIA certificate of Waiver: <https://www.cms.gov/medicare/cms-forms/cms-forms/downloads/cms116.pdf>

**20) In the application, it asks about accreditation? What does that mean and does it apply to the Nursing-Supported group Home?**

The Accreditation section of the application does NOT apply to the Nursing-Supported Group Home.

Accreditation means that the facility was evaluated by an independent third-party organization against the recognized standards set forth by the Federal or State government. This is usually conducted by JCAHO (Joint Commission on Accreditation of Healthcare Organizations), CHAP (Community Health Accreditation Partner), ACHC (Accreditation Commission for Health Care), etc.

**21) Do architectural plans apply to NSGH?**

No. This is NOT required.

**22) Do providers need to get “authorization” to provide services to residents with ventilators and trach?**

Yes, this is so we can add the service of respiratory care to your license.

**23) Is there one administrator for each home? Or, can an administrator cover for multiple homes?**

The NSGH can have one administrator for multiple homes AS LONG AS the administrator can perform and handle the duties delegated to them in the rules.

**24) Is there one DON (Director of Nursing) at each home or per provider? Or, can a DON cover for multiple homes?**

As long as the DON can perform and handle the duties delegated to them and depending on the acuity of the residents, the NSGH can have one DON for multiple homes.

**25) Currently the NSGH report to DDD incident reports. Will the provider be required to submit an IR to DHS as well?**

According to the regulation the following incidents should be reported to DHS:

- a) Unexplained Death
- b) Self-injury requiring emergency services

**26) Does provider have to report incidents of abuse and neglect to DHS?**

No. However, the provider has to report abuse and neglect incidents to respective agencies (APS, peace officer, Department of Child Safety, Tribal Law enforcement) according to A.R.S. § 46-454 or A.R.S §13-3620.

Although abuse and neglect incidents are not required to DHS, the NSGH must maintain their documentation of the action taken, reports/notification made, investigation and results of the investigation. These incidents will be reviewed by the surveyor during a survey.

**27) The new rule on NSGH requires for providers to create policies and procedures. Is there a list of policies that providers need to create?**

The majority of the policies and procedures you need to create are listed on R9-10-2203(C) of Article 22-Nursing-Supported Group Home.

**28) How often will the NSGH renew their license?**

Once issued, the NSGH license is perpetual. However, the provider must renew their license and pay respective fees ANNUALLY.

The NSGH will NOT receive a physical license certificate after the initial license.

**29) Who do we contact should we have question regarding the application and the regulations on NSGH?**

You can call or email our department if you have questions. Here's our contact information:

ARIZONA DEPARTMENT OF HEALTH SERVICES  
Bureau of Long Term Care Licensing

Email: [lrc.licensing@azdhs.gov](mailto:lrc.licensing@azdhs.gov)

Phone Number: (602) 364 – 2690

**30) Will there be workshops for the provider regarding this new regulation on NSGH?**

Currently, there is no workshop planned for NSGH because the department is focused on having all the NSGH in the State get licensed by July 1, 2022.

However, the department will take this suggestion and will plan to have one around September or October of 2022.

**31) There is a financial concern regarding the increased staffing for the NSGH. Will the NSGH receive additional payment adjustment because of this?**

This is a valid concern. However, our department is not involved with reimbursements. We suggest you contact DDD regarding this matter.

**32) The NSGH changes bed capacities most of the time. Does this mean the NSGH license should change too?**

To answer this question, it is important to emphasize that NSGH license has a limit of 6 bed capacity.

If you are licensed for 3 bed capacity and had to change or increase to 5-6 bed capacity, the provider will have to complete and submit a form to add and pay for the additional number of beds the provider will have. Please note that the provider will have to pay \$73.00 for each additional bed.

**33) Does the NSGH need to have a registered nurse (RN) onsite?**

The regulation says that there should be at least one nurse present on the NSGH. The regulation was not specific to whether the nurse should be an RN or LPN.

**34) Can the DON be a physician? Or an LPN?**

No. According to the regulation, the DON should be a registered nurse.

**35) Can the DON provide direct care to residents in the NSGH?**

According to the regulation, if the DON is responsible for nursing services for 30 or more residents, the DON does not provide direct care to residents on a regular basis.

**36) Does the COVID-19 vaccination mandate apply to NSGH?**

No.

However, please note that there is a regulation regarding offering and making the influenza and pneumonia vaccines available to each resident every year.