Licensure and Certification Tracking System

LACTS

Bureau of Licensure and Certification
Bureau of Licensure and Certification Leadership Team

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Use questions box to enter questions or comments.

We will answer questions throughout the presentation.

If we cannot answer a question, we will ask for your contact information so we can respond when we get the answer.
The Licensure and Certification Tracking System (LACTS) is an online application process that is used to submit the application for initial or renewal licensure or certification of facilities, programs, or behavioral health providers who are licensed or certified by OhioMHAS.
Applicants and currently licensed Behavioral Health Providers and licensed Residential Facilities will use this system to view the status of any current activity or existing licenses and/or certificates, to communicate with OhioMHAS, and to update existing licenses or certificates.
The Licensure and Certification Tracking System (LACTS) is required for the following entities to apply for initial or renewal licensure or certification:

- Community Behavioral Health Agency, including SUD residential and prevention
- Opioid Treatment Program (OTP) Provider
- Driver Intervention Program
- Private Psychiatric Inpatient Hospital
- Residential Facility (Class 1, Class 2, Class 3 Facilities)
The following entities should complete an “Application for Certification” [either a deemed or non-deemed status application]:

• Outpatient mental health and/or addiction treatment provider

• SUD residential and/or withdrawal management provider

• Prevention provider

• Driver Intervention Program

• Opioid Treatment Program (OTP) Provider (unless already currently certified)

• Class One residential facility (unless already currently certified)
The following entity type should complete an "Application of Intent" (Initial only) for an Opioid Treatment Program (OTP) Provider and an "Application for Opioid Treatment Program (OTP) Licensure":

- Opioid Treatment Program (OTP) Provider

The following entity type should complete an “Application for Private Psychiatric Hospital Licensure”:

- Private psychiatric hospital provider
The following entities should complete an “Application for Residential Facility Licensure”: Class One, Class Two, & Class Three residential facilities (non-SUD)

**Class One:** Class one facilities provide accommodations, supervision, personal care services, and mental health services for one or more unrelated adults with mental illness or one or more unrelated children or adolescents with severe emotional disturbances.

**Class Two:** Class two facilities provide accommodations, supervision, and personal care services to any of the following: one or two unrelated persons with mental illness; one or two unrelated adults who are receiving residential state supplement payments; or three to sixteen unrelated adults

**Class Three:** Class three facilities provide room and board for five or more unrelated adults with mental illness.
How am I going to figure this out?
1. In a web browser, open https://apps.mha.ohio.gov/iPortal/User/LoginTiles

2. Click on the tile “Ohio Citizens Login”.

![Ohio Citizens Login](image)
Once you create an OH | ID, you will be brought back to I-portal.

In I-portal, you may see the LACTS tile, if your email address is already registered.

If you do not see the LACTS tile, you must use the drop down menu and request access to LACTS, which will take you to the LACTS registration page.

To request LACTS access, you must have an EIN (Federal Employee Identification Number).
I do not know if I have an EIN. How do I find out or where do I get one?

First check to see if you have one: https://apps.mha.ohio.gov/LACTS/Registration/OrganizationLookup
I do not have an EIN, now what?

Apply for one here: https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online

You must have a valid taxpayer identification number and you can use your SS#

You must know your business structure:
➢ Sole Proprietor
➢ Partnership
➢ Corporation
➢ Limited Liability Corp (LLC)
➢ Estate
➢ Trust
You need to contact the OhioMHAS Help Desk and request a LACTS account: Contact: 614-466-1483 or MHAhelpdesk@mha.ohio.gov

You will need to provide the following:
• Email address
• First and Last Name
• Request access to LACTS
• Name of your organization/facility and EIN

You will receive an email with the account information within 48 to 72 hours.
Dear Administrator,

The following individual has requested access to LACTS:

**Applicant Name:** Rilik Singh  
**Applicant e-mail address:** rs9925886@gmail.com  
**Organization name/address:** Empowering Integrated Care Solutions, LLC, 23215 Commerce Park Rd., Suite 306  
**Organization phone:** (546) 546-0465

The Organization Administrator's User Guide contains instructions for verifying the identity of the applicant and assigning him/her the appropriate role within LACTS (Licensure and Certification Tracking System).

Click [Here](#) to access the Administrator's User Guide: Administrator's User Guide.  
Click [Here](#) to assign role.

Should you need assistance, please contact the OhioMHAS help desk at (614) 466-1483 or MHAHelpdesk@ohio.gov.

Thank you,

[Ohio MHAS logo]

Please do not reply to this e-mail, as this is an automated account which is not monitored.
You next need to set up and log into your Iportal Account.

Watch a training video located here: https://www.youtube.com/watch?v=7oL5A-iZcJ0&feature=youtu.be

Watch : Creating a Password and Logging in
1. After logging in, you will see the IPortal Dashboard.

2. Select the LACTS (Organization Administrator) icon under "My Applications" label of the I-Portal Dashboard
3. Click the “Admin” menu tab.
Select the “Users” option in the drop-down. The system directs you to the “Users” screen.
1. Enter at least one search criteria for search users. In the snapshot below, an email address (the same email address that is captured in the email you received) is entered in the search criteria.

2. Select the **Search** button. The ‘List of Users’ table appears in the Search Results.

3. Select the ‘Assign Role’ link. The system navigates you to the ‘Assign Role’ screen.
Enter at least one search criteria to search users

State of Ohio User Name: Please Enter User Name
First Name: Please Enter First Name
Application Name: Any
Organization Name: Any
Email: rs992588@gmail.com
Last Name: Please Enter Last Name

Search Results

<table>
<thead>
<tr>
<th>Action</th>
<th>First Name</th>
<th>Last Name</th>
<th>Title</th>
<th>Email</th>
<th>User Type</th>
<th>Is Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assign Role</td>
<td>Rish</td>
<td>Singh</td>
<td></td>
<td><a href="mailto:rs992588@gmail.com">rs992588@gmail.com</a></td>
<td>NonStateUser</td>
<td>True</td>
</tr>
</tbody>
</table>
1. In the ‘Application’ drop-down, select the ‘LACTS’ application. The organization drop-down appears.

2. Now, select the organization (same organization name and address mentioned in the email you received) in the drop-down. The system prompts you to select the role.

3. Mark the checkbox for the ‘Applicant’ role.
Assign Role - Mental Health and Addiction Services iPortal

Application: *
- LACTS

Organization: *
- Empowering Integrated Care Solutions, LLC, 23215 Commerce Park Rd., Suite 306

Roles:
- Applicant
- Surveyor
- System Administrator
- Organization Administrator
- Trainee Surveyor
- Supervisor
- State Ombudsman
- State Opioid Treatment Authority

[Buttons: Cancel, Submit]
Click the **Submit** button. You will be navigated back to the IPortal Dashboard.
How to Complete the Attestation Page

**ONLY** the Organization Administrator (Owner/Executive Director/CEO/President) can attest the application (confirm it is accurate and submit it)

Users not identified as Owner/Executive Director/CEO/President in Provider Information page of the application may not complete the attestation

Owner/Executive Director/CEO/President must ensure that contact information is identical to the OH|ID registration

- If the person is registered as Jane Doe-
  - Do not include an abbreviation, i.e. J. Doe
  - Do not add a middle name, i.e. Jane Ann Doe
  - Do not add a title in the contact information, i.e. Jane Doe, Esq., that differs from the OHID

Owner/Executive Director/CEO/President must login with the email address registered for his/her OHID

Owner/Executive Director/CEO/President should select, “Check for Errors” to view any missing items that need completed
Can I still send in a paper application?

After **May 3, 2021**, all applications must be filed electronically using LACTS and OhioMHAS will not accept an application using a method other than electronically via LACTS; however, those providers will receive notification that the application must be filed using LACTS.

As of **June 30, 2021**, applications submitted by email, fax, or mail will be considered as incomplete in accordance with the relevant Ohio Administrative Code provisions and will be returned to the provider.
I cannot do this. Why can’t I still send in a paper application?
Online Applications cannot get lost in the mail.

Online Applications can be accessed by you and your surveyor at any time, day or night.

Online Applications stay in the system, so when you reapply the next time you only have to enter information that has changed.

Online Applications can be reviewed and processed quicker than an application that is mailed in. Surveyors have immediate access to the application when you submit it.
There will be a single account sign-in and if you have multiple licenses/certificates you can manage all of them with the one account.

You see the status of your applications and communicate with your surveyor.
I have logged into Iportal and have access to LACTS, now what?

Go to the training video on how to submit an application and follow the steps

https://www.youtube.com/watch?v=5QoxPfEFC1E&feature=youtu.be

I need more help, are there written instructions somewhere?

Yes, there is a User Guide Located here: https://mha.ohio.gov/Health-Professionals/Licensure-and-Certification/LACTS-Updates
I have completed my application, how do I pay the fee? Can I mail a check or do I have to pay by credit card?

- Watch the video below on how to make payments

- https://www.youtube.com/watch?v=lVDzl9A00L8&feature=youtu.be
I have sent in the application and the payment, now what happens?

- You will receive an email that your application has been assigned to a surveyor with the surveyor name and email.

- The surveyor will review the application to see if it is complete and compliant/correct and contact you if information is needed.
• An application is correct if the information meets rule requirements: example- fire inspection that has no violations and is completed within one year.

• Providers will receive an email from the surveyor if additional information is needed that explains what needs to be submitted.
• An application is complete if it contains all of the requested information- example: fire inspection is submitted.

• Providers will receive an email from the surveyor if additional information must be submitted that explains what needs to be submitted
I got an email that my application is incomplete or incorrect and need to respond to my surveyor who is requesting more information, how do I do that?

Go to the training video on how to respond to my surveyor follow the steps

https://www.youtube.com/watch?v=lVDzl9A00L8&feature=youtu.be

How do I find my surveyor contact information?

This information is in the same video above about communicating with your surveyor. If you cannot locate your surveyor, send an email to liccert@mha.ohio.gov and request the name and contact information for your surveyor, be sure to include the name of your facility or agency.
How will I know when my survey is scheduled?

When the application is complete and correct/compliant the surveyor will contact you to schedule the survey.

You will receive an email from LACTS stating the date and time the survey will be conducted.

You will receive an email from your surveyor if there is additional items needed for the onsite survey.
I did everything right!

I followed all of the instructions!

I cannot get into Iportal!

I completed my Application and now it will not let me submit it!
You need to contact the OhioMHAS Help Desk:
Contact: 614-466-1483 or MHAhelpdesk@mha.ohio.gov

Licensing and Certification: liccert@mha.ohio.gov or 1-614-752-8880

Contact your assigned Behavioral Health Surveyor
Join our OhioMHAS e-news listserv for all of the latest updates