

Checking up on HELMS

Questions and Answers about the Healthcare Enforcement Licensing Modernization Solution



January 2021

What is HELMS?

HELMS (Healthcare Enforcement and Licensing Modernization Solution) is a modernized electronic licensing system that the Department of Health is pursuing to replace the outdated system

Why is this happening?

To provide licensees and employers better service, to increase work efficiencies, and to provide greater access to data on the health care system

Who does this affect?

HELMS will support the licensing and regulatory needs of

- Almost 500,000 health care professionals practicing in 86 professions across 359 credential types
- 2,500 educational and training programs across four educational and training program types
- Nearly 12,000 facilities across 21 facility types

Who is leading this effort?

Executive Sponsor

Kristin Peterson, *HSQA Assistant Secretary*

Project Director

Marcus Bailey, *Contractor*

Business Project Manager

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How does this benefit me as an EMPLOYEE?

- Reduces outbound and inbound mail processing for renewal and other processes through online transactions
- Allows for remote case review without a physical copy
- Provides more efficient access to performance measures by way of reporting dashboards
- Disseminates information more efficiently in response to public records requests
- Automates manually performed services, processes, and capabilities
- Shares records securely, and more efficiently, with regulatory boards, commissions, and committees
- Integrates healthcare enforcement and licensing transactions into a single system

- Captures information one time at the source and re-uses it throughout the system, eliminating redundant data entry

How does this benefit me as an APPLICANT OR CREDENTIAL HOLDER?

- Allows employers of multiple providers to perform bulk credential renewals
- Enables electronic notifications on credential expiration, status changes, disciplinary actions, and continuing education due dates
- Provides the ability to see and manage information, such as application status, address updates, allowing providers to maintain up-to-date information

How does this benefit me as a CONSUMER?

- Provides electronic access to facility inspection and/or investigation reports
- Allows consumers visibility to provider specializations and practice locations
- Enables patients and others who have filed complaints against practitioners and facilities to check complaint status online

When is this happening?

The HELMS Project secured a contract with a vendor, Publicis Sapient, and started the implementation phase of the project. Once business processes have been shared with the vendor, proposed roll out plans will be developed, and we will update the schedule accordingly. This schedule will influence our testing, training, and plans for go-live. We will provide more information as it becomes available.

