

2023 HHA RENEWAL FAQs

Q. When does the renewal begin?

A. The 2023 HHA renewal begins August 14, 2023.

Q. When is the deadline to renew?

A. The deadline is October 30, 2023.

Q. Can I renew after the October 30th deadline?

A. Yes. You can renew until December 29, 2023. You will be charged a late fee of \$20.00 if renewed after October 30, 2023, but before December 29, 2023.

Q. How much does it cost to renew?

A. \$100.00. This fee includes \$50.00 for the name search criminal background check. There is an additional \$20.00 fee, as noted above, if you renew after October 30, 2023.

Q. How do I apply for renewal?

A. Using the recommended browsers (Google or Firefox) access the online renewal portal at <https://doh.force.com/dchealthrenewals/s/portal-page>. **Do not** use Microsoft Edge, Safari, or Internet Explorer.

Q. Are you accepting paper applications?

A. We are no longer accepting paper applications.

Q. What form of payment do you accept?

A. We accept Visa or Mastercard only.

Q. Should I Login or Sign up?

A. **Returning Users:** Click the "Login" button and enter your User ID (email address) and Password. **New Users:** Sign up and create a profile.

Q. I am having problems logging in or signing up. Whom do I contact?

A. Contact our technical support dept. and create a case at <https://dohlicenseinfo.secure.force.com/support/>. You will receive a response in 48 hours.

Q. I do not know my license number. Where can I find it?

A. You can search for your license number using your first and last name or SSN on the license verification site [Home \(site.com\)](#).

Q. I am not currently working in DC and do not want to renew my license, what are my options?

A. You may opt to place your license on “Paid Inactive Status” or allow it to expire. Paid Inactive still requires a payment of \$50.00. There is no penalty for letting it expire.

Q. What documents do I need to renew?

A. Be prepared to upload in-service hours/continuing education certificates, name change documents, work requirement attestation form, and any/all explanations if you answer “yes” to any screening questions, if applicable.

Q. What are the in-service hours/continuing education requirements?

A. You can find the requirements at <https://dchealth.dc.gov/node/1163176>.

Q. What are the work requirements?

A. HHAs must have completed eight (8) hours of employment under the supervision of an RN or other licensed health professional within the last 24 months.

Q. How do I submit a name change?

A. You can update your name as a part of the renewal process. Be prepared to upload a marriage certificate, divorce decree, or pertinent court orders.

Q. I answered “yes” to a screening question, will my renewal be denied?

A. A determination about your renewal status will be made after board staff review your answers. You will be notified by email if additional information is required.

Q. How will I know that my renewal has been processed?

A. Once you have successfully applied for renewal, you will receive from the Board:

- (1) An email, including a **printable certificate**, with the 2025 expiration date; or
- (2) An email stating that your application is on hold for further review by the Board.

Q. My license has been renewed but I did not receive a copy of the license. Whom do I contact?

A. Before contacting the Board, please check your spam or junk folder for an email from dchealth.licensing@dc.gov with the subject **DC Health License Copy**.

Q. My renewal application is on hold, when will it be renewed?

A. If your application has been on hold for more than 7 business days since the date of application; send an email to applicationstatus.bon@dc.gov to get an update on the status. You will receive a response within 48 hours.

August 11, 2023