



NEBRASKA LICENSING AND CERTIFICATION ENVIRONMENT 'LANCE' NEWSLETTER

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WHO ARE WE?

The Department of Health and Human Services provides important health services to Nebraskans. The mission of DHHS, "Helping people live better lives," provides the motivation to effectively provide these services and make a difference in the lives of hundreds of thousands of people. DHHS is Nebraska's largest State agency, responsible for nearly one-third of State government in terms of employees and budget.

The Licensure Unit of the Nebraska Department of Health and Human Services Public Health Division determines initial and continuing eligibility for licensure and inspects establishments for regulatory compliance. The Licensure Unit issues and monitors licenses to individuals and establishments that provide health-related services in order to ensure that providers meet statutory requirements and comply with regulations designed to ensure public health.

WHAT IS LANCE?

Nebraska Licensing and Certification Environment (LANCE) is our new licensing system and it will be replacing the LIS system that is in place currently. On November 3, 2020, we kicked-off the Licensure Replacement Project. The DHHS Public Health Licensure Unit is pursuing an interactive, web-based Licensing and Certification Environment that will provide real-time updates. To achieve this a new automated and modern software application is being created (LANCE), with the assistance of VisualVault, the chosen implementation contractor. We will use this newsletter to keep everyone up to date with the day-to-day developments driving the Licensure Unit into the future.

BENEFITS OF LANCE

The LANCE project strives to accomplish the following objectives:

- Consolidate information for all individuals and establishments licensed by DHHS Licensure Unit into a single database.
- Prepare and document all correspondence within the database.
- Track fees received/refunded.
- Allow licensees to pay fees online.
- Provide direct access to application, license, and transaction status online (a true Self Service 24/7/365 model).
- Provide reliability and scalability to maintain performance and meet current and future functional needs of Licensure Unit.

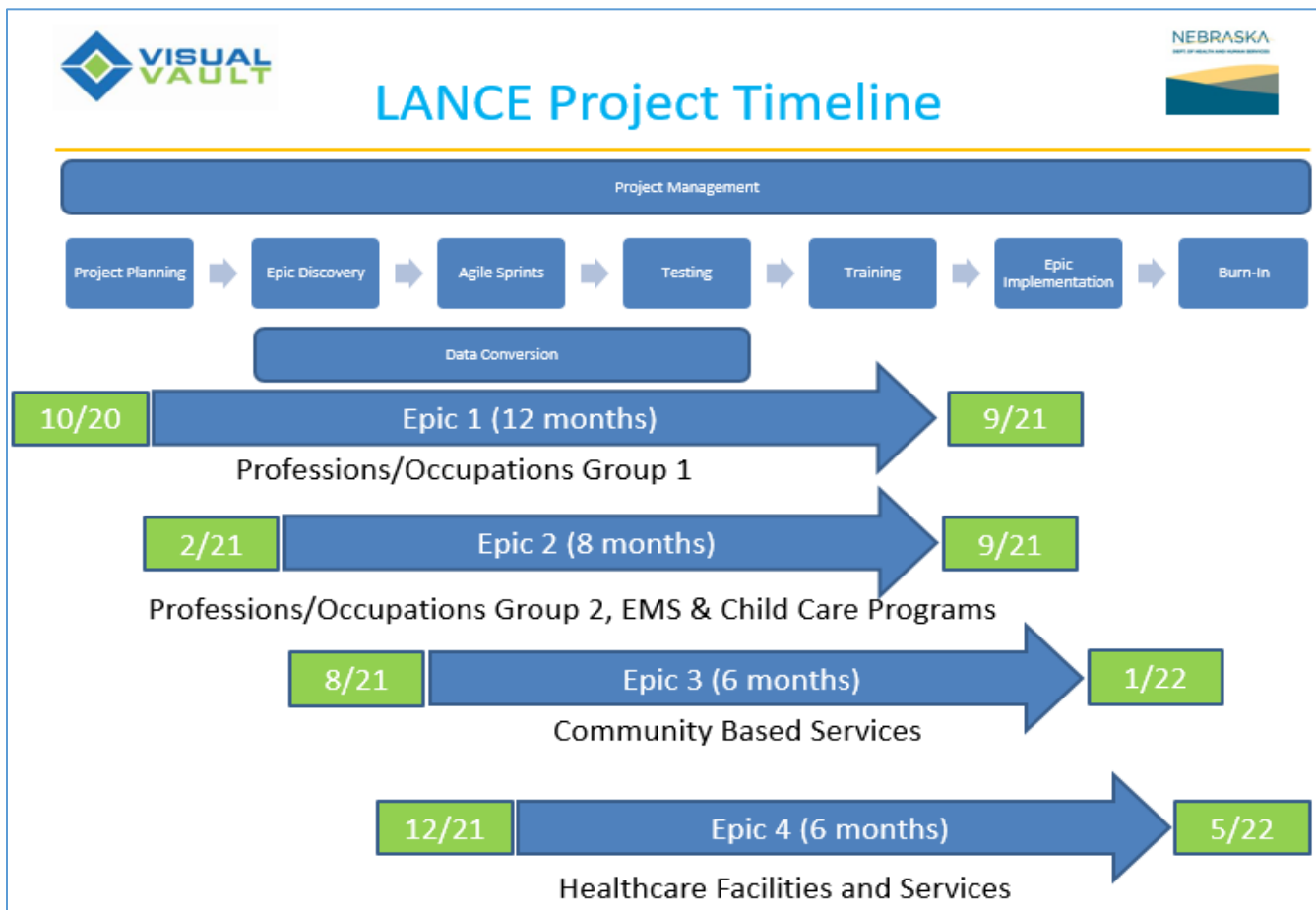
The benefits of the new LANCE system will be:

- Improve and simplify initial, renewal, and reinstatement license issuance processes.
- Improve public access to licensee information through the website and ensure positive consumer experiences.
- Maximize staff productivity for core licensing activities by leveraging existing human resources and meet future business needs.
- Improve computer system for licensing information.



PROJECT PROPOSED TIMELINE

The following chart shows the **proposed** timeline for project development through implementation:



FREQUENTLY ASKED QUESTIONS

In each issue we will share answers to some of the frequency asked questions we have received.

Q: What is Nebraska LANCE?

A: LANCE stands for the NE Licensure and Certification Environment. This encompasses new system functionality, updated business processes and work flows supporting the DHHS Licensure Unit.

Q: Will applicants be able to check application status online?

A: Yes, 24/7/365.

Q: Will licensees be able to pay fees due online, such as the initial license fee, a civil penalty or administrative penalty, renewal fee, or certification request?

A: Yes, by debit or credit card through a shopping cart experience.

Q: Will licensing information be available online in real time?

A: Yes.

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