

Memorandum

To: Oregon In-home Care Agencies (IHC)

From: In-Home Care (IHC) program

Date: 05/12/2025

Subject: IHC Online Licensure Portal

The IHC program has implemented a new online licensure system for initial licenses, renewal licenses and changes to licensure.

The online IHC licensure system can be accessed at www.hflclicensing.oregon.gov. Starting 5/12/2025, all new, renewal, and change applications will be initiated and completed through the online system. Currently licensed IHC providers must claim their license through the portal (see below for more information).

Below are steps that agencies will need to take when the system “goes live.”

Create an Account

Agencies will need to create an account in the online licensing system. Each licensed agency will need a separate account, including for each subunit. Ensure that you use an email address associated with the company and not an individual person. See Create an Account guidance document for instructions.

Claim Your License

Once an account has been created, all agencies licensed before 05/01/2025 must claim their license in the system. You will log into the account and enter the required information to claim the license. When your claim is approved by IHC program staff, you will be notified via email. See Claim a License guidance document for instructions.

Changes and Renewals

Once a license has been claimed, you can make all changes and renew your license online. Renewal will be available 60 days prior to your agency's license expiration date. The first renewal will request information and documentation. After the first renewal, that information will only be requested for any changes. Agencies can view licensure information in the system and print the agency license. Guidance documents for changes and renewal instructions coming soon.

Informational videos coming soon online www.healthoregon.gov/hflc:

- Creating an account – coming soon
- Claiming a license – coming soon
- Renewing a license – coming soon
- Changing a license – coming soon
- Applying for a new license – coming soon

Learning sessions available every Monday from 10:00 am to 11:00 am starting on 5/19/2025.

[Join the sessions here](#)

Meeting ID: 229 795 417 682 5
Passcode: YJ9UL3Hp

If you have any questions or would like this memo in an alternative format, please email the IHC survey team at mailbox.inhomecare@odhsoha.oregon.gov.