Initial EMS Agency Licensure Application Guide
Idaho Bureau of EMS and Preparedness

Before you start:

- Idaho EMS agency license regulations will not be covered in this guide. You can find these regulations in the “Emergency Medical Services (EMS) Agency Licensing Requirements” document located online under the “Idaho Code and Rule” link on our website (www.idahoems.org). It is highly recommended that you review these regulations prior to initiating an Idaho EMS Agency license application.

- The initial Idaho EMS agency licensure process can often take 2 months or more, depending on the availability of required documentation, required agreements, acquisition of vehicles and supplies, EMS Bureau administrative approvals, etc. New EMS agencies must be approved by several administrative levels, and they require an on-site inspection prior to a license being issued.

- **NOTE:** 911 Prehospital agency licenses can be very difficult to obtain due to the additional requirements for 911 EMS agencies. Before beginning an application for 911 Prehospital licensure, carefully research the Idaho 911 Prehospital agency requirements in the “Idaho Code and Rule” link on our website to see if your agency meets these qualifications.
To Get Started:

• The agency administrator must create a personal IGEMS account.

• The agency administrator must then contact the Idaho Bureau of EMS and Preparedness (208-334-4000) to create an initial EMS Agency application in IGEMS.

• After the application is created in IGEMS, it will be assigned to the agency administrator’s personal IGEMS profile. Only the agency administrator will have access to the application.
You will need to provide the following information to the EMS Bureau when requesting an initial agency application:

- Name of the agency
- Address of the agency
- Administrator of the agency (who must have a personal IGEMS account)
- Time zone the agency will be operating in
- Contact email for the agency or the agency administrator
- Phone number of the agency or the agency administrator

An EMS Field Coordinator will create the Initial EMS Agency application in IGEMS and will assign the license application to the agency administrator’s personal IGEMS account so the administrator can access it and complete the application.

The following instructions in this guide will apply after you have access to your Initial EMS Agency application.
Step 1: Go to www.idahoems.org

Select “IGEMS”
Step 2: Log in to your personal IGEMS account

Login using your personal ID and password.
Step 3: Select “Applications”
Step 4: Select “Service Applications”
Step 5: Select the Proper Application

If your new agency is not listed here, use the “down” arrow to find it.

Make sure you select “Agency License-Initial.” Then click “Apply Now.”
Start the form. Items with an * are required, and the application will not process without the required information. As you answer the questions, continue to scroll down the form. At the end of the page, select “Next.”

Make sure the name of the agency you are applying for appears here. If it does not, go back to Step 5 and make corrections.

Scroll down the page to continue.
Step 7: Service Types and Operational Declarations of your agency

Select the highest level of care your agency will offer.

Select the agency license types and operational declarations for which your agency is applying. Multiple declarations are allowed in each section, but your agency must meet the requirements for each prior to a license being issued.

NOTE: your agency can only be granted a license to perform the operational declarations listed here. Offering new services that are not selected in this application will require a new application.

For specific definitions of each license type and operational declarations, see the “Emergency Medical Services (EMS) Agency Licensing Requirements, EMS Agency License Models” regulations under the “Idaho Code and Rule” link on our website.

After completing this page, click “Next.”
Step 8: Geographical Coverage Area

This application only applies to IDAHO. You will need to contact any other states you plan to operate in.

To select the counties and cities your agency will be operating in, scroll down the boxes on the left to find the applicable locations. Select the locations in the left box, and then click the “play” button to move the name to the box on the right. The boxes on the right will contain the counties / cities that you are planning to operate in. NOTE: multiple counties and cities can be selected if applicable.

This is a free-text box. Assign a name to the agency’s general coverage area, such as “Remote areas of Valley County and Idaho County,” etc.

Scroll down this page to continue.
Step 9: Call Volume Details

Estimated call volumes that currently exist in that area

Fill in estimated response times that currently exist in that area

Scroll down the page to continue
Step 10: Response Times and Clinical Benefits

Now select the response time that your agency will have once in service.

Describe how your agency will improve the services currently available in that area.

Continue scrolling down the page.
Step 11: Projected Costs and Revenues

Document your agency’s projected financial costs and revenues for operations.

Review this entire page to ensure the information is correct!! When complete, click “Next.”
Step 12: Personnel and Staffing

If your agency intends to be available 24/7, select “No.” If your agency will only have certain hours of availability (i.e. 8am-8pm), then select “Yes.”

Write a brief summary of your agency’s staffing plan.

When this page is complete, select “Next.”
Step 13: Agency and Base Locations

Document the address and identifier of each base.

If your agency has more than one base, click “Add Another” to document each location.

Scroll down the page to continue.
Step 14: Communications, Equipment, Vehicles

Document the number of radios and types your agency has. Pay close attention to the required frequencies!

See the “Minimum Equipment Standards” list for EMS agencies on our website. If you are requesting equipment exceptions from this list, select which type of exception you are requesting. If you are not requesting any exceptions, select “No.”

This section of the form contains instructions for adding vehicles to your agency license. Each current vehicle the Agency is putting into service much be documented in this section.

Scroll down the page to continue.
Step 15: Add Agency Vehicles

To add a vehicle, first click this + button.
Step 15, continued

After hitting the green + as seen on the previous page, this page will automatically open up. Fill this page out with the appropriate information.

Items with red * are required.

When this section is complete, scroll down the page.
Step 15, continued

Select the EMS Grant status of the vehicle. If it was not purchased on an EMS grant, select “Non-grant vehicle.”

If you have additional vehicles to document, select “Add Another.”

Once all vehicles are documented, select “Next.”
Step 16: Agency Required Documentation

The documents described on this page are required for licensure. Scanned copies of each document must be uploaded into IGEMS (process covered in another guide), and paper copies must be available for inspection during EMS Bureau site visits.

When complete, scroll down the page.
Step 16, continued

Document who provides extrication services for your agency

If you are applying for licensure as an Air Medical Agency, these written policies are required.

As Agency Administrator, you must now attest to each of these questions by checking the boxes.

Scroll down to sign and submit the application.
Step 17: Sign and Submit the Application

Your User ID will auto-populate here.

Sign here using your personal IGEMS password.

REVIEW THE APPLICATION FOR ACCURACY BEFORE SUBMITTING IT! Once the application has been submitted, it cannot be changed unless you call the EMS Bureau at 208-334-4000 to have the application re-opened.

If there are any required items that were not answered or selected in the application, the application will not submit until the errors are corrected. The errors will be automatically identified so they can be addressed.