EMS Agency Renewal Application Guide
Before You Get Started

• **Important!!** Before you begin the application, view your agency’s IGEMS profile to make sure the information in the system is correct. Make any required changes before beginning the application, because this information cannot be changed during the renewal application process. See steps 3-5 for this process.

• You MUST be the Agency Administrator of the agency for which you are applying for license renewal. If you are not already identified as the Agency Administrator for this agency in IGEMS, you will not be able to access the application. If you ARE the agency administrator, but you do not have access to the application, you will need to contact the EMS Bureau for assistance.

• You will have access to the “Agency License Renewal Application” beginning **90 days** before your agency license expires. It will not be available in IGEMS prior to that. If your agency license expires in less than 90 days, but you do not have access to the renewal application, contact the EMS Bureau for assistance.

• If you cannot finish the application in one sitting, don’t worry!! The application will automatically save your progress. To pick up where you left off, simply log back into IGEMS, click on “Agency,” then click on “Applications,” select the application you are working on, then select “Continue.” The application will automatically open to the point where you stopped.

• Once you complete, sign, and submit the agency renewal application in IGEMS, the application will lock and no further changes can be made, so make sure all of your information is correct prior to submitting the application. If you need to make any changes to the application after submitting it, contact the EMS Bureau to re-open the application for you so corrections can be made.

• Once your renewal application is complete, your Medical Director will automatically receive notification through email that he/she needs to complete the MD Submissions form. Be sure to remind him/her of this, since your application cannot be processed until this form is completed. If your Medical Director requires assistance with this, please have him/her contact the EMS Bureau, and we will be happy to walk them through it.

• If at any point you require assistance with anything, please call the EMS Bureau and we will be happy to help. 208-334-4000.
Step 1: Go to [www.idahoems.org](http://www.idahoems.org), and click on “Go to IGEMS”
Step 2: Sign in to IGEMS

Sign in to your account.

Note: you must be an Agency Administrator for the agency you are applying for, and you must have those permissions in IGEMS. If you are the Agency Administrator but do not have administration privileges in IGEMS, contact the EMS Bureau.
Step 3: Access “Agency”

Click on “Agency” to review the current information for accuracy.
Step 4: If you are affiliated with multiple agencies, verify that you have selected the proper agency, then click on the link.
Step 5: Review Agency Details for Accuracy

Review all sections in the red box for accuracy by clicking on each link. Make any necessary changes now, because you will not be able to update this info during the application process.
Step 6: After reviewing agency data for accuracy, click on “Applications”
Step 7: Select “View Agency Applications” for the agency you are applying for. Make sure you select the correct agency!
Step 8: Find the “Agency License – Renewal” application, then click on “Apply Now.”
Step 9: Start the Application

All of the initial information will auto-fill. If any changes to this page are required, use the drop-down menu to change it.

As you complete these questions, continue to scroll down the page.
Step 10: Service Types and Operational Declarations

You may not make changes to this section. Any changes to this section will require a new initial application.

When this page is complete, review it for accuracy, then select “Next.”
Step 11: Annual Historical Call Volume Data

Answer these questions based on your agency’s call data from the previous year.

After answering these questions, scroll down the page.
Step 12: Document any license changes during prior year

If your agency has made any of these changes to your license, select the appropriate changes. If no changes were made, select “None of the above.”

When this page is complete, select “Next.”
License renewals require updated rosters of all providers and their credentials. If you have not updated your agency’s roster, you must do so prior to having the agency’s license renewed. Go back to steps 3-5 to make changes.

Describe your staffing plan to cover your agency’s hours of availability. 24/7 coverage is required at your agency’s license level unless your agency has received a waiver of 24/7 coverage from the EMS Bureau.

Document any employee on-duty injuries or deaths here.

Review this page for accuracy, then select “Next” in the lower left corner.
Step 14: Verify base locations, equipment, and vehicles of your agency.

Note: you can add bases and vehicles, but you cannot delete bases on this page. If you must delete bases from your list, go back to steps 3-5.

If you have added a new base, select “Add Another” and follow the instructions.

When the above steps are completed, scroll down the page.

Verify if your agency has a required equipment modification approval from the Bureau.
Step 14, continued

This section of the page lists the vehicles your agency has documented as being in service. **NOTE:** The vehicle information on this page must be accurate and complete! If this list is inaccurate or any information is incomplete, you will be required to update this list prior to being issued a license renewal.

If changes need to be made to this list, select this small icon next to the vehicle that needs to be updated. A new page will open up so changes can be made.

If no changes or updates are needed, select “Next.”
Step 14, continued

If you selected the icon shown on the previous page in order to make changes to a vehicle, this page will open up.

If the vehicle information needs to be **changed or updated**, follow the instructions to update this vehicle information. When complete, select “Done” at the bottom left of the page.

If the selected vehicle needs to be **removed** from your fleet, select “Remove” at the bottom left of the page.
Step 15: Changes allowed in application

You may make changes on this application regarding these items:

Selecting “Yes” will open a new page where changes can be made. Selecting “No” will indicate that there have been no changes relating to these items.

When the above section is complete, scroll down the page.
All of the documentation listed in this section is required for licensure. By selecting “Yes,” you as the agency administrator are attesting that these documents are available for inspection by the Bureau. If you do not have current copies of these documents, you will not receive a renewal licensure until these documents have been received and filed for inspection.
Step 17: Sign and submit the application

Review the entire application to make sure it is accurate and complete, then sign the application using your IGEMS password.

After reviewing and signing the application, select “Submit.” Once the application has been submitted, it cannot be changed without notifying the EMS Bureau to reopen the application so changes can be made.
Your renewal application must have the following documents uploaded to your agency’s “Policies” page in IGEMS before your application can be processed:

NOTE: If current (unexpired) copies of the documents below have already been uploaded to your IGEMS profile prior to this application for renewal, you do NOT need to upload them again unless there have been changes to them, or if they have expired. You can upload updated documents even after your application has been closed and submitted. If the documents below are current and have been uploaded to IGEMS, you’re DONE!

- **Medical Guidelines / Protocols.** If your agency uses the Idaho Physician Commission State Protocols, these do not need to be uploaded. However, if you are using protocols specific to your agency, you do need to upload a copy to IGEMS if this hasn’t been done already.
- **Medical Director Agreement** (not expired)
- **Medical Supervision Plan** (how your Medical Director will supervise the patient care rendered by your personnel)

**NOTE:** If you are renewing an Air Medical license or a Critical Care-Transfer license, additional policies and protocols may be required. Please reference the IDAPA Rules 16.01.03 for Agency Licensing Requirements (link to these rules can be found at the bottom of the idahoems.org website main page, or call the EMS Bureau for assistance. 208-334-4000.

See the following slides for the process to create new policies and upload documents to IGEMS as necessary. If you are replacing old documents with new documents, make sure you delete the old documents in IGEMS.
Creating Policies and Uploading Documents to IGEMS:
Step 1

Click on “policies”
Creating Policies and Uploading Documents to IGEMS:
Step 2

If the policy does not exist yet, click here to add a new policy.

If the policy already exists, and just needs to be updated, click on the policy.

If you have any questions or concerns while using IGEMS, you can contact the Idaho Bureau of EMS & Preparedness at EMSPROVLIC@dhw.idaho.gov or 1-877-664-3387 toll free.
Creating Policies and Uploading Documents to IGEMS:
Step 3 - Editing Existing Policies

To edit an existing policy information, click here.

Note: If you only need to create new policies, skip to Step 4.

If you need to delete an expired document, click here.

To upload a document to the existing policy, click here.
To submit a new required policy that does not already exist in your profile, click here.
Creating Policies and Uploading Documents to IGEMS:
Step 5

1. Fill in the appropriate questions for the new policy or protocol (asterisks indicate a mandatory answer). Note: you can assign any “Policy Number” your agency uses to reference it.

   “Policy Classification” is a drop-down menu only, based on whether you selected “policy” or “protocol” above.

2. After all of the above is completed, click “save”.

These items are not required, but you may add them if pertinent.
Creating Policies and Uploading Documents to IGEMS: Step 6

1. Before uploading the new policy document, make sure you are loading the document to the correct policy.

2. Now upload the new policy document by clicking here.
1. Assign policy name, description, and document type here

2. Select “Browse” to locate the file on your computer you want to upload

3. Then click “save.” This will upload the document to IGEMS.
Repeat the steps of “Creating Policies and Uploading Documents to IGEMS” for each policy or protocol required for your agency that is not currently in IGEMS. Remember, if these policies and/or documents have already been created and uploaded to IGEMS prior to this application, you do NOT have to do this process again unless those documents need to be updated.

If your agency renewal application is complete, you will receive an email from us within 14 days saying that your application is complete and pending Bureau review.

If your application is incomplete, we will email you within 14 days to identify what we still need to process your application.

After the application process is completed, one of our Field Coordinators will contact you for a site visit prior to renewing your license. If you have not heard from a Field Coordinator within 60 days prior to the license expiration, please contact us.

If you have any questions with anything during this process, feel free to call the EMS Bureau for help. 208-334-4000.