Maryland OneStop Portal FAQ Sheet for CCRC Providers

Q: How does our organization access the portal?

A: Providers may access the portal and application by clicking the following hyperlink, MDoA CCRC OneStop Renewal Application. It is highly recommended to bookmark the resulting page. Alternatively, Providers may search "Maryland OneStop" in their browser, access the first link, and search "Continuing Care" in the search field on the platform.

Q: Can multiple people in my organization sign up to collaborate on an application?

A: No. The Maryland Department of Aging recommends that providers designate an authorized individual of the organization to create an account and login credentials for application submission. Only one individual may submit an application for the organization.

Q: How will this portal application differ from the applications we've submitted in the past?

A: The portal (i) enables providers to securely submit ACH payment online, (ii) contains auto-calculations, (iii) indicates required fields, such as payment details, to successfully submit the application, (iv) providers will now be able to provide budgeted census information, and (v) a reporting field for bond and loan information. Notarization is also no longer required.

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Q: Will there be any new information required for reporting?

A: Reporting will now include rental contract and occupancy information and bond and loan reporting information in accordance with Section 10-413(a)(2)(viii) of the Human Services Article of the Annotated Code of Maryland. Providers will also now be asked to input quantities reported on their certified financial statements for ratio auto-calculations.

Q: How should I prepare for the portal's launch? What steps should our organization take?

A: Providers may prepare by creating login credentials on the OneStop platform, viewing the web-based application on Maryland OneStop application landing page, and gathering all required documentation for upload and submission. To create a OneStop account, visit onestop.md.gov, and select "Register" in the top right corner. You can also follow the same process when visiting the application renewal link.

Q: Who should we contact if we have questions or need technical assistance?

A: For questions and inquiries, please email the Department at ccrchousingservices.mdoa@ maryland.gov