



Questions to Ask Before Hiring a Healthcare Licensing Consultant

The right consultant should be able to explain who will handle your project, what relevant experience that person has, what is included, and how the work will be reviewed. Use these questions before signing a contract or making a payment.

EXPERIENCE AND ACCOUNTABILITY

- ☐ Who will actually work on my project, and what relevant licensing experience does that person have?
- ☐ If the company advertises “combined experience,” how is that number calculated and whose experience is included?
- ☐ Has the assigned consultant worked with my agency type, state, and licensing authority?
- ☐ Who performs the final regulatory quality review before anything is submitted?

SCOPE AND PROCESS

- ☐ Exactly which applications, documents, policies, meetings, and follow-up services are included?
- ☐ What support continues after submission if the state requests corrections or additional information?
- ☐ What information, decisions, and work will my agency be responsible for providing?
- ☐ Which government, accreditor, filing, or third-party fees are separate from the consulting fee?

QUALITY AND FIT

- ☐ Will the application and policies be reviewed against the current requirements for my provider type?
- ☐ How will the application, policies, personnel documents, and service model be kept consistent?
- ☐ Can the consultant explain the difference between licensing, accreditation, Medicare, Medicaid, and payer enrollment?
- ☐ Are the consultant’s credentials, experience, references, or representative work verifiable?

CONTRACT AND CLAIMS

- ☐ Does the agreement clearly identify deliverables, exclusions, payment terms, and possible additional charges?
- ☐ Is the person featured in the company’s marketing actually involved in preparing or reviewing my work?
- ☐ Are timelines presented as estimates that account for government processing and client responsibilities?
- ☐ Is the consultant making an approval guarantee or promising results controlled by a licensing authority?

Experience should be specific - not just impressive sounding.

Ask who will perform the work, who will review it, and whether their experience matches your project.

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This checklist is for general informational purposes. Licensing decisions and approval timelines are controlled by the applicable authorities.