



Healthcare Enforcement and Licensing Management System (HELMS)

Payment PIN Overview

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Healthcare Enforcement and Licensing Management System (HELMS) Payment PIN Overview

We are excited to introduce a new feature in the second release of HELMS. This feature will be more efficient for licensed professionals whose employers pay renewal fees.

Payment PIN is a bulk payment feature that allows employers to pay application or renewal fees for their employees. It is convenient and secure through the HELMS portal.

How it works

When an employer is ready to pay for employee renewals, they will create a HELMS portal account or log into an existing account. Once logged in, they will go to the Payment section. For more information on how to log into your user portal, please see our [instructions](#) or introduction [video](#).

Generating a Payment PIN

Click on the “Payments” card, then the “Payment PIN” tab.

The screenshot shows the HELMS portal interface. At the top left is the HELMS logo. The top right navigation bar includes links for Help, Cart, My Communications, and a user profile for John Smith. Below the navigation bar, there are tabs for Profession Credentialing and Surveys. The main content area is titled "Welcome to HELMS Portal" and features a "Start Application" button. Three main cards are displayed: "Professional Credentials" (with sub-items: Renewals, All Credentials, Pending Applications), "Requests" (with sub-items: Pending, Completed), and "Payments" (with sub-items: Due, History). The "Payments" card is selected, and a sub-tab "Payment PIN" is active. A note states: "Note: Payment PIN is required to pay on behalf of someone else. To pay for employees as a group, provide the same Payment PIN to each employee. Don't generate a separate Payment PIN for each employee." Below the note, a message says: "You currently do not have any active PIN. Please click on Generate PIN in order to have one." A "Generate PIN" button is located at the bottom of this section. The footer contains social media icons, contact information, notices, and a "Subscribe for Updates" section with a "Sign up for Updates From DOH" button.

From there, you can click on “Generate PIN” to generate a unique seven-digit PIN number. As an employer, you can provide this PIN number to your employees. Employees can enter it when they pay



for their renewal application. When completing an application or renewal, employees can select “Paid by Employer” and provide the PIN number.

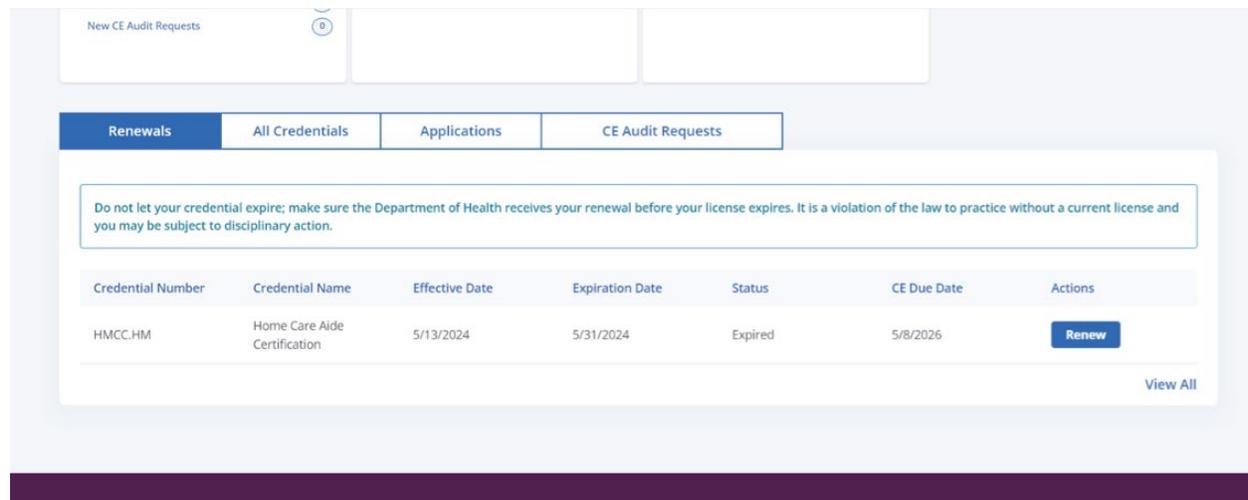
Note: DOH does **not** manage employer PINS. These are entirely self-managed by the employer, who can generate a PIN at any time, or de-activate a current PIN.

Employers can only have one PIN number at a time.

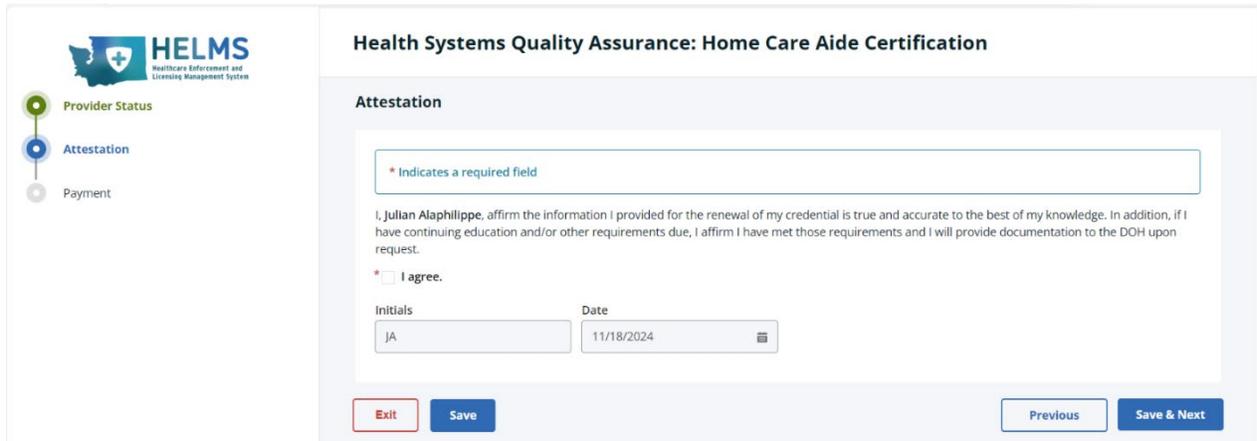
How Employees Will Use the Payment PIN

Now let’s take a look from the employee’s perspective. As a healthcare professional, you can log into the HELMS portal to manage your credentials and submit applications. When a credential is ready for renewal, it will appear in the “Renewals” tab. This is the first page professionals will see when they log in.

To start a renewal application, click the “Renew” button.



The renewal application is short and includes an attestation. The provider must attest or declare that they met their continuing education hours. The attestation is a legal confirmation that the information you are providing is true.



Health Systems Quality Assurance: Home Care Aide Certification

Attestation

* Indicates a required field

I, **Julian Alaphilippe**, affirm the information I provided for the renewal of my credential is true and accurate to the best of my knowledge. In addition, if I have continuing education and/or other requirements due, I affirm I have met those requirements and I will provide documentation to the DOH upon request.

I agree.

Initials: Date:

[Exit](#) [Save](#) [Previous](#) [Save & Next](#)

The Washington State Department of Health requires that only the applicant or licensee completes an attestation for an application or continuing education. This is a legal attestation. Completing the attestation by anyone other than the applicant can be a reportable felony offense. The Department of Health can take action against people for perjury or for making a false statement they know to be false.

Once the employee reaches the payment page of their renewal application, they can view the fees on their account. Employees can select the payment options: self-pay or paid by employer.



HELMS
Healthcare Enforcement and
Licensing Management System

- Provider Status
- Attestation
- Payment

Health Systems Quality Assurance: Home Care Aide Certification

Payment

Fee Type	Amount
Renewal Fee	\$100.00
Late Renewal Fee	\$50.00
Total Fee	\$150.00

There is a 2.5% convenience fee required to use the online service when paying by credit/debit card. The amount will be charged in addition to your fee(s). There is no convenience fee for ACH Payments.

Fees submitted with applications for initial credentialing, examinations, renewal and other fees associated with the licensing and regulation of the profession are nonrefundable. [WAC 246-12-340](#).

*How will you be paying for this application?

Self Paid by Employer

Thank you for indicating your fees will be paid by a payment pin.

Fees submitted with applications for initial credentialing, examinations, renewal and other fees associated with the licensing and regulation of the profession are nonrefundable. [WAC 246-12-340](#).

*How will you be paying for this application?

Self Paid by Employer

Thank you for indicating your fees will be paid by a payment pin.

*Enter the pin

7000116

Your employer will have 14 days to submit payment of your application.

Save & Pay Later

This is where the employee can enter the PIN number from their employer.

Clicking “Save and Pay Later” will complete the application. It will NOT be submitted to the licensing authority until AFTER the employer has paid the fees.

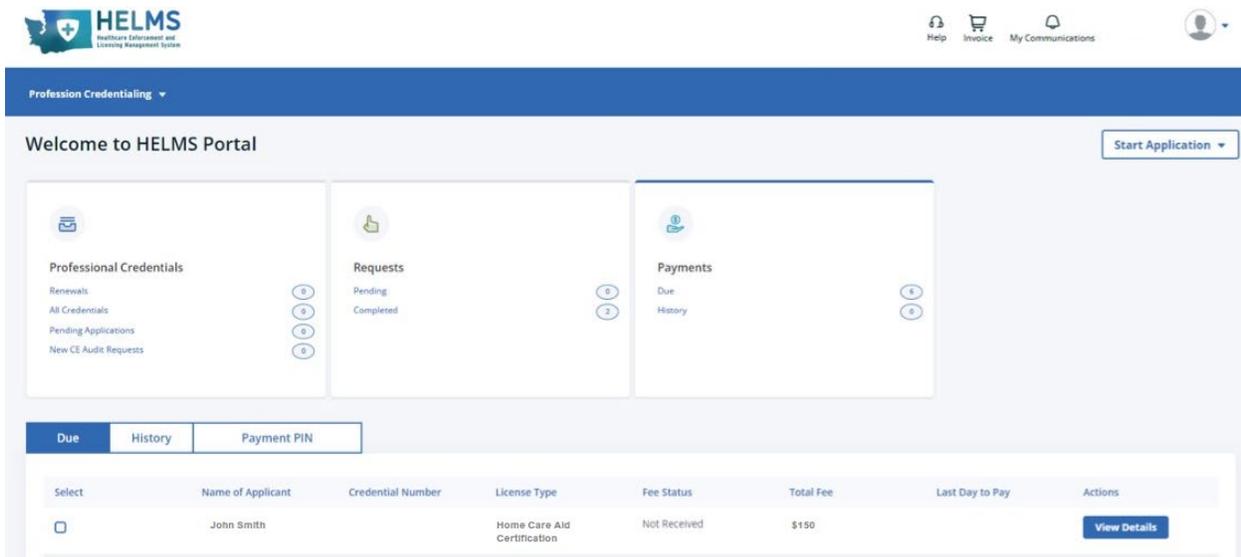
Note: The employer has 14 days to pay the fees after the employee saves the application.

The employee cannot edit their application after forwarding it for employer payment. Employees can change their mind about how they would like to pay. Applicants can change the application to self-pay at a later date if it is within the 14-day window.

Employer Receives Payment PIN Request

Now that the application is forwarded for employer payment, let's go back to the employer's portal.

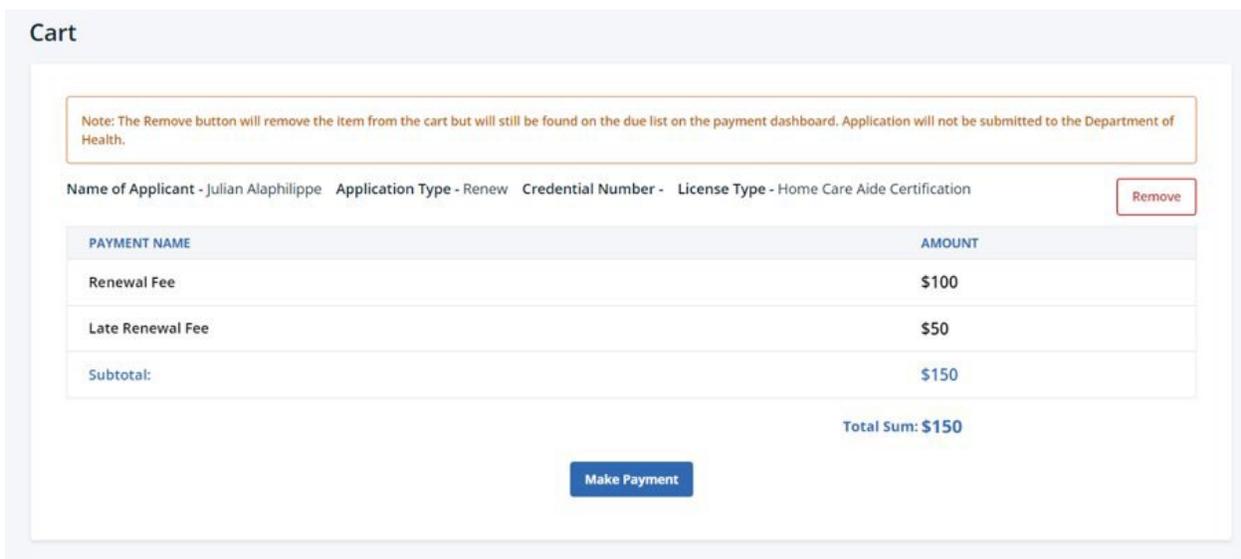
From the "Payments" card, look under the "Due" tab to see the pending payments.



The screenshot shows the HELMS Portal interface. At the top, there is a navigation bar with the HELMS logo and user options like Help, Invoice, My Communications, and a profile icon. Below this is a blue header with 'Profession Credentialing'. The main content area is titled 'Welcome to HELMS Portal' and includes a 'Start Application' button. There are three main cards: 'Professional Credentials' (with sub-items: Renewals, All Credentials, Pending Applications, New CE Audit Requests), 'Requests' (with sub-items: Pending, Completed), and 'Payments' (with sub-items: Due, History). Below these cards are tabs for 'Due', 'History', and 'Payment PIN'. The 'Due' tab is active, displaying a table of pending payments.

Select	Name of Applicant	Credential Number	License Type	Fee Status	Total Fee	Last Day to Pay	Actions
<input type="checkbox"/>	John Smith		Home Care Aid Certification	Not Received	\$150		View Details

Here the employer can view and select the payments submitted by their employees using their PIN number. Employers can choose what payments to add to their cart.



The screenshot shows the 'Cart' page. At the top, there is a note: 'Note: The Remove button will remove the item from the cart but will still be found on the due list on the payment dashboard. Application will not be submitted to the Department of Health.' Below the note, the cart details are shown: 'Name of Applicant - Julian Alaphilippe', 'Application Type - Renew', 'Credential Number -', and 'License Type - Home Care Aide Certification'. There is a 'Remove' button next to these details. A table summarizes the payment items:

PAYMENT NAME	AMOUNT
Renewal Fee	\$100
Late Renewal Fee	\$50
Subtotal:	\$150

At the bottom right, the 'Total Sum: \$150' is displayed. A 'Make Payment' button is located at the bottom center of the cart area.



When ready to pay, the employer clicks “Make Payment” and can pay for all the pending payments added to the cart.

Note: Employers can remove payments from the cart if they do not want to submit them all at once.

Paying for Fees using Payment PIN

Employers will complete standard payment information with their method of payment.

The screenshot shows the 'Payment Information' form within the HELMS system. The form is titled 'Payment Information' and includes the Washington State Department of Health logo and 'HSQA HELMS' branding. It is divided into three main sections: 'Billing Address', 'Payment Details', and 'Payment Method'. The 'Billing Address' section includes fields for 'Use Business Name', 'First Name', 'M.I.', 'Last Name', 'Street Line 1', 'Street Line 2', 'City', 'State' (a dropdown menu), 'ZIP', 'Country' (a dropdown menu), 'Phone', and 'E-Mail'. The 'Payment Details' section shows a payment amount of 150.00 USD and a convenience fee of 0.00 USD, along with a note about debit timing. The 'Payment Method' section includes fields for 'Name On Account', 'Account Number', and 'Re-Type Account Number'. A legend indicates that asterisks denote required fields.

Once the employer submits the payment, they can view it in their payment “History” and download the receipt at any time.

The employee(s) will receive a notification once their employer submits their application fee. The renewal application is available to the licensing authority (e.g., Washington State Department of Health, Washington Medical Commission, or Washington State Board of Nursing, depending on the credential) where HELMS can view and process it.

Thank you for your interest in the Payment PIN feature of HELMS. For more information on HELMS, please feel free to reach out to the HELMS team at HELMS@doh.wa.gov.