National Practitioner Data Bank Temporary Waiver of Query Fees

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David Loewenstein
Director, Division of Practitioner Data Bank
Bureau of Health Workforce (BHW)

Vision: Healthy Communities, Healthy People

Highlights

- Fees for One-Time and Continuous Queries are temporarily waived
- Applies to queries on and after March 1, 2020, through May 31, 2020
- Entities already charged will receive query credits
- Self-Query fees will NOT be waived

The Reason

- President Trump declared national emergency, effective March 1
- Support nationwide efforts to deploy health professionals to areas of most need during COVID-19 pandemic
- Expedite informed decision-making during pandemic about:
  - licensing
  - hiring
  - credentialing

Query Rules Remain Unchanged

- Under federal law, hospitals *must* query when:
  - Individual applies for staff appointment or clinical privileges
  - Every 2 years on medical staff members and clinical privileges holders
- Other entities may query only on individuals with whom there is an existing relationship:
  - Employment or affiliation relationship (current or pending)
  - Application for clinical privileges (including temporary privileges) or medical staff appointment
  - When engaging in professional review activities
- Must be registered with the NPDB to query

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Query Fees After March 1 Already Paid

- Entities will be issued query credits for all queries performed from March 1, 2020, through the implementation of the waiver
- It may take several weeks for the credits to appear
- Query credits do not expire
- Refunds will NOT be issued

Queries Covered by Waiver

- Fees for all Continuous Queries and One-Time Queries are waived

- No restriction on number of fees waived for any organization

- Waiver is intended to support the NPDB's registered entities in combatting the COVID-19 pandemic

- Entities may proceed with routine querying that would normally occur at this time and fees will be waived

Query Purpose for COVID-19

- The NPDB added a new query purpose option in the user interface to identify COVID-19-related queries (code 'X' for software vendors)
- Fees are waived even if this option is not used

End of Fee Waiver

- Temporary waiver of fees established to support health care entities during unprecedented period of pandemic response
- The NPDB is required by statute to recover its full cost of operations and imposes query fees for this purpose
- We currently plan to end the query fee waiver after May 31, 2020

Obtaining Help

- NPDB Query Fee Waiver Information
  - https://www.npdb.hrsa.gov/coronavirus.jsp
- NPDB Customer Service Center:
  - 800-767-6732 or help@npdb.hrsa.gov
  - Open:
    - ✓ 8:30 – 6:00 ET Monday – Thursday
    - ✓ 8:30 – 5:30 ET Friday
  - Closed federal holidays
- NPDB website:
  - https://www.npdb.hrsa.gov/
- NPDB Guidebook:
  - https://www.npdb.hrsa.gov/resources/aboutGuidebooks.jsp
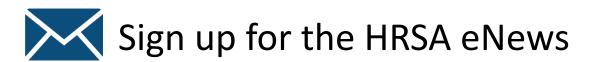
Help With Specific Topics

- Organization Registration:
  - https://www.npdb.hrsa.gov/hcorg/register.jsp

- Who Can Query and Report:
  - https://www.npdb.hrsa.gov/resources/tables/whoCanQueryReport.jsp

- NPDB Guidebook Chapter on Querying:
  - https://www.npdb.hrsa.gov/guidebook/DOverview.jsp

- Infographics on Querying:
  - https://www.npdb.hrsa.gov/hcorg/queryInfographics.jsp

- Additional Information on Querying:
  - https://www.npdb.hrsa.gov/helpCenter/query.jsp

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