National Practitioner Data Bank
Temporary Waiver of Query Fees

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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
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:

• 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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