



Querying the National Practitioner Data Bank

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National Practitioner Data Bank (NPDB)
Bureau of Health Workforce (BHW)

Vision: Healthy Communities, Healthy People



Agenda

- 1 NPDB Overview
- 2 Querying Basics
- 3 Entities Authorized to Query
- 4 Conducting a Query
- 5 Resources, Polls, and Q&A

Welcome – Housekeeping

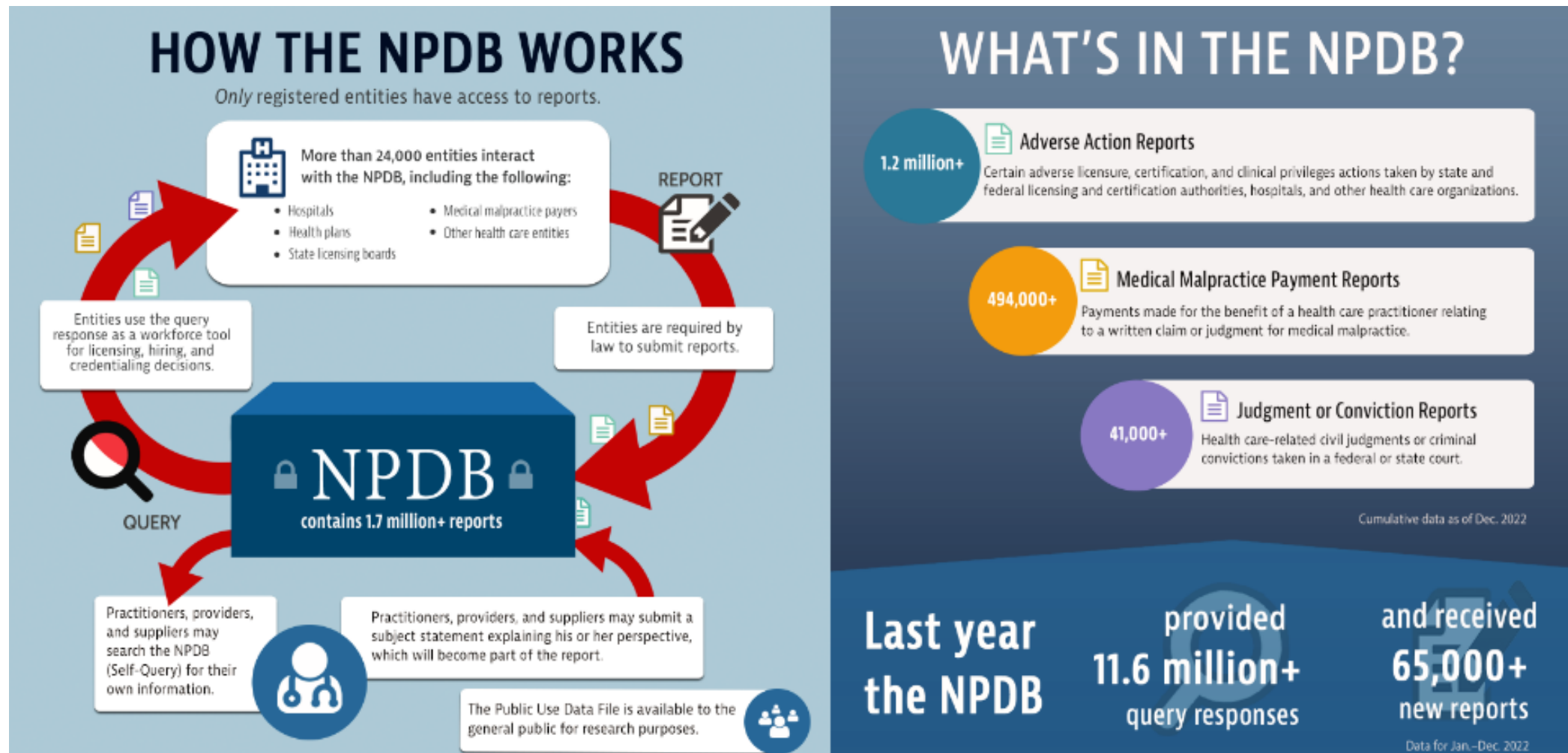


- ▶ Presentation materials
- ▶ Q&A pod
- ▶ Chat pod
- ▶ CEUs
- ▶ Q&A
- ▶ Survey

NPDB Overview



How the NPDB works



Querying Basics



What Is a Query?

A query is a request to search for information in the NPDB regarding a health care practitioner or organization.

The ability of an organization to query, and the types of information they may receive through querying, is determined by law.

VIEW INITIAL RESPONSES

NATIONAL PRACTITIONER DATA BANK
NPDB

Responses Details

Select a practitioner to view responses.

Filter ▼

Download All Unviewed Responses

Submitted	Viewed	Name	Submitted By	Billing Amount
11/17/2015	Not Viewed	KENT, CLARK	SALLY LAKE	\$3.00
11/16/2015	Not Viewed	DOE, JOHN	SALLY LAKE	\$3.00
11/16/2015	Not Viewed	SMITH, JANE	SALLY LAKE	\$3.00
11/13/2015	Not Viewed	BLACK, JOE	SALLY LAKE	\$3.00
11/12/2015	Not Viewed	WHITE, MATT	SALLY LAKE	\$0.00

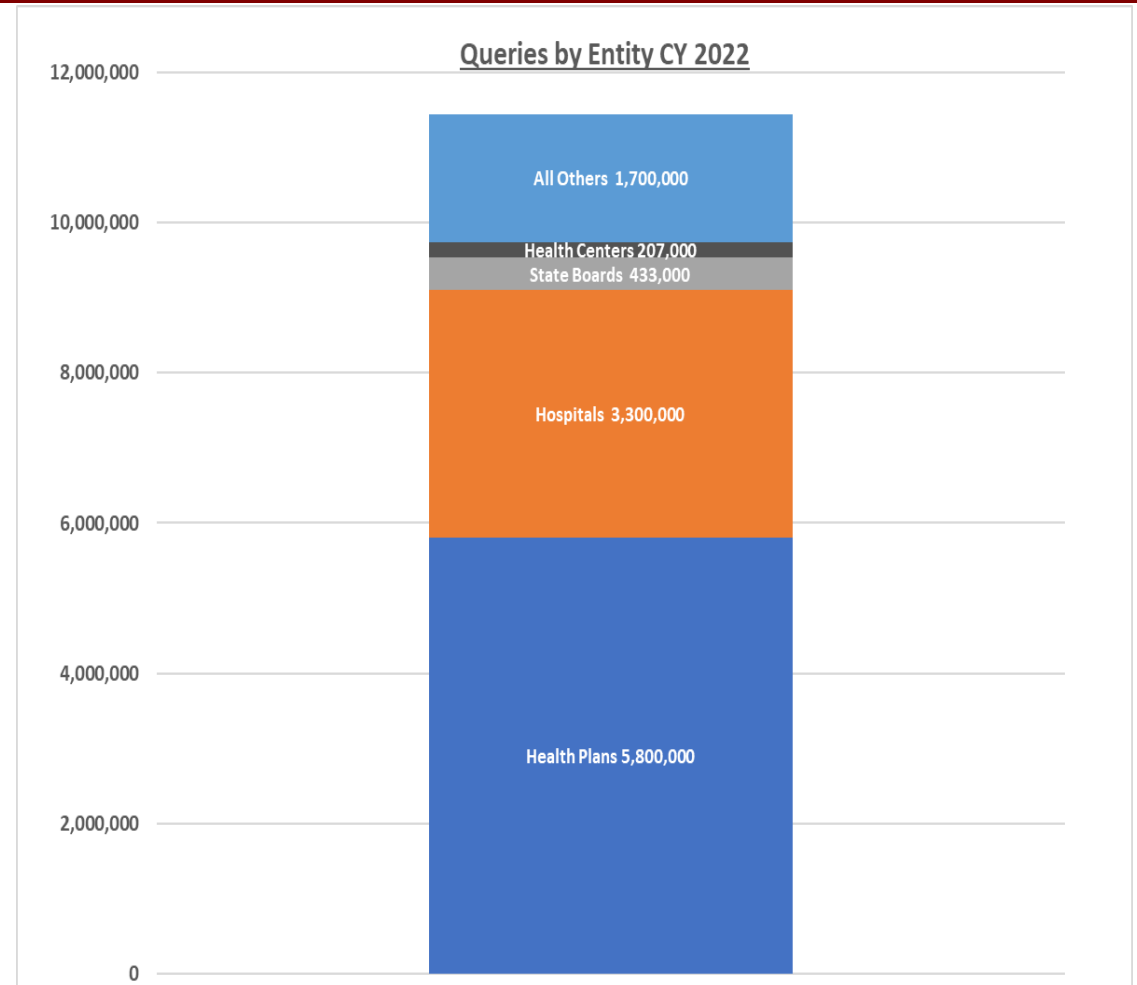
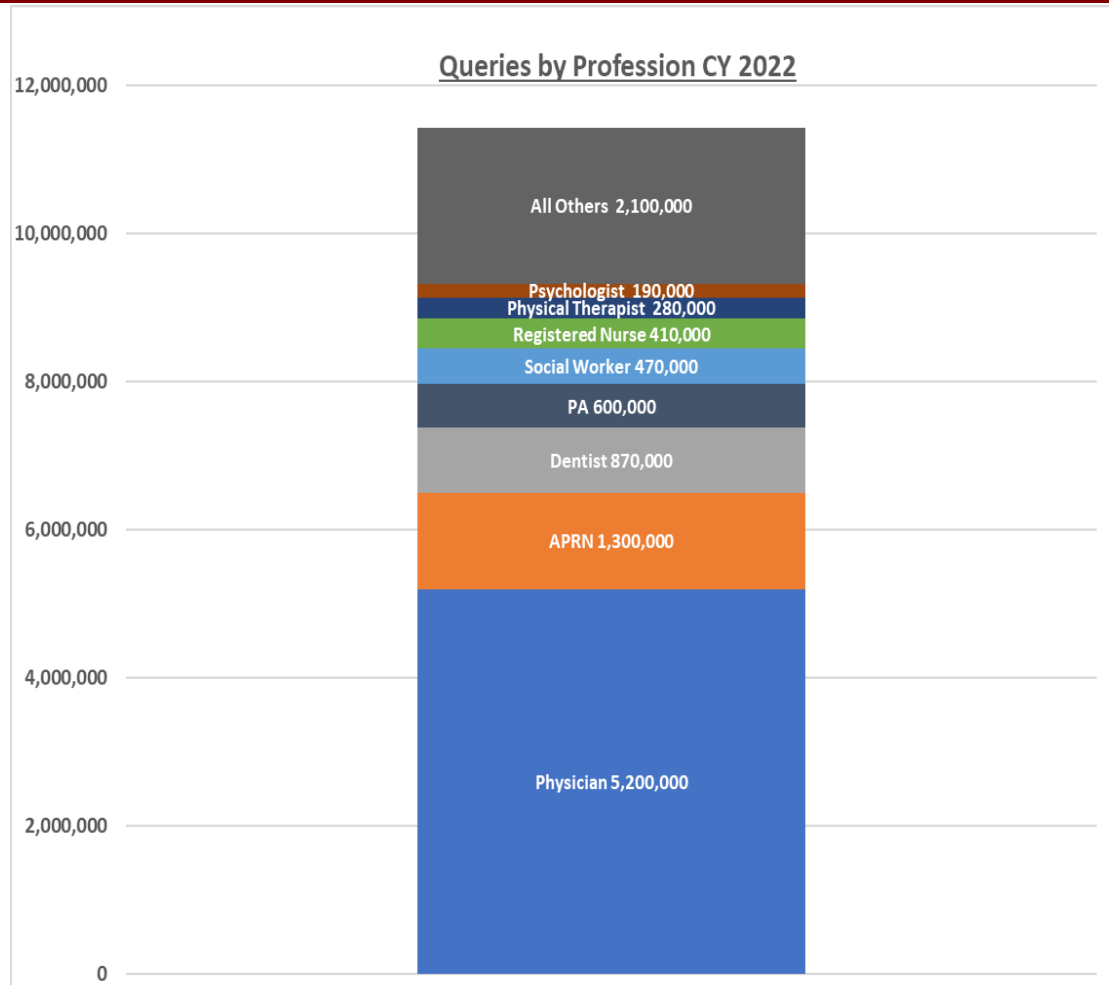
Types of Queries

- One-Time Query
 - Allows you to receive a query response for a practitioner or organization
 - You will not be notified of any new reports submitted after the initial query date
 - Fee: \$2.50*
- Continuous Query (one year enrollment)
 - Allows you to receive an initial query response for a practitioner
 - Provides new or updated report notifications for a practitioner
 - Fee: \$2.50 *

*NPDB is required by law to recover its full cost of operations, which is done by charging fees.



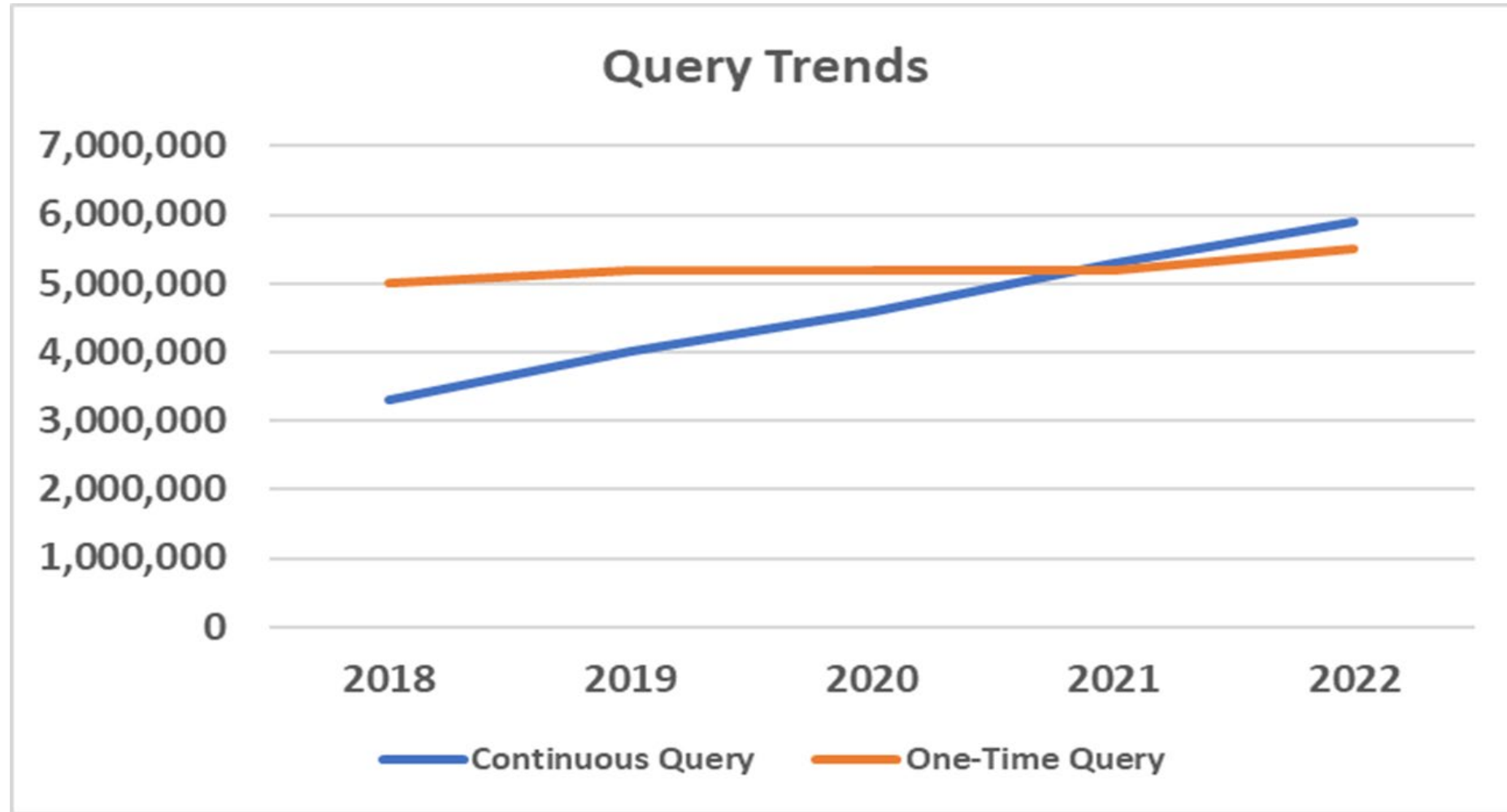
2022 Queries



Why Use Continuous Query?

Features	Continuous Query	One-Time Query
\$2.50 processing fee	✓	✓
Accepted by accreditation organizations and meets hospitals' querying requirements	✓	✓
Provides an initial query response	✓	✓
Compatible with credentialing software	✓	✓
Edit and update practitioners' identifying information	✓	✗
Notifies you when the NPDB receives new reports on your enrolled practitioners	✓	✗
Retrieve an updated query response at any time	✓	✗
Stores query responses for more than 45 days	✓	✗
Provides a monthly summary of all reports received on your enrolled practitioners	✓	✗
Renew continuous monitoring for re-credentialing	✓	✗

Query Trends



Entities Authorized to Query



Who Reports and Queries?

ENTITY TYPES	REPORT	QUERY
Hospitals	Required	Required
Health plans	Required	Optional
Health care entities with formal peer review	Required	Optional
Medical malpractice payers	Required	Not Authorized
State licensing and certification agencies	Required	Optional
State agencies administering or supervising state programs	Required	Optional
State law enforcement agencies or fraud control units	Required	Optional
Federal licensing and certification agencies	Required	Optional
Agencies administering federal health care programs	Required	Optional
Federal law enforcement officials and agencies	Required	Optional
Professional societies with formal peer review	Required	Optional
Peer review organizations	Required	Not Authorized
Private accreditation organizations	Required	Not Authorized
Quality improvement organizations	Not Authorized	Optional



Hospital Querying

Hospitals must query on health care practitioners when practitioners apply for staff appointments (courtesy or otherwise) or clinical privileges and every two years for practitioners on staff or with clinical privileges.

Hospitals must query on health care practitioners for each occasion that it grants temporary privileges.

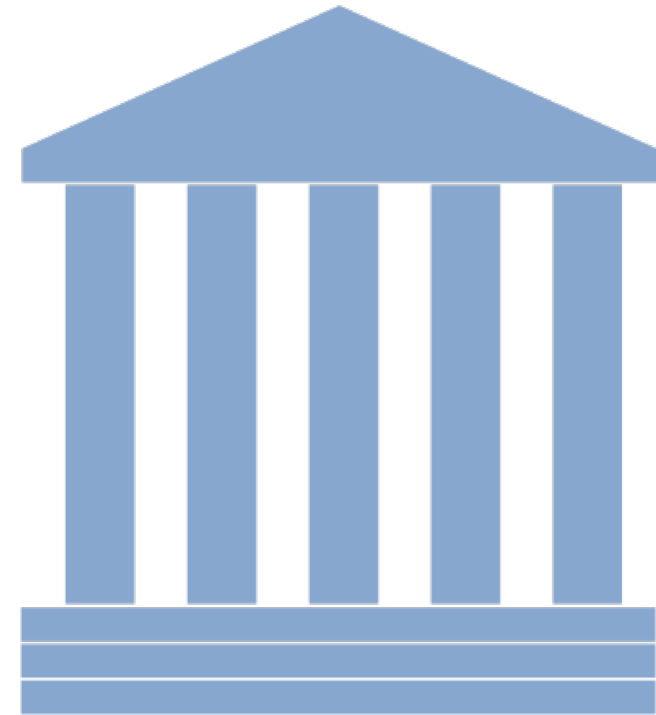
Hospitals may query on health care practitioners with whom the hospital has entered (or may be entering) employment or affiliation relationships.



Failing to Query

A hospital is presumed to be aware of the information reported to the NPDB concerning a practitioner not queried on.

A plaintiff may be allowed access to NPDB information regarding that practitioner for use in litigation against the hospital.



Other Health Care Entities

Defined

- Provides health care services, and
- Follows a formal peer review process to further quality health care
- Allowed to query under the same guidelines as hospitals, if eligible

Self-Query

- Health care practitioners, entities, providers, and suppliers may query the NPDB regarding themselves at any time.
- The fee for a digitally-certified query response is \$3.00. An additional \$3.00 fee is charged for each requested paper copy.
- Subjects may share their query with:
 - licensing authorities
 - credentialing entities



Digitally Certified Self-Query Response

A digitally certified Self-Query response is a PDF* that displays a certification that the Self-Query is exactly as it was issued by the NPDB. An error message will appear if any content has been altered.

*Printed copies of Self-Query responses are not certified and will not display this certification.



Querying Topics

An entity's structure determines how it queries the NPDB:

- Centralized credentialing
- Decentralized credentialing
- Delegated credentialing

How many Queries?

www.npdb.hrsa.gov

How Many Queries Do I Need to Run?

for health plans, hospitals, networks, and similar health care systems

Centralized Credentialing



Dr. Wilson applies to NoMed Health System, which has one decision-making body for all of its facilities.

VS

Decentralized Credentialing



Dr. Smith applies to AdMed Health System, which has three decision-making bodies for its four facilities.

Delegated Credentialing

Delegated credentialing occurs when a health care entity gives another health care entity the authority to credential its health care practitioners (e.g., a preferred provider organization [PPO] delegates its credentialing to a hospital).

In a delegated credentialing arrangement, the health care entity that delegates its credentialing responsibilities (e.g., the PPO) is not considered part of the credentialing process and is prohibited from receiving NPDB query results. In contrast, a health care entity that uses an authorized agent to query on its behalf still retains responsibility for credentialing its practitioners.



Authorized Agents

- Authorized agents must query the NPDB separately on behalf of each eligible entity.
- A query response submitted for one entity cannot be disclosed to another entity.

Organization Description > Statutory Authority > Organization Information > Administrator Account > Certifying Official > Review Summary > Submit > Registration Status

Select the best option for your organization

Ownership [Edit](#)

A private sector organization, either for-profit or nonprofit

Which category best fits your organization?

- ☐ **Hospital** [Show description](#)
- ☐ **Other Health Care Entity - a health care organization that is not a hospital*** [Show description](#)
- ☐ **Medical Malpractice Payer** [Show description](#)
- ☒ **An agent registering to query and/or report on behalf of another organization** [Hide description](#)

An agent does not have the authority to query or report to the NPDB on their own. An organization that is eligible to query and/or report to the NPDB (an "eligible entity") must designate the agent to interact with the NPDB on its behalf. Agents must register with the NPDB and comply with all registration requirements before they can be designated by an eligible entity as an authorized agent.



Designating an Authorized Agent

Health care organizations can give another organization (an "authorized agent") permission to query and report to the NPDB on their behalf. To establish an agent relationship, the account administrator must follow these steps:

1. Sign in to the NPDB as the administrator.
2. On the [Select an Option](#) page, select **Administrator Options**.
3. On the Administrator Options page, select **Maintain Agent Information**.
4. On the [Authorized Agents](#) page, select **Add**.
5. Complete the form on the Designate Authorized Agent page.
6. Certify the information and select **Continue**; follow the instructions on the Agent Designation Status page and select **Continue**.
7. Print or save the formatted copy of the Agent Designation Request and keep as part of your records.
8. Notify the agent's account administrator. Instruct the administrator to sign into the NPDB and accept the request.
Note: Upon sign in, the agent's account administrator receives an alert stating that electronic correspondence is available.
9. If the agent accepts the designation, the Agent Designation Status page appears. Click to view the Agent Designation Response. Print or save the response and keep it with your records. Once a request is accepted, the agent can begin querying or reporting on the health care organization's behalf.
10. If the agent rejects the request, he or she is asked to provide a reason for the rejection, which is sent to the initiating organization.
11. The health care organization's account administrator receives electronic correspondence through the IQRS, stating that the request is rejected or approved.



Conducting a Query



How to Query – Sign into User Account

SIGN IN TO YOUR USER ACCOUNT



Your health care organization must be [registered with the NPDB](#) to sign in. If your organization is registered but you do not have a user account, contact your Data Bank administrator. [Don't have a Data Bank administrator?](#)

Sign In

Select Sign in with your MFA account if you have linked your NPDB user account to use MFA.
[What is an MFA account?](#)

Sign in with your MFA account [↗](#)

Sign in with a DBID and User ID

For HHS: Sign in with AMS [↗](#)

Which Option Do I Select?

If you have linked your account to use multi-factor authentication, or MFA: Select Sign in with Your MFA account.

If you have *not* enabled MFA: Select Sign in with a DBID and User ID

Looking for your own information in the NPDB?

Go to [How to Get Started for Health Care Professionals](#).

[Help Center - Organizations](#)

[Terms of Use](#) | [Rules of Behavior](#) | [Contact Us](#)



How to Query – Select Query Option

SELECT AN OPTION

NATIONAL PRACTITIONER DATA BANK
NPDB

Services

[Query](#)

[Report](#)

Reports with new activity: **2**

[Compliance](#)

New compliance messages: **1**

Maintenance

[Administrator Options](#)

[View NPDB Correspondence](#)

[Update User Account](#)

[View Billing History](#)

 [Contact Us](#)

How to Query – Start a Query or Enrollment

QUERY OPTIONS

NATIONAL PRACTITIONER DATA BANK
NPDB

New Queries or Enrollments

Start a Query or Enrollment [+ Continuous](#) [+ One-Time](#)

Import File for Query or Enrollment [Enroll a single subject](#)

View Initial Responses

Continuous Query Management

Manage Enrollments

Renew Enrollments

Cancel Enrollments

Update from Subject Database

One-Time Query Management

Report Updates

View Historical Queries

General Administration

Manage Departments

Maintain Subject Database

Need Help?

Querying the NPDB

How to Use Continuous Query

How to Enroll Subjects in Continuous Query

How to View Enrollment Confirmations

How to Store Subject Information

Help Center

Contact Us

How to Query – Information Needed to Submit a Query

- Subject Information
- Work Information
- Educational Information
- Select a Payment Option
 - Credit or Debit Card (There may be a card on file)
 - Electronic Funds Transfer
- Identification Numbers
- Type of Practitioner
- Query Purpose



How to Query – One Time Query Response

DCN: 5950000214353546

Subject Name: FLOWERS, JANE

Billing Receipt: [\\$2.50](#)

Disclosure Notice [Hide](#)

and Accountability Act of 1990. This legislation was established to combat fraud and abuse in health care delivery and to improve the quality of patient care. Regulations governing the NPDB are codified at 45 CFR part 60.

Responsibility for operating the NPDB resides with the Secretary of the U.S. Department of Health and Human Services (HHS), and HRSA, Division of Practitioner Data Banks.

Reports from the NPDB contain limited summary information and should be used in conjunction with information from other sources in granting privileges, or in making employment affiliation, contracting or licensure decisions. NPDB responses may contain more than one report on a particular incident, if two or more actions were taken as a result of a single incident (e.g., an exclusion from a federal or state health care program and an adverse licensure action). The NPDB is a flagging system, and a report may be included for a variety of reasons that do not necessarily reflect adversely on the professional competence or conduct of the subject named in the report.

All information received from the NPDB is considered confidential and must be used solely for the purpose for which it was disclosed. Under Section 552 (1)(3) of the Privacy Act of 1974, as amended, ANY PERSON WHO REQUESTS OR OBTAINS ANY RECORD CONCERNING AN INDIVIDUAL UNDER FALSE PRETENSES SHALL BE GUILTY OF A MISDEMEANOR. Further, ANY PERSON

Save Query to Your Computer

https://www.npdb.hrsa.gov

For authorized use by:
GENERAL HOSPITAL

FLOWERS, JANE FERN

STATE BOARD OF MEDICAL EXAMINERS

STATE LICENSURE OR CERTIFICATION ACTION	Date of Action: 07/20/2023
Initial Action	Basis for Initial Action
- SUMMARY OR EMERGENCY SUSPENSION OF LICENSE	- DRUG SCREENING VIOLATION

A. REPORTING ENTITY

Entity Name:	STATE BOARD OF MEDICAL EXAMINERS
Address:	321 GREENSPRING ROAD
City, State, Zip:	GREENSPRING, MD 12371
Country:	
Name or Office:	JANE DOE
Title or Department:	DIRECTOR
Telephone:	(321) 456-7890



How to Query – One Time Query Response Continued

All information received from the NPDB is considered confidential and must be used solely for the purpose for which it was disclosed. Under Section 552 (1)(3) of the Privacy Act of 1974, as amended, ANY PERSON WHO REQUESTS OR OBTAINS ANY RECORD CONCERNING AN INDIVIDUAL UNDER FALSE PRETENSES SHALL BE GUILTY OF A MISDEMEANOR. Further, ANY PERSON

Save Query to Your Computer

GENERAL HOSPITAL

C. INFORMATION REPORTED

Type of Adverse Action:	STATE LICENSURE OR CERTIFICATION
Basis for Action:	DRUG SCREENING VIOLATION (35)
Name of Agency or Program That Took the Adverse Action Specified in This Report:	STATE BOARD OF MEDICAL EXAMINERS
Adverse Action Classification Code(s):	SUMMARY OR EMERGENCY SUSPENSION OF LICENSE (1139)
Date Action Was Taken:	07/20/2023
Date Action Became Effective:	07/20/2023
Length of Action:	INDEFINITE
Total Amount of Monetary Penalty, Assessment and/or Restitution:	
Is the subject automatically reinstated after the adverse action period is completed?:	
Description of Subject's Act(s) or Omission(s) or Other Reasons for Action(s) Taken and Description of Action(s) Taken by Reporting Entity:	There was an emergency suspension of this practitioner's license due to a drug violation.
Is the adverse action specified in this report based on the subject's professional competence or conduct, which adversely affected, or could have adversely affected, the health or welfare of patient(s)?:	YES
☐ Subject identified in Section B has appealed the reported adverse action.	

D. SUBJECT STATEMENT

If the subject identified in Section B of this report has submitted a statement, it appears in this section.

Do you think your response is missing an action that should have been reported? If so, please visit the [Reporting Compliance](#) page for more information.

Return to Options



Tips for Data Bank Administrators – Bulk Queries

- Bulk Queries:
 - The way to query in bulk (for One Time Queries), or enroll multiple practitioners into Continuous Query at once, would be to enter all the subjects into the subject database and then query/enroll from the subject database.
 - ✓ [The NPDB - How to Create and Maintain a Practitioner Database \(hrsa.gov\)](#)
 - Users can also import subjects into the subject database in bulk by importing a specially formatted file into the subject database. The Formats that we currently use for subject database import are XML and Fixed-Width.



Tips for Data Bank Administrators – Managing Enrollments and Removal from Enrollment

Best Practices for Managing Enrollments:

- Administrators can perform different searches using the search feature in Continuous Query and use the 'Departments' feature for entities that have many subjects.

Removing a Subject from Enrollment:

- Entities need to cancel the enrollment if they no longer have a relationship with the subject. They should cancel right away even if their enrollment may not be due for renewal for months.



Resources



NPDB Resources

- Website: www.npdb.hrsa.gov
- [Help Center](#)
- [Guidebook](#)
- [Codes for Reporting and Querying](#)
- [Infographics](#)
- [Recordings of Webinars](#)
- [NPDB Insights](#)
- [Legislation & Regulations](#)
- [Statistical Data & Research Tools](#)



NPDB Customer Service Center
800.767.6732
help@npdb.hrsa.gov

Connect with HRSA

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Polls



Querying Question 1

A hospital merged with another hospital, and both have medical staff offices. Should they continue to query separately using different DBIDs?

- a) Anytime a hospital merges with another, it must continue to query using different Data Bank Identification Numbers (DBIDs).
- b) No. One DBID is all a hospital needs, no matter what occurs.
- c) It depends. If the hospitals maintain separate medical staff credentialing, the hospitals must query separately (two DBIDs). If, by applying to one hospital, a health care practitioner is granted privileges to practice at both institutions, the peer review process is centralized, and the institutions have a single decision-making body, one hospital may query on behalf of both institutions (one DBID) [Correct Answer].



Querying Question 2

What is an authorized agent?

- a) An organization that an eligible entity designates to only query the NPDB on its behalf.
- b) An organization that investigates suspicious activity on behalf of a reporting entity.
- c) An organization that an eligible entity designates to query and/or report to the NPDB on its behalf [Correct Answer] .

Querying Question 3

Dr. Y needs to request a self-query from the NPDB to apply for a license in a different state. How would Dr. Y request the self-query and are there any restrictions?

- a) Dr. Y may query the NPDB at any time using the NPDB Self-Query service, which can be completed online or through the mail. A fee will be charged for each Self-Query submitted. [Correct Answer].
- b) Dr. Y can only query the NPDB if her is state license is granted. Once that occurs Dr. Y can use the NPDB Self-Query service for a one-time fee, no matter how many Self-Queries take place.
- c) Dr. Y may submit the Self-Query at any time through the mail only. A fee will be charged for each self-query.



Querying Question 4

What entity types are required to query, and which ones are not authorized to query?

- a) Health care entities with formal peer review are required to query; health plans and private accreditation organizations are not authorized to query.
- b) Hospitals are required to query, and medical malpractice payers are not authorized to query. [Correct Answer]
- c) Health plans are required to query; medical malpractice payers, federal law enforcement officials and agencies and state law enforcement agencies or fraud control units are not authorized to query.

Open Forum and Q&A



Contact Us

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Email: astanzione@hrsa.gov

Bureau of Health Workforce (BHW)

Health Resources and Services Administration (HRSA)

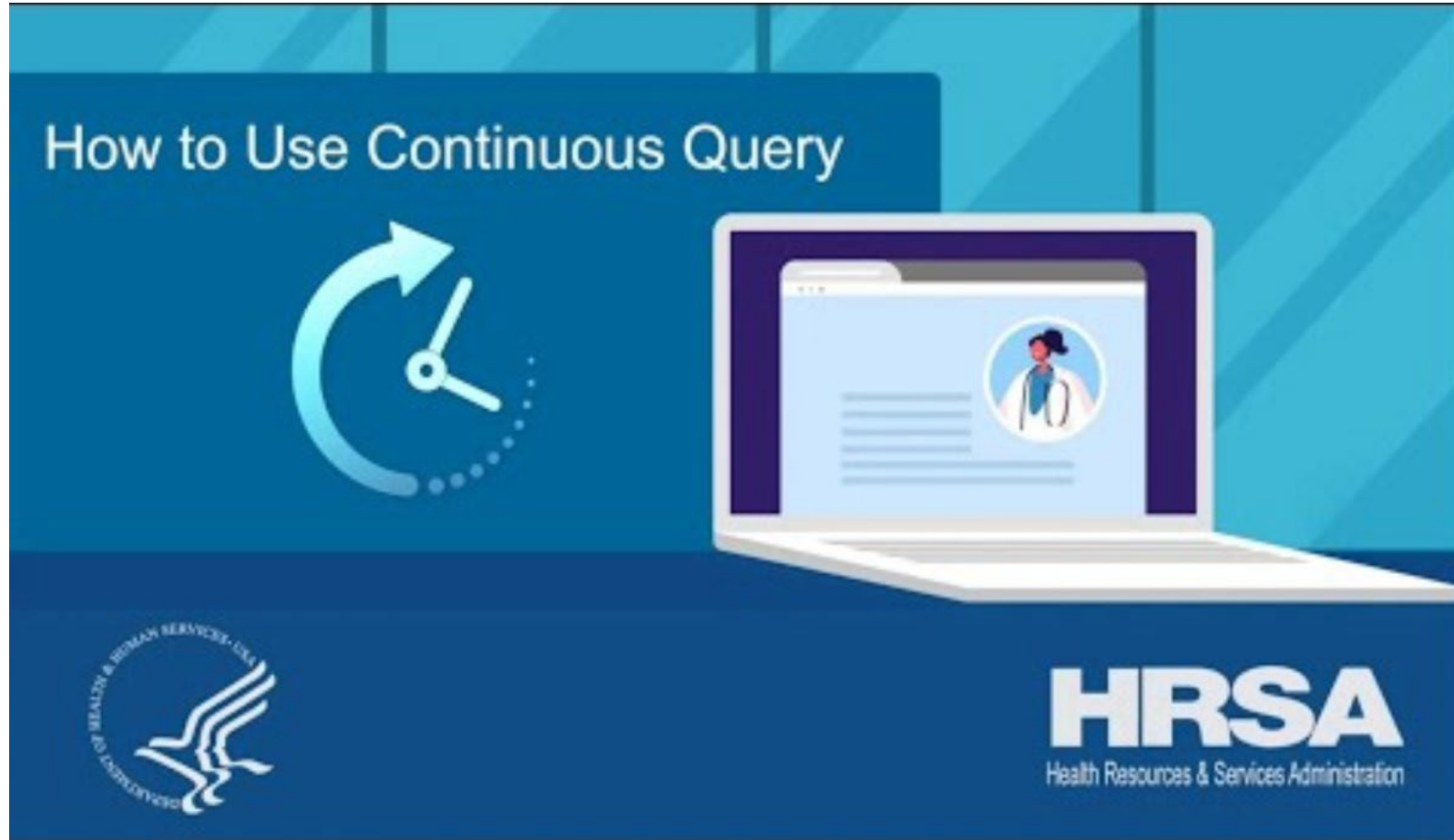
Website: www.bhw.hrsa.gov



Bonus Content



How to Use Continuous Query- Training Video



Thank you!

