

## April Enhancements

In response to the requests of National Practitioner Data Bank (NPDB) users, we are debuting several new enhancements this month: 1) expanded online self-service to recover a DBID or User ID (in addition to passwords); 2) a streamlined workflow for Self-Query; and 3) pre-payment for queries. This month's issue highlights the key features of each enhancement.

## New Online Self-Service for NPDB Accounts

Have you ever lost your Data Bank ID (DBID) and had to spend time faxing or emailing a request to the NPDB Customer Service Center? Have you ever forgotten your User ID and had to contact your administrator? After April 20, 2015, registered users with NPDB accounts can retrieve their DBID or User ID in addition to the current ability to reset a password. Look for these new features on the login page.



You may be asked to answer a challenge question for your account. If the information matches, you will receive an email (at the email address associated with your NPDB account) with a link and instructions.

Details will be posted on our [How to Manage User IDs and Passwords](#) page.

## NPDB to Enhance Self-Query Workflow



A new, streamlined workflow for Self-Query goes live later this month. The Self-Query page will allow users to navigate through the process faster and with fewer steps. The new Self-Query screens are also mobile device-friendly. State boards should update any relevant guidance regarding Self-Query and direct practitioners and organizations to the new link

(<https://www.npdb.hrsa.gov/ext/selfquery/SQHome.jsp>). The link will be active on April 20, 2015.

Features of the new Self-Query workflow enhancements include:

- A single Self-Query “home page” to find information, place an order, and view the response.
- A streamlined process to place a self-query order with simple and easy to follow instructions.

If you provide guidance to self-queriers, please update any self-query-related web links using this link later this month.

## Coming Soon: Pre-Payment for Queries

NPDB users have requested the ability to pre-pay for queries. You will soon have that capability. NPDB administrators can purchase unlimited query credits in advance through a single credit card or EFT transaction. Each query credit will cost \$3.



Facts about pre-payment:

- Pre-payment allows for simplified billing and invoicing with less pre-purchase approval paperwork.
- Query credits can be applied to Continuous Query enrollments and renewals, and One-Time Queries.
- NPDB administrators can purchase credits at any time.
- All users authorized by the NPDB administrator to query can use credits and check the balance at any time.
- Credits are non-refundable, but never expire.
- Pre-payment enables users to reconcile a single charge against bank or credit card statements instead of many small charges.
- There is no limit to the number of credits you can purchase.
- The system will alert the NPDB administrator(s) via email when the Query Credit balance falls below a threshold that the user will be able to modify.

You may start your query credit purchase later this month by selecting “Maintain Query Credits” on the Administrator Options screen.

For more information about the Query Credit purchasing process, visit our How to Purchase Query Credits (<http://www.npdb.hrsa.gov/hcorg/howToPurchaseQueryCredits.jsp>) page.

### NPDB Fast Fact

**Is there a difference in cost between One-Time Query and Continuous Query?**

**Answer: No. Both cost \$3 per query, and with Continuous Query, you will receive all current reports and future notifications of reports during the year-long enrollment. You will also receive notice of any new or updated reports within 24 hours of receipt by the NPDB. You may easily update or cancel enrollment for practitioners as needed.**

Visit our Continuous Query (<http://www.npdb.hrsa.gov/hcorg/pds.jsp>) page for more information.