

NPDB's Year in Review: A Look Back at 2013

The beginning of a new year at the Data Bank is a fitting time to review the Data Bank's efforts in 2013 to fulfill its mission of providing accurate, reliable, and timely information on practitioners, providers, and suppliers to credentialing, privileging, and government authorities.

Some of the past year's most significant milestones and enhancements are highlighted below, and demonstrate the Data Bank's continuing efforts to improve the system for queriers, reporters, researchers, and other stakeholders.



PAPERLESS REGISTRATION RENEWAL

In January, paperless Data Bank registration renewal took effect. As a result, most Data Bank administrators can now renew their entity's registration online. The [How to Renew Registration](#) page provides updated instructions for health care organizations, which are required to renew their Data Bank registrations every two years.

ONLINE CAPS AND ATTESTATIONS FOR STATE BOARDS

In April, paperless Corrective Action Plans (CAPs) and Attestations were implemented, enabling State boards to complete compliance-related CAPs and Attestations entirely online within the Data Bank system. State boards can now easily complete the attestation process as part of their entity registration renewals, or complete their attestations from the [Compliance](#) page after submitting their renewals. [Training videos and tutorials](#) are available to assist boards with these new features.

THE NPDB-HIPDB MERGER

In May, the Healthcare Integrity and Protection Data Bank (HIPDB) merged with the National Practitioner Data Bank (NPDB) into a single Data Bank, the NPDB. This consolidation, which was required under Section 6403 of the Patient Protection and Affordable Care Act of 2010, Public Law 111-148, eliminates duplication between the NPDB and the HIPDB. The Data Bank's [Merger Resources](#) webpage provides all the details.

STATISTICAL DATA WEBPAGE

In August, the [Statistical Data](#) webpage was launched, linking users to all of the Data Bank's statistical and research resources. Under the *Statistical Data* tab, users may view the new NPDB *Research Statistics* page (including an interactive [U.S. Map](#) tool), the Data Analysis Tool (DAT), the Public Use Data File, and Annual Reports. Under the *Compliance* [tab](#), now accessible directly from

the main navigation bar, users may view the reporting compliance status of State licensing boards – by state, or by profession – as well as tutorials, webinars, and background information about reporting compliance. In addition, the [DAT](#) (which permits users to perform data analyses and create their own customized data tables without using additional statistical software) was refreshed and enhanced with additional data.

ITP SUNSET DATE

August also saw the Data Bank’s announcement of the final sunset date for the Interface Control Document Transfer Program (ITP): July 31, 2014. ITP users and software vendors were notified of the need to adapt their software to the Querying and Reporting XML Service (QRXS), a similar but improved batch query and reporting service. The [ITP Sunset Fact Sheet](#) (PDF – 307KB) answers frequently asked questions to ease the transition.

EXPRESS SELF-QUERY ONLINE IDENTITY VERIFICATION

Express Self-query online identity verification became available in August, as well. This enhancement allows most practitioners to verify their identity online and purchase their self-query in seconds, without having to complete the paper-based notary process. More details are available in the September [Data Bank News article](#).

We look forward to sharing even more enhancements throughout the new year!

February Brings Agent Query and Transaction Lookup Enhancements

The Data Bank knows that authorized agents who interact with the Data Bank often query and/or report on behalf of multiple entities. Many Data Bank agents act on behalf of 20 or more entities (with some agents representing more than 100 entities), which can make locating a specific entity on the *Sign-In* page difficult and time-intensive. In addition, more than 22,000 users took advantage of the Data Bank’s historical query search feature in 2012, with more than 55,000 using the billing lookup feature. Based on these statistics and recent user studies, we are simplifying the experience for agents, beginning February 17, 2014.



Agent Query Enhancements

Selecting an entity relationship to act on their behalf will be much easier for agents. On the agent pages within the Data Bank system, agents will have the ability to sort for an entity that they represent by city and/or state separately, and be able to narrow down the list with a new “Find an Entity” auto-filter field that will instantly filter the list to match the entered text.

When assigning new user permissions, the agent administrator will be able to easily approve and assign permissions to specific users or entity relationships or may use checkboxes at the top of the *User Account Information* page to assign agent privileges for all users or entity relationships.

Agent Data Bank administrators also may assign multiple entities to users quickly. If a user account has not been assigned to any entities, the agent administrator will be prompted to make an assignment. Agents will be permitted to assign all user privileges (to query and/or report on behalf of an entity) with a single click on the *Agent Designation Status* page.

Transaction Lookup Enhancements

The flexible historical query search capability permits users to find past queries using search criteria. Based on recent user studies, we know that most users searched for queries using either the last name or the query date. The new page will have a simplified lookup design to accommodate these commonly used searches. Users also will have advanced filtering for additional flexibility.

The *Billing Lookup* page allows users to find charge receipts for transactions submitted by their entity. The majority of users on the *Billing Lookup* page searched by date range, so the page is being simplified to allow users to easily perform the most common charge receipt searches. Other search criteria will still be available under the “Advanced Search” link. Be sure to take advantage of these improvements beginning in February.

Spotlight on Customer Service – Get Questions Answered Quickly!



The Customer Service Center (CSC) strives to answer all phone calls promptly during business hours (Monday – Thursday 8:30 a.m. to 6:00 p.m., Friday 8:30 a.m. to 5:30 p.m.) and respond to all emails and voicemail messages within 24 hours – often the response is much faster. The CSC handles more than 6,000 calls per month from registered entities, practitioners, and organizations registering with the Data Bank for the first time.

Responses to questions received via U.S. mail may take from 1 week to 2 weeks to process. The Data Bank believes that customers deserve a quick response and resolution to their questions and encourages [calls](#) and [emails](#) for this reason. Many services can be completed online, without the need to call or email the CSC, including [resetting your Data Bank password](#), [Self-Query online identity verification](#), and [registration renewal](#). Our experienced customer service representatives are specially trained to resolve Data Bank users’ questions, and are happy to do so.