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Data Bank News
From the National Practitioner Data Bank
July 2014

Third-Party Software Users: ITP Sunset to Occur July 31, 2014

On July 31, 2014, the Data Bank's Interface Control Document Transfer Program (ITP) will be replaced with the Querying and Reporting XML Service (QRXS). **Users who query and/or report through the Data Bank website will not be affected by this change**.

The Data Bank has already directly contacted those who will be affected (specifically, those who query and/or report using third-party software to perform large batch uploads and whose software still uses ITP rather than QRXS). If you were contacted by the Data Bank and your software vendor has not already converted to QRXS, it will need to do so before July 31, 2014.

Understanding Report Type Terminology

When you receive a report as part of a query result, it is important to understand not only the content of the report but also what type of report it is. A report will be one of these four types:

- An **Initial Report** is the original record of a medical malpractice payment, adverse action, or judgment or conviction submitted by a reporting organization.
- A **Correction Report** corrects an error or omission in a previously submitted report by replacing it. Corrections can be made either to an Initial Report or a Revision-to-Action Report, and the Correction Report replaces the report that was corrected. Corrections must be made by the organization that submitted the report being corrected.

- A **Revision-to-Action Report** is a report on an action relating to and modifying an adverse action previously reported to the Data Bank. This type of report is treated as a second and separate report and *does not replace the original report*.
- A **Void Report** is a withdrawal of a report in its entirety from the disclosable record of a practitioner or entity that was the subject of the report being voided. These reports cannot be corrected. A report may be voided only for the following reasons:
  - The report was submitted in error.
  - The action that was reported did not meet NPDB reporting requirements.
  - The action was overturned on appeal.

It is important to understand how these types of reports differ and how these differences can impact you and your organization. For more information on types of report terminology, visit Types of Reports on the Data Bank website.

Data Bank Administrator and User Roles

Understanding the difference between Data Bank administrators and Data Bank users is integral to effectual use of the Data Bank. Administrators and users both work in the Data Bank system, though their roles and responsibilities differ. It is important that the representatives registered and assigned to each of these roles understand the differences.

An organization's Data Bank administrator (or administrators, because organizations can assign multiple administrators) manages the organization's NPDB activities and is responsible for creating and maintaining user accounts. Data Bank users may query and report depending on the authorities given to them by their Data Bank administrator. Users also may maintain and manage their own accounts.

After completing identity-proofing procedures, the administrator has access to all querying, reporting, and administrative privileges that exist within the Data Bank for that administrator's organization. These privileges range from creating user accounts and resetting user passwords to maintaining credit cards and renewing registration. The Data Bank administrator should be a member of the organization who is able to interact with the Data Bank on a regular basis.

The privileges of a user are limited by design, some being set by the administrator. Data Bank users have access to a variety of Data Bank features, including querying and reporting, updating their own personal account, and enrolling and managing practitioners; however, they are not able to complete higher administrative functions such as creating user accounts, authorizing Electronic Funds Transfers, and activating Continuous Query.

Using the table below, organizations can assess how to best classify new participants of the Data Bank when registering them with the system. By understanding the different roles of the administrator and the user, organizations can have better control over Data Bank access and privileges and proactively encourage more efficient use of the Data Bank.

Table 1 - Data Bank Administrator and User Options

	Data Bank Administrator	Data Bank User
Query, Report, and View Query/Report Responses	Yes	Yes
Maintain Electronic Notice of Action Preferences (State Boards Only)	Yes	No
Create User Accounts	Yes	No
Edit and Delete User Accounts	Yes	No
Update Own User Account	Yes	Yes
Create, Edit, and Delete Passwords	Yes	No
Reset Active or Expired Passwords	Yes	Yes*
Reset Forgotten Passwords	Yes	Yes
View Data Bank Correspondence	Yes	Yes
Maintain Credit Cards	Yes	No
Authorize Electronic Funds Transfers	Yes	No
Maintain Agent Information and Relationships	Yes	No
Maintain Notification Preferences	Yes	Yes
View Historical Queries and Reports	Yes	Yes
Enroll and Manage Practitioners in Continuous Query	Yes	Yes
Activate Continuous Query	Yes	No
View Billing History	Yes	Yes
Create and Maintain Practitioner Database	Yes	Yes
Renew Registration	Yes	No

** Users can only reset active or expired passwords on their own account, not other users' accounts.*

Webinar Topics: What Do You Want to Learn About?

The Data Bank encourages email suggestions for future webinar topics. In addition, we are continually looking to expand the use of other electronic training resources, such as training videos. Webinars are topic-focused educational web conferences that often include a question-and-answer portion, whereas training videos are more instructional and show how to complete transactions within the system.

The Data Bank's webinars and training videos are available for free viewing at any time on our website. Previous webinars and training videos have included:

- Compliance Activities with State Licensing & Certification Authorities
- The Merger of the National Practitioner Data Bank and the Healthcare Integrity and Protection Data Bank: What You Need to Know
- Medicaid Fraud Control Unit (MFCU) Judgment and Conviction Reporting Tutorial
- Report Forwarding
- Corrective Action Plans (CAP) for Compliance with Reporting Requirements
- Attesting to Compliance with Reporting Requirements
- The Compliance Page

You also may request that the Data Bank participate in a webinar hosted by your organization by completing the education request form (PDF - 185 KB).

If you have an idea for a webinar or training for your organization, please email us at npdbpolicy@hrsa.gov. Please include a point of contact, email address, phone number, and learning objective for audience members. The Data Bank will consider your feedback and do its best to create webinars on topics that receive the most interest.