

How Do I Ensure the Most Complete Query Response?



To receive the most complete Data Bank query response, you should complete the subject query form (for a practitioner or an organization) with valid data. The subject information is compared with reports in the Data Bank to determine if a match exists.

Various data elements are compared ensuring that appropriate reports are disclosed, while protecting the subject's privacy. The information below identifies the data fields that are on the query form for individual and organization query subjects and will help you to know what information is needed before you submit a query.

Individual Query Form Data Fields

1. Last Name
2. First Name
3. Organization Name
4. Social Security Number (SSN)
5. Individual Taxpayer Identification Number (ITIN)
6. Federal Employer Identification Number (FEIN)
7. State of License and License Number
8. Occupation/Field of Licensure
9. Drug Enforcement Administration (DEA) Number
10. Unique Physician Identification Number (UPIN)
11. National Provider Identifier (NPI)
12. Gender
13. Professional School and Year of Graduation
14. Date of Birth

Organization Query Fields

1. Organization Name
2. Social Security Number (SSN)
3. Individual Taxpayer Identification Number (ITIN)
4. Federal Employer Identification Number (FEIN)
5. State of License and License Number
6. Occupation/Field of Licensure
7. Drug Enforcement Administration (DEA) Number
8. National Provider Identifier (NPI)
9. Clinical Laboratory Improvement Act (CLIA) Number
10. Medicare Provider/Supplier Number
11. Food and Drug Administration (FDA) Number
12. Organization Type

The Data Bank recommends that you complete as many data fields on the query form as possible. The system will let you know if the query form you wish to submit is incomplete.

When it comes to querying, the more information you provide on the query form the better. Use these lists to create a checklist when preparing to submit a query.

Is It Reportable?

Have you ever wondered if an action is reportable to the Data Bank? Keep reading Data Bank News for periodic reporting scenario articles that may answer one of your questions.

My company made a medical malpractice payment for the benefit of a health care practitioner. A stipulation of the settlement requires that the terms remain confidential. How can I report this payment to the Data Bank without violating the settlement agreement?

An entity that makes a medical malpractice payment for the benefit of a health care practitioner in settlement of, or in satisfaction in whole or in part of, a written claim or judgment against that health care practitioner, must report the payment to the Data Bank. **Confidential terms of a settlement or judgment do not excuse an entity from the statutory requirement to report the payment.** The Data Bank is a confidential system. The reporting entity should explain in the narrative section of the Medical Malpractice Payment Report (MMPR) that the settlement or court order stipulates that the terms of the settlement are confidential.



If you have a difficult reporting scenario that you would like to share, please email (help@npdb-hipdb.hrsa.gov) your scenario to the Data Bank. Giving the Data Bank an opportunity to respond to your scenario may help others with similar reporting scenarios.

My Continuous Query Story: Nancy



Nancy, a credentialing services manager for a health system in the southern United States, first heard about Continuous Query at a National Association of Medical Staff Services conference. She attended a session the Data Bank gave on the Continuous Query service, and also heard rave reviews from the other members of her state's association of medical staff services who, she said, had "good results and were impressed with Continuous Query." To gauge whether to enroll all of the system's physicians and allied health medical staff in Continuous Query, Nancy's director approved her suggestion to first enroll a small specialty group of practitioners. Based on that initial experience, Nancy and her colleagues agreed that "it's time for us to jump on the bandwagon –

and I'm really glad that we did. It has definitely been to our benefit."

Nancy immediately saw the benefit of Continuous Query during the initial enrollments: "It worked really well, and our legal department, which reviews the practitioner files, was happy with it, so we just continued to enroll all physicians and allied health staff during their re-appointment cycle. Our organization was definitely sold on Continuous Query." Before trying the system, Nancy recalls, "we weren't sure of the value, and now that we've used it for about a year and a half, and have had proactive report disclosures, it's definitely worth the value of the enrollment." In addition to notifying users of initial reports, the service also provides notifications of updates or modifications to previous actions. "I like the fact that you get an email notification," she said. Nancy also was impressed with Continuous Query's speed of enrollment. "It's almost instantaneous that you're getting the reports and the confirmations, which are really beneficial because we don't have time to waste!" Nancy noted that Continuous Query is "easy to search, it's easy to get into, it's consistent – I know my staff is really happy with it. Continuous Query is one of the systems you can really count on."

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The most memorable notification happened six months into the Continuous Query experience. Early one morning, Nancy entered and enrolled a new applicant's information and received her enrollment confirmation for the new applicant. Later that day, "a new report disclosure popped up at noon, so the same day, we were made aware of an issue that had been finalized on a practitioner. Had we not enrolled that practitioner, it would have been at least 12 months before we would have been made aware of an issue. If we had instead used a One-Time Query at re-appointment, it would have been up to two years before we would have known."

Enrolling all 1,500 practitioners in her health system was an easy, gradual process because her organization "rolled over a lot of practitioner information from the existing database, and we keep adding new enrollments all the time because we have a lot of new practitioners. Instead of enrolling all practitioners at one time, we actually enrolled ours during their re-appointment cycle."

On top of the hours saved, Continuous Query has saved Nancy's organization an enormous amount of paper as well: "When we were using One-Time Query we would actually print each Data Bank report and file it. Now, we only print what's new, or we only print the summary report of who we have re-enrolled, because we have the documentation in our computer system." This makes auditing a breeze: "When the surveyors come in, if they want to verify that a practitioner has been queried, they can see the enrollment confirmation on the computer. The required information and timeframe that they've been enrolled for is very clearly documented on the Enrollment Confirmation, and that is definitely to the surveyors' satisfaction."

Nancy is most impressed, however, by the cost-effectiveness of Continuous Query: "Before, we had to re-query and pay a query fee when practitioners added new privileges or added a new facility. Now, instead of running the \$4.75 basic query multiple times, we just update the enrolled practitioner information and the service checks for reports based on the added information. Just show the Continuous Query confirmation, and you've met the standard without having to spend the money to re-query. The service has paid for itself, and it's very easy. You're not spending a lot of time entering the queries, running the queries, printing the queries, and reviewing the queries! It's all right there for you. So it's definitely cost-effective not only in labor hours but in monetary resources."

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Nancy's experience is not unique among Continuous Query users. To experience the benefits for your organization, [enroll](#) your practitioners in the service today and see for yourself!