

Continuous Query Eases Credentialing Process



Some organizations still have questions about how **Continuous Query** works and why it is more useful than the traditional One-Time Query at credentialing and re-credentialing time. Here is some information about how your entity can benefit from using Continuous Query for ongoing, 24/7 report alerts.

Highlights

Continuous Query is a renewable ongoing monitoring service that alerts a subscribing entity, within 1 business day, when a report is received on an enrolled practitioner at the Data Bank. Continuous Query is available to all registered Data Bank organizations authorized to query the National Practitioner Data Bank (NPDB) and may be used as an alternative to One-Time Queries. Enrollment of physicians, dentists, and other health care practitioners in Continuous Query satisfies legal and accreditation requirements for querying the NPDB. Practitioners (including locum tenens practitioners) with privileges and appointments may be enrolled in Continuous Query.

5 Reasons to Use Continuous Query

1. **Know within 1 business day** when a report is received on an enrolled practitioner.
2. **On-demand access to all information** for enrolled practitioners. Request and receive enrollment confirmation whenever you need it and provide surveyors with a listing of enrolled practitioners.
3. **Meets legal and accreditation requirements** for querying the NPDB.
4. **Improves the credentialing process by saving time** with effortless 24/7 coverage so appropriate action and review can occur.
5. **Email alerts** are sent to you about new, revised, corrected, or voided report information as soon as it is submitted – no need to wait 2-3 years to find out.

More than 1.5 million individual enrollments from more than 4,000 entities are monitored every day with Continuous Query. Get started today by clicking this image!

For \$3.25 per enrollee per year, the subscribing entity initially receives the same report information as a One-Time Query response, and then receives ongoing monitoring of each enrolled practitioner. Entities are given the option to easily renew enrollments, manually or automatically.

An email notifies the entity when a new report is submitted to the Data Bank, allowing the entity to take immediate action to obtain and appropriately review the new report.

Who Uses Continuous Query?

Continuous Query is a more effective and efficient alternative to One-Time Query and is the query method used by more than 4,000 registered Data Bank health care organizations. Continuous Query is monitoring more than 1.5 million individual enrollments every day. If your organization is still using the One-Time Query method for credentialing your practitioners, please consider Continuous Query instead. It will improve your organization's credentialing process, whether you are a small or large entity. You won't be disappointed!

Start using [Continuous Query](#) today! If you need additional assistance, please contact the NPDB Customer Service Center by [email](#) or [phone](#).

Meet Laura: a Data Bank Public Health Analyst

Q: What is your title at the Data Bank, and what does that role entail?

I am a public health analyst in the Policy and Disputes Branch of the Health Resources and Services Administration's (HRSA's) Division of Practitioner Data Bank (DPDB). The job involves a variety of tasks, including interpreting and clarifying policies and regulations and developing memoranda of understanding and memos for the Department of Health and Human Services (HHS) Secretary. We also respond to requests from the press, Congress, and our stakeholders to clarify and define NPDB policies.



Q: What is your background, and how did you become involved with the Data Bank?

I have a background in social work. I started as a mental health counselor for children with behavioral and emotional issues, and then became a civil rights advocate for a Virginia-based fair housing organization. After that I joined HRSA in the Bureau of Health Professions before coming to the Data Bank.

Q: How are Data Bank initiatives related or contributing to the goals of another HHS initiative, the Affordable Care Act (ACA)?

The focus of the Data Bank's mission is patient safety. Patient safety is an important part of the ACA's goal to expand health coverage. While this administration continues working to improve access to affordable health care, DPDB continues to improve the information in the NPDB in an effort to increase the quality of health care. We also were charged by the ACA to merge the Healthcare Integrity and Protection Data Bank (HIPDB) with the NPDB. This merger increases efficiency and saves many of our users money because now they need only query one database. The Data Bank is now more accessible and provides our users with a tool to make informed hiring, licensing, and privileging decisions. This, in turn, contributes to health care quality and patient safety.

Q: Can you provide any examples of positive impacts your work has had on Data Bank users?

One role of an analyst in the Policy Branch is to respond to inquiries from our stakeholders. In being responsive to these requests, I strive to provide great customer service that ensures the right entities have the right access. I have been involved in outreach and technical assistance to our Federal partners through the merger of the NPDB and the HIPDB, have provided technical assistance to health care entities already registered or wanting to register with the Data Bank, and have worked with other Data Bank staff to answer questions as the merger went into effect.

Q: What is your favorite part of your role at the Data Bank?

I love the analytical work that my role as a public health analyst in the Policy and Disputes Branch requires. We have the legislation, regulations, and Guidebook that specify what is required of queriers and reporters. Nonetheless, it is amazing how often a nuanced question requires that we conduct some research and analysis before giving guidance. The health care industry is constantly changing, and at times these changes bring up completely new questions for us to answer.

Q: What is the most challenging aspect of your role at the Data Bank?

Deadlines can be very challenging. We get last minute requests from Congress or the press and we need to adhere to a strict deadline while also providing the best and most accurate response. My role requires me to be both thorough and timely. Although it may sometimes be stressful, I enjoy working in a fast-paced environment.

Q: What is your perspective on how the Data Bank will serve users in the future?

Overall, the Data Bank is committed to improving its operations with system changes and upgrades. Our users' experience is important. We exist to help those responsible for licensing and privileging make the most informed decisions possible. It is important not only that our information is accurate and comprehensive but also that the system is user-friendly. I think the Data Bank does a great job of considering user needs and making the right changes to improve user experiences.

The Most Common Customer Service Center Question?

Password Reset



Many calls to the NPDB Customer Service Center (CSC) are password related. Users forget their password, or their password has expired, or they do not know how to change their password. These are just a few examples of password issues that the CSC receives every day.

The information below will help you resolve common password questions without having to call the NPDB CSC.

Q: How often do I have to change my password?

A: Passwords are valid for 90 days but may be changed at any time before they expire.

Q: How do I change my password?

A: Passwords can be changed easily online by following these steps:

1. Sign in to the system using your User ID and current password.
2. Select **Update User Account** on the *Options* page.
3. Locate the **Change Password** section and enter your current password in the Old Password box. A password wizard is available to help you create a strong password that meets all the security requirements.
4. Enter a new password in the New Password and Confirm Password boxes.
5. Select **Save** at the bottom of the page.

Q: I forgot my User ID or my password, what should I do?

A: The fastest way to find your User ID or your password is to contact your Data Bank administrator for your entity's account. Your administrator can view all active user accounts, unlock an account, and reset your password to a temporary password that you can use to sign in. Because this temporary password is valid for only 3 days, you must change your password within that timeframe.

If you know your User ID but do not know your password, you may reset it on the *Sign-In* page if you know your Data Bank Identification Number (DBID), User ID, and can answer challenge questions correctly. Just click "*Forgot Your Password?*"

Q: My Password has expired. What do I do?

A: Contact your Data Bank administrator for your entity's account. Your administrator can reset your password to a temporary one which is valid for 3 days.

If your password has recently expired (within 30 days) and you prefer to reset it yourself, you must know your DBID, User ID and correctly answer challenge questions. Click "*Forgot Your Password?*" on the *Sign-In* page to reset your recently expired password.

If you are the administrator and your password has expired, you must contact the NPDB Customer Service Center 1-800-767-6734 to reset your expired password.

Q: I have a temporary password that is valid for only 3 days. What do I do next?

A: On the *Sign-In* page, enter your user account and temporary password. You will be prompted to change your password. Once accepted, you will see a message that your password has been reset. For password requirements, see the next question.

Q: What are the Data Bank password requirements?

A: The Data Bank now has an interactive password wizard to help users create strong passwords. As you create your password, the wizard will show you if the password you are creating meets the password

requirements. You will receive a “change password” prompt 5 days before your password expires, and you will have an additional 30-day grace period to sign in one time to reset your password.

Remember, a strong password is key to keeping your personal information secure.

Q: My organization is new to the NPDB. How do I sign in?

A: As the Data Bank administrator, during the registration process, you create your own User ID and password and establish challenge questions. Once the organization’s information is submitted online and processed, you will receive a confirmation of your registration information with sign-in instructions.

Sign Out

the DataBank
NATIONAL PRACTITIONER

Help ?

Your password has expired.

Please change your password by entering the old password and the new password, and click **Save**.

Passwords must contain at least 8 characters and include upper-case, lower-case, numeric and special characters.

Warning: If you do not change your password, your account will be denied access to the IQRS.

User ID: johndoe01

Old Password:

New Password:

Confirm New Password:

Save

Password Requirements

Passwords *must* have:

- Between 8 and 14 characters
- At least one number
- At least one lower case letter
- At least one upper case letter
- At least 1 of these characters: ! @ # \$ % & * () - _ = + [] { } ; : , . < > ?
- At least 5 different characters
- No repeated characters, such as 'aaaa'
- New and Confirm Passwords must match
- Specify your existing password

Passwords *must not* be:

- Similar to a word in the dictionary
- Similar to your user ID
- A simple sequence, such as 'abcd1234'
- One of your last 24 passwords

Contact Us

Q: I am the Data Bank administrator for my entity. How do I create or change a user account?

A: For every user, you will need to:

- Sign-In to the system.
- Select **Maintain User Accounts** on the *Options* page.
- Click **Add** to add a new account.
- Select **Delete** to remove a user when necessary.
- Select **Edit** to change a user’s account information.

Many questions regarding passwords require users to contact their Data Bank administrator to resolution. Organizations may wish to have multiple Data Bank administrators to help as an administrative backup or to share responsibilities, including when password questions arise.

Affordable Care Act Open Enrollment Deadline Approaching

The open enrollment deadline for quality, affordable health care coverage through the Health Insurance Marketplace is March 31, 2014. If you would like more information on how to enroll in a Qualified Health Plan, Medicaid, or the Children's Health Insurance Program, please visit HealthCare.gov or the recent Data Bank News article entitled “[A Reminder about the Affordable Care Act.](#)”