



NPDB News

From the National Practitioner Data Bank

May 2015

New Website Look and Feel

On June 1, the NPDB website will begin phasing in a modern, new look! It will feature an easier-to-navigate homepage. The link to sign into your NPDB account will appear at the top right corner of every page. The content will be organized under three main categories: "For Health Care Professionals," "For Organizations," and "NPDB Resources." The search feature is still available for you to quickly locate content using keywords. This release is the first step in a series of website improvements, and NPDB News will continue to update you on the progress of this effort.

Submit Your Suggestions

Do you have ideas on how to improve the National Practitioner Data Bank (NPDB) system, website or newsletter? If so, please send your ideas to the NPDB's new suggestion box at NPDBsuggestions@hrsa.gov.

Query Form Enhancements Coming Next Month



Starting June 1, registered health care organizations that query the NPDB will notice a redesigned, easier-to-use querying form, based on user feedback.

The new form (see Figures 1a and 1b below) combines three pages into one, allowing users to submit queries faster and more efficiently. Both Continuous and One-Time Queries will reflect this enhancement, whether the querier is using a blank form or enrolling a single subject who is not in the subject database. A review step will allow users to confirm the query information before submitting.

1. Subject Information (Step 1 of 3)

Please fill out as much information as possible to ensure a timely and accurate response.

Personal Information

| | | | |
|--|---|--|-------------------------------------|
| Last Name | First Name | Middle Name | Suffix (Jr, III) |
| <input type="text" value="Last Name"/> | <input type="text" value="First Name"/> | <input type="text" value="Middle Name"/> | <input type="text" value="Suffix"/> |

[+ Additional Name \(e.g. maiden name\)](#)

Gender

Male Female

Birthdate

Home Address/Address of Record

Country

Street Address

City **State**

ZIP

Work Information

Organization Name

Organization Type

Description

Country

Street Address

City **State**

ZIP

Figure 1a

Identification Numbers
SSN or ITIN (Social Security Number or Individual Taxpayer Identification Number)

[+ Additional SSN or ITIN](#)

NPI (National Practitioner Identifier)

[+ Additional NPI](#)

Do you have a FEIN, DEA or UPIN identification number?

Profession and Licensure
License 1

Profession or Field of Licensure

Other Name for Occupation

Do you have a license for your selected profession or field of licensure?

Yes
 No / Not sure

License Number

State

| | |
|---|------------------------|
| Name of the school or institution you attended for your professional degree, training or certification (e.g., medical school, certification program) | Completion Year |
| <input type="text"/> | <input type="text"/> |

[+ Additional school or institution](#)

[Go to Step 2](#)

2. Payment

3. Certifier Information

[Return to Options](#)

Figure 1b

Benefits of Continuous Query



Have you considered switching from One-Time Query to Continuous Query? Continuous Query is both a greater value and provides more robust information. It costs the same as One-Time Query (\$3), but also includes a full year of automatic monitoring. There are no additional fees or actions you need to take. If there is a new or updated report regarding your enrolled practitioners, you will receive an e-mail notification within one business day. You may set an end date to the enrollment period if you know when the practitioner will no longer be associated with your organization.

Here's how Continuous Query works:

- Activate Continuous Query from the Administrator Options page and follow the online instructions. Enroll practitioners one at a time, or import your entire practitioner database.
- Once practitioners are enrolled, you will receive a confirmation of enrollment, all current reports, and future notifications of reports during the 12-month service period.
- You get the same response as One-Time query and for the same price (\$3), in addition to a **full year** of complimentary follow-up notifications.
- It is free to activate.
- It does **not** automatically query every practitioner in your subject database. Activating simply allows you to enroll the practitioner(s) of your choice when you are on the querying page.
- You are only charged \$3 once per year, no matter how many notifications you receive on an enrolled practitioner.
- It meets legal and accreditation requirements for querying the Data Bank, including recognition from The Joint Commission, National Committee for Quality Assurance (NCQA), Utilization Review Accreditation Commission (URAC), and Commission on Accreditation of Rehabilitation Facilities (CARF).
- You can update practitioners' information without an additional fee while in the enrollment period.
- If you query the same practitioner repeatedly, Continuous Query can save you time with less data entry.

Activating Continuous Query is fast and easy. The NPDB administrator must log in, go to administrator options, and click "**Activate Continuous Query**," and then complete information on the page. For detailed instructions, review [How to Activate Continuous Query](http://www.npdb.hrsa.gov/hcorg/howToActivatePds.jsp) (<http://www.npdb.hrsa.gov/hcorg/howToActivatePds.jsp>). For more general information

about Continuous Query, review [How to Use Continuous Query](#) (<http://www.npdb.hrsa.gov/hcorg/howToUsePds.jsp>).

What You Should Know about Protecting NPDB Data

As an NPDB user, you should be aware of the potential threats to security and your role in protecting NPDB data. You should also be aware of what data are considered private, what are considered public, and how you can protect the privacy and confidentiality of NPDB information.



What Data Need to be Protected

- Personally identifiable information (PII) is information that can be used on its own or in combination with other information to identify, contact, or locate a single person, or to identify an individual in context.
- PII in the NPDB includes full name, date of birth, social security number, home mailing address, home telephone number, email address, professional license number, financial account information, legal documents, education information, employment status, and whether or not an individual or organization has a report in the NPDB.

Why We Need to Protect Data

- To prevent disclosure of PII and other sensitive information, and protect data from being accessed without authorization.
- Any misuse, disclosure, or loss of data could lead to disciplinary action, damage to your organization's reputation, and personal distress to individuals.

How to Protect Data

- Strong passwords must meet NPDB complexity requirements.
- Do not use the same password for other websites or systems.
- Keep passwords secure – never share them or write them down where others can see them.
- Documents containing PII must be disposed of by cross-cut shredding.
- All magnetic storage media containing PII must be cleared of data or destroyed when no longer needed.
- Lock or log off computers before leaving them unattended.
- Maintain a “clean desk policy,” ensuring PII is secured and filed away from plain sight when you leave your desk.

- Your NPDB administrator serves as the Local Registration Authority (LRA), and is responsible for reviewing all user accounts frequently and disabling a user's account immediately if the user leaves the organization.

What to Do if an Incident Occurs

- An incident occurs when PII is either transmitted electronically unprotected or left unattended in an office or public location.
- Raise any incidents with your leadership and report the incident to the NPDB by calling the NPDB Customer Service Center at 1-800-767-6732.

NPDB Fast Fact

Can a registered eligible entity also act as an authorized agent?

Answer: Yes, an eligible entity may act as an authorized agent. "Authorized agent" refers to an organization that queries or reports on behalf of another eligible entity. An eligible entity may designate another eligible entity to function as its authorized agent.