

Data Bank News

From the National Practitioner Data Bank

November 2014

Data Bank Users Should Plan For Upcoming System Unavailability

The Data Bank system will be undergoing system upgrades and will be unavailable from **7:00pm Thursday, November 13, 2014 until 8:00am Tuesday, November 18, 2014**. Read more on our [News](#) page.

Do You Sometimes Forget Your Data Bank Password?

Check out the Data Bank's new [video](#) on how you can reset your password yourself.

November's Data Bank Enhancements Make Report Submission Easier

The Data Bank is deploying three major enhancements on Tuesday, November 18, 2014, aimed at improving your experience with the Data Bank system.



1. Report Submission Workflow: Primary Occupation

When submitting a report, organizations must provide the practitioner's primary field of licensure. Previously, users searched through a long and complicated list to select the correct occupation. With the November enhancements, reporters may use a filter to suggest and select occupations (see *Figure 1*). In addition, users will see a "recently used" prompt for quick future access to the professions each user frequently selects. Reporters will also be able to enter additional descriptions for most selected professions.

Similar filtering features also will be seen while selecting the Adverse Action Report Basis for Action, Medical Malpractice Payment Report Specific Allegation, and Judgment or Conviction Report Act/Omission fields.

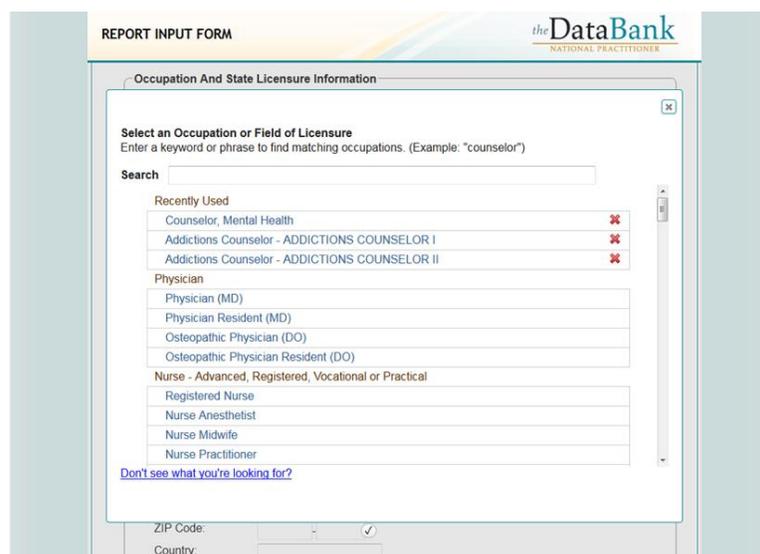


Figure 1

The Occupation or Field of Licensure list has also been updated; some professions have been eliminated in lieu of a broader, or more accurate, profession name (see *Figure 2*).

Renamed/Retired Occupation (Code)		Updated or New Occupation (Code)
Physician Intern/Resident (MD) (015)	⇒	Physician Resident (015)
Osteopathic Physician Intern/Resident (DO) (025)	⇒	Osteopathic Physician Resident (DO) (025)
Registered (Professional) Nurse (100)	⇒	Registered Nurse (100)
Doctor of Nursing Practice (134)	⇒	Nurse Practitioner (130)
Certified Nurse Aide/Certified Nursing Assistant (148), Nurses Aide (150)	⇒	Nurse Aide/Nursing Assistant (150)
Professional Counselor, Alcohol (654); Professional Counselor, Substance Abuse (660)	⇒	Addictions Counselor (660)
Professional Counselor, Family/Marriage (657)	⇒	Marriage and Family Therapist (661)
Art/Recreation Therapist (402)	⇒	Art Therapist (662), Recreation Therapist (664), Dance Therapist (665) or Music Therapist (667)
EMT, Cardiac/Critical Care (260); EMT, Intermediate (270)	⇒	EMT, Intermediate/Critical Care (270)
Pharmacist, Nuclear (060)	⇒	Pharmacist (050)
Physician Assistant, Allopathic (642); Physician Assistant, Osteopathic (645)	⇒	Physician Assistant (642)
Medical or Clinical Laboratory Technologist (501), Medical or Clinical Laboratory Technician (502)	⇒	Medical or Clinical Lab Technician/Technologist (501)
Surgical Technologist (503), Surgical Assistant (504)	⇒	Surgical Technologist/Assistant (503)
Radiologic Technologist (530), X-Ray Technician or Operator (540), Limited X-Ray Machine Operator (LXMO) (550)	⇒	Radiologic Technician/Technologist (530)
Adult Care Facility Administrator (752), Hospital Administrator (755), Long-Term Care or Nursing Home Administrator (758), Assisted Living Facility Administrator (759)	⇒	Health Care Facility Administrator (758)
Insurance Agent (810), Insurance Broker (812)	⇒	Insurance Agent/Broker (810)

Profession Type	Updated Occupations Not Listed Above (Code)
Chiropractor	Chiropractic Assistant (604)
	Other Chiropractic Occupation, Not Classified (605)*
Behavioral Health Occupations	Sex Offender Counselor (652)
	Pastoral Counselor (653)
	Other Behavioral Health Occupation, Not Classified (668)*
Dental Service Practitioner	Other Dental Occupation, Not Classified (613)*
Nurse Aide, Home Health Aide, and Other Aide	Other Aide Occupation, Not Classified (176)*
Nurse - Advanced, Registered, Vocational, or Practical	Other Nurse Occupation, Not Classified (142)*
Dietitian/Nutritionist	Other Dietitian/Nutritionist Occupation, Not Classified (211)*

Emergency Medical Technician (EMT)	Other Emergency Medical Technician Occupation, Not Classified (281)*
Eye and Vision Service Practitioner	Other Eye and Vision Service Occupation, Not Classified (637)*
Pharmacy Service Practitioner	Other Pharmacy Service Occupation, Not Classified (076)*
Podiatric Service Practitioner	Other Podiatric Service Occupation, Not Classified (649)*
Psychologist/Psychological Assistant	Other Psychologist/Psychological Assistant Occupation, Not Classified (374)*
Rehabilitative, Respiratory and Restorative Service Practitioner	Other Rehabilitative, Respiratory and Restorative Service Occupation, Not Classified (658)*
Speech, Language and Hearing Service Practitioner	Other Speech, Language and Hearing Service Occupation, Not Classified (471)*
Technologist/Technician	Other Technologist/Technician, Not Classified (551)*

*"Other" occupations should be used when the profession does not fit within an existing occupation. Users can type in the exact occupation name when selecting these "Other" occupation types.

Figure 2

2. Adverse Action Workflow: Classification Code

Reporters will notice that the option for entering the Adverse Action Classification Code has moved from the screen prior to the main input form to within the main input form (see Figure 3). In addition, the input is no longer on one long page, but is broken up into tabs for easier data entry.

Figure 3

3. QRXS Submission Duplication Checking

The Data Bank's Querying and Reporting XML Software (QRXS) provides an opportunity to send and receive multiple practitioner reports or queries at one time. Occasionally, a QRXS submitter's software

will inadvertently submit duplicate transactions, resulting in errors or duplicate charges. New automated checks are being added to help detect and limit accidental duplicate transactions.

Is there a feature you think would improve the querying or reporting process? Email your suggestions to help@npdb.hrsa.gov.

The Data Bank usability team is always looking for reporters and quierers to assist with usability testing on system enhancements. If you are interested, please email databank@npdb.hrsa.gov.

Data Bank Administrators' Top Questions, Answered

Q: How do I regain access to a Data Bank account after an administrator leaves our organization?

A: If the current administrator is no longer with the organization, you will need to request administrator access by sending a letter to the Data Bank using your organization's letterhead. The request must include the following:



- Your organization's Data Bank Identification Number (DBID) or, if you do not have the DBID, your organization's Taxpayer Identification Number (TIN);
- A statement identifying the new administrator's name, email address, and phone number; and
- The name, title, and signature of your organization's senior manager or director, or a human resources representative.

Scan the letter, attach it to an email, and send it to help@npdb.hrsa.gov, or fax the request to 1-703-803-1964.

Q: How do I change or add Data Bank administrators?

A: A current Data Bank administrator will need to perform either of the following actions:

1. If your proposed Data Bank administrator is already a Data Bank user, the current administrator may grant administrator privileges by selecting **Maintain User Accounts**, choosing the relevant user, and editing the user account. Under **User Roles**, select **Administrator (manage user accounts, payment methods, and agent relationships)**.
2. If the proposed Data Bank administrator is not a Data Bank user:
 - Go to the *Administrator Options* screen and select **Maintain User Accounts**.
 - Select **Create Account** and under **User Roles** choose **Administrator (manage user accounts, payment methods, and agent relationships)**.
 - Complete the User Account Request form and select **Continue**.
 - The new user will receive a link via email with instructions to complete the User Verification Process within three days (the link will expire after three days).
 - Once the user registration document is completed, the administrator will need to approve the registration electronically. The registration documents should be retained by the Data Bank administrator.

The Data Bank Moves to the Cloud

As part of the Federal Cloud Computing Strategy, the Data Bank is moving its infrastructure and network architecture to a cloud data center this month. The Data Bank will begin using new servers that are more powerful and more secure. The benefits of this change include greater flexibility and scalability, lower long-term maintenance costs, and continued security.



The transition to the cloud will not affect your day-to-day use of the Data Bank. The www.npdb.hrsa.gov website is not changing. However, organizations using the Querying and Reporting XML Service (QRXS) may need to update their software to resolve to a different IP address. Information about this change has been sent to affected users.

To implement this migration, the Data Bank system will be unavailable from 7:00 p.m. Thursday, November 13, 2014 through 8:00 a.m. Tuesday, November 18, 2014.

Data Bank *Fast Facts*

Can health care practitioners who are not physicians or dentists be reported to the Data Bank?

Answer: Yes. All types of health care practitioners (defined as individuals who are licensed or otherwise authorized by a state to provide health care services, or any individual who, without authority, holds himself out to be so licensed or authorized) can be reported to the Data Bank. This definition includes physicians, dentists, nurses, chiropractors, pharmacists, psychologists, and many others.