

Data Bank Administrators – A Key Link in Data Bank Operations

The Data Bank Administrator serves an important role, functioning as a liaison between the Data Bank and your organization's users. In addition to performing administrative functions that keep the Data Bank running efficiently for queriers and reporters (and often serving as queriers and reporters themselves), the Administrator performs services that promote the integrity of Data Bank information. **One of their primary tasks is to keep their entity's registration profile up to date—not only at renewal time, but any time there are changes.** This helps to ensure that entities have proper statutory authority for querying and reporting.



Every entity registered with the Data Bank has at least one Data Bank Administrator, and they are the go-to people at your organization for questions or issues related to use of the Data Bank. More than 18,000 Data Bank Administrators oversee Data Bank use at their organizations. Some of the essential services they provide are detailed below.

Entity Account Maintenance

- Coordinate renewal of Data Bank registration every 2 years.
- **Keep entity account information up to date**, handling organization name and address changes and changes to statutory authorities, which require updates to, or recertification of, entity information.
- Manage registration of new Certifying Officials and new or additional Administrators, as needed. Organizations can assign more than one Data Bank Administrator to share administrator responsibilities.

User Account Maintenance

- Create, edit, and delete Data Bank user accounts.
- Unlock user accounts and reset user account passwords.
- **Oversee the registration and identity-proofing of new users, for which Administrators complete special training.**
- Uphold standards of confidentiality and appropriate Data Bank use at the organization, with the authority to revoke user accounts that are noncompliant.
- Grant appropriate reporting, querying, and billing permissions for each Data Bank user account.
- Disable user accounts that are no longer in use, as soon as Data Bank users terminate employment.

Billing Functions

- Set up Electronic Funds Transfer or credit card accounts with the Data Bank, and update card information as needed.
- Assign individual users to specific payment accounts.



Continuous Query Maintenance

- Activate Continuous Query.
- Set up payment and renewal method for Continuous Query enrollments.

Authorized Agent Relationships

- Coordinate organization-agent relationships.
- Set up report disclosure and query payment routing related to Authorized Agents.
- Deactivate Authorized Agents.
- Monitor and act as point of contact for Authorized Agent activity on behalf of the organization, and resolve agent issues.

Data Bank Administrator responsibilities entail working with a variety of people within their organizations, including human resources personnel, credentialing staff, the accounting office, or upper management. The Data Bank Administrator must be knowledgeable about turnovers on the credentialing staff and banking account expirations or changes, and must update their organization's Data Bank account information when changes occur. Data Bank Administrators not only assist with efficient use of the Data Bank—they also assure that the highest standards of Data Bank security and data integrity are maintained. Please visit our website to [read more about Data Bank Administrators](#).

Section 1921 and its Role in Enhancing Health Care Safety

With the implementation of Section 1921 of the Social Security Act in March 2010, officials responsible for hiring and credentialing health care practitioners now have access to more information from the National Practitioner Data Bank (NPDB)—information that will help hiring and credentialing professionals make more informed decisions and enhance the quality of care provided at their organizations. Specifically, Section 1921 broadened the scope of information available from the NPDB, particularly concerning State Licensure Actions. In addition to the adverse licensure actions against physicians and dentists previously available, the NPDB now collects and discloses information on any adverse State Licensure Action (not just those relating to professional competence and conduct) on *any* health care practitioner or entity. The NPDB also contains information on negative actions or findings taken by a State Licensing Authority, Peer Review Organization, or Private Accreditation Organization against any health care practitioner or entity. Section 1921 information is available to hospitals, other health care entities, professional societies, and State Licensing Boards, as well as to certain organizations that are new to the NPDB.



As a result of Section 1921, hiring and credentialing officials, including hospitals' human resources departments, nursing staffing offices, and other health care hiring and staffing organizations can receive Adverse Licensure Action Reports on other health care practitioners such as nurses, certified nursing assistants, chiropractors, podiatrists, pharmacists, physician assistants, physical therapists, respiratory therapists, and social workers, among others.

The expanded information brought about by Section 1921 promotes safety and quality care, which supports the Data Bank's mission. Human resource and credentialing officials can help promote safety and quality health care at their own organizations by using Section 1921 information to inform their recruiting, hiring, and credentialing decisions.

Dear Data Bank... Spotlight on State Licensing Board Reporting Scenarios

This column responds to questions about Data Bank policies and procedures. If you have a question, please email "[Dear Data Bank](#)." We look forward to hearing from you!

When are State Licensing Boards required to report administrative fines to the Data Bank?

The requirements for reporting administrative fines are different from the requirements for reporting other types of monetary penalties. State Licensing Boards must report to the Data Bank all monetary penalties that are formal disciplinary actions. Specifically, State Licensing and Certification Authorities are required to report to the Healthcare Integrity and Protection Data Bank (HIPDB) any formal or official action taken against a health care practitioner, provider, or supplier. State Licensing Authorities also are required to report to the NPDB adverse actions resulting from a formal proceeding against health care practitioners and entities. Administrative fines, however, are considered administrative or technical in nature and are reportable to the Data Bank only if they meet certain criteria.

First, administrative fines are defined in NPDB and HIPDB regulations as "negative actions or findings," and must be publicly available information. In addition, to be reportable to the NPDB, the administrative fines must be either:

- (1) Connected to the billing, provision, or delivery of health care services *or*
- (2) Taken in conjunction with another reportable action.

To be reportable to the HIPDB, a fine must meet *both* of these conditions. Each State Licensing Board determines whether its action is connected to the billing, provision, or delivery of health care services. For example, if a Board imposes an administrative fine against a practitioner for misrepresenting the efficacy of an experimental treatment, that fine would be reportable to the NPDB only. If a Board fines and reprimands a practitioner for failing to obtain required continuing education credits (and the Board considers this action related to health care delivery), the fine and associated reprimand would be reportable to both the NPDB and the HIPDB. However, if a Board imposes an administrative fine for late payment of a renewal application fee, that fine would not be reportable to either Data Bank.

Are State Licensing Boards required to report denials of licensure applications to the Data Bank?

State Licensing Boards must report most denials of initial licensure applications and denials of licensure renewals to the Data Bank. Specifically, denials of licensure applications and renewals for health care practitioners and entities qualify as adverse licensure actions resulting from a formal proceeding, which are reportable to the NPDB. These types of denials also qualify as licensure or certification actions taken against health care practitioners, providers, and suppliers, which are reportable to the HIPDB. For example, if a State Board denies a practitioner's initial licensure application because the practitioner failed to report an adverse action taken against his or her license in another state or for misrepresenting information on the application, that action is reportable.



However, if an applicant does not meet the criteria for the Board to accept the application, this is *not* reportable to the Data Bank because no formal action was taken to deny the license. For example, if a Board determines that an applicant does not meet education requirements for licensure, or failed to pass a required exam, the Board should not report that action. In addition, if a practitioner decides to withdraw an application without cause (e.g., retirement or personal reasons), that action is not reportable.

If you have a specific scenario that you would like assistance with, please contact the Data Bank via [email](#).