

The Interface Control Document Transfer Program (ITP) Sunset Fact Sheet

Q: What is ITP?

A: ITP is used by organizations that use custom or commercial software products or services to interact with the National Practitioner Data Bank (NPDB) and transmit, manage, and store practitioner data for a large number of practitioners. ITP is being phased out (or “sunset”) and replaced with the Querying and Reporting XML Service (QRXS). **ITP software vendors should migrate to the QRXS before July 31, 2014, when ITP will officially be replaced with QRXS.** Please be aware of the following milestones:

- Starting September 30, 2013, entities will no longer be permitted to submit reports via ITP
- Starting January 7, 2014, entities will no longer be permitted to sign up for ITP
- **Starting July 31, 2014, ITP will be permanently replaced with QRXS**

Q: Why is the ITP being sunset?

A: The Data Bank created ITP in 2000. Between 2007 and 2009, the Data Bank introduced QRXS as the next-generation interface for third parties to interact with the NPDB. In April 2009, the Data Bank first announced that ITP would sunset, and that vendors should begin the transition to QRXS. It is no longer possible to maintain ITP as the technology on which it was built is becoming obsolete. QRXS uses XML, a modern standard for internet-based transactions.

Q: How is QRXS different from ITP?

A: ITP and the QRXS perform the same function, though QRXS offers added benefits. With QRXS, the Quality Assurance (QA) environment allows you to test your files and test your response-parsing code – there is no equivalent for this function with ITP. QRXS has a web service interface and is now used by the majority of entities that use external software to query and/or report to the Data Bank.

Q: How does the switch from ITP to QRXS affect me?

A: This change will only affect current users of the ITP service. If your software vendor has already transitioned to QRXS, or you report and/or query directly through the Data Bank website, the ITP sunset will not affect you. If you *do* use ITP to query and/or report, or are unsure whether you use ITP or QRXS, **you will need to work with your software vendor** (i.e., the provider of your querying or reporting tool) to ensure they are making the switch from ITP to QRXS, if they have not done so already. The Data Bank will be supporting vendors as necessary during this process.

Q: I am an entity that uses ITP. What information should I give my vendor so we can start using QRXS?

A: The Data Bank is reaching out to software vendors to notify them of the necessary changes, but if they do not receive those communications, you may refer them to this fact sheet, the [QRXS Client Program User Guide](#), the software [downloads](#) necessary to interact with QRXS, [Software FAQs](#) for technical questions, and more general information on our [About Software](#) page. Please note that entities’ querying and reporting responsibilities will not be affected by the ITP sunset.

If your organization does not wish to proceed with QRXS, you may always use the Data Bank website for querying and/or reporting. If you maintain practitioner records in an in-house database such as Microsoft Access, you can transfer these records into your practitioner database easily, provided that they are maintained in either a file



format that can be converted to American Standard Code for Information Interchange (ASCII) fixed-width text or the Extensible Markup Language (XML) file format. You do not have to use QRXS to transfer these records.

Q: I am an entity. Does this mean I must update my credentialing software by the first sunset date?

A: If you purchase a credentialing software solution that uses ITP after the first sunset date (September 30, 2013), you will need to work with the software provider to ensure they are making the transition to QRXS.

Q: What if I already purchased an ITP-based credentialing software solution after the first sunset date?

A: The Data Bank has contacted all software vendors about the upcoming switch from ITP to QRXS, so they should be in the process of updating their software. You may contact your software vendor to ensure they are making the switch to QRXS.

Q: If I have enrolled subjects in Continuous Query using ITP, how will I get notifications?

A: If you plan to migrate from ITP to QRXS, your entity administrator can change your output preference for these notifications on the *Notification Options* screen. The administrator should do this when your system is QRXS-ready. If you do not plan to use QRXS, you will continue to have access to any notifications via the Integrated Querying and Reporting Service, or the IQRS, on the Data Bank website. You may need to update the notification preferences for your account if you do not already receive emails for this type of notification.

Q: I am a vendor that uses ITP. How do I switch from ITP to QRXS?

A: To transition to QRXS, you will need to obtain and understand the QRXS schemas, software downloads, format specifications, and user documentation (all of which can be found in the [Software](#) section of the Data Bank website). You will then need to test the software in the QRXS QA environment before implementing the updated software. If you have additional software concerns, refer to the [QRXS Client Program User Guide](#), our [Software FAQs](#) for technical questions, and the other information on our [About Software](#) page.

Q: Where can I go for more information and assistance during this transition?

A: The Data Bank is glad to assist you during any aspect of the transition, and has prepared several resources. The Data Bank has created a [QRXS Client Program User Guide](#) to detail the technical specifics of QRXS. Please see our [About Software](#) page for more information, as well. If you need any additional help, whether you are an entity or a software vendor, please contact the NPDB Customer Service Center at:



1-800-767-6732, Fax: 1-703-803-1964
Outside the U.S.: 1-703-802-9380
TT/TDD: 1-703-802-9395

✉ **Email: help@npdb.hrsa.gov**
✉ **Online: <http://www.npdb.hrsa.gov>**

Open: Mon. - Thurs. 8:30 a.m. - 6:00 p.m. ET, Fri. 8:30 a.m. - 5:30 p.m. ET, Closed: Federal holidays