



NPDB-HIPDB DATA BANK NEWS



National Practitioner Data Bank—Healthcare Integrity and Protection Data Bank

JULY 2008

NPDB-HIPDB Data Bank News Goes Electronic

Don't forget that the Data Bank newsletter, *NPDB-HIPDB Data Bank News*, is available on-line at www.npdb-hipdb.hrsa.gov/newsletter.html. You can help save paper resources by choosing to receive the newsletter electronically instead of a paper copy.

If you would like to stop receiving the paper copy of the newsletter, log in to the Integrated Querying and Reporting Service (IQRS), access the *User Account Information* screen, de-select the newsletter receipt box, and click **Save**. **Note:** The Data Banks also automatically sends each organization a paper copy of the newsletter. If you wish

to discontinue this copy, your Entity Data Bank Administrator or Certifying Official should send an e-mail to npdb-hipdb@sra.com, and in the subject line, specify "opt out of the paper version of the newsletter". Be sure to include your entity's Data Bank Identification Number (DBID).

Entities that wish to continue receiving the paper newsletter do not need to do anything, as they will continue to receive a paper copy unless they specifically opt-out.

The electronic newsletter (e-newsletter) provides important Data Bank information at your

Inside this issue:

NPDB-HIPDB Data Bank News Goes Electronic.....	1
PDBB Renamed DPDB.....	1
Helpful Hints from the Data Banks.....	2
April Newsletter Correction.....	2
Data Bank Improvements Debut This September.....	3
CARF Accepts PDS.....	3
Data Bank Outreach and Education Activities.....	4
The Compliance Team: New Name, Same Game.....	5
QRXS Querying is Available.....	5
Spotlight on PDS: Did You Know.....	6
Dear Data Banks.....	7
On the Horizon.....	8

NPDB-HIPDB Data Bank News Goes Electronic continued on page 2

PDBB Renamed DPDB

The Practitioner Data Banks Branch (PDBB) has been reorganized as the Division of Practitioner Data Banks (DPDB) within the Bureau of Health Professions (BHPr), Health Resources and Services Administration (HRSA), U. S. Department of Health and Human Services (HHS). DPDB is the Government office responsible for administering the National Practitioner Data Bank-Healthcare Integrity and Protection Data Bank (NPDB-HIPDB). ❖

NPDB-HIPDB Data Bank News Goes Electronic continued from page 1

fingertips and is identical to the paper copy. Users won't have to wait for the mailed paper version and can receive the e-newsletter as soon as it is available. Entities can download, read, share, and print the e-newsletter for other interested colleagues at their convenience. Users may also perform keyword searches within the newsletter to access the information that is of special interest. Many entities, already receiving the e-newsletter, appreciate the

features and have elected to discontinue receiving the paper version.

Update your user account information today and make sure you have a current e-mail address on file so you will receive the e-newsletter with the next issue. All Data Bank users with an e-mail address listed in their user account will receive an e-newsletter with the October issue. ❖

Helpful Hints from the Data Banks

BILL REFERENCE NUMBERS

To assist you in reconciling your payment transaction, the National Practitioner Data Bank-Healthcare Integrity and Protection Data Bank (NPDB-HIPDB) provides a Data Bank Bill Reference Number for each transaction paid by your entity's Electronic Funds Transfer (EFT) or credit card account. If your entity is an Integrated Querying and Reporting Service (IQRS) user, or a Querying and Reporting XML Service (QRXS) user, the Bill Reference Number is found on your charge receipt. If your entity is an Interface Control Document (ICD) Transfer Program (ITP) user, the Data Bank Reference Number is found in the Query File Status Data Record (FSTA).

The Data Banks will forward this reference number to your bank when requesting payment for a transaction. The bank may provide this information on your monthly statement to you to help reconcile your entity's Data Bank charges. Credit card statements insert an "N" or an "H" (N = NPDB, H = HIPDB) before the reference number to identify the Data Bank to which the charge applies.

AVOID DUPLICATE QUERIES

To avoid duplicate queries, print your query Temporary Record of Submission or check the *View*

Query Response screen before you re-submit a query. Query responses are available electronically within 2 to 4 hours of receipt by the Data Bank(s).

Beginning in September, you will receive an e-mail informing you that the query response is available. Until then, be sure to allow sufficient time for processing before checking the *View Query Response* screen. You may also contact the Customer Service Center at 1-800-767-6732 if you have questions. Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The Customer Service Center is closed on all Federal holidays.

AUTHORIZED USERS OF THE DATA BANKS

Authorized NPDB queriers and reporters include State licensing boards; medical malpractice payers (authorized only to report to the NPDB); hospitals and other health care entities; professional societies; and licensed health care practitioners (self-query only). Authorized HIPDB queriers and reporters include Federal and State Government agencies; health plans; and health care practitioners, providers and suppliers (self-query only). ❖

April Newsletter Correction

The phone number in the Security article on page 4 of the April issue of NPDB-HIPDB Data Bank Newsletter was incorrect. For clarification purposes, the Customer Service Center phone number is 1-800-767-6732. Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The Customer Service Center is closed on all Federal holidays. We apologize for any inconvenience. ❖

Data Bank Improvements Debut This September

On September 2, 2008, the Data Banks are implementing changes to enhance communications with registered users and improve the reporting, querying, and billing processes.

EXPANDING E-MAIL NOTIFICATIONS TO IQRS USERS

Users can elect to receive the following e-mail notifications using the *User Account Information* screen:

- **E-mail notifications for query, report, and Proactive Disclosure Service Prototype (PDS) enrollment responses.** Integrated Querying and Reporting Service (IQRS) users can elect to receive e-mail notifications when their query, report, and PDS enrollment responses are available to view.
- **E-mail notifications for the electronic Data Bank newsletter (e-newsletter).** Beginning with the October 2008 issue of the Newsletter, all Data Bank users will automatically receive the e-newsletter via a link within the body of an e-mail. IQRS users can elect not to receive the e-newsletter in the Notification Preferences section of the *User Account Information* screen. Entity Data Bank Administrators can also opt-out of receiving the paper version of the Data Bank newsletter.
- **E-mail notifications for administrative events.** Such events include registration renewal and expiration, registration profile updates, and entity/agent relationship activities.
- **E-mail notifications regarding agent status.** Receive notification if your agent's ability to conduct business with the Data Banks, on your behalf, is suspended pending their registration renewal.

To take advantage of these notifications, users should log in to the IQRS, access the *User Account Information* screen, enter a valid e-mail address, and specify notification preferences. The subject line on each e-mail notification will inform the user at a glance about the contents of the e-mail.

REPORTING IMPROVEMENTS

In September, an entity must provide a reason when voiding a report. This enables recipients of the void notification to understand why the report was voided. The reason will appear in Report Verification Documents, Subject Notification Documents, PDS report disclosures, and PDS change notifications. When an entity voids a report, the report is expunged from the Data Banks. Reasons for voiding a report are:

Data Bank Improvements Debut This September continued on page 4

CARF Accepts PDS

The Commission on Accreditation of Rehabilitation Facilities, (CARF), an organization that accredits human service providers in the areas of aging services, behavioral health, child and youth services, Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS), employment and community services, medical rehabilitation, and opioid treatment programs, has reviewed the Proactive Disclosure Service Prototype (PDS) in relation to its standards. We are pleased to announce that CARF "recognizes PDS as one source of data that may be used by providers of medical rehabilitation services as part of a professional privileging system." ❖

Data Bank Improvements Debut This September continued from page 3

- The action was erroneously submitted (e.g., wrong practitioner named; duplicate report; payment not delivered; action never finalized).
- The action does not meet the legal reporting criteria and therefore is not a reportable event.
- The action taken was reversed because the original action should never have been taken (overtaken on appeal).

Note: Reports with related Revision-to-Action Reports cannot be voided until the corresponding Revision-to-Action Reports are voided.

DETAILED QUERY RESULTS

Section A of the query response will provide additional details about the various kinds of Adverse Action Reports. Query responses will indicate

whether a report is related to: Medical Malpractice, State Licensure, Clinical Privileges, Professional Society, Drug Enforcement Administration/Federal Licensure, Health Plan actions, Exclusion or Debarment, Government Administrative, or Judgment or Conviction. Currently, this section only states whether a report is a Medical Malpractice Payment Report (MMPR), Adverse Action Report (AAR), or Judgment or Conviction Report (JOCR).

EXPANDED ACCESS TO BILLING RECEIPTS

In September, Data Bank users can view charge receipts dating back to July 1, 2000. Previously, users could only view receipts within the last 60 days. **Note:** Query transactions may have multiple associated bill receipts that reflect updates to the original charge. ❖

Data Bank Outreach and Education Activities

Representatives from the Division of Practitioner Data Banks (DPDB) participate in a variety of outreach activities to share Data Bank information, learn from health care community experts and associations, and talk with Data Bank users about their concerns.

Recent outreach activities:

- **Blue Cross Blue Shield (BCBS) National Internal Audit and Anti-Fraud (IAFF) Conference** (Scottsdale, AZ, May 18–21). The Data Banks exhibited at the conference.

Upcoming outreach activities:

- **American Health Lawyers Association (AHLA) Annual Meeting** (San Francisco, CA, June 29–July 3). The Data Banks will speak at the meeting.
- **National Conference of State Legislatures (NCSL) 2008 Legislative Summit** (New Orleans, LA, July 22–26). The Data Banks will exhibit at the summit.
- **2008 National Association Medical Staff Services (NAMSS) Annual Conference** (Milwaukee, WI, October 11–15). The Data Banks will speak and exhibit at the conference.
- **The National Healthcare Anti-Fraud Association (NHCAA) Institute 2008 Annual Training Conference** (Phoenix, AZ, November 17–20). The Data Banks will exhibit at the conference. ❖

The Compliance Team: New Name, Same Game

The Data Integrity and Evaluation Team was renamed the Compliance Team. The Team's focus remains the same: to monitor compliance with the statutory requirements of the National Practitioner Data Bank and Healthcare Integrity and Protection Data Bank (NPDB-HIPDB) and intervene when patterns of non-compliance are observed.

More specifically, the objectives of the Compliance Team are to identify all areas of non-compliance; prioritize intervention efforts; evaluate the effectiveness of interventions; use available resources efficiently; determine the need for additional resources; and when necessary request assistance from the Office of Inspector General (OIG). The OIG, not the Data Banks, has the authority to sanction entities or individuals determined to be in non-compliance with NPDB and HIPDB reporting requirements.

In 2006–2007, the Compliance Team's efforts focused on State licensure authorities' reporting of adverse actions. This effort included informing State licensure boards about the NPDB and HIPDB reporting requirements that mandate submission of reports within 30 days of the date of the final action; providing each board with its own reporting data and requesting an action plan for becoming compliant. As a result of these efforts, State licensure timeliness

of reporting adverse actions improved from 34.1% in 2006 to 49.7% by the end of December 2007.

While continuing the successful interventions with State licensing authorities, in 2008, the Compliance Team identified hospitals as its priority. Specifically, the Team will concentrate on those hospitals that have not abided by the mandatory requirement to query the NPDB every 2 years for all practitioners on their medical staff, as well as to report professional review actions that adversely affect clinical privileges for more than 30 days. The Team will continue ongoing efforts to monitor the eligibility of entities that register with the Data Banks; review the timeliness, accuracy, and completeness of individual reports; monitor Medical Malpractice Payment Report (MMPR) compliance; and investigate and resolve alleged breaches of confidentiality or unauthorized queries.

You can help the Data Banks' Compliance Team in its efforts by reviewing your reporting processes to improve the accuracy, completeness, and timeliness of submitting reports. As a querier, you can also assist by reporting potential non-compliance issues to the Customer Service Center at 1-800-767-6732 or via e-mail at npdb-hipdb@sra.com. ❖

QRXS Querying Is Available

Users can now query the Data Banks using the Querying and Reporting XML Service (QRXS). Previously, users could only submit reports to the QRXS. The QRXS interface is ideal for large volume queriers and reporters who use their own transaction processing systems and want to interface those systems with the Data Banks. The QRXS is similar to the Interface Control Document (ICD) Transfer Program (ITP) interface, but uses eXtensible Markup Language (XML) as the file format for submissions and responses. XML provides the advantage of verifying the reporting format without having to submit transactions and wait for validation responses from the National Practitioner Data Bank-Healthcare Integrity and Protection Data Bank (NPDB-HIPDB).

Queries submitted through the QRXS are validated instantly with a query confirmation. The confirmation contains the batch Data Bank Control Number (DCN), the subject information for each subject submitted, and a status for each subject. If a query subject does not pass the validation, a list of errors is provided for the submitter to correct. Unlike the Interface Control Document (ICD) Transfer Program (ITP), the QRXS will not charge submitters for queries that are rejected because of data problems. ❖



Spotlight on PDS: Did You Know...

Did you know...that you can still enroll your practitioners into the Proactive Disclosure Service Prototype (PDS)?

The PDS is open to all registered entities that query the Data Banks and you are encouraged to enroll and receive ongoing querying of your health care practitioners. Once you have subscribed to PDS, the enrollment process is easy. After your practitioners are enrolled, you no longer have to worry about missing a Data Bank report or submitting manual queries on your enrolled practitioners for the 1-year enrollment period.

The PDS uses the same data elements currently required for querying the Data Banks, so when you enroll your practitioners into the PDS, you do not need additional information. You can enroll practitioners individually or import your entire Integrated Querying and Reporting Service (IQRS) subject database. In addition, PDS subscribers can use the enrollment confirmations to demonstrate compliance with accreditation standards including the biennial query. To enroll your practitioners, complete the PDS invitation located at www.npdb-hipdb.hrsa.gov/pubs/PDS_Invitation_Information.pdf.

Did you know...that current PDS users are extremely satisfied with the service and expressed their praise to the Data Banks?

Comments from PDS subscribers included:

- "Cuts my reappointment time by 90%."
- "Easy to navigate."
- "Response time is fantastic."
- "Love the system."

Entities also shared more of their experiences:

Several entities mentioned they were notified about new reports on practitioners who had not disclosed reports during their appointment process. The entities received the PDS reports just before the committee met to determine who to hire. If the entities did not enroll their practitioners in the PDS, they would not have known about the reports for 2 years. One entity in this situation noted: "it just validates how good it is to be enrolled in the PDS!"

Another PDS subscriber felt that enrolling in the PDS was a "no brainer" and added "it just feels like we are doing the right thing by being enrolled."

Did you know...that the Data Banks send subscribers e-mail reminders when it is time to renew enrolled practitioners in the PDS?

PDS renewals are currently underway for entities that enrolled their practitioners 1 year ago. The renewal process is simple. Entities will receive an e-mail renewal notice 2 months before the enrollment expiration date and another notice 1 month before the enrollment period expires. To renew, simply access the PDS during your renewal period and click the **Renew** button. You may renew the enrollment as soon as you receive the notice or anytime before the enrollment expires. **Note:** There is a 30-day grace period after the renewal date expires, but, if you do not renew within these 30 days, the enrollment will automatically cancel—you will no longer receive continuous querying of your practitioners and you will need to perform traditional queries again. Additional information on how to renew PDS subjects can be found on the *Fact Sheet on Renewing a Subject Enrollment in the Proactive Disclosure Service Prototype (PDS)*, located at www.npdb-hipdb.hrsa.gov/factsheet.html. ❖

Dear Data Banks...

This column answers questions about the Data Banks' policies and procedures. If you have a question, please write to Dear Data Banks at P.O. Box 10832, Chantilly, VA 20153-0832 or e-mail your question to Dear Data Banks at npdb-hipdb@sra.com. We look forward to hearing from you!

Question: I received a message through the Integrated Querying and Reporting Service (IQRS) that my session has expired. Why did I receive this message?

Answer: On most IQRS screens, your session will automatically expire if you remain inactive on the screen for more than 20 minutes. The exceptions are the *Query Input, Report Input, Add/Modify Subject Information, and Enroll PDS Subject* screens—all of which expire after 2 hours of inactivity. This feature protects the integrity and security of the Data Banks. If your session expires, simply log in to the IQRS again.

Question: My company changed to a different bank account. How do I change my Electronic Funds Transfer (EFT) account with the Data Banks?

Answer: If your EFT account information changes (e.g., routing number, bank account information), submit the new information by accessing the *EFT Authorization* screen in the IQRS. Your Entity Data Bank Administrator should follow the on-screen instructions to authorize the EFT information. Complete all fields on the screen and click

Submit to Data Bank(s). Print two copies of the formatted *EFT Authorization* form. Keep one copy for your records and sign, date, and attach a voided check or deposit slip to the other copy. Mail this form to the address specified on the formatted copy.

To avoid interruption of query services with the Data Bank(s), you must ensure that your EFT account information is kept current.

Question: When I try to log in to the IQRS, I receive a message that my password is expired. How do I reset my password?

Answer: If your password is expired and you have a valid e-mail address on file, you may use the IQRS-automated Password Reset Service to change your password. When re-directed to the Password Reset Service, follow the on-screen instructions. The Data Banks will send you an e-mail containing a special link that provides temporary access to the IQRS so you may change your password.

If you are locked out and are unable to reset your password through the Password Reset Service, contact your Entity Data Bank Administrator to reset your password. The Entity Data Bank Administrator should call the Customer Service Center at 1-800-767-6732 for assistance.

Question: My organization is a Group Practice. Would an action taken against a practitioner within our Group Practice membership be considered a Professional Society action?

Answer: Group Practices taking an action against the membership of a practitioner in the group should report this as a Clinical Privileges action, not as a Professional Society action. Group Practices differ from Professional Societies. Professional Societies are professional membership associations e.g., the American Medical Association (AMA), the American Dental Association (ADA), or a county medical society. Group practices consist of health care practitioners that provide or deliver health care services. Both Professional Societies and Group Practices must follow a formal peer review process to be eligible to query and report to the National Practitioner Data Bank (NPDB).

Question: My organization was recently notified that a State board took a licensure action against one of my practitioners. Do I need to report this action to the Data Banks?

Answer: No. The organization or agency that took the action is responsible for reporting the action. In this case, the State board is required to report the action, not your entity.

If you have an urgent question, please call the Customer Service Center at 1-800-767-6732. Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The Customer Service Center is closed on all Federal holidays. ❖

On the Horizon

POLICY FORUM AND 2008 NATIONAL ASSOCIATION MEDICAL STAFF SERVICES (NAMSS) ANNUAL CONFERENCE

This October finds Data Bank representatives in Milwaukee, WI, at the Data Banks Policy Forum held prior to the start of the 32nd annual NAMSS conference. Look for additional information to reserve your place at the Policy Forum. The tentative topics for discussion include:

- Existing Data Bank policies that have generated frequent questions.
- Section 1921 of the *Social Security Act*.
- The importance of compliance.
- The Proactive Disclosure Service Prototype (PDS).

Following the Policy Forum, Data Bank representatives will attend the NAMSS conference and answer questions at the National Practitioner Data Bank-Healthcare Integrity and Protection Data Bank (NPDB-HIPDB) exhibit booth. NAMSS members include individuals responsible for managing credentialing, privileging, practitioner/provider organizations, and regulatory compliance in the diverse health care industry. ❖

U.S. DEPARTMENT OF HEALTH AND
HUMAN SERVICES

Health Resources and Services Administration
Bureau of Health Professions
Division of Practitioner Data Banks
Parklawn Building, Room 8-103
5600 Fishers Lane
Rockville, MD 20857

PRESORTED STANDARD
U.S. POSTAGE PAID
TEMPLE HILLS, MD
PERMIT NO. 4004