

**IQRS User Review Panel (URP) Meeting
September 30, 2003
San Antonio, TX**

Minutes and User Recommendations

The purpose of this document is to provide a synopsis of the 2003 IQRS URP Meeting, and to record the recommendations provided by IQRS users. These recommendations will be reviewed by the Data Banks for possible incorporation.

Morning Session

The meeting convened at approximately 9:00 a.m. on September 30, 2003. Introductory remarks and administrative items were presented by NPDB-HIPDB Project Manager, Kevin Fagan. This presentation was followed by Division of Practitioner Data Banks (DPDB) Operations Branch Chief, Mr. Darryl Gray, who provided an update on IQRS URP recommendations from the previous URP meeting. Next, Aaron Hawes (NPDB-HIPDB Development staff) discussed system improvements implemented in the past year and additional enhancements that will be implemented in scheduled releases through the Spring of 2004. These additional enhancements will include saving and assigning multiple credit cards, expanding sort features for the IQRS subject database, and revisions to the ITP functionality. More detailed information about software releases will appear in future issues of the Data Bank newsletter, *NPDB-HIPDB Data Bank News*.

Afternoon Session

After a user feedback session conducted by Mr. Gray, Ms. Cynthia Grubbs, DPDB's Acting Deputy Director, provided an update on Section 1921, noting that Health Resources and Services Administration (HRSA) has submitted revisions for legislative consideration. Mr. Fagan reviewed the results of a series of DPDB working groups to discuss the design of a Proactive Disclosure Service (PDS).

The IQRS URP presentations were designed to be interactive, and comments from users were solicited throughout the day. Ideas and recommendations to improve the Data Banks will be considered for implementation. They are recorded below.

URP Recommendations

1. **ITP Query Responses:** The URP recommended that the Data Banks consider adding functionality, if possible, to allow ITP users to view type of report/action date in order to determine whether they need to download all reports in a query, or just those that they haven't seen before.

2. **Matching Algorithm:** Several IQRS users requested that DPDB share the matching algorithm with users. After considerable discussion, Mr. Gray indicated that the data matching issue for users has to do with ensuring that users complete all required data fields. Mr. Gray referred participants to the July 2003 article in *NPDB-HIPDB Data Bank News*, which describes the required data fields for NPDB and HIPDB. Information in these data fields is matched against the Data Banks to ensure an accurate match. The Texas Health and Human Services had concerns about inaccurate query responses in the event that an entity submits the wrong date for the medical school graduation year. Mr. Hawes explained that the query form allows for multiple entries if you are unsure of a date or Social Security Number, for example, and that the matching algorithm allows for an exact match or a “near” match. A “near” match would flag a query to be reviewed manually. At the end of the discussion, Mr. Gray agreed to review the algorithm request, but cautioned that he sees no need to share the algorithm.
3. **Practitioner Address Updates:** In discussion of the Report Response Service enhancements that allow a practitioner to change his mailing address, IQRS users requested that address updates be communicated to historical queriers. Another participant suggested that addresses be automatically updated for each entity in the IQRS.

Actions

1. **Ad Hoc Request:** The Association of Social Workers Board representative asked how to confirm whether all report information was received by the Data Banks. Ms. Grubbs invited the entity to contact her at DPDB to request an ad hoc report, in order to confirm whether the Data Banks received the reports.
2. **Medical Malpractice Payment Report:** A staffing and credentialing group representative indicated that he knew of a practitioner who claims that he should not have a report, but the reporter (insurance company) is no longer in business. The practitioner wants to know about his options. Ms. Grubbs asked for the practitioner’s name, so that DPDB could research the issue.
3. **2004 URP Meeting:** Participants requested that DPDB consider scheduling additional URP meetings that are regional or focus on user type (e.g., high-volume users). Another participant requested to be placed on an invitation list for all future URP meetings. Mr. Gray indicated that DPDB would review options to revise the URP meeting schedule, and would begin preliminary planning to schedule the annual meeting to coincide with the 2004 NAMSS conference in Miami.

Questions/Comments

- 1. Dispute Process:** Kaiser Permanente asked for clarification of the dispute process. Ms. Grubbs explained that, if a practitioner disputes a report but receives no response from the reporting entity, or the entity insists that the report is correct as filed, the practitioner must wait 30 days from the dispute date before they can elevate the disputed report to Secretarial Review.
- 2. Exclusion Reports:** Texas HHS asked why Exclusion Reports are a two-step processes (i.e., initial and reinstatement). Ms. Grubbs explained that the intent is to capture full picture of what happened to the practitioner; for HIPDB it's only for actions. Ms. Grubbs explained that the procedure was adopted after 1996. The question is how to report reinstatement if the exclusion happened before 1996.
- 3. Query Option – Change:** IQRS users questioned how an agent can change a query option that is requested by the entity. Ms. Grubbs explained that an agent cannot change an entity profile, but if the entity anticipates needing only NPDB responses for some queries, or NPDB and HIPDB responses for other queries, the entity can register a separate DBID for each type of request, and then designate their agent for both DBIDs.
- 4. Rejected Queries:** A representative from Texas HHS inquired as to whether there is a way to identify query submitters, particularly in the case of rejected queries. Mr. Hawes explained that, if an entity assigns a User ID to individual staff, the submitter's name should appear on the *View Query Response* screen.
- 5. Report Verification:** The United Healthcare representative asked whether the Data Banks had a process to verify information reported by entities. Mr. Gray explained that the Guidebooks describe reporting requirements, but that the Data Banks do not monitor information submitted. Instead, the reporting entity and the subject of the report each receive a copy of the document, which they must review for accuracy. If the practitioner disputes information included in a report, that practitioner can notify the Data Banks by using the on-line Report Response Service.
- 6. Revisions to 1921 Legislation:** Ms. Grubbs explained that revisions submitted by HRSA include making reports of adverse licensure actions available to NPDB queriers and allowing some law enforcement agencies to query NPDB. Ms Grubbs clarified that, if revisions to the legislation are passed, reports of licensure actions currently available in HIPDB will automatically become available in NPDB.
- 7. Subject Notification Document (SND) Returned Mail:** In discussion of the SND returned mail feature that informs historical queries when a practitioner has not received a particular report, Texas HHS asked for an example of a situation where this information would be useful. Ms. Grubbs explained that this information would be useful to corroborate a practitioner's claim that he has no reports in the Data Banks after an entity's query shows that there is a report.

The meeting ended with a discussion to schedule the next URP meeting. In addition to an annual meeting, several participants requested that DPDB consider scheduling regional meetings or separate meetings for high-volume users. DPDB indicated that they would review options to revise the URP meeting schedule, but would begin preliminary planning to schedule the annual meeting to coincide with the 2004 NAMSS conference in Miami. The IQRS Users Group meeting ended at approximately 4:30 p.m.