Querying the National Practitioner Data Bank

January 25, 2024

Brutrinia Cain and Adam Stanzione
National Practitioner Data Bank (NPDB)
Bureau of Health Workforce (BHW)

Vision: Healthy Communities, Healthy People

Agenda

1 — NPDB Overview

2 — Querying Basics

3 — Entities Authorized to Query

4 — Conducting a Query

5 — Resources, Polls, and Q&A

Welcome – Housekeeping

► Presentation materials
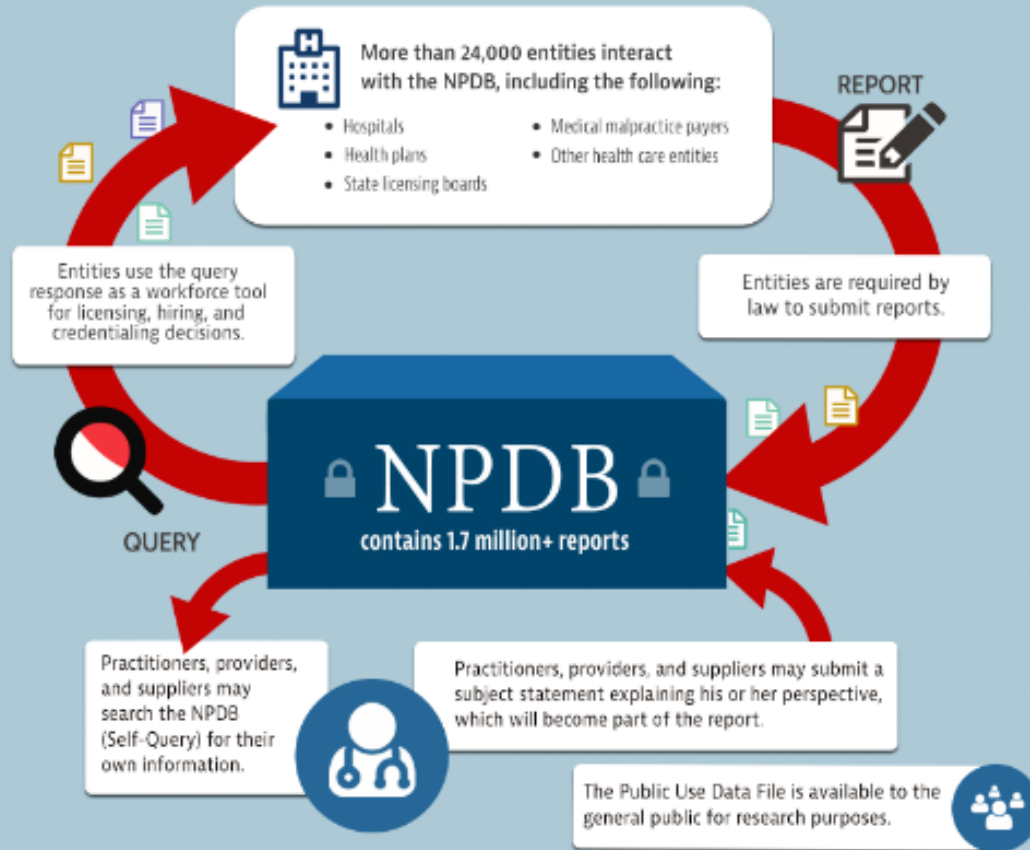
► Q&A pod

► Chat pod

► CEUs

► Q&A

► Survey

NPDB Overview

How the NPDB works

Querying Basics

What Is a Query?

A query is a request to search for information in the NPDB regarding a health care practitioner or organization.

The ability of an organization to query, and the types of information they may receive through querying, is determined by law.
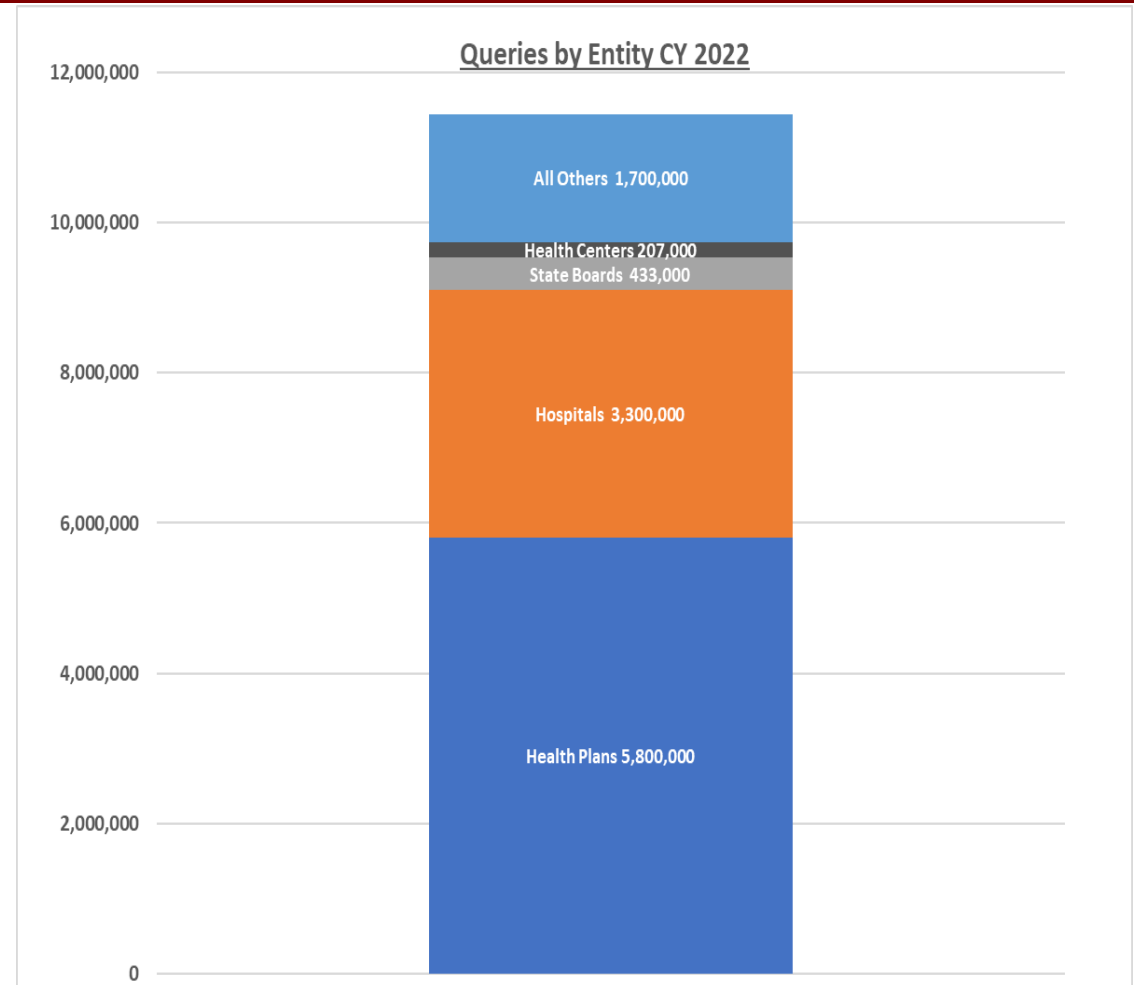
Types of Queries

- One-Time Query
  - Allows you to receive a query response for a practitioner or organization
  - You will not be notified of any new reports submitted after the initial query date
  - Fee: $2.50*

- Continuous Query (one year enrollment)
  - Allows you to receive an initial query response for a practitioner
  - Provides new or updated report notifications for a practitioner
  - Fee: $2.50 *

  *NPDB is required by law to recover its full cost of operations, which is done by charging fees.

2022 Queries

Queries by Profession CY 2022

- All Others 2,100,000
- Psychologist 190,000
- Physical Therapist 280,000
- Registered Nurse 410,000
- Social Worker 470,000
- PA 600,000
- Dentist 870,000
- APRN 1,300,000
- Physician 5,200,000

Queries by Entity CY 2022

- All Others 1,700,000
- Health Centers 207,000
- State Boards 433,000
- Hospitals 3,300,000
- Health Plans 5,800,000
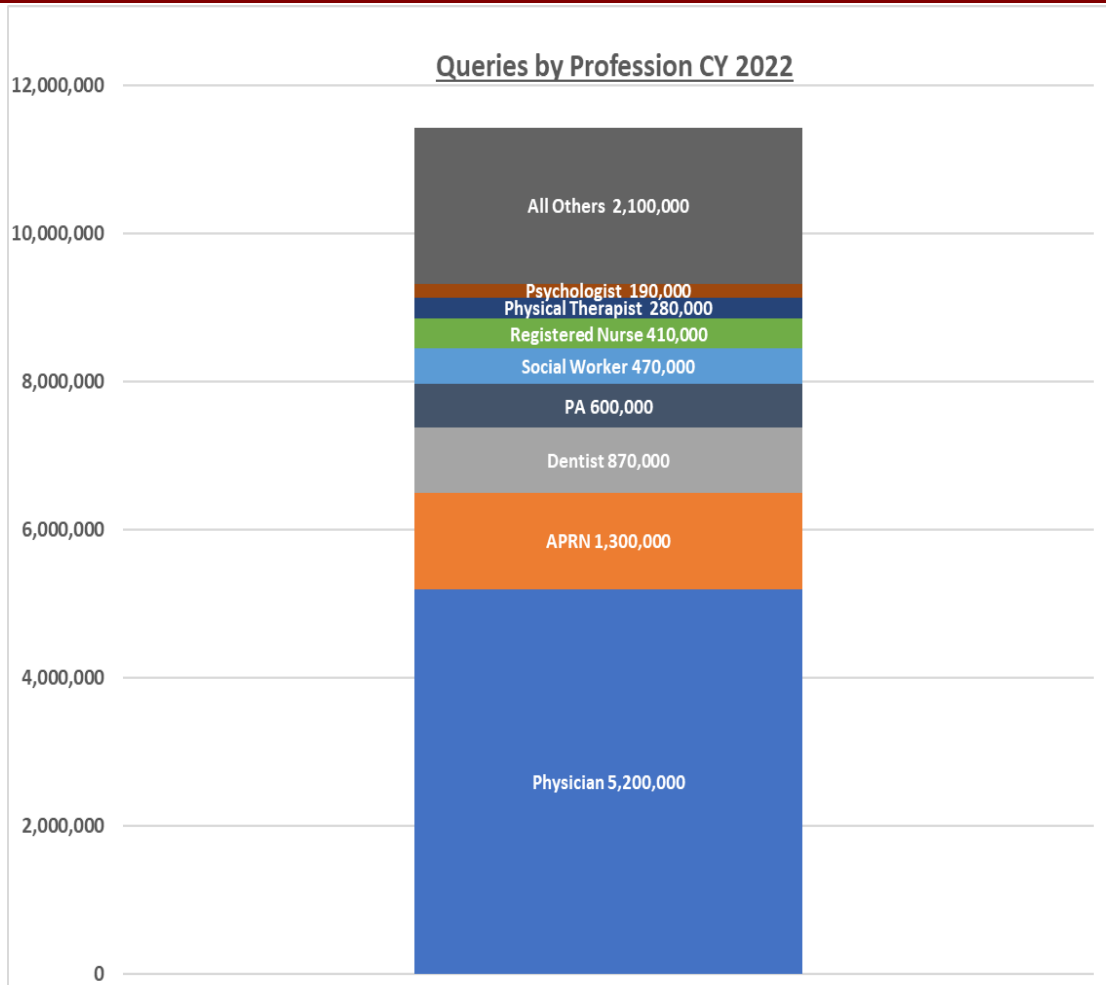
Why Use Continuous Query?

Features	Continuous Query	One-Time Query
$2.50 processing fee	✔	✔
Accepted by accreditation organizations and meets hospitals' querying requirements	✔	✔
Provides an initial query response	✔	✔
Compatible with credentialing software	✔	✔
Edit and update practitioners' identifying information	✔	✖
Notifies you when the NPDB receives new reports on your enrolled practitioners	✔	✖
Retrieve an updated query response at any time	✔	✖
Stores query responses for more than 45 days	✔	✖
Provides a monthly summary of all reports received on your enrolled practitioners	✔	✖
Renew continuous monitoring for re-credentialing	✔	✖

HRSA Health Workforce

Query Trends
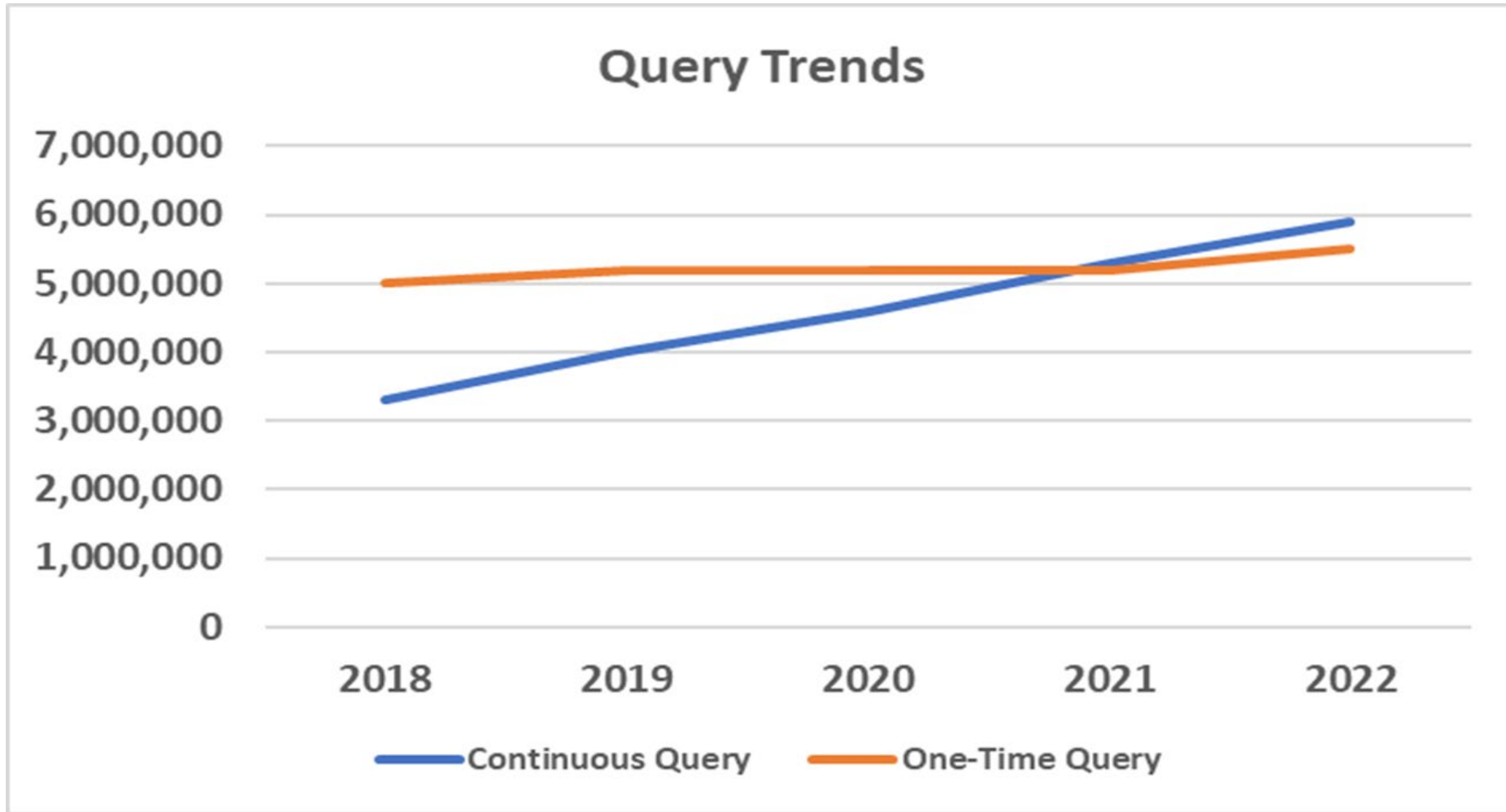
Entities Authorized to Query

Who Reports and Queries?

ENTITY TYPES	REPORT	QUERY
Hospitals	Required	Required
Health plans	Required	Optional
Health care entities with formal peer review	Required	Optional
Medical malpractice payers	Required	Not Authorized
State licensing and certification agencies	Required	Optional
State agencies administering or supervising state programs	Required	Optional
State law enforcement agencies or fraud control units	Required	Optional
Federal licensing and certification agencies	Required	Optional
Agencies administering federal health care programs	Required	Optional
Federal law enforcement officials and agencies	Required	Optional
Professional societies with formal peer review	Required	Optional
Peer review organizations	Required	Not Authorized
Private accreditation organizations	Required	Not Authorized
Quality improvement organizations	Not Authorized	Optional

Hospital Querying

Hospitals must query on health care practitioners when practitioners apply for staff appointments (courtesy or otherwise) or clinical privileges and every two years for practitioners on staff or with clinical privileges.

Hospitals must query on health care practitioners for each occasion that it grants temporary privileges.
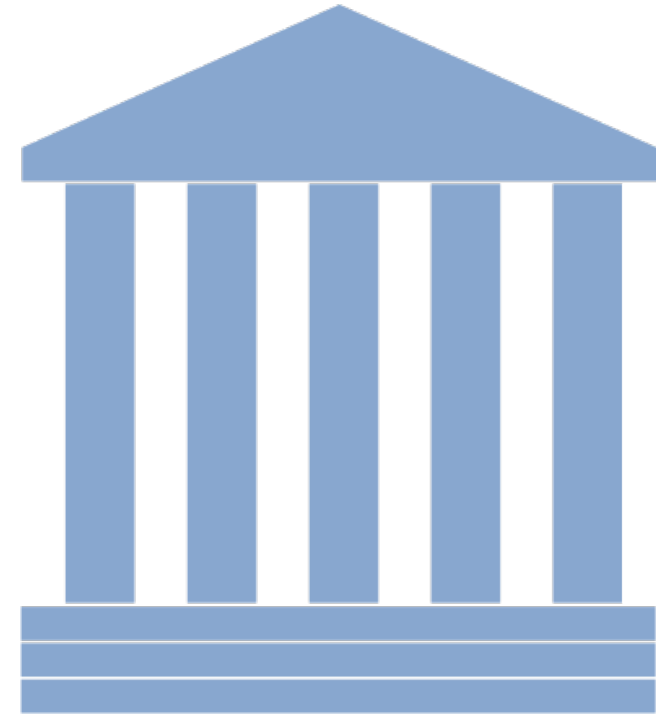
Hospitals may query on health care practitioners with whom the hospital has entered (or may be entering) employment or affiliation relationships.

Failing to Query

A hospital is presumed to be aware of the information reported to the NPDB concerning a practitioner not queried on.

A plaintiff may be allowed access to NPDB information regarding that practitioner for use in litigation against the hospital.

Other Health Care Entities

Defined

- Provides health care services, and

- Follows a formal peer review process to further quality health care

- Allowed to query under the same guidelines as hospitals, if eligible

Self-Query

- Health care practitioners, entities, providers, and suppliers may query the NPDB regarding themselves at any time.

- The fee for a digitally-certified query response is $3.00. An additional $3.00 fee is charged for each requested paper copy.

- Subjects may share their query with:
  - licensing authorities
  - credentialing entities
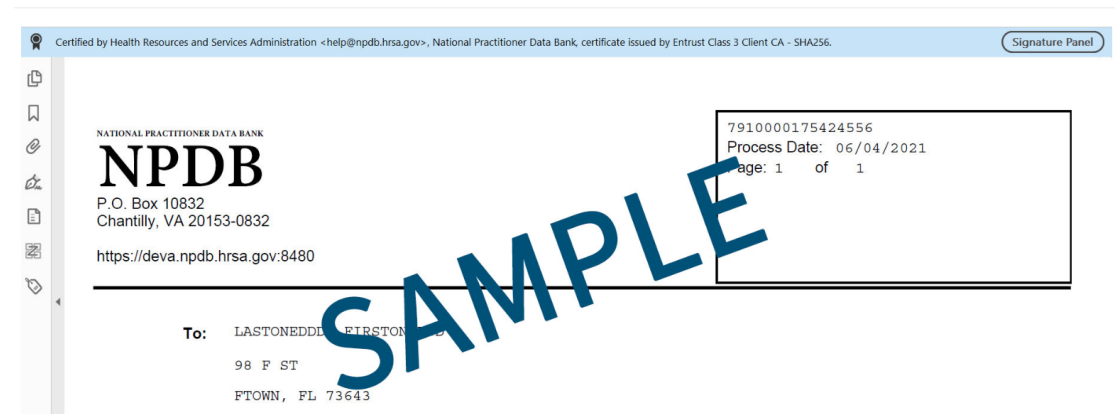
Digitally Certified Self-Query Response

A digitally certified Self-Query response is a PDF* that displays a certification that the Self-Query is exactly as it was issued by the NPDB. An error message will appear if any content has been altered.

*Printed copies of Self-Query responses are not certified and will not display this certification.

Certified Self-Query Response

Certified by Health Resources and Services Administration <help@npdb.hrsa.gov>, National Practitioner Data Bank, certificate issued by Entrust Class 3 Client CA - SHA256.

Signature Panel

NATIONAL PRACTITIONER DATA BANK

NPDB

P.O. Box 10832
Chantilly, VA 20153-0832

https://deva.npdb.hrsa.gov:8480

7910000175424556
Process Date: 06/04/2021
Page: 1 of 1

To: LASTONEDDD FIRSTON
      98 F ST
      FTOWN, FL 73643

SAMPLE

Querying Topics

An entity's structured determines how it queries the NPDB:

- Centralized credentialing
- Decentralized credentialing
- Delegated credentialing

How many Queries?

www.npdb.hrsa.gov

How Many Queries Do I Need to Run?
for health plans, hospitals, networks, and similar health care systems

Centralized Credentialing VS **Decentralized Credentialing**

Dr. Wilson applies to NoMed Health System, which has one decision-making body for all of its facilities.

Dr. Smith applies to AdMed Health System, which has three decision-making bodies for its four facilities.

Delegated Credentialing

Delegated credentialing occurs when a health care entity gives another health care entity the authority to credential its health care practitioners (e.g., a preferred provider organization [PPO] delegates its credentialing to a hospital).

In a delegated credentialing arrangement, the health care entity that delegates its credentialing responsibilities (e.g., the PPO) is not considered part of the credentialing process and is prohibited from receiving NPDB query results. In contrast, a health care entity that uses an authorized agent to query on its behalf still retains responsibility for credentialing its practitioners.

Authorized Agents

- Authorized agents must query the NPDB separately on behalf of each eligible entity.
- A query response submitted for one entity cannot be disclosed to another entity.

Designating an Authorized Agent

Health care organizations can give another organization (an "authorized agent") permission to query and report to the NPDB on their behalf. To establish an agent relationship, the account administrator must follow these steps:

1. Sign in to the NPDB as the administrator.
2. On the Select an Option page, select **Administrator Options**.
3. On the Administrator Options page, select **Maintain Agent Information**.
4. On the Authorized Agents page, select **Add**.
5. Complete the form on the Designate Authorized Agent page.
6. Certify the information and select **Continue**; follow the instructions on the Agent Designation Status page and select **Continue**.
7. Print or save the formatted copy of the Agent Designation Request and keep as part of your records.
8. Notify the agent's account administrator. Instruct the administrator to sign into the NPDB and accept the request.
   Note: *Upon sign in, the agent's account administrator receives an alert stating that electronic correspondence is available.*
9. If the agent accepts the designation, the Agent Designation Status page appears. Click to view the Agent Designation Response. Print or save the response and keep it with your records. Once a request is accepted, the agent can begin querying or reporting on the health care organization's behalf.
10. If the agent rejects the request, he or she is asked to provide a reason for the rejection, which is sent to the initiating organization.
11. The health care organization's account administrator receives electronic correspondence through the IQRS, stating that the request is rejected or approved.

Conducting a Query

How to Query – Sign into User Account

SIGN IN TO YOUR USER ACCOUNT

NATIONAL PRACTITIONER DATA BANK
NPDB

Your health care organization must be registered with the NPDB to sign in. If your organization is registered but you do not have a user account, contact your Data Bank administrator. Don't have a Data Bank administrator?

Sign In

Select Sign in with your MFA account if you have linked your NPDB user account to use MFA.
What is an MFA account?

Sign in with your MFA account ⬈

Sign in with a DBID and User ID

For HHS: Sign in with AMS ⬈

Which Option Do I Select?

If you have linked your account to use multi-factor authentication, or MFA: Select Sign in with Your MFA account.

If you have *not* enabled MFA: Select Sign in with a DBID and User ID

Looking for your own information in the NPDB?

Go to How to Get Started for Health Care Professionals.

Help Center - Organizations

Terms of Use | Rules of Behavior | Contact Us

How to Query – Select Query Option

How to Query – Start a Query or Enrollment

How to Query – Information Needed to Submit a Query

- Subject Information
- Work Information
- Educational Information
- Select a Payment Option
  - Credit or Debit Card (There may be a card on file)
  - Electronic Funds Transfer
- Identification Numbers
- Type of Practitioner
- Query Purpose

How to Query – One Time Query Response

How to Query – One Time Query Response Continued

Tips for Data Bank Administrators – Bulk Queries

- **Bulk Queries:**
  - The way to query in bulk (for One Time Queries), or enroll multiple practitioners into Continuous Query at once, would be to enter all the subjects into the subject database and then query/enroll from the subject database.
    - ✓ The NPDB - How to Create and Maintain a Practitioner Database (hrsa.gov)
  - Users can also import subjects into the subject database in bulk by importing a specially formatted file into the subject database. The Formats that we currently use for subject database import are XML and Fixed-Width.

Tips for Data Bank Administrators – Managing Enrollments and Removal from Enrollment

Best Practices for Managing Enrollments:

- Administrators can perform different searches using the search feature in Continuous Query and use the 'Departments' feature for entities that have many subjects.

Removing a Subject from Enrollment:

- Entities need to cancel the enrollment if they no longer have a relationship with the subject. They should cancel right away even if their enrollment may not be due for renewal for months.

Resources

NPDB Resources

- Website: www.npdb.hrsa.gov
- Help Center
- Guidebook
- Codes for Reporting and Querying
- Infographics
- Recordings of Webinars
- NPDB Insights
- Legislation & Regulations
- Statistical Data & Research Tools

NPDB Customer Service Center
800.767.6732
help@npdb.hrsa.gov

Connect with HRSA

Learn more: HRSA.gov

Sign up for HRSA eNews:

Follow us:

Polls

Querying Question 1

A hospital merged with another hospital, and both have medical staff offices. Should they continue to query separately using different DBIDs?

a) Anytime a hospital merges with another, it must continue to query using different Data Bank Identification Numbers (DBIDs).

b) No. One DBID is all a hospital needs, no matter what occurs.

c) It depends. If the hospitals maintain separate medical staff credentialing, the hospitals must query separately (two DBIDs). If, by applying to one hospital, a health care practitioner is granted privileges to practice at both institutions, the peer review process is <u>centralized</u>, and the institutions have a single decision- making body, one hospital may query on behalf of both institutions (one DBID) [Correct Answer].

Querying Question 2

What is an authorized agent?

a) An organization that an eligible entity designates to only query the NPDB on its behalf.

b) An organization that investigates suspicious activity on behalf of a reporting entity.

c) An organization that an eligible entity designates to query and/or report to the NPDB on its behalf [Correct Answer] .

Querying Question 3

Dr. Y needs to request a self-query from the NPDB to apply for a license in a different state. How would Dr. Y request the self-query and are there any restrictions?

a) Dr. Y may query the NPDB at any time using the NPDB Self-Query service, which can be completed online or through the mail. A fee will be charged for each Self-Query submitted. [Correct Answer].

b) Dr. Y can only query the NPDB if her is state license is granted. Once that occurs Dr. Y can use the NPDB Self-Query service for a one-time fee, no matter how many Self-Queries take place.

c) Dr. Y may submit the Self-Query at any time through the mail only. A fee will be charged for each self-query.

Querying Question 4

What entity types **are required to query**, and which ones **are not authorized** to query?

a)   Health care entities with formal peer review are required to query; health plans and private accreditation organizations are not authorized to query.

b)   Hospitals are required to query, and medical malpractice payers are not authorized to query. [Correct Answer]

c)   Health plans are required to query; medical malpractice payers, federal law enforcement officials and agencies and state law enforcement agencies or fraud control units are not authorized to query.

Open Forum and Q&A

Contact Us

Brutrinia Cain

Compliance Officer

Phone: 301-443-3677

Email: bcain@hrsa.gov

Adam Stanzione

Management Analyst

Phone: 301-945-4556

Email: astanzione@hrsa.gov

Bureau of Health Workforce (BHW)

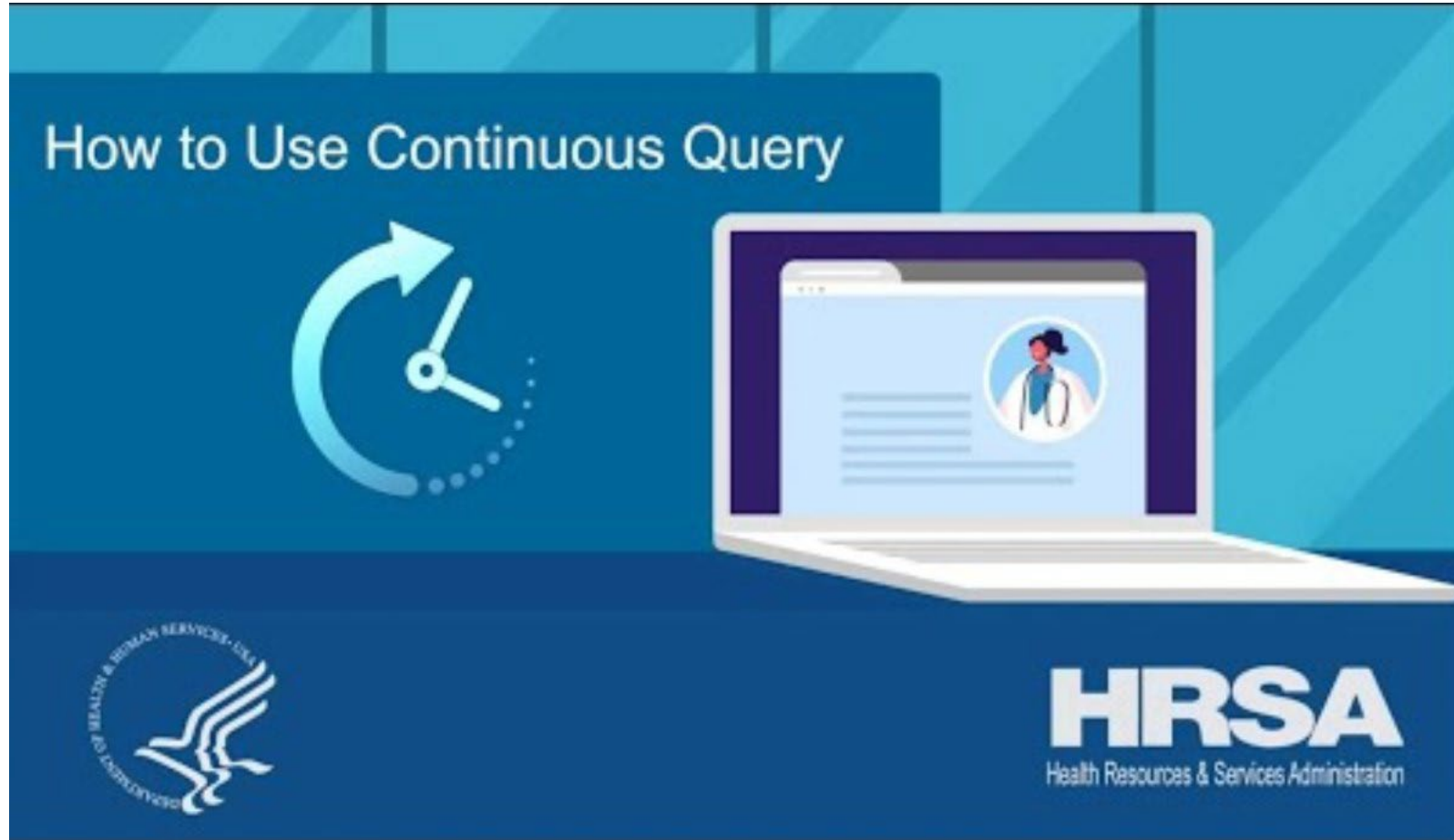Health Resources and Services Administration (HRSA)

Website: www.bhw.hrsa.gov

Bonus Content

How to Use Continuous Query- Training Video

Thank you!