

Policy Name	Requesting Reports from The Data Bank		Policy Number	76-10.10
Section Title	Case Decision and Discipline	Section Number	76-10	Former Policy No.
Approval Authority	Agency Director		Effective Date	3/9/2021
Responsible Executive	Chief Operating Officer		Revised Date	3/7/2022
Responsible Office	Administrative Proceedings		Last Reviewed	3/7/2022
Responsible Reviewer	Russell Hahn, Lisa			

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**Purpose:**

The purpose of this policy is to establish procedures for requesting information on licensees and applicants from The Data Bank.

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**Policy:**

All requests for information from The Data Bank for discipline and/or reinstatement cases are made by and through the Administrative Proceedings Division (APD). Requests for information from The Data Bank for license applicants (new or by endorsement) may be made by board staff.

The Cost Center making the request is responsible for all associated fees.

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**Definitions:**

*The Data Bank*, a service of the U.S. Department of Health and Human Services, is a web-based repository of reports containing information on medical malpractice payments and certain adverse actions related to health care practitioners, providers, and suppliers. It consists of the National Practitioner Data Bank (NPDB) and the former Healthcare Integrity and Protection Data Bank (HIPDB).

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**Procedures:**

I. Query Requests for Discipline and/or Reinstatement Cases:

A. Enforcement or board staff submits any query request to the APD Operations Manager or designates staff via agency e-mail.

B. The request must contain the following information:

1. Practitioner's full name and any other name(s) used;
2. Practitioner's address of record as it appears in the agency's licensure database;

3. Virginia license number and any other state license numbers, if known. If the practitioner holds more than one license, all license numbers must be provided;

4. Practitioner's date of birth;

5. Practitioner's social security number; and

6. Professional school attended and year of graduation.

C. Upon receipt of a query request, APD Operations Manager or designated staff will:

1. Print a copy of the query request.

2. Complete the query by doing the following:

a. Log into The Data Bank Integrated Querying and Reporting Screen ("IQRS") located on The Data Bank website. This will open the Options menu.

b. On the Options menu, click the Query button under Query Options, which opens the Subject Type menu.

c. On the Subject Type menu, click the "Use a Blank Query Form" button located under "Individual Subject," which opens a blank query form.

d. Complete the IQRS form within the Data Bank website using the information provided by enforcement or board staff.

e. Click on the "Continue" button, which opens the Payment page.

f. On the Payment page, enter the agency-issued credit card information on the Payment page.

g. Click on the "Continue" button, which opens the Query Certification Page.

h. On the drop-down list at the top of the Query Certification Page, select either "Licensing" or "Fraud and Abuse Investigations" depending on the case. [Note: there are other reasons that appear on this drop-down list, but state licensing boards can use only these two options.] Then click on the "Submit" button located at the bottom of the page.

3. Retrieve the query report by doing the following:

a. The Data Bank will notify the requesting APD staff via email that the query is ready. Upon notification, log into The Data Bank IQRS.

b. Select the "Query Responses" button on the Options page. This will open the Query Responses list.

c. Double click on the Data Control Number ("DCN") next to the requesting APD staff's name.

This will open the Subjects page.

- d. On the Subjects page, double click on the name of the practitioner queried. This will open the report.
  - e. With the report open, send a copy of the report as an email attachment to the enforcement or board staff who requested the query.
  - f. Print a copy of the report.
4. Collect payment for the query report by doing the following:
- a. Open the Visa Approval form [link]. Fill in the "request number," "request date," and "requested by" fields.
  - b. Print the completed form.
  - c. Attach the Visa Approval form and the copy of The Data Bank report to the copy of the query request e-mail. Send the entire package to the Enforcement Division or the board that made the request.
  - d. The Enforcement or board Cost Center Manager or their designee signs the Credit Card Approval form and returns the form to APD.
  - e. When the signed form is returned to APD, the APD staff that submitted the query maintains the copy of the query request package.

## II. Query Requests for New or Endorsement Applicants by Board Staff

- A. In order to access The Data Bank, board staff must request the APD Operations Manager to create a Data Bank account.
- B. The APD Operations Manager will create a Data Bank account for designated board staff.
- C. Board staff follows the steps in Section I, above, to complete and pay for the query.

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### Forms:

N/A