

Department of Health Professions

DIRECTOR'S POLICY # 76-4.4

Requesting reports from The Data Bank

Effective Date: 5-19-14

Approved By: _____

David E. Brown, D.C., Director

76-4.4 Requesting Reports from The Data Bank

Purpose:

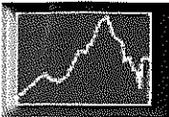
The purpose of this directive is to establish a policy for requesting information on a licensee from The Data Bank.

Policy:

All requests for information from The Data Bank will be made by and through the Administrative Proceedings Division (APD).

Procedures:

- A. The enforcement staff or designated board staff will submit any query requests, with all required information, to the APD Office Manager or designated staff via the agency's e-mail. There shall be an invoice for charges for The Data Bank request.
- B. The enforcement staff or designated board staff requesting the information shall provide the following information to the Administrative Proceedings Division's Office Manager or designated staff:
 1. Practitioner's full name & any other name(s) used, if applicable;
 2. Practitioner's address of record as it appears in the License 2000 database;
 3. Virginia license number and any other state's license numbers, if known;
 4. Date of birth;
 5. Social Security Number as obtained in accordance with Section 7 of the Privacy Act of 1974; and
 6. Professional school attended & year of graduation.
- C. The Administrative Proceedings Division's Office Manager or designated staff upon receipt of a query request will:



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1. Complete the blank query request form located in The Data Bank website;
 2. Retain a copy of the request for Department record; and
 3. Maintain an electronic log of all requests.
- D. Upon receipt of the requested information from The Data Bank, the Administrative Proceedings Division will transmit a copy of The Data Bank report to the agency staff individual who submitted the original request.

Attachments:

Attachment #1 -- Department of Health Professions Procedures for Data Bank Query Requests

Attachment #1

Department of Health Professions Procedure for Data Bank Query Requests

1. The designated Enforcement or Board staff will e-mail all query requests to APD Staff providing all of the following information required by The Data Bank:
 - Practitioner's full name;
 - Practitioner's address of record;
 - Practitioner's Social Security Number;
 - Practitioner's license number(s)-should they hold more than one license (i.e. RN, LNP) all must be provided;
 - Practitioner's date of birth; and
 - Practitioner's professional school and year of graduation.
2. APD Staff will print a copy of the query request and will log into The Data Bank Integrated Querying and Reporting Screen ("IQRS") located on The Data Bank website. This will open the Options menu where the APD Staff will click the Query button under Query Options which opens the Subject Type menu.
3. On the Subject Type menu, APD Staff will click the "Use a Blank Query Form" button located under "Individual Subject" which will open a blank query form.
4. Using the practitioner information provided by Enforcement or Board Staff, APD Staff will complete the form, and click on the Continue button at the bottom of the form which will open the Payment page. The Agency issued credit card information will be entered on this page.
5. Once the payment information page has been completed, APD staff will click on the Continue button located at the bottom of the page which opens the Query Certification Page.
6. At the top half of the Query Certification Page there is a drop down list where APD Staff will select either "Licensing" or "Fraud and Abuse Investigation" depending upon the case. Note: there are other reasons that appear in this drop down list; however, the two options listed above are the only two that State Licensing Boards can use (per The Data Bank). Once a reason has been selected, APD staff will click the Submit button located at the bottom of this page. This opens to a Temporary Record of Submission.
7. APD Staff will print a copy of the Temporary Record of Submission and attach it to the query request. The Temporary Record of Submission must be printed at this time, if this page is closed before printing it, this record will not be available to print.

8. The Data Bank will notify via e-mail the APD Staff person that submitted the query when the query is ready. Upon notification that the query is ready, the APD Staff person will log into The Data Bank IQRS and will select the Query Responses button on the Options page; this opens the Query Responses list.
9. APD Staff will double click on the Data Control Number (“DCN”) next to their name which will open the Subjects page and then APD staff will double click on the name of the practitioner they queried and this will open the report.
10. With the report open, APD Staff will send as an e-mail attachment a copy of the report to the Enforcement or Board staff person that requested The Data Bank query and will also print a copy of The Data Bank report.
11. APD Staff will open the Query Request List located on the APD S drive in the Queries folder and will add the request to the bottom of this list which will provide the Request Number to be used on the Visa Approval form also located on the S drive in the Queries folder.
12. APD Staff will open the Visa Approval form and will fill in the Request Number, the Request Date and the Requested By fields and will print the completed form.
13. APD Staff will attach the Visa Approval form and the copy of The Data Bank report to the copy of the query request e-mail and the Temporary Record of Submission and will send the package to the Enforcement Division or the Board to have the Visa Approval form signed by their Cost Center Manager or Designee.
14. When the signed form is returned to APD, the APD Staff person that submitted the query request will maintain the copy of the query request package.