



The National Practitioner Data Bank

NPDB 101

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National Practitioner Data Bank (NPDB)
Bureau of Health Workforce (BHW)

Vision: Healthy Communities, Healthy People



Introduction Poll

How Many Years Have You Used the NPDB?

- A. 0 – 1 year
- B. 2 – 5 years
- C. 6 – 10 years
- D. 11+



Welcome – Housekeeping



- ▶ Download Presentation
- ▶ Q&A & Chat Pods
- ▶ NAMSS CEUs
- ▶ Question & Answer Session
- ▶ Survey

Agenda

- 1 Overview
- 2 Querying
- 3 Reporting
- 4 Administrator Corner
- 5 Resources
- 6 Question and Answer Session



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Overview

About the National Practitioner Data Bank (NPDB)

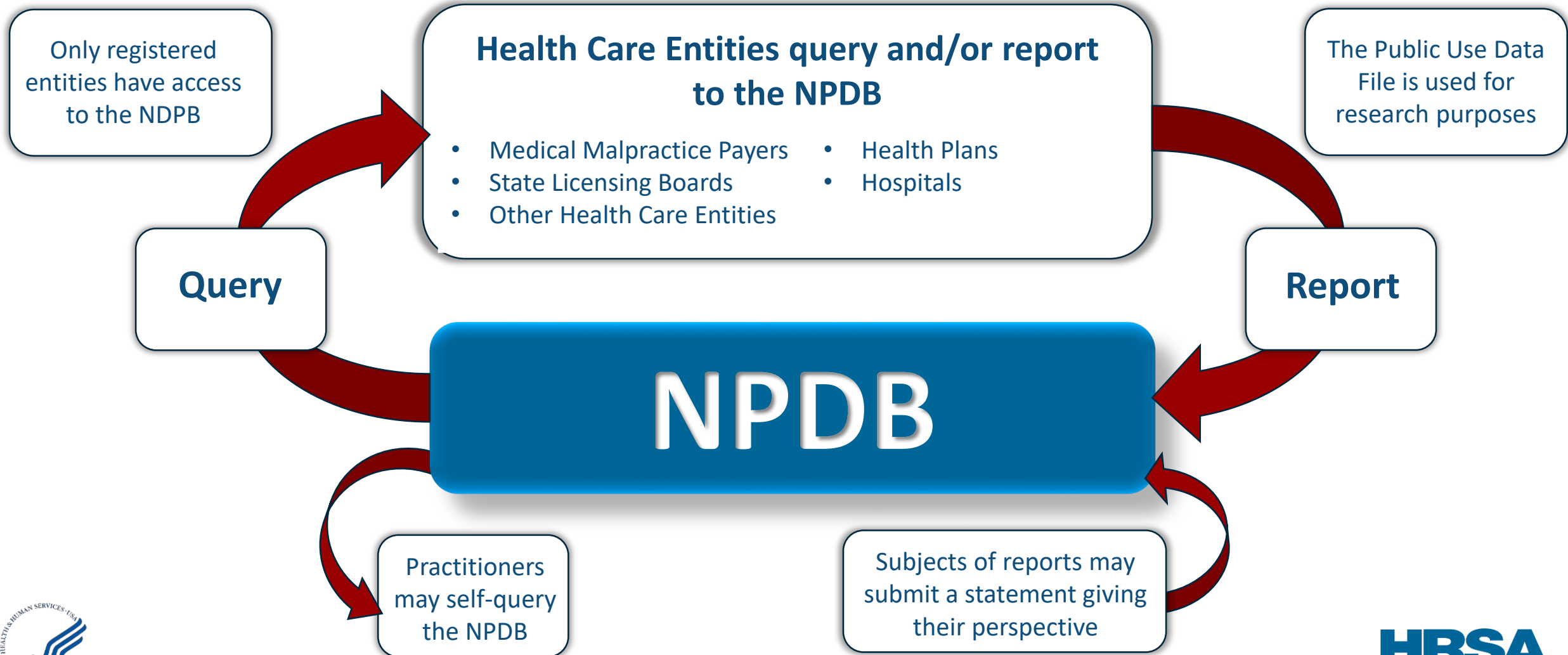
The National Practitioner Data Bank (NPDB) is a web-based repository of reports containing information on medical malpractice payments and certain adverse actions related to health care practitioners, providers, and suppliers.

Established by Congress in 1986, it is a workforce tool that prevents practitioners from moving state to state without disclosure or discovery of previous damaging performance.

The mission of the NPDB is to improve health care quality, protect the public, and reduce health care fraud and abuse in the U.S.



How Does the NPDB Work?



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



NPDB Statistics

Aggregate Data

1.8+ million REPORTS



23+ thousand ENTITIES



885+ thousand PRACTITIONERS



2023 Data

65+ thousand NEW REPORTS



12.5+ million QUERIES



2.2+ million DISCLOSURES



NPDB Information

Types of Information Collected

- Adverse licensing and certification actions
- Civil and criminal health care-related judgments
- Clinical privileges actions
- Government administrative actions, e.g., exclusions from programs
- Health plan contract terminations
- Medical malpractice judgments and settlements
- Negative actions or findings from private accreditation organizations and peer review organizations
- Professional society membership actions



Confidentiality

- Information reported to the NPDB is confidential and is not available to the general public.
- It may not be disclosed, except as provided by law.
- Penalty up to \$27,894 per confidentiality violation.





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Querying

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

We have several types of queries:

- **One-Time Query** – Delivers a snapshot in time of what information the NPDB has on a practitioner or entity
- **Continuous Query** – A subscription service that initially sends the results of a One-Time Query and then updates subscribers to any change in status
- **Self-Query** – A practitioner can use this to see what reports the NPDB has on that individual



Recovering Costs

By law, the NPDB must recover the full cost of operations. It does so by collecting fees for each query.

Current fees

- Reporting
 - No charge
- Querying
 - Continuous Query: \$2.50 for a one-year subscription for each enrolled practitioner
 - One-Time Query: \$2.50
 - Self-Query
 - ✓ \$3.00 for a digitally certified Self-Query, and
 - ✓ \$13.00 additional for each copy sent by certified mail

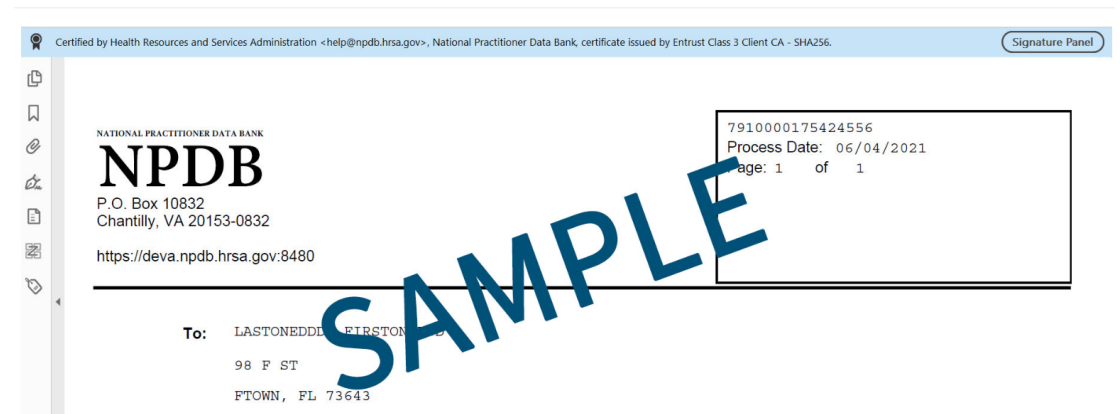


Digitally Certified Self-Query Response

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 or an error message 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



Digitally Certified Self-Query Response

Benefits of a Digitally Certified Self-Query Response (PDF)



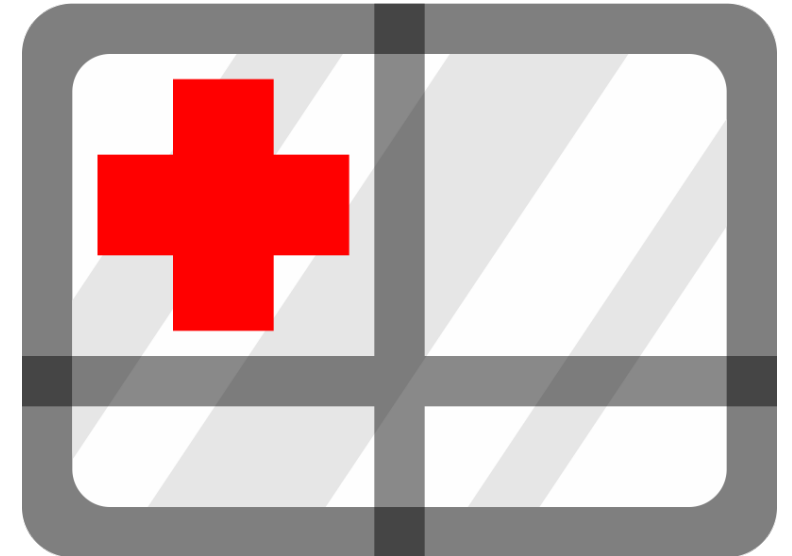
Getting the Most Out of Your Query

- Be sure to enter:
 - the practitioner's full name and any other names used
 - the practitioner's identification numbers
 - all license numbers held by the practitioner
 - the practitioner's professional school and year of graduation
- Before submitting the query, review its information to ensure its accuracy.



Querying – Requirements

- **Hospitals must query on:** Health care practitioners when they apply for staff appointments (courtesy or otherwise) or clinical privileges (including temporary privileges); every two years for practitioners on staff or with clinical privileges
- **Hospitals may query on:** Health care practitioners with whom the entity has entered (or may be entering) employment or affiliation relationships
- **Other health care entities may query depending on circumstances for querying.**



Poll Question

Is there a requirement to query the NPDB before employing an advanced practice nurse at a health care organization?

- A. Yes
- B. No
- C. It depends

Poll Question - Response

Is there a requirement to query the NPDB before employing an advanced practice nurse at a health care organization?

C. It depends

Hospitals must query whenever anyone, no matter the discipline, applies for **medical staff appointment** or **clinical privileges**, and every 2 years on anyone on its medical staff or who holds clinical privileges. Hospitals may query whenever they are considering hiring a health care professional.

Continue to Next Slide



Poll Question - Response

Continued response from previous slide

Other health care entities are **not** required by federal law to query, but they have the ability to do so in certain circumstances. For example, here are a few examples for why an entity may query:

- When determining the fitness of individuals to provide health care services.
- When they are forming an affiliation relationship with a health care practitioner (medical staffing, employment, etc.).
- When protecting the fiscal integrity of programs they administer.

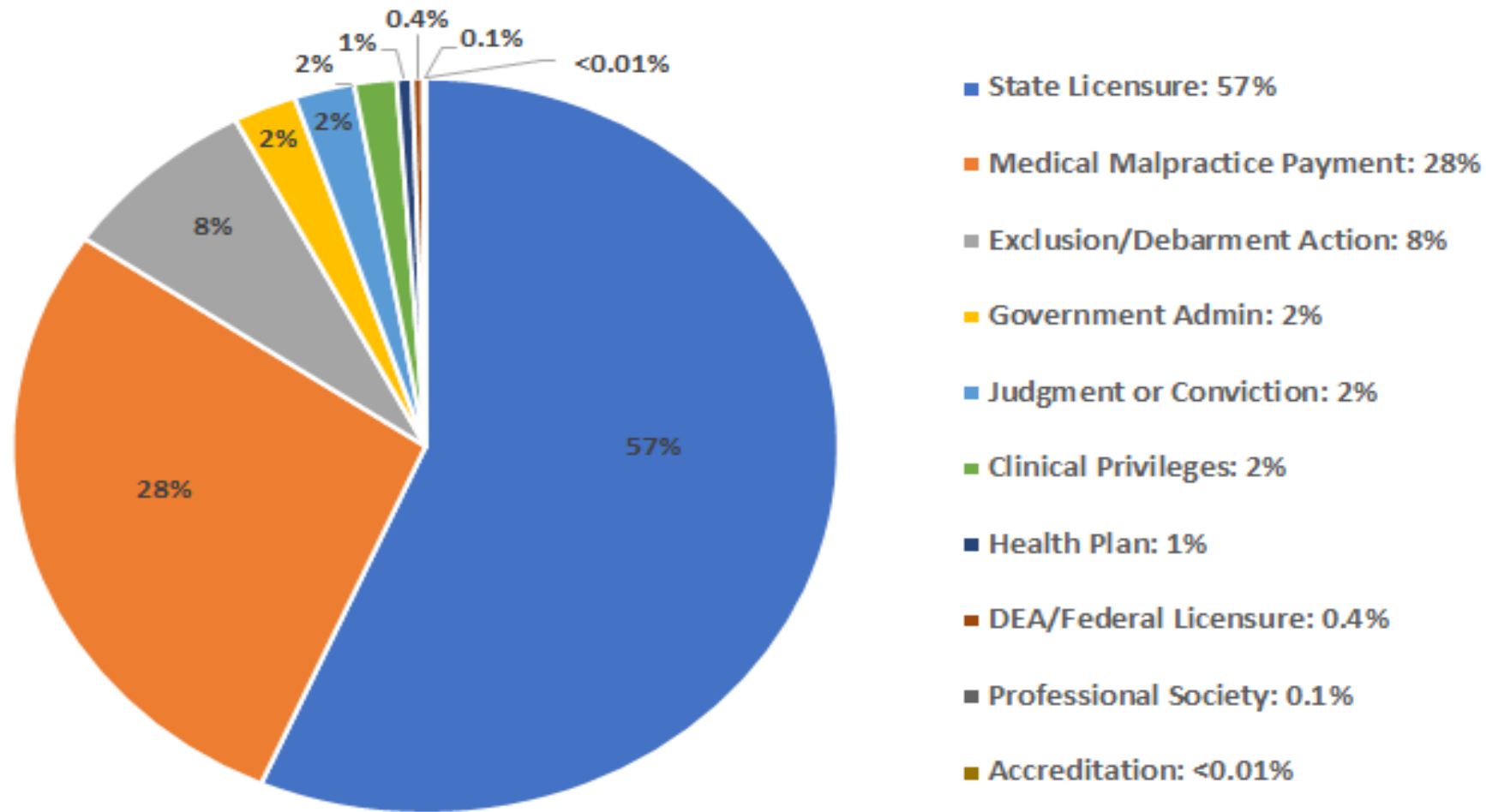




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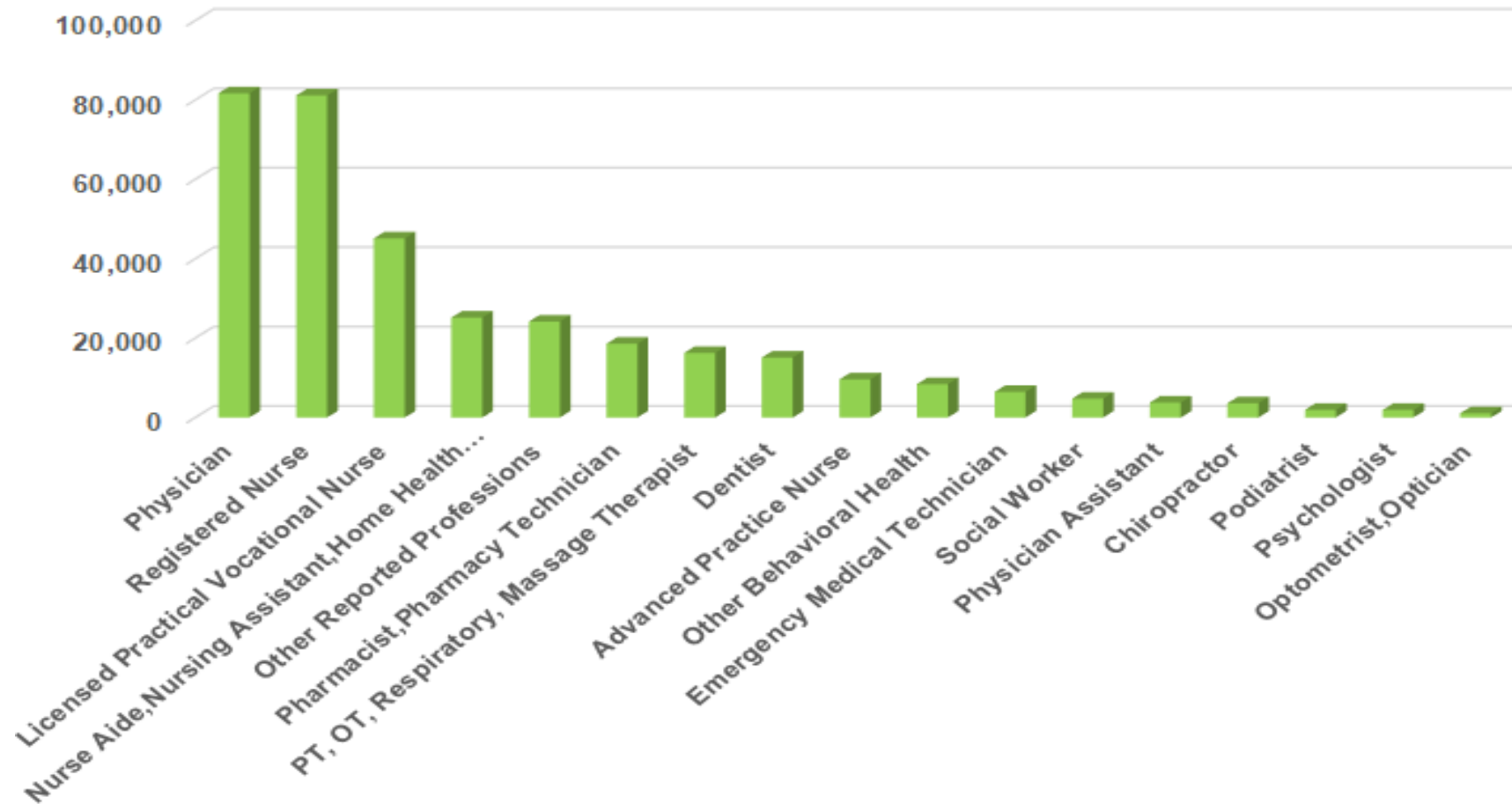
Reporting

Reporting – NPDB Reports by Type



1.8M+ reports as of December 31, 2023

Reporting – Reports on Individuals by Profession



Years 2019 – 2023 (N = 366,460)



Reporting – Four Types of Reports

Types of Reports

- 1. Initial:** The first report of a medical malpractice payment, adverse action, or judgment or conviction submitted to and processed by the NPDB.
- 2. Correction:** A Correction Report corrects an error or omission in a previously submitted report by replacing it.

Continue onto next slide

Reporting – Four Types of Reports (Continued)

Types of Reports

3. Revision-to-Action: A Revision-to-Action Report is a report of an action that modifies an adverse action previously reported to the NPDB.

- ▶ When additional sanctions have been taken against the subject of a report based on a previously reported incident
- ▶ When the length of action has been extended or reduced
- ▶ When the original suspension or probationary period has ended

4. Void: A Void Report, also referred to as a Void, is the withdrawal of a report in its entirety.

- ▶ The report was submitted in error
- ▶ The action was not reportable because it did not meet NPDB reporting requirements
- ▶ The action was overturned on appeal



Poll Questions

1. A hospital reports a clinical privileges action to the NPDB, generating an Initial Report. Upon receiving the copy of the report, the hospital identifies an error in the practitioner's address. Should the hospital submit a Correction or Revision-to-Action?

- A. Correction
- B. Revision-to-Action

2. A hospital submits an initial report after it suspends a physician's privileges due to competency concerns for 90 days. The hospital later reduced the suspension to 45 days. Should the hospital submit a Correction or Revision-to-Action?

- A. Correction
- B. Revision-to-Action



Poll Questions – Response 1

1. A hospital reports a clinical privileges action to the NPDB, generating an Initial Report. Upon receiving the copy of the report, the hospital identifies an error in the practitioner's address. Should the hospital submit a Correction or Revision-to-Action?

A. Correction



Poll Questions – Response 2

2. A hospital submits an initial report after it suspends a physician's privileges due to competency concerns for 90 days. The hospital later reduced the suspension to 45 days. Should the hospital submit a Correction or Revision-to-Action?

B. Revision-to-Action

Reporting

What a Practitioner May or May Not Do When Reported to the NPDB:

Practitioners May:

- Write a Subject Statement
- Dispute a report
- Elevate the dispute to the NPDB Dispute Resolution Process

Practitioners May Not:

- Correct or change information in a report; they must request the entity to make any changes





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Administrator Corner

Account Administration

Different Roles: Certifying official, Data Bank Administrator, User Roles (Querying and Reporting), Billing Lookup.

Certifying Official: An individual selected and empowered by an entity to certify the legitimacy of registration for participation in the NPDB. The certifying official is responsible for:

- Completing the Entity Registration Form
- Notifying the NPDB of any change in eligibility: If the entity relinquishes eligibility to participate in the NPDB, the certifying official must notify the NPDB to deactivate the entity's DBID

Authorized User Roles: Individuals who query and report to the NPDB on behalf of an entity. May be the same person as the Certifying Official or the Data Bank Administrator



Account Administration - Data Bank Administrator(s)

Who Is the Data Bank Administrator?

The Data Bank Administrator is responsible for an organization's NPDB users accounts, NPDB registration, authorized agent relationship(s), and keeping other important information up-to-date.

Best Practice: An organization should have more than one Data Bank Administrator.



Account Administration – Data Bank Administrator(s)

Key Functions of the Data Bank Administrator(s)

- Maintain user accounts (creating, deleting, and maintaining passwords)
- Maintain and renew organization's registration
- Complete attestation
- Maintain Electronic Funds Transfer (EFT) authorization and credit cards
- Work with entity's financial office to assist in billing reconciliation
- Designate agents on behalf of the entity
- Designate a backup Data Bank Administrator and train on key functions

Best Practice: Ensure the backup Data Bank Administrator(s) knows how to perform the key functions



Account Administration – Data Bank Administrator(s)

Administrator's Roles and Responsibilities for NPDB Registration Renewal

- Renews their organization's registration, as required, every two years.
- Ensures that all user accounts have access to the NPDB and can continue to query and report.
- Ensure that your organization information is up-to-date:
 1. Review the information listed which may include the following: Organization's Identification Information
 2. Eligibility/Statutory Authority
 3. Primary/Additional Functions
 4. CMS Certification Number
 5. Certifying Official and Point of Contact for Reports
 6. User Accounts

Best Practice: Stay up-to-date on user accounts, including removing access.



Poll Question

If the Data Bank Administrator leaves the organization and there is NOT another Data Bank Administrator already registered with the NPDB, what can the organization do?

- A. Request that an existing authorized user borrow the previous Data Bank Administrator's account.
- B. Have the Certifying Official designate another Data Bank Administrator.
- C. Recomplete the entity's NPDB registration.



Poll Question - Response

If the Data Bank Administrator leaves without a backup, the organization must:

C. Recomplete the entity's NPDB registration. If your organization is already registered but the administrator left and you don't have a backup administrator already, you will need to recomplete the registration process. This long process is necessary to ensure the security of the entity's accounts, including the Data Bank Administrator's account. The NPDB will review the information you provide to confirm your organization is registered and verify your affiliation. The NPDB will review your submission and will email you instructions on how to access your organization's account as the new Data Bank Administrator.



Account Administration – Data Bank Administrator(s)

Helpful Hints for New Data Bank Administrators

- The Data Bank Administrator and the Certifying Official can be the same person.
- If the Certifying Official is different from the Data Bank Administrator, the Certifying Official will not automatically have a user account, unless given one by the Data Bank Administrator.
- A Data Bank Administrator can be anyone at the organization who interacts with the NPDB, it does not need to be a director or someone at management level.



Multi-Factor Authentication and Identity Verification Requirements

NPDB is committed to protecting your information and information held in the NPDB. We take this responsibility seriously. In compliance with federal cybersecurity requirements issued by [the National Institute of Standards and Technology](#):

- ✓ NPDB requires multi-factor authentication for all users
MFA requires something you know (like a password) and something you have (like a cell phone) for authentication.
- Identity verification is becoming mandatory for all users to access their NPDB accounts
Identity verification uses photos and videos to confirm you are who you say you are, which keeps your information secure. All information you provide through this process is secure and encrypted.



Have questions?

Visit the NPDB Identity Verification Help Page.

<https://www.npdb.hrsa.gov/hcorg/identityVerificationHelp.jsp>





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Resources

Resources

Help When You Need It

- Website: www.npdb.hrsa.gov
- [Multi-Factor Authentication Help](#)
- [Infographics](#)
- [NPDB Guidebook](#)
- [Recorded webinars](#)
- [Legislation & regulations](#)
- [Statistical data & research tools](#)
- [Codes for querying & reporting](#)
- [NPDB Insights](#)



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



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Question & Answer Session

Popular Questions

- 1. Can a new report be generated on demand when a practitioner is enrolled in continuous query or do you need to resubmit the provider for an instant search?**
- 2. Is it necessary to do a query on non-licensed staff?**
- 3. We realized we did not submit a report, what should we do?**
- 4. How long does it take for a report to be listed in the NPDB once it has been submitted?**



Popular Questions

- 5. Can an entity query on a practitioner prior to the practitioner signing a formal contract for employment?**
- 6. Can a hospital require practitioners to submit a self-query instead of querying on the practitioners itself?**
- 7. Does it make sense to place a practitioner on continuous query if we only pull reports on initial appointment and reappointment?**
- 8. We queried the NPDB but did not receive a report that we thought we should have. What should we do?**



Questions



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