

 Council on Licensure, Enforcement and Regulation

**DENVER**  
2009 Annual Conference  
September 10 - 12

*Effective Use of Online Applications for both Autonomous and Umbrella Regulatory Agencies*

Presenters: Ian Silver, CAVU Corporation  
Hari Gupta, NC Medical Board

*Promoting Regulatory Excellence*

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**Online Applications....  
GREAT IDEA!**



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***How Should We Start?***

- Many agencies don't think about **all** the preparation, and business decisions, that go into taking your applications online
- Is there an attorney in the house?
  - Legal support!
- Autonomous Board vs. Umbrella Agency
  - The process and questions you go through should be very similar – just of difference scales
- If you do one thing....**DO THIS!**

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## Today's Questions

*Impossible to cover everything.....*

1. What are the questions I need to ask?
2. What are the pitfalls that can occur?

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## Questions to Ask

**Issue:**  
*"What if rules say applications have to be in by COB?"*  
*"What if the internet goes down? We cant wait!"*

1. No More **"Post Office Hours"** – What is the end of your business day now that you are electronic? Its not 5pm anymore!
2. How long on average does a mailed paper application take to process from intake vs. online?
  - Extensive in Comparison
  - Can be replaced with automated savings
  - Putting data entry on the customer

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## Questions to Ask

**Issue:**  
**Application Questions vs. Statutes**

1. Does your application ask only the questions that must be asked?
2. Is the data relevant? Why?
3. How frequently is this data used?
4. Are we statutorily required to collect the data?
5. Statues > Rules > Board Policy > Internal Procedures

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## Questions to Ask

**Issue:**  
**Must Submit Documents with Application**

1. Is it merely ink on paper? Ink vs. Attestation
2. The IRS allows electronic verification
3. Submission of Documents
  - Don't know the laws?
  - What are the electronic documentation requirements?
  - Are legislative changes needed? Is it allowed?
  - Look at Electronic Retention Statutes vs. Paper

**Focus in on Commerce Statues**

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## Potential Pitfalls

**Issue:**  
**Payment Methods and Application Fees**

- **Types** – *Payment provider contract fees are on top of your standard application fee...*
  - ACH (e-Check)
  - Credit Cards
- **Choices** –
  - Raise Fees
  - Eat Fees
  - Self-Funded Models




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## Potential Pitfalls

### The Excuses of the "Old Guard"



**"...Because that's the way we have always done it."**

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## Overcome & Empower

**Issue:**  
*"...Because that's the way we have always done it."*



- **Online vs. Inline** - Don't let the "old way" of doing business misdirect you from advancing your agency's capabilities and mission
- **24-7 Applications** are always open, unlike the USPO and your customer service locations

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## Repetitive Processes

### "Cranford's 12 Minute Theory"

*If I can save you 12 minutes a day.....  
 I've saved you an hour a week....*

- **Now Multiply It!**
  - *How many employees have been doing that same exact process, repeating themselves?*
- **Solution?**
  - *Empower your FTE's with the capabilities to review the process results instead of spending time doing the process that lead to the review*

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## Speaker Contact Information

**CAVU Corporation**



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 ians@cavucorp.com

4515 Falls of Neuse Road  
 Raleigh, North Carolina 27609-6375




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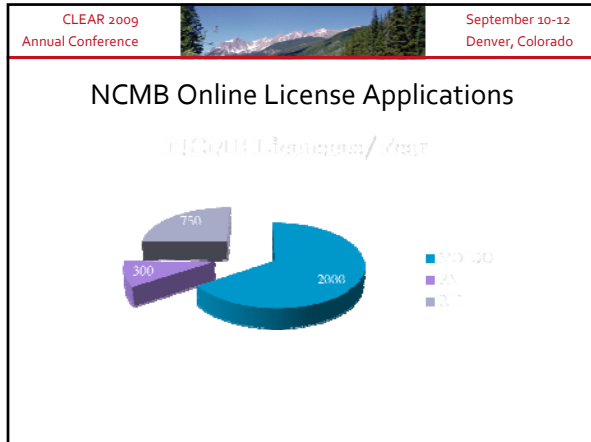
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- ### Typical Online License Application
- Licensee Benefits
    - Easy to understand step by step online process
    - Capture as much data as possible electronically
    - Selection dropdown lists provided
    - Data Validation
    - Credit Card Payment
    - Online Status of Application
    - **Faster processing time**

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- CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado
- ### Typical Online License Application
- NCMB Benefits
    - Cleaner application
    - No data entry
    - No check handling/processing
    - **Eliminate/reduce phone calls/e-mails**
    - **Faster processing time**

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### Online License Application

1. One place for all work
2. Provide login information
3. Pre-filled forms
4. Links provided to websites
5. Confirmation page
6. Credit card payment
7. Automatic emails
8. Renewal Survey
9. Application Status

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### One place for all work

- Easy access for licensee
- One place for all links

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Home	For Physicians	For Physicians, Extension/Physicists	Corporations and LLCs	Health Care Facilities and Licensure Assistants
Renewal	Online Services	Look up a License	Change of Address/Name	Table of Contents

### Online Services

Physicians (MD/DO)	
<a href="#">MD/DO Registration Renewal</a>	<a href="#">Verifications</a>
<a href="#">PA License Application</a>	<a href="#">PA License Application Status</a>
Residents	
<a href="#">Resident Training License Registration Renewal</a>	<a href="#">Verifications</a>
<a href="#">Resident Training License Application</a>	<a href="#">Resident Training License Application Status</a>
Physician Assistants (PA)	
<a href="#">PA Registration Renewal</a>	<a href="#">Verifications</a>
<a href="#">PA License Application</a>	<a href="#">PA License Application Status</a>
<a href="#">Intent to Practice Form</a>	
Nurse Practitioners	
<a href="#">NP Registration Renewal</a>	<a href="#">Verifications</a>
<a href="#">NP Application</a>	
Clinical Pharmacist Practitioner (CNP)	
<a href="#">CNP Registration Renewal</a>	<a href="#">Verifications</a>

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### Full License Application

If you have any issues downloading Forms while you are completing the Online Full License Application or you forget to download one or more of the Forms, they can all be accessed:

- [Not Using ECYS](#)
- [Using ECYS](#)

If you are unable to open the Forms, hold the 'Ctrl' key down and click on the link again.

- [Overview of Requirements](#). You must read the appropriate requirements before starting an Online License Application.
  - [Full Not Using ECYS](#)
  - [Full Using ECYS](#)
- [Online Application \(ECYS: Federation Credential Verification Service\)](#)
  - [Full Application \(not using ECYS\)](#)
  - [Full Application \(using ECYS\)](#)
- [Online Full License Application Status](#). You may only check the status of your Application once it has been completed and paid.
  - [Full License Application Status](#)
- [Forgot FileID](#)  
[Forgot File ID](#)

[Back to NCMR Home Page](#)

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### Online License Application

1. One place for all work
2. **Provide login information**
3. Pre-filled forms
4. Links provided to websites
5. Confirmation page
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8. Renewal Survey
9. Application Status

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### Provide Login Info

- Application can't be completed at one time
- Need to get back in

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### Provide login information

**Physician Full License Applicant Login**

You must login to access this content. If you have already started your application, please enter your File ID and date of birth below and press Submit. If you are new to the NCMB Web site, click "New User." If you have a Resident Training License or have started a Resident Application, use the File ID number that you have along with your date of birth to log into the Full License Application.

File ID:

Date of Birth (mm/dd/yyyy):

[New User?](#)

- (1) You must complete the on-line portion of the application within 60 days. Any applications older than 60 days and not completed will be deleted.
- (2) If you have ever held a full license in North Carolina and are applying for reinstatement or reactivation of your license, visit the Board's web site to download the appropriate application. **This is not a registration renewal application.**
- (3) Please turn off your pop-up blocker in order to complete this online application.
- (4) You will be required to have a valid credit card (Visa/Mastercard) and access to a printer to complete the application. Payment by check or money order is not acceptable and will be returned.
- (5) Processing of the application will not begin until payment has been received. Therefore, the online status will not be updated until that time.
- (6) Please use IE or Netscape Browsers only for this application.

**Do not use the forward and back button from your browser's tool bar. Use the forward and back button within the forms.**

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### Provide login information

File ID: 153649 Please retain this File ID number for future reference.

### Prior Names (Step 1 of 30)

If your name has changed at any time during your life, list your prior name(s) below and submit a copy of legal documentation (marriage certificate, divorce decree, birth certificate, etc.) supporting the name change. If no other name is applicable, click "Next." For each Prior Name, enter the name information and then click on the Add Name button.

**Current Name**  
Smith, John Hani  
Smith, John Hani

**Existing Prior Names**

**Add a Prior Name**

First Name:

Middle Name:

Last Name:

Suffix:  ic, Jr., Sr., III, etc.

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File ID: 153649 Please retain this File ID number for future reference.

### Individual Information (Step 2 of 30)

City of Birth:   
State of Birth:   
Country of Birth:   
Gender:   
Degree:   
Primary Specialty:   
Are you board-certified in your primary specialty?  
If you answered 'Yes' above, is this certification ABMS (American Board of Medical Specialties) or AOA (American Osteopathic Association) approved?  
 Yes  No  
 Yes  No  
Secondary Specialty:   
Are you board-certified in your secondary specialty?  
If you answered 'Yes' above, is this certification ABMS (American Board of Medical Specialties) or AOA (American Osteopathic Association) approved?  
 Yes  No  
 Yes  No

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- CLEAR 2009 Annual Conference **Online License Application** September 10-12 Denver, Colorado
1. One place for all work
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- CLEAR 2009 Annual Conference **Pre-filled forms** September 10-12 Denver, Colorado
- Make application process as simple as possible
  - Insert data that's already been captured
  - Insert information for Licensing Department

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### Links provided to websites

- Make process as simple and easy as possible
- Provide links where possible

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### Links Provided to websites

File ID: 152607 Please retain this File ID number for future reference.

#### Federation Data Bank Inquiry (Step 24 of 30)

Applicants, who did not take Flex or USMLE, must request a Board Action Databank Inquiry form from the Federation of State Medical Boards of the US. Visit the Federation's web site and click on Coordinating Data Services. Go to Physician Data Center Homepage to download the Board Action Databank Inquiry form. This form will be mailed directly to the NCMB office from the Federation.

<http://www.fimb.org>

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### Links Provided to Websites

File ID: 152607 Please retain this File ID number for future reference.

#### AMA/AOA Profile (Step 19 of 30)

Applicants must request an AMA Physician Profile from the AMA. Visit the AMA's web site ([www.ama-assn.org](http://www.ama-assn.org)) to request a profile be mailed directly to the NCMB office from the AMA.

If you are a DO, visit the American Osteopathic Association's web site ([www.aosnet.org](http://www.aosnet.org)) to request a physician profile be sent directly to the NCMB from the AOA. This should be done in addition to the AMA profile.

1) [American Medical Association Physician Profile](#)  
2) For DO's only: [American Osteopathic Association Profile](#)

If you have a problem opening any form click here to print all forms.

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## Confirmation page

- Last chance to review application
- Print information for licensee records
- Opportunity to make changes

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**Confirmation Page**

**Confirmation (Step 27 of 30)**

PLEASE PRINT THIS PAGE FOR YOUR RECORDS

North Carolina General Statute 90-14 A (1) states an application may be denied or revoked if the applicant has made false statements or representations to the Board, or if the applicant has willfully concealed from the Board material information in connection with an application for a license.

File ID: 152607 Please retain this File ID number for future reference.

Do not use the forward and back buttons from your browser's tool bar. Use the links provided on this page and the next and back buttons provided on the other pages.

**Demographic Information**

Name	Barla	Bar
Degree	MD	
Date of Birth	01/01/1971	
City of Birth	any	
State of Birth		
Country of Birth	United States	
Gender	Female	
Social Security Number		
Primary Specialty	Anesthesiology or Addiction Medicine	
Secondary Specialty		
Contact Info		

**Areas of Practice**

No Areas of Practice Data Has Been Entered

Contact Info

**Exam Information**

Type of Exam	
Name of Exam	
Contact Info	

**Prior Names**

Contact Info

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**Malpractice Data**  
No Malpractice Data Has Been Entered  
[Correct Info](#)

**Medical School Certification**  
City State Country Date Graduated (YYYY)  
Duke University Medical Center Physician Assistant Program Durham, North Carolina, USA 1992  
[Correct Info](#)

**Out of State Licenses**  
No Out of State Licenses were found for you.

**Out of Country Licenses**  
No Out of Country Licenses were found for you.

By agreeing with this data, you are signing this full license application and attesting that you, the applicant, have supplied all materials and that the information is correct.  
I agree

You **MUST** complete, sign and submit the [APPLICANT'S OATH FORM](#)

By clicking the next button, you will be submitting your application and will no longer be able to alter your information.

**PLEASE PRINT THIS PAGE FOR YOUR RECORDS**  
If you have a problem opening any form click here to [print all forms](#)

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### Credit Card Payment

- No checks
- Money received immediately
- Visa/MasterCard only

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### Credit Card Payment

File ID: 152607 Please retain this File ID number for future reference. 8/27/2008

**NC Medical Board Full License Application (Step 28 of 30)**

Invoice #	Description	Amount Due
322667	Page Print Fee Service	\$18.00
322666	Application Fee Service	\$350.00

Total Amount Due

All fields below are required.

Card Type:

Card Number:

Expiration Date: Month  Year

Name on Card:

Address:

City:  State:  Zip:

This may take a few minutes. Do not click the Submit button more than once.

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File ID: 152607 Please retain this File ID number for future reference. 8/27/2008

**NC Medical Board Full License Application (Step 29 of 30)**

Total Amount Due

Transaction Approved. Please print this page for your records.

Card Type:

Card Number:

Expiration Date: Month  Year

Name on Card:

Address:

City:  State:  Zip:

Thank you for completing the Online Application. We would like to get your feedback on the application process by completing a short survey. If you are interested, please click here: [Survey](#)

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## Automatic Emails

E-mails automatically sent to Licensee

- When Licensee completes online application
  - Application received
  - Time to complete application
  - Online Status – FileID, DOB
- When Licensing makes notes
- When Licensing has Approved Application

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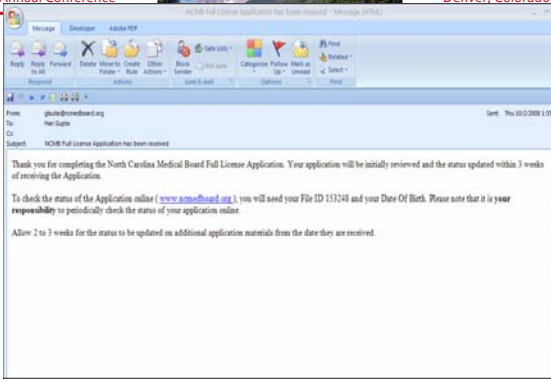
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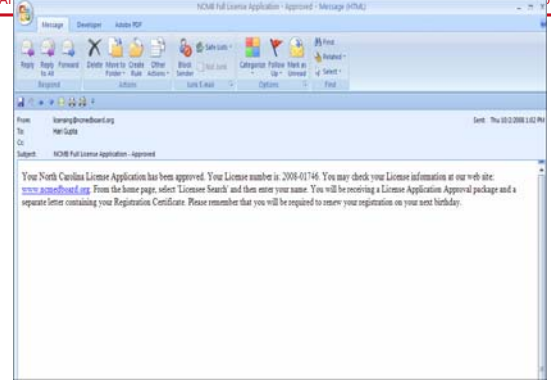
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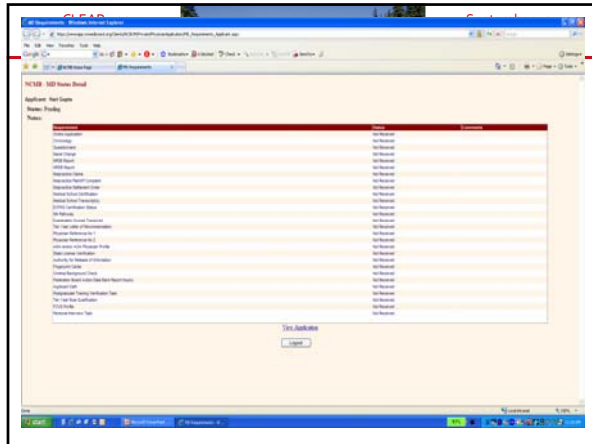
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## Online License Application

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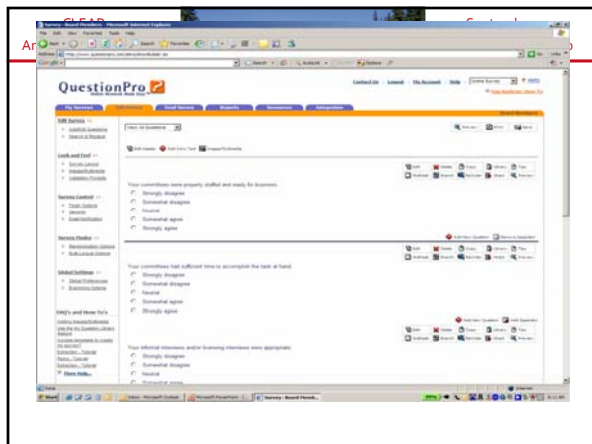
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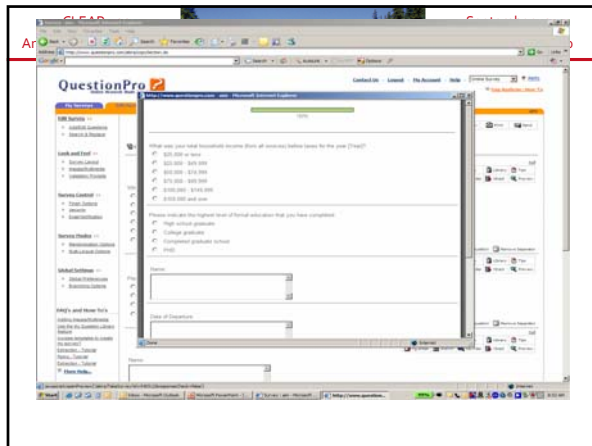
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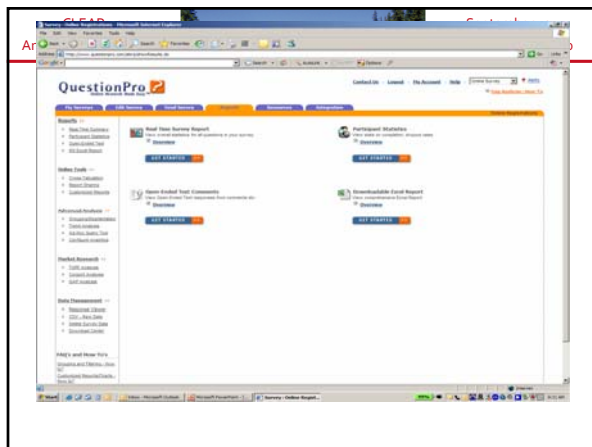
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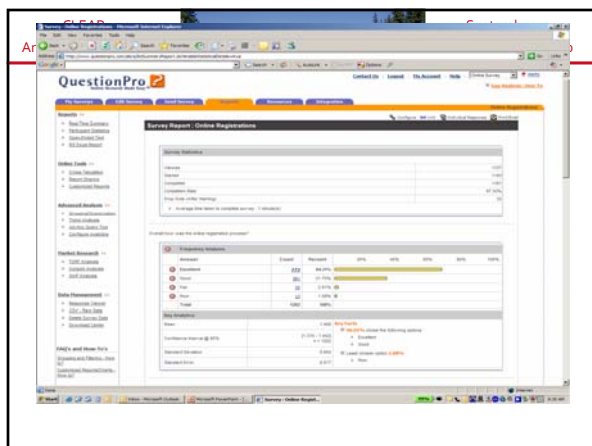
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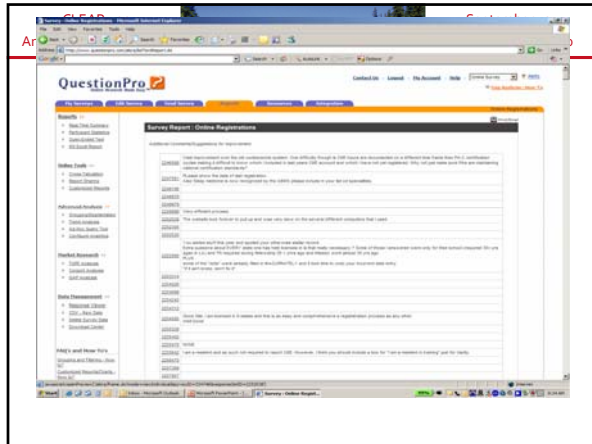
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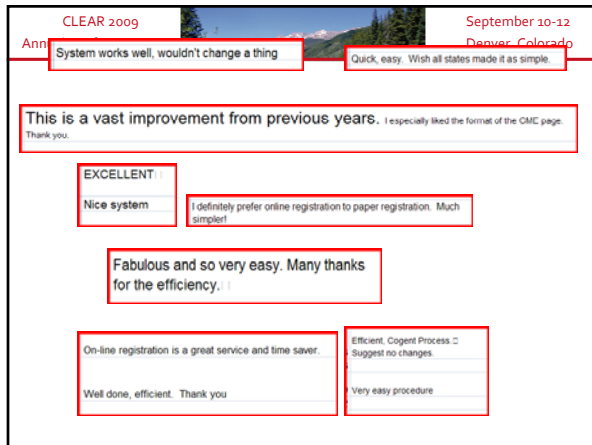
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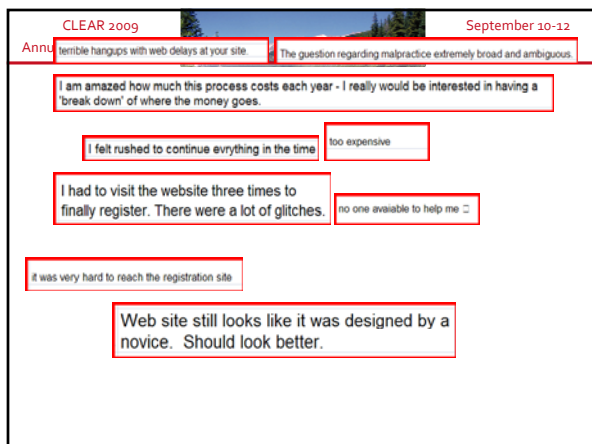
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### Online License Application

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9. **Application Status**

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### Online Status

- License can check status online
  - Check status of Requirements
  - Notes on each Requirement
  - General Notes on Application
- Reduced Direct Licensee contact
  - E-mails
  - Phone Calls

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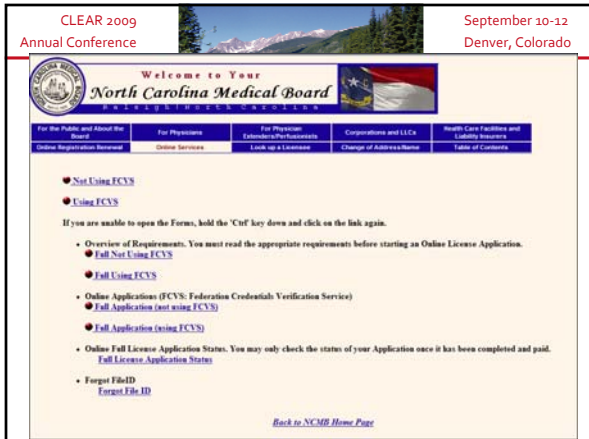
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Welcome to Your **North Carolina Medical Board**

For the Public and About the Board	For Physicians	For Physician Assistants and NPs	Corporations and LLCs	Health Care Facilities and Liability Insurance
Online Registration Renewal	Online Services	Link up a Licensee	Change of Address/Name	Table of Contents

- **Not Using ECYS**
- **Using ECYS**

If you are unable to open the Forms, hold the 'Ctrl' key down and click on the link again.

- Overview of Requirements. You must read the appropriate requirements before starting an Online License Application.
  - **Fall Not Using ECYS**
  - **Fall Using ECYS**
- Online Applications (FCYS: Federation Credentials Verification Service)
  - **Fall Application (not using ECYS)**
  - **Fall Application (using ECYS)**
- Online Fall License Application Status. You may only check the status of your Application once it has been completed and paid.
  - **Fall License Application Status**
- **Forgot FileID**
  - **Forgot File ID**

[Back to NCMB Home Page](#)

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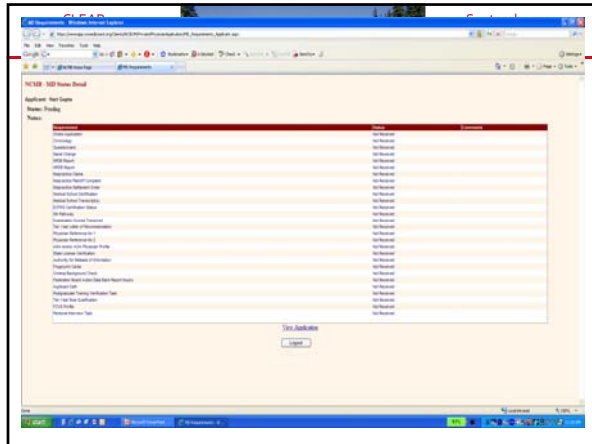
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CLEAR 2009 Annual Conference  September 10-12 Denver, Colorado

### Conclusion

- Faster processing for both NCMB and Licensee
  - At least 25% faster to process
- No more checks
- Few calls and e-mails
- More accurate data
- More data in database to report from

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### Conclusion

- Ideas come from:
  - [Survey responses](#)
  - [Licensing Department](#)
  - Other Licensing Applications
  - Steal whenever possible
- Make Application process as simple and easy to use as possible

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