

November 1, 2024

Dear Licensee,

DC Health is happy to announce that the renewal portal for the **Board of Massage Therapy** is now **LIVE!**

DC Health is no longer utilizing paper renewal applications. Renewals must be completed online. Our licensure portal has enhanced features such as the ability to upload your continuing education documents. Licensees are also encouraged to have any and all supplemental documents (e.g. responses to screening questions, proof of continuing education (CE), etc.) scanned and ready for upload before starting the renewal process to avoid any delays.

**DC Health Renewal Licensing Portal Page link:**  
<https://dohlicenseinfo.secure.force.com/dchealthrenewals/>

**Please be sure to read all the instructions on the DC Health Renewal Licensing Portal Page.**

If you are experiencing issues with creating or logging into your account, please submit a “case” to our Customer Support site: <https://dohlicenseinfo.secure.force.com/support/>.

## **MESSAGE THERAPIST FREQUENTLY ASKED QUESTIONS**

### **RENEWAL FEES**

- ***How much does it cost to renew?***
  - \$177
  - \$85 late fee effective February 1, 2025 (This fee is in addition to the renewal fee)

### **CRIMINAL BACKGROUND CHECK (CBC) FEE**

- ***Do I need a Criminal Background Check?***

All licensees are required to pay a mandatory fee of \$50 for the CBC which is a name search. Processing a renewal application on average may take 3 – 5 business days while we await the results of the CBC name search. The processing time may take longer to address any holds placed on the renewal. **Licensees for renewal are not required to get a fingerprint or live scan.**

### **CONTINUING EDUCATION UNIT (CEUs)**

- ***What are my CEU requirements?***

Massage Therapist must complete fourteen (14) hours of approved CEUs which shall include:

  - Three (3) CEUs in ethics;
  - Two (2) CEUs in LGBTQ cultural competency;
  - Nine (9) CEUs in massage-related course work; six (6) of which shall be in massage technique course(s); ***and***
  - 10% (1.5 hours) of [Public Health Priorities](#)

Please be advised, on September 19, 2024, the D.C. Board of Massage Therapy voted to extend Board Policy 20-001 enacted on June 1, 2020, through the end of this current licensure period, which expires on January 31, 2025. The Policy allows massage therapists licensed in D.C. to obtain all of their continuing education credits to fulfill their licensure requirements for this current licensure period through online or virtual means.

- **CPR and First Aid Requirements:**

- An applicant for renewal of a license shall submit to the Board with the renewal application copies of certificate indicating CPR and first aid certification valid at the time of renewal. **Such certifications shall not be used to satisfy the 14 hours of CEU requirement but required to submit with renewal application.**

- **When must my CEUs be completed?**

CEUs must be completed between **February 1, 2023, and January 31, 2025.**

- ***How come I am not able to upload my CEU documents?***

Several users have stated they are unable to upload proof of having completed their CEUs. Our IT department has identified certain issues with document uploads on browsers **OTHER** than Google Chrome or Firefox. If you are not using the most up-to-date versions of Google Chrome or Firefox, first try uploading your CEU document using these web browsers {Google Chrome/Firefox}. To submit your uploaded CEUs, you must **WRITE** something in the continuing education **DESCRIPTION BOX**. For example, you may write ***"I have uploaded all my CEUs or CEUs are attached"***.

Finally, if you still have upload issues, you can submit your renewal application by selecting the ***"I will complete my CEUs by January 31, 2025"*** option in the CEU category of the renewal application. By selecting this, you can skip the document uploads and proceed with the rest of your application so you may renew your license on time.

## **INFORMATION ABOUT CONTINUING EDUCATION AUDITS**

- ***Will I be audited?***

After the renewal, you may be audited and required to submit continuing education documents to the Board. CEUs must be taken between **February 1, 2023, and January 31, 2025.** The required continuing education units are listed above.

## **RENEWAL CONFIRMATION**

- ***How can I get confirmation of my renewal?***

All licensees who submit a renewal application will receive a confirmation email from DC Health. For licensees who have not received a confirmation email, you should log back into the system and check to ensure you entered the correct email address as any typos will result in the confirmation email not being sent to you correctly. Licensees should also check their spam filters to ensure the confirmation email did not accidentally go to their spam junk or trash folders. If you've checked all

the above, but still have not received a confirmation email, you should submit a "case" to our Customer Support site:

<https://dohlicenseinfo.secure.force.com/support/>.

**DC Health does not issue hard copies of the renewed license. Approved renewal applicants will receive an electronic license to the email address on file.**

### **Change to the Term of License, Certificate and Registration**

- DC Health has always operated with fixed renewal windows for each profession. In response to feedback from the health professional community, **the Director has moved to change the renewal system to align with each licensee's month of birth.** As such, all applicable licenses, certificates, or registrations issued on or after June 16, 2024, will expire on the last day of the birth month of the license holder. Additionally, licensees born in even-numbered years will have expiration years that are even-numbered, while those born in odd-numbered years will have odd-numbered expiration years. **This will apply to all Massage Therapist during this renewal period.**

### **PAYMENT ISSUE**

- ***Why isn't my credit card accepted?***  
**The renewal system will only accept Visa or MasterCard credit cards for payment.** Please ensure you entered the correct information for your payment. Once the payment has been received, a receipt will be sent to your email of record. If you are using a Visa or MasterCard, but are still having issues, please submit a "case" to our Customer Support site: <https://dohlicenseinfo.secure.force.com/support/>. Our IT department is reviewing any and all reported errors, and we will update our licensees as more information becomes available.

### **HELPFUL TIPS TO REMEMBER**

- The deadline for renewal is **January 31, 2025.**
- **Late renewal is February 1, 2025, to March 31, 2025.** A late fee of \$85 will be assessed.
- CAREFULLY read all renewal screening questions.
- Do not answer "Yes" to the paid-inactive question unless you intend to be inactive.
- If you respond "Yes" to a screening question(s) **you MUST provide complete documentation before your license will be renewed.**
- The new license end date will be on the last day of the birth month of the license holder.

Refer to the Board's webpage link for additional information: [Board of Massage Therapy](#). DC Health greatly appreciates your patience during this time and looks forward to your feedback.

Sincerely,

DC Board of Massage Therapy