

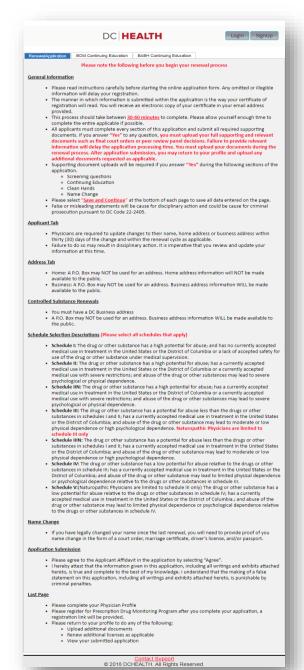


# USER GUIDE 2018 RENEWALS

Welcome to the 2018 Licensure Renewal cycle! Licensees who have an active license may now renew their license(s) by going to <a href="http://dohlicenseinfo.force.com/dchealthrenewals.">http://dohlicenseinfo.force.com/dchealthrenewals.</a>

Once Licensees have gone to the renewal site, they will be guided through the **DC Health Licensing portal** and can accomplish the following:

- Read the Instructions;
- "Sign Up" and "Login" to the DC Health Licensing portal using the newly created Username and Password.
- Upload relevant documents as may be required for renewal (e.g., proof of Continuing Education, Clean Hands Certificate, etc.);
- Navigate through the following tabs:
  - ✓ Applicant View Licensee information (e.g., name, address, phone number, etc.);
  - ✓ **License** View all DC Health Licenses held by the Licensee:
  - ✓ Address Update Home and Business addresses and select Preferred Mailing Address;
  - ✓ Screening Questions Answer all screening questions and upload supporting documents as applicable;
  - ✓ Workforce Survey Answer Workforce Survey questions (if applicable);
  - ✓ CBC Screening Acknowledge and agree to DC Health CBC Screening;
  - ✓ Name Change Request a Name Change and upload supporting documents (if applicable);
  - ✓ Clean Hands Answer Clean Hands questions and upload supporting documents (if applicable);
  - ✓ Applicant Affidavit Acknowledge all information submitted to be true;
  - ✓ Payment Pay Licensing and CBC Screening fees using Credit Card.



To assist Licensees with the renewal process, DC Health has created this detailed User Guide that will walk users through each step of the renewal process and answer any questions licensees may have. If a licensee runs into an issue with the renewal process, or has questions about a certain portion of the renewal, they may click on the CONTACT SUPPORT button located at the top of the page, which will allow them to submit a support ticket. Users will need to provide details on the issue or question they have, which will then be responding to on a first come, first serve basis by DC Health support staff. This new support system will allow DC Health to streamline our support processes, allowing for more expedient response times, as well as concise tracking of any issues affecting the renewal process.

To avoid delays in the renewal application process, Licensees should have any and all relevant documents scanned and stored on their desktop in .pdf format, ready for upload (e.g., proof of CE, supplemental screening questions documents, etc.). If you don't have those documents ready, but have already begun the renewal process, no worries. Licensees can save their progress at any time by clicking on the button located at the bottom right of the renewal application.

On to renewals!

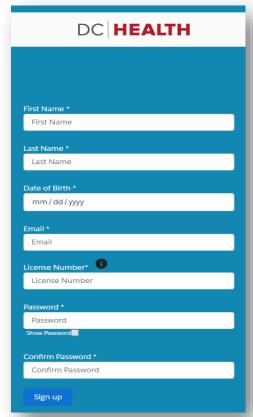
The User Guide continues on the next page with "STEP 1 – REGISTRATION & LOGIN"

## STEP 1 – REGISTRATION & LOGIN

Go to <a href="http://dohlicenseinfo.force.com/dchealthrenewals">http://dohlicenseinfo.force.com/dchealthrenewals</a> to access the 2018 renewal website.
 This is the exclusive location to renew your District of Columbia Health Professional License.

• As this renewal system is brand new, <u>ALL</u> licensees are required to first register before accessing the renewal system. Click on the <u>SignUp</u> button located at the top of the page to being the registration process.

- In order to register, Licensees must provide the following:
  - First Name
  - Last Name
  - o Date of Birth
  - Email Address
  - License Number<sup>1</sup>
- Licensees will also need to create a Password, and then confirm the Password.
- Once the Licensee has entered the required information, a confirmation email will be sent to the email address provided.
- Following successful registration, users will then be able
  to return to the renewal page at
  <a href="http://dohlicenseinfo.force.com/dchealthrenewals">http://dohlicenseinfo.force.com/dchealthrenewals</a>,
  where they can login and begin their renewal
  application. Click on the Login button
  located at the top of the page to begin the renewal
  application.
- Once logged in, Licensees will be taken to the first "tab" of the renewal process – Applicant.



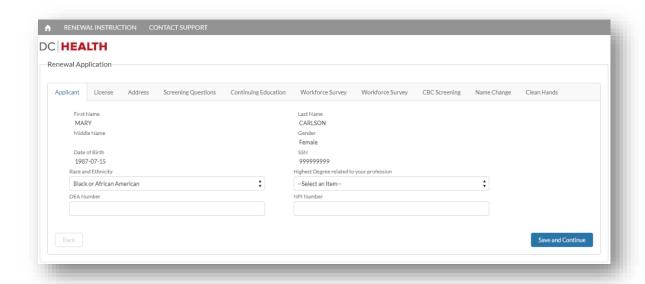
The User Guide continues on the next page with "STEP 2 - APPLICANT"

<sup>&</sup>lt;sup>1</sup> Licensees can look up their license number online by visiting <a href="https://app.hpla.doh.dc.gov/Weblookup/">https://app.hpla.doh.dc.gov/Weblookup/</a>.

# **STEP 2 - APPLICANT**

- The first tab of the 2018 renewal process is the "Applicant" page.
- Licensees will be presented with pre-populated fields containing their name, date of birth, gender, and social security number.
- For those applicants who have not provided a social security number previously, or who were contacted by DC Health regarding missing information, you can update this data prior to entering the renewal portal by going to <a href="https://dohlicenseinfo.secure.force.com/BOM/">https://dohlicenseinfo.secure.force.com/BOM/</a>.
- Once Licensees have reviewed and confirmed this information, they will click on the button to continue to the "License" tab.

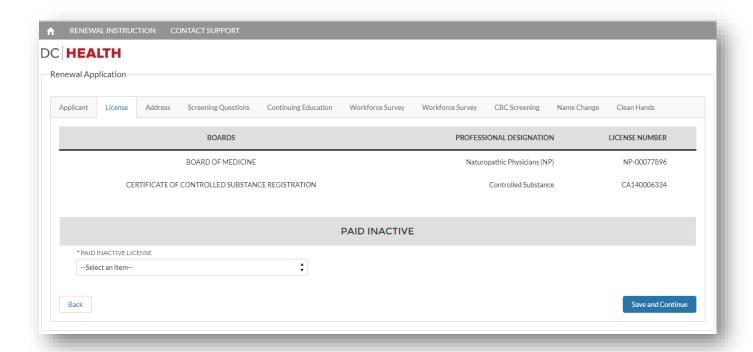




The User Guide continues on the next page with "STEP 3 – LICENSE"

### **STEP 3 - LICENSE**

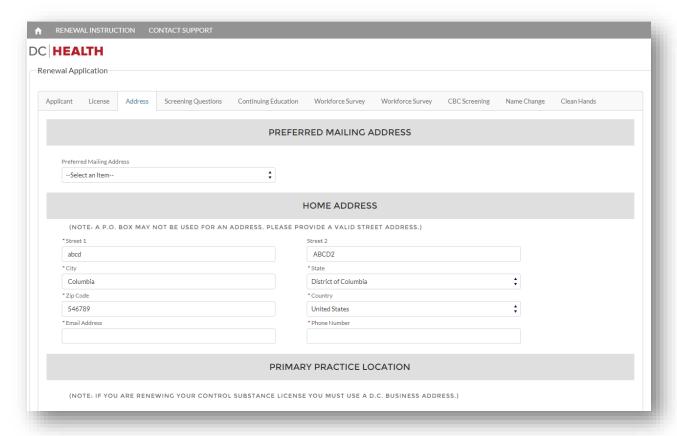
- The second tab of the 2018 renewal process is the "License" tab.
- Licensees will see every license issued to them by DC Health **that is currently up for renewal**. Any license not yet up for renewal will not be shown.
- Licensees will have to choose whether they want to place their license in Paid Inactive status, or
  if they want to renew their license. In either scenario, Licensees will still need to complete the
  renewal application and submit any documents as required. Licensees will also need to pay the
  requisite fee at the end of the renewal process.
- Once Licensees have reviewed and complete this tab, they will click on the button to continue to the "Address" tab.



The User Guide continues on the next page with "STEP 4 – ADDRESS"

#### **STEP 4 - ADDRESS**

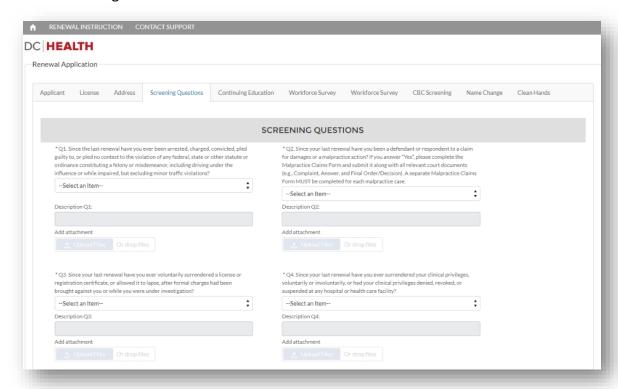
- The third tab of the 2018 renewal process is the "Address" tab.
- In the "Address" tab Licensees will be able to view their current address on file with DC Health. This is also where Licensees will be able to update their contact information, including selecting which address they prefer to be their mailing address.
- P.O. Box is not an acceptable home address.
- As electronic communications are the primary way of reaching our licensees in a quick and efficient manner, DC Health is requiring email addresses from all licensees.
- Once Licensees have reviewed and confirmed this information, they will click on the button to continue to the "Screening Questions" tab



The User Guide continues on the next page with "STEP 5 – SCREENING QUESTIONS"

## **STEP 5 – SCREENING QUESTIONS**

- The fourth tab of the 2018 renewal process is the "Screening Questions" tab.
- The Screening Questions are designed to obtain information from Licensees on relevant issues to the renewal approval process.
- If a "Yes" response is ever given to a screening question, Licensees will be required to not only provide a written response in the Description box, but will also need to upload and attachments any relevant documents. If a written description is not given, or if a relevant document is not attached, Licensees will NOT be able to continue with the renewal application.
- Once Licensees have answered each screening questions and provided any and all written responses and relevant documents, they will click on the the "Continuing Education" tab.



The User Guide continues on the next page with "STEP 6 – CONTINUING EDUCATION"

### STEP 6 – CONTINUING EDUCATION

- The fifth tab of the 2018 renewal process is the "Continuing Education" tab.
- Each profession renewing their license has their own Continuing Education (CE) requirements.
- For the 2018 renewal cycle, Licensees will have three (3) options when reporting their CE:

# 1. I will Complete my CEs by 01-31-2019

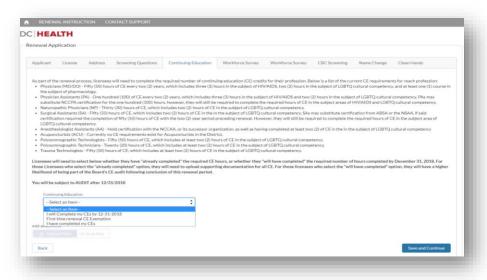
Licensees who select this option will not have to upload any proof of CE at the time of submission of the renewal application. However, Licensees will be required to upload proof of CE by January 31, 2018. Licensees may upload the required proof of CE by logging back in to their profile at <a href="http://dohlicenseinfo.force.com/dchealthrenewals">http://dohlicenseinfo.force.com/dchealthrenewals</a> and selecting the upload documents option.

# 2. First time renewal CE Exemption

For those Licensees renewing their license for the first time, they are exempt from CE requirements. Such licensees will select this option during the renewal process.

# 3. I have completed my CEs

Licensees who select this option will need to upload proof of CE now. Such documentation should be in pdf format, and can be either individual course certificates, CE transcripts from an accrediting body or other documentation, so long as it clearly demonstrates who the course is accredited by, course title, amount of CEs granted, and any other relevant documentation so DC Health staff can ensure Licensees have met the requisite CE requirements.

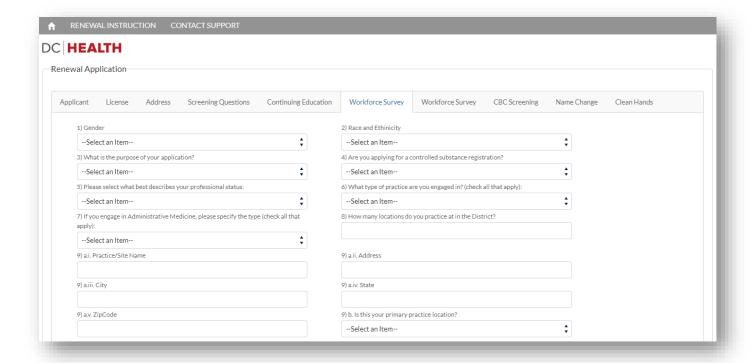


- Whether licensees choose to upload their CE's at the time of renewal, or afterwards, <u>all Licensees</u> <u>will need to submit proof of CE</u>.
- Following completion of the 2018 renewal cycle, random audits of various professions may occur. If a Licensee is selected for audit, they will be contact via email and/or regular email with instruction on how to proceed.
- Once Licensees have made their CE selection and upload any relevant documents, they will click on the Save and Continue
   button to continue to the "Workforce Survey" tab.

The User Guide continues on the next page with "STEP 7 – WORKFORCE SURVEY" (If Applicable)

### **STEP 7 – WORKFORCE SURVEY**

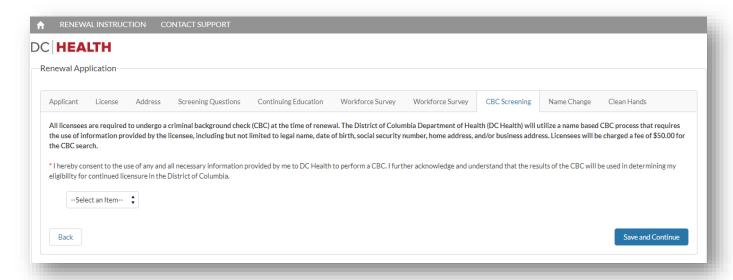
- The sixth and seventh tabs of the 2018 renewal process are the "Workforce Survey" tabs (Physical Therapists & Physical Therapist Assistants Only).
- The Workforce Survey is an integral part of the renewal process, as it is used to gather relevant and up to date information from DC licensed health care practitioners on important health care issues effecting District residents.
- The Workforce Survey is fifteen (15) questions.
- As a reminder, if at any time during the Workforce Survey, or during any part of the renewal
  process for that matter, a Licensee needs to leave the renewal application, they can save their
  progress by clicking on the Save and Continue button.



The User Guide continues on the next page with "STEP 8 – CBC SCREENING"

#### STEP 8 – CBC SCREENING

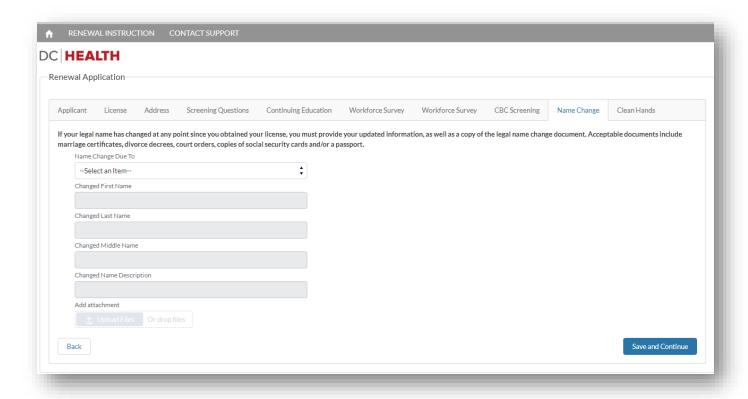
- The eighth tab of the 2018 renewal process is the "CBC Screening" tab.
- Another new feature in the 2018 renewal period is the Criminal Background Check (CBC).
- Prior to the initial issuance of a license, all licensees must undergo a fingerprint based CBC. For this year's renewal, <u>all Licensees must undergo a new name based CBC.</u>
- Licensees will not have to go to any 3<sup>rd</sup> part website or physical location to complete the CBC process, but will instead only need to agree to allow DC Health to utilize their information on file to perform a name based CBC and then pay the required fee (\$50.00) at the end of the entire renewal application.
- While Licensees may choose not to agree to a CBC, doing so will prevent said Licensees from continuing with the renewal process.
- Should any positive results come back from the CBC, staff from DC Health will reach out to Licensees to obtain more information.
- Once Licensees have agreed to the name based CBC and made the appropriate selection, they will
  click on the Save and Continue button to continue to the "Name Change" tab.



The User Guide continues on the next page with "STEP 8 – NAME CHANGE"

### **STEP 9 – NAME CHANGE**

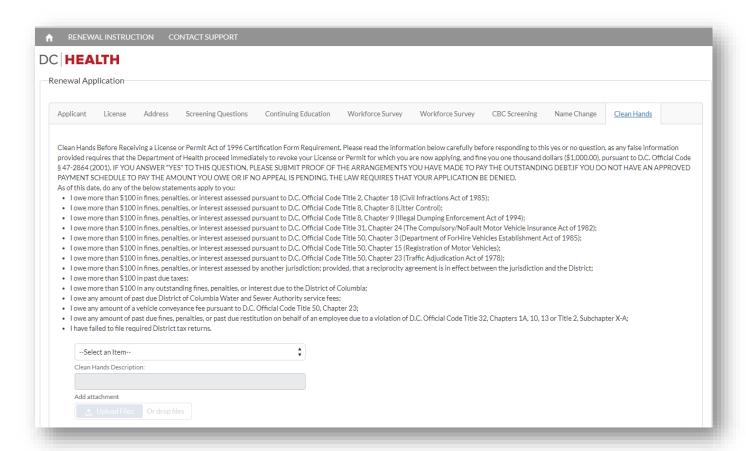
- The ninth tab of the 2018 renewal process is the "Name Change" tab.
- The name change section is for legal names changes only.
- For any Licensee who has had their legal name changes in the past two (2) years (i.e., since the last renewal), they will need to submit their new name and relevant documentation (e.g., Marriage Certificate, Divorce Decree, Court Order, Passport, etc.).
- For all other Licensees, they may skip this section and proceed to the "Clean Hands" tab by click on the Save and Continue button.



The User Guide continues on the next page with "STEP 8 – CLEAN HANDS"

### **STEP 10 - CLEAN HANDS**

- The tenth tab of the 2018 renewal process is the "Clean Hands" tab.
- All Licensees must attest that they do not owe more than \$100.00 to the government of the District of Columbia.
- If a Licensee selects "Yes", stating they do owe money, they must provide a description of the
  debt as well as provide either a Clean Hands Certificate from the Office of Tax and Revenue
  (<a href="https://otr.cfo.dc.gov/page/online-clean-hands-application">https://otr.cfo.dc.gov/page/online-clean-hands-application</a>) and/or a written payment
  agreement from the agency to whom the debt is owed.
- Once the proper selection is made and any relevant documents are uploads, Licensees will click on the Save and Continue button to continue to the final tab - "Payment".



The User Guide continues on the next page with "STEP 8 – CLEAN HANDS"

#### **STEP 11 - PAYMENT**

- The final tab of the 2018 renewal process is the "Payment" tab.
- Here Licensees can see all the licensees they have up for renewal, along with the relevant fees broken down for each licensee type, as well as the CBC fee.
- Should Licensees desire not to renew all their licenses (or to go Paid Inactive), they will simply uncheck the box next to that license, indicating they do not want to submit a fee for that license.
- Once all licenses have been selected, the Licensee will then enter their credit card and other required information necessary to submit payment.
- Once payment has been made, a window will be displayed confirming your renewal application
  has been submitted. Licensees will also receive an email confirmation at the address provided
  during the registration page.
- The confirmation email will either indicate their license has been approved and contain their new, electronic license, or will state their renewal application is pending further review by DC Health staff.
- DC Health will NOT be issuing physical licenses this year; only electronic licenses will be issued.
- Licensure status can also be verified by visiting https://app.hpla.doh.dc.gov/Weblookup/.

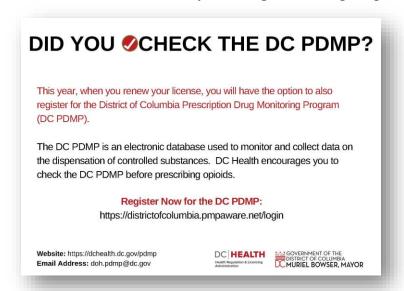


The User Guide continues on the next page with "THANK YOU & REMINDERS"

### **THANK YOU & REMINDERS**

DC Health thanks you for your participation and feedback during the 2018 renewal cycle. Before heading back to your hectic work lives, we would like to remind our licensees of certain programs offered by DC Health that help improve the healthcare conditions of our residents and visitors:

# **District of Columbia Prescription Drug Monitoring Program**



The Prescription Drug Monitoring Program (PDMP) aims to improve the District's ability to identify and reduce diversion of prescription drugs in an efficient and cost effective manner that will not impede the appropriate medical utilization of controlled substances; and to enhance patient care by providing prescription monitoring information that will assure legitimate use of controlled substances in health care, including palliative care, research and other medical and pharmacological uses.

DC Health strongly encourages all practitioners, but especially those who prescribe controlled substances or regularly work with patients who have been prescribed controlled substances, to register and utilized the DC PDMP. More information about the DC PDMP, as well as how to register, can be found online at <a href="https://dchealth.dc.gov/vi/service/prescription-drug-monitoring-program">https://dchealth.dc.gov/vi/service/prescription-drug-monitoring-program</a>.

## **District of Columbia Medical Reserve Corps**

The mission of the DC Medical Reserve Corp (MRC) is to establish a network of local volunteers who are willing to donate their time and expertise to supplement existing public health and medical resources during emergencies and other times of community need.

The DC MRC regularly participates in special events including the Safeway Barbecue Battle, DC Caribbean Carnival, Presidential Inaugurations, Martin Luther King Jr. Day of Service as well as participating in numerous drills and exercises.

The DC MRC is personnel.						als and administrative an go online to
						registering to become
a member of t	the DC MRC,	you can do so	by visiting <u>nti</u>	tps://www.ac	responds.org/.	