



USER GUIDE 2020 RENEWALS

Welcome to the 2020 Licensure Renewal cycle! Licensees who have an active license may now renew their license(s) by going to http://dohlicenseinfo.force.com/dchealthrenewals.



Board of Nursing Renewal

Board of Medicine Renewal

Board of Allied and Behavioral Health Renewal

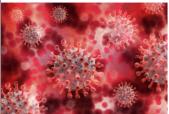
Apply for New Application

Apply for License Reinstatement

Apply for License Reactivation

Apply for CBC Payment

Complaint Form



earn more about Coronavirus (Covid 19) in Washington DC

About DC Health

DC Health promotes health, wellness, and equity, across the District, and protects the safety of residents, visitors and those doing business in our nation's Capital.

Our responsibilities include identifying health risks; educating the public; preventing and controlling diseases, injuries and exposure to environmental hazards; promoting effective community collaborations; and optimizing equitable access to community resources.

DC Health Mission

The District of Columbia Department of Health promotes health, wellness, and equity across the District, and protects the safety of residents, visitors and those doing business in our nation's capital.

Health Regulation and Licensing Regulation

The mission of the Health Regulation and Licensing Administration (HRLA) is to protect the health of the residents of the District of Columbia and those that do business here by fostering excellence in health professional practice and building quality and safety in health systems and facilities through an effective regulatory framework.

ut Dc.gov Privacy and S

Accessibility Terms and condition

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

- "Register" and "Login" to the DC Health Licensing portal using the newly created or existing Username and Password;
- Upload relevant documents as may be required for renewal (e.g., proof of Continuing Education, Clean Hands Certificate, etc.); and
- Navigate through the following tabs:
 - ✓ **License Landing Page** View all DC Health Licenses held by the Licensee and Button to start Renewal Application.
 - ✓ **Paid Inactive-** Licensee can select if they wish to put their License status to be Paid Inactive (if they wish not to practice).
 - ✓ **Applicant** View Licensee information (e.g., name, address, phone number, etc.).
 - √ Name Change Request a Name Change and upload supporting documents (if applicable).
 - ✓ Address Update Home and Business addresses and select Preferred Mailing Address.
 - ✓ **Screening Questions** Answer all screening questions and upload supporting documents as applicable.





- ✓ **Continuing Education (CE)** Update Continuing education credits to ensure that they are in compliance with your health professional Board and License specialty.
- ✓ Workforce Survey Answer Workforce Survey questions (if applicable).
- ✓ **Applicant Affidavit** Acknowledge all information submitted to be true.
- ✓ Criminal Background Check (CBC) Screening Acknowledge and agree to DC Health CBC Screening.
- ✓ Clean Hands Answer Clean Hands questions and upload supporting documents (if applicable).
- ✓ Payment Pay Licensing and CBC Screening fees using Credit Card (Visa and MasterCard's only).

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 responded by support 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 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 "Save and Continue" located at the bottom right of the renewal application.

On to Renewals!

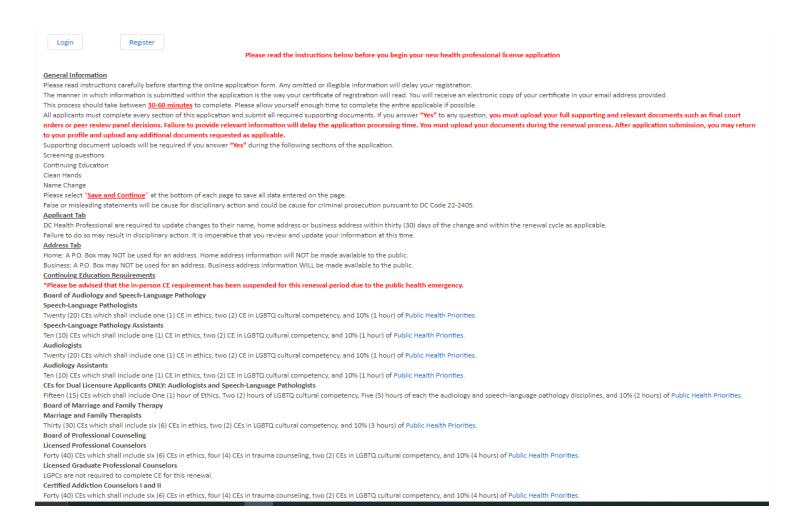
The User Guide continues on the next page with "STEP 1 – REGISTRATION & LOGIN"





Go to https://doh.force.com/dchealthrenewals/s/register/ to access the 2020 renewal website.

This is the exclusive location to renew your District of Columbia Health Professional License.

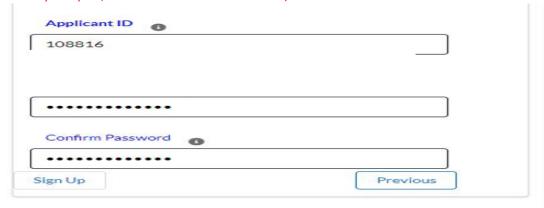


- ✓ ALL Licensees who are renewing for the first time are required to first register before accessing the renewal system, click on the Register button located at the top of the page to begin the registration process.
- ✓ All the returning Licensees will be able to _____
- ✓ To Register, Licensees must provide the following:
 - First Name
 - Last Name
 - o Email Address
 - Confirm Email Address
 - License Number
 - Date of Birth

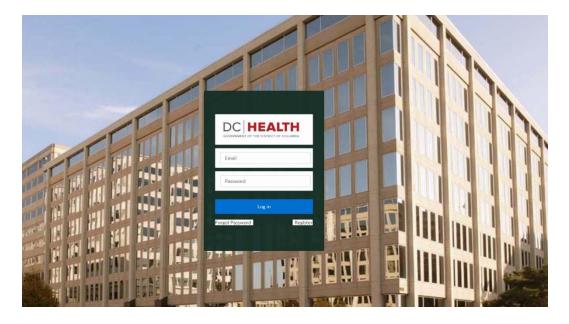




- ✓ Licensees will click to move forward. Licensees will be redirected to the Applicant ID page.
- ✓ A 5 digit "Applicant ID" will be sent to the email address you provided during registration.
- ✓ Navigate back to the Applicant ID page and insert 5 digit code received in your email and create Password. (Please check your Spam/Junk mail if not received in Inbox)



- ✓ Licensees need to input "Applicant ID" and create password to complete the registration process
- ✓ After completing all the required fields, then click Sign Up to go to "Login Page"



- ✓ Licensees will have to input the Email address they provided at the time of registration.
- ✓ Licensees will have to input the Password created during the Applicant ID process and Click Log in
- ✓ Once logged in, Licensees will be taken to the first "tab" of the renewal process License landing page.

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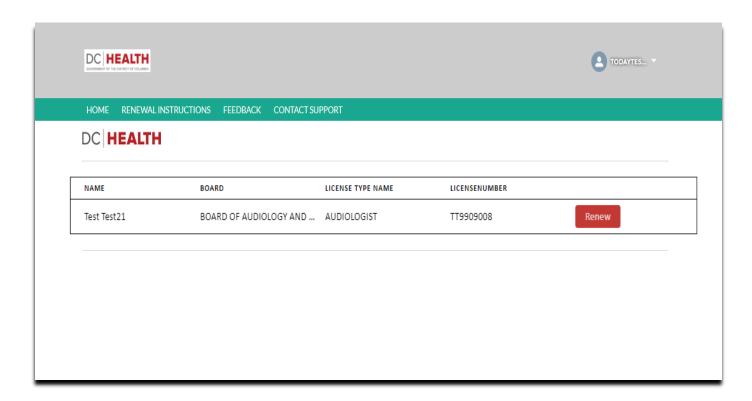




The next tab of the 2020 renewal process is the "License Landing page" tab.

- All Licensees who are eligible to renew will be able to see all DC Health Licenses held by them
- The Licensees will be able to click

 Button to start Application;



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"STEP 3 - LICENSE & PAID INACTIVE"

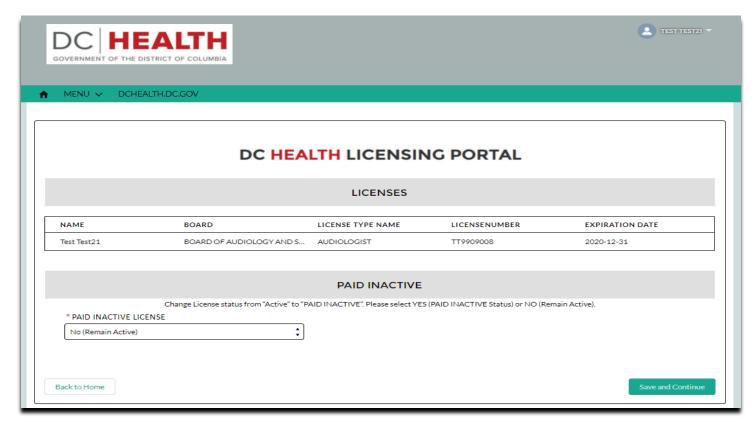




The next tab of the 2020 renewal process is the "License" tab.

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.
- Note: If they choose to select "YES" the expiration date remains the same (12/31/2020), if they choose to select "NO" the expiration date will be updated (12/31/2022). In either scenario, Licensees will still need to complete the renewal application and submit any required documents.
- Licensees will also need to pay the requisite fee at the end of the renewal process.
- Once Licensees have reviewed and completed this tab, they will click on the button to continue to the "Applicant Information" tab.



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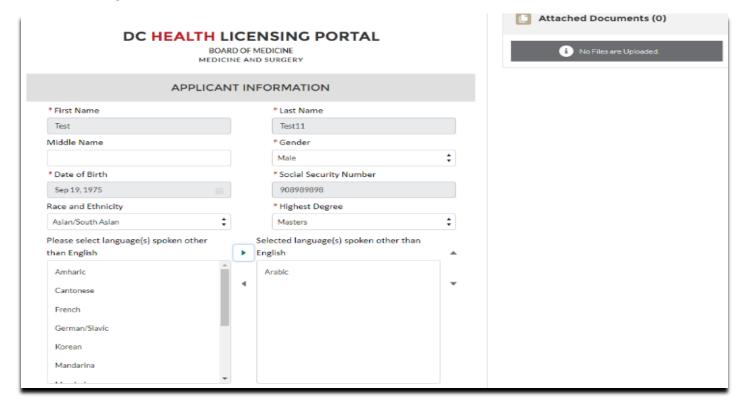
"STEP 4 - APPLICANT INFORMATION"





The Fourth tab of the 2020 renewal process is the "Applicant" page.

- Licensees will be presented with pre-populated fields containing their name, date of birth, gender, social security number, race and ethnicity, and language spoken.
- 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 before entering the renewal portal by going to
 https://dohlicenseinfo.secure.force.com/dchealthrenewals/
- Once the Licensees have reviewed and confirmed this information, they will click on the button to continue to the "Name Change" tab.



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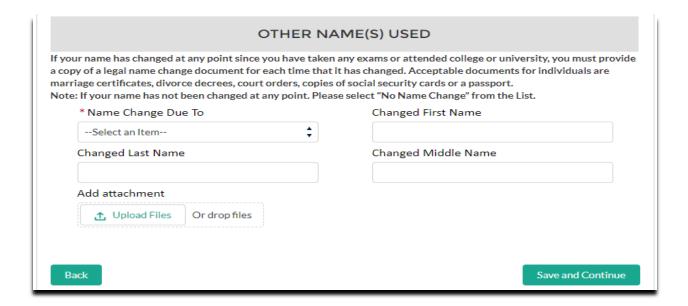
"STEP 5 - NAME CHANGE"





The next tab of the 2020 renewal process is the "Name Change" tab.

- The name change section is for legal name changes only.
- For any Licensee who has had their legal name changed 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 select "No Name Change" from the drop-down selection field and proceed to the "Applicant Address" tab by click on the button.



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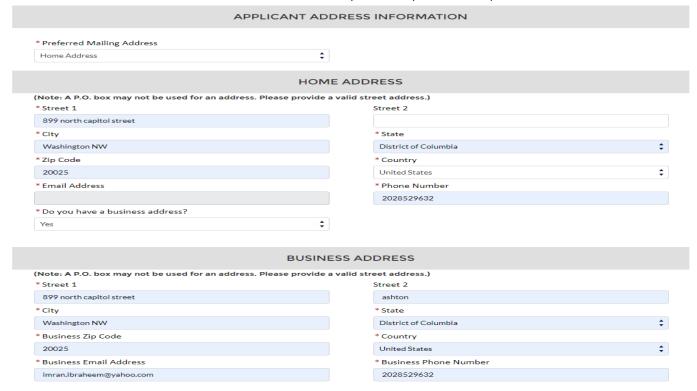




The next tab of the 2020 renewal process is the "Address" tab.

In the "Address" tab Licensees will be able to input their current Home address. 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 quickly and efficiently, DC Health will be using the same email address which was used for signup as the primary email for correspondence.
- Licensees who have their Business address will have the option to input in the required fields.



- Only Retired and Not practicing applicants have the choice to bypass these fields by selecting either item from a drop-down.
- Once Licensees have reviewed and confirmed this information, they will click on the button to continue to the "Screening Questions" tab.

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"STEP 7 - SCREENING QUESTIONS"

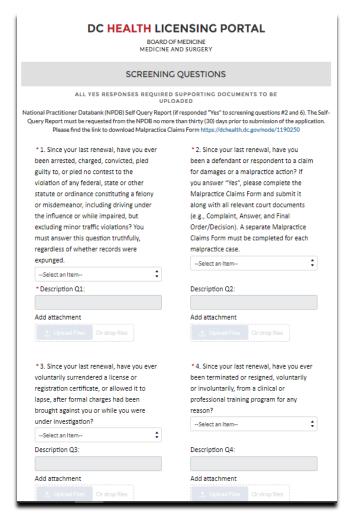


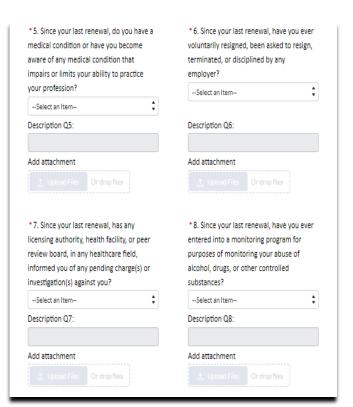


The next tab of the 2020 renewal process is the "Screening Questions" tab.

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 attach 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 all screening questions and provided any written responses and relevant documents, they will click on the button to continue to the "Continuing Education" tab.





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"STEP 8 - CONTINUING EDUCATION"

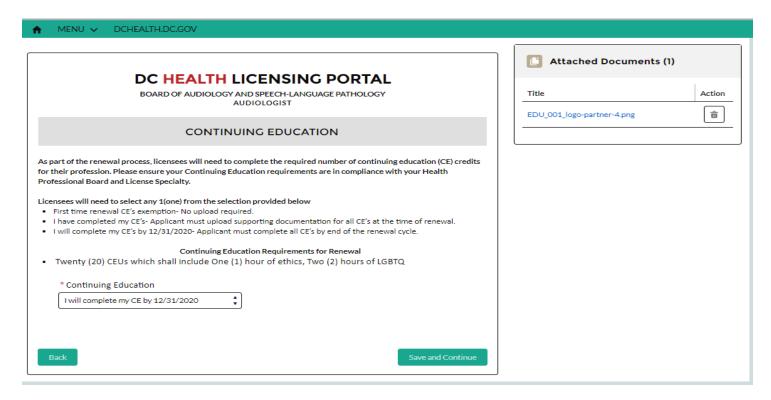




The next tab of the 2020 renewal process is the "Continuing Education" tab.

Each profession renewing their license has its own Continuing Education (CE) requirements. For the 2020 renewal cycle, Licensees will have three (3) options when reporting their CE:

- I will complete my CEs by 12/31/2020 Licensees who select this option will not have to upload any proof of CE at the time of submission of the renewal application.
- 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.
- 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 demonstrates whom the course is accredited by, the course title, amount of CEs granted, and any other relevant documentation so DC Health staff can ensure Licensees have met the requisite CE requirements. A brief description of the course is required.



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"STEP 9 – WORKFORCE SURVEY" (This does not apply to All Licenses)

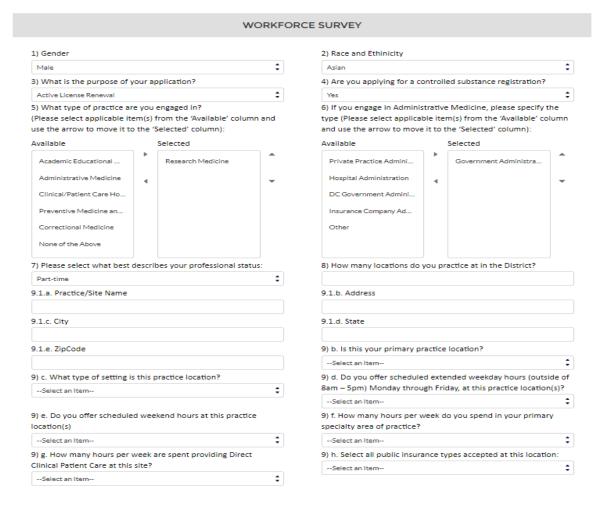




The next tab of the 2020 renewal process is the "Workforce Survey" tabs.

WORKFORCE SURVEY TAB, WILL ONLY DISPLAY IF IT'S APPLICABLE TO LICENSE TYPE

- 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 affecting District residents.
- The Workforce Survey is fifteen (15) questions.
- As a reminder, if at any time a Licensee needs to leave the renewal application during the Workforce Survey or during any part of the renewal process, they can save their progress by clicking on the button.



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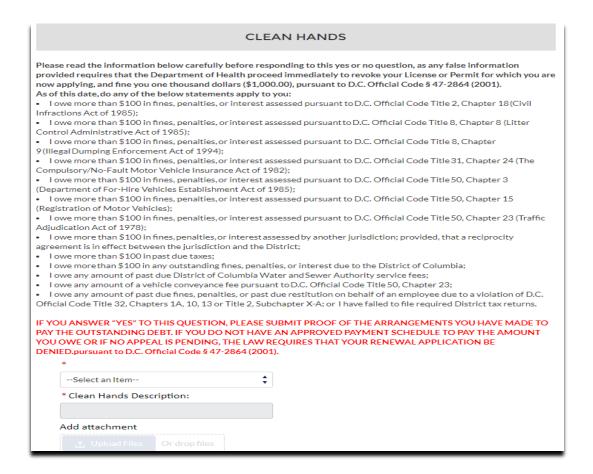
"STEP 10 - CLEAN HANDS"





The Next tab of the 2020 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 describe the debt as well as provide either a Clean Hands Certificate from the Office of Tax and Revenue (https://otr.cfo.dc.gov/page/online-clean-hands-application) and/or a written payment agreement from the agency to whom the debt is owed.



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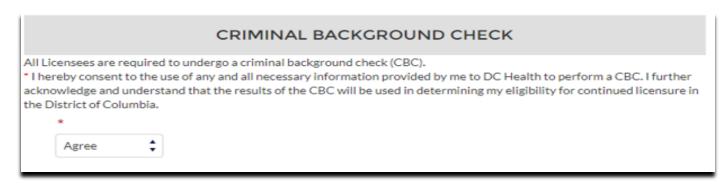
"STEP 11 - CBC SCREENING"

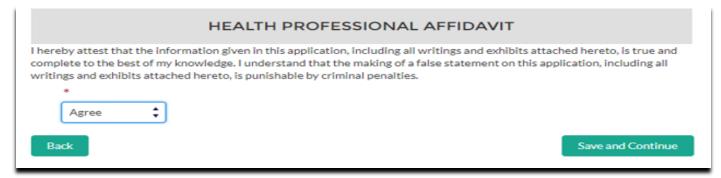




The next tab of the 2020 renewal process is the "CBC Screening" tab. Another new feature in the 2020 renewal period is the Criminal Background Check (CBC).

- Before the initial issuance of a license, all licensees must undergo a fingerprint-based CBC. For this year's renewal, all Licensees must undergo a new name based CBC.
- Licensees will not have to go to any 3rd party website or physical location to complete the CBC process, but will need to agree and 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 the proper selection is made and any relevant documents are uploaded, Licensees will click the button to continue to the final tab — "Payment".

The User Guide continues on the next page with

"STEP 12 - PAYMENT"





Final tab of the 2020 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 or 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://doh.force.com/ver/s/.

THANK YOU

