

October 16, 2023

DC Health is happy to announce that the renewal portal for the **Board of Dentistry** 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 this is your first renewal, you will need to **create a new username** and **password** to begin.

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/> .

DENTAL ASSISTANT FREQUENTLY ASKED QUESTIONS

RENEWAL FEES

- **How much does it cost to renew?**
 - \$75 for Dental Assistant Level I and Level II
 - \$85 late fee after December 31, 2023 (This fee is in addition to the renewal licensure 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 (CE)

- **What are my CE requirements?**
 - CEs must be taken between January 1, 2022 and December 31, 2023.
- **Dental Assistants must complete ten (10) hours of approved CEs to include:**
 - Current certification of having completed two (2) hours in basic life support (“BLS certification”);
 - Two (2) hours on cultural competency or specialized clinical training on patients or clients who identify as LGBTQ;
 - 10% (1 hour) of [Public Health Priorities](#);
 - One (1) hour of ethics; and
 - Two (2) hours of infection control
 - Two (2) hours of Dental Assistant related topics

Please note, the continuing education requirements may be satisfied through approved internet continuing education courses.

- ***This is my first time renewing. How many CEs do I need to submit?***

If this is your first time renewing your license, CEs are not required. Please select “First time renewal” at the Continuing Education Description Box at that portion of the application.

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

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 CE document using these web browsers {Google Chrome/Firefox}. To submit your uploaded CEs, you must **select one of the options** available in the continuing education **DESCRIPTION BOX**. For example, you may select from the drop-down options: ***“I have completed all my CEs”***.

Finally, if you still have upload issues, you can submit your renewal application by selecting the **“I will complete my CEs by 12/31/2023”** option in the CE 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 (CE) documents to the Board. CEs must be taken between **January 1, 2022 and December 31, 2023**. 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.

PAYMENT ISSUE

- ***Why isn't my credit card being 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, you should 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 **December 31, 2023**.
- CAREFULLY read all renewal screening questions.
- Do not answer "Yes" to 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 is renewed.
- The continuing education requirements may be satisfied through approved internet continuing education courses.
- **Frequently check your email for updates from the DC Board of Dentistry regarding the status of your application.**

Please refer to the Board's website link for additional information: [Board of Dentistry](#).

Sincerely,
DC Board of Dentistry