



# **PUBLIC HEALTH**

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## **Online HealthCare Provider Licenses Project**

Health Care Personnel Shortage Task Force Meeting  
June 6, 2012

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## Overview

- HSQA licenses 400,000 health care professionals in 80 plus professions.
- Online transactions improve service and speed processes.
- Electronic license renewals, credit card payments and new application submissions for eight professions.



## Overview

Implemented online renewals for 16 professions between December 2011 – May 2012:

### December 2011

- Surgical Technologists
- Pharmacy Technicians
- Naturopathic Physicians
- Social Workers Associate
- Independent Clinical Animal Massage

### April 2012

- Hypnotherapist
- Counselor Agency Affiliated
- Dietitian
- Nutritionist

### May 2012

- Athletic Trainer
- Recreational Therapist
- Dental Hygiene Renewable Limited License
- Expanded Function Dental Auxiliary
- Dental Hygiene
- Dental Assistant

### Planned for June 2012

- Pharmacist and Pharmacy Assistants

## The “Before” and “After” Picture

### Renewals Before:

- Receive renewal notice by mail
- Mail notice and check to DOH
- DOH processes check
- Fiscal and computer system updated
- 25 percent require manual intervention

Result: License renewed in 5 to 14 business days.

### Renewals After:

- Receive renewal notice by mail with online instructions
- Set up online account
- Complete online application and credit card information to pay renewal and convenience fee

Result: License renewed immediately!



## Analysis

### Challenges

- Upgrading licensing system software
- Using statewide access portal for security
- Developing credit card payment method and process
- Communicating changes with applicants

### Lessons Learned

- Must have new processes in place
- Different professions will have different adoption rates
- Targeted communication is important, based on the profession



## Next Steps Through June 2013

- Release additional professions for online renewal monthly over the course of the next year
- Put in place eight credentials for online application
  - Counselor Agency Affiliated
  - Dental Assistant
  - Hypnotherapist
  - Nursing Assistants
  - Pharmacy Assistant
  - Recreational Therapy
  - Surgical Technologist
  - X-Ray Technician
- Online address changes
- Offer ACH (automated checks) as payment option



## Future Planning: 2013-2015

Develop business requirements for:

- Demographic survey
- New applications for additional credential types
- Licensing facilities online (renewals and new applications)
- Process / tools for scanning electronic documents
- Electronic exchange of information with third parties
- Rules review to determine changes required
  - Example: Attestation or electronic signature

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**Questions?**

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