



National Practitioner Data Bank Healthcare Integrity and Protection Data Bank



FACT SHEET ON SELF-QUERYING

Practitioner, Provider, and Supplier Self-Query

A self-query is a request by a practitioner, provider, or supplier for information about himself, herself, or his or her organization contained in the National Practitioner Data Bank (NPDB) and/or the Healthcare Integrity and Protection Data Bank (HIPDB).

Practitioners, providers, and suppliers may self-query the Data Banks at any time. To initiate a self-query, go to www.npdb-hipdb.hrsa.gov and click the **Perform a Self-Query** icon on the right side of the home page. The *Welcome to the Self-Query Service* page, which provides links to information on self-querying, displays. You may find it helpful to print the *Helpful Hints for Submitting a Self-Query* to use as a reference while completing the application. Click the **Perform a Self-Query** icon on this page to proceed to the *Self-Query Options* screen, where you may initiate an individual self-query.

All self-query applications must be submitted electronically through the NPDB-HIPDB Web site. In addition, a signed and notarized copy must be mailed to the Data Banks to complete the self-query process. Self-queriers who do not have access to the Internet may call the NPDB-HIPDB Customer Service Center for assistance at 1-800-767-6732 (TDD 703-802-9395).

Subject Report Information in the Data Banks

The NPDB and the HIPDB are committed to maintaining accurate information and ensuring that health care practitioners, providers, and suppliers are informed when medical malpractice payments, adverse actions, and judgments or convictions are reported concerning them. When the Data Banks receive a report, the information is processed by the NPDB-HIPDB exactly as submitted by the reporting entity. Reporting entities are responsible for the accuracy of the information they report to the Data Banks.

When the Data Banks process a report, a *Report Verification Document* is sent to the reporting entity, and a *Notification of a Report in the Data Bank(s)* is sent to the subject. The subject should review the report for accuracy, including such information as current address and place of employment.

Subjects may not submit changes to reports. If report information is inaccurate, the subject must contact the

reporting entity to request that it file a Correction, Revision to Action, or Void. The Data Banks are prohibited by law from modifying information submitted in reports. For information on submitting a statement or a dispute to a report, see the *Fact Sheet on the Dispute Process*.

Self-Querying on the Internet

The NPDB-HIPDB employs the latest technology, along with various implementation measures, to provide a secure environment for querying, reporting, data storage, and retrieval. Security features include firewall protection from unauthorized access and encryption of transmitted data to prevent unauthorized use.

Self-queriers complete and transmit their self-queries to the NPDB-HIPDB on-line; however, a self-query is not officially submitted until a signed and notarized paper copy is received by the Data Banks. A formatted copy of the self-query is generated immediately after electronic transmission. To complete the self-query process, self-queriers must print the formatted copy, sign and date it in the presence of a notary public, and mail the notarized self-query to the address specified.

A practitioner, provider, or supplier who submits a self-query to the NPDB-HIPDB will receive in response either a notification that no information exists in the Data Bank(s), or a copy of all report information on the subject submitted by eligible reporting entities.

Self-Query Fees

Individual self-query requests are automatically sent to both the NPDB and the HIPDB for a total charge of \$16.00. The fee consists of an NPDB charge of \$8.00 per self-query and a HIPDB charge of \$8.00 per self-query. Organization self-queries are only sent to the HIPDB for a total charge of \$8.00.

All self-query fees must be paid by credit card (VISA, MasterCard, Discover, or American Express). Personal checks and cash are not accepted. Credit card information may be provided either on-line or written on the formatted copy that is printed for notarization. The credit card will not be charged until the NPDB-HIPDB receives and processes the notarized self-query. A notarized self-query lacking credit card information will be rejected.

Self-Query Mailed Responses

The NPDB-HIPDB does not accept stamped, photocopied, or faxed signatures, and faxed self-queries cannot be accepted. Previously processed self-queries are also not accepted. You may reduce transit time by submitting self-queries via U.S. Postal Service Express mail to the address at the top of this fact sheet, or by returning your self-query through another overnight delivery carrier to the following street address:

NPDB-HIPDB
4094 Majestic Lane, PMB-332
Fairfax, Virginia 22033

Please do not enclose pre-paid, self-addressed envelopes for overnight return mail delivery. These envelopes will be returned to you unused.

Self-query responses are mailed to the self-querier's selected address (home or work), as specified on the *Self-Query Input* screen, via U.S. Postal Service first-class mail. The NPDB-HIPDB cannot fax or express mail responses to self-queriers or mail responses to a board or insurance company. In compliance with the *Privacy Act*, the results of an individual self-query are sent only to the practitioner's home or work address as specified on the self-query form.

Self-Query Notarization

All self-queries must be notarized, and all fields in the notarization section must be completed. The NPDB-HIPDB will reject any self-query received without notarization or with an incomplete notarization. The NPDB-HIPDB requires notarization of the formatted copy of the self-query to protect the privacy of sensitive and confidential information requested by practitioners, providers, and suppliers. By appearing before a notary and having the notary sign and date the form, the NPDB-HIPDB is reasonably assured that the individual submitting the self-query has requested the information on behalf of himself, herself, or his or her organization.

To successfully process a self-query, both the self-querier and the notary public must sign and date the form. The notary must also provide the date that his or her commission expires and affix his or her seal. If the notary public does not have a stamp or seal, he or she must provide other proof of office (e.g., a copy of a notary certificate). The only lawful date on a notarial certificate is the date the signer actually appeared, according to *12 Steps to a Flawless Notarization* published by the National Notary Association.

Self-Query Status

Self-queriers may check the status of a self-query immediately after transmitting the self-query to the Data Banks. Note the Data Bank Control Number (DCN) at

the top of the formatted copy printed for notarization and final submission to track the status of the self-query. On the *Self-Query Options* screen, select **Check Self-Query Status**. Individual self-queriers should enter the DCN associated with the self-query and either their Social Security Number (SSN) or their date of birth in the corresponding fields. Organization self-queriers should enter the DCN associated with the self-query and either their organization's SSN or their organization's Federal Employer Identification Number (FEIN). The *Self-Query Status* screen will display status information for the indicated self-query. Possible status classifications are: Awaiting Notarization, Pending, Completed, or Rejected.

A self-query that is "Awaiting Notarization" has been transmitted electronically, but the signed and notarized self-query has not yet been received by the NPDB-HIPDB.

A "Pending" status means that the Data Banks have received both the electronic copy and the mailed notarized form and the self-query will be processed within two business days. Under certain circumstances, additional processing may be required. If the status remains unchanged after two business days, contact the Customer Service Center at 1-800-767-6732. Do not resubmit the same self-query. Each self-query receives a unique DCN and can only be processed one time.

A self-query that is "Completed" has been processed and a response has been mailed to the self-querier for a successful query. The date the self-query was submitted to the Data Bank(s) is listed in the "Date Submitted" field; the date the self-query was processed is listed in the "Date Received" field. Charges for the self-query are listed for each Data Bank in the "NPDB Charge" and "HIPDB Charge" fields.

A self-query that is "Rejected" has not been processed; a response has been mailed to the self-querier explaining that the query was not successful. The reason(s) for the rejection are listed in the "Rejected Reasons" column.

If the self-query was rejected because of an invalid credit card, the self-querier may resubmit the self-query on-line. To do so, click the **Rejected** link in the "Status" column, re-enter the credit card information on the *Self-Query Input* screen, and resubmit the query for processing. Regardless of whether the self-query is resubmitted, self-queriers will receive a notice of the original self-query rejection via U.S. Mail.

If the self-query was rejected because of an invalid signature and/or invalid notary information, the rejection reason(s) will be listed in the "Rejection Reasons" column and will include any of the following: missing/invalid notary date, missing/invalid notary seal, missing/invalid notary signature, missing/invalid subject appearance date, or missing/invalid subject signature. Click the **Rejected** link in the "Status" column to view a formatted copy of the self-query. To resume processing, reprint, sign, and notarize the formatted self-query and send it to the Data Banks. Regardless of whether

the formatted self-query is reprinted, signed, notarized, and resubmitted, self-queriers will receive a notice of the original self-query rejection via U.S. Mail.

If the query was rejected for **more than one** of the aforementioned reasons, (missing or invalid credit card information, signature, or notarization), wait for the rejection notice to arrive in the mail and resubmit a new self-query on-line. Similarly, for any rejection reason other than missing or invalid credit card information, signature, or notarization, wait for the rejection notice to arrive in the mail and resubmit a new self-query on-line.

NPDB-HIPDB Assistance

For additional information, visit the NPDB-HIPDB Web site at www.npdb-hipdb.hrsa.gov. If you need assistance, contact the NPDB-HIPDB Customer Service Center by e-mail at help@npdb-hipdb.hrsa.gov or by phone at 1-800-767-6732 (TDD 703-802-9395). Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The NPDB-HIPDB Customer Service Center is closed on all Federal holidays.