National Practitioner Data Bank
Healthcare Integrity and Protection Data Bank

U.S. Department of Health and Human Services
HRSA
Health Resources and Services Administration

FACT SHEET ON UPDATING PROFILE INFORMATION THROUGH THE INTEGRATED QUERYING AND REPORTING SERVICE (IQRS)

Internet Querying and Reporting

Registered entities with active querying and reporting privileges and authorized agents on behalf of registered entities use the Integrated Querying and Reporting Service (IQRS) to query and/or report to the National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB). The IQRS is an electronic, Web-based system that represents part of an ongoing effort to improve the efficiency and responsiveness of the NPDB-HIPDB.

Updating Profile Information Through the IQRS

In addition to querying and reporting through the IQRS, entities must use the IQRS to update their entity profile information. When Entity Data Bank Administrators update the following information on-line, the change is made immediately: Department Name, Street Address, E-mail Address, Department Fax Number, Taxpayer Identification Number (TIN), and Point of Contact for Reports. When updating the following information, a form must be printed, signed, and mailed to the Data Banks before the change can be processed: Name of Entity, National Crime Information Center Originating Agency Identifier (ORI) Number, Ownership of Entity, Eligibility/Statutory Authority, Primary Function of Entity, and Query Options. Additionally, entities must use the IQRS to authorize, modify and delete information pertaining to authorized agent(s) on file for their entity, and to authorize and modify Electronic Funds Transfer (EFT) account information.

Agents' Entity Data Bank Administrators must update the following information on-line through the IQRS: Agent Organization Name, Department Name, Street Address, E-mail Address, Department Fax Numbers, and Taxpayer Identification Number (TIN). In addition to updating profile information, authorized agents may use the Data Bank Correspondence feature to electronically accept or decline an Agent Designation Request sent by an entity requesting an agent to query and/or report to the Data Bank(s) on its behalf.

For information on how to use the IQRS to update particular fields or access information, see the How to Update Profile Information sections in this fact sheet.

Figure 1. Administrator Options Screen (Entity View)

Logging in to the IQRS

In order to update profile information on file for your entity or agent, you must log into the IQRS. The IQRS *Login* screen has three fields that must be completed to access the IQRS.

Enter your Data Bank Identification Number (DBID), User ID, and User Password into the corresponding fields. The login information is case sensitive. Click **Login** when you have completed the fields.

Entity Data Bank Administrators - How to Update Profile Information

After logging in to the IQRS, the Entity Data Bank Administrator clicks **Continue**. From the *Administrator Options* screen (Figure 1), the entity has eight options:

- Click **Maintain User Accounts** to access the *Maintain User Account* screen, where the Entity Data Bank Administrator can add a new user account, edit information on an existing user account, delete a user account, or reset password.

- Click **View Data Bank Correspondence** to view correspondence received from the Data Banks.

- Click **Update Registration Profile** to access the *Update Entity Profile* screen, where your entity may update its information. Some information can be automatically updated on-line; other types of information require that an original signature be received by the Data Banks before the change can go into effect. The Updating Profile Information Through The IQRS section in this

fact sheet specifies which information updates require that a signed form be received by the Data Banks before the change can be processed.

- Click **Maintain IQRS Credit Cards** to save new credit card information for future query payments, modify or delete existing credit card information, and to assign and unassign users to specific stored credit cards for query payments.

- Click **Maintain Agent Information**. Your entity may create, update, and deactivate an authorized agent relationship on-line.

- Click **Authorize Electronic Funds Transfer (EFT)** to specify a checking or savings account from which query fees may be debited on-line. After an EFT account is established, the Entity Data Bank Administrator can view and update EFT account information on-line, by clicking **Authorize Electronic Funds Transfer (EFT)** on the *Administrator Options* screen. Then select **Modify EFT Account** on the *EFT Options* screen.

- Click **Entity Notification Preferences** to specify preferences for receiving report disclosures and change notifications and Data Banks e-newsletters.

- Click **Activate Proactive Disclosure Service (PDS)** if you wish to subscribe to the PDS.

Authorized Agent Administrators - How to Update Profile Information

After logging into the IQRS, the agent's Entity Data Bank Administrator specifies which entity to act on behalf of (or whether to Act on Behalf of Self) and then clicks **Continue**. From the *Administrator Options* screen, the agent has eight options:

- Click **Maintain User Accounts** to access the *Maintain User Account* screen, where the agent's Entity Data Bank Administrator can add a new user account, edit information on an existing user account, delete a user account, or reset password.

- Click **View Data Bank Correspondence** to view correspondence received from the Data Banks.

- Click **Update Registration Profile** to update Agent Organization Name, Department Name, Street Address, E-mail Address, Department Fax Number, and Taxpayer Identification Number (TIN).

- Click **Maintain IQRS Credit Cards** to save new credit card information for future query payments, modify or delete existing credit card information, and to assign and unassign users to specific stored credit cards for query payments.

- Click **Maintain Entity Relationships** to review the entities that are assigned to your authorized agent or deactivate an entity relationship on-line.

- Click **Authorize Electronic Funds Transfer (EFT)** to specify a checking or savings account from which query fees may be debited on-line. After an EFT account is established, the agent's Entity Data Bank Administrator can view and update EFT account information on-line, by clicking **Authorize Electronic Funds Transfer (EFT)** on the *Administrator Options* screen. Then select **Modify EFT Account** on the *EFT Options* screen.

- Click **Entity Notification Preferences** to specify preferences for receiving report disclosures and change notifications and Data Banks e-newsletters.

- Click **Activate Proactive Disclosure Service (PDS)** if you wish to subscribe to the PDS.

Entity Users - How to Update Profile Information

After logging into the IQRS, the user clicks **Continue**. From the *Options* screen (Figure 2), the user has six Services and Maintenance options:

- Click **Querying and Reporting Service** to submit queries and reports to the Data Banks.

- Click **Proactive Disclosure Service** to access the Proactive Disclosure Service (PDS).

- Click **Report Change Notices** to view notices of changed reports.
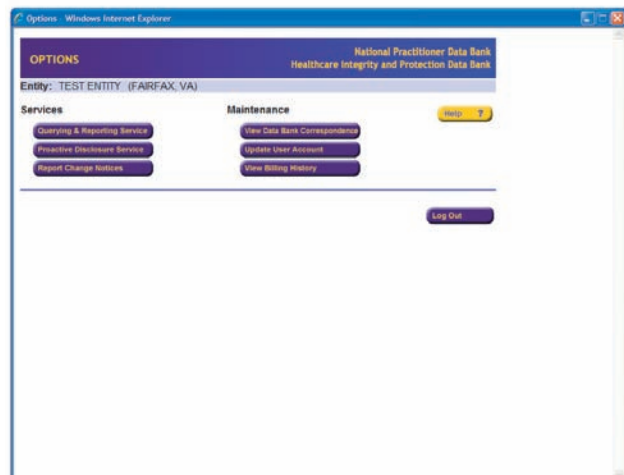

Figure 2. Options Screen (Entity User View)

- Click **View Data Bank Correspondence** to view correspondence received from the Data Banks.

- Click **Update User Account** to update your user information.

- Click **View Billing History** to view billing information pertaining to query submissions.

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.