



National Practitioner Data Bank Healthcare Integrity and Protection Data Bank



FACT SHEET ON VIEWING BILLING HISTORY THROUGH THE IQRS

The Integrated Querying and Reporting Service (IQRS) offers a *Billing History* screen (Figure 1) for entities and agents to better reconcile query charges as they appear on Electronic Funds Transfer (EFT) or credit card statements.

FEIN: 52-082-1668
D-U-N-S Number: 044007990

Merchant Address:
HRSA, Department of Health and Human Services
Parklawn Building, Rm 8-103
5600 Fishers Lane
Rockville, MD 20857

DCN	Payment Info	Bill Date	Bill Reference Nbr (NPDB)	Show Details
791000040924212	(CC)	06/12/2006	H1425000493	Show Details
791000040924212	(CC)	06/12/2006	H1425000493	Show Details
791000040923644		04/19/2006	H1425000263	Show Details
791000040923644	\$3.00	04/19/2006	H1425000263	Show Details
791000040923643		05/01/2006	H1425000263	Show Details

Figure 1. Billing History Screen

To view your billing history, To view electronic query billing history, go to the Data Banks' Web site, located at www.npdb-hipdb.hrsa.gov. Click the **Go to the IQRS** logo on the right side of the screen. On the *Login* screen, provide your organization's Data Bank Identification Number (DBID), User ID, and User Password.

Fees and Payment Information

The responsibility for the NPDB and HIPDB resides with the Bureau of Health Professions (BHPr), Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS). When you query the NPDB-HIPDB your billing statement will show the actual billing system that accessed your account (e.g., NPDB, HIPDB) and not HRSA. For purchase orders and merchant identification, please use the following:

NPDB Merchant:
Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS), NPDB
FEIN: 52-082-1668
D-U-N-S Number: 044007990

HIPDB Merchant:
Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS), HIPDB

Accessing the Billing History Screen

Internet access with a Web browser is required for using the IQRS. For details about IQRS features, system requirements, and security features, see the *Fact Sheet on the Integrated Querying and Reporting Service*, available on the NPDB-HIPDB Web site. Fact sheets on query fees, how to submit a query, and how to download a query are also available on the Web site.

Once you have logged in to the IQRS, follow the applicable directions below:

1. If you are an entity wishing to view your organization's billing history, click **Login** on the *Log In* screen. On the *Options* screen, click **Querying & Reporting Service**. Select **View Billing History** on the *Querying and Reporting Service* screen. The *Billing Lookup* screen (Figure 2 on page 2) displays where you may find a specific billing event or group of billing events using the on-screen search options. Click **Continue** on the *Billing Lookup* screen and the *Billing History* screen displays. **Note:** To view billing history, you must log in as a user, not the Entity Data Bank Administrator.
2. If you are an agent operating on behalf of an entity, click **Querying & Reporting Service** on the *Options* screen. Select **View Billing History** on the *Querying and Reporting Service* screen. The *Billing Lookup* screen displays. Specify search criteria on this screen and click **Continue**. The *Billing History* screen displays. **Note:** To view billing history, you must log in as a user, not the Entity Data Bank Administrator.
3. If you are an agent operating on your own behalf, select "Act on Behalf of Self" on the *Agent Registration Confirmation* screen and click **Continue**. Click **Querying & Reporting Service** on the *Options* screen. Select **View Billing History** on the *Querying and Reporting Service* screen. The *Billing Lookup* screen displays. Specify search criteria on this screen and click **Continue**. The *Billing History* screen displays. **Note:** To view billing history, you must log in as a user, not the Entity Data Bank Administrator.

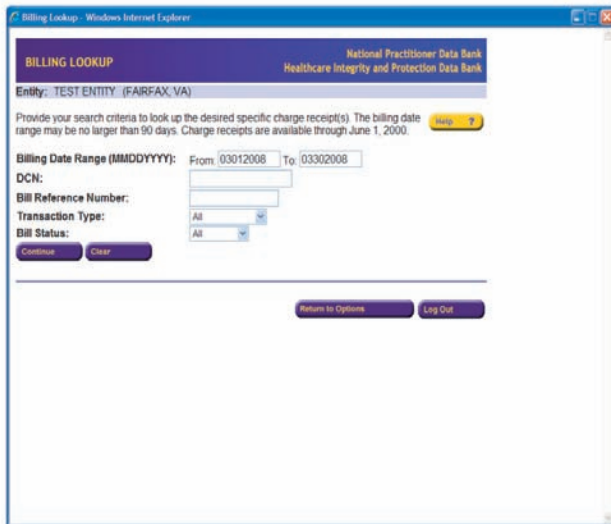


Figure 2. Billing Lookup Screen

Information Available on the Billing History Screen

The *Billing History* screen consists of a table containing the following information:

DCN: This column shows the DCN for each query response.

Bill Date: This column shows the date on which a query was charged. This date may be different than the date the query was actually submitted.

Payment Info: This column shows either EFT or credit card (CC) as the form of payment. This column also shows the total dollar amount charged to your EFT or credit card account. Click on a dollar amount to view the charge receipt and additional information.

Bill Reference Nbr: This column indicates which Data Bank was queried—either NPDB or HIPDB.

Queries Chrgd/Queries: The first figure of this column represents the number of query charges; the second figure shows the total number of queries submitted. Sometimes the number of queries charged differs from the number of queries submitted. Some query names require additional processing time and are returned as separate query response files. Thus, you may receive several charge receipts for a single query submission. The first figure of this column shows the number of query charges listed on a particular charge receipt. Separate charge receipts show additional charges, if necessary.

Bill Status: This column shows the billing status: Call Customer Service Center, Completed, Credit, Free, In Billing, Pending, or Rejected.

- Call Customer Service Center: There is a problem in billing your account. Please call the NPDB-HIPDB Customer Service Center at 1-800-767-6732.
- Completed: Query has been processed and billed.
- Credit: Your EFT or credit card account has been credited the value shown in the “Charge Amount” column.
- Free: There is no charge for your query.
- In Billing: There is an EFT billing problem. Call the NPDB-HIPDB Customer Service Center at 1-800-767-6732. Failure to do so could result in the closure of your EFT account.
- Pending: Your query is still being processed.
- Rejected: Your credit card is either invalid, expired, or has been denied.

Acct Nbr: This column shows the last four digits of your EFT or credit card account number.

Entity: This column displays the entity information.

Additional Assistance

If you find an error in your billing history, note your DBID, the date of the query submission, and the DCN of that query (if available), and 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: 1-703-802-9395). 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 Federal holidays.