



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 the Data Banks Web site, at www.npdb-hipdb.hrsa.gov. **All self-query applications must be submitted through the NPDB-HIPDB Web site. After initiating the self-query on-line, the practitioner must print and sign the form in the presence of a Notary Public and then mail the signed, notarized form to the Data Banks.** 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. After processing the self-query, the Data Banks send an e-mail alerting the practitioner that the self-query response is available for on-line viewing. In addition to the electronic response, you will receive a paper copy (or copies), if you have elected to do so.

Self-Query Fees

Individual and organization 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. **Note:** One mailed copy is included in the self-query processing fee. Each additional paper copy of your self-query response will be assessed a fee by each Data Bank under which the self-query is processed.

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 with your formatted self-query application.

Self-query notification is sent to practitioners via an e-mail alerting them that their self-query results are available for viewing and printing on-line. During the self-query process, practitioners create a personal response password enabling them to log in to the Self-Query Service and view the self-query response.

In addition to the electronic response, practitioners will still receive one paper copy by mail for the \$16.00 self-query processing fee (unless they elect not to receive a mailed copy). Practitioners and organizations can also request additional sealed copies of their self-query response. Each additional copy has a separate processing fee of \$16.00. Self-query responses are mailed separately to the address specified in the self-query submission.

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

On the *Self-Query Service Sign-In* screen, enter the Self-Query Tracking #/DCN and then click **Continue**. Self-queriers enter a password to check the status of a self-query, following the on-screen instructions. The *Self-Query Status* screen will display status information for the indicated self-query.

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.