

the professional licensing process

Division Director
Sara Chambers



DCCED

Division of
Corporations,
Business and
Professional
Licensing

Inspiring **public confidence** through
balanced regulation of
competent professional
& business services

DIVISION
MISSION
STATEMENT

self-funded services to support businesses & protect consumers



Business Licensing

- Answer questions about applications
- Issue business licenses
- Grant endorsements to sell nicotine products

Corporations

- Assist corporations with registration
- Register trademarks
- Maintain corporate reporting records

Professional Licensing

- License qualified professionals per AS 08
- Provide administrative support for twenty-one boards

Enforcement

- Enforce licensing statutes and regulations
- Investigate public complaints regarding violations of licensing law
- Assist boards, commissions, and the division director when considering license discipline

Administrative Support

- Provide front-line customer service
- Support division's clerical and fiscal functions

volume by the numbers

2018

Business Licenses	73,952
Tobacco Endorsements	1,351
Corporations	73,053
Professional Licenses	89,414
Investigative Matters	1,256
License Actions	221

professions regulated by the division

22

Acupuncturists	Dietitians & Nutritionists	Morticians
Athletic Trainers	Dispensing Opticians	Naturopaths
Audiologists	Electrical Administrators	Nursing Home Administrators
Behavior Analysts	Animal Euthanasia Permits	Pawnbrokers
Collection Agencies	Professional Geologists	Speech-Language Pathologists
Guardians & Conservators	Hearing Aid Dealers	Underground Storage Tank Workers
Construction Contractors	Home Inspectors	
Concert Promoters	Mechanical Administrators	

boards or commissions regulating professions

21

Board of Registration for
Architects, Engineers and Land
Surveyors

Board of Barbers and
Hairdressers

Big Game Commercial Services
Board

Board of Chiropractic Examiners

Board of Dental Examiners

Board of Marine Pilots

State Medical Board

Board of Marital and Family
Therapy

Board of Massage Therapists

Board of Certified Direct-Entry
Midwives

Board of Nursing

Board of Examiners in Optometry

Board of Professional Counselors

Board of Pharmacy

Board of Physical Therapy and
Occupational Therapy

Board of Psychologist and
Psychological Associate
Examiners

Board of Public Accountancy

Board of Certified Real Estate
Appraisers

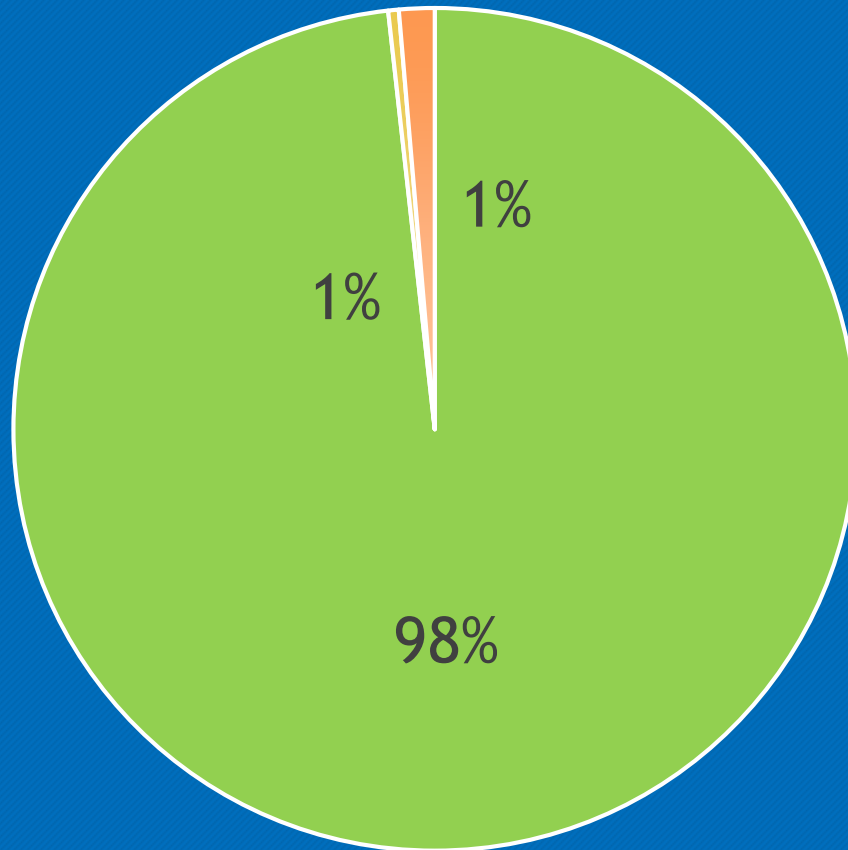
Real Estate Commission

Board of Social Work Examiners

Board of Veterinary Examiners

funding and fees

FY
18



program receipts

3rd party travel reimbursement

federal grants through I/A

0% undesignated general funds

funding and fees



AS 08.01.065(c):

- Total amount of fees approximately equal the actual regulatory costs
- Annually review each fee level
- Consult with boards about fee changes
- Calculate fee adjustments and adopt regulations to implement adjustments

funding and fees

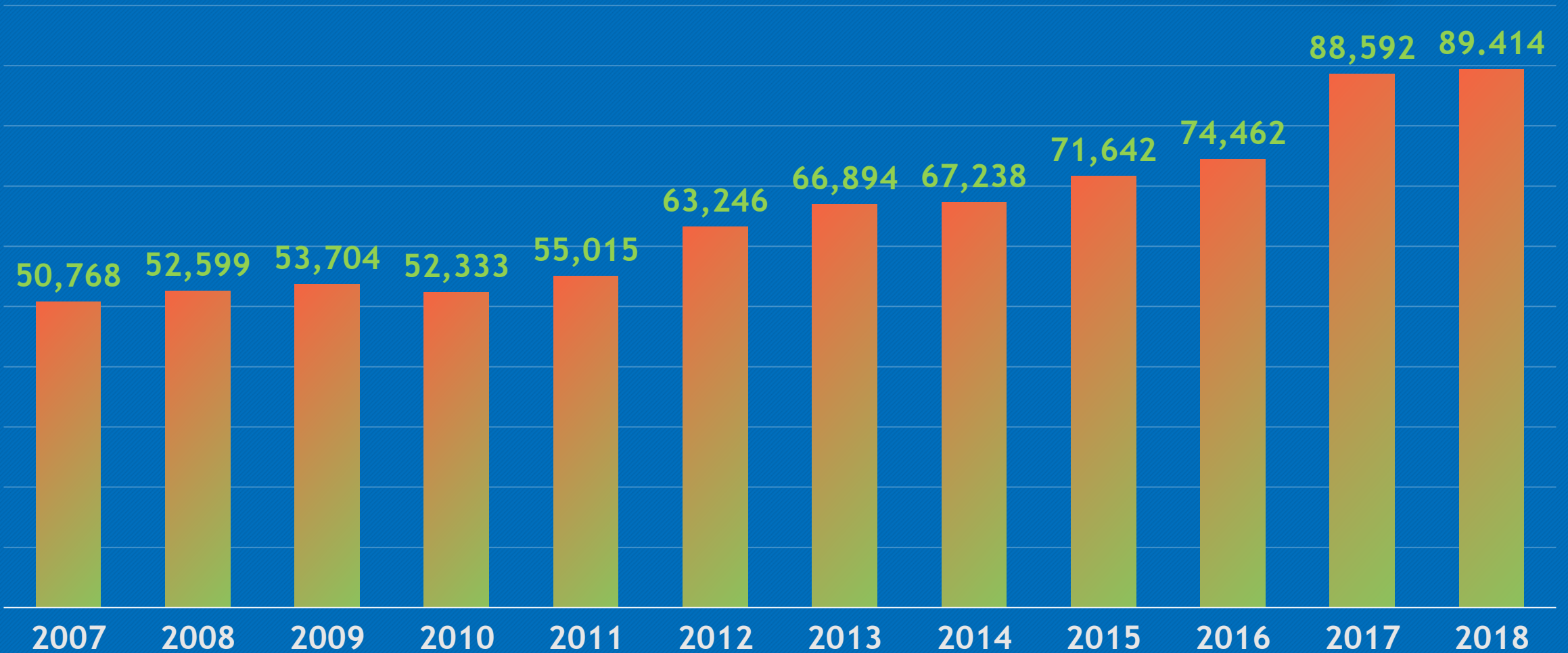


streamlining and reducing expenses

- videoconferencing board meetings
- training board members and holding them accountable
- ongoing cross-training and sharing staff
- identifying staff “superpowers”
- finding opportunities within statutes and regulations
- eliminating assumptions

total professional licenses

2007
to
2018

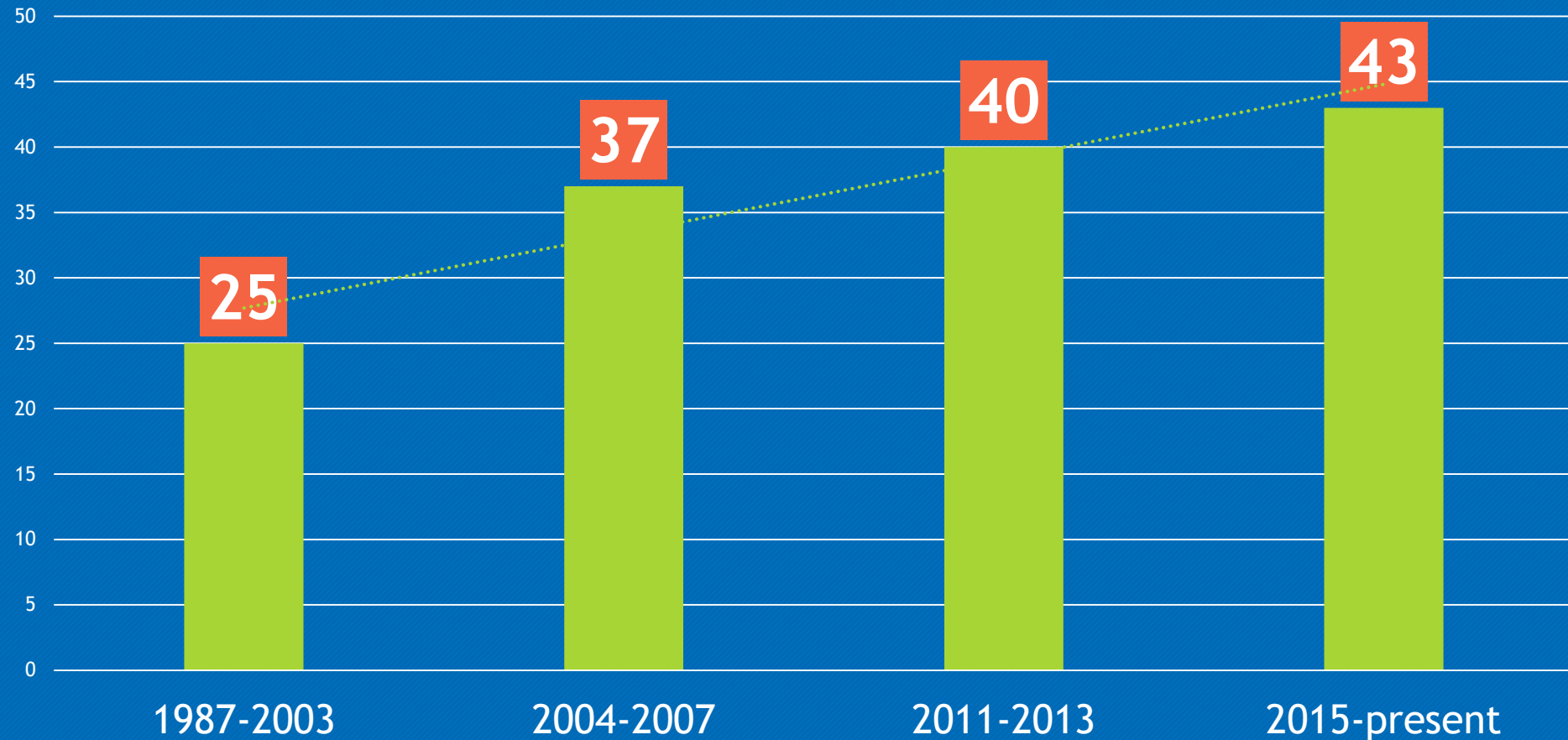


temporary licenses



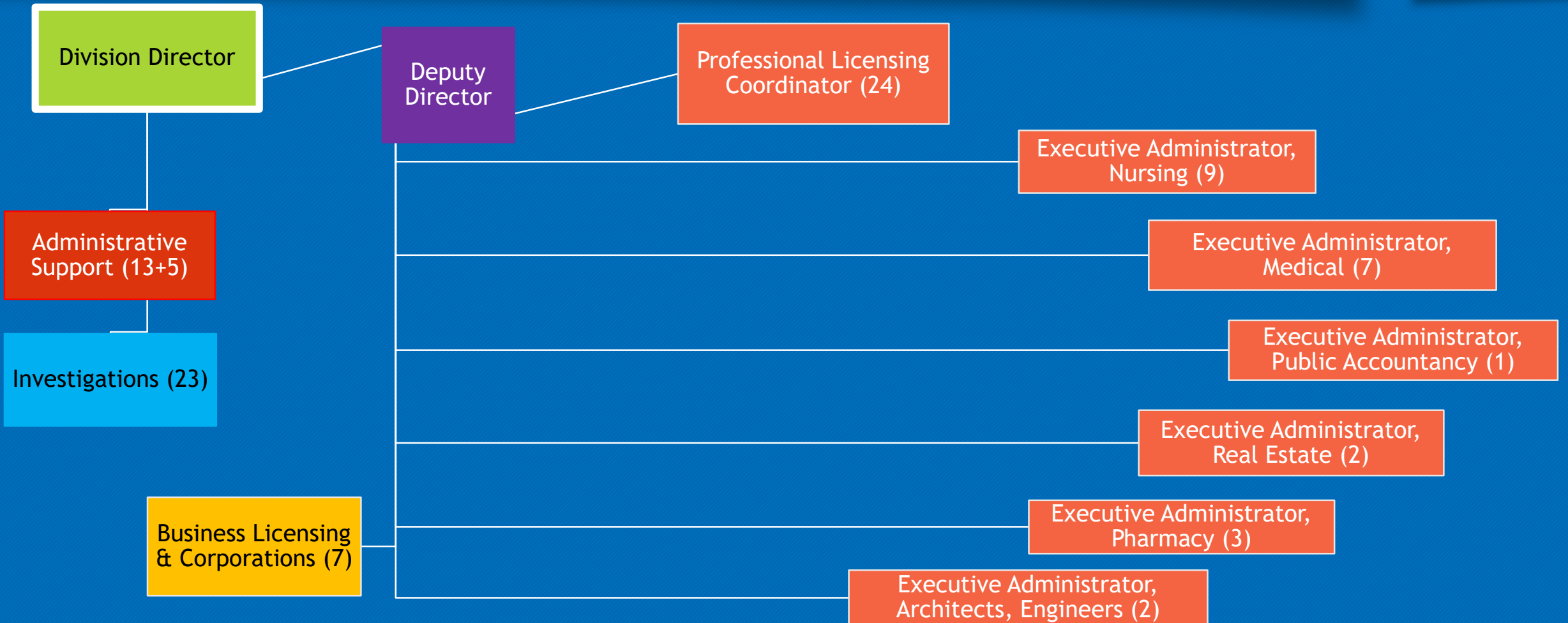
professional licensing programs

1987
to
present



division personnel

103



RESEARCH

Applicant finds out what is required in Alaska.



APPLICATION

Applicant fills out and submits form and fee.



DOCUMENTS

Transcripts, hospital privileges, other docs are submitted.



REVIEW

Examiner reviews file, communicates with applicant.



INVESTIGATION

If criminal or disciplinary history, referred for investigation.



LICENSURE

When complete, a license is issued.



timeframe until
**APPLICATION PACKAGE
IS COMPLETE**
depends on:

applicant
educational institution
credentialing service
letters of reference
court documents
other factors outside division's control or
applicant's control

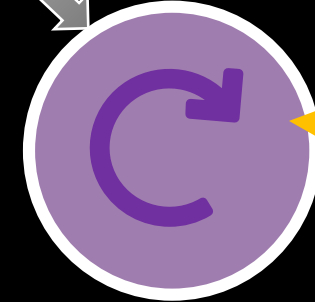
initial review:
10 day standard

staff:
2 weeks

board:
2 weeks

CLARIFICATION

If more information is needed, it is requested and reviewed.



DENIAL OR WITHDRAWAL

If not qualified, a license is denied. Applicant may withdraw.



licensing timeframes



DIVISION STANDARDS

Screen application
within 10 days

Professional fitness review
(if needed) within 15 days

Board review within 10 days

**Most programs can issue a license within 20 days
of receipt of a complete application.**

CURRENT TIMEFRAMES

Most programs 1-20 days

Most programs 5-20 days

Most programs 10-15 days

CAUSES OF DELAYS

Incomplete applications

Vacancies on staff

Board members not voting

Delays between meetings

Nonresponsive applicants

High volume of applications

Exam requirement

licensing timeframes



DIVISION STANDARDS

Screen application:
10 days

Professional fitness review
(if needed): 15 days

CURRENT AVERAGE TIMEFRAMES

Physician: 11 days Nurse: 12 days

Physician: 5 days Nurse: 10 days

Temporary licenses issued within 10 business days of a complete application.

streamlining the experience: *physicians*



Year	Action	What it Does	Impact on Licensee
2010	online license renewal	online biennial license renewal	<ul style="list-style-type: none">• 80% renew online• faster, more convenient
2010	FCVS	credential verification package sent to the state electronically by this national online service	<ul style="list-style-type: none">• 30% use FCVS• avoids time and frustration requesting & tracking documents
2016	online uniform application	one application required to submit common information across national licensing boards	easier when applying in many states
2018	MY LICENSE registration	Access licenses through MyAlaska	<ul style="list-style-type: none">• 78% have registered• apply online, track application status, upload documents
2019	HB 280	<ul style="list-style-type: none">• added a supervisor• staff may grant full licenses and certain temp permits	speeds up process, no full board review

MY LICENSE online portal

Fall
2018

- **Access license file through myAlaska.** Same login as PFD application.
- **Renew** your professional license online.
- **Update** your email and mailing addresses.
- **Go Paperless.** Opt-in to receive electronic communication about licensure, regulations changes, and other important news.
- **Apply** online, **upload** documents, **allow access** to credentialing agencies, and **track progress** of application.

LICENSE DETAILS

License Number: [REDACTED]

Program: Medical

Type: Physician

Status: In Process

Issue Date:

Effective Date:

Expiration Date:

Public Note:


Mailing Address: [REDACTED]

Email: [REDACTED]

Actions

 [Edit Contact Information](#)


Renew License





 This license's status of "In Process" is not available for online renewal at this time.

Information:

- This license application is in process. Additional action may be required. Please review your application progress in the Events section.
- Please review and submit any outstanding documents in the Events section.

Events

Event					Event Date	▼ All
▼ Initial Application (Credentials)					1/11/2019	
Status	Item	Amount Owed	Message from Examiner	Documents		
✓ Completed	Submission		FCVS			
✓ Completed	Exam Scores		Exam Scores (FLEX)			
✓ Completed	Diploma		Diploma			
✓ Completed	Verification of Education		Verification of Education ([REDACTED] Medical Center)			
✓ Completed	Post Graduate Education Certificate (s)		Post Graduate Certificate ([REDACTED] University Hospital)			
✓ Completed	Verification of Post Graduate Experience		Verification of Post Graduate Experience ([REDACTED] University Hospital)			
✓ Completed	Certificate		ECFMG Certification			
✓ Completed	Clearance Report from the Federation of State Medical Boards		FSMB Clearance Report			
✓ Completed	Verification of License -		Verification of License (MI)	 1/28/2019		

✓ Completed	Verification of License - Incoming		Verification of License (FL)	 1/28/2019
✓ Completed	Verification of License - Incoming		Verification of License (AL)	 1/28/2019
✓ Completed	Verification of License - Incoming		Verification of License (WI)	 1/28/2019
✓ Completed	Verification of License - Incoming		Verification of License (AR)	 1/28/2019
✓ Completed	Verification of License - Incoming		Verification of License (NC)	 1/28/2019
✓ Completed	Verification of License - Incoming		Verification of License (CO)	 1/28/2019
✓ Completed	Verification of License - Incoming		Verification of License (PA)	 1/28/2019
✓ Completed	Verification of License - Incoming		Verification of License (MO)	 1/29/2019
✓ Completed	Submission		2006 California List	 1/31/2019
✓ Completed	AMA/AOA Profile		AMA/AOA Profile	
✓ Completed	Status Letter		(Status Update)	 1/31/2019
⚠ Incomplete	Submission	PAID (View Receipt)	Initial Application	 1/11/2019
⚠ Incomplete	Authorization for Release of Records			
⚠ Incomplete	Post Graduate Education Certificate (s)		Post Graduate Certificate ([REDACTED] Medical Center)	
⚠ Incomplete	Verification of Post Graduate Experience		Verification of Post Graduate Experience (University [REDACTED] Medical Center)	
⚠ Incomplete	Verification of License - Incoming		Pennsylvania	
⚠ Incomplete	Verification of License - Incoming		District of Columbia	
⚠ Incomplete	Verification of License - Incoming		Texas	
⚠ Incomplete	Verification of License - Incoming		Nebraska	
⚠ Incomplete	Verification of License - Incoming		New York	
⚠ Incomplete	Verification of License - Incoming		New York	
⚠ Incomplete	Verification of License - Incoming		Louisiana	
⚠ Incomplete	DEA Clearance Report			
⚠ Incomplete	Signature/Photo Page		The original page must be mailed into the department	
⚠ Document Required	Continuing Education Certificate(s)		OPIOID EDUCATION: If you hold a valid DEA registration, you must submit two hours of continuing education in pain management and opioid use and addiction.	 Upload File

military licensing



Current laws:

- Expedite spouse applications
- Allow temporary license for spouse
- Allow credit for military experience

Administrative changes needed:

- Improve tracking
- Increase board understanding and empathy
- Ownership and communication by military coordinators

Legislative changes needed:

- DoD: Can't charge lower fees or set different standards
- Eliminate loopholes in temporary licensure
- “Universal Temporary Licensure”

universal temporary licensure



Will require department to issue a temporary license if applicant holds a “**substantially equivalent**” license in another jurisdiction.

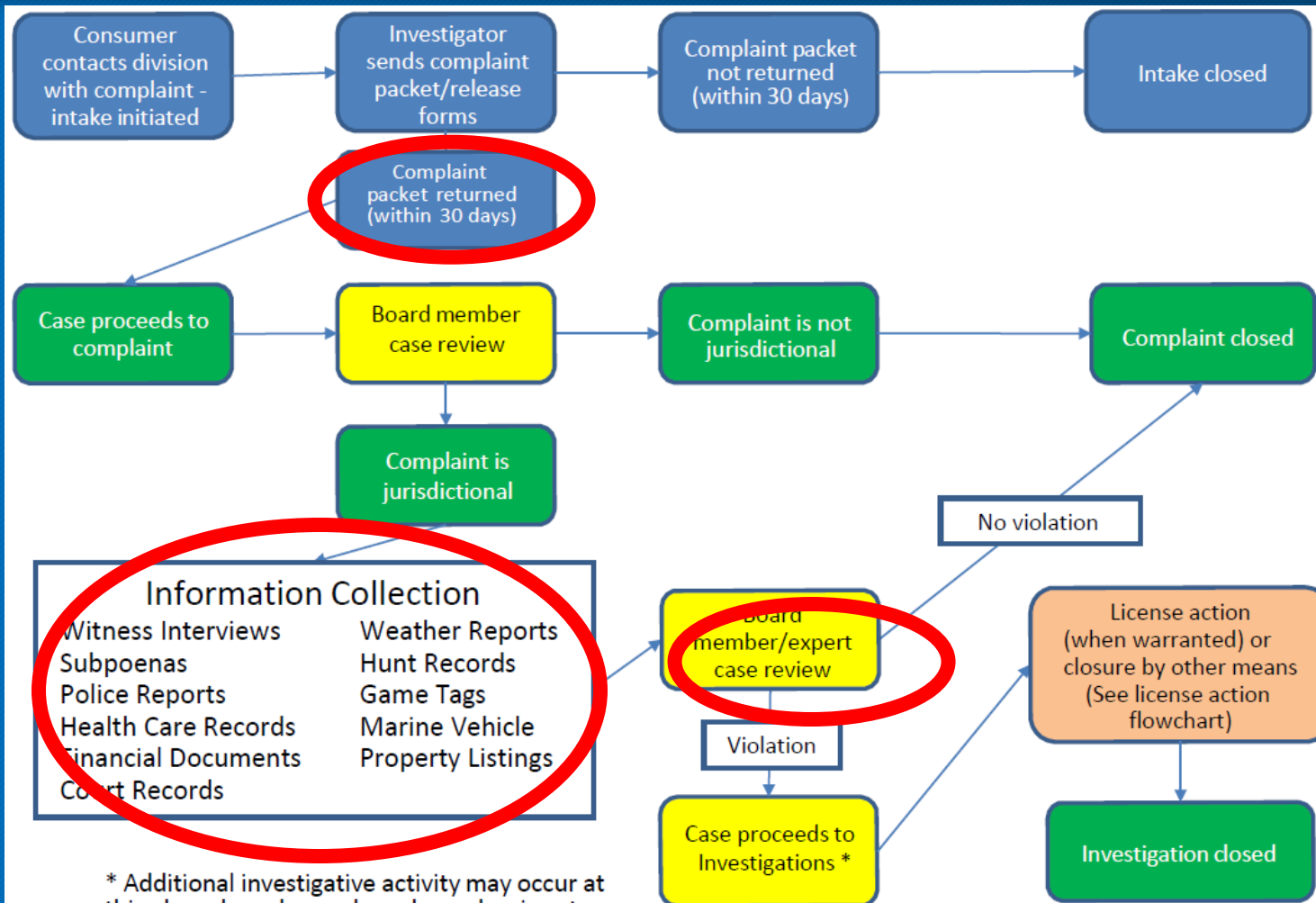
- Removes “may” and replaces with “shall”
- Gives department, not boards, control over qualifications and timelines
- Allows all applicants—military, healthcare, etc.—to complete the process of obtaining full licensure while working safely in their profession

investigative process



- Options available to boards and to the division when there is no board governing that license type**
- Deny a license
 - Issue cease and desist order
 - Issue letter of advisement
 - Negotiate consent agreement
 - File accusation
 - Fine
 - Place on probation
 - Restrict or condition license
 - Suspend
 - Revoke

investigative process



HOT SPOTS

investigative process



balancing public interest and due process

Recent Improvements

- Cases reviewed and documented every 30 days
- Added two Senior Investigator positions
- Streamlined partnerships with Department of Law criminal division
- Implementing new “Fitness to Practice” protocols
- Greater accountability of investigative staff to management

Administrative Order 306

- Moves investigative staff and responsibilities to Department of Law in FY2020
- Increased cross-training and coverage
- Pooled resources = reduced costs
- Greater legal oversight and expertise

what we strive to deliver



“right-touch regulation”

- transparent
- balanced
- reasonable
- responsive
- within our allocated resources

are we getting it right?



grocery and clothing sellers
lemonade stands, florists,
automotive service technicians

phlebotomists, radiologic technicians,
professional geologists, ministers



telemedicine businesses, massage therapy establishments
worker's compensation insurance

vaping product sellers

surgeons, banks, marijuana cultivators, construction contractors,
psychologists, manicurists, engineers, massage therapists,
teachers, registered nurses, dentists, hair braiders, etc.



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