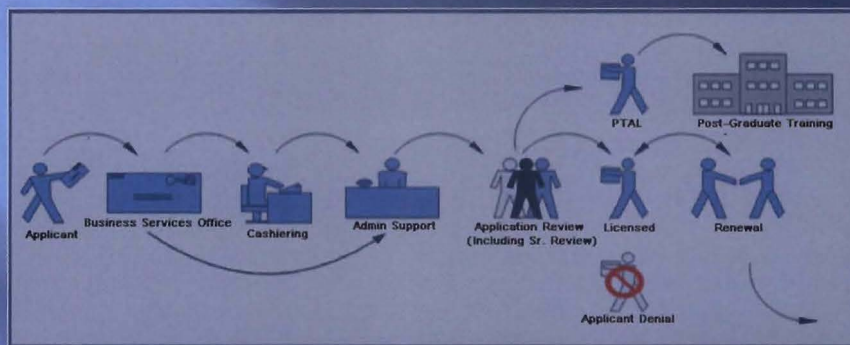




Physician and Surgeon
Licensing Process and Timeframes
for United States, Canadian and International
Medical School Graduates

1

PTAL and Licensing Process



2

Business Services Office (BSO) Step 1

- ▣ All Board mail delivered to BSO
- ▣ BSO date stamps, opens, sorts, and delivers mail to Board offices twice daily (**same day as delivered to BSO**)
- ▣ Licensing mail with checks goes to Cashiering Office **by afternoon day of delivery**
- ▣ Licensing mail without checks goes to Licensing Administrative Support Staff **by afternoon day of delivery**

3

Cashiering Office Step 2

- ▣ Checks arriving with applications are cashiered within **1-2 business days**
- ▣ An Applicant Tracking System (ATS) record is created when application fees are cashiered
- ▣ Checks arriving without Fee Invoice and/or with other documents cashiered within **1-3 business days** (direction needed from Review Staff)
- ▣ Applications and documents forwarded to Administrative Support Staff

4

Administrative Support Staff Step 3 (Applications)

- ▣ Complete application set up within **12 calendar days**

Set up includes:

- Application Received Letter prepared and mailed
- Application reviewed for skipped questions and notary errors
- Application file folder prepared
- Fingerprint responses added to file or requested if missing
- American Medical Association (AMA) profiles requested/printed
- Federation of State Medical Board's (FSMB) Manual Physician Query Log database checked for State Board discipline
- ATS updated with demographic information and B&P code section applicant qualifies for licensure/PTAL
- Application forwarded to Z-Support Staff

5

Administrative Support Staff Step 3 (Mail)

- ▣ Date stamp each piece of mail from applicants and third parties
- ▣ Receive an average of **400 pieces** of mail daily
- ▣ Mark with ATS number and Review Staff's initials
- ▣ Documents forwarded to Z- Support Staff
- ▣ Completed within **0 - 3** calendar days

6

Administrative Support Staff Step 3 (Z-Staff)

- Update receipt of applications and documents on ATS for Web Applicant Access System viewers in **1 to 2 calendar days**
- New employees' work receives a quality review to ensure accuracy
- From receipt by the Board, Z-Staff deliver mail to individual reviewers
 - For documents within **4 calendar days**
 - For applications within **14 calendar days**

7

Review Staff Step 4

- Conduct initial reviews, prepare deficiency letters and determine if applications are complete
- Average case load for US/Canadian is **320** applications per reviewer – **3600 US/Canadian** new applications received annually
- Average case load for IMG is **430** applications per reviewer – **2600 IMG** new applications received annually

8

Review Staff Step 4 (Initial Review)

- Approximate time to complete an initial application review is **30 minutes** for US/CAN and **one hour** for IMG
- Applications presenting with issues of concern take approximately **45 minutes to more than 8 hours** to review
- From receipt by Board to initial review = **68 calendar days** as of 4/24/10 (includes **14** days mail room/cashier/set up/Z)
- Goal from *receipt to review* is **45 calendar days** by 6/30/10
- Upon initial review, **13% of US/Canadian** and **1% of IMG license applications** are complete, and **7% of IMG PTAL applications** are complete

9

Review Staff Step 4 (Deficiency Letter)

- Mail deficiency letter asking for additional materials
- Response time dependent on applicant and/or reporting source for materials

Average time from request to receipt of all requested materials

| | |
|----------------|------------------|
| IMG (License): | 90 calendar days |
| IMG (PTAL): | 37 calendar days |
| US/Canadian: | 34 calendar days |

10

Review Staff Step 4 (Pending Mail)

- As each requested document is received, it is reviewed within **10 – 29 business days** including the 3 days from receipt to the reviewer (as of 4/24/10)
- Goal for *review of pending mail* is 7 calendar days by 6/30/10
- Upon review and approval of last outstanding document, file is reviewed for completeness (30 minutes) and forwarded to Quality Review staff

11

Senior Review Files

- Review Staff forward applications with issues of concern requiring additional review by management and senior staff
- Managers review file to determine applicant's next step in process (ready for licensure, more information needed, SR2)
 - Presently **28** files at SR1, oldest received by SR1 staff **2/24/10**
SR1 Initial reviews conducted within **38 business days** (as of 4/27/10)
- Managers forward SR2 files to senior staff analysts and legal counsel with serious issues (non-disclosure, recent drug/alcohol convictions, mental health, PG training, etc...)
 - Presently **62** files at SR2, oldest received by SR2 staff **2/3/10**
SR2 Initial reviews conducted within **50 business days** (as of 4/27/10)
- Review time for these files can be **45 minutes to more than 8 hours**

12

Senior Review Level 2

- ▣ SR2 files prepared for weekly senior staff meeting
- ▣ Senior staff (Executive staff, Licensing Chief, Managers and senior staff members, Legal Counsel, Deputy Attorney General), review issues and determine applicant's next step

Denial/Probation Statistics (4/1/09 – 3/31/10)

- ▣ Number of denials: 16 (11 withdrew app; 3 accepted denial; 2 appealed)
- ▣ Processing time for denials: 60 days to 3 years
- ▣ Number of probationary licenses: 20
- ▣ Processing time for probationary licenses: 30 to 120 days

13

Quality Review and Licensing Step 4

- ▣ Submit PTAL/license application file for Quality Assurance (QA) review 2 times per week
- ▣ QA files ready for PTAL returned to IMG reviewer – PTAL issued same or next day **(1 day)**
- ▣ QA files proceed to licensing 98.5%
- ▣ Licensing two times per week (Tuesdays and Thursdays)

14

PTAL and Licensing Processes

