



Arkansas State Medical Board
 2100 Riverfront Drive
 Little Rock, AR 72202-1747

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NEWSLETTER

Licensure in the State of Arkansas

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As you recruit physicians to your area to join your practice, or work while you are on vacation, you need to know the process a physician must go through to obtain a license in this state and understand the reasons the process should be followed.

The licensure process in the State of Arkansas is two-fold, it is for licensure and future credentialing purposes. Arkansas is unique in that the Board operates a credentials verification organization (CVO) from the Medical Board office. This CVO, called Centralized Credentials Verification Service (CCVS) requires, by state law, that all physicians and credentialing organizations utilize this service. The information collected on each physician at the time of licensure significantly reduces the credentialing time needed for hospitals and insurance companies to credential physicians for their staff or network. Licensure is the first step of credentialing for the CCVS program. Upon licensure, physicians' credentials are automatically transferred to the CCVS department and updated in preparation of being provided to any hospital, insurance company, HMO or other credentialing organization when the physician submits a written authorization to release.

By law, the CCVS program must maintain certification by the National Committee on Quality Assurance (NCQA). The CCVS requested and received certification in eight of ten elements offered by NCQA in the initial survey in 2001, has maintained certification in those elements in subsequent surveys and is considered in good standing at this time. This program also meets the standards set out by Joint Commission as required by many hospitals and surgery centers.

Meeting the survey requirements of NCQA and the standards of Joint Commission requires the Board to collect data direct from the primary source, which include complete names and dates, original signatures, and to justify all gaps of time exceeding thirty days (30) to verify that

all collected data is correct. Failure to maintain this level of accuracy could cause the Board and all credentialing organization customers to lose their certification. Utilizing documentation from the Federation of State Medical Board's FCVS is not permissible because the Federation does not meet primary source standards set by NCQA.

The time required to complete the licensure process is dependent on the thoroughness of the submitted application, number of verifications, and the timeframe the requested verifications are received in the Board office. It also depends on the timeliness of physicians or their representatives to respond to the staff's request for additional details on data that has been submitted, either from the primary source or to questions raised when the verification was received. New graduates with only a few verifications will complete the process much faster than those who have been in practice for an extended period of time or who work as either locum tenens or telemedicine physicians with hundreds of work facilities in their history to verify.

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Licensure in the State of Arkansas

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As the staff begins the process of reviewing verifications and certifications, discrepancies or inconsistencies may be noted. When questions arise regarding these documents the physician may be asked to produce further information. Also, an accurate 30-day time gap cannot be identified until all requested documentation is received. Consequently, physicians might assume their file is complete when a gap in his professional history is identified and he will be asked to provide an explanation of his activities and a verification if applicable.

As you assist physicians in the licensure process, it is always recommended that a "traceable" mailing service be utilized. At any point in the process the physician can then identify the location of the document. They will know if it has left the verifying source and if it has arrived in the Board office.

Things That Delay the Process

1. Applications not filled out accurately (application must be returned)
2. Inserting "See attached" as opposed to answering the question on the form (application must be returned)
3. Failure to identify that a name change has occurred
4. Slow responses from physicians or representatives to questions raised by the licensing coordinator
5. Application and Verification forms not signed (document must be returned)
6. Verifications arriving from the applicant rather than the verifying source. (document must be re-verified)
7. The attestation to authenticity of the data being provided not signed by the applicant
8. Finger print data that cannot be read by the FBI scanning equipment
9. Not including correct fee

Licensing coordinators will work with applicants to streamline the process, however staff does not have the authority to deviate from the licensure requirements set out by law, regulation or Board policy. The coordinator will correspond with the applicant and one appointed representative regarding the status of the applicant's file. This can be done either by telephone or e-mail. E-mail is preferred so the physician may respond at his convenience. Please note that should the coordinator ask for data or an explanation, this response must be sent via fax or mail, as a signature would be required.

Temporary Permits may be requested when the application process is complete and the file is waiting to go before the Board. If the applicant wishes to request a waiver of obtaining verification from a particular facility, this request must be completed before the full Board meeting. Temporary permits are not guaranteed, nor are they a guarantee of obtaining a full license. Temporary Permits are at the discretion of the Vice Chairman of the Board and his confidence of the quality and level of documentation in the applicant's file.

As you conduct recruiting interviews encourage the applicant to begin the application process. However, do not encourage them to relocate. Licensure is not a guarantee and relocation will only

place them in an additional hardship if they prematurely uproot their family and a license is not granted.

With the increasing demands on the Board's mission to protect the citizens of this state, the Board members take their responsibility seriously. The Board believes licensure in this state is a privilege as opposed to a right and addresses each applicant in this manner. In an effort to ensure all Arkansas citizens the highest quality of medical care. ♦



**CALLING ALL
PHYSICIANS!!!
The CCVS Needs Your
Primary Practice
Information!**

The Arkansas State Medical Board's CCVS needs your current and correct Primary Practice location and contact information. If your information has changed, this should be updated with the CCVS. This information must be provided to insurance organizations and hospitals, with your permission. If this is not already in your file, a CCVS staff person will be contacting your office to try to establish the correct information. If you work from a hospital department ONLY, please be sure to state this. If you work from the hospital but you work with a "Group," such as ER, Radiologist, Anesthesiologist, etc, they will need the name of the group you bill under so it can be entered correctly and each organization does not have to contact you directly. You may email, ccvs@armedicaboard.org, or fax this information to the CCVS at 501-296-1806. If you have any questions, please call Angie Meehleder, Customer Service Manager at 501-296-1951. ♦

Scheduled Board Meeting Dates for the Arkansas State Medical Board

June 3-4, 2010
August 5-6, 2010
October 7-8, 2010
December 2-3, 2010

The Board will hold "called" meetings when
Necessary

Meetings will be held in the
W. Ray Jouett, M.D. Conference Room at
2100 Riverfront Drive
Little Rock, Arkansas

Meeting dates and times are subject to change.

Board Passes New Regulation Regarding Ethics

At the February 2010 meeting, the Arkansas State Medical Board adopted Regulation 32 pertaining to Ethical Violations by physicians. This regulation became effective April 1, 2010. The regulation follows:

REGULATION 32

Ethical Violations for Physicians

Pursuant to Act 1178 of the 87th General Assembly, the Arkansas State Medical Board determines that the following conduct is an ethical violation:

1. A licensed physician engaging in sexual contact, sexual relations or a romantic relationship with a patient concurrent with the physician-patient relationship; or a licensed physician engaging in the same conduct with a former patient, if the physician uses or exploits trust, knowledge, emotions or influence derived from the previous professional relationship. A patient's consent to, initiation of, or participation in the sexual relationship or conduct with the physician does not change the nature of the conduct nor the prohibition.
2. A licensed physician reveals or discloses confidential communications or information concerning a patient without the consent of the patient unless said disclosure is authorized or required by law or by the need to protect the individual patient or the public interest.
3. A licensed physician fails to disclose to a patient that the physician has an ownership interest in a facility or service to which the physician refers the patient that is outside of the physician's own practice.
4. A licensed physician utilizing words or acts which sexually harass co-workers or employees or patients within the clinic or hospital setting.
5. A licensed physician grossly over-utilizing or ordering or performing tests or procedures on a patient when that may result in harm to the patient. ♦

Board Actions & License Adjustments

January 7, 2010 through March 25, 2010

Bardell, Craig Robert, M.D. (E-3993)
Marianna, AR
- Returned to Active, 2/25/2010

Carlson, Douglas Eugene, D.O. (E-4230)
Alma, AR
- Returned to Active, 2/5/2010

Eubanks, Kenneth Dewayne, M.D. (E-2241)
Jonesboro, AR
- Revoked, 2/26/2010

Rowe, Thomas Eugene, OT-A (OT-A090)
Jonesboro, AR
- Emergency Order of Suspension, 3/3/2010

Allied Healthcare Meetings

Respiratory Therapist Advisory Committee

Meeting Dates:

June 11, 2010

Sept. 10, 2010

Dec. 10, 2010

(All beginning at 2:00 PM)

Occupational Therapy Committee

Meeting Dates:

April 26, 2010

August 2, 2010

November 8, 2010

(All beginning at 1:00 PM)

Physician Assistant Advisory Committee

Meeting Dates:

June 2, 2010

August 4, 2010

October 6, 2010

December 1, 2010

Julia Feazell

PA Licensing Coordinator

Phone: (501) 296-1955

Fax: (501) 296-1805

jdf@armedicalboard.org

Dates and Times are subject to change

Primary Practice Specialties

Please be advised that board certification specialties listed in the directory are in alphabetical order and NOT in primary practice specialty order. Primary practice specialties are listed on your license verifications and CCVS profile according to the physician's written request. Physician's can go to the Board's website and download a FREE copy of their license and check to see if the specialty listed there is their primary practice specialty. If it is not, you must fax in a signed request to change your primary practice specialty. Example: If your board certification specialty is Internal Medicine but your practice specialty is Cardiology, your request would be to list the primary practice as Internal Medicine/Cardiology, Cardiology/Internal Medicine or just Cardiology. Please fax to 501-603-3555, ATTN: QI/CS and sign and date your letter. Your board certification, if any, will still be listed in the directory but your license verification will contain the correct primary practice specialty. ♦

Board Elects New Treasurer

At the February 2010 meeting, the Arkansas State Medical Board elected Sylvia D. Simon, M.D. to serve as Treasurer. Governor Mike Beebe appointed Dr. Simon to the Board in 2009. Dr. Simon practices family medicine in Monticello and is a Congressional District Member. ♦

Profile of a Board Member Ms. Rose Crane

Rose Crane is President and owner of Crane and Associates, which is a consulting firm specializing in development through public and governmental relations. The organization began in March 1977 and operated until January 1979 when Ms. Crane accepted a cabinet appointment as Director of the Department of Natural and Cultural Heritage in the administration of then-Governor Bill Clinton. The company resumed operations in April 1981 when Crane left state government.

She has served on numerous boards for non-profit organizations including the International Visitors Program, Cornerstone Project, Arkansas Health Systems Agency (Vice President of Board of Directors and Chairman of the Facilities Review Committee), Arthritis Foundation (President of Arkansas Chapter Board of Directors and Chair, Public Policy and Advocacy Committee, National Board of Directors), and recently served as President of the Board of Directors of the THEA Foundation. She was selected as an AY magazine Powerful Woman in 2008.

Ms. Crane received a National Volunteer Service Citation from the Arthritis Foundation, the Jerome Levy Award for health planning, and the "Year of the Rose" Award from the Museum of Science and History for dedicated service, innovative projects and unflinching loyalty. She has been a certified Master Gardner for more than ten years and is a member of the State Hospital garden committee.

Ms. Crane holds a Bachelor of Science degree with a major in public relations and lives in Little Rock with her cat, Tom. She was appointed to the Arkansas State Medical Board as the Consumer Representative in January 2010. ♦

Submitting Your Curriculum Vitae (CV)

Physicians are encouraged to put the CCVS on your copy list when updating your CV for organizations. This will allow the CCVS to proactively verify any new information and provide your credentialing profile that much sooner to the organization you wish to receive it. Delays may be caused in your credentialing process when there is an inconsistency in the information you provide to the CCVS and that which is provided to the organization.

The organization is required to notify the CCVS if the profile they receive does not have information that is consistent with what is in their copy of your CV. Please be aware of this and fax or mail your updated CV's to the CCVS at 501-296-1806 or you may e-mail it as a pdf attachment to support@armedicalboard.org, put ATTN: CCVS and the physician's name in the subject line. Please note that only pdf files addressed to the support address will be accepted for security reasons. All others will be stripped at the firewall and never be received. If you are mailing your CV, please put Attn: CCVS on the envelope. ♦

Attestations and the CCVS

Please be aware that organizations ARE allowed to collect their own attestations in addition to the one collected by the CCVS. However, the ASMB/CCVS encourages them to accept the standard CCVS attestation, as it meets all regulatory requirements. The CCVS must have a current, signed and completed attestation on file every 120 days (4 months) but if the CCVS staff hasn't ever contacted you to request it, they may have collected one from an organization where you have privileges or there have not been any orders requested for your credentialing information. Although several organizations utilize the CCVS attestation form, they do not all provide a copy to the CCVS. Only the attestation currently posted to the Board's website meets our requirements and can be accepted.

Why do we need it so fast? The CCVS is operating on a timed schedule, as statute requires the turn-around-time (time the order was placed to the time it was provided to the organization) cannot be more than that listed in policy and statute. There are different turn-around-times for each type of order. The organization determines and decides what type of order they wish to place and the length of time it will take to receive it. Once the CCVS profile is received, the organization then completes their internal credentialing process within the required time frames set by statute and their internal by-laws.

Please be aware of this process and complete this form in a timely manner and fax back to the ASMB/CCVS as soon as possible so it does not contribute to delays in your credentialing process. The ASMB/CCVS goal is to provide this information as quickly as possible to the organizations with whom a physician is credentialing.

If you have any questions about completing this form or about the questions on the form, please contact the CCVS by emailing your question to ccvs@armedicalboard.org or by calling Quality Assurance/Customer Service at 501/296-1951. ♦

Attention Licensees



**Keep your eyes open for
the new online services
letter coming to a mailbox
near you!**

Arkansas Medical Foundation

In 1983, the Arkansas Medical Society identified that there are healthcare professionals with substance abuse and mental health issues who need an advocate to assist them to rehabilitate and to restore them to the practice of providing quality health care. As such, the Arkansas Physicians Health Committee, and later, the Arkansas Medical Foundation was established. Since that time, the Foundation has touched hundreds of lives and continues to provide a place for impaired physicians to receive assistance in treatment and monitoring in a confidential environment.

The Foundation strives to identify physicians with impairments and to assist them in the recovery process before their actions reach the disciplinary level of the Medical Board. Unfortunately, many physicians are unaware of the confidential help the Foundation may provide. The purpose of this article is to advance that awareness.

The program has a success rate of over 90%, if these standards are consistently met.

The Foundation is a non-profit agency that assists physicians, dentists, physician assistants, licensed respiratory care professionals, registered dental hygienists, optometrists and occupational therapists. The program consists of identifying, intervening, and securing treatment and aftercare monitoring. That monitoring may consist of random drug testing, attendance with documentation at AA/NA meetings, and physician support groups for a period of one to five years. The program has a success rate of over 90%, if these standards are consistently met.

Healthcare workers who self-report to the Foundation receive confidential advocacy secured by a voluntary agreement. Their respective boards are never made aware of their issue unless they refuse to follow the Foundation's recommendations. The Foundation staff maintains close contact with all clients and provides personal support throughout their contract. This program is about the person as a whole, and not just a name and number.

Those who are reported to the Foundation through the disciplinary process receive the Foundations advocacy by having periodic reports provided to the Medical Board, Arkansas Board of Dental Examiners, or the Drug Enforcement Administration if necessary. Clients sign a release of information to the agency specific to them.

Hospitals, spouses, children, concerned colleagues, and patients have made referrals. All reports are confidential and are taken seriously. Each report is investigated, and if it is determined intervention is necessary, appropriate action is taken.

If you or a medical professional you know is practicing in a potentially dangerous or impaired state, please contact us. We are here to help you. The office is located in Little Rock, Arkansas at 10 Corporate Hill Drive, Suite 150. The telephone number is 501-224-9911. Bradley Diner, M.D. is the Medical Director and J. Larry Lawson, M.D. is the Executive Director. ♦

Time Gaps in Physician History

Time gaps are periods of professional inactivity over a certain period of time. Professional History is the period of time from initiation of medical education to the current date.

Physicians frequently question why the Board, the CCVS or organizations credentialing them for staff appointments or network privileges require explanations for time gaps when all other information has been verified. Time gaps are usually self-reported explanations that are brief in content such as: vacation; moving to Arkansas; not engaged in professional activity; medical leave; maternity leave; studying for Boards or Exams, applying for Visa or Work Permit; traveling in Europe; mission work; etc.

The purpose of collecting this information on any gap over 30 days is to provide an unbroken time line for credentialing purposes and is one of the basic principles of good credentialing. Therefore, these organizations and the ASMB/CCVS staff will request a time gap if none is listed in your credentialing information.

Why collect it now, when it was not collected before. When your file was worked previously, different time gap reporting requirements may have been in place and this has now changed. Please keep in mind that any gaps over six (6) months requires a signed explanation statement from the physician. These may be faxed to 501-296-1806. ♦

Attention Credentialing Organizations!

The CCVS has received physician complaints stating they are being overwhelmed with a return of old organization applications asking for copies of their malpractice insurance certificates, DEA certificates and specialty board certifications. They state that organizations have returned to asking them for the same information they asked prior to the CCVS mandate. Please review your application packets once again to be sure that you are not sending old application forms out or that possibly new staff are not clear on this process. There are penalties for non-compliance so please check this process and assist in limiting the paperwork you are asking your physicians to complete. The ASMB's QA/CS department provides application review. Just fax (501-603-3555) your application with your identification on the cover sheet. You may also e-mail any questions to ccvs@armedicalboard.org and someone will respond promptly. ♦

Closing a Practice?

For information on how to close a medical practice, contact the Arkansas Medical Society at (501) 224-8967 and someone there will provide assistance.



We're on the WEB!!!

Main Phone: (501) 296-1802
 Regulatory Fax: (501) 296-1805
 CCVS Fax: (501) 296-1806
 Accounting/Personnel Fax: (501) 603-3552
 Licensing Fax: (501) 296-1972
 License Renewals Fax: (501) 603-3555
 QA/CS Fax: (501) 603-3555

Mission of the Arkansas State Medical Board

Protecting the health, safety, and welfare of the people of the State of Arkansas with the goal that all citizens be provided with the highest quality health care.

**WEB INFORMATION CENTER**

www.armedicalboard.org

COPIES OF ALL BOARD REGULATIONS ARE INCLUDED IN THE MEDICAL PRACTICES ACT BOOKLET. It is the physician's responsibility to read and comply with these rules.

MEDICAL PRACTICES ACT BOOKLETS
\$15 PER COPY or free from the web site at
www.armedicalboard.org

Online Directory

CD-ROM directories are no longer available

All actively licensed Arkansas physicians, Respiratory Therapists, Occupational Therapists, Physician Assistants and Radiology Practitioner Assistants may be queried in the Online Directory. To purchase data files of these practitioners, please visit our Data Portal. Payment is via secured online order form with Visa, MasterCard only.

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Arkansas State Medical Board

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www.armedicalboard.org/notify

**ATTENTION!**

Change of Address Form is now available on the ASMB Web Site:

<http://www.armedicalboard.org/forms.aspx>

Please FAX: (501) 603-3555

E-Mail: (Licensing@armedicalboard.org)

or Mail to:

Arkansas State Medical Board

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