License Survey Renewal Frequently Asked Questions

Over the last several decades, information has been collected from health professionals during their online license renewal. In 2018, Senate Enrolled Act 223 identified this information (including educational and practice characteristics) as being critical to the State of Indiana for health workforce planning. Beginning in January 2019, health professionals are now required to provide this information.

Questions asked at the beginning of the online license initiating and renewal process provides information which is collected and maintained in the Indiana Health Professions Database by the Bowen Center for Health Workforce Research & Policy. This information will provide the State of Indiana with an accurate representation of the health workforce and will be used to inform: workforce shortage areas, recruitment incentives, policy and programming, profession-specific initiatives and health workforce evaluations.

Survey Related

1. **I have answered every survey question and hit the submit button, why can't I proceed?**
   The system will not proceed unless each question has a response. Please review each individual question to verify that a response has been selected> Even if the question is not applicable to you, please select "not applicable".

2. **I am retired. Some of these questions don't apply to me.**
   Please scroll down to the bottom of the survey options and select Not Applicable. For questions with a text box, type in NA.

3. **What if I practice in more than one location?**
   The survey will allow you the opportunity to provide information on multiple practice locations.

4. **What if I do not know the percentage of Indiana Medicaid patients at my primary practice location?**
   This question is used to inform health professional shortage area designations. Please estimate to the best of your ability or select "Not Applicable" if you are not actively practicing.

5. **What if I do not know if my primary practice location is accepting new Indiana Medicaid patients?**
   Your practice administrators and staff may have the answer to this question. Please ask to see if this information is available through them.

6. **What if I do not know the percentage of patients on a sliding fee scale at my primary practice location?**
   Your practice administrators and staff may have the answer to this question. Please ask to see if this information is available through them.

7. **I recently received additional health professional credentials, yet I am not currently practicing in that role. How do I respond when asked to indicate my health professional role along and specialty?**
   Please provide information that responds to your current role.

Technical Issues

1. **Which is the recommended internet browser to use while completing my online license renewal?**
   The Indiana Professional Licensing Agency recommends using Internet Explorer.

2. **Why am I being kicked out of the system?**
   This may occur due to the high volume of simultaneous online users or a browser issue. The Indiana Professional Licensing Agency recommends using Internet Explorer. If you are currently using a browser other than Internet Explorer, proceed with the following steps:

   1. Close out of your current browser
   2. Open Internet Explorer in a new tab
   3. Sign into the IPLA license renewal system
   4. Proceed with the license renewal process
   5. If you are currently using Internet Explorer and continue to experience technical issues, please try again at another time.

3. **Why are my survey responses being erased?**
   This may occur due to the high volume of simultaneous online users or a browser issue. The Indiana Professional Licensing Agency recommends using Internet Explorer. If you are currently using a browser other than Internet Explorer, proceed with the following steps:

   1. Close out of your current browser
   2. Open Internet Explorer in a new tab
   3. Sign into the IPLA license renewal system
   4. Proceed with the license renewal process
   5. If you are currently using Internet Explorer and continue to experience technical issues, please try again at another time.

General

1. **Is there a paper license renewal form that I can complete and mail in?**
   Yes. For each licensed health profession, there is an option of completing a paper license renewal document. The link to the renewal document is listed on each health professions board's webpage. It is also linked below for easy access:

   Medical Licensing Board of Indiana
   Renewal Documents

   Indiana State Board of Nursing
   Renewal Documents

   Indiana State Board of Dentistry
   Renewal Documents

   Behavioral Health and Human Services Licensing Board
   Renewal Documents

   Indiana State Psychology Board
   Renewal Documents

   Indiana Board of Pharmacy
   Renewal Documents

   Print and mail the completed document, along with the required renewal fee, to the Indiana Professional Licensing Agency. The mailing address is found on the license renewal document.

   If you have additional questions, please contact the Bowen Center for Health Workforce Research & Policy at bowenctr@iu.ed | 317-278-0316