



# INTRODUCTION TO E-LICENSING

*A New Licensure Experience for Health  
Care Practitioners*



**WEBINAR PRESENTED BY**

Florida Department of Health  
Division of Medical Quality Assurance

# TOPICS

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# WHAT IS E-LICENSING?

- Origin
- Purpose
- Process





# OVERVIEW

In 2022, the Department of Health, Division of Medical Quality Assurance (MQA) began exploring opportunities to refresh the licensure process for health care practitioners.

## Purpose

- Combining the growing health care workforce and reliance on digital technologies, it is critical that MQA continues to develop innovative strategies to meet the needs of practitioners and streamline access to key documents that provide credibility to entering the workforce.

## Process

- This new process will allow practitioners to obtain newly issued or renewed licenses online by accessing the MQA Online Services Portal.
- Once initial or renewal applications are approved, practitioners can retrieve digital (PDF) versions of licenses online within two business days of approval.

# WHAT ARE THE BENEFITS OF E-LICENSING?

- Increased efficiency
- Increased security
- Reduced cost



# BENEFITS

Health care practitioners can expect to experience the following benefits :



## Increased Efficiency

Rather than receiving a license by mail in seven to 10 business days, practitioners are able to download their licenses within two business days of approval. With e-licensing, practitioners can experience increased access to licensure services while maintaining the authenticity of a license.

## Increased Security

This license features a QR code, allowing anyone the ease of authenticating a practitioner's license immediately through the Department's website. In combination with safeguards and security measures, this new license exists in a digital format which ensures no loss of license through theft, misplacement, or destruction. Cloud-based technology also provides a backup in case of an emergency, so whether on the move or at the office, practitioners can always maintain access to their license.

## Reduced Cost

Rather than paying up to \$25 for a duplicate license to be printed and mailed, licensees are able to retrieve duplicate licenses directly from the MQA Online Services Portal at no cost. This process enables flexibility among practitioners to print licenses on any paper, at any time, and without the need of submitting a request for a duplicate license to the Department.

# HOW DOES E-LICENSING WORK?

- Approval
- Retrieval





# METHODOLOGY

e-Licensing works by leveraging advancements in MQA's system to provide practitioners with online access to digital versions of licenses.

## 1.) Approval

- A license record is created following the approval of an application.
- Within two business days after an application is approved, a PDF version of the license is made available to practitioners through the MQA Online Services Portal.

## 2.) Retrieval

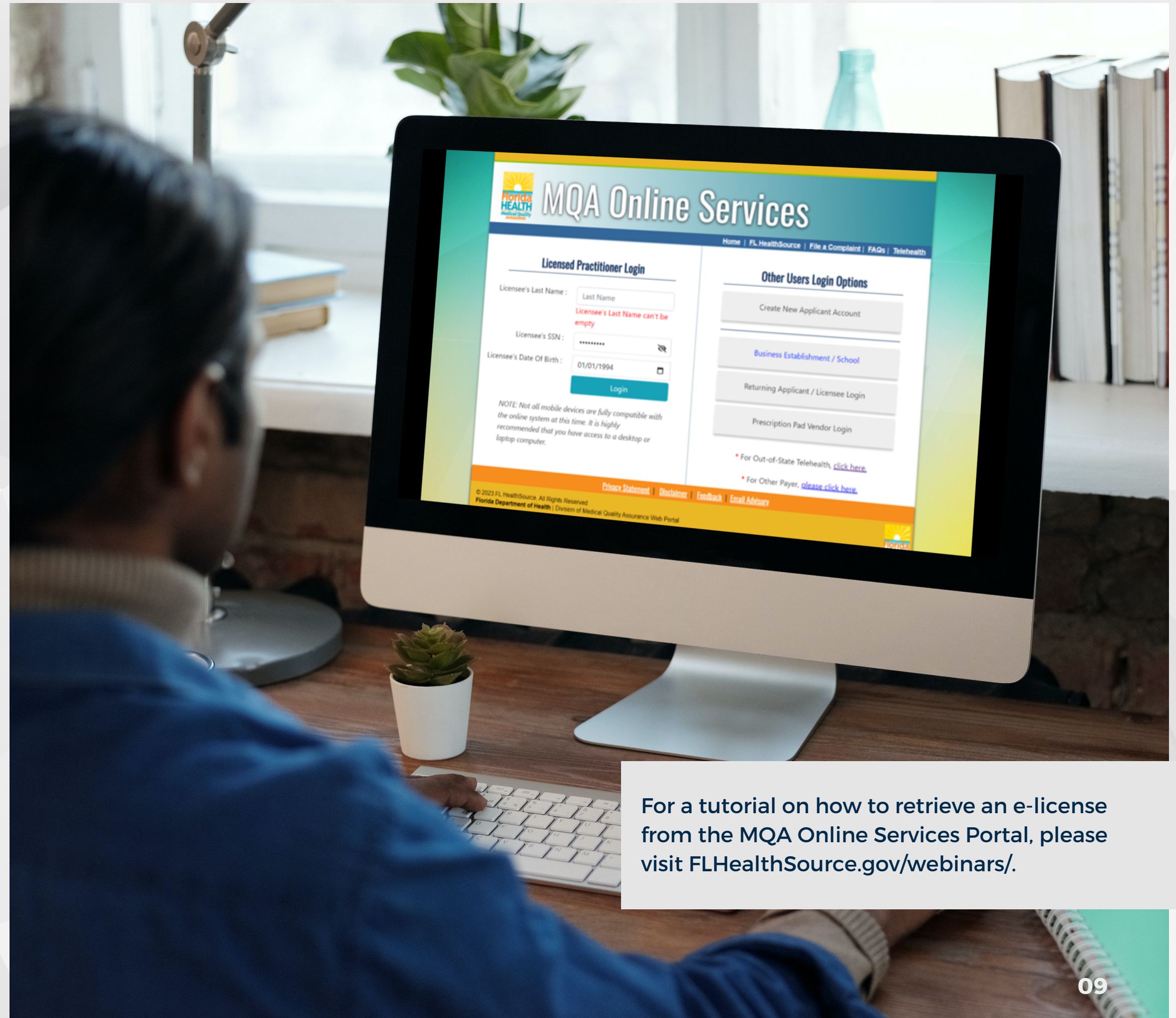
- Practitioners will then be able to retrieve a newly issued or renewed license by accessing the "Licensure Documents" menu from within the portal.





# MQA ONLINE SERVICES PORTAL

- Add or apply for a new license.
- Renew a license.
- Report the completion of continuing education.
- Request a name or address change.
- Make payments for items such as application fees.



For a tutorial on how to retrieve an e-license from the MQA Online Services Portal, please visit [FLHealthSource.gov/webinars/](https://FLHealthSource.gov/webinars/).

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# WHAT WILL E-LICENSES LOOK LIKE?

- QR code feature





# SAME LOOK, NEW FEEL.

The difference between the printed license and the e-License can be seen in the QR code located at the bottom right side of the license.

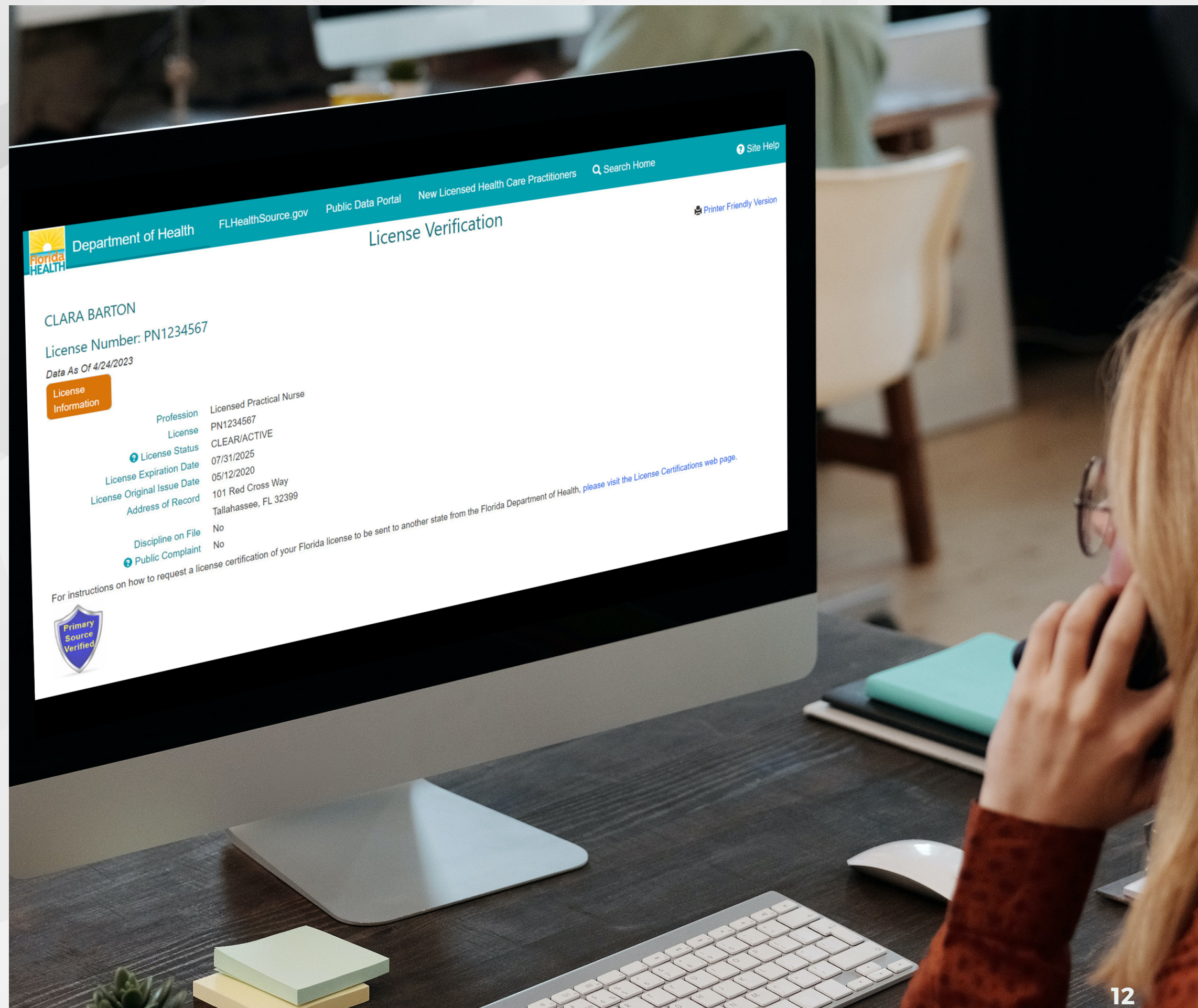
The QR code can be scanned with a mobile device, connecting users to the MQA Online Verification Portal.





# LICENSE VERIFICATION

The QR code returns real-time information in the License Verification Portal, confirming whether the corresponding license is authentic and in good standing.



# WHO WILL RECEIVE AN E-LICENSE?

- Qualified applicants
- Practitioners with an email on file





Visit [FLHealthSource.gov](https://FLHealthSource.gov) to create an MQA Online Services account and begin experiencing e-licensing today!



- e-Licensing is available for all qualified applicants and practitioners with an MQA Online Services account.
- Current practitioners with an account will no longer receive printed licenses and new applicants of the Portal will receive an e-License by default.

# PRACTITIONER SCENARIOS



## EXISTING

Dr. Jones became a licensed practitioner in 2003. As a current physical therapist, Dr. Jones will be issued an e-license upon approval of his next renewal application.



## INITIAL

Ms. Garcia has recently applied to become a nurse practitioner. Within two business days following approval of her initial application, Ms. Garcia can expect to retrieve e-license.



## REACTIVATE

Dr. Miller is an inactive osteopathic physician who has been practicing abroad. Dr. Miller will be issued an e-license upon returning to Florida and reactivating his license.

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# WHEN DOES E-LICENSING BEGIN?

- Timeline







# PROJECT TIMELINE

April 2023

Conclude MQA system changes.

May 2023

Launch the e-licensing pilot program.

July 2023

Roll out e-licensing.

# WHAT RESOURCES ARE AVAILABLE?

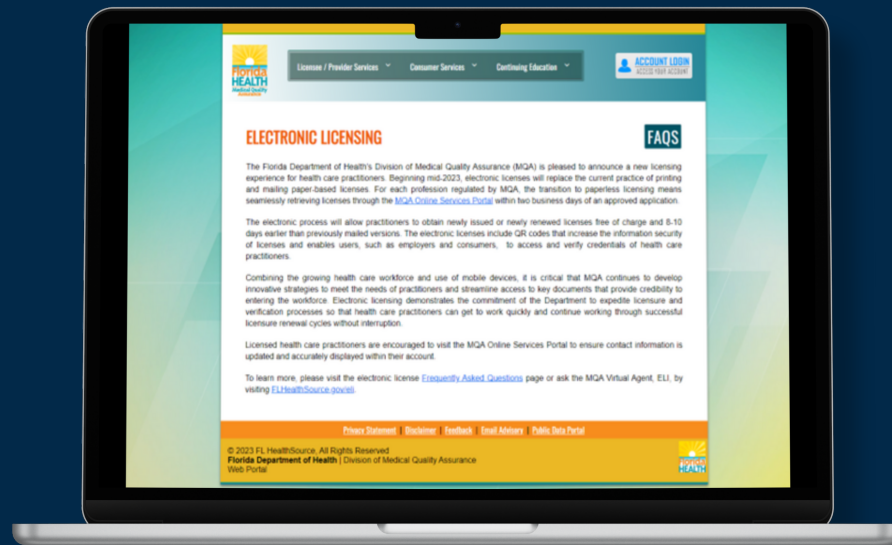
- Website
- Toolkit
- Webinars



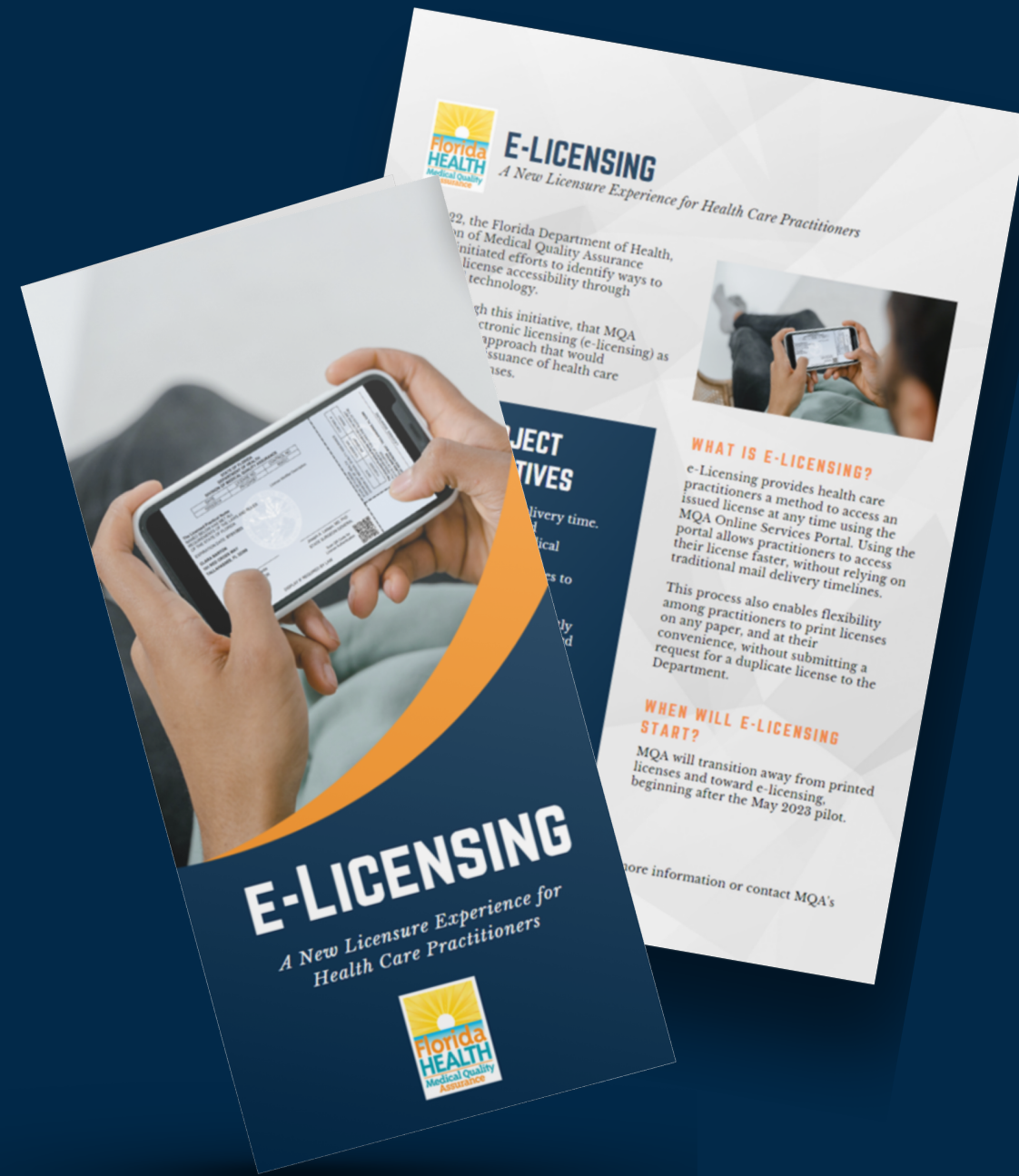


# RESOURCES

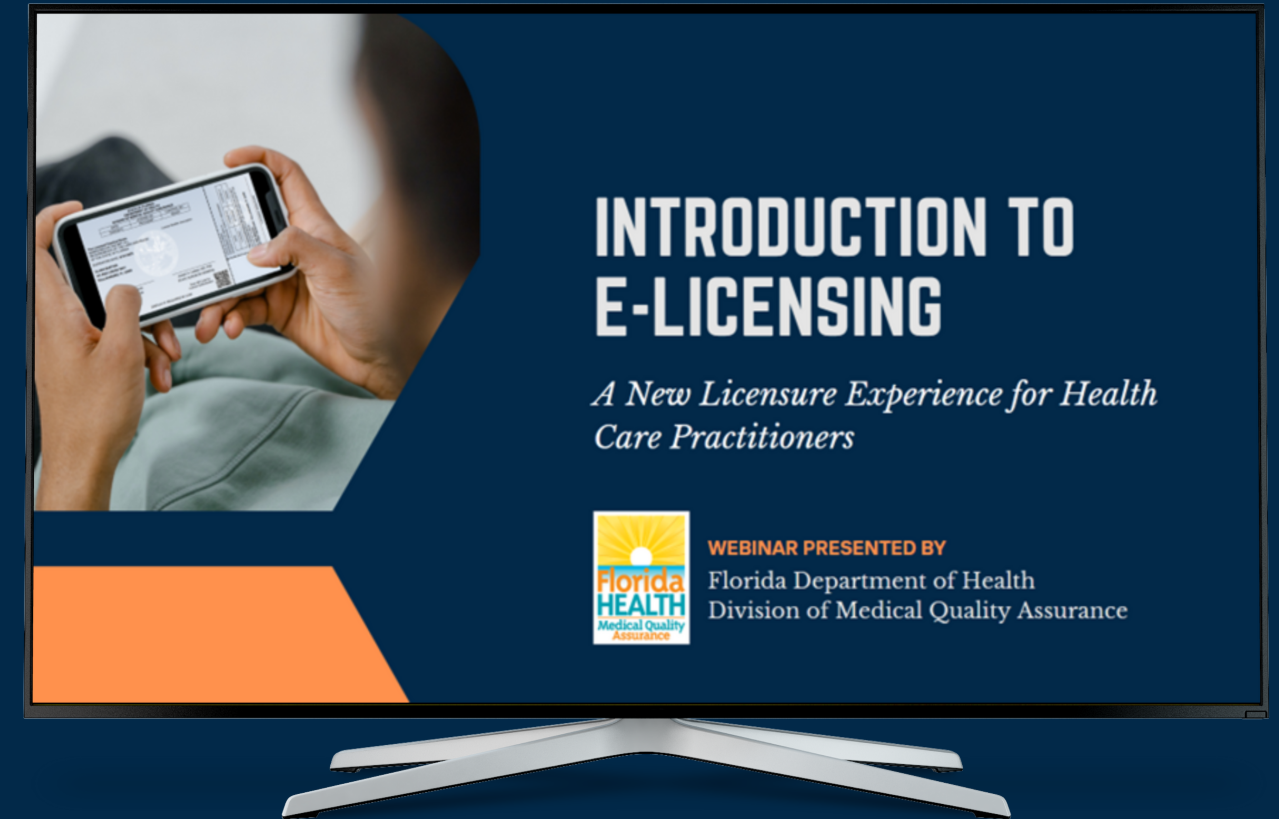
Visit [FLHealthSource.gov/Electronic-Licensing/](https://FLHealthSource.gov/Electronic-Licensing/) to access and share information resources.



Visit the Website for FAQs.



Download the Toolkit.



Watch the Webinars.



# FOR INQUIRIES, CONTACT US.

## VISIT

[FLHealthSource.gov/Electronic-Licensing](https://FLHealthSource.gov/Electronic-Licensing)

## ASK THE VIRTUAL AGENT, ELI

[FLHealthSource.gov/ELI](https://FLHealthSource.gov/ELI)

## EMAIL

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