

LICENSURE HIGHLIGHTS

INITIAL LICENSURE

47,901 Applications Received
(+ 2.7% since FY24-25 Q4)

39,172 Licenses Issued
(+ 2.0% since FY24-25 Q4)

64.3% Licenses Issued within 49 days
(- 1.7 since FY24-25 Q4)

RENEWAL LICENSURE

195,318 Applications Processed
(+11.3% since FY23-24 Q4)

98.7% Processed Online
(+ 0.2 since FY23-24 Q4)

0.33 Average Days to Process Complete and Qualified Applications

UPGRADES

5,767 Applications Received
(+3.2% since FY24-25 Q4)

4,817 Upgrades Issued
(- 5.5% since FY24-25 Q4)

MOBILE ENDORSEMENT

8,429 Applications Received (+ 24.2% since FY24-25 Q4)

6,074 Licenses Issued (+ 32.0% since FY24-25 Q4)

35% Licenses Issued to Registered Nurses

16% Licenses Issued to Medical Doctors

MOBILE Endorsement is a pathway to licensure in Florida that provides **reciprocity for out-of-state practitioners**. It simplifies and expedites the licensing process for qualified health care practitioners relocating to or practicing in Florida, eliminating the need for full re-examination or additional training.

IMLC INTERSTATE MEDICAL LICENSURE COMPACT

EXPEDITED LICENSES¹

681 Medical Doctors
103 Osteopathic Physicians

¹ Practitioners from another IMLC member state applying for a Florida license

LETTERS OF QUALIFICATION²

700 Medical Doctors
121 Osteopathic Physicians

² Florida practitioners applying for licensure in another IMLC member state



**OFFICE OF VETERAN
LICENSURE SERVICES**

1,324 Licenses Issued
in **1.11** Days on Average

IMPROVEMENT ACTIVITIES

5K+ APPLICATIONS
STREAMLINED

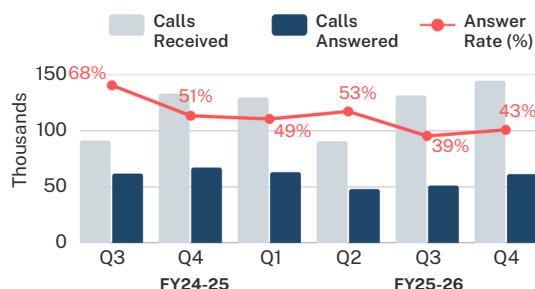
MQA identified opportunities to eliminate duplicative application processing for dental hygienists seeking local anesthesia certification. In FY 2025-26, MQA processed 1,655 local anesthesia and 3,439 immunization certification applications--more than 5,000 separate applications requiring staff to review and process information already collected during initial licensure. MQA incorporated the required certification elements into the respective online initial applications and fully automated both certification processes. Based on FY 205-26 volume, these improvements could eliminate more than 5,000 separate applications annually, reducing duplicative workload, saving hundreds of staff hours, and accelerating access to credentials while improving the practitioner experience.

CUSTOMER SERVICE HIGHLIGHTS

CUSTOMER CONTACT CENTER

144,584 Calls Received
61,394 Calls Answered
5:27 Average Talk Time

Call volume surged in Q4, indicating increased demand for MQA services, and both calls received and answered rose slightly from the previous quarter. Despite operating under high-volume conditions, the team maintained service continuity and achieved a modest improvement in answer rate, demonstrating resilience during consecutive periods of elevated demand.

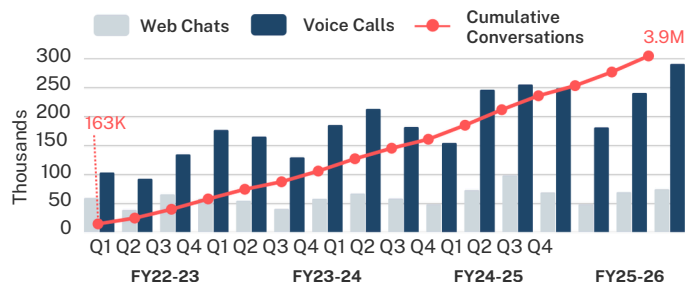


MQA'S VIRTUAL AGENT, ELI

75,143 Web Chats
291,136 Voice Calls
68.6% Overall Containment Rate



ELI reached a four-year high of 366,279 total conversations in Q4, driven mostly by the expansion of ELI Voice to the Bureau of Enforcement's Consumer Services Unit, the Boards of Mental Health, Opticianry, Hearing Aid Specialists, Athletic Training, Orthotists and Prosthetists, and Podiatric Medicine, and genetic counselors. ELI continued assisting customers outside business hours, as 12% of inquiries were received during mornings, evenings, weekends, and holidays.



ENFORCEMENT HIGHLIGHTS

EFFECTS OF HB 975

The implementation of HB 975, effective July 1, 2025, resulted in a sharp increase in retained print hits. Each match is automatically logged as a complaint for MQA review, significantly increasing complaint volumes and workloads.

In Q4, MQA refined the backend data review process to quickly identify and filter data points that do not require further review, reducing the volume of print hit data requiring manual processing. Retained print hits declined by 41.8%, from 37,628 in Q3 to 21,893 in Q4. Although processing times remain elevated, the reduced volume, combined with MQA's improvements, is expected to help moderate workload pressures and support more timely case progression in future quarters.

THE PATH OF A COMPLAINT



OPEN CASES BY END OF QUARTER (Q4)

42,094	846
Cases in Consumer Services Unit (+19.6% since Q3)	Cases in Investigative Services Unit (-4.2% since Q3)
7,547	3,952
Cases in Prosecution Services Unit (-1.1% since Q3)	Cases in Compliance Management Unit (-4.4% since Q3)

PROBABLE CAUSE ACTIONS

317	920
Probable Cause Found (-1.6% since Q3)	No Probable Cause Found (+11.1% since Q3)

NEW PHARMACY INSPECTIONS

48 Inspections Completed in **8.4** Days on Average

NEW M.O.D.E. INSPECTIONS

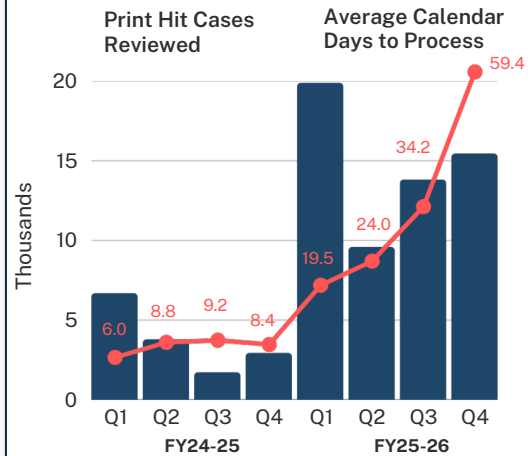
Massage Establishment, Optical Establishment, Dental Laboratory, Electrolysis Facility

203 Inspections Completed in **4.6** Days on Average

FINANCIAL SUMMARY

Licensed: 94.3% Unlicensed: 5.7%	105,167,549	94,787,828	Licensed: 95.0% Unlicensed: 5.0%
40,421,159	Licensed: 96.9% Unlicensed: 3.1%	Licensed: 96.8% Unlicensed: 3.2%	50,800,880
Beginning Cash Balance	Revenues	Expenditures	Ending Cash Balance
	Q4 FY2025-26		

PRINT HIT PROCESSING TIMES FOLLOWING HB 975*



UNLICENSED ACTIVITY

269	Complaints Received (-29.8% since Q3)
307	Cases Referred for Investigation (+4.4% since Q3)
302	Investigations Completed (+13.1% since Q3)
143	Cease-and-Desists Issued (-1.4% since Q3)
157	Referrals to Law Enforcement (+7.5% since Q3)

DISCIPLINARY ACTIONS

407 Final Orders were issued in Q4, of which Nursing professions comprised 53.1%.

MINOR	6 Citations (+100% since Q3)
	87 Voluntary Surrenders (+64.2% since Q3)
	117 Reprimands (+101.7% since Q3)
MODERATE	108 Dismissals (+42.1% since Q3)
	17 Probations (-5.6% since Q3)
	124 Limitations/Obligations (+55% since Q3)
SEVERE	144 Fines (+54.8% since Q3)
	112 Revocations (+20.4% since Q3)
	72 Suspensions (+24.1% since Q3)

To learn more about the complaints or enforcement process, visit FloridaHealth.gov/Licensing-Regulations/Complaints-Enforcement.



Q3 PERFORMANCE DATA

INITIAL LICENSURE

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
Initial Licenses Issued ¹	38,397	34,605	28,560	30,946	39,172
Initial Applications ² Received	46,622	39,102	34,495	41,809	47,901
Initial Applications ² Received Online (%)	74.0%	73.0%	73.8%	73.5%	78.5%
Average Business Days to Issue an Initial License ³ 🎯1	1.11	1.13	1.09	1.24	3.05
Initial Licenses Issued ¹ within 49 Days (%)	66.0%	63.9%	65.9%	66.9%	64.3%
Average Calendar Days to Issue an Initial License ⁴ 🎯49	47.9	51.0	50.6	48.9	50.0

¹ Initial Licenses Issued refers to the total number of licenses issued to qualified applicants.

³ Average Business Days to Issue an Initial License refers to the average time between the day the application is deemed qualified (complete and meets requirements) and the day the license is issued.

² Initial Applications Received refers to the total number of initial applications received from qualified applicants.

⁴ Average Calendar Days to Issue an Initial License refers to the average time between the day the application is received and the day the license is issued.

RENEWAL APPLICATIONS

	FY19-20 Q4	FY21-22 Q4	FY23-24 Q4	FY25-26 Q4
Renewal Applications Processed	153,483	166,465	175,550	195,318
Renewal Applications Processed Online (%)	97.3%	98.1%	98.5%	98.7%
Average Calendar Days to Process Renewal Application 🎯1	0.21	0.04	0.11	0.33

*Renewal licensure data compares the current quarter to the same quarter every other fiscal year (instead of the prior four quarters). Because Florida licenses renew biennially on profession-specific schedules, renewal volumes align only with those from two years prior (and every two years thereafter).

MILITARY LICENSURE

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
Total Licenses Issued to Qualified Military Applicants	1,236	1,182	1,041	1,152	1,324
Average Business Days to Issue an Initial License to a Qualified Applicant	1.14	1.18	0.76	1.04	1.11
Licenses Issued via Military Fee Waiver Pathway	1,134	1,068	938	1,038	1,216
Licenses Issued via VALOR Pathway (Veterans Application for Licensure Online Response)	65	64	67	78	66
Licenses Issued via Military Spouse Pathway	37	44	33	34	41
Temporary Licenses Issued via Military Platform Pathway	0	6	3	2	1
Military Licenses Issued Since Pathways Became Effective (2013)	22,163	23,365	24,432	25,610	27,701

OTHER LICENSURE ACTIVITIES

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
MOBILE Applications Received	6,789	7,016	6,408	8,062	8,429
MOBILE Licenses Issued	4,601	4,895	4,772	4,598	6,074
License Upgrade Applications Received	5,589	5,619	4,061	5,219	5,767
License Upgrades Issued	5,099	5,222	4,222	4,074	4,817

FACILITY INSPECTIONS

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
New M.O.D.E. ¹ Inspections Conducted	333	344	252	163	203
Average Time to Complete a New M.O.D.E. Inspection (calendar days) 🎯10	4.3	4.4	4.3	4.8	4.6
New Pharmacy Inspections Conducted	48	61	47	38	48
Average Time to Complete a New Pharmacy Inspection (calendar days) 🎯10	7.5	7.7	6.3	7.0	8.4

¹ Massage Establishment, Optical Establishment, Dental Laboratory, Electrolysis Facility

COMPLAINT INTAKE

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
Total Complaints Received	10,923	29,393	16,198	44,796	28,335
Retained Print Hits (from FDLE) ¹	3,108	22,374	10,403	37,628	21,893
Initial Complaint Reviews Completed	10,255	25,997	14,891	20,242	21,395
Complaints Received (Unlicensed Activity)	345	325	274	383	269

¹ Tracking for Retained Print Hits began in FY2025-26, Q1, when HB 975 (2025) became effective.

COMPLAINT OUTCOMES

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
Legally Sufficient Complaints	3,084	1,484	1,403	1,634	1,585
Total Investigations Completed	2,861	2,263	1,416	1,548	1,701
Cases Referred for Investigation (Unlicensed Activity)	389	358	312	294	269
Investigations Completed (Unlicensed Activity)	385	436	323	267	302
Cease and Desists Issued (Unlicensed Activity)	176	153	109	145	143
Cases Referred to Law Enforcement (Unlicensed Activity)	186	182	128	146	157

COMPLAINT DETERMINATIONS

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
Complaints Deemed Legally Sufficient and Probable Cause Found	484	435	348	322	317
Complaints Deemed Legally Sufficient and No Probable Cause Found	1,020	780	1,042	828	920

DISCIPLINARY ACTIONS

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
Emergency Restriction Orders (EROs) Issued	14	7	2	0	0
Emergency Suspension Orders (ESOs) Issued	84	40	60	89	52
Citations Issued	7	1	1	3	6
Dismissals Issued	49	51	57	76	108
Cases Resolved Through Final Order	330	276	262	294	407

OPEN CASES

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
Cases in Consumer Services Unit	5,560	8,900	10,449	35,195	42,094
Cases in Investigative Services Unit	1,733	984	779	883	846
Cases in Prosecution Services Unit	7,700	7,527	7,400	7,632	7,547
Cases in Compliance Management Unit	4,725	4,457	4,323	4,132	3,952

MQA'S VIRTUAL AGENT, ELI

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
Web Chats Conducted	98,870	69,490	49,327	70,401	75,143
Voice Calls Conducted	255,563	49,228	181,644	240,629	291,136

CUSTOMER CONTACT CENTER

	FY24-25 Q4	FY25-26 Q1	FY25-26 Q2	FY25-26 Q3	FY25-26 Q4
Calls Received	133,091	129,570	90,614	131,388	144,584
Calls Answered	67,216	63,089	47,998	51,224	61,394
Answer Rate (%)	51%	49%	53%	39%	42%
Average Talk Time with Client (min:sec)	5:08	5:20	5:20	5:48	5:27
Average Wait Time (min:sec)	38:27	42:15	35:50	65:49	71:30



Recommend improvements to this report by taking the [MQA Readership Survey](#).