



Arizona Board of Osteopathic Examiners In Medicine and Surgery

9535 E. Doubletree Ranch Road, Scottsdale, AZ 85258

Ph : 480-657-7703 | Fx: 480-657-7715 | www.azdo.gov | questions@azdo.gov

Frequently Asked Questions: License Renewal & CME

1. How do I know when it is time to renew my license?

You are due to renew your license on December 31st of either the even-numbered years or the odd-numbered years. If you are not sure when you are due to renew, please view your online profile on our website at www.azdo.gov > Doctor Search to check your next renew by date.

The Board will mail you a renewal notice letter at the last known mailing address we have on file for you. The renewal notices are sent out the last Friday in October in the year you are due to renew. If you do not receive your notice, you may still renew your license without it. The notice simply provides instructions about how to renew your license and tells you if you have been randomly selected for CME audit (Your notice letter states, "CME Audit – YES").

Please follow the instructions on your notice letter to renew your license.

2. How do I renew my license?

Instructions are on your renewal notice letter. On or about November 1st, the Board will post the links to the Online Renewal system and the paper forms. Renewal applications will be accepted beginning November 1st. The easiest and fastest way to renew is online using the Online Renewal form at www.azdo.gov > For DOs> Online License Renewal. At the end of the Online Renewal form, you will be required to pay your renewal fee by credit card. Visa, MasterCard and American Express are accepted.

You can also renew by printing and completing the two (2) page paper renewal form found on our website. You can mail the completed renewal form with your check, money order or credit card payment form or fax the completed renewal form with a credit card payment form to the Board. Please note it may take up to thirty (30) days to process a paper renewal. Paper applications are processed in the order in which they are received.

3. What is the Online License Renewal?

The Online License Renewal is our web-based system that lets you log in, complete the renewal application using your web browser and pay online using our secure system. Once completed, your addresses are updated in our database immediately, and your online profile will reflect that your license has been renewed within seconds. Credentialers look at your online license profile on our website to check the status of your license, so it is very convenient to have this updated in real time when you use the Online License Renewal. When you renew by sending in a paper form, it may take staff up to 30 days to complete your license renewal.

The Online License Renewal also has a voluntary ASU Workforce Survey built in to the renewal. If you do not wish to participate in the survey, you may opt out by clicking the "Next" button without selecting any survey fields.

4. Why am I getting an error message that says, "The information provided did not match our records" when I try to log in?

There are two reasons why you might receive an error message 1) the data in our database is not matching up with the data you typed in the fields, or 2) you are not due to renew this year. Please check your renew-by-date on your online profile (www.azdo.gov > Doctor Search). You may also call the licensing division at 602-771-2525 to troubleshoot the problem.

5. How much does it cost to renew my license?

The biennial renewal fee is \$636.00. This fee is non-refundable even if you move out of state or stop practicing for any reason. If you renew during the late renewal period (January 31 through April 30) you will be assessed an additional late fee of \$175.00, for a total of \$811.00. Renewal and late fees are non-refundable.

These fees will automatically populate when you reach the payment screen in the Online License Renewal application. If you are seeing a different amount on the payment screen, do not pay this invoice. Please call the licensing division at 602-771-2525 to troubleshoot the problem before you complete the payment.

6. Can I just send you a check without the application form?

No. You should not send a check by itself. If you want to pay the renewal fee by check, complete the Online Renewal or download the two-page License Renewal Application form and submit it along with your check. If you just send a check without completing the application, your renewal status will be “Renewal Deficient” and your license may expire if the form is not completed by April 30th.

7. Can I pay by credit card over the phone?

No, staff cannot accept credit card payments by phone. Credit card payments may be made through the online renewal system or by completing the credit card payment form and sending it to us by email, fax, mail or delivery service.

8. Where can I find the Renewal forms I need?

The forms are only available on our website from November 1st through April 30th. If between these dates, go to www.azdo.gov. To renew online, use the “**For DOs**” selection in the menu on the left side and click on “**Online License Renewal**” in the drop down menu. For paper renewal, click on “**License Renewal Forms**” in the drop down menu. A list identifying all renewal forms will be displayed. Click on the hyperlinked name of the form you need. The form will open as a PDF.

If you have trouble opening the PDF, you most likely need to update your Acrobat Reader. Many of the PDFs are set up for you to be able to type in the fields before printing. However, the paper renewal form only allows typing on the first page. The second page of the form must be completed by the renewing physician and signed.

9. Is a background check required for license renewal?

No. Background checks are required for the initial license application, locum tenens registration application, and teaching license application only.

10. How many CMEs do I need to maintain my license?

In order to maintain a license to practice osteopathic medicine in the state of Arizona, you are required to obtain forty (40) hours of Board approved CME during the two (2) years preceding license renewal (A.R.S. § 32-1825(B)). For example, if you are due to renew on December 31, 2017, you are reporting CME completed in calendar years 2016 and 2017.

As a D.O. licensed in Arizona, *regardless of your training, specialty, board certification, or state in which you currently reside*, CME per renewal cycle must include at least twenty-four (24) hours of Category 1-A activities sponsored by an AOA accredited sponsor. The remaining balance may consist of any category of CME, including CME activities sponsored by an accredited AMA or ACCME provider and certified by the accredited provider as AMA PRA Category 1 credit.

A physician may fulfill twenty (20) hours of the AOA Category 1A CME requirement each year by participating in an approved residency, internship, fellowship or preceptorship.

Contact the American Osteopathic Association (AOA) for specific 1-A program certification. You can review the CME Guide for Osteopathic Physicians published by the AOA at www.osteopathic.org.

11. Is the Board notified when I complete CMEs?

No.

12. Who tracks my CME?

The Board holds the physician responsible for his/her own recordkeeping. CME certificates/documentation need only be submitted upon request such as if you are randomly selected for CME Audit on your renewal notice.

13. This is my first renewal after receiving my license. Do I still have to attest to completing 40 CME credits?

No, you do not. If this is your first renewal, you are required to attest to completing 20 CME credits, 12 of which must be AOA Category 1A. Some new licensees choose to report 40 CME credits if they have 24 or more AOA Category 1A hours in the previous year, but only non-1A hours in the current year of licensure. This is also acceptable. Based on your original license issue date, the Board is aware you are attesting to either 20 or 40 CME. You only have to document your CME if you are randomly selected for CME Audit.

14. I am still in a Postgraduate Training (PGT) Program. Do I have to complete CMEs?

No. Your participation in a postgraduate training program fulfills 20 hours of AOA Category 1A CME for a given year, even if your training comprised only six months of the year.

15. What does “CME Audit - YES” mean on my renewal notice?

Five percent (5%) of renewing licensees are randomly selected for a CME audit of your compliance with the CME renewal requirement. If your renewal notice says “CME Audit – YES”, you have been noticed for audit. Also, if you request an extension or waiver, you are automatically added to the CME Audit.

If you renew online, the CME Audit page will automatically present after step #2. On this page, you are required to provide a list of all CME hours completed for the two years preceding renewal for a total of forty (40) hours. If mailing your renewal, you must complete the CME Audit/Extension Reporting Form which is available at www.azdo.gov.

Regardless of how you choose to renew, if you are audited, or if you request an extension or waiver, you must document CME you have completed in the previous two years.

16. I’ve been noticed for CME Audit. How do I document the CME I completed?

Your certifying specialty Board and/or the AOA maintain documentation of your CME in their activity reports. You may submit these reports to the Board to document your CME. For CME not accounted for on the activity reports, please send completion certificates. For SLS courses, send a copy of your wallet card showing the provider’s signature and date. Your license will not be renewed until your compliance with the CME requirement is fully documented. You may send documentation via fax, email, mail or delivery service.

17. Can the CME requirement be Waived?

It may be possible if the need is due to disability, military service, absence from the United States or other circumstances beyond the licensee’s control. The waiver request must be filed between November 1st and January 30th. Please use the Request for Waiver of CME Requirement form (downloadable from our website between the above dates) and submit appropriate documentation. The Board decides each waiver request individually.

18. If I will not have the required CME completed by December 31st, may I request an Extension?

Yes. You must file a Request for Extension of Time to Comply with CME Requirement form between November 1st and January 30th. With an approved Extension request, you have until April 30th to complete the required CME. This form can be found on our website during Renewal “season” between November 1st and January 30th. When you request an Extension, you are automatically added to the CME Audit.

19. If I have an approved Extension and I complete more CME hours than required, can I apply the rest of the hours to my current year requirement?

Yes. You can apply any extra hours. But, if you apply the same hours to two renewals, you may be in violation of statute and the Board may take disciplinary action against your license.

20. How will I know if the Online License Renewal worked?

It is best to complete the online license renewal in one sitting. You may opt out of the voluntary ASU survey by clicking the “Next” button without selecting answers. Once the Online Renewal is completed, you should receive a receipt by email. If you have not received this receipt, please call the licensing division at 602-771-2525.

Once complete, your profile on our website is updated within minutes. Click on “Doctor Search” in the menu on our website to search for and view your profile, and verify your license has been renewed.

If you have been noticed for CME Audit, the Renew By Date, Renewal and Expiration dates on your profile will not change but you will receive the email receipt. All your answers were saved and your payment processed, but your renewal status is “Renewal Deficient”. Your license cannot be renewed until we receive your documentation demonstrating the required CME was completed.

21. What is “Renewal Deficient”?

When you renew your license you may notice your online profile’s dates did not change. In our database your renewal status has been changed to “Renewal Deficient”. This is an **Active** license status. It means your renewal is administratively incomplete. A letter or email will be sent to you noting the deficiencies. The correspondence will also include instructions for completing the renewal process.

Deficiencies may include one or more of the following:

- An unchecked box on your application;
- Unpaid renewal fee and/or late fee payment (if applicable);
- Missing documentation of completed Continuing Medical Education (if randomly selected for audit); and/or

- Missing documentation regarding any “yes” answers on the Questionnaire and Confidential Questionnaire sections of the renewal application.

Your license cannot be renewed until your renewal application is administratively complete. If your license expires before a timely and sufficient renewal application is submitted to the Board, you must cease practicing medicine in Arizona and must reapply for and receive a new Arizona license before resuming the practice of medicine In the State of Arizona.

22. What happens if I do not renew by December 31st? Is there a grace period?

Yes, there is a four-month grace period to complete the renewal of your license. If you do not renew by midnight December 31st, submit your renewal by midnight January 31st to avoid any penalty fees.

23. What happens if I do not renew by January 31st? Is there a penalty for late renewal?

Yes, there is a penalty for late renewal. After January 31st, you are required to pay a late fee of \$175.00 in addition to the renewal fee. You have until April 30th to complete late renewal.

24. What happens if I do not renew before May 1st?

Your license will expire on May 1st. Renewal is no longer an option, nor is “re-instatement.” You cannot practice medicine in Arizona and you must re-apply for a new license if you wish to practice medicine in Arizona. It may take up to six (6) months to complete the application process. There is no guarantee of re-licensure. If your license expires and you wish to re-apply and you have not been practicing clinical medicine for more than a year, please review the Application Procedures for Doctors Re-Entering Practice on the website, www.azdo.gov, at “For DOs > New License Application > Initial Licensure > Application Procedures for Doctors Re-Entering Practice”.

25. If I do not wish to renew, what are my options?

If you do not renew your license, your license will expire on May 1st. You will continue to receive renewal reminders, including a phone call in April, until May 1st. After May 1st you will receive a letter from the Board stating your license has expired. You are not required to notify the Board that you are letting your license expire; there is no penalty or adverse action if you allow your license to expire.

If you prefer, you may write a letter and request the Board cancel your license. It will be cancelled immediately if you are not the subject of a Board investigation or disciplinary proceeding. You will no longer receive renewal reminders from the Board once your license has been cancelled.

26. Do you have an Inactive Status?

No. Your license is either Active or Expired.

27. Do you have a Retired Status?

Yes. You may request to have your license status changed to Retired Status by filling out the Affidavit form on our website at www.azdo.gov > For DOs > New License Application. Please read the attestations carefully. The affidavit must be notarized and the original affidavit sent to the Board by mail or delivery service. If you have an open investigation, the matter must be resolved before a request for Retired Status can be considered. Your request will be placed on an agenda to be decided on by the Board.

With a Retired Status, you can no longer practice medicine or prescribe medications. However, you may do volunteer work as a physician a maximum 10 hours a week. Renewal fees and CME requirements are waived with a Retired Status, but you are required to renew every two years. A renewal form will be mailed to you in November of the year you are due to renew.

28. I did not renew my license; now my license status says “Suspended-E” on my profile. What does this status mean?

“Suspended-E” means the expiration of your license has been suspended. You are currently the subject of Board investigation or disciplinary proceeding. When you did not renew your license, the expiration of your license was suspended until the open investigation is resolved. Because you did not renew your license, you cannot practice medicine in Arizona under a “Suspended-E” status. Once the matter is resolved, your license status will change.

29. How do I report the death of a D.O. physician?

To report the death of a physician licensed in Arizona, please send the Board a copy of the death certificate or obituary for verification purposes. The license will be cancelled immediately. No further renewal reminders will be sent.

Contact the Board directly with all other questions

Email: questions@azdo.gov

Licensing Division: 602-771-2525