



STATE OF WASHINGTON
DEPARTMENT OF HEALTH
Olympia, Washington 98504

June 18, 2008

Dear license holder:

Some renewal notices for credentials that expire in August may arrive later than in past years. Typically, renewal cards are sent about 60 days before a license is set to expire. This temporary delay is due to changes in fees and the new legislative process for approving them.

For the next month, renewal cards may only be sent about 30 days in advance. So, returning your payment promptly and making sure to include your renewal card is particularly important.

There has also been a temporary rise in backlog as a new computer licensing system has gone online. You can take some simple steps to avoid processing delays and assure your license is renewed promptly.

First, avoid the need for a manual renewal. The agency's automatic renewal system is working smoothly, with renewals processed in a day or two. To take advantage of this, send in the bar-coded renewal card, submit the correct fee, and provide all required information including continuing education. Name or address changes in your renewal may cause delays.

Second, submit address changes separately. Name or address changes can be submitted prior to renewal. Send any changes in name or address to the department's e-mail box or fax machine. The e-mail address is hpqa.csc@doh.wa.gov and fax number is 360-236-4818.

Third, don't wait to send in your renewal. Returning your renewal card and fee shortly after receiving it will help avoid a gap without a current license.

Processing time is continuing to speed up. The department hopes to cut the backlog substantially in early summer. As a bonus, the system supports the development of a new Web-based service to renew licenses and pay fees online. The goal is to have that feature available in the next year.

Thank you for your patience in this transition. We look forward to continuing to serve you. If you have any questions about these issues, please visit our Web site:

<https://fortress.wa.gov/doh/hpqa1/> or contact us at hpqa.csc@doh.wa.gov.

Sincerely,

Shannon Beigert

Director of Customer Service

Health Systems Quality Assurance Division