



## TIP GUIDE : NURSYS E-NOTIFY INTEGRATION

## **Nursys E-Notify Integration within OneView - Overview**

Our integration with Nursys uses their e-Notify API service to deliver fast, reliable verifications. Nursys is enabled for a select number of states. While we understand that each of our clients may have different standards for verification sources, our integration with Nursys brings us into compliance with NCQA standards for nursing license verifications.

## Nursys-Eligible States:

While Nursys is available for verifications in almost all US states and territories, it is only enabled in OneView for the states on the following list. All other states utilize a state-specific nursing or medical board for verifications. This ensures that we are following NCQA standards for nurse license verifications.

- Alabama
- Arizona
- Kentucky
- Missouri
- North Dakota
- Oregon
- Texas
- Virgin Islands
- Wyoming (except CNA and HHA titles)

Note that some state-specific nursing boards host a version of Nursys on their own website (such as Oklahoma). These sites are independent from the e-Notify service that Nursys offers, and we cannot use e-Notify to get data from these sources. If you need state-specific information from one of these boards, please use their manual verification process.

# How to Run a Nursys License:

The Nursys e-Notify service goes through two processes in order to return a verification.

**1. Rostering a provider:** This process involves sending out a nurse's personal information to Nursys to add them to our account for monitoring. In order to roster a provider, their OneView profile must have two data points on file: **SSN** and **DOB**. Without this information, we cannot get access to Nursys' e-Notify database, so make sure that your nurses have this stored on their profiles.

**2. Looking up a license:** If the provider is found in the e-Notify database, then the provider will be successfully rostered, and the updater will move on to step two to find the license information. Carbon will send the license number and state to e-Notify to look up the license data.

Once Carbon finds your provider's data, it will bring it back into OneView along with a PDF document, just like you're used to.

**DOB** Make sure that SSN and DOB are entered on the provider's profile in Personal Info

**SSN**

When you click on the updater button, Carbon will send your provider data out to e-Notify.

## Error Messages:

If the provider is not found in the e-Notify database, then we will get an error message back. There are several error messages we can receive:

- *The last four SSN value does not match what has been provided to Nursys by the board of nursing. Please contact the board of nursing about this license.*

**What this means:** Either SSN is missing from the provider profile, or the SSN value stored in the profile is incorrect. To troubleshoot, enter the correct SSN in Personal Info, then rerun the updater and click the Force Refresh icon at the top of the comparison modal.

- *Invalid or missing Birth Year. This field is required and must be a four digit numeric value. The Birth Year must be prior to 16 years from the current year.*

**What this means:** Either the DOB is missing from the provider profile, or the DOB value stored in the profile is incorrect. Note that while Nursys only asks for the birth year, OneView does require that you enter a full MM/DD/YYYY value in order to save the DOB. To troubleshoot, enter the correct DOB in Personal Info, then rerun the updater and click the Force Refresh icon at the top of the comparison modal at the top of the comparison modal (V1). From V2, select the checkbox next to the license and right-click to reveal the menu, then click Update Selected Licenses.

- *SSN and Birth Date do not match provided license. Please check if License Number is correct or verify that SSN and Birth Date are correct.*

**What this means:** If you're seeing this error, the most likely issue is that the provider's license number is incorrect or is not formatted correctly. If you know that the license number is correct, check the provider's SSN and DOB to ensure that these values are also correct.

- *Unable to locate this license in Nursys. Please verify the supplied license information.*

**What this means:** Both the SSN and DOB are likely missing from the provider profile. To troubleshoot, enter both values into Personal info, then rerun the updater and click the Force Refresh icon at the top of the comparison modal at the top of the comparison modal (V1). From V2, select the checkbox next to the license and right-click to reveal the menu, then click Update Selected Licenses.

## FAQ

### **Q: How can I troubleshoot Nursys errors?**

A: The first thing to do is check that a DOB and SSN exist on the provider profile. If these exist, then you can use QuickConfirm to verify that the provider's license number is correct. Once you have confirmed that the license number is right, check the SSN and DOB stored in OneView for errors. If you continue to experience errors after this process, please reach out to Modio support and we'll be happy to investigate.

### **Q: Are there security risks associated with rostering a provider?**

A: Nursys already holds all of the sensitive data that we might provide to verify a provider's license, so we are not giving Nursys data that it does not already have on file. Rostering a provider simply adds them to our account for monitoring, and does not grant anybody special access to their data. It's safe to keep a provider rostered in Nursys even if the provider has left your practice.

### **Q: How does Nursys work in V2?**

A: Nursys works exactly the same in V2 as V1 - the same data requirements apply, and verifications go through the same process. However, we have added a small tooltip next to the provider's name in the State License grid in V2 whenever a license state and title indicates that the license could possibly be verified by Nursys. This will help remind you to check for issues with the provider's SSN and DOB in Personal Info.

### **Q: Why isn't there Advanced Practice data on my e-Notify verification PDF?**

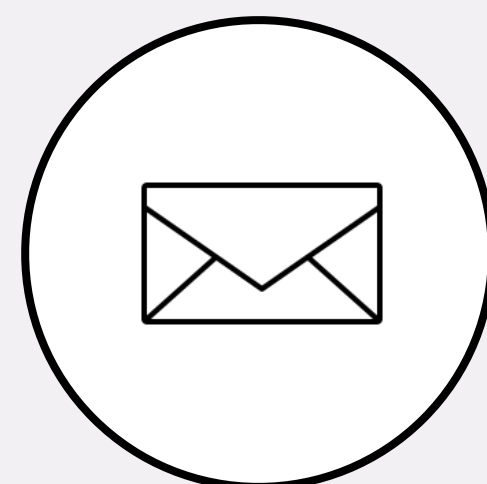
A: The Nursys e-Notify API only contains certain data points at this time. Advanced Practice data is not currently available via the API, but is a potential roadmap item for Nursys. Please contact Nursys directly regarding Advanced Practice data for your providers.

For additional questions or further training, contact the Modio Team:

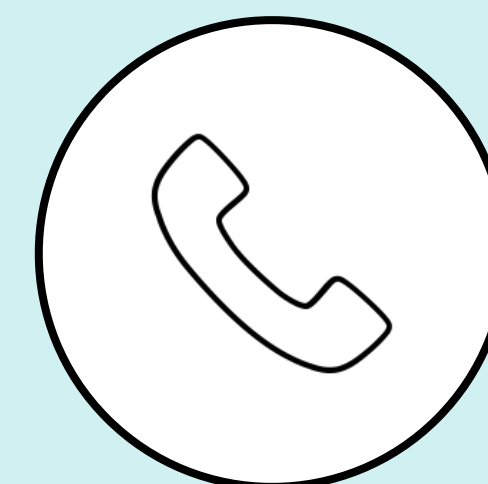
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