



House Professional Licensure Committee

Informational Meeting Agenda

April 8, 2025

9 a.m.

Majority Caucus Room

Call to Order

Opening Remarks/Member Introductions

PANEL -- Department of State

- Arion Clagett
Acting Commissioner, Bureau of Professional and Occupational Affairs

- Michael Rosenberry
Director, Bureau of Enforcement and Investigation

Questions from Members

Closing Remarks

Adjournment



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**Bureau of Professional &
Occupational Affairs**

Introductions

Arion R. Claggett - Acting Commissioner, Bureau of Professional and Occupational Affairs (BPOA)

Michael Rosenberry- Director, Bureau of Enforcement Investigations (BEI)



Agenda

- BPOA Overview
- Applications
- Licensure Compacts
- Licensure Modernization
- Licensure Fees
- Disciplinary Process
- Sunrise Evaluation
- Regulatory Promulgation Process
- Questions & Answers

BPOA Overview



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BPOA Overview

- The Bureau of Professional and Occupational Affairs (BPOA) was established in 1963 as part of the Department of State (DOS) to provide administrative, logistical and legal support services to professional and occupational licensing boards and commissions.
- Professional licensing protects the health, safety and welfare of the public from incompetent, fraudulent and unethical practitioners.
- There are 29 licensing boards and commissions, each with its own statute governing its powers and functions.

BPOA Major Functions

- Protect the public
- Review applications for licenses to ensure applicants meet the statutory requirements
- Issue individual and facility licenses
- Approve nursing education programs
- Approve and/or adopt written and practical licensure examinations
- Certify providers of education
- Administer public board meetings
- Promulgate regulations

BPOA Overview

- The Bureau is organized into the following functional areas:
 - Office of the Commissioner
 - Professional Health Monitoring Program
 - Health Licensing Division
 - Medical, Osteopathic Medicine, and Podiatry Division
 - Real Estate/Vehicle Licensing Division
 - Nursing Licensing Division
 - Business Licensing Division

Professional Health Monitoring Program (PHMP)

- The Professional Health Monitoring Programs (PHMP) provides a method by which Commonwealth licensed health care professionals suffering from a physical or mental impairment, such as a substance use disorder, can be directed to appropriate treatment and receive monitoring to ensure that they remain capable of safely practicing their licensed profession.
- PHMP is comprised of two programs, the Voluntary Recovery Program (VRP) and the Disciplinary Monitoring Unit (DMU).

Business Licensing Division

Active Licensee Counts by Board

- Accountancy – 29,005
- Architects – 11,699
- Auctioneer Examiners – 1,996
- Barber Examiners – 8,966
- Certified Real Estate Appraisers – 4,563
- Cosmetology – 127,973
- Crane Operators – 2,730
- Engineers, Land Surveyors, and Geologists – 58,397
- Funeral Directors – 6,601
- Landscape Architects – 985
- Navigation Commission – 36

Health Licensing Division

Active Licensee Counts by Board

- Chiropractic – 7,148
- Dentistry – 34,224
- Massage Therapy – 8,037
- Nursing Home Administrators – 1,737
- Occupational Therapy – 14,903
- Optometry – 3,103
- Pharmacy – 46,959
- Physical Therapy – 26,860
- Psychology – 8,434
- Social Workers, Marriage & Family Therapists, Professional Counselors – 35,996
- Speech-Language Pathology and Audiology – 11,279
- Veterinary Medicine – 9,118

Medical, Osteopathic Medicine, Podiatry Division

Active Licensee Counts by Board

- Medicine – 112,970
- Osteopathic Medicine – 20,996
- Podiatry – 1,421

Real Estate/Vehicle Licensing Division

Active Licensee Counts by Board

- Real Estate Commission – 67,121
- Vehicle Board – 42,630

Nurse Licensing Division

Active Licensee Counts by Board

- Nursing – 340,854

Nurse Authorization to Test (ATTs)

Old Process

- Processed manually by staff
- Required a Nursing Education Verification (NEV) match
- Required a Criminal History Records Check (CHRC)
- Average processing time 6 weeks

New Process

- For graduates of in-state nursing programs – completely automated
- Requires only an NEV match
- Average processing time 1 day (Must be registered with Pearson Vue)
- CHRC reviewed before the license is issued
- No backlog

Nurse Temporary Practice Permit (TPPs)

Old Process

- Processed manually by staff
- Required an NEV match
- Required a CHRC
- Average processing time 6 weeks

New Process

- Automated for graduates of in-state programs
- Requires only an NEV match
- Average processing time 1 day
- No backlog

Pittsburgh Call Center

- To further improve our customers' experience, BPOA piloted a mini-call center in Pittsburgh, that opened in 2024.
- Staffed with 6 clerical employees and 1 supervisor.
- 100% dedicated to the State Board of Nursing.
- Allows Harrisburg board staff to focus on processing applications (down to 6 days from 25).
- As a result of this improvement, we are moving to make this call center permanent.

Pittsburgh Call Center Phone Stats

- 09/18/2023 – 11/03/2023
 - Total Calls Received – 7,174
 - Abandonment Rate – 24%
 - Avg Wait Time – 14 mins
 - Longest Wait Time – 3hrs 42mins
- 09/18/2024 – 11/03/2024
 - Total Calls Received – 6,326
 - Abandonment Rate – 1%
 - Avg Wait Time – 1 min
 - Longest Wait Time – 21 mins

BPOA Processing Times Year over Year

Profession	2023	2024	2025
Real Estate Brokers	13	3	1
Vehicle Dealer	10	2	1
Pharmacists	26	5	4
Dentists	27	12	14
Doctors (US Grad)	43	5	9
Cosmetology Salons	15	5	1
Barber Shops	12	3	1

Licensing Boards & Commissions Framework

Licensing Boards & Commissions are made up of Public, Professional, and *Ex Officio* Members:

- Public members help ensure and encourage public participation in board/commission decisions.
- Professional members bring expertise and knowledge about the education, training, and experience necessary to obtain a license.
- Ex Officio members are board members who serve in an *ex officio* capacity as heads of other state agencies (Ex: The Secretary of Health sits on the State Board of Medicine).

Applications



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The "Life" of an Application

Evaluation results:

Board/Commission: Chiropractic
License Type: Chiropractor
Obtained By: Examination

CheckList Name	Instructions
Application	If the application process has not been completed within six months from the date the application was signed, the applicant will be required to resubmit the application and any supporting documentation (this does not include the record of graduation or exam scores). If the application process has not been completed within one year from the date it was received, applicants will be required to submit another application and processing fee.
Application Fee	An application fee of \$105.00 is required. Please note that all fees are non-refundable.
Child Abuse CE	All health-related licensees/certificate holders and funeral directors are considered "mandatory reporters" under section 6311 of the Child Protective Services Law (23 P.S. § 6311). Therefore, all persons applying for issuance of an initial license or certificate from any of the health-related boards (except the State Board of Veterinary Medicine) or from the State Board of Funeral Directors are required to complete, as a condition of licensure, 3 hours of approved training by the Department of Human Services (DHS) on the topic of child abuse recognition and reporting. After you have completed the required course, the approved provider will electronically submit your name, date of attendance, etc. to the Bureau. For that reason, it is imperative that you register for the course using the information provided on your application for licensure/certification. A list of DHS-approved child abuse education providers can be found on the Department of State Website .
Databank Report	Provide an official notification of information (Self Query) from the National Practitioner Data Bank. Please refer to the NPDB website for additional information. When you receive the "Response to your Self Query," you will need to upload it to your online application. The report will need to be uploaded, where prompted, in order to submit your application.
Education Verification	Forward the Verification of Education form to your school/university to complete. You are only required to verify the level of education completed which qualifies you for this license. The school must return the completed verification form directly to the Board. The form will be available for download and printing when the application is submitted.
FBI Background Check	Contact the Federal Bureau of Investigation (FBI) to obtain an FBI Criminal Background Check at https://www.fbi.gov/services/cjis/identity-history-summary-checks . The Board will accept the official FBI Report or a report from an official FBI approved Channeler. A list of approved channelers can be found at https://www.fbi.gov/services/cjis/identity-history-summary-checks/list-of-fbi-approved-channelers-for-departmental-order-submissions . The FBI Background Check must be dated within 180 days of the date the application is submitted to the Board.
Letter of Good Standing (LOGS)	Contact the state board office(s) where you hold or have ever held a license, certificate, permit, registration or other authorization to practice a health-related profession (whether active, inactive, expired or current) and request letters of good standing/verification of licensure in that state or jurisdiction. The letter must include the following: license issue and expiration date, license status (current or expired) and disciplinary standing. The letter(s) of good standing must be sent directly to the Board. If you have never held a license, certificate, permit, registration or other authorization to practice a health-related profession, then this does not apply to you.
Malpractice Insurance	Provide proof of professional liability insurance coverage for the minimum amount of \$100,000 per occurrence and \$300,000 per annual aggregate. A copy of your declarations page will be acceptable. It is sufficient for you to file a copy of a letter from your professional liability insurance carrier indicating that you will be covered against professional liability in the required amounts effective upon the issuance of your license to practice chiropractic in the Commonwealth. Upon issuance of the license, you will have 30 days to submit to the Board the certificate of insurance or copy of the policy declaration page.
National Examination	Contact the National Board of Chiropractic Examiners and request that exam scores be sent directly to the Board.

The "Life" of an Application

CheckList / Sub-CheckList	Received Date	Status	Actions	Document Date	Discrepancy	Instructions	Time Line
Application	03/25/2025	⊙ Pending Review	☰ Add Sub Checklist	03/25/2025 (03/25/2026)			
Application Fee	03/25/2025	👍 Completed	☰ Add Sub Checklist	03/25/2025 (03/25/2026)			
Board Review	03/21/2025	🚫 Not Received	☰ Add Sub Checklist				
Child Abuse CE	03/25/2025	👍 Completed	☰ Add Sub Checklist 👤 View Child Abuse Record		CheckList Moved On 03/25/2025 03/25/2025		
Databank Report	03/25/2025	⊙ Pending Review	📄 View Documents ☰ Add Sub Checklist	03/21/2025			
Education Verification	03/26/2025	⊙ Pending Review	📄 View Documents ☰ Add Sub Checklist	03/26/2025			
FBI Background Check	03/25/2025	⊙ Pending Review	📄 View Documents ☰ Add Sub Checklist	03/25/2025			
Letter of Good Standing (LOGS)	03/26/2025	⊙ Pending Review	📄 View Documents ☰ Add Sub Checklist	03/26/2025			
Letter of Good Standing (LOGS)-New Jersey	03/25/2025	⊙ Pending Review	📄 View Documents	03/25/2025			
Letter of Good Standing (LOGS)-New York	03/21/2025	🚫 Not Received					
Malpractice Insurance	03/25/2025	⊙ Pending Review	📄 View Documents ☰ Add Sub Checklist	03/21/2025			
National Examination	03/25/2025	⊙ Pending Review	📄 View Documents ☰ Add Sub Checklist	03/25/2025			

The "Life" of an Application

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF STATE
BUREAU OF PROFESSIONAL AND OCCUPATIONAL AFFAIRS
State Board of Chiropractic
P O BOX 2649
Harrisburg, PA 17105-2649
1-833-DOS-BPOA (1-833-367-2762)
7177877769 Fax

Dear [REDACTED]:

The Board/Commission is in receipt of documentation submitted for [REDACTED]. The following item(s) are needed to complete the application::

Checklist Name	Discrepancy Reason
National Examination	Contact the National Board of Chiropractic Examiners and request that exam scores be sent directly to the Board.

Please log into your account at www.pals.pa.gov to check the status of your application and upload additional documentation. Any documentation required from a third-party must be requested by the applicant. The application will be re-evaluated upon receipt of additional documentation.

*** THIS IS AN AUTOMATICALLY GENERATED EMAIL, PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL ADDRESS ***

*** YOUR EMAIL WILL NOT BE DELIVERED OR READ ***

Sincerely,

State Board of Chiropractic

The "Life" of an Application



**Commonwealth of Pennsylvania- Department of State
Bureau of Professional and Occupational Affairs**

Mailing Address P.O. Box 2649, Harrisburg, PA 17105 Toll Free: 1-833-DOS-BPOA




License Number :	Initial License Date :	Expiration Date :
License Type :	Chiropractor	License Status as of : Active
Issued By :	State Board of Chiropractic	
Address :		



Acting Commissioner Arion R. Claggett

Signature of Licensee



20240710277

Please verify the license by visiting <https://www.pals.pa.gov/verify> or by scanning the QR Code

Licensure Compacts



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Licensure Compacts

- The Department of State worked to receive approval from the FBI to utilize fingerprint-based criminal history record check information for healthcare professional license applicants.
- After two years of continuous efforts, on November 26, 2024, the FBI and U.S. DOJ (Criminal Justice Information Law Unit) granted final approval of enabling legislation allowing the PA Department of State to receive these FBI fingerprint-based criminal history record checks for healthcare applicants.
- The FBI approval came after the General Assembly enacted, and the Governor signed into law, legislation that required all applicants for healthcare professional licenses, effective January 13, 2025, to undergo an FBI criminal history background check.
- FBI Criminal History checks are necessary to fully implement and participate in the multistate healthcare licensure compacts which have been authorized by the General Assembly and any future licensure compacts.
- On March 3, 2025, the Department received the channeling approvals needed to commence building the system with Idemia. It is anticipated to go live in June 2025.

Licensure Compacts-Partial Implementation

- While waiting on FBI approval, the Shapiro Administration took action to address a critical need Pennsylvania hospitals and health systems were facing with partial implementation of the Nurse and Medical compacts.
- In September 2023, registered nurses and licensed practical nurses from other states who hold multistate licenses through the Nurse Licensure Compact are able to provide in-person and telehealth services to patients in Pennsylvania.
- Starting August 26, 2024, out-of-state physicians who have received a license from a Compact member state and a corresponding “letter of qualification” can apply to the IMLC to designate Pennsylvania as a state where the physician wants to practice and apply for expedited licensure from the relevant state licensing board.
- While we do not collect data on the number of nurses using a multistate license to practice in Pennsylvania, we can report since the end of March 2025 that 715 licenses have been issued for doctors under the state board of medicine and 134 have been issued under the state board of osteopathic medicine.

Licensing Modernization



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BPOA Licensing Modernization Project

- System Automation was chosen as BPOA's new vendor.
 - Evoke is the name of the platform.
 - Discovery Meetings and Requirements Gathering Sessions have begun.
 - Phase 1 Boards are in the Business Requirements Stage.
 - Target GO LIVE is Spring 2026.
 - Phase 2 Boards are in the Discovery Stage.
 - Target GO LIVE is second half of 2026

Licensure Fees



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Licensure Fees - Overview

- BPOA is entirely self funded. The bureau receives no funding from the General Fund. The General Assembly authorizes the boards to spend the funding in the Professional Licensure Augmentation Account.
- BPOA ensures that licensed professionals provide high quality and safe services for both initial licensure, practice and enforce standards.
- In order to provide this service, it is necessary for the bureau to employ over 350 staff members to work toward this effort.
- These individuals include division staff who process the initial licensure paperwork, renewals, revenue accounting, enforcement and investigations, and legal work including prosecution, board or commission counsel representation, and hearing examiners.

Pay Licensing
Fees



Licensure Fees - Overview

- Every practice act mandates that boards and commissions must adopt fees by regulation to cover their operating costs.
- All initial licensure application fees are reviewed to ensure the proposed fee covers the cost to conduct business.
- All fees are graduated over the course of three biennial renewal periods to cover potential fluctuations in costs for the board.



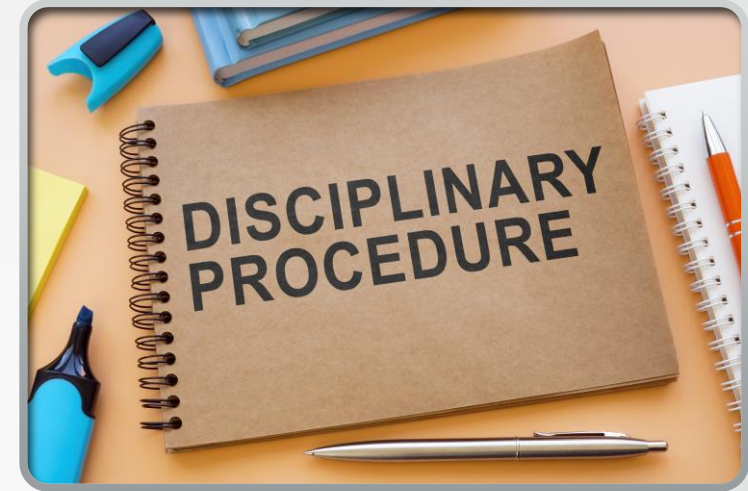
Disciplinary Process



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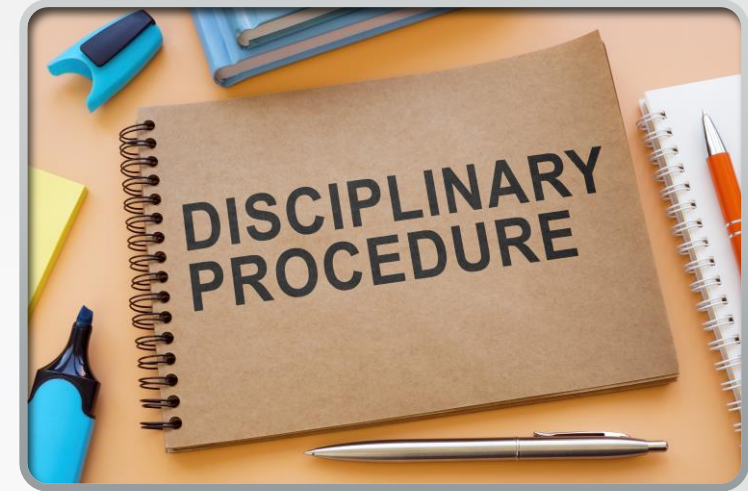
Disciplinary Process

- The Bureau of Enforcement & Investigation (BEI) conducts investigations on behalf of the boards and commissions, and conducts facility inspections and enforcement actions, including the issuance of citations.
- BEI has four regional offices across the state located in Harrisburg, Philadelphia, Pittsburgh, and Scranton.



Disciplinary Process

- Complaints can be initiated by members of the public, licensees, board or commission members, board or commission staff, competitor complaints, other state licensing boards, media information, and law enforcement.
- When a complaint requires investigation, BEI interviews witnesses, obtains documents, and collects evidence related to the allegation made in the complaint.



Investigations

- BEI investigates allegations of professional misconduct by licensees including, but not limited to: negligence, malpractice, incompetence, fraud, sexual misconduct, pharmaceutical drug diversion, and substance abuse.
- BEI also investigates allegations of unlicensed practice of the regulated professions.



Investigations

- Investigative findings are provided to the appropriate prosecuting attorney within BPOA for the determination of what, if any, legal action is appropriate.
- All complaints and investigations are confidential by law. Only final actions of the agency are public.
- BEI investigators complete an average 7,721 assignments annually.



Inspections

- BEI inspectors conduct new business, routine and directed inspections of facilities as authorized by the several professional licensing statutes.
- BEI conducted 29,264 new business, directed, and routine compliance facility inspections, in 2024.
- Average time for a new business inspection is under 4 days.



Bureau of Enforcement & Investigations

BPOA Inspections

Year	Inspections + Closed Investigations
2024	36,985
2023	33,330
2022	33,665
2021	29,783
2020	24,285

Sunrise Evaluation



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Sunrise Evaluation



- While the decision whether to regulate a profession is ultimately left to the General Assembly and the governor, groups seeking licensure or certification (either with a new or an existing board) are invited to submit a Sunrise Application to DOS' Office of Policy.
- DOS-Policy then reviews the application, conducts independent research and completes an analysis with recommendation.
- An evaluative report, recommending for or against licensure, is then forwarded to the Secretary of the Commonwealth and the Secretary of Policy and Planning for final review. Proponents are subsequently notified of the administration's position.

Sunrise Evaluation

The six Sunrise Evaluation Criteria are as follows:

1. A compelling state or public interest exists for the regulation or licensing.
2. The licensing is necessary to protect public health, safety, or welfare.
3. No other reasonably less restrictive means of regulating the practice exists.
4. The licensing will not create any undue barriers of entry into the practice of the profession or occupation or adversely affect the availability of services to consumers.
5. The profession is united behind the idea of the licensure.
6. A significant number of professionals would be licensed to ensure a reasonable cost to each.



Regulatory Promulgation Process



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Regulatory Promulgation Process

- Each year licensing boards and commissions in the Bureau propose and adopt numerous regulations and amendments to current regulations.
- In 2024, BPOA delivered a total of 23 regulations to IRRC. This is 47% of all regulations published by commonwealth agencies for the year.
- Some regulations, such as those requiring fees for examinations and renewals, are required by statute.
- In other instances, boards make changes to long-standing policy or wish to enact new standards of professional conduct for licensees.
- Whether a new regulation or changes to existing regulations are necessary, all proposed rule making of the boards must be adopted under the established process in the Regulatory Review Act.



How do boards adopt regulations?

- Before drafting regulations, the agency undertakes extensive public outreach to those who will be most likely affected by the regulation.
- Each regulation contains a brief preamble, written in clear and concise language, describing the compelling public need for the regulation, what the regulation requires in legal and practical terms and who the regulation will likely affect.

National Ranking



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Archbridge Institute State Occupational Licensing Index

- In 2023, Pennsylvania ranked in the bottom of the Archbridge Institute's State Occupational Licensing Index. In 2024, the Commonwealth ranked in the top 10 of least burdensome states to obtain an occupational license.

Questions?

Thank you!

