

## Frequently Asked Questions (MTL Renewal)

### **1) Will I receive an email confirmation after submitting my renewal?**

No, you do not receive confirmation via email. However, if you need a copy of your renewal questions or a receipt of your payment, please contact the Board of Medicine via email at [dcbomed@dc.gov](mailto:dcbomed@dc.gov) Please provide your license number, date of payment submission and transaction number. Please allow up to 72 hours for the processing of your request.

### **2) I forgot to print out a copy of my payment receipt, can I log back in to print this information?**

No, you cannot print out the receipt once you have left the renewal page. However, if you need a copy of your renewal questions or a receipt of your payment, please contact the Board of Medicine via email at [dcbomed@dc.gov](mailto:dcbomed@dc.gov). Please provide your license number and date of payment submission. Please allow up to 72 hours for the processing of your request.

### **3) I need a copy of the renewal questions that I answered. How can I retrieve this information?**

You cannot print out your renewal questions once you have exited the renewal. However, if you need a copy of your renewal questions, please contact the Board of Medicine Health via email at [dcbomed@dc.gov](mailto:dcbomed@dc.gov). Please provide your license number and date of payment submission. Please allow up to 72 hours for the processing of your request.

### **4) I have not received a physical copy of my license.**

Hard copies of licenses are not mailed. Your license status is available by clicking the following link: <http://app.hpla.doh.dc.gov/weblookup/>.

**5) I accidentally exited my browser in the middle of renewing, am I able to resume my renewal application, at a later time?**

No, you must complete your application in one sitting.

**6) What forms of payment are accepted for MTL renewal?**

Our online renewal system only accepts Visa and Mastercard. **NO AMERICAN EXPRESS.**

**7) I already submitted my renewal, but realized I made an error on my renewal application. Where can I send my corrections?**

Once you have completed the payment step of the application, you will be unable to make any changes to your application. In order to submit a change, please contact the Board of Medicine via email at [dcbomed@dc.gov](mailto:dcbomed@dc.gov) with an explanation. Please make sure the email subject line says "MTL Renewal Correction."