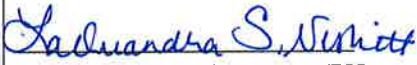
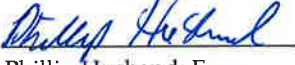


District of Columbia Department of Health <h2 style="text-align: center;">Return of Erroneously Collected License Application Fees</h2>		PROCEDURE 1410.000 Implementing Office: Health Regulation and Licensing Administration Training Required: Yes Originally Issued: OCT 12 2017 Revised/Reviewed:
Approved by:  LaQuandra S. Nesbitt MD, MPH; Agency Director	Review by Legal Counsel:  Phillip Husband, Esq.; General Counsel	Effective Date: OCT 12 2017 Valid Through Date: OCT 12 2020

I. Authority	Reorganization Plan No. 4 of 1996; Mayor's Order 97-42.
II. Reason for the Policy	The Health Regulation and Licensing Administration (HRLA) within the Department of Health (DOH) is the sole entity responsible for the issuance of professional licenses to health professionals practicing in the District of Columbia. To that end, it collects application fees which, in part, fund HRLA's process of verifying the applicant's qualifications and issuing the license. This SOP is required to establish clear eligibility criteria for the return to applicants of fees collected in error.
III. Applicability	This SOP shall apply to all employees, contract employees, interns, volunteers, and summer youth employees within HRLA (referred to collectively hereafter as "employees" or "HRLA employees") whose job duties include any component of receiving or processing health professional license applications, the issuance of health professional licenses, or the management of HRLA finances.
IV. Policy Statement	<p>On occasions where HRLA collects in error all or part of a fee from an applicant for a health professional license, HRLA may return to the applicant the amount of the erroneously collected fee only under the following circumstances:</p> <p>(a) If an applicant pays a duplicate application fee, HRLA shall return all monies collected in excess of what is required for the health professional license being sought.</p>

(b) If an applicant erroneously applies for licensure for the wrong health profession and subsequently applies for licensure for the correct health profession and if the health profession has a lower application fee than the health profession applied for in error, HRLA shall return to the applicant the difference between the fee already collected and the current fee for the application for the correct health profession.

Absent any of the conditions articulated above, HRLA shall not return an application fee. Examples of circumstances where HRLA will not return an application fee include, but are not limited to: a health professional license being denied/suspended/revoked, or the applicant withdrawing his/her application after payment has been received.

Upon receipt of a license application, the Health Licensing Specialist/Assistant reviewing the application shall assess whether a duplicate payment or overpayment was submitted. If there was a duplicate payment or overpayment, the Health Licensing Specialist/Assistant shall initiate the reimbursement process using the Reimbursement Request Form.

The Resource Development Specialist (RDS) is responsible for verifying available funds to cover the reimbursement, routing the request to the Office of the Chief Financial Officer (OCFO) for payment, and ensuring the reimbursement is correctly documented in the applicant's electronic record.

All health professional license applications shall clearly state that fees are non-refundable.

A Health Licensing Specialist/Assistant is responsible for providing clear professional guidance and clarifying the reimbursement eligibility criteria when and if an applicant requests a reimbursement HRLA is restricted from providing under this SOP.

The Deputy Director for Operations (DDO) is responsible for performing routine audits on reimbursement transactions to ensure that they are being issued only to eligible recipients. Any adverse audit findings are to be routed to the Senior Deputy Director.

	<p>Any employee violating the terms of this SOP may be subject to commensurate disciplinary action.</p>
<p>IV. Definitions & Acronyms</p>	<p>ASM- Administrative Services Manager</p> <p>Duplicate Payment- The unintentional submission of a required fee more than once.</p> <p>OCFO- District of Columbia Office of the Chief Financial Officer</p> <p>Overpayment- The submission of a fee in excess of what is owed for the license being sought.</p> <p>RDS- Resource Development Specialist</p>
<p>VI. Procedures</p>	<p>Procedure A: Reimbursement Requests Received through the HRLA Processing Center or Health Licensing Board</p> <ol style="list-style-type: none"> 1. The Health Licensing Specialist/Assistant shall review each incoming health professional license application to identify if an overpayment or duplicate payment has occurred. 2. If an overpayment or duplicate payment is present, the Health Licensing Specialist/Assistant shall Complete Section I of the Reimbursement Request Form (RRF) and retrieve the Payment Receipt from the applicant’s electronic record. 3. The Health Licensing Specialist/Assistant shall route the request to the Resource Development Specialist (RDS). 4. The RDS shall verify reimbursement eligibility in the applicant’s electronic record and add a screenshot of the “Initial Application” and “Account Detail” pages. 5. The RDS shall complete Section II of the RRF. 6. The RDS shall submit completed RRF to the Administrative Services Manager for signature authorizing reimbursement. 7. The RDS shall route the request to OCFO for payment.

	<p>Procedure B: Reimbursement Requests Received Electronically (Renewal)</p> <ol style="list-style-type: none"> 1. Upon receipt of a request for a reimbursement, the Health Licensing Assistant/Specialist shall route the request to the RDS. 2. The RDS shall search for overpayment or duplicate payment in the electronic payment system. 3. The RDS shall complete the Credit Card Reimbursement Transaction Form and route to the OCFO Accounting Officer. 4. The OCFO Accounting Officer will verify duplicate payment in electronic payment system and issue the appropriate reimbursement. 5. The OCFO Accounting Officer will notify the RDS and ASM of the reimbursement issued via the electronic payment system.
<p>VII. Contacts</p>	<p>Deputy Director for Operations – (202) 724-8801</p> <p>Administrative Services Manager – (202) 727-9949</p>
<p>VIII. Related Documents, Forms and Tools</p>	<p>Reimbursement Request Form</p> <p>Credit Card Reimbursement Transaction Form</p>