

**Justification to Change a National Practitioner Data Bank (NPDB) Instrument:  
*Request for Dispute Resolution***

Practitioners that have been reported to the NPDB may choose to elevate a report to Dispute Resolution (formerly known as Report Review or Secretarial Review). The process requires logging into a secure website. The Division of Practitioner Data Banks will implement system enhancements to improve user experience with completing the data collection form entitled, “Request for Dispute Resolution.” We believe the changes are non-substantive and they are necessary for the following reasons:

1. **Use Consistent Language.** The term “dispute resolution” replaced “report review” or “Secretarial review” because those terms were not clear to our users. The dispute resolution process is outlined on our website ([www.npdb.hrsa.gov](http://www.npdb.hrsa.gov)) and other NPDB resources, so updating the instrument with our current terminology is necessary to keep information consistent.
  
2. **Increase system capacity for users to upload information electronically.**
  - Documentation may not exceed 20 pages, including attachments and exhibits replaced the previous page limit of 10 page. If users exceeded the 10-page limit, they would mail documents to us, so we want to reduce user burden and go green.
  - Previously, the NPDB gave users an open text box for their statements/disputes. Now, users have the option to list out their dispute points in separate text boxes and upload additional attachments for each dispute point. This format change will allow users to easily outline each important point that they want to make and will provide more space to upload supporting documents.
  - The federal government also benefits from receiving more information electronically because it saves time waiting for snail mail documents and helps us process user requests faster.