

Overview of Changes to the  
DOH 329 Registry  
Patient Application System

For Certifying Physicians

# Overview

- The Certifying Physician MUST
  - Submit an Electronic Signature Agreement Form
  - Electronically certify their patient's condition and submit the electronic application to DOH
- The Patient Application System allows:
  - The patient to complete their portion of the application before seeing the certifying physician. This is referred to as a **Patient Initiated Application.**
  - The physician to enter an entire application on behalf of the patient. This is referred to as a **Physician Initiated Application.**

# Patient Initiated Applications

- Patient enters all of their own personal data (name, DOB, address, etc.), makes payment, and can upload documents
- Patient submits application to Certifying Physician
- Certifying Physician can view the application in the **Physician Pending Queue** and:
  - Certify the patient’s debilitating medical condition - *Required*
  - Submit to DOH for processing – *Required* (all required documents must be uploaded/attached before submitting to DOH)
- The Certifying Physician can also:
  - Edit their own physician information (i.e. address)
  - Upload required documents if patient cannot or did not
  - Review all information for accuracy, ideally, confirming this with the patient,
  - Return the application to patient if patient errors exist – physicians cannot edit patient’s data and vice versa
- Once the certifying physician submits the application to DOH, it is then placed in the DOH Pending Queue for DOH approval
- DOH will return online applications to doctors electronically if corrections are needed (see next screen)

**NOTE:** The system will prompt for the patient to download and prefill all Required Documents for that specific application based on the data that was entered. Physicians can also download, print, have the patient sign, and upload all required documents that are attached to the application in the pending queue to ensure that they are correct.

# Physician Initiated Applications

- Physicians may enter the entire patient application – this is referred to as a Physician **Initiated Application**.
- In this case, the physician enters all of the patient data, completes the physician's certification, takes **electronic** payment, and uploads required documents (i.e. valid ID, certifications)
- This is very similar to the CURRENT Interim System however, do NOT send hard copies to DOH and Money Orders will NOT be accepted.

# Returning Applications (to Patients)

## Returns: Physician to Patient

For **Patient Initiated Applications** - If the physician finds an error(s), the physician should return the application to the patient by clicking the **Return to Patient** button next to the application in the **Physician's Pending Queue**

- The physician should notify the patient of the required changes – the system will NOT notify the patient that it has been returned to them
- The physician can NOT edit the patient's information and vice versa
- Once the application is returned to a patient, it will no longer displays in the Physician's Pending Queue
- There is no charge to the patient to resubmit to the doctor

## WARNING:

- Corrections to data entry first, attach/upload required documents second - DO NOT upload any documents if the patient needs to make any corrections.
- Physician uploads will not be saved to the application until you submit it to DOH, **and** if you overwrite a patient's document the correct document may not be attached when submitted to DOH = INCOMPLETE Application.

# Returning Applications (to Physician/Patient)

## Returns: DOH to Physician/Patient

- DOH will return online applications to physicians or patients electronically if corrections are needed = INCOMPLETE Applications
- DOH will notify the physician/patient of the needed change(s)
- Physicians should look in their Pending Queue for applications with the status 'Returned by DOH'
- To make the corrections, open the application, make correct, and resubmit (no additional fee to submit)

Note: It is *unlikely* that applications will be returned to Physicians for **Patient Initiated Applications** but *possible* depending on the situation.

# Miscellaneous

- The Certifying Physician or their staff:
  - Should review the application for accuracy
  - May upload documents for **Patient Initiated Applications**

## Not Acceptable

- DO NOT mail paper documents in to DOH
- Money Orders and Cashier's Checks are NOT acceptable for new or renewal applications

# Security Reminders

- Treat the uploaded files (photocopies of IDs, signed documents) with same care used for ALL medical records
- Always protect your username and password

Thank you for reviewing the Overview to the  
DOH 329 Registry  
Patient Application System!

*For more detail review the step-by-step documents for patient-  
initiated and doctor-initiated applications*