

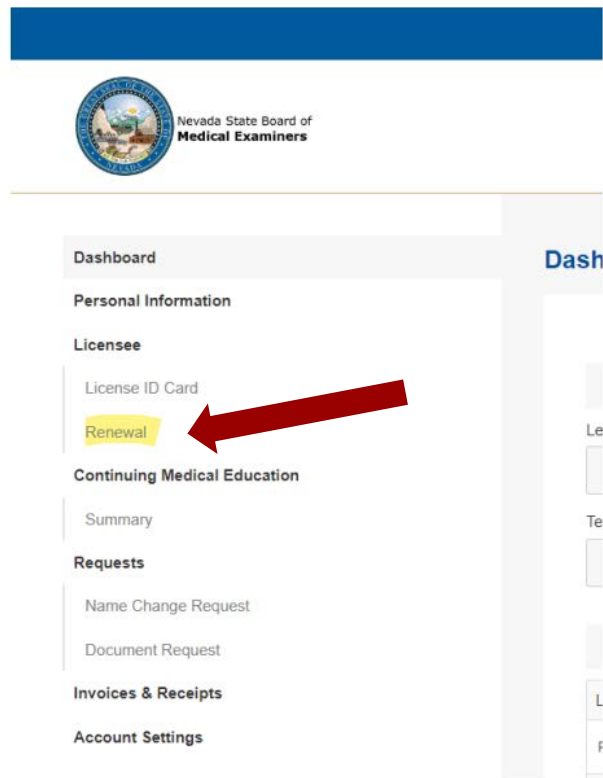
## FREQUENTLY ASKED QUESTIONS

If you have questions about renewals, or if you are having technical difficulties, please carefully read the following information prior to calling or emailing the Board.

### GENERAL FAQ'S

*How do I get to the renewal application?*

- Please select **Renewal**, located within the menu on the left-hand side of your dashboard:



*Why don't I see an invoice?*

- An invoice will not be generated until you *complete and submit* your renewal. Please select the **Renewal** option on your dashboard, not the **Invoices & Receipts** option (*see above*).
- **If you are an IMLC/Compact licensee:** please follow the directions from your renewal notice. After submitting your NSBME renewal application, you must then complete your IMLC renewal here: <https://www.imlcc.org/renew/>. You will pay for your renewal through the IMLC website.

***I submitted my renewal. Why hasn't my license expiration date updated to 2025?***

- Many renewals must be reviewed and approved individually. This can take several days to a week. If there is a problem with your renewal, you will be notified via email. Otherwise, an email will be sent to you once your renewal has been approved.
- If you selected payment by cashier's check / money order, your renewal will not be approved until that payment is received.

***Why was my renewal denied?***

- A renewal will only be denied if you are ineligible to renew. This most often applies to IMLC/Compact licensees who have not yet submitted all required application documents. If you are an IMLC/Compact licensee who received an email that your renewal was denied, please check your inbox and junk/spam folder for previous correspondence from the Board which should indicate any deficiencies. *Regulation T006-22 states that failure to provide the requested documents may result in your renewal application being denied.*

***I have questions about in-office surgery/procedure reporting. Whom should I contact?***

- Please direct all questions related to in-office surgery/procedure reporting to [medboardreporting@medboard.nv.gov](mailto:medboardreporting@medboard.nv.gov).

**TECHNICAL DIFFICULTIES**

***I don't see the Renewal option on my dashboard. What do I do?***

- Log out of your portal, clear your browser history, wait a few minutes, then log back in. *Please ensure that your browser is up to date.* If this does not work, please try using a different browser (*i.e., Chrome, Edge*).

***My renewal page is not loading. / My page gets stuck when I press "Save and Continue."***

- If you are attempting to renew on a mobile device (such as a phone or tablet), please instead try to renew on a desktop or laptop computer.
- If you are using a computer at work, you may wish to try your home computer. Many employer networks have firewalls that can interfere with the website.
- If none of the above works, chances are that the website traffic is too high. Please try again later in the day, or on another day, when there may be fewer people trying to renew at the same time.

## **CME QUESTIONS**

### ***What are my CME requirements for renewal?***

- Please carefully review your CME requirements here:  
<https://medboard.nv.gov/Licensees/CE/>
  - Please read any footnotes for further information

### ***Do I have to upload proof of my CME?***

- You do not need to upload proof of your CME unless you are selected in the random CME audit, at which point the system should direct you to a page to upload your CME.

### ***Do I have to complete the 2 hours of Misuse and Abuse of Controlled Substances; Prescribing of Opioids; or Addiction CME?***

- This CME is only required of MD's or PA's who are registered to dispense controlled substances pursuant to [NRS 453.231](#).

### ***Do I have to take a 4-hour Bioterrorism course?***

- MD's and PA's need only complete the 4-hour Bioterrorism course once during their licensure. If you have already submitted this CME to the Board in the past, you do not need to redo it.

### ***Do I need to complete the 2 hours of Suicide Detection, Intervention and Prevention CME?***

- This CME must be completed by MD's and PA's at least once every 4 years. If you have taken an approved course between July 1, 2019 and June 30, 2023, you may use that certificate for your 2023 renewal.

### ***Do I have to complete the Cultural Competency, Diversity, Equity and Inclusion CME? Where can I find this course?***

- This CME is only required for Psychiatrists and PA's working under the supervision of a Psychiatrist.
- You can find a link to approved Cultural Competency classes here:  
<https://dpbh.nv.gov/Reg/HealthFacilities/dta/Training/LGBTQ-Home/>

***Do I need to complete the 2 hours of Screening, Brief Intervention & Referral to Treatment (SBIRT) CME prior to my 2023 renewal?***

- MD's and PA's must complete this CME prior to their 2025 renewal.

***What are some good websites that MDs and PAs can use to find online CME courses?***

- The following are websites commonly used by applicants and licensees to obtain the necessary CME. ***Any*** AMA Cat 1 course that meets the subject and date requirements may be used:

[www.NetCe.com](http://www.NetCe.com)

[www.freecme.com](http://www.freecme.com)

[www.Medscape.com](http://www.Medscape.com)

[www.mycme.com](http://www.mycme.com)

<https://med.unr.edu/cme/cme-portal>

<https://wa-provider.kaiserpermanente.org/provider-support/cme>

**If your question was not addressed, please email or call your License Specialist. Due to extremely high call volume, *email may generate a faster response.* You may also call the Board office at (775) 688-2559**