



## LICENSURE TROUBLESHOOTING QUICK GUIDE

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When adding a license, we always recommend including the following information to ensure the likelihood of a successful run:

- **Providers name**
- **License State**
- **License #**
- **License Status**
- **License Type\***

\*While **License Type** is not a required field as not all boards utilize it, we recommend including it whenever possible. Without it, Carbon will default the search to the State Medical Board, which may not house all license types for that state.

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### TO TROUBLESHOOT A LICENSE:

Since Carbon utilizes online sources for verifications run through OneView, ensuring the license information matches the online database of a board will increase the chances of a successful verification.

1. **Review the reason for the error.** Carbon errors are listed on the last page of this guide.
2. **Manually verify the license on the appropriate source.** There are 2 ways to access the board for a particular license type:
  - a. Click the **Edit** icon to the far right of the record, select the **License Type**, then click the **Spyglass** icon to navigate to the source stored in Carbon.
  - b. Use the web search of your choice to search for “[State] [License Type] License Verification.” We recommend this in cases where the link used for Carbon does not take you to that source’s search page (such as Nursys).

*If you are unable to locate the license on the source, there may be a discrepancy with the information you have on hand. Please reach out to the Provider for a copy of their license information from the board itself.*

*If you are unable to access the source at all, Carbon will also be unable to do so. Make a note on the record that the source is inaccessible. If you are able, please reach out to support to give us a heads-up on this issue.*

**3. Review the information in OneView to ensure it matches that of the board.**

Check for variations in formatting such as:

- a. Where decimals, hyphens and spaces are
- b. Prefix/suffix use in the License Type (such as APRN-CNP vs CNP)
- c. What order the name is in (such as when there are multiple last names).

*Be sure to check the **First/Last Name** fields within the record in OneView to ensure they match the board.*

**4. Hit Save if you make any changes.** If a field is greyed out, it means the information previously entered was at one time correct. This can happen if any changes were made to the board after that last successful run. Please send us an email with the correct license information and our Data team will correct it for you.

**5. Run the verification via OneView the license again**

If you can access the source, manually locate the license, all information in OneView matches the source, but you are still receiving errors, please reach out to us at [support@modiohealth.com](mailto:support@modiohealth.com) or via live chat and we'll be happy to investigate further.

## WHAT DO THE CARBON ERRORS MEAN?

<b>Standard License Errors</b>	
<b>License not found</b>	This error occurs if the updater couldn't find a match between the license in OneView and the source site. Check that the provider's name is spelled correctly, that the license number is correct, and that there is a title associated with the license. If you've checked these items and are still getting the message, report the issue.
<b>Sorry, this State License Type is currently unavailable</b>	This error occurs because we don't currently support the state and title combination that you have entered. You may see this error after running a license from the Alerts section; however, if you go to the provider's Licensure section, you should no longer see an updater button available after receiving this error. We are constantly adding support for new license types, however, so please keep an eye out for updates.
<b>Source service currently unavailable</b>	This error typically occurs because the source site requires that we solve a CAPTCHA to prove we aren't robots. If you get this error, click on the force refresh button (circular arrow at the top of the updater window) up to 2 times before reporting the issue.
<b>The parameters sent to update service are not valid</b>	This error occurs if there is a problem with the updater. Please notify us if you encounter this message.
<b>Unexpected error, please try again later</b>	This error typically occurs if our updater couldn't reach the source website, either because of a connection error or because the source site is down. If you get this error, try using the force refresh button, or wait before trying the updater again.
<b>Nursys specific errors:</b>	
<b>The last four SSN value does not match what has been provided to Nursys by the board of nursing. Please contact the board of nursing about this license</b>	Either SSN is missing from the provider profile, or the SSN value stored in the profile is incorrect. To troubleshoot, enter the correct SSN in Personal Info, then rerun the updater and click the Force Refresh icon at the top of the comparison modal.
<b>Invalid or missing Birth Year. This field is required and must be a four digit numeric value. The Birth Year must be prior to 16 years from the current year</b>	Either the DOB is missing from the provider profile, or the DOB value stored in the profile is incorrect. Note that while Nursys only asks for the birth year, OneView does require that you enter a full MM/DD/ YYYY value in order to save the DOB. To troubleshoot, enter the correct DOB in Personal Info, then rerun the updater and click the Force Refresh icon at the top of the comparison modal.
<b>SSN and Birth Date do not match provided license. Please check if License Number is correct or verify that SSN and Birth Date are correct:</b>	If you're seeing this error, the most likely issue is that the provider's license number is incorrect or is not formatted correctly. If you know that the license number is correct, check the provider's SSN and DOB to ensure that these values are also correct.
<b>Unable to locate this license in Nursys. Please verify the supplied license information:</b>	Both the SSN and DOB are likely missing from the provider profile. TO troubleshoot, enter both values into Personal info, then rerun the updater and click the Force Refresh icon at the top of the comparison modal.