

**APPLICATION FORM**  
**NASCA 2001 OUTSTANDING PROGRAM AWARDS**

Program Title: e-Batch License Renewal Program  
**Category:** **E-government**  
State: Illinois  
Submitted by: Mary Barber Reynolds  
Title: Chief Technology Officer  
Department: Governor's Illinois Technology Office  
Address: 2 ½ Statehouse  
City: Springfield  
State: Illinois  
Zip: 62706  
Phone: (217) 557-3508  
Fax: (217) 557-9725  
E-mail: mary\_reynolds@gov.state.il.us

Illinois Department of Professional Regulation's  
e-Batch License Renewal

EXECUTIVE SUMMARY

The Illinois Department of Professional Regulation recently introduced a new government to business (G2B) program for renewing professionally held licenses, entitled "e-Batch License Renewal," which enables professionals to renew their licenses through their places of employment. The program represents a strategic alliance between the business community in Illinois and state government, demonstrating how the public and private sectors can work together for their mutual benefit. e-Batch renewal application eliminates the bureaucracy of working with the government and represents a service to the public.

With e-Batch, participating businesses are provided access to Illinois' database of licensees via the Internet. The employer collects the renewal forms and fees of the license holders they employ, then enters the license and personal identification numbers of those individuals into the database through a secure socket layer (SSL) on the Internet. The funds collected by the employer to cover the renewal fees are electronically transferred to the State Treasury via Automated Clearing House (ACH), and licenses are printed and mailed in approximately three days.

e-Batch makes perfect business sense - offering a service to professional licensees and the private sector business community while at the same time reducing a state agency's workload. The program shifts control from state government to the employing businesses participating in e-Batch.

e-Batch is one of three new automated renewal options the Illinois Department of Professional Regulation now offers. In addition to e-Batch, the public can also renew their professional licenses by credit card, either online or by calling a toll-free number.

e-Batch was implemented in March 2000. To date over 10,000 licenses have been renewed from seven professions in e-Batch.

e-Batch License Renewal

**Endorsements/References**

***“Outstanding Kudos, to the Department on e-Batch. It is user friendly, efficient and a secure application which assists in meeting public safety standards.”***

Audrey Neely, Corporate Manager of Professional Affairs  
Walgreens Drug Stores  
200 Wilmot Road  
Deerfield, Illinois 60015  
847-914-3940

***“e-Batch is an excellent use of technology coupled with cooperation between government and business to provide an excellent level of public service to employers and professional license holders.”***

Bruce Painter, R.Ph., Director  
Pharmacy Professional Services and Government Relations  
Wal-Mart, Inc.  
702 S.W. 8<sup>th</sup> Street  
Bentonville, Arkansas 72716  
501-277-0491

***“e-Batch renewal for pharmacy technicians is great! It is professional, efficient and secure, and everything I need is at my fingertips. It has made the technician renewal process a breeze!”***

Maggie Saboya, Professional Services Assistant  
Albertsons Osco Savon  
3030 Cullerton Drive  
Franklin Park, Illinois 60131  
847-916-4761

***“We renewed six pharmacy technicians in less than ten minutes and received the printed licenses in six days! I would strongly recommend e-Batch renewal for any size pharmacy.”***

Gary Reynolds, R.Ph.  
Reynolds Valu-Rite Pharmacy  
107 N. Jackson  
McLeansboro, Illinois 62859  
800-598-3321

Illinois Department of Professional Regulation's

## e-Batch License Renewal

### Description of Program

The e-Batch License Renewal program brings together state government and the private sector to provide a unique service to licensed professionals. With e-Batch, professionals renew their licenses through their place of employment.

The e-Batch License Renewal program provides participating employers of licensed professionals, such as hospitals, nursing homes, employment agencies, and pharmacies, access to Illinois' database of licensees via the Internet. The employer collects the renewal forms and fees of their licensees and enters the renewal data in the database using a secure interface. The e-Batch License Renewal program also provides a detailed report of the licenses renewed by the employer.

With a pre-established bank agreement, Illinois is able to initiate an ACH transfer of funds from the employer to a state account to cover the renewal fees of those professionals.

### Improvement in the Operation of Government

With the increasing participation in e-Batch and other automated renewal methods, the manual operations of the agency have been able to focus their efforts on improving the quality and efficiency of their operations. Now, even mailed in renewals are processed in approximately half the time than was customary before automated methods of renewing were available. Each renewal processed in the paperless e-Batch program means one less renewal form an employee of the agency has to handle, one less piece of mail received each day, and one less check to deposit. Furthermore, the number of checks returned for insufficient funds have significantly been reduced, enabling the staff assigned to collect returned checks to perform other integral functions of the agency.

### Benefits of e-Batch

- Guarantees the employer that their employee is licensed.
- Saves the State of Illinois money in manpower hours processing renewals.
- Generates revenue for the State of Illinois through more expedient investment of the money received.
- Enables the licensed professionals to receive service (i.e. professional license) much sooner than with applications submitted manually.

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**Calculation of Actual Savings\***

The e-Batch License Renewal program cost \$12,500, excluding hardware, to begin operating. This investment was devoted solely to programming costs, as the Department of Professional Regulation already had the hardware and software to accommodate the project. To date, \$326,000 in fees has been collected through e-Batch.

- e-Batch saves the State of Illinois money in manpower hours processing renewals.
- e-Batch generates revenue for the State of Illinois through more expedient investment of the money received.

\*The cost listed did not include any hardware, if required. The receipts for these new types of renewals would have been collected regardless of renewal method; however, the cost of processing "paper" renewals was greatly reduced.

**Benefits Realized by Service Recipients**

Registered Nurses

In March 2000, e-Batch was tested with the renewal of over 140,000 registered nurses, Illinois' largest profession. During the registered nurse renewal, 60 Illinois hospitals and healthcare employers agreed to participate in this pilot. As a result, nearly 3,500 nurses were able to renew their licenses quickly and easily.

The 60 participating hospitals benefited as well. Illinois law requires hospitals to verify the credentials of licensed professionals on an on-going basis. With e-Batch, participating hospitals were able to download a list of all registered nurse licenses they renewed - eliminating the need for the hospitals to write numerous letters, or make telephone calls, regarding the credentials of individual nurses. Sixty Illinois hospitals and other healthcare employers participated in e-Batch, resulting in nearly 3,500 renewals being processed faster and more efficiently by Department staff.

Pharmacy Profession

In February and March 2001, the Illinois Department of Professional Regulation allowed pharmacies to participate in renewing their pharmacy technicians via e-Batch. More than 30 businesses utilized e-Batch to renew their pharmacy technicians, and nearly 30 percent of all renewals received in the agency were completed by businesses using e-Batch. This is the largest

participation of any profession since e-Batch was deployed.

### Benefits for Licensees

- Renewing the license is much easier.
- e-Batch enables the licensed professionals to receive service (i.e. professional license) much sooner than manually submitted applications.

### Benefits for Employers

- Less Liability - e-Batch renewal program guarantees the employer that their employee is licensed.
- e-Batch enables the licensed professionals to receive service much sooner than manually submitted applications.

Illinois law requires some businesses to verify the credentials, on an ongoing basis, of licensed professionals they employ. With e-Batch, participating employers are able to download a list of all licensees they renew - saving the employer from writing a letter, or making a call, to get the information they require.

When registered nurses were renewing their licenses in 1998, approximately 6,300 who had submitted their renewal forms did not have an active license in hand by May 31, the date their licenses expired. As a result, many Illinois hospitals had nurses who could not work on June 1, 1998.

During the 2000 nurse renewal, hospitals that used e-Batch were assured their nurses would be licensed and able to work.

### **Continued Growth and Relevancy of Use**

e-Batch is a service the Illinois Department of Professional Regulation will continue to promote for paperless renewals. We anticipate an even greater increase as more hospitals and healthcare employers participate for the renewal of physicians, practical nurses, respiratory care practitioners, and other licensed health care workers.

The program can also be used by numerous other professional groups regulated by the agency, including: public accountants, professional and structural engineers, architects, security guards, and many of the other nearly 600,000 individuals in 46 different professions which the Illinois Department of Professional Regulation is responsible for licensing.

The Department of Professional Regulation has demonstrated the capability of e-batch to the State of Wisconsin's licensing agency. IDPR employees are also working with the Council on Licensure, Enforcement and Regulation (CLEAR), a nationwide association of every state licensing and enforcement agencies, to demonstrate e-batch at their next annual conference. Certainly the success of the program will lead other states to begin developing similar programs.