

Public Protection through fair and impartial application and enforcement of practice acts



INSIDE THIS ISSUE:

MESSAGE FROM THE BOARD	1
SPRING 2021 LICENSE RENEWAL	2
LET'S TALK TELEHEALTH!	3
SCAM ALERT	4
CME OPPORTUNITIES	5
SEEKING NEW BOARD MEMBERS	6
CORONAVIRUS VACCINATIONS	6
KUDOS FROM PATIENT	6
FUNDING FOR VACCINATION CLINICS	7
BOARD ACTIONS	8
BOARD MEMBERS AND STAFF	9

Idaho State Board of Medicine

THE REPORT Spring 2021

Message From the Board:

THE IDAHO STATE BOARD OF MEDICINE AND THE IDAHO MEDICAL ASSOCIATION: WHAT'S THE DIFFERENCE?

Keith E. Davis, MD, FAAFP, Board Member

I'm a Board Member of the Idaho State Board of Medicine (BOM) and a Trustee on the Idaho Medical Association (IMA) Board of Trustees. At the IMA, I'm a Past President and I serve as the Alternate Delegate to the AMA.

In 1893, twenty Idaho physicians met in Boise to improve medical practice and the care of patients in Idaho. They formed the Idaho State Medical Society (Society). In 1967, the name was changed to Idaho Medical Association which is still in place to-day. The Society lobbied for stronger licensing procedures and helped pass the Medical Practice Act of 1949 which established the Board of Medicine. Over the years, IMA members have worked to promote quality of care, continuing medical education (both CME and residencies), safe practices, and a leadership role in public health and safety issues. The Society proactively supported polio immunization, public water fluoridation, civil defense planning, cigarette warning labels, use of seat belts, child abuse reporting, motorcycle helmet use, day care licensing, cigarette taxes, minimum drinking age, immunization of schoolchildren, and countless other issues over the years.

Currently the IMA has a Board of Trustees elected by association members and including DO/MD physicians, residents, medical students, retired physicians, NPs, and PAs. At the close of 2020, IMA membership numbered 4,017. The Idaho Osteopathic Physicians Association (IOPA) is also a physician membership organization open to DOs and MDs with one of the eight board positions reserved for an MD, one for a resident, and one for a student.

The Board of Medicine is the government licensing board which is responsible for licensing all physicians to practice in Idaho. (In some states, MDs and DOs are licensed by different regulatory entities, but not in Idaho.) Currently the BOM licenses over 7,000 physicians and residents. Telehealth, the VA and other areas of medical practice in Idaho are more complicated and will not be addressed in my article. If you're reading this as an Idaho physician, you have already gone through the application process and had a license issued. You must now complete at least 40 hours of CME every 2-year period and avoid legal pitfalls such as a felony conviction. Be very careful when you recertify your Idaho license each year and complete the process yourself. I urge you not to delegate this task! Incorrect answers to questions about criminal history, hospital privileges, etc., are fairly common ways to get the attention of the Board of Medicine and you do not want that.

The IMA and IOPA are membership organizations which are optional. They charge membership dues which most physicians find to be of value based on the many services they provide and which the Board of Medicine – as a government agency – understandably does <u>not</u> provide.

Continued on page 2

Here is a brief outline of some of the current IMA services to members: 1) legislative representation, 2) reimbursement assistance, 3) payor policy portal (new!), 4) audit consultation, 5) physician advocacy, 6) publications, and 7) CME. Although the Board of Medicine does support the practice of medicine, its mission is PUBLIC SAFETY first and foremost and not physician advocacy in the usual sense of the term.

In summary, the IMA predates the Board of Medicine by over 50 years. The IMA is an optional membership organization that offers many services to members that are not available from a government agency like the Board of Medicine. Different missions. Although the IMA is most certainly concerned about public safety, the overall mission is broader and includes unifying and advocating for all Idaho physicians, promoting the art and science of medicine and remain dedicated to improving the health and well-being of all Idahoans. The Board of Medicine is about that last part: improving (particularly protecting) the health and well-being of all Idahoans.

The Board of Medicine strives to be proactive in guiding physicians in good practice because that ultimately protects the public. The Board of Medicine is a government agency – Board members are appointed by the Governor – with the powers but also the political and budgetary barriers that can bring. The IMA also strives to be proactive in guiding physicians in good practice and offers many tools to help, including the seven I just mentioned.

Are there challenges to serving on the Board of Trustees of the IMA as well as the Board of Medicine? Absolutely. I cannot officially represent the Board of Medicine to anyone including the IMA. I cannot officially represent the IMA to anyone including the Board of Medicine. The confidentiality of each organization must be held separate. Perhaps the most important challenge is to recuse myself from any consideration or discussion at the Board of Medicine regarding an individual that I am close to, such as a current or former employee, or someone I know closely through the IMA. I also cannot provide confidential Board of Medicine information to the IMA. I recuse myself from some discussions at nearly every meeting of both organizations! However, the benefit to both organizations is significant in having a member that well understands the workings, mission, strengths and, yes, weaknesses of the other. I believe working with both organizations is service to the public.

THE BOARD OF MEDICINE 2021 RENEWAL SEASON IS HERE

The renewal period opened May 7, 2021. We mailed and will be emailing renewal notices to all licensees whose licenses expire 6/30/21. The renewal period is open until 6/27/21 due to the State of Idaho fiscal year end deadline. After that date, renewals will close, and anyone not renewed must reinstate their license and will be charged the standard reinstatement fee for their profession.

CURRENT ISSUES OF WHICH TO BE AWARE

- If you hold a Primary Supervising Physician license, SPHYxxxx for the purpose of supervising physician assistants you will no longer need to renew that license. (More details on the new Legislative rules will be forthcoming.)
- Remember to look for the "Receipt" page after you have added your credit card information and clicked Pay Now.
- Use of Apple devices and the Safari browser is possible. Click on the <u>Adjust Safari Settings</u> link on the Online Renewal landing page for instructions.
- If you are renewing your Idaho Compact license through the Compact, your license will be renewed once you answer the renewal questions at the online renewal link on the BOM website at <u>bom.Idaho.gov</u>
- Military Renewal Fee Waiver please note that requesting to have your renewal fees waived may have an impact on your practicing privileges. You may want to discuss this with your supervisor.
- IMPORTANT: Failure to verify the accuracy of answers to renewal questions completed by a third party on your behalf (staff member credentialing agency, etc.) is not a de-

fense against potential discipline for inaccuracies or misrepresentation on your renewal application.

Please do not send the same email to multiple staff members and/or leave multiple voicemails. We are dealing with a high volume of inquiries and have designated staff to respond. Sending to multiple email addresses creates further work and may contribute to a delay in our response. Please direct all renewal or licensing inquiries to the Board at licensing@bom.idaho.gov and include your license number.

NEXT STEPS

- DEADLINE FOR RENEWAL IS 10PM, SUNDAY JUNE 27, 2021.
- If you take no action during this renewal period, your license will be CANCELLED, and you will receive an Intent to Cancel notice.
- If you do not wish to renew, the Board requests that you send a "Cancel by Request" written notification to <u>licensing@bom.idaho.gov</u>

Please note that the Board of Medicine will be moving to email notification only after the June 30, 2021 renewal period ends. Please make a note this this will be the last year of paper mailing. Please update your contact information on our website with your best email address for official Board communication.

LET'S TALK TELEHEALTH!

TELEMEDICINE THROUGH COVID-19 AND LOOKING AHEAD

The practice of telehealth in Idaho is booming and helping providers tackle the coronavirus pandemic in the era of physical distancing. Idaho State Board of Medicine (BOM) staff is receiving many questions regarding the practice of telemedicine in Idaho under the current State of Emergency due to COVID-19.

The BOM temporarily lifted some rules allowing out-ofstate and out-of-country physicians, physician assistants, and respiratory therapists responding to COVID-19 to practice in Idaho without an Idaho medical license for the duration of the Idaho emergency declaration. The provider must be licensed in another state or country and in good standing. Please refer to the <u>BOM Emergency Proclamation issued on March 18, 2020</u>. The allowance for out-of-state or out-of-country providers to practice is effective as long as the <u>Idaho Emergency Declara-</u> tion issued by Idaho Governor Brad Little is in effect, and the Emergency Declaration Proclamation was last updated on April 23, 2021.

The BOM asks out-of-state and out-of-country providers in good standing to notify the Board of their intent to practice in Idaho without an Idaho medical license. A provider may notify the Board by e-mailing <u>in-</u> <u>fo@bom.idaho.gov</u> the following information:

- Name of the provider
- State the provider is licensed in good standing
- The license number
- Statement that the provider intends to practice in Idaho in response to the Emergency Declaration

Once the Idaho Emergency Declaration is lifted, all providers practicing in Idaho through telemedicine must hold an Idaho medical license. A provider may apply for a Idaho medical licensure to ensure continuity of care for patients. Information on how to apply can be found on our website. Below are estimated application processing times for licensure:

- Physician: 6—12 weeks
- Physician Assistant: 8—12 weeks
- Respiratory Therapist: 8—12 weeks

The Interstate Medical Licensure Compact (IMLC) is the fastest path to physician licensure in any of the 32 states or territories who enacted Compact licensure. The pro-

vider applies on the <u>IMLC website</u> to obtain a Letter of Qualification (LOQ) from their State of Principal License (SPL). Once their SPL issues the LOQ, that physician can request licenses from other states that are members of the Compact.

The Idaho Legislature took up a number of bills on the practice of telehealth during the 2021 session.

• House Bill 38, Telehealth Access Act

Clarifies the requirements necessary for prescribing medications via telehealth, expanding beyond the current limitations of the act to align with allowances made during COVID-19 pandemic response. This bill was signed by the Governor on March 15, 2021.

House Bill 179, Interstate Telehealth

This bill came from the Occupational Licensing and Certification Laws Committee of the Idaho Legislature. Prior to the pandemic, medical services were only available by providers licensed in Idaho. That was waived during the pandemic and several rules and laws were temporarily waved to make it easier for Idahoans to get the care they need and for providers to offer services through telehealth. If passed, this bill would make the temporary waived rules permanently suspended. This bill is currently pending with the House Health and Welfare Committee.

 <u>Senate Bill 1126, Virtual Care Access</u> and <u>Senate Bill</u> <u>1127, Telehealth</u>

These bills amend the existing telehealth law regarding establishing a provider-patient relationship using telehealth technologies, among other provisions. Currently, these bills are pending in the Senate and House Health and Welfare Committees.

We will keep you updated on telehealth practice changes as we move through the end of the legislative session. Thank you to all our licensees for providing care to the citizens of Idaho through all the challenges of the coronavirus pandemic and changes in your practices.

Irina Voyce, Management Assistant, Idaho State Board of Medicine

SCAM ALERT: SCAMMERS ARE TARGETING IDAHO PHYSICIANS!

The Idaho Board of Medicine has received multiple reports from concerned providers regarding suspicious phone calls and letters.

Scammers are contacting Idaho medical providers claiming to be from either the Idaho Board of Medicine, the U.S. Department of Justice, or the Drug Enforcement Administration.

The provider is told their medical license has been suspended and the scammer demands that a payment be wired for the license to be reinstated, or the caller says the provider is under investigation and an immediate payment is required to prevent license suspension.

In each of the reported Idaho cases, the caller spoofed the Board's business phone number, so it appeared on the caller ID as "Idaho Board of Medicine 208-327-7000," identified themselves as an Investigator with the Board and demanded to speak to the licensee immediately.

Suspicious Phone Calls – What to know, and what to do

- Board staff will never demand to speak to a provider. Hang up and call the Board directly or send an email to info@bom.idaho.gov.
- Board staff will never demand payment by phone. Hang up and do not provide any information.

Suspicious Letters – What to look for

Below is a list of red flags found in a recent scam letter reported to the Board by an Idaho medical practice. If you receive a letter with any of these red flags, or something just doesn't look right, contact the Board's office for confirmation before responding.

- Photocopied letterhead using the Board's previous address on Westgate Drive.
- Grammar and spelling errors.
- Legal references that do not make sense such as "section 1146 of Aviation Drug Act".
- Copied and pasted signatures.
- Signature line indicating the Board of Medicine is under the National Medical Association or the Department of Health & Welfare.

Remember, the Board will not take actions against a provider's licensee, such as a license suspension or other discipline, without due process and without notice to the licensee.

If you have any questions regarding potential scams or questions regarding a provider's license status or the Board's discipline procedures, please contact the Board at 208-327-7000 or by email at <u>info@bom.idaho.gov</u>.



The Board of Medicine conducts random CME audits! If you are selected, be prepared to provide documentation.

VETERAN-FOCUSED CME AVAILABLE ONLINE THROUGH VHA TRAIN

Community providers who treat Veterans are invited to take a variety of self-paced, accredited online courses, offered 24/7 through <u>VHA TRAIN MISSION Act (MA) Curriculum</u>, to help meet MISSION Act 131 and 133 competency standards. Sections 131 and 133 require VA to ensure that all community providers treating Veterans meet certain requirements regarding opioid prescribing practices and meet certain competency standards.

These courses available on VHA TRAIN MA provide training and resources in the areas of military culture, suicide prevention and other Veteran-related topics, equipping community providers with general knowledge about mental and physical health diagnoses commonly found in the Veteran population.

Click on any of following courses to learn more and register:

- <u>Community Care Provider Opioid Safety Initiative</u>—This course was designed to build a collaborative effort between the VA and non-VA care providers promoting evidence-based management of Veterans with chronic pain, improve patient outcomes, and decrease incidence of complications in regard to opioid prescribing. No accreditation offered.
- <u>Community Care Provider: A Perspective for Veteran Care</u>

 This course offers an introduction for community providers about Veterans and diagnoses that are deemed more common in Veteran patients. Accreditation offered:
 AAPA, ACCME, ACCME-NP, APA, ANCC, ASWB, NYSED SW and JA IPCE
- MISSION Act 133: A Core Training on Military Sexual Trauma (MST) for Community Medical Professionals This course is designed to provide community medical professionals with brief training on key information related to



the care of Veterans who experienced MST. Accreditation offered: ACCME, ACCME-NP, ANCC and JA IPCE

- MISSION Act 133: Core Training for Military Sexual Trauma (MST) for Community Mental Health Providers—This course is designed to provide community mental health providers with training on key information related to the care of Veterans who experienced MST. Accreditation offered: APA, ASWB, NBCC and JA IPCE
- <u>MISSION Act 133: Traumatic Brain Injury</u>—This course is designed to provide community providers with general training and resources in the areas of military culture, traumatic brain injury, suicide prevention and other related topics. Accreditation offered: ACCME, ACCME-NP, ANCC, AOTA, APA, APTA, ASWB and JA IPCE
- <u>MISSION Act Section 133: PTSD Course</u>— This course gives community providers basic information on the diagnosis and treatment of PTSD. Accreditation offered: AC-CME, ACCME-NP, APA, ANCC, ASWB, NBCC, NYSED SW and JA IPCE

Community providers must be registered in <u>VHA TRAIN MA</u> <u>Curriculum</u> with a National Provider Identifier (NPI number). <u>Registration</u> only takes a few minutes of your time and the benefits offered are immeasurable. A VHA TRAIN MA Curriculum account offers 24/7 access to hundreds of accredited courses on numerous subject matters in order to meet the learning needs of community providers caring for the Nation's Veterans. In addition, registered users have access to over 5,000 accredited courses in VA's main <u>VHA TRAIN</u> site. Click here to access a catalog of VHA TRAIN MA courses available and <u>here</u> for VHA TRAIN courses.

For help with course subjects or competencies, please contact the VHA TRAIN help desk at <u>VHATRAIN@va.gov</u>. For further information about the MISSION Act courses above, please contact <u>support@missionact.org</u>.

ECHO Idaho is hosting a free Behavior Health in Primary Care Program. The program is led by a panel of mental health experts to help participants learn best practices for treating common mental health conditions and connect with peers from around the state. The online sessions encourage dialogue amongst clinicians about treating behavioral health issues.

Sessions are on the first and third Wednesday of the month from Noon to 1 p.m. MST. <u>Visit the Echo Idaho website to regis-</u> ter and view the full session schedule.

BOARD OF MEDICINE FACEBOOK PAGE



The Board of Medicine is now on social media. Find us on Facebook and give us a like for the latest updates from the Board.

Find us on Facebook!

SEEKING NEW MEMBERS—APPLY TO SERVE ON THE BOARD OF MEDICNE AND COMMITTEE ON PROFESSIONAL DISCIPLINE

The Board of Medicine and the Committee on Professional Discipline (an advisory committee to the Board) are both seeking nominations for new members to replace two Board and two Committee members whose terms are expiring.

The Board of Medicine requests that any interested MDs complete the <u>application from the Office of the Governor</u>, along with sending a resume/CV and/or bio to the address on the application.

The Committee on Professional Discipline requests that any interested MDs or DOs submit their CV and a letter of interest via e-mail to the Executive Director of the Board at <u>anne.lawler@bom.idaho.gov</u>.

Both the Board of Medicine and the Committee on Professional Discipline meet quarterly. For additional information, please send an e-mail to <u>info@bom.idaho.gov</u>.

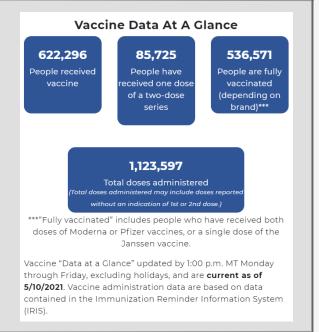
CORONAVIRUS VACCINATIONS – OVER 600,000 IDAHOANS VACCINATED

We've reached a milestone in the fight against the coronavirus pandemic – more than 600,000 Idahoans are now vaccinated. Currently everyone 16 and over is eligible to receive the COVID-19 vaccine, regardless of their medical condition or occupation.

We would like to thank all our medical providers for being on the front lines of the pandemic, providing healthcare services to Idahoans, and stepping up in new ways to help our state move forward.

For additional information:

- Idaho COVID-19 Information
- Idaho COVID-19 Vaccine Information
- Idaho Governor's Emergency Declaration Proclamation



KUDOS FROM PATIENT TO DUSTIN ZIEBARTH, DO

We received a letter from a patient complimenting their provider, who is one of our licensees. The Board does not receive these types of letters and we want to pass along our compliments and gratitude.

Kudos to Dustin Ziebarth, DO! Dr. Ziebarth practices family medicine and obstetrics at Family Health Services in Twin Falls and has been licensed with the Board since 2010.

Thank you to all our providers for serving Idahoans throughout the coronavirus pandemic!

DEPARTMENT OF HEALTH AND WELFARE ANNOUNCES NEW FUNDING OPPORTUNITY FOR COVID-19 VACCINATION CLINICS

From News release: April, 29, 2021

The Department of Health and Welfare (DHW) is pleased to announce a new funding opportunity to establish and operate mobile, off-site, walk-in, and special COVID-19 vaccination clinics in underserved populations. That includes communities of high social vulnerabilities, racial and ethnic minority populations, and rural communities, among others.

A total of \$9 million is available on a first-come, firstserved basis to enrolled COVID-19 vaccine providers, who can apply for funding at <u>https://</u> <u>coronavirus.idaho.gov/wp-content/</u> <u>uploads/2021/04/Application-for-Mobile-Offsite-</u> <u>Special-COVID-19-Vaccination-Clinics-FINAL.pdf</u>



HEALTH & WELFARE

Promoting and protecting the health and safety of all Idahoans

"The safe and efficient administration of the COVID-19 vaccine in Idaho is our No. 1 priority. DHW is actively working to make sure there are no resource barriers for providers in performing this critical role, especially to underserved populations and rural communities," said Public Health Administrator Elke Shaw-Tulloch. "It's critical to make it as easy as possible for Idahoans 16 and older to choose to get vaccinated. This grant funding is an effort to provide vaccination opportunities to people where they work, play, and live their lives."

Grant money can be used for any COVID-19 vaccine services the recipient provides outside of their usual, appointment-based clinics. Examples include, but are not limited to: mobile, off-site, pop-up, walk-in clinics door-to-door vaccination efforts; in-home vaccination for homebound individuals; clinics joined with community and job fairs; and walk-up sites at pharmacies, shopping centers, places of worship, colleges and universities, salons, and other locations. An initial funding cap of \$500,000 per applicant will apply for this funding opportunity.

Eligible applicants must either be currently enrolled as an Idaho COVID-19 vaccine provider or must partner with an enrolled Idaho COVID-19 vaccine provider to administer the mobile/offsite/special COVID-19 vaccination clinic.

Anyone 16 years of age and older can now get a COVID-19 vaccine in Idaho

The Idaho Department of Health and Welfare is dedicated to strengthening the health, safety, and independence of Idahoans. Learn more at <u>healthandwelfare.idaho.gov</u>.

Media contact: Zachary Clark Public Information Officer (208) 334-0668 Zachary.Clark@dhw.idaho.gov

Board Actions

Explanation of Terms

The following are nonreportable, non-disciplinary actions:

- Letter of Concern: nondisciplinary letter issued for a minor violation the Board feels may pose a risk to public safety.
- **Corrective Action Plan:** confidential, nonreportable practice remediation.
- Fine: a fee imposed for failure to provide accurate information on renewal.

The following are reportable disciplinary actions:

- Stipulation and Order (S&O): an agreement between the Board and the practitioner regarding authorization to practice or placing terms or conditions on the authorization to practice.
- **Public Reprimand:** a formal admonishment of conduct or practice.
- **Suspension:** temporary withdrawal of authorization to practice.
- **Revocation:** cancellation of the authorization to practice.
- Administrative Complaint: occurs when a licensee refuses to sign a recommended stipulation. Commences formal administrative disciplinary hearing process.

Clive, Stuart E., M.D. (M-9918), Meridian, ID

Licensee failed to adequately supervise a physician assistant. He was issued a public reprimand.

Hansen, Regan, M.D. (M-7862), Lewiston, ID

Licensee prescribed a controlled substance for a family member in another state without first establishing a patientphysician relationship. Additionally, respondent failed to document the encounter. She was issued a public reprimand.

McVey, Douglas K. (PA-230), Donnelly, ID

The Board received a complaint that alleged the licensee inappropriately prescribed controlled substances and failed to maintain appropriate boundaries with a patient. Based on the complaint and subsequent patient record review, the Board had concerns regarding violation of standard of care, inappropriate controlled substance prescribing, medical record keeping, lack of toxicology screening, lack of supervision by a physician and delegation of services agreement violation. Licensee was ordered to cease all controlled substance prescribing, submit an updated delegation of services agreement and complete weekly reviews with his supervising physician. Additionally, licensee was prohibited from initiating contact with patients outside of the clinic, nor accept invitations to social engagements from patients.

• • • • • • • • • • • • •

The following licensees had prior Stipulated Orders that were terminated by the Board:

De Nagy, M.D. (M-4915), Ammon, ID McGuffey, Tina A., M.D. (M-9309), Emmett, ID Pavlic, Romeo A., M.D. (M-4759), Spokane, WA



Idaho State Board Of Medicine

Logger Creek Plaza 345 Bobwhite Court, Suite 150 Boise, Idaho 83706

Phone: 208-327-7000 Fax: 208-327-7005 E-mail: info@bom.idaho.gov

> Visit our Website at: www.bom.idaho.gov

IDAHO STATE BOARD OF MEDICINE

Steven Malek, MD, Chairman David McClusky III, MD, Vice Chairman Catherine Cunagin, MD, Member Keith Davis, MD, Member Erich Garland, MD, Member Mark Grajcar, DO, Member Guillermo Guzman, MD, Member Paula Phelps, PA, Member Ked Wills, ISP, Member Michele Chadwick, Public Member Erwin Sonnenberg, Public Member

COMMITTEE ON PROFESSIONAL DISCIPLINE

William Ganz, MD, Member, Chairman Barry Bennett, MD, Member William H. Miller, MD, Member Robert Yoshida, Public Member Michelle Ebbers, MD, Member

Naturopathic Medical Board

Joan Haynes, NMD (Chair) Brandi Solace, NMD Cory Szybala, NMD Martin Tubach, MD Kelsey Jae, JD, Public Member



Physician Assistant Advisory Committee

Mary Eggleston Thompson, PA (Chair) Heather M. Frazee Whitson, PA Anntara Smith, PA Erin Sue Carver, PA Valentin Roy Garcia, Public Member

Dietetic Licensure Board Katie Rebecca Miner, LD Suzanne Marguerite Linja, LD Pamela Howland, Public Member Carol Fellows Kirkpatrick, PhD



Board of Athletic Trainers

Richard Bingham, AT (Chair) Forrest Pecha, AT James Spooner, AT Alta Graham, Public Member

> Respiratory Therapy Licensure Board

Michelle Jarvis, Public Member (Chair) Carla Miller, RT, RPSGT Lutana Haan, RT Robert Skinner, RT Phillip Hager, RT

Board Staff

Anne Lawler, Executive Director Yvonne Dunbar, Board Attorney Phyllis Tambling, Licensing Manager Diane Griffitts, Business Analyst Debbie Taylor, Financial Technician Irina Voyce, Management Assistant Frutoso Gonzalez, Medical Investigator Jason Weaver, Medical Investigator Debbie Mitchell, Medical Investigator Felicia Kruck, Investigations Specialist Elisha Fawkes, Licensing Specialist Jodi Adcock, Licensing Specialist Linda Holt, Licensing Specialist Claudia Lawson, Licensing Specialist Sai Ellis, Licensing Specialist Jennifer Woodland, Prelitigation Specialist Cindy Fosella, Reception