

State of Alaska  
Department of Commerce,  
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### **Medical Licensure Streamlining Supports a Safer Alaska While Also Improving Customer Experience**

*Improvements to licensing program help ensure Alaska's health care facilities are able to fill critical positions in a timely manner*

May 8, 2018 JUNEAU – The Division of Corporations, Business and Professional Licensing has unveiled the latest element in their approach to streamline the licensing process for health care professionals. Along with regulatory and proposed legislative changes, the technology improvements will help ensure health care facilities are able to more promptly fill much-needed positions with licensed professionals, and therefore continue to provide important health care to Alaskans.

Beginning this week, new medical licensing applications can be submitted online through the [myAlaska](#) platform. The upgrade also includes an online checklist feature that provides applicants with a real-time look at the status of their applications. The new functionality will roll out to other professional licensing programs as agency resources allow.

Also this week, current licensees who provided their email address to the division will receive instructions on how to sign up online for [MY LICENSE](#) through the myAlaska platform to renew their professional license, update their contact information, and go paperless by opting in to receive electronic communication about licensure, regulation changes, and other important news.

“These streamlining efforts are important because they improve the customer service experience for occupational professionals who interact with our department,” said Mike Navarre, commissioner of the Department of Commerce, Community, and Economic Development. “The streamlining will also result in greater efficiencies and more effective communication between staff, applicants, and health care facilities.”

The volume of license applications received for health care professions dramatically increased over the past several years, primarily due to telemedicine legislation passed in 2014. In 2015, the backlog reached approximately 6 months for processing of medical applications. Alaska's demand for health care professionals has not decreased since then; in 2017 the division processed 22 percent more medical licenses and 31 percent more nursing licenses than in 2016.

Working closely with various stakeholders, the licensure streamlining initiative included a comprehensive examination of the application process to identify roadblocks and bottlenecks causing the delays. The cause of each problem was evaluated to determine whether it served a public safety function or whether was due to a process simply being outdated or even obsolete.

The Division of Corporations, Business and Professional Licensing is a division of the Department of Commerce, Community, and Economic Development tasked with protecting consumers in Alaska. For information about the division, visit [commerce.alaska.gov/web/cbpl](https://commerce.alaska.gov/web/cbpl). For additional information about the Department of Commerce, Community, and Economic Development and its other agencies, visit [commerce.alaska.gov](https://commerce.alaska.gov).

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