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TO: EMS Service Directors

FROM: Brian Litza, Section Chief
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SUBJECT: Wisconsin *E-Licensing* Update

This memo contains important information regarding *E-Licensing* please read it very carefully.

Status of new licensing system

We are very pleased with the great interest shown in *E-Licensing* as demonstrated by the number of phone calls we have been receiving. The goal of the EMS Section was to have *E-Licensing* available on or about August 3, 2009. Unfortunately, we were not able to make that goal as we are still working to make certain that all records from EMSS are imported and converted to *E-Licensing* correctly. We also have the huge task of identifying the various groups of individuals who need logon and passwords in order to access their *E-Licensing* accounts. The last groups of individuals will be mailed logon and password information in the next few days. Individuals with an EMS Provider license and individuals who enrolled in an EMS course during the last 24 months already have an account in *E-Licensing*! **It is critical that individuals who already have an account in *E-Licensing* do not set up new profiles in an attempt to get into their records.** That will create duplicate records that will not match up to their current record in our system. Since users are often anxious to get into a new application to apply for a license or new credential, we cannot risk opening the link until all users have their logon information. We appreciate your patience during this important transition.

General *E-Licensing* information

E-Licensing will allow the EMS Section to issue one (1) EMS Provider license at the provider's highest eligible level based on his/her education and training. The EMS provider license (individual) issued by the State will no longer be affiliated with a specific EMS Agency (service). An EMS Provider license is issued by the State of Wisconsin to an individual and is verification that the licensed EMS Provider has met all licensure requirements for a specific level of license.

Each individual EMS Provider is responsible for applying for and renewing his/her own license and for maintaining his/her own profile in *E-Licensing*. As such, the State EMS office staff will work only with applicants or EMS Providers regarding applications and individual *E-Licensing* accounts.

We understand that some individuals may not feel comfortable using the internet or computers or do not have access to the internet or computers. Computers and internet access are

available through services, libraries, technical colleges, etc. We would appreciate if services could assist users with this process possibly with the help of a member or local resource that is proficient with computers. However, it must be the individual who completes all online applications. Also, the system requires each individual EMS Provider to have a unique email address because password recovery and other personal correspondence sent through the system must be sent to the individual account holder. As such, some EMS Providers and applicants may need to set up a new email account. Services such as Hotmail, Yahoo, Gmail, etc, all offer free email accounts. Applicants and EMS Providers should frequently check their email as the State EMS Section will use *E-Licensing* to communicate with licensees and applicants.

Local Credential Agreement

As always, an EMS Provider license alone does not allow an EMS Provider to practice without medical director authorization. Once an EMS Provider has been issued a license, he/she may then log into *E-Licensing* to electronically apply to be locally credentialed with a new EMS Agency at any time. **Those who are currently on a service roster do not have to complete the Local Credential Agreement.** “Credentialing” is a term being used nationally. The National Highway Traffic Safety Administration (NHTSA), National EMS Scope of Practice Model, states that “credentialing is a local process by which an individual is permitted by a specific entity (medical director) to practice in a specific setting (EMS agency).”

Local Credentialing is completed in *E-Licensing* through the following steps:

1. EMS Provider who holds a **current** EMS Provider license logs into *E-Licensing* and selects “Local Credential Agreement” under Applications.
2. EMS Provider completes the agreement selecting the appropriate service name, verifies all information is correct then electronically signs the “Local Credential Agreement.”
3. *E-Licensing* then automatically notifies the service director by email that the EMS Provider is requesting credentialing with that service and directs the service director to log in to approve the agreement.
4. The service director logs into *E-Licensing* and electronically signs the agreement. This step requires that the service director of a service in *E-Licensing* is the current service director so it is essential that services contact us when there is a change in service director.
5. *E-Licensing* then automatically notifies the medical director by email that an EMS Provider is requesting authorization to practice with the service. This step requires that the medical director of a service in *E-Licensing* is the current medical director so it is essential that services contact us when there is a change in medical director. It is also critical that medical director email addresses are current and up-to-date in the *E-Licensing* record.
6. The medical director logs into *E-Licensing* and electronically signs the agreement granting MD authorization.
7. Once the medical director signs the agreement, *E-Licensing* automatically notifies the State EMS Office that the EMS Provider has been approved. The EMS Office will then put the Provider on the service roster. The EMS Provider will then show up on your roster.
8. Only after the individual EMS Provider is placed on the WARDS roster through the above process, may he/she begin practicing with the service. At this time, service directors are able to place any individual, including unlicensed individuals, on the service roster in WARDS. Please understand that merely putting an

individual on the service roster in WARDS does not give the individual authorization to practice!! There must be proof of MD approval. Further development is being done on this functionality and we appreciate your assistance in making certain this process is completed correctly.

Managing Rosters through WARDS – Wisconsin Ambulance Run Data System

Service Directors will no longer have direct access to the State licensing database. Service directors at all license levels, first responder through paramedic, must maintain their service rosters in WARDS. This process will not happen automatically and we **DO NOT want you to enter your personnel at this time. We also do not want you to spend the time entering all the information for each of your personnel on your roster.** We are working to provide a drop-down box that will be used to place a person on your roster with all of their demographic information that is in the *E-Licensing* system attached. This may take 4-6 weeks to complete. You will be notified when and how to populate your roster once it is completed.



If you do not have a WARDS account yet, please contact the EMS Section immediately by emailing dhsemssmail@wisconsin.gov the following information:

Service Name: _____

Operations Officer Name: _____

Service mailing address: _____

Service City, State, Zip: _____

Service email address: _____

Service phone number: _____

Logon: (1st choice) _____ Logon: (2nd choice) _____
(If the logon is available, we will set you up with your first choice)

As we continue to develop *E-Licensing*, additional functionality will be added. We will work hard to keep you informed as changes are made. If you have any questions or concerns, please email dhsemssmail@wisconsin.gov.