

Wisconsin Department of Safety and Professional Services

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DIVISION OF PROFESSIONAL CREDENTIALING PROCESSING

FREQUENTLY ASKED QUESTIONS

FOR REQUESTING MD/DO ONLINE LICENSURE VERIFICATIONS

Q: What do I need to complete the online verification request process?

A: To complete the verification request process, you will need the following information:

- 1. The Credential Number or the First and Last Name of the Credential Holder**
- 2. Your Contact Information**
 - NOTE: your contact information will only be used for the purpose of contacting you with any issues regarding your request. It does not need to match any information on record.
- 3. The Name and Contact Information of the intended recipient**
 - If you are sending the licensure verification to a U.S. Medical or Osteopathic Board, you only need to know the name of the Board.
 - If you are sending the licensure verification to an entity that is not a Medical or Osteopathic Board, you need to know the name and contact information of the entity. You are responsible for the accuracy of the information. Incorrectly entered information will delay the fulfillment of your verification request.
- 4. An Accepted Method of Payment:**
 - ACH (Checking/Savings Account)
 - Bank Routing Number
 - Bank Account Number
 - Account Type (Checking or Savings)
 - Name and Contact Information of the Account Holder
 - Credit or Debit Card
 - Type of Card (Visa, MasterCard, Discover or American Express)
 - Credit or Debit Card Number
 - Expiration Date
 - Billing Address
 - Contact Information
 - Three Digit Security Code

Q: How long does it take to process my verification request once I have completed the online verification request process?

A: Please allow at least three business days for the fulfillment of your verification request. Once you receive a confirmation email that your verification request has been fulfilled, your licensure verification has already been sent to the intended Board or entity. If you have any questions regarding the receipt of your licensure verification, please contact the recipient directly.

Q: How do I send licensure verifications to multiple boards or organizations?

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A: You may only verify one license to one recipient per transaction. To verify more than one license or to send your verification to more than one recipient, you must repeat the verification request process.

Q: **The Online Verification System cannot find my credential. What do I do?**

A: The Online Verification System only verifies physician (M.D., D.O., and temporary medical) credentials. If have a physician credential and are still have problems, confirm that you entered the correct credential number or entered a full last name and at least two letters of your first name. If you still cannot find your credential, please call 608-266-2112 or email DSPSOVS@wisconsin.gov for assistance.

Q: **I am having trouble completing the payment process through US Bank. Who should I contact?**

A: If you have any issues or questions regarding the US Bank payment process, please contact the Department of Safety and Professional Services at 608-266-2112 or DSPSOVS@wisconsin.gov.

Q: **I submitted payment through US Bank, received a receipt email from US Bank, but did not receive a confirmation email from the Online Verification System. How do I confirm that my verification request was processed?**

A: Please allow at least three business days for the fulfillment of your verification request. If you have not received a confirmation email from the Online Verification System after three business days, contact the Department of Safety and Professional Services at 608-266-2112 or DSPSOVS@wisconsin.gov. Please reference your Request ID, which may be found in the email you received from the Online Verification System.

Q: **I submitted payment but have not received any emails. How do I know that received my payment?**

A: Once payment has cleared, you will receive a receipt email from US Bank. Check your spam folder as emails may be automatically marked as spam.

Q: **I completed the verification request process, but stopped before completing payment. How do I complete the payment process?**

A: To complete the verification request process, you must call the Wisconsin Department of Safety and Professional Services at 608-266-2112 or email DSPSOVS@wisconsin.gov and ask for the payment link to be emailed to you. Please reference your Request ID, which may be found in the email you received from the Online Verification System.

Q: **Where can I find my Request ID?**

A: You may find you Request ID in the email you received from the Online Verification System.

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Q: I haven't received any emails from the Online Verification System. What do I do?

A: Check your spam folder as emails may be automatically marked as spam. If you cannot find any emails from the Online Verification System, contact the Department of Safety and Professional Services at 608-266-2112 or DSPSOVS@wisconsin.gov. If possible, reference your Request ID.

Q: Do I have to verify my M.D. or D.O. credentials through the Online Verification System?

A: No, if you would like to verify your credentials through the standard verification process, please visit <http://drl.wi.gov/section.asp?linkid=14&locid=0> for instructions.

Q: I am a professional licensing board and would like to connect to the Online Verification System. Where do I get more information?

A: For more information on how to connect to OVS, please visit www.dsps.wi.gov or contact us directly at 608-266-2112 or at DSPS@wi.gov.