Due to **Special Request** from users of **Board Certified Docs**

Inside is a collection of tips, tricks, and news that you have probably **missed** on the website.

Be sure to take note on page 2 of how to receive this type of information **via email** every few months.

Please share this **ONE-TIME** print edition with everyone on your team!
We've recently met with groups of subscribers who use the BoardCertifiedDocs website, to gain insight into how they use the website and tools. Even long-time users told us that they weren’t aware of some time-saving features, important announcements, and/or were not receiving the electronic newsletter, The Buzz, in their email.

They suggested a one-time, special printed newsletter to get everyone up to speed.

Articles on the following pages have appeared in past issues of our eNewsletter, The Buzz. In this print edition, we have primarily assembled articles about features that can save time and help you use the website more efficiently. We’ve also included an example of important news about certifications. To be sure that you receive your newsletter by email, see below for instructions. Past issues can be found on the Home Page under The Buzz tab.

- **NEW Quick Start Guide** – 1-page overview on page 8.
  - Post a copy next to your computer.
  - Make as many copies as you need for your team.
  - Print extra copies from the User Tools section on the Home Page.

- To ensure that The Buzz can be delivered directly to your inbox whitelist THIS email address BoardCertifiedDocs@iqmailer.net and add it to your approved senders list.
  - A member of your IT group may be able to take care of this request for everyone, then The Buzz will deliver directly to your inboxes.
  - The “From” name and subject line will be News from BoardCertifiedDocs
  - NOTE that this is a NEW email address. If you or anyone on your team has previously whitelisted ecs@clinicalsolutions.elsevier.com everyone will need to change it to the new one above.

- Each of your team members can click [Send eNewsletter] on the home page to be sure they are on our email list. We’ll remove duplicates if they’re already on the list.

**Share this newsletter with members of your team.**
It is the ONLY time we will be mailing a printed copy.
The scrolling message box on the home page of BCD includes important information for our customers.

We announce certificates added for new sub specialties, helpful tips and new features. For example, when there were changes with the American Board of Pediatrics, we informed you about the display of MOC and reverification dates.

And when there are new sub specialties received from ABMS boards we post that information.

We also post news on:
• down time for upgrades
• a temporary error on the site and when it will be fixed

These messages are the first line of communication for important notices to our customers. Please review the messages often.

With the start of a new year many of our subscribers have questions about profiles with expired certification dates, recertification, and imminent reverification dates. All of the member boards are very busy trying to send their updates as soon as possible.

Even if a profile displays an expired date, the physician is still certified unless NOT CERTIFIED is displayed on the profile.

Three of the ABMS Member Boards use a January or February reverification date. They are in the process of updating MOC status and will add another year to those dates for the physicians whose MOC activities are current. To review a list of reverification dates by board, go to the Resources page on BCD and click the MOC Chart link.

At the time of this publication 14 of the 24 Member Boards have sent updated records for 12/31/16 expirations. ABMS is working with all 24 Member Boards to update expired time-limited certifications as quickly as possible. They are also reaching out to boards with upcoming reverification dates to ensure those are updated as well.

If you have a question about a specific profile, contact our Editorial Team at (314) 447-8597 or abms.feedback@elsevier.com and we'll research the details or updates as necessary.

Attention Chrome Users: we have improved the functionality of the BoardCertifiedDocs website for a better experience on Chrome.
We have several teams that can assist you with various questions. Please refer to the descriptions below to determine which group is the best option for your question. All the contact information listed below can be found on the BCD Contact Us page.

**TECH SUPPORT** (login issues, website delays, error messages, etc.)
available M-F 7:30am - 7pm Central time zone
Phone: (800) 401-9962
E-mail: mdc.customerservice@elsevier.com

**New SUBSCRIPTIONS and RENEWALS**
(product information, billing questions)
Phone: (866) 416-6697
E-mail: h.licensing@elsevier.com

**PHYSICIAN PROFILE Questions** (specific physician profiles and data published on this website) *(for active subscribers)*
Phone: (800) 325-4177 ext. 4478597 OR dial direct: (314) 447-8597
E-mail: abms.feedback@elsevier.com

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**All Print Options Are Not the Same!**
*Updated from original article June 2015*

Using the PRINT option from your browser menu will NOT produce the same results as using the Printer Friendly button on the BCD profiles! The Print option within the BCD application is formatted to include all the information you need and excludes buttons/menus on the screen that are not part of the profile. *This includes “Print to PDF.”*

If you print from the browser (File Menu), that format will be lost and the extra screen menus may add unnecessary pages to the profile. Even in the thumbnail samples on the next page, you can see how the same profile page looks different from the browser’s File Print option (on the left) versus the print feature that’s built into our website. In addition, some browsers may display an error message.

Use the Refine Search link from the Search Results screen (see example below) on BCD to revise your search criteria on the Quick or Advanced Search screens. Using the back arrow in your browser window may create an error message.
BCD subscribers have the option to set up email Alerts for an individual or a list of physicians. It will help you keep track of specific records and alert you when there are changes. You will be notified if there is an update to anyone in your saved list. There is also the option to specify an Alert notification for changes in certification data only or for any change.

Once the Alerts are set up you can view them after logging in by clicking on the My Alerts button in the menu on the left side of the page. On the My Alerts page, Saved Searches and Specialists Lists are displayed. The most recent changes will be at the top of the list. You can sort the list by last name or last update. If any updates have occurred, an event icon will appear to the left of the affected Saved Search or Specialists List. Examples of an event include additions, updates, deletions, etc. Event icons appear as follows: A U D

If you need to change the email address or day of the week for a notification, click on the update link under the Update Notification column on the My Alerts page. For more details on Alerts watch the short webinar under the User Tools tab of the home page. The FAQs and Help pages also include information about the Alerts feature.
If you are new to the credentialing business or simply need more information about ABMS and their 24 Member Boards, click the Resources tab on BCD. The Resources page contains valuable information for your reference.

- The **Approved Specialty Boards** link will open a new window with contact information for all 24 boards, including their websites.
- The **Guide to Medical Specialties** lists all specialties and sub-specialties issued by each board with a description that includes the training required.
- Click on the **State Licensing Boards** link if you need to contact one of their offices.
- The **Certificates Offered by Multiple Boards chart** is a quick reference to determine which boards offer the same certificates.
- The tables featured at the bottom of the Resources page contain statistical data across all boards. The tables can be used for research purposes by certificate, board or even by geographic location. **Table 3** is useful when you need to reference the MOC requirements for a certain board.

The other documents on the Resources page are helpful for:

- background information about ABMS and their relationship with other organizations
- quick references for codes and abbreviations
- contact details for medical schools and national societies

Don’t forget to review the Resources page the next time you need additional information on ABMS and their Member Boards.

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### New User Tools

**Get the Most Out of Your Subscription**

Updated from original Sept 2015 article

In our last issue of The Buzz we introduced our new webinar series. Links to the pre-recorded webinars can be found on the User Tools tab in the middle of the home page. The second webinar will be available later this Fall covering tips for the credentialing community when using the Advanced Search feature. Advanced Search tips designed for other user groups will be in future webinars.

In addition, we have two mini-user guides available for you, also under the User Tools tab. These guides specifically highlight the BCD capabilities that law firms and physician recruiters use most often for their business needs. Both guides are in PDF format making it easy for you to download and review while using BCD.
The Batch Search feature on BoardCertifiedDocs.com (BCD) is now improved with better matching between your file and our database. Batch Search is a time saver when you have a list of physicians to review.

Upload a file with Name plus NPI number and/or Birth Year to search up to 100 physicians at one time. (See the file format instructions on the Batch Search page for details.)

The search could produce any or all of the following for your review:

- **Exact matches** — all of your criteria was a perfect match to one profile.
- **Possible matches** — profiles that match most of your criteria. There may be a mismatch on the Birth Year or the NPI # or there could be multiple people with the same first and last names, but various middle names or initials. Review the results to determine the correct profile for your provider.
- **Non-matches** — criteria you provided does not match any record in our database. If you’re certain the physician is board certified, be sure you upload the legal name, not a nickname. If you searched on NPI only, try searching on the name, in case of an NPI error.

You can print or save any of the profiles. Each group will open in a new window. If you click the checkbox in the header bar to Select All, you can choose to print all at one time or to save in your Alerts. You can also click on individual profiles to review, print, etc.

For more information about using Batch Search, watch the short Top 100 video (less than 4 minutes) under the User Tools tab on the BCD home page. There is also an Instructions link on the Batch Search page for your reference.
<table>
<thead>
<tr>
<th>News and Announcements</th>
<th>Quick Search</th>
<th>Advanced Search</th>
<th>Batch Search</th>
<th>FAQs</th>
<th>Resources</th>
<th>Contact Us</th>
</tr>
</thead>
</table>
| • Time sensitive announcements  
• Profile updates  
• New features or changes to the website  
• Events  
• Read them from the home page or by clicking on the scrolling headlines at the top of the page after login.  
| The best option when you’re certain of the EXACT name and/or NPI #  
Profiles  
• Print button, download and save options included on every profile.  
• Avoid errors and waiting for your results to re-load by using the Back to Search Results link instead of the Browser back arrow.  
• Send us your questions about a specific physician by clicking Send Feedback at the bottom of each profile.  
| • Word wheels to help identify name variations  
• Search by criteria other than name or NPI # including the most popular fields:  
  – Certification(s)  
  – Licensed state  
  – MOC  
| • Upload a file with up to 100 physicians to search on all at one time.  
| • Descriptive answers to common questions with examples when applicable.  
• Details about certification, MOC, physician data, ABMS member boards, etc.  
• Quickly skim the list and click on the question to display the answer.  
| • Complete list of ABMS specialties and subspecialties  
• MOC Reverification dates by board  
• Chart of subspecialties offered by multiple boards.  
• Board contact info  
| Identify the correct department to answer your questions quickly, including research about specific physicians.  

Quick Start Guide  
Key details about specific features • Save time every time you login  

Board Certified Docs  
An Official ABMS® Display Agent  

FAQs  
Resources

User Tools and Newsletter | making this my default landing page | Alerts | Help |
|--------------------------|--------------------------------|------|------|
| • Pre-recorded short how to webinars covering single features on BCD.  
• eNewsletter – current and archived issues  
• User Guides  
| Choose which page you use most often (includes Search pages and Alerts) and click the link at the top of that page.  
| • Email notifications for profile updates.  
• Don’t waste time checking for updates! If you have an alert set up you will automatically receive it.  
• Alerts are great for lists too.  
| Instructions for how to use various features effectively  

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