

## FAQ's

### LICENSE RENEWAL QUESTIONS

- Q. I did not receive my renewal reminder. Am I responsible for my license renewal regardless of whether or not I receive my form in the mail?**
- Yes, the licensure statute states that it is the responsibility of the licensee to renew their license. The renewal form is a courtesy reminder, and it is not required of the Board to send it out. It is also the licensee's responsibility to read the Licensure Statute.
- Q. If I send in money but don't fill out my renewal form, will my license be renewed?**
- No. The renewal form **must** be completed. If it is not completely filled out, it will be returned to you and your license will not be renewed.
- Q. What do I tell my employer when I do not renew early enough to receive my license in the mail?**
- They can verify that your license is up to date on the Board's website under "Search Current Licensees".
- Q. Will you email a copy of my license?**
- The Board does not email copies of licenses. Please be sure to renew early enough to allow time for your license to be received in the mail. You may renew up to 3 months before your renewal date.
- Q. Do I need a PayPal account to pay online?**
- No. Payments are processed by PayPal but you are not required to have a PayPal account to pay through the website.
- Q. Do you accept credit card payment over the phone?**
- No, you may pay online using PayPal.
- Q. If I renew a few days late do I pay the delinquency fee?**
- No, you have a thirty-day grace period. **After** the thirty-day grace period you **do** need to pay the delinquency fee.
- Q. Why do you hold the licenses for ten days after the day of deposit?**
- The Board does on occasion receive returned checks. The 10-day hold is to ensure the check clears. You may pay with a money order or cashier's check to avoid this hold.
- Q. If I postdate my check, will it get deposited?**
- No, it will be deposited after the date written because the bank does not accept postdated checks. Additionally, your license will not be updated until after the date on the check and the check may be returned to you. Please do not postdate your check.
- Q. If I mail in my renewal form, who do I address it to?**
- NCBOESLPA, PO Box 16885, Greensboro, NC 27416
- Q. Does changing my name on my license renewal form count as a name change?**

- a. If you mail in the hard copy of the renewal form with a strike through the old name, the office will consider this name change and update your file accordingly. If the name is different on the online form, this will not be considered a name change because sometimes changes are made unintentionally with auto fill.
- Q. Does changing my address on my license renewal form count as an address change?**
  - a. Yes
- Q. Do I need to include all of the employer's I work for on my renewal form?**
  - a. Yes, you can use a "/" to separate each employer and a "/" for the employer addresses.
- Q. Can I use my cell phone instead of my home phone on the renewal form?**
  - a. Yes
- Q. How often do you update the Board's website?**
  - a. Once per day. The time of day can vary.
- Q. If I live on the border of NC, can I serve a patient in another state?**
  - a. Your North Carolina license is only valid for practice inside the North Carolina boundaries. The NC license applies to NC **ONLY**, no matter how close you are to the state line.
- Q. Can I use my home address as my mailing address if I do not have a mailbox?**
  - a. No. You must have a mail receptacle in order for the Post Office to deliver your mail. You may use your employer's address as your preferred mailing address.
- Q. Does my license look like a Driver's license?**
  - a. No, we do not issue plastic cards. Your license is one third the size of a piece of paper and includes your name, address, license number, chairman's signature, and the raised seal.
- Q. I requested a PDF to be emailed to me. Why doesn't the PDF contain my license?**
  - a. When you request a PDF to be mailed to you, the PDF you receive will only confirm the form was completed. Licenses are renewed manually and may take a couple of days to process.

### **CONTINUING EDUCATION QUESTIONS**

- Q. Are there a certain amount of CEUs that need to be done in person versus online?**
  - a. At this time, there is no limit to the number of hours that may be obtained online.
- Q. Can I change my NC continuing education cycle to match my ASHA CE cycle?**
  - a. Yes. You will need to submit your request to match your cycles in writing. Be sure to include the beginning and ending date of your current ASHA cycle. **Changing your CE cycle does not change your license renewal date.**

## **TEMPORARY APPLICATION QUESTIONS:**

- Q. What if I cannot get a copy of my official transcript in time for the meeting?**
- a. You may fill out the application with your coursework and clinical hours and send unofficial transcripts for the Board to review. You do need to have completed all of your clinical hours before you apply. If the grades are not yet posted, we will check those when you send the official transcripts. Note that your temporary license will not be issued until official transcripts have been received in the Board's office.
- Q. What if I don't have a supervisor in place and cannot complete an SEY Plan in time for the Board meeting?**
- a. The SEY Plan can be approved in the office and does not have to be in for the Board meeting. Note that we will not be able to issue the temporary license until all paperwork, including the SEY Plan, is received.
- Q. Where can I count my aural rehab, hearing screening, and observation clinical hours?**
- a. Aural rehabilitation practicum hours may be counted under speech or language treatment. Clinical practicum hours for hearing screenings and observation should **not** be counted in any of the areas. 25 of your hearing screening hours and 25 of your observation hours may be counted toward the 400-hour minimum.
- Q. How soon after Board meeting can my license be issued?**
- a. The temporary licenses are typically issued on the Monday, Tuesday, and Wednesday following the Board meeting if the application is approved and everything has been received. Letters requesting missing documents are typically sent out on Thursday and Friday. This schedule may vary during high volume months.

## **TEMPORARY LICENSE QUESTIONS**

- Q. Can a temporary licensee use telepractice to provide services?**
- a. Yes. Your supervisor should ensure that you have been properly trained on how to provide services through telepractice before you begin.
- Q. Can my direct supervision be received through telesupervision.**
- a. Direct supervision must be face-to-face, in the same room. An exception to this is being made while it may not be safe to be in close contact due to COVID-19. Telesupervision is accepted as direct supervision while we are under restraints due to COVID-19.

