

February 2, 2022

The Honorable Tom Wolf  
Office of the Governor  
Commonwealth of Pennsylvania  
508 Main Capitol  
Harrisburg, PA 17120

Dear Governor Wolf:

The undersigned organizations urge you to take immediate action to address substantial delays in issuing professional licenses to the commonwealth’s physicians, nurses, physician assistants, and other allied health professionals. This urgent matter requires dedicated and coordinated intervention at the highest level of state government.

We appreciate and applaud your administration’s commitment to this critical issue as demonstrated by recent efforts to increase stakeholder communication, streamline Department of State licensure operations, and move from manual to web-based processing. Unfortunately, it is simply not enough.

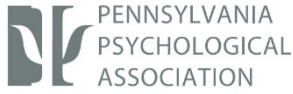
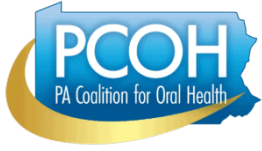
As you well know, health care professionals are leaving the workforce in record numbers and there is extraordinary strain on the number of well-trained medical professionals to care for sick Pennsylvanians. In this environment, it is unacceptable that providers be withheld from practice by licensure delays.

We are particularly concerned as Pennsylvania moves into the renewal period for physicians and the cycles for nurse practitioners and physician assistants. We fear that further delays have the very real potential to disrupt patient care.

We recognize and commend the hard work of the staff of the Bureau of Professional and Occupational Affairs and do not believe that this is a case where existing processing specialists just need to “work harder” or “work smarter.”

We respectfully ask that you:

1. Direct the Department of State and Office of Administration to work together to increase the total staff compliment as well as to study and elevate the classification and compensation structure of the Bureau of Professional and Occupational Affairs.
2. Direct the Secretary of the Commonwealth, the Secretary of Administration, and the Commonwealth’s Chief Information Officer to assess implementation of Pennsylvania’s licensing system—retaining third-party support and expertise, if necessary—including, but not limited to, revisiting the business process assumptions; continuing to invest in change management and training; soliciting user experience feedback; examining business analytics and reporting data; and investigating additional necessary business adjustments. Any new licensing system should not be implemented absent extensive stakeholder input and testing.



[The Urban Health Care Coalition of Pennsylvania](#)

The Honorable Tom Wolf  
February 2, 2022  
Page 2

3. Research other states' approaches to professional licensure to include but not be limited to outsourcing this critical function with contractual payment obligations tied to processing turn times.
4. Include sufficient resources in your budget request to support the Department of State, the Office of Administration, and any other organizations as may be necessary to act on the above.
5. Extend, temporarily, the deadlines for clinician license renewals until such time as backlogs and delays can be resolved.
6. Adopt improvements to how the Department handles new licenses, such as expanding the ability to accept documents electronically.

Thank you for your time and attention to this critical matter. If there is any way we can assist you, please don't hesitate to call on us. Like you, we are eager to ensure that nothing stands between Pennsylvanians and the high-quality health care they need and deserve.

Sincerely,

Alliance of Health Care Providers  
 American Physical Therapy Association – Pennsylvania  
 Pennsylvania Academy of Family Physicians  
 Pennsylvania Affiliate, American College of Nurse-Midwives  
 Pennsylvania Affiliate, American Association of Certified Midwives  
 Pennsylvania Association of Community Health Centers  
 Pennsylvania Association of Medical Suppliers  
 Pennsylvania Association of Nurse Anesthetists  
 Pennsylvania Chapter of the American Academy of Pediatrics  
 Pennsylvania Chapter of the American College of Physicians  
 Pennsylvania Chiropractic Association  
 Pennsylvania Coalition for Oral Health  
 Pennsylvania Medical Society  
 Pennsylvania Psychological Association  
 Pennsylvania Rural Health Association  
 Pennsylvania State Nurses Association  
 Pennsylvania Society of Physician Assistants  
 Pennsylvania Society for Respiratory Care  
 Rehabilitation and Community Providers Association  
 Safety-Net Association of Pennsylvania  
 The Hospital and Healthsystem Association of Pennsylvania  
 The Urban Health Care Coalition

CC:  
 The Honorable David Hinkernell, Chair, House Professional Licensure Committee  
 The Honorable Frank Burns, Minority Chair, House Professional Licensure Committee  
 The Honorable Robert Tomlinson, Chair, Senate Consumer Protection & Professional Licensure Committee  
 The Honorable Lisa Boscola, Minority Chair, Senate Consumer Protection & Professional Licensure Committee