

MD Board of Chiropractic & Massage Therapy Examiners

MASSAGE THERAPY FREQUENTLY ASKED QUESTIONS

(2012-2014 Massage Therapy Biennial Renewal)

FAQs- Massage Therapy Biennial Renewal General Questions:

Q: When will I need to renew my massage therapy license or registration?

A: All licenses/registrations for Massage Therapist/Practitioners expire on even calendar years (biennially). **When you look at your original Board issued license/registration on the part that you display for the public at all times; you will notice in the lower left side two boxes which one indicates your license/registration number and the other the date of expiration for your license/registration.** The wallet portion on the right tear off side contains the same two 2 boxes. The expiration date is always October 31 of the even calendar year. **Active Licensees or Registrants will have an expiration date of October 31, 2012. Note: Inactive Licensees or Registrants will not have a document to look at BUT their status' also expires October 31, 2012 and can confirm their status and/or expiration date by going to the Board website: www.mdmassage.org and click the "Verification" link in the "Online Services" box located on the right side of the homepage.**

Q: I plan to take and pass the MD Jurisprudence Exam towards the end of this August or September 2012. If I elect to get my license/registration now in order to work; WILL I HAVE TO RENEW AGAIN IN OCTOBER 2012?

A: No. Potential licensees/registrants who take and pass the MD Jurisprudence Examination in either August or September 2012 and elect to get their license/registration before October 31, 2012 will have two options: (1) to be issued two licenses or registrations at no additional cost for the second (one will expire Oct. 31, 2012 and the other will expire Oct. 31, 2014) provided that the required Data Form and required Fee is received to the Board; or (2) the potential licensee/registrant can wait until November 1, 2012 to remit his/her Data Form and fee to the Board for the initial license or registration. For questions you may contact Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov .

Q: I recently took and passed the MD Jurisprudence Exam before August 2012 and received my initial license/registration. WILL I HAVE TO RENEW MY LICENSE?

A: Yes. However, if you received your initial license after October 31, 2011 up through October 31, 2012; you are **exempt** from completing the CEU requirement for this 2012 biennial renewal and the online database licensing system will recognize this and you will not be asked to complete the CEU section of the online application.

Q: Do I have to renew my license/registration that I've had less than two years?

A: Yes. All State of MD Massage Therapist licenses and Massage Practitioners registrations expire at the same time each biennium (even years). For this renewal it is on October 31, 2012.

FAQs- Massage Therapy Biennial Renewal General Questions (cont.):

Q: What is the time frame for renewing this 2012-2014 Biennial Renewal?

A: The online renewal system will be activated and live for renewing **no later than August 31, 2012 but may be as early as August 15th.** The “2012-2014 Massage Therapy Biennial Renewal” will run from August 31, 2012 through October 31, 2012. Licensees and Registrants are encouraged to renew immediately upon the activation of the live link due to approximately 3900 licensees and registrants having to be processed. As the printing of licenses and registrations are on a “first come, first serve” basis; early completion of your application will avoid delay in obtaining your license or registration which has to be conspicuously displayed to the public in order to practice massage therapy. **From November 1, 2012 through November 30, 2012 will be considered “LATE RENEWAL; the Database System will automatically generate the late charge penalty of \$200.00 which cannot be reversed.** Effective December 1, 2012; the “Online Renewal System” will be “CLOSED” (any active licensee/registrant who has not renewed will now be classified as “NONRENEWED and will receive a letter regarding this status.” Any inactive status LMT/RMP who has not continued his/her inactive status or completed “Reactivation Application will then be classified as “NONRENEWED”; the license/registration holder will receive a letter regarding this status. For questions you may contact Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov.

Q: My license/registration expires 10/31/2012. How do I get Renewal information?

A: Renewal information has been made available in the 2011 Winter Newsletter and currently on the Board website (www.mdmassage.org). Licensees/Registrants have been prompted through Email Blasts to review postings on the massage therapy website. Current renewal information posting to the website has started effective April 2012 and running through October 31, 2012. **Note: In August, an “Instructions and Procedures” letter will be mailed out to ALL active and inactive licensees/registrants regarding this 2012-2014 Massage Therapy Biennial Renewal.**

Q: Why didn't I receive any information regarding the 2012-2014 Massage Therapy Biennial Renewal?

A: Most cases it is due to the licensee/registrant not notifying the Board of a “Change of Address” to which the USPS has returned correspondence back to the Board and/or email not valid (if applicable) to and / or the licensee/registrant has not visited the MD Board of Chiropractic & Massage Therapy Examiners website (www.mdmassage.org) regularly for pertinent information, notifications and updates governing massage therapist and massage practitioners in the State of Maryland.

Note: The license/registration holder shall notify the Board of any change in the name or address of the license/registration holder, in writing, within 60 days after the change occurs (10.43.17.06B).

Q: I am on the website but do not see information regarding this 2012-2014 Massage Therapy Biennial Renewal.

A: Ensure that you are on the MD Board of Chiropractic & Massage Therapy Examiner's website: www.mdmassage.org. The homepage will state, “Welcome to the Massage Therapy Website.” From the homepage there are several links to the designated informational page for this upcoming renewal. The main link for the renewal information is located on the homepage. You can also access the

information page link by accessing the left menu of items to the left on the homepage and clicking to the title, "Quick Links" and then "Renewal".

FAQs- Massage Therapy Biennial Renewal General Questions (cont.):

Q: Will a Paper Renewal Application form be mailed out to me?

A: No. Starting with the 2010-2012 Massage Therapy Biennial Renewal which was online two years ago; all subsequent massage therapy renewals will be online AND only accessible from the MD Board of Chiropractic & Massage Therapy website: www.mdmassage.org . For questions you may contact Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov.

Q: What if I do not own a computer?

A: From our last biennial renewal 2010-2012; few licensees/registrants did not own a computer. However, those whom did not own a computer, obtained access either through their work computers, relatives, friends, neighbors, or utilized the free computer access at their locale library or a fee base use at a "Kinko's/FedEx" shop.

Note: You will need either a Visa or MasterCard credit card (debit or credit) to complete the online renewal. If you do not have a Visa or Master; you can purchase a disposal/rechargeable Visa or MasterCard from most any retailer such as; Kmart, Walmart, Walgreen's, Giants, CVS, Target, etc. For questions and help you may contact Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov.

Q: If I will not receive a paper renewal, how will I know what to do?

A: You will receive Board correspondence (3 page letter) mailed out to you regarding the 2012-2014 Massage Therapy Biennial Renewal in August, 2012. It will contain a letter from the Deputy Director and the Instructions/Procedures for completing the online renewal. **Note:** All other information inclusive of mailings will be posted the designated renewal page on the Board website.

FAQs-Online Massage Therapy Biennial Renewal Application Questions:

Q: What is the mode for renewing a massage therapy license or registration?

A: All renewals will be online **except** for those reinstating a non-renewed license/registration or those reactivating from a previous inactive status.

Q: What are the Renewal Fees?

A: Active: \$278.00 for LMTs (includes a MD Health Care Commission Fee of \$28.00) *
\$250.00 for RMPs.

Inactive Status: 50.00 for either LMT or RMP

Late Fee: \$200.00 (automatically assessed by the system starting November 1).

*Note, this \$28.00 fee is mandated by state law and assessed on all licensees, including LMTs and Chiropractors and all other MD licensed healthcare practitioners such as MDs, RNs, PTs, etc. The fee is charged to fund state analyses and studies of healthcare access and methods of improving patient/client access.

FAQs-Online Massage Therapy Biennial Renewal Application Questions (cont.):

Q: How will I access the online renewal system to complete the online renewal application?

A: (Note: The answer to this question is provided in the letter sent to you dated August, 2012). You can only access the renewal online system by going to the Board website: www.mdmassage.org and double click on the **renewal functioning links** which will be located on the homepage in three places and on renewal information page. **LOGON page** - The first box, you will select your licensure type (Licensed Massage Therapist, LMT or Registered Massage Practitioner, RMP). The second box, you will enter your license or registration number (this information can be obtained from your Board issue license/registration or wallet portion of the document) or (you can access the verification link in the "Online Services" box and enter your last name to obtain your license/registration number and status). The third box, you will enter in your logon password which is the last four digits/numbers of your social security number. Follow the prompts as directed; do NOT leave out information or the system will not process. You may save information as you go on each page; if you have to return to complete.

Q: Why can't I Logon to the system?

A: (Note: The answer to this question is provided in the letter sent to you dated August, 2012). Ensure FIRST that you are using numerical characters and not the alpha letters to key in your license/registration number. For example, all **LMTs** licenses start with letter "**M**" and the numerical symbol for zero, "**0**" and not the letter "**O**" (i.e., M09999); all **RMPs** registrations will start with the letter "**R**" and the numerical symbol for zero, "**0**" and not the letter "**O**" (i.e., R09999). Secondly, ensure that you entered the last four numerical digits of your social security number for your logon password. For issues; please contact the Board - Ms. Emily Jones, 410-764-4665 or at emily.jones@maryland.gov. and/or Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov.

Q: I entered my license/registration number and my Logon Password; but I STILL CAN'T access the system?

A: Ensure FIRST that you are using numerical characters and not the alpha letters to key in your license/registration number for the License Number and that the last four digits of your social security number are numeric (refer to the above FAQ).

A: Secondly ensure that your current licensure status allows you to renew online? You may not be eligible to renew online due to your licensure status. (**Note:** The answer to this question is provided in the letter sent to you dated August, 2012): If you are either of the following: (a) currently Non-renewed trying to Reinstate or go Inactive, (b) you are currently Inactive trying to Re-Activate, or (3) **you have a Tax Delinquency or Child Support issue with the State of Maryland; you cannot logon to the Massage Therapy Biennial Renewal System.** For questions you may contact Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov or Emily Jones at 410-764-4665. For tax/child support questions, contact Ms. Maria Ware at (410) 764-5902 or at maria.ware@maryland.gov **ONLY** for a confirmation as to whether you are on the delinquency roster provided to the Board by the State of MD Comptroller's Office.

A: If you get a prompt that your social security number is not accepted contact the Board to confirm what is currently in our database (Ms. Emily Jones, 410-764-4665 or at emily.jones@maryland.gov. and/or Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov .

FAQs-Online Massage Therapy Biennial Renewal Application Questions (cont.):

Q: What if I have a "Name Change" can I enter it on the Online Renewal Application?

A: No. YOU MUST FIRST CONTACT THE BOARD. Then you will be required to submit proof of the legal change (i.e., court documents and/or certified marriage certificate) It can be mailed or faxed (410-358-1879) in to the Board (Attn: Ms. Emily Jones) but must be received and change in the Board's Database system BEFORE you will be able to COMPLETE the renewal application with your current legal name. Your contact for this process will be: Emily Jones, 410-764-4665 or at emily.jones@maryland.gov. For questions you may contact Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov.

Q: What if I have an "Address Change" can I enter it on the Online Renewal Application?

A: Yes. Please Note: If your address was changed more than 60 days ago and that address is different from what the Board currently has on file in the database; you may be assessed a penalty as outlined in the Code of MD Regulations 10.43.17.06(B). The same applies with Board Correspondence that has been returned to the Board by the United States Postal Service (U.S.P.S.) for delivery failure or change of address labels by the U.S.P.S. It will be the responsibility of the licensee/registrant provides evidence of compliance. For questions you may contact Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov.

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Q: I have had a criminal charge, conviction, case or sanction from a court or licensing authority from a state other than Maryland or within the State of Maryland. How should I notify the Maryland Board of such matters?

A: You are required to answer "yes" to the disciplinary question on the renewal application which addresses the aforementioned. There will be a **drop down box to enter a summary** of the issues surrounding the criminal charge/summons or sanction. **Submit a typed statement fully detailing all aspects of the case, charges, allegations, conviction, etc.** Attached to the statement must be a **copy of your renewal application AND copies of all related charging and disposition documents including court and board orders, sentencing, probation, dismissal documentation, etc.** This

FAQs-Online Massage Therapy Biennial Renewal Application Questions (cont.):

Board prefers that you submit all data and information issued to you by the court or board relating to your conduct and disposition.

Q: I've completed the application and now at the end of the process but it won't go to the payment page – it keeps saying that my birth date is incorrect. What do I do?

A: If you get a prompt that your date of birth is not accepted; ensure that you are entering **two digits for the month, two digits for the day, and four digits for the year**. If that is not the issue then contact the Board to confirm what is currently in our database (Ms. Emily Jones, 410-764-4665 or at emily.jones@maryland.gov. and/or Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov .

FAQs-Online Massage Therapy Biennial Renewal CEUs Questions:

Q: Will I need to complete CEUs for this 2012-2014 Massage Therapy Biennial Renewal?

A: Yes. (Note: The answer to this question is provided in the letter sent to you dated August, 2012). You will need to complete 24 CEUs (3 CEUs Professional Ethics or Jurisprudence, 3 CEUs in Communicable Diseases including HIV/AIDs, and 18 CEUs in Massage Therapy related modalities considered approved by the Board. Note: Valid CEUs for this biennial renewal must be within the biennial renewal window from Nov. 1, 2010 through Oct. 31, 2012. For questions you may contact Ms. Adrienne Congo, Deputy Director, Massage Therapy Program Manager at (410-764-2965) or at Adrienne.Congo@maryland.gov.

Q: Am I EXEMPT from CEUs if I had my license/registration for less than 2 years?

A: **ONLY** if you received your "initial license/registration" after October 31, 2011 (12 months or less). Note: All licensees/registrants who were exempt received a letter with their initial license/registration by the Board's Licensing Coordinator, Emily Jones stipulating the exemption.

Q: Do I mail in my 24 CEUs certificates as proof of approved course completion for this biennial renewal?

A: **NOT UNLESS** you are **Audited**. (Note: The answer to this question is provided in the letter sent to you dated August, 2012). All massage therapist and massage practitioners are subject to random audit. If audited, you will see a notification on the online application after you login (**in red**) indicating that you have been selected to be audited. You must submit copies of certificates of attendance to the Board as proof of completion of an approved continuing education courses. You must complete the online application renewal; print out 2 copies of the completed application and a copy of receipt for your record. **MAIL A COPY OF THE APPLICATION with ATTACHED copies of the CEU certificates along with a copy of your current CPR certificate to the Board.** The mailing address: Bd of Chiropractic & Massage Therapy Examiners, 4201 Patterson Avenue, Suite 301, Baltimore, MD 21215-2299, Attn: Adrienne Congo, Deputy Director.

FAQs-Online Massage Therapy Biennial Renewal CEUs Questions (cont.):

Q: I have completed more hours for this biennium than was necessary. May I carry the balance over to the next biennial renewal period?

A: No. All CE hours must be earned within your biennial renewal window and can not be carried over to the next biennium.

Q: Can my Continuing Education Units be taken online?

A: Yes. CEU courses can be taken live, online or home study produces. They must meet the regulatory requirements in hours and content. See the Code of MD Regulations on the Board website: www.mdmassage.org and from the index of Regulatory Chapters look for *Massage Therapy - Continuing Education Requirements*.

Q: Can my CPR certification be taken online?

A: Yes. However, it is the responsibility of the licensee / registrant to complete a CPR course designed for the workplace.

Q: What is the exact regulatory requirement for CEUs?

A: See the following excerpt from your regulations - *Massage Therapy Continuing Education Requirements (10.43.20)*:

A. By October of each renewal year, beginning in October, 2004, certificate and registration holders shall satisfactorily complete a minimum of 24 hours within the previous 24 months as follows:

- (1) 3 hours in professional ethics or jurisprudence;
- (2) 3 hours in communicable disease education which includes AIDS/HIV; and
- (3) 18 hours in massage-related courses as approved by the Board.

B. In addition to the requirements of §A of this regulation, at the time of renewal, a certificate or a registration holder shall possess a certification of qualification in cardiopulmonary resuscitation (CPR).

.02 Approval of Continuing Education Programs.

A. The Board shall approve credit for the following:

- (1) Courses approved by the National Certification Board for Therapeutic Massage and Bodywork (NCBTMB);
- (2) Courses offered by Maryland schools accredited by the Maryland Higher Education Commission (MHEC); or
- (3) Courses determined by the Board to meet professional standards and educational needs for certified massage therapists and registered massage practitioners.

B. The Board shall approve as having met all requirements, certificate and registration holders who have a current, valid NCBTMB certification, provided the cited hours in the specified curriculum in Regulation .01 of this chapter are met.

C. The Board may approve for renewal credit a program or course consisting of one or more of the following subjects in live, audio, or electronic mode:

- (1) Risk management;
- (2) Professions ethics and jurisprudence;
- (3) Client and patient relationships and professional boundaries;
- (4) Massage therapy theory, technique, or practice;
- (5) Massage therapy contraindications;
- (6) First aid and cardiopulmonary resuscitation; or
- (7) Any other course or program determined by the Board to meet the professional and educational requirements of the certificate and registration holders.