

# 2015

## Dentist, Dental Hygienist, Dental Assistant, OMS Dental Assistant, and Dental Lab Renewals



### FREQUENTLY ASKED QUESTIONS THROUGH RENEWALS

**Q: When should I expect to receive my renewal application in the mail?**

**A:** The Board will not send out renewal applications this year, we are encouraging everyone to renew online.

**Q: How long do I have to renew?**

**A:** Renewals officially end December 31, 2014. This means your renewal must be postmarked or paid online no later than December 31<sup>st</sup> to avoid the late fee, which is double the renewal fee.

**Q: How long should I expect to wait to receive my license or permit once I renew?**

**A:** If you renew online, your license/permit will generally go out in the mail within 2-4 business days. If you renew by paper, we are asking that you give us 2-4 weeks to process due to the potential of having an overwhelming amount of applications. There is a very lengthy process that happens on our side when you renew by paper, which is why it is so much faster if you renew online and put all of your own information into the system.

**Q: Why am I having a hard time getting through to the Board Office by phone?**

**A:** Because we have over 10,000 people renewing at the same time, it is hard to answer every call that comes into the office. Please be aware that we check messages every morning and return phone calls throughout the day. There is more staff available to answer the phones between 8:00 a.m. and 12:00 p.m. The phones normally don't become overwhelming until the second half of renewals. Email is the BEST way to get through to the Board office. Our email addresses are on the website.

**Q: My name has changed since my last renewal. How do I get my new license or permit to reflect that?**

**A:** You will need to send in a copy of your marriage license/divorce decree/name change court documents to justify the name change. Applying in your new name alone will not grant you a name change. We typically ask that you do not wait until renewals to change your name.

**Q: Can I just bring a renewal application to the Board Office and get my 2015 license/permit?**

**A:** You are more than welcome to drop any paperwork by the office to save the time it would take to mail it here, but there is a process that everything must go through so we will not give any licenses/permits out here in the office.

**Q: How do I know if I need to renew or not?**

**A:** All licenses and permits show an expiration date at the bottom, and if yours shows 2014 you must renew now.



**Q: What is the quickest way to know the Board Office has received my renewal?**

A: The Board Office will be doing our best to update the website daily, so you can check the verifications tab of our website. You can also look to see if your payment has cleared. If your check has been deposited, you know the Board processed your renewal.

**Q: Why do I have to give my Social Security Number on my renewal?**

A: This is required by the Oklahoma Tax Commission. The Board Office is required to report any license or permit holders to the Tax Commission. Should you fail to disclose your Social Security number, your renewal will not be processed.

**Q: I forgot my username/password for the online system. How do I recover this?**

A: The Board Office has no access to any usernames or passwords; you will need to contact the ok.gov HelpDesk at (405)524-3468.

**Q: I sent in a paper renewal but haven't received my license/permit in the mail yet. Can I just go ahead and renew online and then get a refund on one of the renewals?**

A: **NO.** Please do not renew by paper and online. Please pick one method or the other. This will slow down the process for you and everyone else, and fees collected by the Board Office are typically non-refundable.

**Q: It has been 2-4 weeks since I have renewed and I still don't have my license/permit. What do I do?**

A: Unless a license/permit is returned by the Post Office, it is considered delivered. Typically if a license/permit is returned to the office, a staff member will call you and verify the address or get a different address to send it to. You are always welcome to email [jamie.Thompson@dentistry.ok.gov](mailto:jamie.Thompson@dentistry.ok.gov) to check and see if your license/permit has been returned.

**Q: Can I send cash for my renewal?**

A: NO. The Board accepts check, money order, or cashiers check *only* for paper renewals, and credit card only for online renewals.

**If you have any further questions regarding renewals, please email [Brittany.Parrott@dentistry.ok.gov](mailto:Brittany.Parrott@dentistry.ok.gov) and you will typically get a response within 24 hours.**