



Dora NEWSLETTER

Department of Regulatory Agencies

Division of Registrations

January 2010

Bill Ritter, Jr.
Governor
Barbara J. Kelley
Executive
Director
Maulid Miskell
Program
Director

BOARD OF DENTAL EXAMINERS PROGRAM DIRECTOR'S CORNER

By Maulid "Mo" Miskell, Program Director

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Full Board Chair
Member of Panels A and B

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Elizabeth Thompson, RDH
Full Board and Panel Vice Chair

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It has been an interesting and challenging three years that I have been on the job as Program Director for the Colorado State Board of Dental Examiners (Board). During this time, some important steps have been made in furthering the Board's mission of consumer protection while at the same time working to ensure that licensed professionals are provided with a competitive and fair marketplace within which to practice their chosen profession. Important steps that have been made since this past legislative session have been the implementation of two bills that impact your professions and the progress we have made in amending the dental anesthesia rules.

On March 18, 2009, Governor Bill Ritter, Jr. signed House Bill 09-1128 into law effective August 4, 2009. This is a bill concerning the establishment of an academic license to allow a dentist employed by a school of dentistry to engage in the practice of dentistry in connection with programs affiliated with the school. A dentist who is employed at an accredited school or college of dentistry in this state and who practices dentistry in the course of his or her employment responsibilities shall obtain either an Academic Dental license or a regular Colorado Dental license. A dentist practicing with an Academic Dental license may not use the license to practice dentistry outside his or her academic responsibilities. At this time, this new law only affects dental faculty at the University of Colorado Denver School of Dental Medicine. Licensure application materials are available on the Board's website.

On April 22, 2009, Governor Bill Ritter, Jr. signed Senate Bill 09-129 into law and the bill became effective immediately. This bill revises the duties that may be performed by a dental hygienist, both supervised and unsupervised. Also, a new definition has been included defining a dental hygiene diagnosis. A portion of this bill requires a practicing dental hygienist to maintain either his or her own professional liability insurance coverage or through a supervising dentist in the amount of not less than \$50,000 per claim and an aggregate liability limit for all claims during a calendar year of not less than \$300,000.

The Board has also engaged in two rulemaking hearings regarding proposed amendments to the anesthesia rules. Those hearings were held on July 9, 2009 and October 21, 2009. Based upon the Board's discussion of all the written and oral testimony received at the last rulemaking hearing, the Board delayed adopting a final rule until a few matters were clarified at the next Full Board meeting scheduled for 8:00 am on Thursday, January 21, 2010. If a rule is adopted at that time, then it will be effective sometime in March of 2010. New applications for anesthesia privileges or permits will be posted on our website prior to the effective date of the new rule. Practitioners with current anesthesia permits will either be rolled over automatically into the new system once it becomes effective or will no longer be required to hold a permit or privilege, depending on the level of anesthesia they are performing. For a better understanding of what is currently proposed, please click on the following link: <http://www.sos.state.co.us/CCR/Upload//NoticeOfRulemaking//ProposedRuleAttach2009-00783.RTF> and then view the proposed amendments starting on page 15 of the document through page 29.

Currently there are five separate rules in place regarding anesthesia and the idea behind this amendment is to provide dental patients in the state of Colorado open and safe access to anesthesia care by making the permitting process well defined, transparent, and consistent for the dental professionals while at the same time, advocating for patient safety – all under one rule. This new rule will be user friendly to both the consumers of dental services in this state as well as the dental community.

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PROGRAM DIRECTOR'S CORNER

(Continued from page 1)

An item of interest for all of you is we are now getting ready to send out renewal notices in the mail. Just in case your notice is lost in the mail or misplaced, page 5 of this newsletter goes into detail on how to proceed with renewing your license online when it comes time to do so. Remember, all dental and dental hygiene licenses are set to expire on February 28, 2010. An important difference between the 2008 renewal and the 2010 renewal for dentists is that the renewal fee for dentists will see a significant increase of several hundred dollars. It is also projected that dental hygienists will experience a small fee increase.

The anticipated significant increase in the dental fee is due to the amount of legal services the Board had to utilize over the past two years in order to resolve cases that were initiated against dentists who were practicing below the generally accepted standard of care for Colorado. If enough individuals are operating below that standard and if the cases are not readily resolved, it directly impacts all of you by resulting in increased renewal fees needed to support the operating costs of this regulatory program. We will work hard these next two years to resolve any cases that come before the Board as expeditiously, thoroughly, and fairly as we can while keeping an eye on the legal services budget.

Another topic related to what I have just shared above is the increase in the number of dentists and dental hygienists, especially hygienists, practicing on expired licenses in Colorado coming before the Board since the last renewal cycle. It is important to understand that practicing on an expired license may result in disciplinary action being taken against your license. Please check your license to make sure it is currently active. If it is not, then please immediately cease practicing and contact our office in order to start the process for reinstating your license. We will work with you to get your license reinstated as soon as possible. How you respond and react once you have discovered that you have been practicing on an expired license is important since that information will be taken into account by the Board when discussing what type of action is warranted for your unlicensed practice.

It is also the responsibility of all supervising dentists who have licensed personnel operating in their practices to make sure that employee(s) are actively licensed and if any one of them is not actively licensed, then to please stop his or her unlicensed practice immediately and have that individual contact our office as soon as possible in order to start the process for reinstatement of licensure. You can always verify the status of a license by visiting our website and utilizing our Automated Licensure Information System Online (ALISON) at <https://www.doradls.state.co.us/alison.php>.

For those of you that may be interested, the Division of Registrations is pleased to announce that it has outsourced the production of wall certificates for Academic Dentists, Dentists and Dental Hygienists to Wall Certificate Service (WCS) a division of Professional Credential Services, Inc. (PCS), effective July 1, 2009. The outsourcing of the certificates provides enhancements to the certificates that both new and existing licensees will find beneficial. Specifically, the certificate demonstrating Colorado licensure provided by WCS is a larger, higher quality certificate than that previously provided by the Division.

For more information regarding wall certificates and how to obtain one, please visit our new web page at <http://www.dora.state.co.us/registrations/wallcert.html>. Licensees will be able to order and pay the fee online. The fee for U.S. residents is \$25 and for international residents there is an additional international shipping fee.

Please be advised that further updates regarding upcoming legislation and other items of interest from the State Board of Dental Examiners will be provided on the Board's website and if the timing is right, through our online newsletter.

REGISTRATIONS ONLINE DOCUMENTS

Registrations Online Documents (ROD) is a website that allows the consumer to view images of scanned disciplinary documents through the Internet. In reviewing a licensee's information, it is important to know what is and is not available from the agency about Colorado licensees.

The following information WOULD appear on a record under Board or Program Actions if applicable to the licensee:

1. If a licensee had been disciplined or formally accused of wrongdoing by the Board or Program.
2. If the Board or Program has taken some other non-disciplinary action against the licensee that restricts or limits the individual's license.

Board/Program Action Documents available via Registrations Online Documents (ROD)

- All **Stipulations, Final Agency Orders, and Suspensions** that were in effect in February 2000 plus any that became effective since that date. Child support suspensions are not available online but may be obtained by contacting the appropriate Board.
- Any document **Revoking** or agreeing to a **Voluntary Relinquishment/Surrender** of license or registration, **Cease and Desist Orders** and **Letters of Admonition** from January 1, 1999 to the present.
- All **Injunctions**.
- All **Notice of Charges** or **Formal Complaints**, if the information is a public record, for cases that were pending hearing as of February 2000.

If you are interested in viewing the disciplinary action documents, please visit Registrations Online Documents (ROD), found at www.dora.state.co.us/registrations/ROD.htm.

COLORADO PRESCRIPTION DRUG MONITORING PROGRAM HELPING HEALTH CARE PROVIDERS PROVIDE BETTER PATIENT CARE

By Catherine Hakala, D.D.S.

Legislation enacted by the State of Colorado has allowed the establishment of an electronic database to check a patient's history of controlled drug prescriptions. This database, known as the Prescription Drug Monitoring Program (PDMP), is an extremely useful tool for dentists who wish to verify a patient's prescription history. The database was established in July 2007, and prescription records are available back to at least October 2007. Pharmacies enter the information on all prescriptions for controlled substances, and while there is about a 2 week lag time, you can now check a patient's prescription record for a full year.

Registering for access to the PDMP is quite simple. The website is: www.coloradopdmp.org. Just go to this website, and follow the prompts to enter the requested information. You will need to provide your name and address, email address, date of birth, social security number, state dental license number, and Drug Enforcement Administration (DEA) number. Giving your National Provider Identifier (NPI) number is optional. Please be assured that all of your information is secure and that the Department of Regulatory Agencies does have a strict privacy policy. If you have technical problems with the website, a help desk can be reached at 877-324-4878 or at copdmphelpdesk@ghsinc.com. If you have trouble registering or have other questions, direct those inquiries to the PDMP administrator at pdmpinqr@dora.state.co.us or 303-894-5957. Once all of the necessary information has been verified, you will be granted access to the database, by entering a user ID and password.

Is looking at a patient's prescription records a Health Insurance Portability and Accountability Act (HIPAA) violation? Absolutely not, although you do need to use the website information in an ethical manner, and access to it should be by the doctor only. Office staff should never be allowed to utilize your name and password to search for information. You don't want a staff member looking up his/her ex-brother-in-law's record to use in a child custody battle!

How do you know that a patient is not giving you an alias? The best way to decrease the chances that a patient is giving you false information is to keep a copy of their state ID in their file, and to always get a copy of a new patient's identification. This is not critical with patients of record who are familiar to you, but in a busy practice with many new patients, it is a good idea to establish a policy of verifying identification.

If you do find that a patient has a record on file that indicates they are getting multiple prescriptions each month from multiple prescribers (and usually from multiple pharmacies as well), what should you do? First, I suggest you let the patient know that you have reviewed his or her prescription record and that you believe that there may be a problem. If you believe it is appropriate under the circumstances, recommend that the patient seek treatment, and document that in the patient chart. One agency they can be referred to is Peer Assistance Services, Inc. at 303-369-0039. If they have a true dental emergency and are in severe pain, prescribing Tramadol (a non-narcotic) and Non-steroidal anti-inflammatory drugs (NSAIDS) may be the best course of action and Marcaine can be administered if it is warranted. A patient with a drug problem may try to use their dental condition to their advantage. As a healthcare provider, you may view it as your responsibility to insist the patient follow through with recommended treatment, or you may dismiss them from your practice. Please be advised that you have a legal obligation to provide emergency care and referrals for 30 days from the date of a written dismissal notice.

Lastly, should you notify other doctors whose names you see on the list of prescribers for a patient with a history of receiving multiple controlled substance prescriptions from multiple sources? The PDMP statute is not entirely clear on this subject, but language in the statute does seem to indicate that the information is to be used by the individual prescriber or dispenser and should not be shared among prescribers or dispensers. That said, pharmacists are using the database effectively and will often call a prescriber to verify if a prescription is authentic. If you receive a call regarding one of your patients for whom you have written a prescription for a narcotic, you may want to ask the pharmacist if he or she has checked the patient's PDMP history and then get online and check it yourself!

Affidavit of Eligibility Requirements

Effective January 1, 2007, all applicants requesting original licensure, renewal of an active license, or reinstatement of a lapsed license must complete and sign the [Affidavit of Eligibility Form](#).

No license can or will be issued without this form.

The good news is that you can complete this form online when you use Registrations Online Services!

You must possess at least one secure and verifiable document and include information about that document on the Affidavit itself (or provide the information during online renewal).

The list of secure and verifiable documents is available to you when you renew online.

We also have a web page where you can read the law, look at the Affidavit, and see the list of acceptable documents.

www.dora.state.co.us/registrations/Affidavit.htm

Have You Moved Lately?

It is imperative that all licensees keep their mailing address updated with the Board.

The Board mails renewal information to the licensee at the last address furnished to the Board.

Failure to receive such a renewal notice does not relieve the licensee of the obligation to submit a timely renewal.

You can update your mailing address at:

<https://www.doradls.state.co.us/>

WONDERING HOW YOU CAN MAKE A DIFFERENCE?

Want to use your expertise to make a difference by helping a colleague, helping the Board and helping patients? Become a Practice Monitor!

What is a Practice Monitor? Disciplinary actions often require licensees to obtain a Practice Monitor to review their practice. Per Board Rule XIX(C), "Practice Monitors are responsible for periodic assessment of a licensee's practice as directed by the Board or its agent(s)". A Practice Monitor serves as the 'eyes and ears' of the Board, ensures the licensee is practicing dentistry within the accepted standard of care by conducting regular practice visits and providing reports to the Board.

What are the requirements to be a Practice Monitor? You should be a full time practicing dentist (or dental hygienist) with a minimum of 5 years experience. You cannot have any pending or active disciplinary action against your license. It is essential that a Practice Monitor and licensee not have any relationship by marriage or consanguinity, any corporate affiliation, or any prior or current financial relationship other than remuneration for services as a Practice Monitor. During the monitoring period you will be asked to remain an unbiased and objective observer.

What is the process of serving as a Practice Monitor? The licensee to be monitored is required to make arrangements for their Practice Monitor. (The Board does not match or assign licensees and Practice Monitors.) Once an agreement between a licensee and potential Practice Monitor is reached, the potential Monitor will submit an application to the Board. Applications are reviewed by the Board on a case by case basis. The Board will consider the potential Monitor's expertise and experience in relation to the particular licensee's needs.

I have previous discipline. Can I serve as a Practice Monitor? Licensees with previous disciplinary action can apply to become a Practice Monitor. After being contacted by a licensee, Practice Monitor applications are reviewed by the Board on a case by case basis. Having previous disciplinary action does not exclude you from serving as a Practice Monitor.

I am retired. Can I serve as a Practice Monitor? If you are retired and fit the description given above (minimum of 5 years experience, no pending disciplinary actions) you can apply to become a Practice Monitor for a licensee.

Are Practice Monitors paid for their work? The Board encourages Practice Monitors to charge a reasonable fee for their services and complete a written agreement that is signed by both parties.

For more information, please contact Abi Gaskins CBDE Compliance Monitor, at Abigail.gaskins@dora.state.co.us

BOARD MEMBERS

Eve Bluestein, M.D., D.D.S., O.M.S.

Dr. Bluestein grew up in the Chicago, Illinois area where she played competitive junior tennis. She received a scholarship to attend Vanderbilt University where she double-majored in philosophy and economics, completed pre-medical requirements, and played Division I tennis in the Southeastern Conference. Dr. Bluestein earned her Dental Degree from the University of Tennessee and her Medical Degree from the University of Cincinnati. She completed her Surgical Internship and Residency at University Hospital in Cincinnati, Ohio.

Dr. Bluestein is a Board Certified Oral & Maxillofacial Surgeon, a Fellow of the National Dental Board of Anesthesiology, and a Fellow of the American Academy of Cosmetic Surgery. She started a private practice in Louisville, Colorado in 2001. Dr. Bluestein's practice consists largely of Dental Implants and Facial Cosmetic Surgery, with an emphasis on complex cases.

Dr. Bluestein has served in many leadership roles in the medical community. She is a Past-President of the Boulder County Medical Society and has been active in the Colorado Medical Society as a member of the Grievance Review and Scope of Practice Subcommittees. She is also a member of numerous other professional organizations including the American Dental Association and the American Association of Oral and Maxillofacial Surgeons. Dr. Bluestein's responsibilities on the Board include membership on the Rules & Regulations Committee as well as the Anesthesia Committee.

Brian Davidson, M.D.

Brian Davidson, M.D., has served on the Colorado State Board of Dental Examiners as a public member since January, 2004. At age 26, Dr. Davidson was the youngest person ever appointed to the Dental Board.

Dr. Davidson is a faculty member in the Department of Anesthesiology at the University of Colorado School of Medicine. He completed a general surgery internship at Exemplar/St. Joseph hospital in Denver upon graduation from medical school at CU. Dr. Davidson later completed residency training in anesthesiology and is currently finishing a Fellowship in Healthcare Administration at the University of Colorado Hospital. He will also graduate with an MBA in Health Administration from CU Denver in the spring of 2009.

Dr. Davidson's responsibilities on the Board include membership on the Rules & Regulations Committee, Anesthesia Committee, and acting as the Board liaison to the Dental Wellbeing Taskforce. He is particularly interested in educational and regulatory measures to help dentists provide safe procedural sedation.

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BOARD MEMBERS

Annette Isenbart, R.D.H.

Annette Isenbart of Stratton, Colorado has been a practicing Registered Dental Hygienist for the past 24 years. Ms. Isenbart attended the University of Southern Colorado for two years prior to being accepted into the dental hygiene program at Pueblo Community College. After graduating in 1985, she worked in general practice in Westminster for eleven years before moving back to rural Eastern Colorado. Ms. Isenbart continues to practice in a general office in Stratton.

Annette Isenbart is a member of the American Dental Hygiene Association as well as the Colorado Dental Hygiene Association. She was appointed as a new member of the Colorado State Board of Dental Examiners in April of 2009 and serves as an examiner for Central Regional Dental Testing Service (CRDTS). Ms. Isenbart is also a board member of Dynamic Dimensions, Inc., which is an institution serving developmentally disabled adults.

Ms. Isenbart and her husband Tony have been married for 23 years and they have two children. Tony is a software engineer for Qwest Communications. Her son, Seth, is a student at Denver University and her daughter, Amanda, attends Regis University. Ms. Isenbart enjoys spending time with her family, cooking, and she actively volunteers in her community.

Lisa Reitmaier, R.D.H.

Lisa Reitmaier grew up in a small town in Southeast Minnesota. Ms. Reitmaier went through parochial schools and graduated from Winona Cotter High School in 1989. She then moved to Minneapolis where she pursued a Bachelor of Science degree in Dental Hygiene.

Shortly after graduating from college in 1994, Ms. Reitmaier moved to Denver. Her clinical practice spans almost 15 years now. Her current position is with Drs. Bassett, Wallace, Selner, and Taylor where she has enjoyed working for almost ten years. Ms. Reitmaier's career has been enhanced by attending various continuing education classes, including The Rocky Mountain Dental Convention and RDH "Under One Roof" meetings in various cities throughout the U.S. Ms. Reitmaier was appointed by Governor Bill Ritter, Jr. to serve on the Colorado State Board of Dental Examiners in April 2009. She is proud to serve her community and strives to keep the public safe and healthy.

F. Robert Murphy, D.D.S.

Dr. Murphy grew up in central Illinois (Danville). He graduated from Loyola School of Dentistry in Chicago in 1981. From 1981-1982 Dr. Murphy completed a General Dentistry Residency Program at Vancouver General Hospital in Vancouver, British Columbia, Canada.

Dr. Murphy has been a Colorado licensed dentist since 1982. He has been in private practice in Boulder, Colorado since 1983. Dr. Murphy has been a member of the American Dental Association, Colorado Dental Association and Boulder County Dental Society since 1982. Dr. Murphy served as a board member for the Dentists' Professional Liability Trust from 1999-2005.

Dr. Murphy has served on the Colorado State Board of Examiners from 2005 to the present and serves as the current Chair of the Full Board and is a member of both the Board's Rules & Regulations and Jurisprudence Committee.

Elizabeth Thompson, R.D.H.

Elizabeth Thompson was appointed to the Colorado State Board of Dental Examiners in 2003 and is serving in her second four-year term. She is currently Vice-Chair for the Full Board, Vice-Chair for Panel A and has served on numerous board committees, including Rules & Regulations. Ms. Thompson is also the Board representative to the Central Regional Dental Testing Service (CRDTS). She is currently serving a term on the CRDTS Steering Committee and has also been a member of the CRDTS Dental Hygiene Exam Review Committee.

As the Board representative to the American Association of Dental Examiners (recently changed to the American Association of Dental Boards), Ms. Thompson meets with other state board members from around the country and Canada in order to share information, changes in statutes and rules, and challenges in the area of dental/dental hygiene examinations and licensure.

Ms. Thompson was born and raised in Washington State where she received her degree in dental hygiene. After working in Washington for a couple of years, she moved to Colorado in order to enjoy the skiing and outdoor sports opportunities the Rocky Mountains had to offer. When it snowed on July 4, 1974, Ms. Thompson decided to move from Steamboat Springs to Grand Junction. She has worked in a variety of practice settings, including periodontics and general dentistry. Since 1986, Ms. Thompson has owned a direct access dental hygiene practice.

RESIDENCE OUTSIDE OF THE UNITED STATES

If you are outside of the United States, you may not be able to access our Registrations Online Services. If you attempt to access the following link <https://www.doradls.state.co.us/> and you cannot get the page to display, you may have to contact your Internet Service Provider (ISP) to allow you access. If your ISP still cannot grant you access, then you will have to request a hard copy renewal form.

You will also need a United States Social Security Number (SSN) to access the Registrations Online Services. If you do not have a SSN then you will need to request a hard copy renewal form.

You can request the hard copy renewal form by contacting our manual request line at 303-894-2984 or email at registrations@dora.state.co.us. You will either speak to the representative or leave a voice message. In your voice message, please make sure to leave your name, license type, license number, and address where you would like the renewal form mailed.

THE OFFICE OF EXPEDITED SETTLEMENT

The mission of the Office of Expedited Settlement (ESP) within the Colorado Division of Registrations is to quickly resolve disciplinary cases for the healthcare, health services and business and technical boards and programs by reaching an agreement between the Board and the licensee without litigation. This approach provides more timely resolution of cases and enhances consumer protection and also limits legal expenses for the licensee and the Board.

This process begins with a complaint being reviewed by the Board. If the Board determines discipline is necessary to protect the public, it then decides the sanction necessary to achieve public protection. This information is then transmitted to ESP as guidance for resolution of the case. ESP staff then contacts the licensee and offers settlement with an opportunity to sign a stipulation, which is the written agreement between the Board and the licensee. If the licensee accepts the terms of the stipulation, the licensee signs the document, returns it to ESP and the case is then returned to and handled by Board staff.

DENTIST PEER ASSISTANCE PROGRAM OF THE COLORADO BOARD OF DENTAL EXAMINERS

The goal of the Dentist Peer Assistance Program (DPAP) is to offer a safe and caring program for licensees who are impaired due to alcohol or other drug abuse, or physical, emotional, or psychological problems. Established to safeguard the life and health of the consumer, the program allows dentists to integrate caring for themselves while maintaining a high standard of practice. By offering a rehabilitation option, DPAP provides an opportunity to save the career and many times the life of the licensee. Early intervention also results in significant cost savings and minimizes intangible losses to the individual and the profession. The program, available to all licensed dentists, is funded by licensees through a biennial fee. The DPAP services are provided by Peer Assistance Services, Inc. (PAS), a healthcare peer assistance provider.

DPAP process includes:

Inquiry/referral from family member, friend, office staff, colleague or self-referral

Assessment, evaluation and referral immediately by DPAP

Rehabilitation contract developed with DPAP

A licensed dentist can access DPAP through:

Peer Assistance Services at (303) 369-0039 or (866) 369-0039, www.peerassist.org

Colorado Board of Dental Examiners at (303) 894-7758, dental@dora.state.co.us

Colorado Concerned Dentists at (720) 989-7960, ccd@ccdinfo.org

The services provided by DPAP include:

Assessment and Referral—Problem identification, evaluation and recommendation

Peer Intervention—Consequences of behavior identified and rehabilitation options discussed

Case Management—Individualized referrals, monitoring and support, follow-up and outcome evaluation

Facilitated Peer Support Groups—Confidential forums dealing with issues for professionals in recovery; available in Aurora, Alamosa, Boulder, Colorado Springs, Denver, Englewood, Grand Junction, Greeley, and Pueblo

Education Programs and Workshops—Training through the professional association and societies

24-hour Assistance at (303) 392-4098

Network of Providers—Resource bank of professionals providing treatment

Consultation—Training and technical assistance

Compliance Data Report—by case number to CBDE staff

Data Collection—Demographic documentation of program participants

Outreach—Activities within the profession, increasing awareness and accessibility

RENEWAL PROCESS

To renew your license, please follow these steps:

1. Go to the Division of Registrations website at www.doradls.state.co.us.
2. Click "I have an individual license" then click the "Continue" button.
3. If you are a returning Registrations Online Services user, enter your SSN and password in the fields on the right. If you are a new user and don't have a password, click the link labeled "Set up password" on the left, then follow the instructions to set up your password.
4. If you need to update any contact information, click on the button labeled, "Update Contact Information" then complete the instructions on updating your information, e.g. mailing address, phone number, and email address.
5. When you are ready to renew, click the button labeled "Renew this License" and follow the instructions.
6. Complete the required Affidavit of Eligibility including the Attestation. After completion, you may click the "Pay Now" button.
7. Pay for your renewal using our **secure payment system**. You must pay by credit card (Visa, Master Card, American Express or Discover) or by debit card (as long as it bears the Visa or Master Card logo) for online renewal. You may also use a pre-paid credit card obtained from a bank (must have Visa or Master Card logo.)
8. Print your renewal confirmation page for your records. After you see the confirmation page, your renewal is complete. You will receive your renewed license within 7-10 days.