


General Information			
PTA / PIA Name:	HRSA - NPDB - SF - QTR2 - 2025 - HRSA1438745	PTA / PIA ID:	3913432
Component Name:	HRSA - National Practitioner Data Bank - Salesforce	ATO Boundary Name:	National Practitioner Data Bank
Overall Status:	Complete 	# of Days - Open:	150
Submitter:		Submit Date:	7/9/2025
Next Assessment Date:	11/19/2028	Expiration Date:	11/19/2028
Office:		OpDiv:	HRSA
Security Categorization:	Moderate		
Make PIA available to Public?:	Yes	PIA Required:	Yes
General 01:	Identify the Enterprise Performance Lifecycle Phase of the system.		Operations and Maintenance
General 02:	Is this a FISMA-Reportable system?		Yes
General 03:	Does the system have or is it covered by a Security Authorization to Operate (ATO)?		Yes
General 04:	ATO Date or Planned ATO Date.		9/13/2024
General 05:	Is the system or electronic information collection, agency or contractor operated?		Contractor
History Log:	View History Log		

Privacy Threshold Analysis			
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PTA 01:	Point of Contact (POC) Name		Olufunmilayo Fayese
PTA 01A:	POC Title and Organization		ISSO
PTA 01B:	POC Email Address		ofayese@hrsa.gov
PTA 01C:	POC Phone Number		301-443-2905
PTA 02:	Indicate the following reason(s) for this PTA. Choose from the following options.		PIA Validation (PIA Refresh)
PTA 02A:	Describe in further detail any changes to the system that have occurred since the last PIA.		None
PTA 03:	Is the data contained in the system owned by the agency or contractor?		Agency

PTA 04:

Please give a brief overview of the purpose of the system by describing what the functions of the system are and how the system carries out those functions in support of HHS.

The National Practitioner Data Bank (NPDB) Salesforce Customer Relationship Management (CRM) system is used by the NPDB Customer Service Center (CSC) to support external NPDB users with system issues pertaining to entity and agent registration, querying, reporting, NPDB policy, account management, billing, and general questions. The NPDB Salesforce CRM system supports issue and case tracking, e-mail communication, case escalation, and knowledge management pertaining to the NPDB CSC.

NPDB Salesforce CRM is accessible to organizational users only (NPDB Contractors and HRSA federal staff). The system is not accessible to non-organizational users.

PTA 05:

List and/or describe all the types of information that are collected, maintained, and/or shared by the system regardless of whether that information is PII and how long that information is stored.

The information stored in Salesforce to support case management activity includes **caller information:**

Name

Entity Name

Phone Number

E-mail address

Address

Data Bank ID (DBID)

Self-Query Number

Report Number

and **case information:**

call details (Category Codes, language line flag, queue callback flag, escalation flags etc.)

Quality Review score

Case Comments

Case Solution details

Some users provide unsolicited PII via email attachment or within the text of the email. Users may also provide their own PII via interaction with an NPDB Customer Service Center Agent. This is stored as part of a transcript of each call in Salesforce. The elements provided during the interaction with the NPDB Customer Service Center Agent include:

Full Name

Date of Birth

Social Security Number

Passport Number

Driver's License Number

This information is stored for a minimum of 1 year.

PTA 05A:

Are user credentials used to access the system?

Yes

PTA 05B:	Please identify the type of user credentials used to access the system.	HHS User Credentials HHS/OpDiv PIV Card HHS Username Non-HHS User Credentials Username Password
PTA 06:	Describe why each type of information is collected, maintained, and/or shared by the system. Specify what information is collected about each category of individual.	The information collected and maintained is required to respond to user inquiries and track case management activities. Information collected includes caller information (Name, email address, phone number, Data Bank Identity Number, Report Number, Self-Query ID) and case information (category codes, case notes, etc.)
PTA 07:	Does the system collect, maintain, use, or share PII?	Yes
PTA 08:	Does the system include a website or online application?	Yes
PTA 08A:	Provide the URL(s).	https://npdb.my.salesforce.com/
PTA 08B:	Are any of the website or online applications accessible by the public (including publicly accessible log in pages)?	No
PTA 09:	Describe the purpose of the website, who has access to it, and how users access the web site (via public URL, log in, etc.). Please address each element in your response.	<u>Purpose</u> The National Practitioner Data Bank (NPDB) Salesforce Customer Relationship Management (CRM) system is used by the NPDB Customer Service Center (CSC) to support external NPDB users with system issues pertaining to entity and agent registration, querying, reporting, NPDB policy, account management, billing, and general questions. The NPDB Salesforce CRM system supports issue and case tracking, e-mail communication, case escalation, and knowledge management pertaining to the NPDB CSC. <u>Who has access to the website:</u> NPDB Contractors HRSA staff <u>How users access the website:</u> Both NPDB Contractor and HRSA staff access the Salesforce Service Cloud over the Internet using encrypted communications.
PTA 10:	Does the website have a posted privacy notice?	No
PTA 11:	Does the website contain links to non-federal government websites external to HHS?	No
PTA 12:	Does the website use web measurement and customization technology?	No
PTA 13:	Does the website have any information or pages directed at children under the age of thirteen?	No
PTA 14:	Does the system have a mobile application?	No
PTA 20:	Are any third-party websites or applications (TPWA) associated with the system?	No
PTA 21:	Does this system use artificial intelligence (AI) tools or technologies?	No

Privacy Impact Assessment

Privacy Impact Assessment

PIA 22:	Indicate the type(s) of personally identifiable information (PII) that the system will collect, maintain, or share.	Identifying Numbers Social Security Number Truncated SSN Driver's License Number Passport Number Biographical Information Name Date of Birth User Credentials Contact Information Email Address (Personal) Mailing Address (Personal) Email Address (Business) Mailing Address (Business)
PIA 23:	Indicate the categories of individuals about whom PII is collected, maintained, or shared.	Members of the public Vendors/Suppliers/Third-Party Contractors (Contractors other than HHS Direct Contractors)
PIA 24:	Indicate the approximate number of individuals whose PII is maintained in the system.	500 – 4,999
PIA 25:	For what primary purpose is the PII used?	The PII is used for contact information associated with the National Practitioner Data Bank (NPDB) Customer Service Center to resolve inquiries.
PIA 26:	Describe any secondary uses for which the PII will be used (e.g., testing, training, or research).	None
PIA 27:	Describe the function of the SSN, Truncated SSN, and/or Taxpayer ID. If the Taxpayer IDs collected are only for businesses include that in your response.	NPDB Salesforce does not request the SSN. Some users voluntarily provide this information within an email attachment or within the text of an email.
PIA 27A:	Cite the legal authority to use the SSN, Truncated SSN, and/or Taxpayer ID. If the Taxpayer IDs collected are only for businesses, you may respond N/A.	NPDB Salesforce does not use the SSN.
PIA 28:	Identify legal authorities, governing information use and disclosure specific to the system and program.	NPDB Salesforce does not use the SSN.
PIA 29:	Are records in the system retrieved by one or more PII data elements?	Yes
PIA 29A:	Please specify which PII data elements are used to retrieve records.	- Name - Entity Name - Phone Number - E-mail address - Address

PIA 29B:	Provide the number, title, and URL of the Privacy Act System of Records Notice (SORN) that is being used to cover the system or indicate whether a new or revised SORN is in development.	SORN: 09-15-0054 National Practitioner Data Bank (NPDB) https://www.federalregister.gov/documents/2023/03/24/2023-06096/privacy-act-of-1974-system-ofrecords
PIA 30:	Identify the sources of PII in the system.	Directly from an individual about whom the information pertains Email Other Government Sources State/Local/Tribal Other Federal Entities Non-Government Sources Members of the Public Private Sector
PIA 30A:	Identify the "other" sources of PII in the system not mentioned in the above list.	None
PIA 31:	Is there an Office of Management and Budget (OMB) information collection approval number?	Yes
PIA 31A:	Provide the information collection approval number(s) and expiration date(s).	Current OMB Control Number 0915-0126 Expiration Date 4/30/2024 New OMB Control Number 0906-0081 Expiration Date 01/31/2027
PIA 32:	Is the PII in the system shared directly with other organizations outside the system's Operating Division?	No
PIA 33:	Is the submission of PII by individuals voluntary or mandatory as defined in the Privacy Act?	Voluntary
PIA 34:	Describe the method in place to notify and obtain consent from individuals whose PII will be collected. If no prior notice is given or consent cannot be obtained, explain why.	This is not applicable to the NPDB Salesforce platform because this information is provided voluntarily. If the NPDB Salesforce users choose not to provide their PII, then the NPDB Customer Service Center will not be able to resolve their inquiries.
PIA 35:	Describe the process to notify and obtain consent from the individuals whose PII is in the system when major changes occur to the system (e.g., disclosure and/or data uses have changed since the notice at the time of original collection). If they cannot be notified or have their consent obtained, explain why.	This is not applicable to the NPDB Salesforce platform because the system is not accessible to non-organizational users and information is not disclosed outside the system. Specific disclosure or data use is not communicated at the time of original collection. If the NPDB Salesforce contacts requesting help choose not to provide their PII, then the NPDB Customer Service Center will not be able to resolve their inquiries.
PIA 36:	Describe the process in place to resolve an individual's concerns when they believe their PII has been inappropriately obtained, used, or disclosed, or that the PII is inaccurate. If no process exists, explain why not.	An individual can call the National Practitioner Data Bank customer service center if they have concerns about use of their PII.

PIA 37:	Describe the process in place for periodic reviews of the system to ensure the integrity, availability, accuracy, and relevancy of the PII in the system. Please address each element in your response. If no processes are in place, explain why not.	<p>Data Integrity: Information is maintained exactly as submitted.</p> <p>Data Availability: Multi-data centers are used to ensure high availability and disaster recovery of the NPDB Salesforce system.</p> <p>Data Accuracy: Data accuracy is confirmed when the NPDB customer records are located.</p> <p>Data Relevancy: Records are maintained indefinitely.</p>
PIA 38:	Identify who will have access to the PII in the system.	<p>Administrators</p> <p>Contractors</p> <p>Others</p>
PIA 38A:	Select the type of contractor.	Third-Party Contractor (Contractors other than HHS Direct Contractors)
PIA 38B:	Do contracts include Federal Acquisition Regulation (FAR) and other appropriate clauses ensuring adherence to privacy provisions and practices?	Yes
PIA 38C:	Identify the additional person(s) who will have access to the PII in the system not mentioned in the list above.	None
PIA 39:	Provide the reason why each of the groups identified in 38 needs access to PII.	<p>Administrators: Administrators access the installation to support configuration and troubleshooting activities.</p> <p>Contractors: Contractors are the primary users of the system as they are the agents of the NPDB Customer Service Center.</p> <p>Others: HRSA federal staff users access Salesforce for escalation of cases and quality review activities.</p>
PIA 40:	Describe the administrative procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.	NPDB procedures for account creation ensure that only users who support the NPDB Customer Service Center as agents, administrators, or escalation support have accounts in Salesforce.
PIA 41:	Describe the technical methods in place to allow those with access to PII to access only the minimum amount of information necessary to perform their job.	All Salesforce access is role-based to support limiting access to PII.
PIA 42:	Identify the general security and privacy awareness training provided to system users (system owners, managers, operators, contractors and/or program managers) to make them aware of their responsibilities for protecting the information being collected and maintained.	All users are required to complete the annual security awareness training and sign the Rules of Behavior.
PIA 43:	Describe the training system users receive above and beyond general security and privacy awareness training.	All team members receive annual security training that discusses their responsibilities when handling and protecting PII. Periodic technical job training is conducted on and as needed basis or as required by system changes. This specialized training may take the form of vendor seminars, security-related product demonstrations and conferences, professional technical association and user group meetings.

PIA 44:

Describe the process and guidelines in place for the retention and destruction of PII. Cite specific National Archives and Records Administration (NARA) records retention schedule(s) and include the retention period(s).

The NPDB Customer Service Center contact records are not part of the NPDB Federal Records Management Plan. Salesforce records are kept indefinitely.

PIA 45:

Describe how the PII will be secured in the system using administrative, technical, and physical controls. Please address each element in your response.

Since Salesforce is a Software as a Service (SaaS) solution, most of the security controls are managed by Salesforce Cloud Service Provider (CSP). While some of the security controls are provided as shared responsibilities by the NPDB contractor and Salesforce.

Administrative:

Government and contractor personnel who access the NPDB Salesforce CRM must obtain favorable adjudication for a Level 5 Position of Public Trust and must complete annual security training with Rules of Behavior acknowledgment. NPDB System Administrators create accounts with role-based access for NPDB Customer Service Center Agents and support personnel. All physical and logical access to the system are removed upon termination of employment.

Technical:

NPDB follows Salesforce best practices for security configurations. NPDB Contractor system administrators provide configuration support for the platform, including user management, screen layout customization, reporting, and e-mail configuration.

Physical:

Salesforce provides physical safeguards at their data centers.

Review and Comments

OpDiv Privacy Analyst Review

Privacy Analyst Review Decision:	Approved	Privacy Analyst Review Date:	8/5/2025
Privacy Analyst Review Comments:		# of Days - PA Review:	27

SOP Review

SOP Review Decision:	Approved	SOP Review Date:	10/15/2025
SOP Review Comments:		# of Days - SOP Review:	71

Agency Privacy Analyst Review

Agency Privacy Analyst Review Decision:	Approved	Agency Privacy Analyst Review Date:	11/20/2025
Agency Privacy Analyst Review Comments:	<p>Reviewer: Nestor Villafuerte</p> <p>11/20/2025 All comments have been addressed. This PIA is ready for SAOP review and approval.</p> <p>10/22/2025 PIA-29B: The URL stated goes to a page that has been removed, please consider changing to the link below:</p> <p>https://www.federalregister.gov/documents/2023/03/24/2023-06096/privacy-act-of-1974-system-of-records</p>	# of Days - APA Review:	36

SAOP Review

SAOP Review Decision:	Approved	SAOP Review Date:	11/20/2025
SAOP Review Comments:		# of Days - SAOP Review:	0

SAOP Signature

Date	User	Type	Name	Original Value	New Value
11/20/2025 11:21 AM	BAUR, VANESSA	Signature	SAOP (Email PIN)		Content Signed

Supporting Document(s)

Name	Size	Type	Upload Date	Downloads
No Records Found				

Comments

Question Name	Submitter	Date	Comment	Attachment
PIA 29B	VILLAFUERTE, NESTOR	10/22/2025	<p>The URL stated goes to a page that has been removed, please consider changing to the link below:</p> <p>https://www.federalregister.gov/documents/2023/03/24/2023-06096/privacy-act-of-1974-system-of-records</p>	