

Ron DeSantis
Governor

Joseph A. Ladapo, MD, PhD
State Surgeon General



A Medical Quality Assurance Publication

Florida Department of Health

Q4 Quarterly Performance Report

April 1 - June 30, 2025





VISION

To be the **healthiest state** in the **nation**.

MISSION

To protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts.

VALUES

Innovation

We search for creative solutions and manage resources wisely.

Collaboration

We use teamwork to achieve common goals and solve problems.

Accountability

We perform with integrity and respect.

Responsiveness

We achieve our mission by serving our customers.

Excellence

We promote quality outcomes through learning and continuous performance improvement.

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LETTER FROM THE DIRECTOR

I'm honored to highlight the Division of Medical Quality Assurance's (MQA) journey, through the final quarter of FY 2024-25, showcasing another outstanding progress report. This report not only marks the conclusion of the fiscal year but also highlights the tenacity and dedication of MQA's workforce, paving the way for continued success in Florida's health care sector.

This quarter, MQA issued 38,397 initial licenses—its highest quarterly volume in five years. Our proactive measures in the Unlicensed Activity (ULA) Program led to the issuance of 176 cease and desist orders against unlicensed practitioners and the referral of 186 cases to law enforcement, demonstrating MQA's dedication to collaborating with authorities to uphold public safety and integrity.

Additionally, MQA optimized its technology by adding MQA's Virtual Agent, ELI, to MQA's background screening phone line, offering more efficient, on-demand support to callers. This strategic expansion of ELI was proactive in providing customers with timely information about new background screening requirements as part of MQA's *Cleared to Care* marketing campaign launch per House Bill 975 (2024), effective July 1, 2025. Over the past three years, ELI has fielded over 2.7 million web chat and voice inquiries and is on the verge of reaching its three million milestone.

Looking ahead, we are excited to further innovate and expand our services to better meet the needs of our practitioners and communities they serve. Our focus will remain to leverage technology to enhance regulatory efficiency, ensuring the highest standards of operations and fostering a collaborative environment for all stakeholders.

Our commitment to Florida's 1.5 million health care practitioners remains unwavering as we continue to make significant strides in protecting, promoting, and improving the health of all people in Florida.

Sincerely,



Jennifer L. Wenhold, MSW, CPM



EXECUTIVE SUMMARY

[Section 456.005](#), Florida Statutes, requires MQA to report quarterly on its performance and financial status and assess its effectiveness in regulating health care practitioners and facilities.

LICENSING

- A total of 1,572,475 Florida licensed practitioners and 24,726 licensed facilities and establishments were recorded at the close of Quarter Four.
- 46,622 Initial applications were received while 38,397 initial licenses were issued.
- 1,236 Licenses were expedited and issued to military applicants this quarter, marking a total of 22,163 issued licenses since the first expedited license was issued by MQA to a qualified military applicant.
- MQA issued 195,969 renewal applications—a 11.6% increase from this time last year—with 98.5% processed online.
- Initial applications were issued to qualified applicants in 1.1 days on average, while renewal applications were processed in 0.1 days.

ENFORCEMENT

- 333 New massage establishment, optical establishment, dental laboratory, and electrolysis facility (M.O.D.E.) inspections were completed in 4.3 days on average.
- 48 New pharmacy inspections were completed in 7.5 days on average.
- 10,923 Complaints were received, 44.6% of which were submitted digitally through the Florida Health Complaint Portal.
- 2,861 Investigations were completed, which is 39.7% more than last quarter.
- 345 ULA complaints were received and 176 ULA cease and desist orders were issued.

CUSTOMER CONTACT

- 98,876 Web chats and 255,566 voice calls were conducted through MQA's Virtual Agent, ELI.
- 133,091 Calls were offered through MQA's Call Center.

FINANCES

- MQA maintained an overall cash balance of \$40,421,159 at the close of Quarter Four.

AROUND MQA

ARE YOU CLEARED TO CARE? DON'T DELAY, GET SCREENED TODAY!

As part of its implementation of House Bill 975 (2024), MQA kicked off Quarter Four by formally launching its Cleared to Care campaign, which requires background screenings for health care practitioners in Florida applying for initial licensure or renewing an existing license as of July 1, 2025—an essential step to maintain eligibility to practice.



KEY CAMPAIGN HIGHLIGHTS:

- **Initial Implementation for Select Professions:** Massage therapists, massage establishments, and licensed practical nurses experienced the new requirements for the first time during their renewal cycles. Pharmacists are the first newly screened profession to encounter these requirements upon renewal since the campaign launched July 1, 2025.
- **What Practitioners Need to Know:** As of July 1, 2025, health care practitioners must comply with background screening requirements when applying for initial licensure or renewing their license.
- **Support Tools and Resources:** Instructions on how to complete background screening, including how to obtain a new screening if it has lapsed since initial licensure, are found on MQA's Background Screening website at FLHealthSource.gov/Background-Screening. There, applicants and licensees can access frequently asked questions, [webinars](#), scheduling instructions, or contact [MQA's Virtual Agent, ELI](#), to receive information.



Steps to Initiate and Track Screenings

Failure to get your background screening on time will result in not being allowed to renew your license. The background screening process takes time due to multiple required steps and processing. Waiting too long will result in licensing delays or expiration.



1. **Register** with the [CHAI system](#) to create or update your profile.

- Refer to the [User Guide](#) if you experience issues.



2. **Schedule** a fingerprinting appointment with a [Livescan provider](#).

- Health care practitioners are responsible for the screening costs and should be aware that fees vary by service provider.

- [Find providers in your region.](#)



3. **Bring** your [ORI Number](#) to your fingerprinting appointment.

- A form with your prepopulated ORI number is available for printing if using CHAI.



4. **Request** your Transaction Control Number (TCN).

- Get your TCN from the Livescan provider before leaving your appointment. The Department cannot retrieve your TCN.



5. **Track** your fingerprint submission.

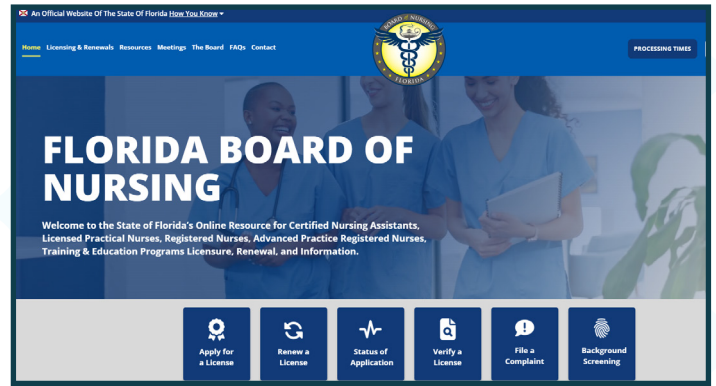
- Entering your [TCN at the Florida Department of Law Enforcement TCN Lookup](#) to track your submission.

When applying for or renewing your license, you must acknowledge the privacy statement regarding electronic fingerprinting within the application. Your screening results cannot be shared with the Department if the privacy statement is not received.



TRANSFORMING THE ONLINE EXPERIENCE: MQA'S INNOVATIVE BOARD WEBSITE REDESIGN

MQA completed a comprehensive redesign of all board websites, delivering a modern, user-friendly platform that strengthens board identity, improves communication, and enhances transparency for stakeholders and the public.



- **Modern Design and Stronger Identity:** The new design establishes a professional presence through clear board titles in large, accessible fonts and board-specific looping video, reinforcing credibility and public trust.
- **Centralized Alerts for Timely Communication:** A new Alert Notification system displays urgent messages across all 22 board websites simultaneously, ensuring consistent and timely communication during rule changes, emergencies, or meeting adjustments.
- **Streamlined Licensing and Renewal:** Licensing and renewal information is consolidated under a single, intuitive tab, simplifying navigation and reducing routine inquiries—allowing staff to devote more time to board priorities.
- **Improved Navigation and Access:** A “Choose a Profession or Program” section presents pathways in a card-style grid, making it easier to locate board-specific information with fewer errors. A persistent Quick Links menu remains visible within Licensing/Renewal and Resources, enabling faster access to frequently referenced content and reducing page friction.
- **Elevated Announcements and Updates:** The announcement slider has been upgraded to an interactive carousel, prominently featuring the most recent updates and providing a visible channel for boards to highlight policy changes, deadlines, or initiatives.
- **Comprehensive Meetings Hub:** A redesigned Meetings Hub centralizes upcoming and past board meetings, with essential details—such as date, time, location, and materials—highlighted in a callout box. This feature improves member preparation, strengthens transparency, and provides easier access for the public.

Collectively, these enhancements standardize the user experience across all boards, streamline operations, reduce misdirected inquiries, and build greater confidence in the boards' role as trusted stewards of health care regulation in Florida.



LEVERAGING PARTNERSHIPS TO SUPPORT MILITARY LICENSURE PATHWAYS

FLORIDACOMMERCE



The Office of Veteran Licensure Services (OVLS) strengthened support for veterans this quarter by formalizing key partnerships. A collaboration with Veterans Florida focuses on sustainable communication strategies to connect veterans with job placement resources, interview and resume skills training, and professional development opportunities. Joint outreach at veteran-focused events expands access to timely, organized assistance tailored to the unique needs of transitioning service members.

OVLS also partnered with the Florida Department of Commerce to contribute to a comprehensive list of veteran-friendly licensure pathways. This initiative reinforces OVLS's commitment to streamlining career opportunities for veterans and ensuring clear, accessible routes to professional licensure in Florida.

Together, these partnerships enhance Florida's ability to attract, retain, and support veterans in building successful post-service careers while strengthening the state's health care workforce.



CUTTING RED TAPE FOR PHYSICAL THERAPIST LICENSE APPLICANTS

This quarter, MQA advanced efforts to reduce barriers for physical therapy applicants by addressing an outdated examination requirement. Previously, applicants seeking licensure by examination were required to have passed the national exam within five years of applying. This restriction often forced otherwise qualified applicants to retake the exam, creating unnecessary delays and additional burdens in the licensure process.

In February, the Board of Physical Therapy reviewed the rule and, in May 2025, approved language to remove the five-year limitation. The amendment is now moving through the formal rulemaking process and, once adopted, will expedite licensure and reduce costs for applicants.

This regulatory change demonstrates MQA's commitment to streamlining pathways into the profession, supporting applicants, and strengthening Florida's health care workforce by accelerating the entry of qualified physical therapists into practice.



WHAT'S NEW WITH ELI

MQA's Virtual Agent, ELI, powered by artificial intelligence, continues to expand as a resource for licensure applicants, practitioners, and consumers. Available 24/7, ELI answers questions on licensure requirements, application status, renewals, fees, and public records requests. In Quarter Four, ELI was added to MQA's background screening phone line to respond to questions related to background screening requirements—an essential component to the *Cleared to Care* campaign. Since May 21, 2025, ELI has already handled more than 9,400 background screening conversations, reducing call volumes and helping practitioners stay informed about compliance deadlines.

Enhancements to the MQA Customer Contact Center also expanded ELI's reach. A streamlined phone menu now routes callers more effectively, while queue-specific announcements provide targeted information while on hold. In Quarter Four alone, ELI fielded 255,566 voice calls and 98,876 web chats. Over the past three years, ELI has engaged in more than 2.7 million conversations, demonstrating steady growth in customer adoption.

Through continuous innovation, MQA is delivering an improved, customized experience that reduces wait times, ensures practitioners receive timely campaign updates, and supports efficient licensure processing. To learn more or chat with ELI, visit FLHealthSource.gov/ELI or find ELI at the bottom of any board website.





FRAUD ALERT: SCAM SCHEMES

MQA has seen a recent surge in fraudulent emails and phone calls targeting Florida health care practitioners through impersonating MQA teams. These scams leverage information about the licensure and enforcement processes to attempt to steal licensees' personal or financial information.

WHAT LICENSEES NEED TO KNOW:

COMMON TACTIC:	PROTECT YOURSELF BY:
Emails or texts with links to file shares or login pages designed to steal your credentials.	Ask yourself: "Why would I need my password to access someone else's file share?" Do not enter credentials on unknown pages.
Fake emails from "MQA Online Services" or asking you to verify or update personal information.	Watch for inconsistent capitalization, vague language, poor grammar, or missing contact information—all red flags.
Spoofed websites or messages that closely mimic official MQA/Department communications.	Always verify the sender's email domain. Official emails will come from @flhealth.gov.
Phone calls from imposters claiming to be investigators with fake badge numbers or case IDs.	Never provide personal or banking information over the phone. Hang up and contact MQA directly to confirm.
Threats of immediate license suspension to create panic and urgency.	MQA does not send suspension notices via phone or email. Be cautious of urgent demands to "act immediately."
Look-alike email addresses, like flhealth.gov or fl-health.org.	Double-check domains, letter by letter. When in doubt, call MQA directly using verified contact information.
Malware attachments disguised as forms or case documents.	Do not open attachments from unknown sources. Official MQA emails include clear context, contact information, and official email signatures.
Payment demands via gift cards, Venmo, wire transfers, or crypto.	MQA will never ask for payment via untraceable methods. Only pay through secure, verified channels.

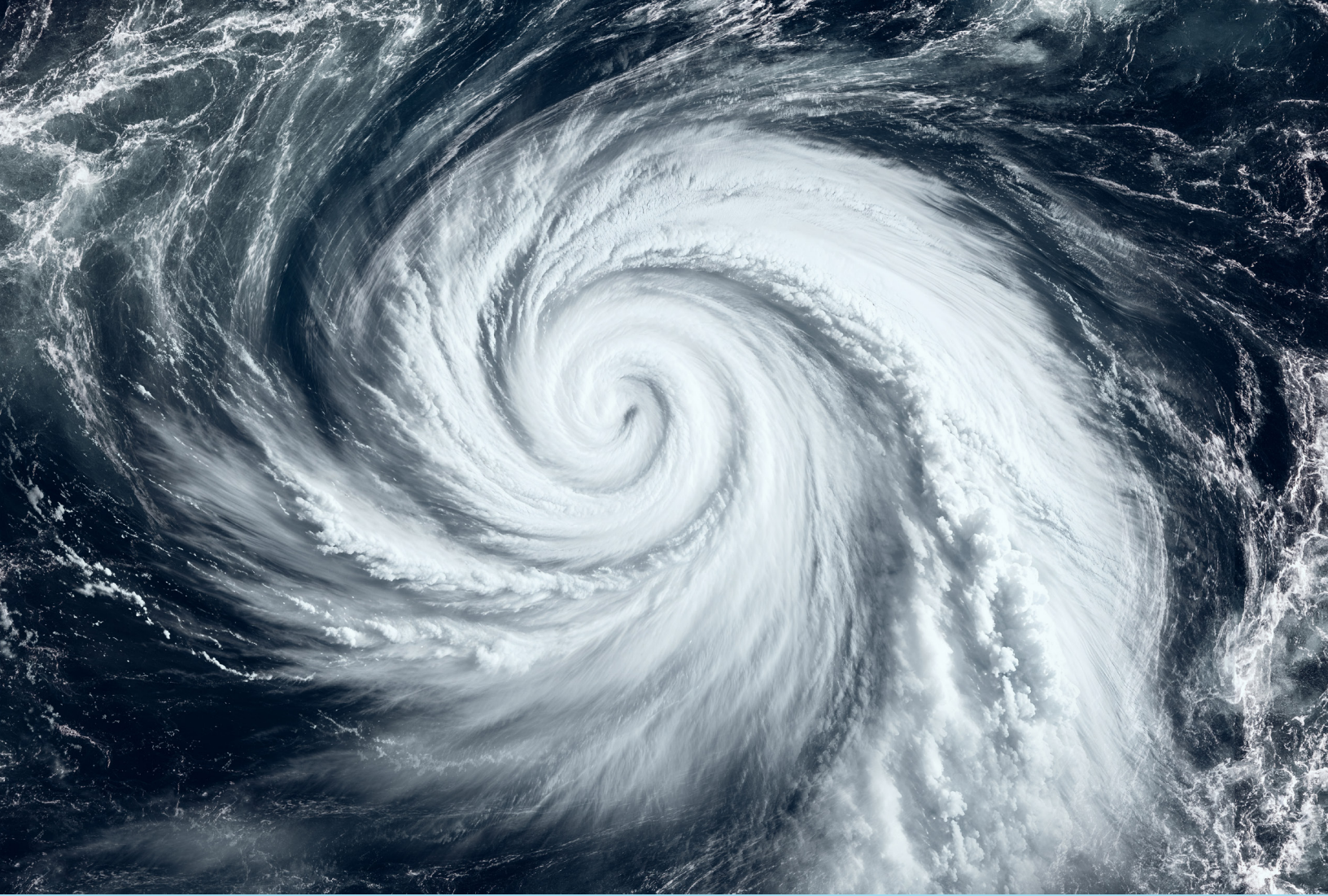
WHAT TO DO IF YOU SUSPECT A SCAM:

If you have accidentally entered your credentials into any prompt or website that seems suspicious, or if you have been contacted by a suspicious caller or email, change your password immediately, gather the following information about the incident, and report it by calling the MQA Customer Contact Call Center at 850-488-0595 or emailing MedicalQualityAssurance@flhealth.gov.

- A description of the scam and how you were contacted.
- Screenshots of the phone call (with the timestamp and number).
- Photos of any documents or emails received (including the sender's email or fax number).
- A copy of the envelop or bank charges, if applicable.

COMING SOON: MULTI-FACTOR AUTHENTICATION

To better protect your MQA Online Services Account, MQA is launching multi-factor authentication (MFA) later this year. MFA adds an extra layer of security—requiring you to confirm your identity using something you know (like a password) and something you have (like a mobile device or fingerprint). Stay tuned for more updates on this important security upgrade.



ARE YOU STORM READY? KEY PREPAREDNESS TIPS FOR HEALTH CARE PRACTITIONERS IN CRITICAL AREAS

The Florida Department of Health's Division of Emergency Preparedness and Community Support provides valuable resources for readiness at personal, family, and community, and health care system preparedness, and environmental health.

Key preparedness tips for health care practitioners in critical areas include:

- **Personal and Family Preparedness:** Ensure your personal preparedness to stay focus on your professional responsibilities during emergencies.
- **Health Care System Preparedness:** Develop and implement emergency plans for health care facilities to maintain continuity of care.
- **Community Resilience:** Collaborate with local organizations to enhance community-wide disaster response efforts.
- **Training and Exercise:** Engage in regular training and drills to stay current with emergency response protocols.
- **Environmental Health Preparedness:** Address environmental hazards that could impact health during disasters.

For more detailed information, visit

[FloridaHealth.gov/programs-and-services/emergency-preparedness-and-response/index.html](https://www.floridahealth.gov/programs-and-services/emergency-preparedness-and-response/index.html)

PERFORMANCE STATISTICS

INITIAL APPLICATIONS

In Quarter Four, MQA received 46,622 initial applications from prospective practitioners, representing a 4.9% increase compared to the same period last year. Of these, 38,397 initial licenses were issued, reflecting an 82.4% issuance rate and bringing the total number of licensed health care practitioners in Florida to 1,572,475. This quarter's applications received and licenses issued were the highest recorded in the past five years.

MQA issued initial applications to qualified applicants within an average of 1.1 days, a 27% improvement from the fourth quarter of the previous fiscal year. These results demonstrate MQA's ability to expedite the licensing process while meeting growing demand from health care practitioners across the state.



Measure: The average time taken to issue an initial license to a qualified applicant.

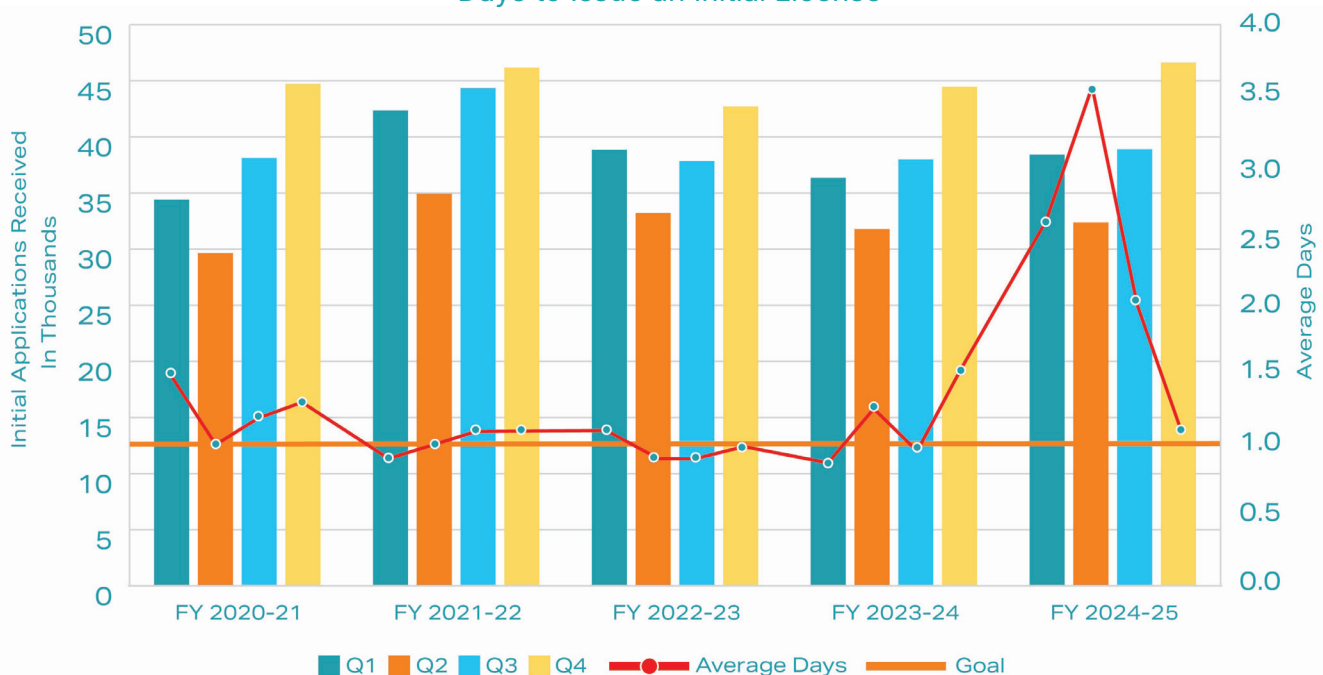


Definition: The average duration from when an application is deemed qualified to the issuance of the license.



Goal: One day.

Figure 1: Initial Applications Received vs. Average Days to Issue an Initial License



MILITARY LICENSURE

OVLS was established in 2023 to assist active-duty military members, veterans, and their spouses with the health care licensure process. As shown by the following four available military licensure pathways, 1,236 military health care applicants and licensees experienced expedited licensure services or fee waivers this quarter when seeking to practice their profession in Florida. A total of 22,163 licenses have been issued since the first military license was issued by MQA. OVLS also facilitates a referral program in a robust partnership with Veterans Florida to assist with providing training, education, and employment for Florida's health care professions.

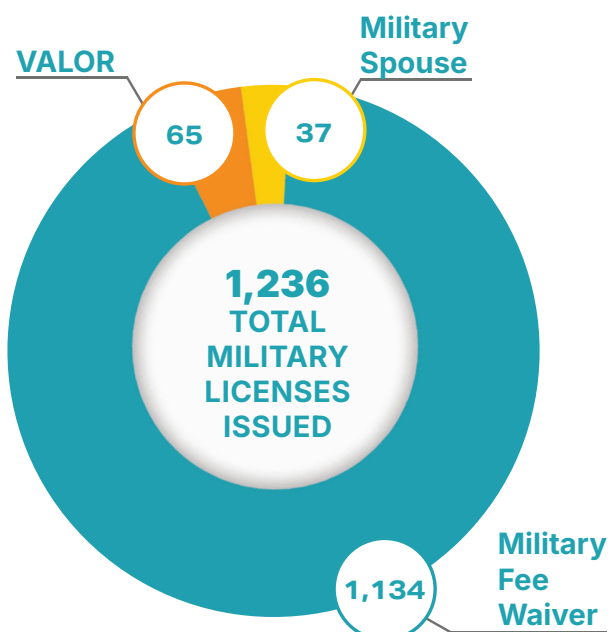


Military Licensure Pathway Application Type	Military Licenses Issued This Quarter	Total Military Licenses Issued ²	Percent of Total Military Licenses Issued
Military Fee Waiver	1,134	18,530	83.61%
VALOR ¹	65	3,162	14.27%
Military Spouse	37	464	2.09%
Military Platform	0	7	0.03%
Total	1,236	22,163	100.00%

¹Veterans Application for Licensure Online Response System

²Since the first military license was issued by MQA

Figure 2: Military Licenses Issued by Licensure Pathway



- The Military Fee Waiver is a general military pathway that serves any veteran who has been honorably discharged from the military at any point or any spouse whose service member was honorably discharged from the Armed Forces.
- The Florida Veterans Application for Licensure Online Response (VALOR) Pathway provides an easy application process for spouses of active-duty service members, veterans who have recently been honorably discharged from the Armed Forces, or active-duty service members who have an anticipated future honorable discharge date.
- The Military Spouse pathway is designed to serve those whose military service member is active-duty and stationed in Florida, and the Military Platform licenses are given to those who are active-duty and are training with a nonmilitary health care practitioner to ensure well-rounded, technically proficient education and training to meet the present and future health care needs of the United States Armed Forces.

LICENSE RENEWALS

MQA processed 195,969 renewal applications in Quarter Four, which is 11.6% more than last this time last year. The majority of renewal applications were processed online (98.5%), and qualified applicants were renewed in less than one day on average (0.09 days)—which is a 10% decrease in processing time compared to this time last year.



Measure: The average number of days to process a renewal application for a qualified applicant.

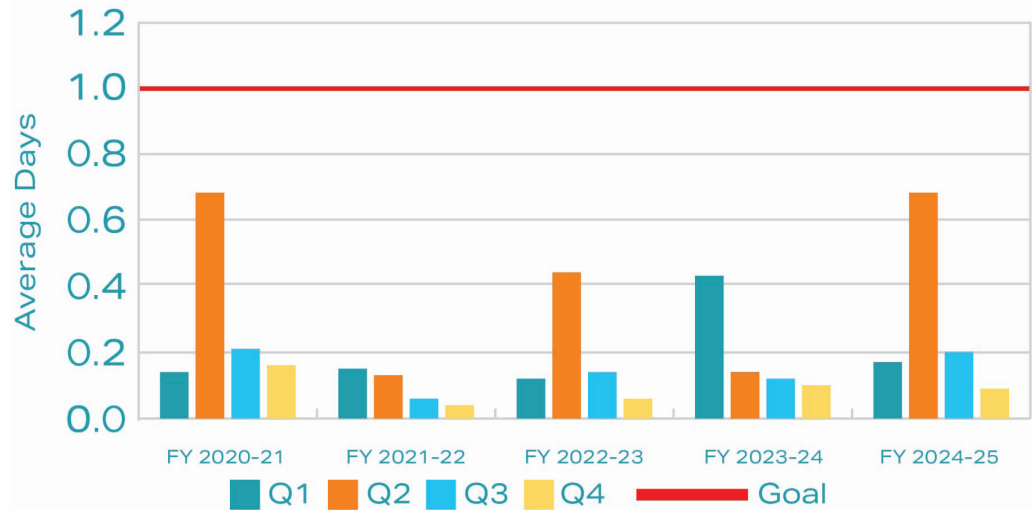


Definition: The average number of days to renew a license for health care practitioners and facilities from receipt of the completed application through approval.



Goal: One day.

Figure 3: Average Time to Process a Renewal Application for a Qualified Applicant



M.O.D.E. INSPECTIONS

M.O.D.E. inspections are prioritized to ensure the health and safety of the public. This quarter, a total of 333 new M.O.D.E. inspections were completed within 4.3 days on average, which is well below the target goal of 10 days.



Measure: The average number of days to complete a M.O.D.E. inspection.

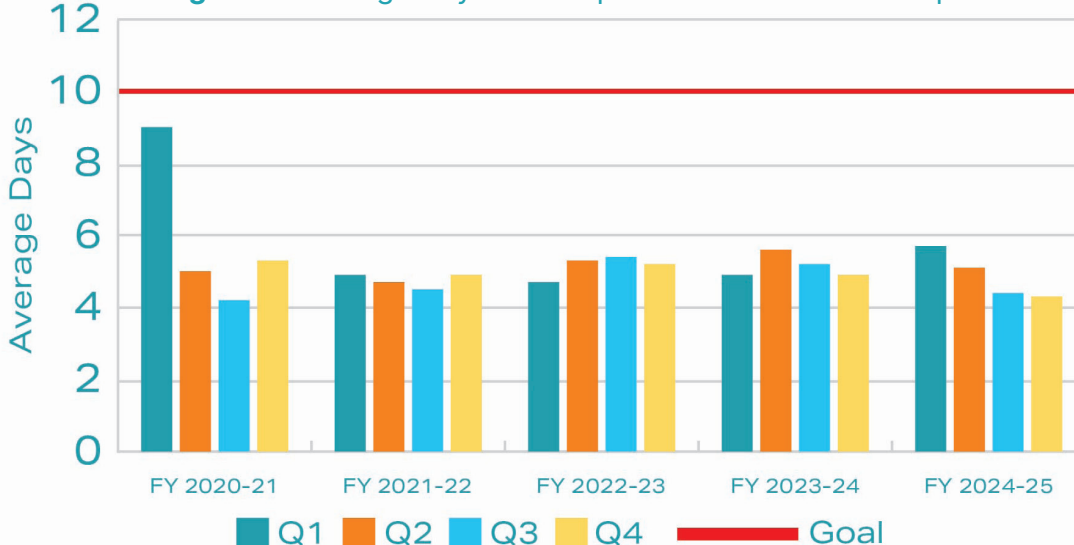


Definition: The average number of days from the date the facility requests inspection to the date the inspection is completed. This measure does not include those facilities that request a delay in inspection.



Goal: 10 days.

Figure 4: Average Days to Complete a New M.O.D.E. Inspection



PHARMACY INSPECTIONS

Pharmacy facility inspections are designed to ensure pharmacies adhere to established operational and practice standards, particularly in areas such as recordkeeping, inventory management, and the control of substances. During Quarter Four, 48 inspections for new pharmacies were completed in 7.5 days on average.

Over the past five fiscal years, MQA has consistently completed new pharmacy inspections in significantly less than the targeted 14-day period. This impressive performance highlights the efficiency and optimization of MQA inspection team in swiftly completing new facility inspections.



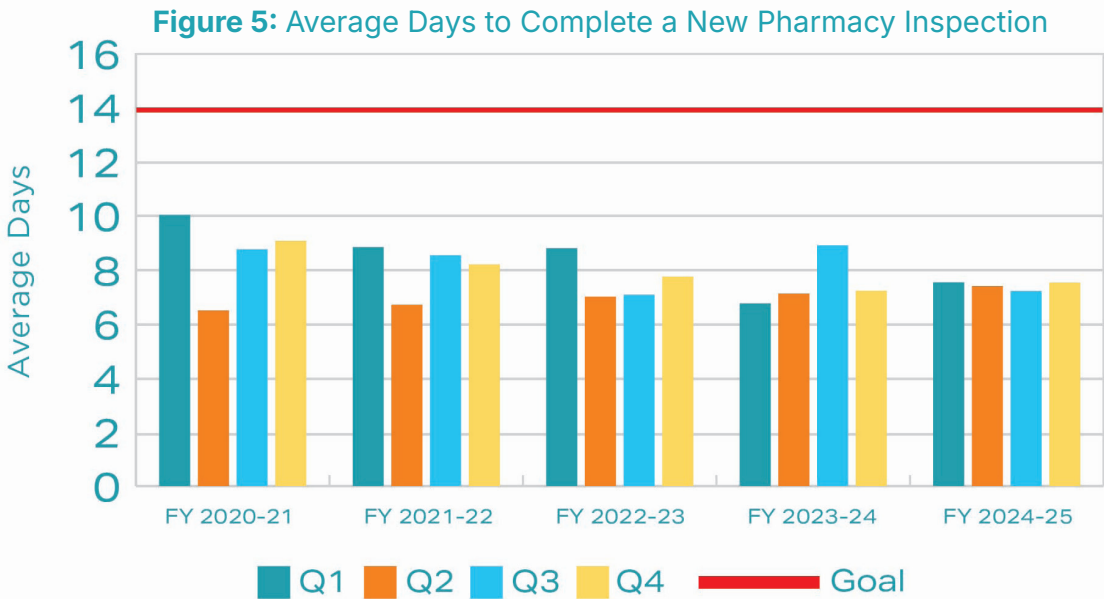
Measure: The average number of days to complete a pharmacy inspection.



Definition: The average number of days, from the date an applicant is ready for an opening inspection, to the date the inspection is completed.



Goal: 14 days.



ENFORCEMENT AT A GLANCE

As required by [section 20.43](#) and [Chapter 456](#), Florida Statutes, MQA ensures that health care practitioners follow the laws and regulations designed to protect public health. MQA's Bureau of Enforcement (BOE) comprises three units to fulfill this responsibility: the Consumer Services Unit (CSU), Investigative Services Unit (ISU), and Compliance Management Unit (CMU). In partnership with Prosecution Services Unit (PSU), these units work together to receive, investigate, and resolve complaints about health care practitioners and facility owners.

This quarter, MQA received 10,923 complaints against health care practitioners, 44.6% of which were submitted digitally through the Florida Health Complaint Portal. As the central intake for all complaints, CSU took 9.11 days on average on process a complaint this quarter.

Figure 6: Number of Open Cases*

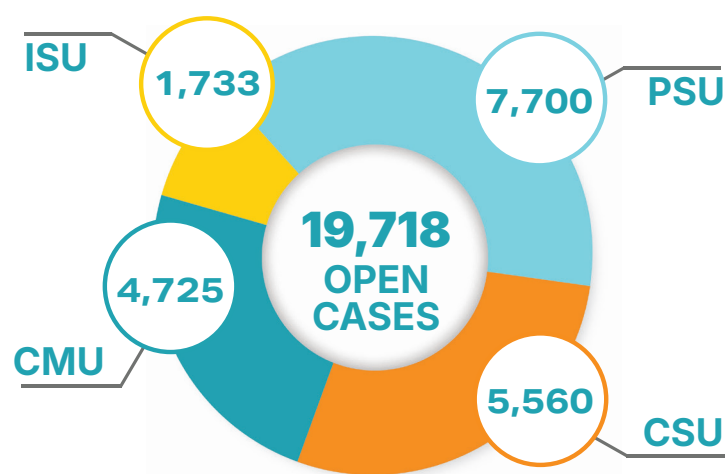
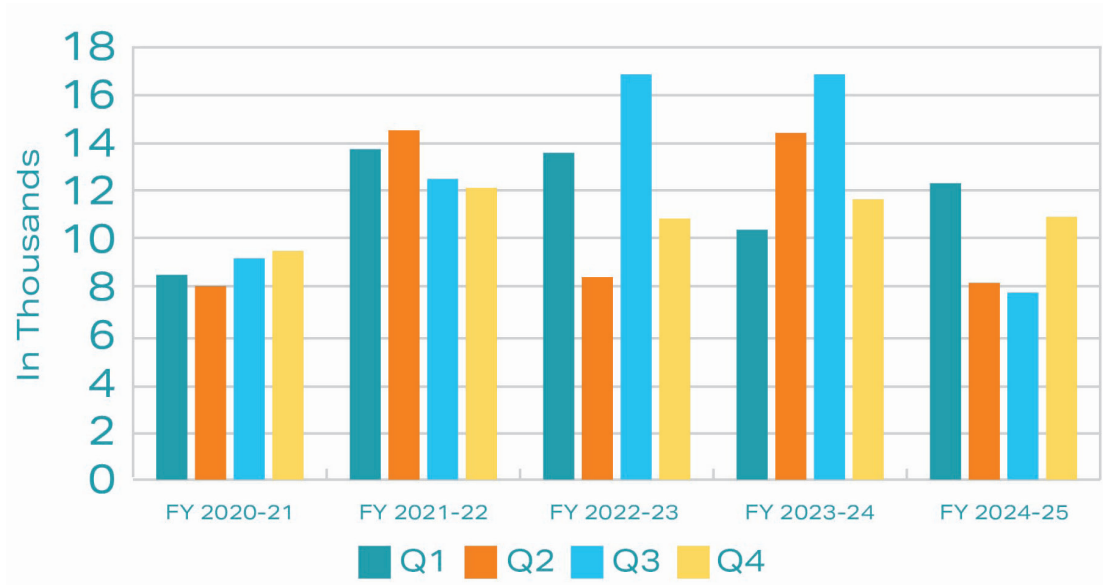


Figure 7: Complaints Received



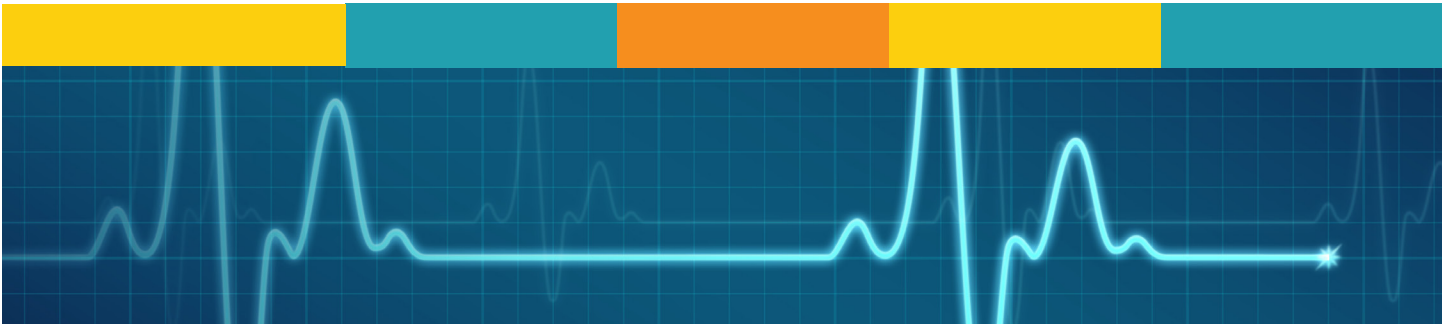
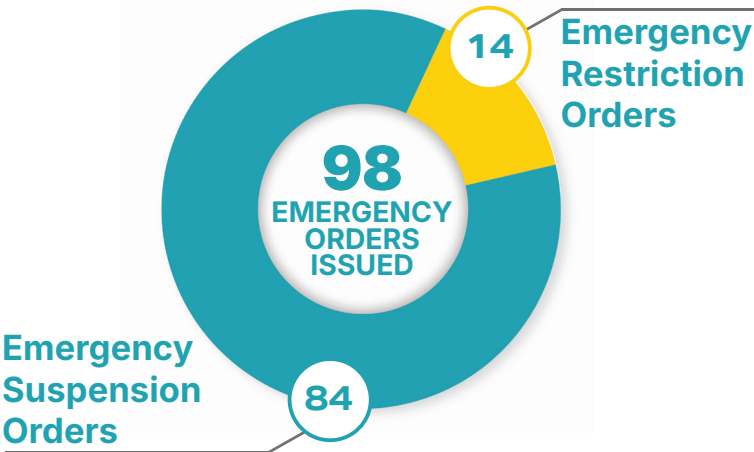
* An open case refers to a case that remains active and has not been closed by the end of a given quarter. This figure represents the total number of open cases at the end of the quarter—including those that are being monitored for compliance or are awaiting further information—and should not be interpreted as a number of new cases received during that quarter that remain unresolved. NOTE: CMU open cases data have been collected since FY 2021-22.



Investigators and analysts collaborated to identify, analyze, coordinate, and monitor complaints against health care practitioners with possible repeated serious violations that could cause danger to the public's health, safety, and welfare. Of the cases evaluated this quarter, 3,084 cases were found legally sufficient, meaning that, if found true, these cases showed potential violations of Florida Statutes or Rules. The Department or boards' designated probable cause panels determined sufficient evidence in 484 cases, bringing formal charges against licensed practitioners, whereas no probable cause was found in 1,020 cases. Disciplinary actions levied in these cases include seven citations, 49 dismissals, and 330 resolved through final orders.

Practitioners' licenses were restricted or suspended in 98 cases where the complaints posed imminent threats to the public via Emergency Order. MQA also completed 2,861 investigations, 39.7% more than those completed last quarter, further demonstrating its success in protecting the public.

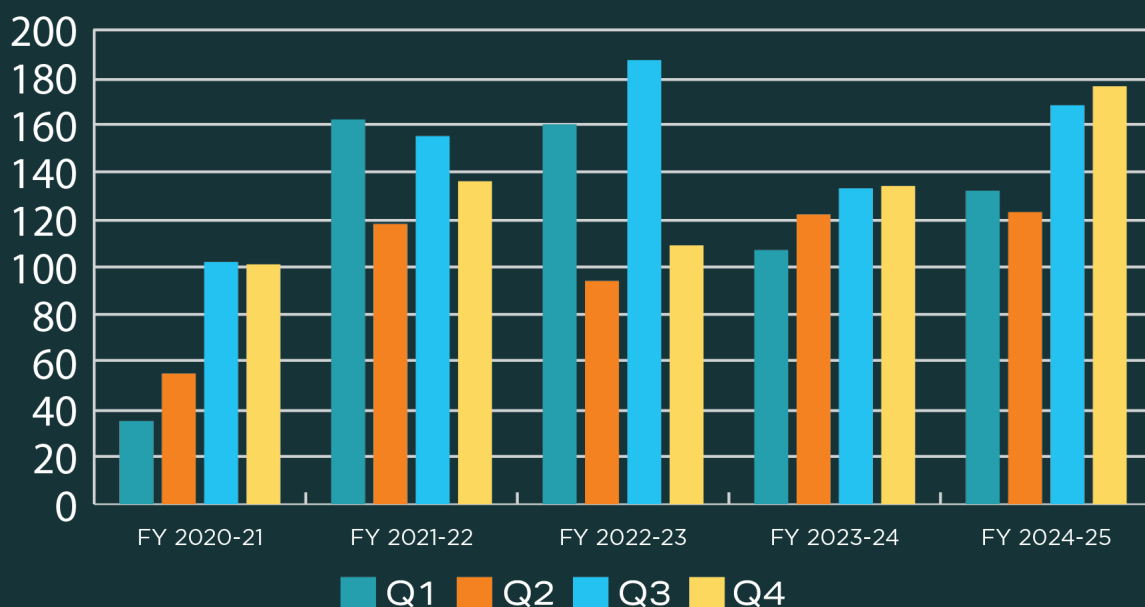
Figure 8: Emergency Orders Issued



UNLICENSED ACTIVITY INVESTIGATIVE SPOTLIGHT

MQA's ULA Program helps the public understand the risks of receiving health care from unlicensed practitioners. According to [section 456.072, Florida Statutes](#), providing medical care without a license can result in fines, penalties, and even jail time. The ULA Program works with law enforcement and state attorneys to investigate and take legal action against unlicensed practitioners, which helps protect the public and uphold professional standards. The following snapshot of performance data illustrates the ULA Program's quarterly success.

Figure 9: ULA - Cease and Desist Orders Issued





Miami-Dade and Broward Tackle Illegal Pharmacies with Billboard Blitz

In Quarter Four, MQA launched a billboard campaign across Miami-Dade and Broward counties to combat illegal pharmacy operations. A total of 17 static and digital billboards were strategically placed near high-traffic residential areas and shopping centers, reaching an estimated 2,068,707 residents weekly. The campaign's core message emphasized prescription safety, urging consumers to always get prescription medication from a licensed pharmacy.

ULA Outreach

The following outreach activities serve as an additional indicator of the ULA Program's success, as the activities raise awareness and foster partnerships, furthering the mission to ensure public safety.

- The Alachua ISU** partnered with the Sumter County Sheriff's Office at a Seniors vs. Crime community meeting to address the growing threat of fraud targeting older adults. Law enforcement officers and community volunteers discussed how scammers exploit seniors' trusting nature and social isolation, often resulting in devastating financial losses. The collaborative program trains volunteers to recognize warning signs, educate at-risk seniors, and connect fraud victims with resources and support.
- Jacksonville ISU** engaged in the Jacksonville Health Festival, a perfect venue to spread awareness of the ULA program. These events gather people with different perspectives on wellness and sheds light on trends we may not have identified.
- The Pensacola ISU** participated in the first Annual Stroke Symposium, connecting with registered nurses, physical therapists, and physicians focused on pediatric stroke care, advanced imaging techniques, and emergency response protocols. The symposium effectively educated health care providers about the ULA program, with many attendees pledging to report suspected unlicensed practitioners in their networks after learning about the oversight.
- Jupiter ISU** participated in the Jupiter Police Family Autism event during Autism Awareness Month. These community events increase ULA's visibility and foster partnership with public health organizations. The family-friendly event included autism awareness vendors, food trucks, a petting zoo, and sensory stations for children with autism.



345 ULA complaints received



389 Complaints referred for investigation



385 Investigations completed



176 Cease and desist orders issued to unlicensed individuals

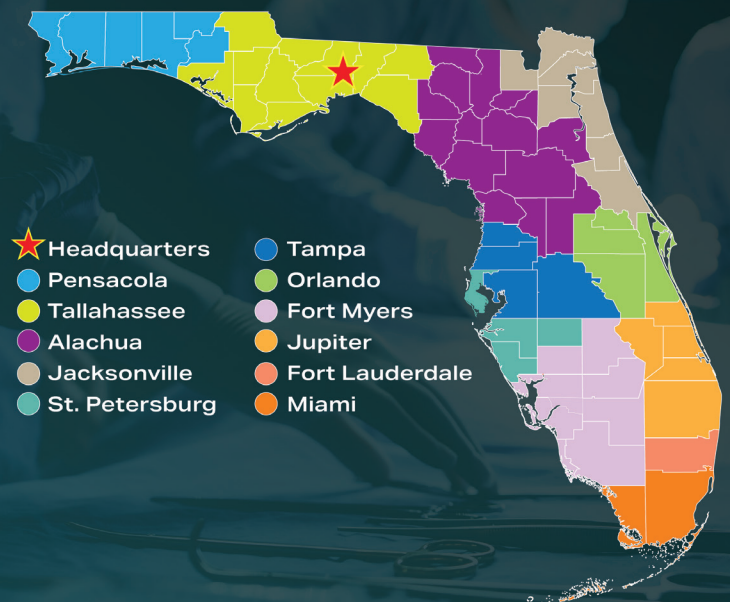


186 Investigations referred to law enforcement

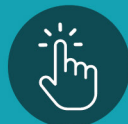
ISU Field Office Meet and Greet

The ULA Program is required to inform and educate consumers and local community leaders on the importance of using licensed health care practitioners. One way the program conducts outreach is by coordinating meet and greets so that ULA information and resources remain readily accessible. MQA conducted meet and greets with the following partners this quarter:

- Barefoot Birth Center
- Department of Business and Professional Regulations
- Department of Children and Families
- Department of Homeland Security
- Florida Agricultural and Mechanical University (FAMU) Health Services
- Florida School of Massage
- Gainesville Police Department
- Jupiter Police Department
- Lynn Haven Police Department
- Ocala Police Department
- Panama City Police Department
- Tallahassee Police Department
- Tequesta Police Department
- U.S. Immigration and Customs Enforcement



Call to Action →



REPORT



CALL



VERIFY



BEWARE

If you suspect unlicensed activity, you can report what you know by submitting information through [MQA's Online Complaint Portal](#) or call 1-877-HALT-ULA to speak directly with an investigator.

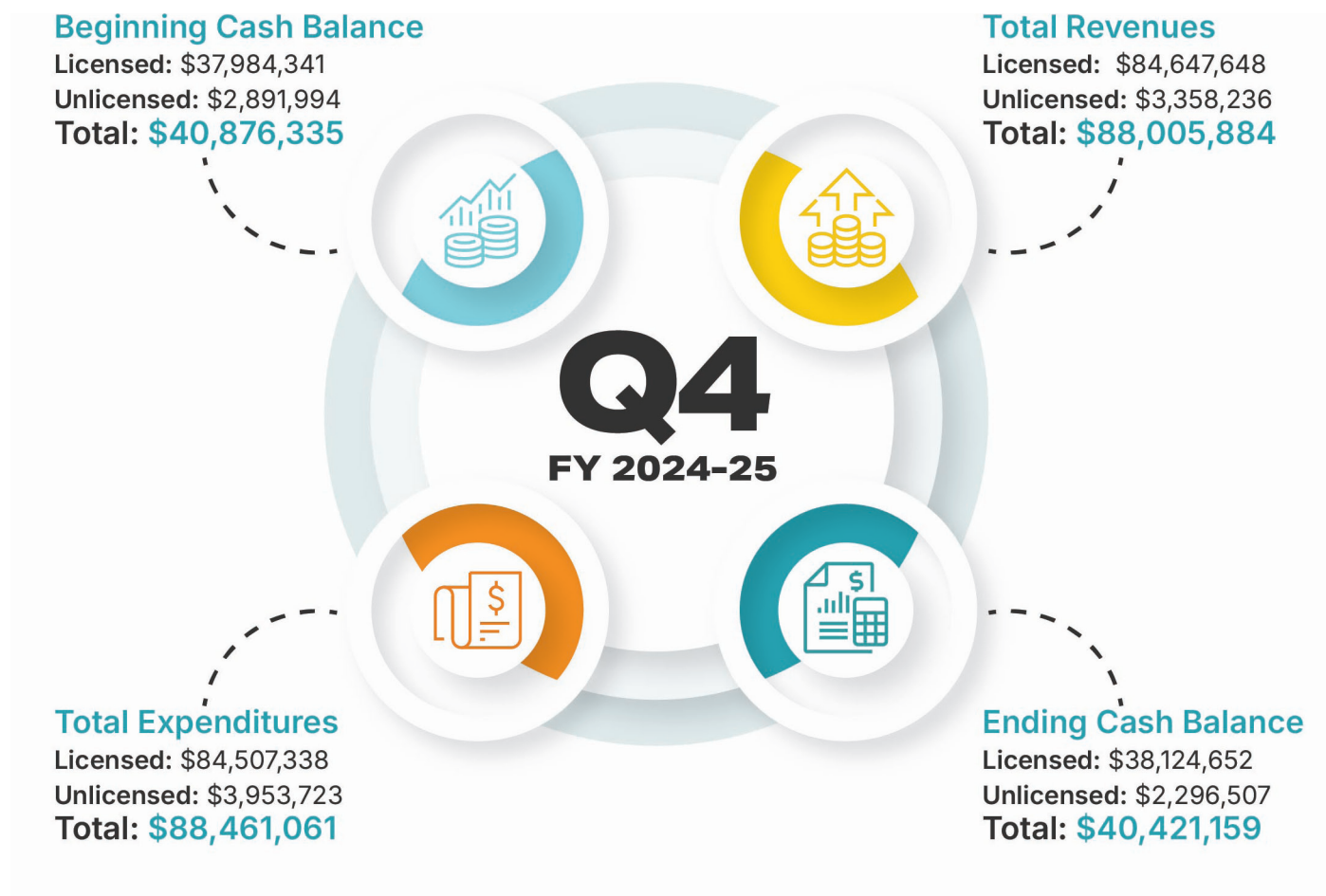
MQA also encourages you to know before you go; verify that your practitioner has a license by looking them up via [MQA's License Verification Portal](#) and beware of the signs of unauthorized practice to detect when it may be happening, which can be found at FLHealthSource.gov/ULA.

FINANCIAL SUMMARY

Under the guidelines of [section 456.025\(9\)](#), Florida Statutes, MQA funds its operations through the collection of licensing fees and fines from health care practitioners, as well as enforcement actions. These revenues are allocated across the 22 regulatory boards and four councils responsible for overseeing daily licensing and enforcement tasks.

Practitioners' application fee includes a dedicated \$5 contribution toward enforcement efforts, with disciplinary action fines also augmenting this fund. These contributions are deposited into the MQA Trust Fund, which supports the regulation of practitioners and facilities. Regular quarterly financial reports on the fund's revenues and expenditures serve as a gauge for MQA's regulatory efficiency by comparing the cost of regulation against the current renewal fees.

Quarter Four Revenues and Expenditures



GLOSSARY



Emergency Action

An action taken by the State Surgeon General to suspend or restrict the ability to practice when a licensed health care practitioner poses an immediate and serious threat to the health, safety, and welfare of the public.

Emergency Suspension Order

An order issued by the Department suspending the license of a practitioner. A practitioner may not practice in the state of Florida while under an emergency suspension order.

Emergency Restriction Order

An order issued by the Department restricting the practice of a practitioner in the state of Florida under conditions specified by the Department.

Final Order

An order of a regulatory board or the Department outlining the finding of facts, and penalties in a disciplinary case against a licensee. The administrative complaint outlining the charges against the licensee is attached and becomes part of the final order when filed with the agency clerk.

Investigations Completed

Investigations are initiated when a complaint is considered legally sufficient. All completed investigations are presented to the PSU with an Investigative Report and all documents related to the complaint.

Legally Sufficient

A complaint that contains ultimate facts that show that a violation of [chapter 456.073\(1\)](#), Florida Statutes, of any of the practice acts relating to the professions regulated by the department, or of any rule adopted by the department or a regulatory board in the department has occurred.

MQA Trust Fund Unlicensed Activity Fee

A \$5 fee collected at initial and renewal licensing that funds the investigation and enforcement of unlicensed activities, according to Florida law.

Probable Cause

A determination that there is a reasonable basis to suspect that a person has violated or is violating the law.

Qualified Applicant

A qualified applicant has met all requirements to become licensed and may be licensed on the day an application has concluded processing. This is different from an approved applicant who may still have to pass an examination or meet an additional requirement outside of having an application approved.

Unlicensed Activity

Unauthorized practice of a health care profession or delivery of health care or medical services by an individual not in possession of a valid or active license to practice that could cause injury, disease, or death.

CONTACT US

For more information or to contact us, please visit MQA's Virtual Agent, ELI, accessible on the board and council websites. ELI, powered by artificial intelligence, enhances the experience for health care applicants and practitioners by providing immediate information and recommendations. ELI is available to answer inquiries through voice and online chat options, 24/7.

CHAT NOW



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