

THE STATE OF ARIZONA BOARD OF CHIROPRACTIC EXAMINERS

1740 WEST ADAMS STREET, SUITE 2430 | PHOENIX, ARIZONA 85007

TELEPHONE: (602) 864-5088 | EMAIL: Renewals@chiroboard.az.gov | www.ChiroBoard.az.gov

MEMORANDUM

DATE: October 1, 2024

TO: All Licensed Arizona Chiropractors (*Active, Inactive, Retired, Probation*)

FROM: Board of Chiropractic Examiners

RE: **IMPORTANT INFORMATION REGARDING YOUR RENEWAL AND THENTIA PORTAL ACCESS**

IMPORTANT: NEW LICENSE EXPIRATION DATE:

As per SB 1726, the expiration dates for Chiropractic Physicians have been revised. Instead of expiring on December 31st, licenses will now expire on the last day of the licensee's birth month. You can check your license expiration date by visiting the Board's online look-up at <https://chiroboard.az.gov/find-chiropractor> or by logging into your [Licensure Portal Account](#).

As a reminder, during the 2024 renewal process, all licensees were required to extend their license to the new expiration date starting in 2025. Licensees are not required to renew in December of 2024. Licenses will not begin expiring until January 31, 2025. If you are newly licensed in the State of Arizona your license may expire in 2024 based on your birth month. Please verify your license expiration date in the Licensure Portal.

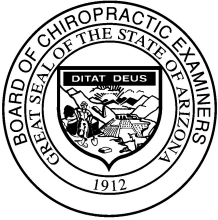
THENTIA LICENSURE AND APPLICANT PORTAL

The Board has now shifted to using Thentia for all applications and account information. Licensees can log into their portal account to update and manage all their information with the Board. This includes submitting annual renewal applications and payments. Licensees can complete all key transactions within their portal account, such as updating residence and office addresses, approving Chiropractic Assistants, requesting license verification, printing their wallet card (formerly renewal receipt), and applying to be a preceptor.

The Board will no longer accept paper applications and forms for renewals, address changes, chiropractic assistant registrations, and preceptorship applications. All these items must be completed inside your portal account.

Licensees are encouraged to log in and become familiar with the portal before submitting their annual renewal. The Board has also added several online resources and instructional guides to help licensees with these processes. You can find them on the Board's website: <https://chiroboard.az.gov/licensee-information-and-services>. Please read and review these guides to help you transition smoothly to the portal system.

Licensees must use their portal account to conduct any transactions with the Board. If you require assistance with resetting or unlocking your Thentia Portal account, please contact the Board at Renewals@chiroboard.az.gov.



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2025 LICENSURE RENEWALS

You must use your portal account to submit your renewal application as a licensee. We encourage you to log in to your account and register for your Continuing Education courses before submitting your renewal. Licensees can log into their portal account and track their continuing education hours during the year in their licensure portal account under the Continuing Education tab. You will need to complete this step before starting the renewal application. Licensees will not be able to renew their license until they have entered a total of twelve (12) hours of continuing education in the Continuing Education section of their portal account.

License holders can renew their licenses starting around ninety days before the expiration date. They will be able to access the renewal application beginning ninety days before their license expiration date in the Thenita Portal. Additionally, license holders will receive a notification from the board via email, U.S. mail, and their licensure portal account.

As part of the renewal process moving forward, you must upload your CE Certificates with your renewal application. **Licensees will be able to upload those certificates as part of their renewal application. You will not be able to upload them in the Continuing Education section of the portal.**

THE BOARD NO LONGER ACCEPTS PAPER OR PDF APPLICATIONS.

RENEWAL APPLICATIONS ATTESTATIONS

When you submit your application, you must personally confirm the accuracy of the renewal application by attesting to the following statement: *"By checking this box, I certify that I have read and personally answered all the questions on this application A.A.C. R4-7-502 (C)(12)."*

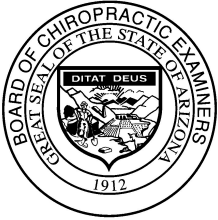
Please keep in mind the following information:

Allowing staff or others to access your licensure portal to complete and submit your renewal application could lead to the falsification of your renewal application. If the Board finds that a licensee falsified their renewal application, it could result in the revocation or suspension of their license. Any falsification, omission, or withholding of information could be grounds for the revocation or suspension of your license if discovered after the renewal of the license or certifications. This is in accordance with A.R.S. 32-900 et. seq, Arizona Chiropractic Act.

2025 CONTINUING EDUCATION REQUIREMENTS

For the 2025 renewal period, licensees must complete **twelve (12) hours** of continuing education between January 1, 2024, and prior to the submission of their 2025 renewal application. **For 2025, ALL licensees must complete two (2) hours of record-keeping and documentation as part of the renewal process.**

Each CE course shall be of CLINICAL BENEFIT TO THE CONSUMER OF CHIROPRACTIC SERVICE. The course must have a significant relationship to assessing, diagnosing, or treating patients within the chiropractic practice scope, as defined in A.R.S. § 32-925 and 32-922.02. The primary consideration in determining whether or not a specific course qualifies as acceptable continuing education is whether it is



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a formal program of learning that will contribute directly to the professional competence of a licensee in the practice of chiropractic.

For more information regarding Continuing Education courses and the requirement for renewals, please visit the [Continuing Education tab](#) of the Board's website. The website also includes an online course

directory to find Board Approved Continuing Education courses. Licensees are responsible for determining if a course meets the requirements for renewal. Board staff can not approve or provide direction regarding Continuing Education courses.

RESIDENT AND OFFICE ADDRESS

According to A.R.S. § 32-923 (A), licensees must inform the Board **within thirty (30) days** of any change of address. Licensees can update their addresses in their licensee portal account. The Board staff is not authorized to update or change a licensee's information. Failing to update this information may result in a fifty-dollar penalty for licenses that do not notify the Board of their change of address. It is the licensee's responsibility to log into their portal to update and maintain current contact information with the Board.

A.R.S. § 32-923 (A) states the following, "Every person who is licensed pursuant to this chapter shall notify the board in writing of any change in residence or office address and telephone number within thirty days after that change. The board shall impose a penalty of fifty dollars on a licensee who does not notify the board as required by this subsection."

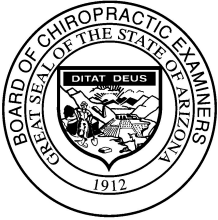
COMMUNICATION REGARDING LICENSE STATUS OR APPLICATIONS

Information inside your portal account is considered confidential and as such Board staff can not respond to questions regarding a licensee's license status or application to anyone other than the licensee. If you have questions about your license status or your application you will need to contact the Board. Information about your application will only be provided directly to the licensee through their portal account. You can message Board staff directly through your portal account using the message section. This is to protect the both licensee's privacy and the confidentiality of the information in the application.

COMMUNICATION REGARDING APPLICATIONS AND LICENSES

Moving forward, all communication about your license will be done through the [Licensure Portal](#). Your primary email address with the Board must be used for this purpose. Please do not share your portal access credentials with anyone, as your account contains personal and confidential information directly linked to your licensure profile.

All communication and status updates regarding your renewal will be conducted through your secure portal account. Licensees can log into their portal account and find any pending messages in the Message section of their portal account.



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CHIROPRACTIC ASSISTANT REGISTRATIONS

As of July 28, 2023, all Chiropractic Assistants must register with the Board using the [Applicant portal](#). Each assistant must create their unique portal account and complete the Chiropractic Assistant application. The application can be accessed through the Board's Applicant Portal. Links to the Applicant Portal are available on the Board's website on the [Chiropractic Assistant page](#).

This requirement applies to all chiropractic assistants, including those previously registered. It is important to note that each assistant must have their own portal account with a specific and unique email address. The portal system does not support multiple users with the same email address.

The registration process for Chiropractic Assistants is now a two-part process. The first step is for the CA to create a portal account and complete the CA Application in the Board's online applicant portal. As part of the application process, licensees must approve their assistants before they complete and submit their application to the Board. This step will link the C.A. to your profile. The C.A. can register and upload their coursework certificates and C.P.R. cards into their portal account. Once the registration is complete and approved by the Board, the C.A. will receive an email notification with their CA Registration Number and be able to print their C.A. Certificate directly from the portal. The Board will not charge for Certificates printed from the portal.

Once the C.A. is fully registered, they can log in through the Licensure Portal and manage and maintain their information. They will also be included and searchable on the Board's Online Portal Lookup.

The Board has created numerous online resources and information regarding the C.A. application and approval process on the [Chiropractic Assistant Tab](#) of its website. This website includes information on the scope of practice, training requirements, approved courses, and How-to Guides for navigating the online portal. You are encouraged to access and use these resources and information.

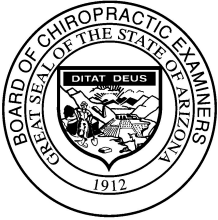
THENTIA USER NAME, PASSWORD AND SECURITY QUESTIONS

Just a reminder that your Thentia username, password, and security questions are case-sensitive. Your username is your primary email address and should be entered in all lowercase. Your password and security questions are case-sensitive, so please be mindful of capitalization. The Board encourages you to take a screenshot of your security questions to ensure they are entered correctly. If you enter your password or security questions incorrectly more than three times, your account will be locked. In that case, please contact the Board staff at Renewals@chiroboard.az.gov to unlock your account. Board staff is not available to unlock accounts on weekends and state holidays.

BOARD WEBSITE

The Board has a website with updated information to assist licensees and provide updates and information.

- [Licensee Information and Services](#) - This webpage has been created to assist Licensees with helpful information about statutory requirements and submitting information to the Board. It lists Online Services, Board Forms, and How-To Guides for the various services inside the Licensure Portal.



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- [Continuing Education Information](#) - This webpage provides information related to the requirements for Continuing Education, Record Keeping and Documentation requirements, and the Approved Course Directory for CEs.
- [Chiropractic Assistants](#) - This page provides information for the Chiropractic Assistant and the supervising physician. You will find the statutes and rules regarding Chiropractic Assistants and their scope of practice as well as includes coursework requirements and How-to Guides for submitting CA applications and approving supervisees in the portal.

STATE HOLIDAYS AND OFFICE CLOSURES

- Veteran's Day, Monday, November 11, 2024
- Thanksgiving, Thursday, November 28, 2024
- Board Meeting, Wednesday, December 11, 2024
- Christmas Day, Wednesday, December 25, 2024
- New Year's Day, Wednesday, January 1, 2025
- Board Meeting, Wednesday, January 15, 2024
- Martin Luther King Day, Monday, January 20, 2024