



**NATIONAL
MARITIME
CENTER**

NATIONAL MARITIME CENTER WEBINAR

**Sponsored by the
Committee on the Marine Transportation System**

**Captain Kirsten R. Martin
Commanding Officer**

3/7/2018

*U.S. Department of
Homeland Security*
**United States
Coast Guard**





Agenda for Today

- NMC Overview
 - Mission, Organization & Functions
 - 2017 Recap, Current Performance Trends
- Merchant Mariner Medical Certification
 - Application, Regulations, Evaluations, Certifications
 - Delays, Reconsiderations, Denials, Appeals
- On the Horizon
- Question and Answers





The National Maritime Center's Mission:

To issue credentials to fully qualified mariners in the most effective and efficient manner possible in order to ensure a safe, secure, economically viable and environmentally sound Marine Transportation System.





2017 Yearly Totals

Merchant Mariner Credentials

- Average NPT: 27.2 days
- Received (MMC): 71,049
- Issued (MMC): 67,373
- Denied (MMC): 194
- Safety & Suitability: 45,901
- Awaiting Info: 37,646
- Approved to Test: 9,834

Medical Certificates

- Average NPT: 8.1 days
- Received (Med Cert): 61,422
- Issued (Med Cert): 59,464
- Denied (Med Cert): 82
- Awaiting Info: 21,326
- Waivers Approved: 5,496





2017 Yearly Totals

Course Oversight & Approvals Program

- Course Approvals: 974
- Designated Examiner : 550
- Instructor Approvals: 2,430
- Qualified Assessor: 773
- Exams Given: 13,833
- Modules Given: 27,807
- Site Approvals: 358
- Course Audits: 20

Other Statistics

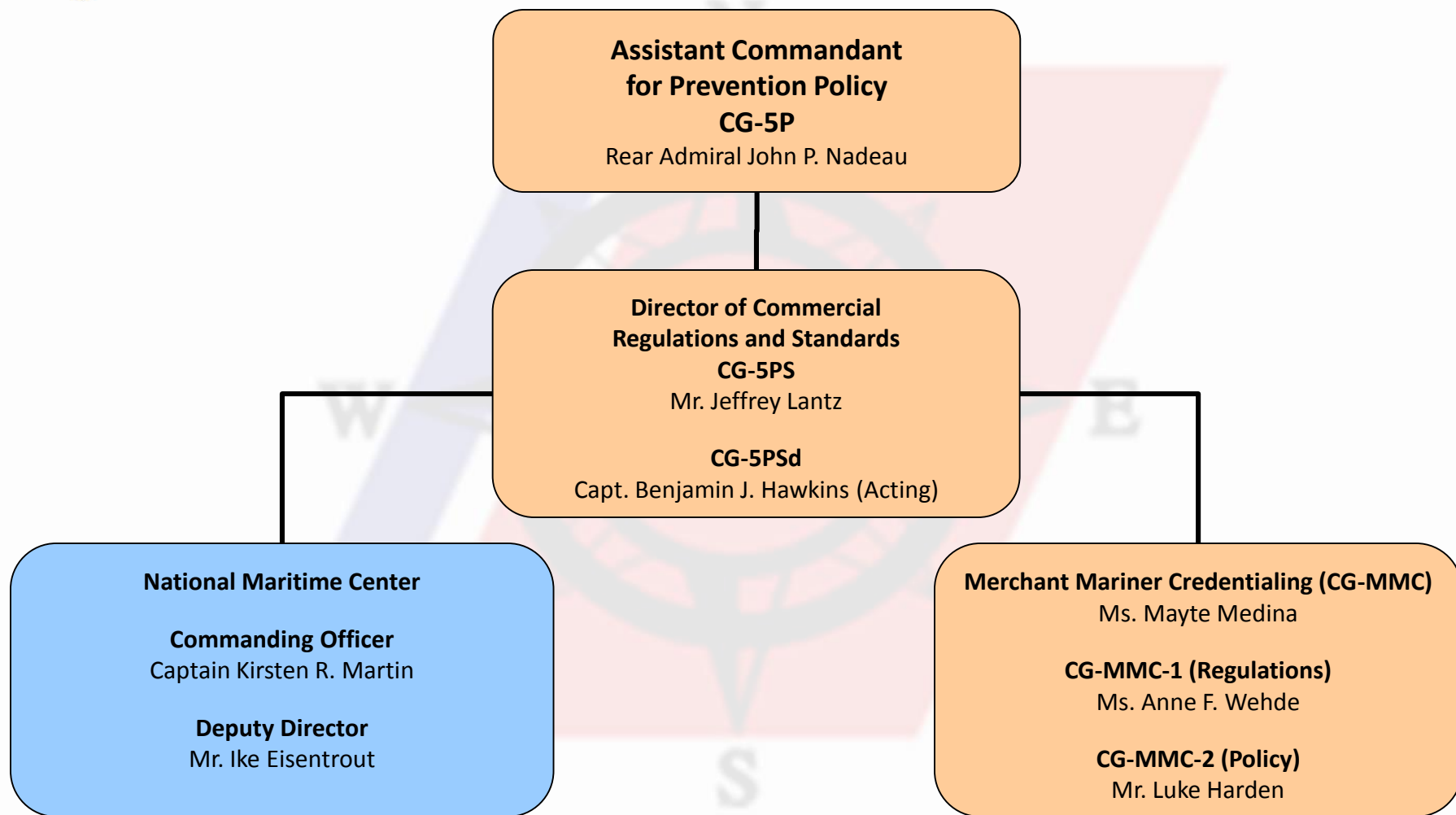
- CSC Contacts: 333,274
- Auto-generated E-mails: 900,228
- WWII-Related Correspondence: 2516
- Overall Customer Satisfaction: 95.4%
- Outgoing Mail: 169,655





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5P/5PS Credentialing Organization





NMC Organization & Functions

Commanding Officer

Captain Kirsten R. Martin

Deputy Director

Mr. Ike Eisentrout

REC Operations & Oversight Division

NMC-1

Mr. James Stewart

- Manage Regional Examination Center (REC) Operations
- Administer Mariner Examinations (REC)
- Coast Guard Approved Course Oversight/Audits (REC)
- 'Ready to be Evaluated' Credential Application Reviews (REC)

Mariner Training & Assessment Division

NMC-2

Mr. Jeff Brandt

- Approve Training Programs
- Approve Training Courses
- Develop Training Standards
- Develop Exam Questions
- Develop Exam Illustrations
- Maintain Exam Results
- Approve Instructors, Assessors and Designated Examiners
- Maintain/Update Exam Guides
- Evaluate Exam Protests

Program Support Division

NMC-3

LCDR Brett Sprenger

- Financial Management
- Contracts Administration
- Procurement
- Supplies (NMC & RECs)
- Asset & Property Management
- Staffing and Personnel Allowance
- Personnel Management
- Administrative Management
- Physical and Personnel Security
- Facility Management
- Project Management
- Information Technology and Communications Infrastructure Support

Mariner Information Division

NMC-4

Mr. Mike Washburn

- Application Preparation
- Mariner Information Support
- Records Maintenance
- Credential Production
- Work Flow System Management
- Website
- FOIA Requests
- Congressional Inquiries
- DD214 Issuance (WWII Merchant Mariner Veterans Only)
- Certificates of Discharge
- General Correspondence
- Credential Verification
- Customer Service Center

Mariner Evaluation Division

NMC-5

CDR Gregory Thomas

- Safety and Suitability Background Screening
- Professional Qualification Evaluations
- Critical Error Processing
- Reconsiderations/Appeals and Denials
- Referrals for S&R Actions
- Develop/Implement MMS Processes
- Maritime Academy Liaison
- Evaluator Training
- Technical Support

Medical Evaluation Division

NMC-6

Dr. Laura Torres-Reyes

- Medical Evaluations
- Medical Waivers
- Reconsiderations/Appeals & Denials
- Referrals for S&R Actions
- Designated Medical Program Examiner (DME)





Medical Division

**Federal Maritime Surgeon —
Dr. L. Torres-Reyes**

OPS Chief (CWO)
Medical Officer
Health Systems Specialist (2)
Administrative Assistant

**NMC-61
Medical
Screening Team**

Contract Staff (22)

**NMC-62
Medical
Evaluation Team**

Physician Assistant (5)
Health Systems Specialist

**NMC-63
Designated
Medical Examiner
(DME) Team**

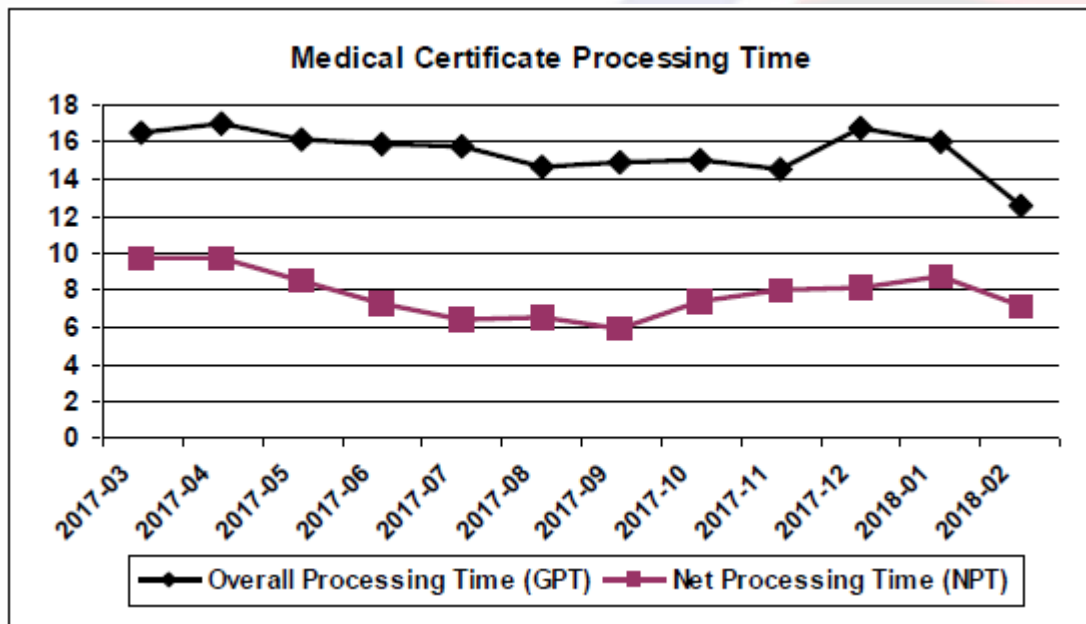
Medical Officer
Physician Assistant
Health Systems Specialist





Current Medical Certificate NPT

As of 28 February 18



NPT:

Coast Guard Time

**Current NPT:
7.17 days**

NPT Goal:
20 days or less

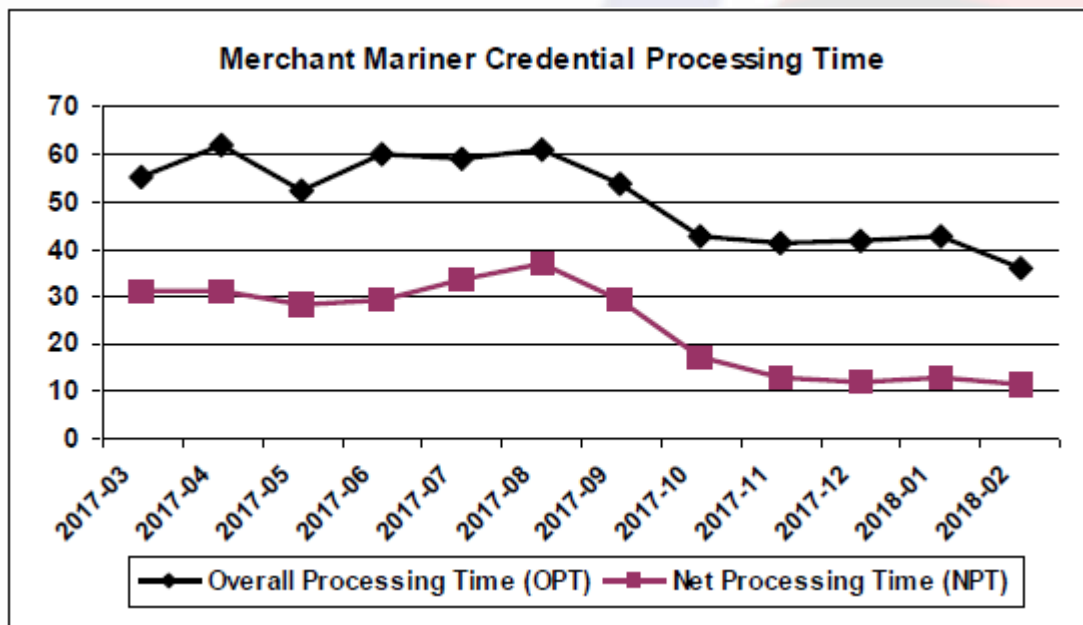
**** 99% of certificates are produced within 20 days NPT. ****





MMC Net Processing Time

As of 28 February 18



NPT:
Coast Guard Time

Current NPT:
11.28 days

NPT Goal:
30 days or less

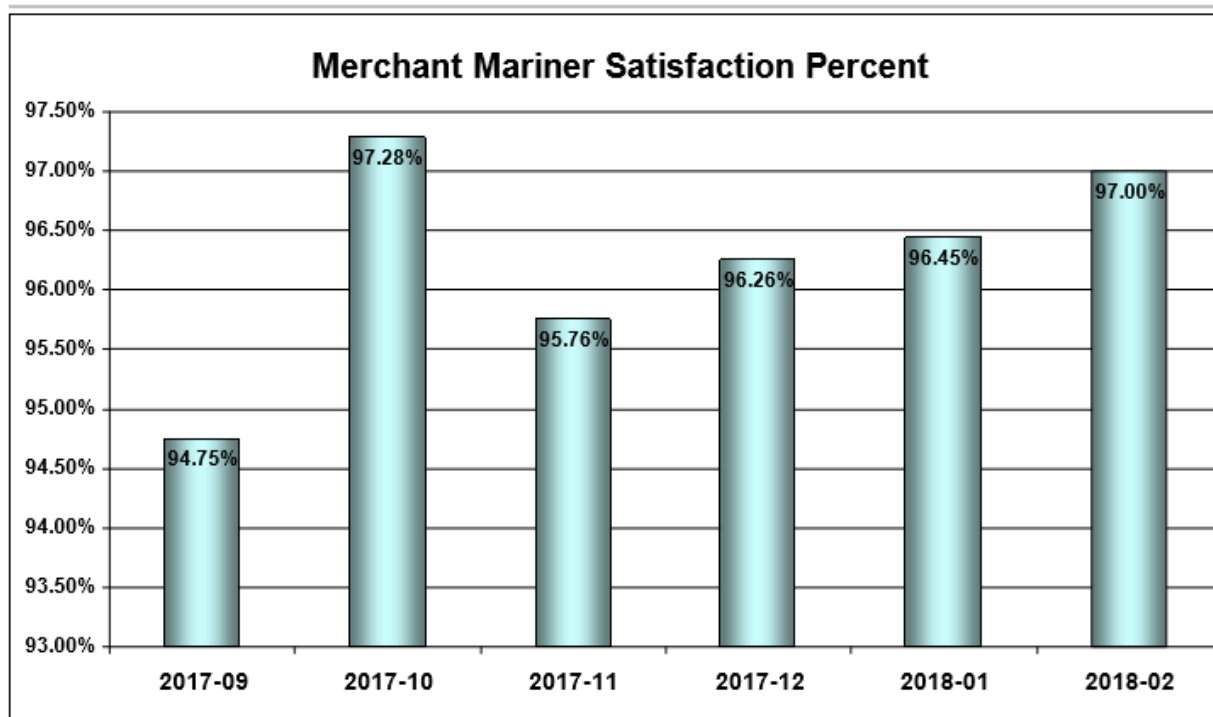
**** 97% of credentials are produced within 30 days NPT. ****





Merchant Mariner Satisfaction

As of 28 February 18



Percent of mariners providing feedback whose individual response averages affirm satisfaction in their experiences with the NMC and the Mariner Credentialing Processes.





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U.S. MERCHANT MARINER MEDICAL CERTIFICATION PROCESS

Dr. Laura Torres-Reyes

**Medical Evaluations Division Chief
U.S. Coast Guard
National Maritime Center
Martinsburg, WV**

3/7/2018

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- The CG 719K and CG 719K/E Medical Certificate Application Submission Process.
- The Coast Guard's medical regulation and guidance on fitness for certification.
- The Medical Evaluations Division process of screening, evaluation, and determination of fitness for certification.





Medical Certificate Application

- As of 1 Feb 2018 Mariner Medical Certificate Applications, CG-719K or CG-719K/E:
 - Can be Emailed directly to the NMC by the Mariner
 - The mariner can Fax or mail the form, but processing times will be significantly longer.
- Processing time from receipt by the NMC to placing the medical certificate in the mail to the mariner has been less than three working days.
- The Mariner Credential Applications (CG-719B) cannot be sent directly to the NMC.
 - It **MUST** be submitted to any Regional Exam Center





Medical Regulations

- 46 CFR 10.301 – 10.306 Medical Certification has 4 basic parts:
 - Vision Requirements (incl. color vision)
 - Hearing Requirements
 - Demonstration of Physical Abilities
 - The General Medical Exam
- For more information:
<http://www.uscg.mil/nmc/medical>





- Navigation and Vessel Inspection Circular (NVIC) 04-08
 - Enclosure (2) - Physical Ability Guidelines
 - Enclosure (3) - Conditions subject to further review
 - Recommended evaluation data
 - Enclosure (4) - Medications that pose risk of impairment
 - Require amplifying information from treating provider





Medical Review Process

- 719K reviewed for
 - Conditions that may pose significant risk; conditions “subject to further review”
 - Medications
 - Exam findings
 - Physical Abilities
 - Examining practitioner’s recommendation
 - Supporting documentation – treating provider summary/analysis of test results as related to fitness for certification





The General Medical Exam

- Is the area that has the largest variability and is the most challenging area for Medical Certificate determination;
 - If a mariner meets the medical and physical standards
 - Is the primary reason for waivers, time restrictions and limitations
 - Is the primary area for Denials





Waivers? Limitations? Restrictions?

- Medical waivers
 - Conditions requiring periodic provider updates (cardiac, sleep apnea, insulin requiring diabetes, seizures)
 - Extenuating circumstances
- Limitations
 - May limit operations – e.g., daylight only, no watch-standing
- Restrictions
 - Primary Restriction used limits duration of the medical certificate
 - May be more restrictive for complex medical conditions





Delays in Processing

- Top Reasons
 - Incomplete 719 K
 - Insufficient condition information
 - Incomplete response to requests for additional information
 - Acute conditions rarely cause a delay if the examining provider includes a complete condition history and includes a prognosis or expectation for recovery and any potential restrictions/limitations.





Medical Evaluations

- Top medical conditions that can delay an application for inadequate amplifying information by provider:

Cardiovascular Disorders

Diabetic Conditions

Psychiatric Disorders

Sleep Disorders

Alcohol/Drug Abuse

Pulmonary Disorders

Chronic Use of Impairing Medications

- Majority (90%) of physical exam forms (CG-719K) received DO NOT require a detailed evaluation. 10% will trigger further consultation based on the noted diagnosis, condition, and/or medication.





Medical Review Outcomes

- Possible Determinations
 - Physically and medically qualified
 - Qualified with restrictions and/or limitations
 - Requires a medical waiver
 - Additional information needed before a determination can be made
 - Not physically and/or medically qualified; medical certificate is denied





Denial of Medical Certification

- Condition or medications do not meet the regulation and policy guidelines for medical fitness
- Objective evidence does not support waiver
 - Received (Med Cert): 63,003
 - Produced (Med Cert): 60,079





Denial Trends: 2012-2018

- Number of denials has decreased due to improved provider/mariner education on additional information required to support fitness for certification.
 - 808 denials CY 2012
 - 624 denials CY 2013
 - 401 denials combined CY 2014/CY 2015
 - 178 denials CY 2016
 - 66 denials CY 2017
 - 10 denials first 2 months of CY 2018





Top Reasons for Denial

- Provider marks “Not Fit For Duty” on 719K
- Provider marks “Unable to perform physical abilities” on 719K
- Condition poses significant risk of sudden incapacitation or debilitating complication
- Medication/condition poses risk of impaired cognitive ability, judgment, or reaction time
- Insufficient information/objective evidence from treating provider to support consideration for a medical waiver





Reconsideration & Appeal

- Applicants may request reconsideration and appeal for:
 - Denial of medical certification
 - Waivers, restrictions and limitations placed on a certificate





QUESTIONS?

For more information contact the National Maritime Center, Medical Evaluations Division

<http://www.uscg.mil/nmc/medical>

1-888-IASKNMC (1-888-427-5662)





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