NATIONAL MARITIME CENTER WEBINAR

Sponsored by the Committee on the Marine Transportation System

Captain Kirsten R. Martin
Commanding Officer
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
5P/5PS Credentialing Organization

Assistant Commandant for Prevention Policy
CG-5P
Rear Admiral John P. Nadeau

Director of Commercial Regulations and Standards
CG-5PS
Mr. Jeffrey Lantz

CG-5PSd
Capt. Benjamin J. Hawkins (Acting)

National Maritime Center
Commanding Officer
Captain Kirsten R. Martin
Deputy Director
Mr. Ike Eisentrount

Merchant Mariner Credentialing (CG-MMC)
Ms. Mayte Medina
CG-MMC-1 (Regulations)
Ms. Anne F. Wehde
CG-MMC-2 (Policy)
Mr. Luke Harden
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 Marine 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
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. **
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.**
As of 28 February 18

Merchant Mariner Satisfaction

Percent of mariners providing feedback whose individual response averages affirm satisfaction in their experiences with the NMC and the Mariner Credentialing Processes.
U.S. MERCHANT MARINER
MEDICAL CERTIFICATION PROCESS

Dr. Laura Torres-Reyes
Medical Evaluations Division Chief
U.S. Coast Guard
National Maritime Center
Martinsburg, WV
Overview

• 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:
  o Vision Requirements (incl. color vision)
  o Hearing Requirements
  o Demonstration of Physical Abilities
  o The General Medical Exam

  o For more information:
Medical/Physical Evaluation Guidelines

• 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
• 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.
• 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
• 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)