# How to Submit Licensing Help Requests

NEW PORTAL FEATURES:

When logged into our new licensure portal, ThoughtSpan, you can see who your Licensing Tech is by clicking on the "person" icon. Once clicked, your Licensing Tech's name will appear. You can access ThoughtSpan here: https://gateway.medicalboard.georgia.gov/index.aspx
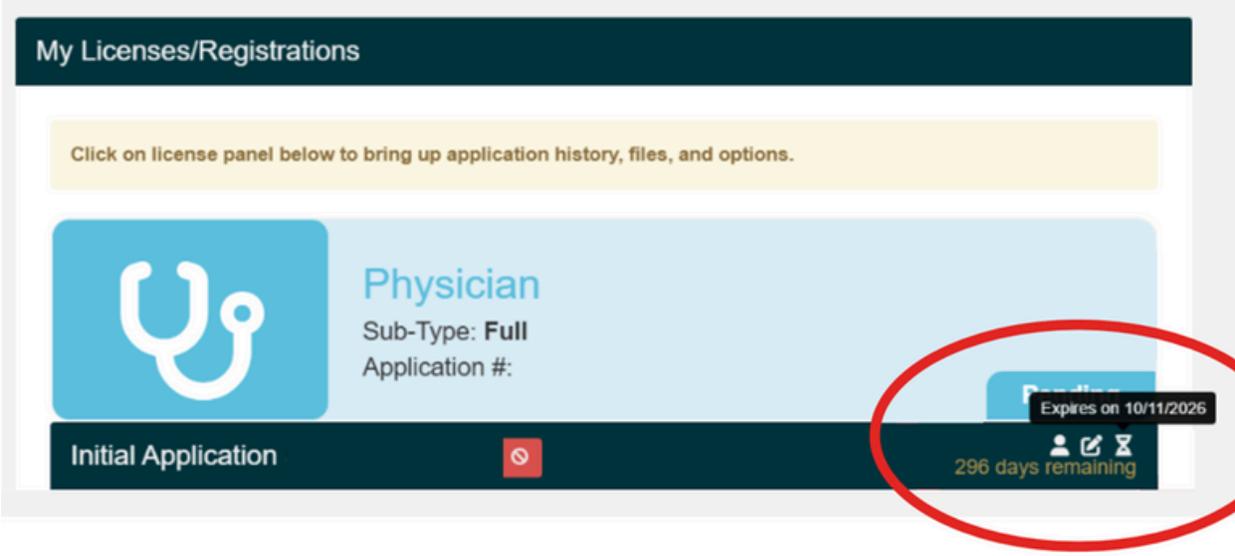
If you haven't logged in since we switched to our new portal and your previous login credentials aren't working, please create a new account.
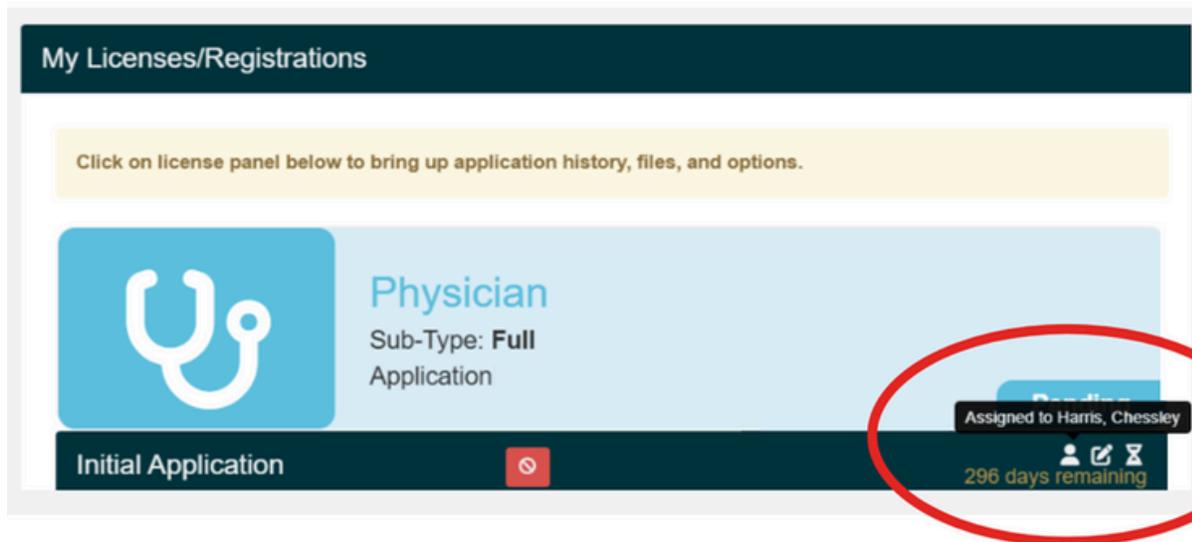
You can now also view when your application was last updated by clicking on the "pencil/paper" icon.
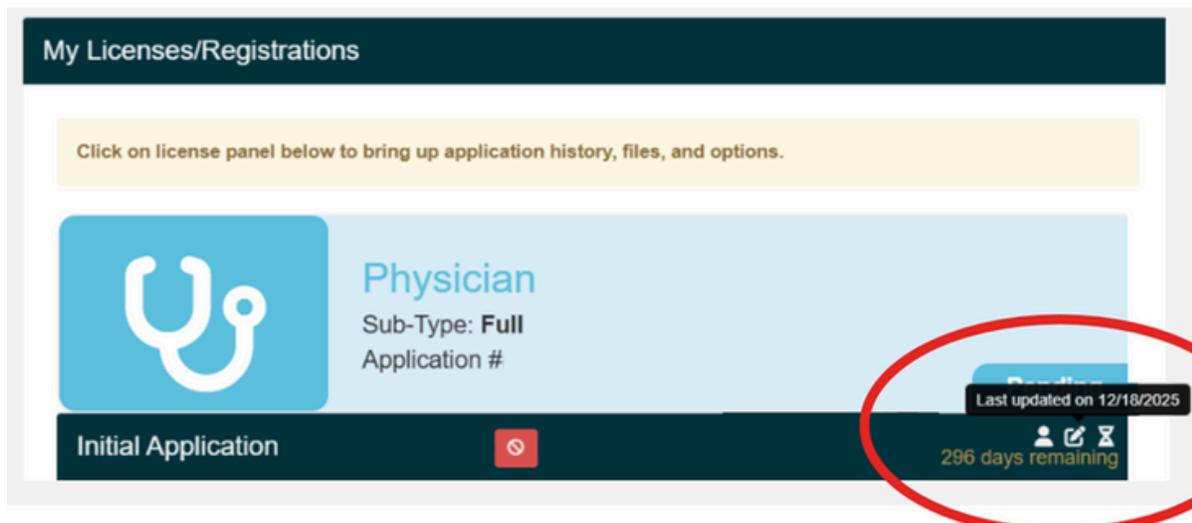
You can also view your application expiration date by clicking on the "hourglass" icon.

And, if needed, you can cancel your application by clicking on the "close/cancel" icon.
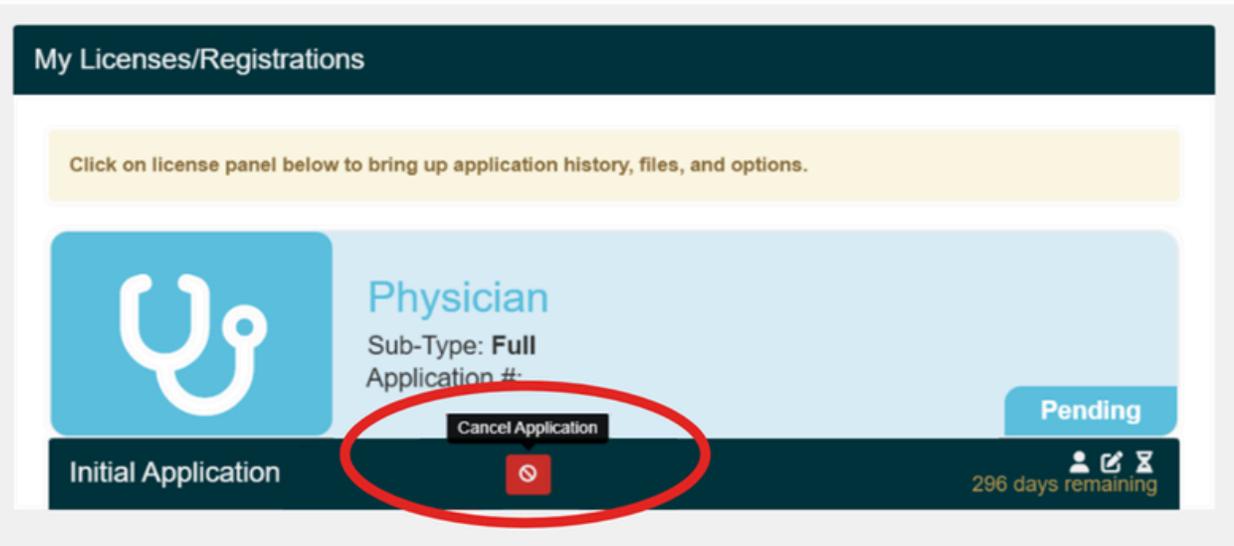
Once you know the name of your Licensing Tech, you can now submit your help request to our Next Request Portal. Continue scrolling for instructions on how to navigate Next Request.

How to Communicate With Your License Tech

Beginning **January 1, 2026**, the Georgia Composite Medical Board is streamlining how we communicate with applicants and licensees to ensure faster, more efficient responses.

All inquiries must be submitted to your assigned Licensing Technician through our service portal, **Next Request**. This allows your request to be properly tracked, prioritized, and answered as quickly as possible.

You can identify your assigned Licensing Technician by following the steps outlined in the pages above.

Please note: **inquiries sent directly to individual staff members or Licensing Technicians via email will be redirected to Next Request**. To avoid delays and receive a response, submit all requests through the Next Request portal.

Thank you for helping us keep communication clear, organized, and efficient.

How to Use Next Request

1. Visit https://gcmb.nextrequest.com/
    a. Click the blue button that says "Make Request".
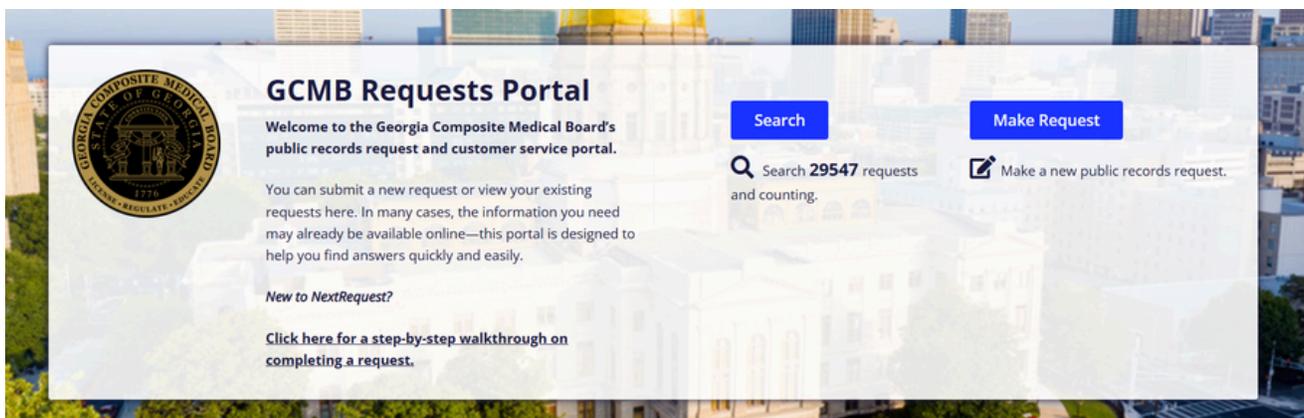
b. You should arrive at the following webpage: https://gcmb.nextrequest.com/requests/new and see a form that looks similar to this one:

REQUEST A PUBLIC RECORD

You **must** create an account & sign in to upload files.
Pick the right department, enter contact info (*if filing for someone else, list whoever GCMB should contact*), & submit one subject per request unless relevant.
Need help? See the step-by-step guide & review our tips on the right 👉

Request description *

> B I U ☰ ☷
>
> *Enter your request - please include all information that could help fulfill this request.*

This field is required.

Upload and attach files (optional)

Choose file(s)

Departments *

Assign departments (required) ⌄

License Number ⓘ

123456

REQUESTER INFORMATION
Who can see this information? ⓘ

Email

☐ No email address available

Name

Phone

Street address

City   **State**   **Zip**
              - ⌄

Company

ADDITIONAL REQUEST INFORMATION

Date received   **Format received**   **Visibility** ⓘ
12/30/2025 📅   Select ⌄   Automatic ⌄

Make request
* Indicates required field

Pick the Correct Department

- 🛡 **Compliance** – *Ask about how to file a complaint (do **not** file the complaint itself here).*
- 😊 **Customer Service**
- 📑 **Licensing** – *Application status, required forms, or document uploads. Choose your license type & (if shown) the correct license type/tech name (e.g., "APRN Protocols Corelle Hill").*
- ⚠ **Low THC Oil for Physicians**
- 📣 **Media & Public Outreach Requests**
- 📄 **Open Records** – *For records requests under the Georgia Open Records Act (O.C.G.A. § 50-18-71(a)).*
- 📝 **Petition for Waiver or Variance of Rules** – *Download the form, fill it out, then upload it here.*

Choosing the appropriate department ensures that your request is routed to the correct staff member. Unsure? Pick the closest fit—the team can re-route internally.

Write a Clear Request Description
To help us process your request quickly & accurately, provide the following in your submission:

- **Who** is involved? (e.g., specific person, licensee, or organization)
- **What** are you requesting? (e.g., type of information, documents, or assistance)
- **When** did the event or issue occur? (Providing a date range or specific timeframe is helpful)
- **Where** is this related to? (e.g., location of incident, office, or facility—if relevant)
- **Why** are you submitting this request? (A brief explanation adds helpful context)

❌ Do **not** submit complaint details or personal health information here.
📁 Submit one request per subject to avoid delays; use a separate request for unrelated inquiries.

✅ **Good Examples of Requests:**

- **Licensing Status:**
  - *"My name is John Smith, & I submitted my Physician Assistant license application on 3/14/2025. Could you provide the current status & let me know if any documents are still missing?"*
- **Payment & Receipt:**
  - *"Good morning, I am requesting a copy of the payment receipt for the license renewal of Jane Doe (License #12345). The payment was submitted online on 4/10/2025, but I did not receive a confirmation receipt."*
- **Training & Documentation:**
  - *"Hi, my delegating physician (Dr. John Smith) will be providing on-the-job training for me on pellet insertion procedures before completing Form C. Could you clarify what documentation is required to verify this training?"*

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2. Choose the appropriate Licensing Tech by name:

Departments *

Assign departments (required)   ⌃

APRN Protocols (Corelle Hill)

APRN Protocols (Megan Mason)

APRN Protocols (Sherine Orrigio)

3. Complete the request form:
    a. In Request Description, answer Who, What, When, Where, Why:
        i. For Example:
          "My name is John Smith (who). I submitted my PA application on 3/14/2025 (when) and need the current status of it (what/why)."

4. Review & submit your request.

5. Receive your confirmation email letting you know that your request is in process.

IMPORTANT THINGS TO NOTE:

If you submitted an inquiry **before December 31, 2025** and have not yet received a response, **please submit a new request** to your designated Licensing Tech.

Please allow **5–7 business days** for a response from staff.

If you do not receive a response within that timeframe, **do not submit a duplicate request for the same issue.** Submitting multiple requests may delay processing, as staff will respond to inquiries in the order received.

GCMB staff no longer communicate with licensees via individual GCMB email accounts. All external communication is now handled exclusively through our service portal, **Next Request.**

Thank you,

Executive Director
Jason S. Jones, MPSA

Deputy Executive Director
Kimberly A. Emm, Esq.

Chairperson
Kathryn Cheek, MD

Vice Chairperson
Austin Flint, MD