

FREQUENTLY ASKED QUESTIONS

1. Why can't I speak directly to a person in the Medical Division to ask questions about my Additional Information (AI) letter?

The letter you received was written with the expressed intent for you to take to your medical practitioner who can explain the tests that have been requested. The evaluator that has requested information is requesting information based on information that your medical practitioner documented on your physical exam. If your medical practitioner has questions regarding the letter or the standards by which your physical is being evaluated against, please provide the name, phone number, and/or e-mail address and the best time to contact them, and one of our medical evaluators will contact them. The Medical Division of the National Maritime Center (NMC) receives phone calls and e-mails through our call center at 1-888-I-ASK-NMC (427-5662), or you can visit our Customer Service Center webpage at <http://www.uscg.mil/nmc/csc/default.asp>.

2. Why does the NMC request information or testing that my doctor says I do not need?

The information we have requested is based on current policy and guidelines established to assist our medical evaluators with determining your fitness for duty. While your medical practitioner may feel that you are healthy and further tests are not indicated as it pertains to your general health, the NMC must show, based on the information documented on your physical, that you do not pose a risk to maritime safety. Without the information requested, we will not have the information required to complete the evaluation of your physical. This can significantly delay the processing of your application and will increase the amount of time before you may receive your credential. If your medical practitioner has questions regarding the letter or the standards by which your physical is being evaluated against, please provide the name, phone number, and/or email address; and the best time to contact them and one of our medical evaluators will contact them.

3. I just received a letter that states I have been denied by the Medical Division. What does that mean?

In accordance with [46 CFR 1.03-40](#), you may request reconsideration of this decision. Your request for reconsideration should address any possible errors, provide new facts or information and/or provide extenuating circumstances in order to mitigate the decision. The request for reconsideration must be made in writing and postmarked no later than 30 days after the date of this letter. Your request for reconsideration will be reviewed and you will then be notified that the NMC has either: (1) reversed/modified the initial decision, or (2) upheld the decision to deny your application. If you disagree with the reconsideration decision, then you may make a formal appeal to the Director of Prevention Policy (CG-5P) at Coast Guard Headquarters within 30 days of the date of the reconsideration letter.

Please send the request for reconsideration to this office at the following address:

National Maritime Center
USCG Medical Evaluations Division
100 Forbes Drive
Martinsburg, WV 25404
Fax: (304) 433-3407

While a request for reconsideration is pending, the original decision or action remains in effect unless otherwise stated. Failure to submit a formal request for reconsideration in accordance with these procedures and time limits will result in the decision or action becoming final agency action. It is recommended you retain copies of all materials you send with any request for reconsideration. Please attach a copy of the letter you received to any documentation you provide us in response to this notification.

4. How do I know if the information I submitted was sufficient?

The responsibility for submitting a complete package lies with the mariner. Please take any letter you receive requesting additional information with you to your medical provider to ensure your submission is complete. Submission of incomplete information will result in your file being placed on hold until the end of the allotted submission period. If the information is not received by then, your application will be closed. Please contact the NMC if you have submitted information and are unsure of your status or if you have any questions.

5. **What is a medical waiver letter?**

In order for the NMC Medical Division to make a fitness for duty determination, the applicant's physical examination is evaluated against the Coast Guard's standards for fitness. In the course of reviewing the physical, many illnesses, injuries, and medications (active prescriptions) are thoroughly evaluated. When any of these conditions are deemed not a significant risk to maritime safety, a medical waiver may be granted for that condition. Additionally, we instruct the mariner that any significant change in their medical condition must be reported to the National Maritime Center within 30 days or that waiver becomes invalid. The waiver is a positive endorsement of the condition that requires monitoring for the length of the mariner's license. Mariners should carry a copy of their waiver letter with them whenever they are operating under the credential.

6. **I answered "yes" to several of the blocks on page 5 of form CG-719K when I completed my physical exam. However, I received a letter a couple of weeks later that stated I need to answer the questions in greater detail. Is there a guide of how I am supposed to answer those questions? Should my doctor know how to answer the questions I marked "yes"?**

More detailed instructions for both Applicant and Medical Practitioner are located on the initial two pages of form CG-719K.

7. **What is reconsideration?**

A reconsideration is the right of any applicant to request reconsideration of any application that has been denied because of medical reasons by providing new, additional information if it may potentially prove their fitness for duty. A detailed explanation of the reconsideration process can be found on any letter of denial, on the USCG webpage, and in the Code of Federal Regulations (CFR).

8. **What is an appeal?**

If an applicant has requested reconsideration and that subsequent request was denied, the applicant can have their entire case reviewed by U.S. Coast Guard Headquarters for final agency action. A detailed explanation of the appeals process can be found on any reconsideration denial letter.

9. What if the physician who treated a condition that is no longer an issue has since passed away and I am unable to get my old medical records? What options do I have?

Your new physician can reevaluate the condition to provide the information that the NMC is requesting.

10. How far back do I have to go when providing my medical history?

The NMC only expects you to go back as far as you can remember and you can provide documentation for any pertinent information that may require further explanation. Childhood ailments like acne, mumps, chickenpox, or adolescent asthma are not required to be listed unless you are still being treated for those conditions.

11. If the additional information I sent did not complete the request, why have I not received a new Additional Information letter?

The responsibility for submitting a complete package lies with the mariner. Please take any letter you receive requesting additional information with you to your medical provider to ensure your submission is complete. Submission of incomplete information will result in your file being placed on hold until the end of the allotted submission period. If the information is not received by then, your application will be closed. Please contact the NMC if you have submitted information and are unsure of your status or if you have any questions.

12. If my treating provider declares on my CG-719K physical examination report or consultation reports that I am cleared for duty with no restrictions, why do I still need to obtain medical studies as requested by the NMC?

From time to time, the NMC will receive a physical in which the treating provider will indicate that a mariner is cleared without any restrictions. However, there will be no supporting documents to verify that statement. As a regulatory agency, we are required to verify unsubstantiated information during the medical evaluation. When items are discovered that require further information (testing, records, etc.), we are required to request those items for verification. If a medical provider has a question as to what information should be submitted with any physical examination, they can contact us at 1-888-I-ASK-NMC (427-5662).

13. Will my medical waiver have any impact on my current job or when I am applying for a job?

In order for the NMC Medical Evaluation Division to make a fitness for duty determination, the applicant's physical examination is evaluated against the Coast Guard's standards for fitness. In the course of reviewing form CG-719K, illnesses, injuries, and medications (active prescriptions) are thoroughly evaluated. When any of these conditions are deemed not a significant risk to maritime safety, a medical waiver is granted for that item as acknowledgement of our review of that condition. Additionally, we instruct the mariner that any change in their medical condition must be reported to the NMC within 30 days or that waiver becomes invalid. The waiver is a positive endorsement of the condition that requires monitoring for the length of the mariner's license. Therefore, it should not impact your current job or any job you would be applying for.

14. If I was granted my Medical Certificate previously with the same medical conditions/medications noted, why I am now being asked for additional information or being held up for these same conditions/medications?

Regulations and policies change as medical standards of care change. What may have been acceptable in the past may no longer be acceptable as the regulations and policies catch up with new medical standards of care.