



(717) 787-1816
www.health.state.pa.us

DATE: August 1, 2013

SUBJECT: Long Term Care Provider Bulletin No. 29
Nurse Aide Registry

TO: Nursing Home Administrators

FROM: Susan Y Williamson, Director
Division of Nursing Care Facilities
Bureau of Facility Licensure and Certification
(717) 787-1816

The following information is being provided to assist in interpreting the final federal regulations as they relate to the Nurse Aide Registry. These regulations were published in Federal Register, Vol. 58, No. 187, Thursday, September 26, 1991; and were effective on April 1, 1992.

Multi-State Registry Verification – 42 CFR §483.75(e)(6)

Facilities are required to contact any state registry that may contain information on an individual presenting for hire as a nurse aide. To assist in this, attached is a list of registry contacts for all states. Following verification of a current enrollment with another state, the nurse aide must complete an Application For Enrollment By Reciprocity which is available on the Pearson VUE website at www.pearsonvue.com. and forward it to the out-of-state registry for verification. The out-of-state registry must then return the application directly to Pearson VUE- Pennsylvania Nurse Aide Registry, PO Box 13785, Philadelphia, PA 19101-3785. If unable to access the application online, applicants can call Pearson VUE at 1-800-852-0518.

In-service Education – 42 CFR §483.75(e)(8)

Facilities are required to provide a minimum of 12 hours of in-service education annually. The topics should be determined by the needs of the nurse aides and should address areas of weakness. Topics related to the care of the cognitively impaired resident must be included in the in-service training. Mandatory in-service education programs listed in the Pennsylvania Long Term Care Facilities Licensure Regulations may be included as part of the 12 hours annually.

Definition of a Nurse Aide – 42 CFR §483.75 (e)(1)

A nurse aide may provide any nurse-related service that is assigned if they are properly trained and are competent to do so, except for services that are within the scope of practice of a licensed health professional.

Implementation: March 9, 1992
Date Reviewed/Revised: July 1, 1999
January 17, 2002
June 17, 2009
June 19, 2012
May 28, 2013

Pearson VUE
1-800-852-0518 or www.pearsonvue.com
Pa Department of Health website:
www.health.state.pa.us

NOTICE TO ALL NURSE AIDES ENROLLED ON THE PENNSYLVANIA NURSE AIDE REGISTRY

The following information is being provided to clarify questions regarding enrollment on the Nurse Aide Registry.

CONTINUED ENROLLMENT APPLICATION

Individuals are required to submit an application once every two years to continue enrollment on the registry. Pearson VUE will send a Continued Enrollment Application Notice to address listed on registry 90 days prior to a nurse aide's registry expiration date of the current enrollment. The Notice will include a Renewal ID number. After renewal ID number is obtained by the nurse aide, their registry can be immediately renewed online utilizing the PULSE (Promissor Uniform Licensing Solution for E-Government) system through Pearson VUE at <https://pulseportal.com>. Demographic information can be updated in PULSE but some changes (i.e. name and social security number) will need documents submitted for proof of change by mail prior to the renewal being updated. If there are no updates of this nature nurse aide will be required to confirm that all information is accurate by agreeing with Attestation statement and will be provided immediate confirmation online and will receive an updated certificate in the mail. Deficient information on the renewal application will be indicated during electronic submission. If a nurse aide is unable to complete renewal online, an Application for Continued Enrollment may be downloaded from the Pearson VUE website or form may be requested to be mailed from Pearson VUE at 1-800-852-0518. After a completed application is submitted via mail a new Notice of Enrollment will be sent to the nurse aide, as long as the nurse aide is qualified for continued enrollment.

It is important that nurse aides' addresses are current on the Nurse Aide Registry to ensure that enrollment information is received.

EMPLOYMENT REQUIREMENT FOR RENEWAL

Nurse aides are required to work at least eight (8) consecutive hours for pay as a nurse aide in a nursing environment (such as a nursing home, personal care home, hospital, home health setting or intermediate care facility) during the previous twenty-four (24) months. Self-employment, private-duty, or employments in doctors' offices are not acceptable forms of work experience for continued enrollment.

IN-SERVICE EDUCATION

Federal regulations require that the facility of employment must provide a minimum of 12 hours of in-service education per year. If the nurse aides are currently employed in a nursing home, the topics of this in-service education will be determined by that facility.

COPYING THE NOTICE OF ENROLLMENT

When applying for employment, the nurse aide may have the original certificate of the Notice of Enrollment, however; the facility is required to check the current status of potential employee on the Nurse Aide Registry. Current status can be verified by utilizing the PULSE system at <https://pulseportal.com>. Once a nurse aide is hired, it is not a requirement that the facility keep the original certificate on file; HOWEVER, it may be the facility policy to do so. If facility does keep the original, and should the nurse aide cease to work at that facility, the original should be returned to them.

Facilities are also requested, but not mandated, to update employment history of individuals on the Nurse Aide Registry who are newly hired or terminated in PULSE by accessing <https://pulseportal.com>. and choosing the Add Employee or Terminate Employee options.

CPR

Performing CPR is not a federal requirement; HOWEVER, it is not prohibited. If a facility requires that nurse aides perform CPR, they must be properly trained and be competent to do so.

REPORTING CHANGES/REQUESTING DUPLICATE NOTICES

Nurse Aides may make an address change or request a duplicate registration in PULSE at <https://pulseportal.com>. There is no fee for a duplicate notice or demographic changes.

Name and Social Security number changes may be initiated online ONLY at time of registration renewal. At any other time, a written request form must be sent to Pearson VUE. A photocopy of a marriage certificate or a divorce decree must be submitted to Pearson VUE for a name change. The request for a name change must be in writing and include the registration number. BE SURE TO INCLUDE THE REGISTRATION NUMBER ON ALL CORRESPONDENCE.

RECIPROCITY

If moving to another state, contact that state's nurse aide registry for information on registering as a nurse aide. Pennsylvania enrollment may be continued if all requirements are met and prompt notification to the registry of a change in address will aid in expediting the process.

ABUSE, NEGLIGENCE, AND MISAPPROPRIATION OF RESIDENT PROPERTY

All incidents of suspected abuse, neglect, and misappropriation of property against a nursing home resident are required to be reported by the facility to the Division of Nursing Care Facilities for investigation.

The Division of Nursing Care Facilities will accept requests for removal from the Nurse Aide Registry based on an annotation for neglect, as outlined in Title 42, Chapter 7, Social Security Act, Title XIX, §1396r. The request may be submitted no sooner than one year after the annotation has been added, providing that the employment and personal history of the nurse aide does not reflect a pattern of abusive behavior or neglect, and the neglect involved in the original finding was a singular occurrence.

RIGHT TO APPEAL

If upon investigation an allegation is found to be substantiated, the nurse aide will be notified in writing of their right to a hearing to dispute the findings.

During the state's investigation or if an appeal has been made to a substantiated hearing, the nurse aide is not prohibited from working in a nursing home; however, it may be a facility policy to discontinue employment until the final ruling by the hearing examiner.

If the hearing officer finds in favor of the nurse aide, no entry will be placed on the aide's registry record and they will be considered in good standing. If the hearing examiner finds for the Department of Health, the aide's registry record will contain information regarding the substantiated finding, and the individual will be considered ineligible for hire by a nursing care facility.

If an action is taken against the nurse aide disallowing employment in a nursing care facility as a nurse aide, the registry is required by law to place an annotation on the file which permanently bars them from working in any capacity in any licensed nursing home. Information regarding a substantiated finding will remain on the record permanently. Lists of persons who are not permitted employment in the capacity of a nurse aide are periodically sent to all nursing homes as well as posted on the Department of Health Message Board. This list is also shared with other states.

If you have further questions, please contact the employer or the Pennsylvania Nurse Aide Registry:

Pennsylvania Nurse Aide Registry
Pearson VUE
P.O. Box 13785
Philadelphia, PA 19101-3785
1-800-852-0518

NURSE AIDE REGISTRY TELEPHONE HOURS ARE:

8:00 a.m.–5:00 p.m.
Monday--Friday



NCSBN
Directory of
Nurse Aide
Registries
2012 - 2013



NCSBN

National Council of State Boards of Nursing, Inc.

	State	Who maintains the registry in your state?	Who investigates complaints in your state?
1	Alabama	Ronald J. Holland, Special Investigator Alabama Department of Public Health Nurse Aide Program Coordinator Division of Healthcare Facilities PO Box 303017 Montgomery, AL 36130-3017 334-206-5169 Fax: 334- 206-0361 E-mail: NARcorrespondence@adph.state.al.us	Ray Gibson, RN Registry Supervisor Alabama Department of Public Health Complaint Unit Supervisor Division of Healthcare Facilities PO Box 303017 Montgomery, AL 36130-3017 334-206-5163
2	Alaska	Lisa Maroney Nurse Aide Registry Department of Commerce, Community & Economic Development Division of Corporations, Business And Professional Licensing 550 West 7 th Avenue, Suite 1500 Anchorage, AK 99501 907-269-8169 Fax: 907-269-8196 E-mail: lisa.maroney@alaska.gov Web site: http://www.dced.state.ak.us/occ/pnua.htm	Joanna Williamson, Investigator Department of Commerce, Community & Economic Development Division of Corporations, Business And Professional Licensing 550 W. 7 th Avenue, Suite 1500 Anchorage, AK 99501 907-269-8614 Fax: 907-269-8195 E-mail: Joanna.williamson@alaska.gov
3	Arizona	Arizona State Board of Nursing 4747 N. 7th Street, Suite #200 Phoenix, AZ 85014-3655 602-771-7800 Fax: 602-771-7888 E-mail: Arizona@azbn.gov Home Page: http://www.azbn.gov	Arizona State Board of Nursing 4747 N. 7th Street Suite 200 Phoenix, AZ 85014-3653
4	Arkansas	Office of Long Term Care Direct Line: 501-682- 1807 Web site: http://www.arkansas.gov/dhs/sgNH.html	Office of Long Term Care 1-800-582-4887 Web site: http://www.arkansas.gov/dhs/sgNH.html
5	California	Gloria Gastelum, Chief Department of Public Health Licensing & Certification Program CNA/HHA/CHT Certification Unit P.O. Box 997416, MS 3301 Sacramento, CA 95899-7416 916-327-2445 Fax: 916-552-8785 E-mail: cna@cdph.ca.gov	Deborah Dunn, Chief Department of Public Health Licensing & Certification Program Investigation Section P.O. Box 997416, MS 3303 Sacramento, CA 95899-7416 916-327-2445 Fax: 916-552-8788 E-mail: cnamisconduct@cdph.ca.gov
6	Colorado	Colorado Board of Nursing 1560 Broadway, Suite 1350 Denver, CO 80202 303-894-2430 Fax: 303-894-2821 E-mail: Nursing@dora.state.co.us	Colorado Board of Nursing 1560 Broadway, Suite 1350 Denver, CO 80202 303-894-2430 Fax: 303-894-2821 E-mail: Nursing@dora.state.co.us
7	Connecticut	Prometric ATTN: CT Nurse Aide Program	Connecticut Department of Public Health 410 Capitol Ave., MS# 12 MQA

	State	Who maintains the registry in your state?	Who investigates complaints in your state?
		1260 Energy Lane St. Paul, MN 55108 866-499-7485	Hartford, CT 06134-0308 860-509-7596 Fax: 860-509-8457
8	Delaware	Elise MacEwen, Nurse Aide Registry Coordinator Division of Long Term Care Residents Protection 3 Mill Road, Suite 308 Wilmington, DE 19806 Verification: 302-577-6666 Fax: 302-577-6672 CNA registry verification can be made at: www.prometric.com/nurseaide/DE	Long Term Care Residents Protection 3 Mill Road, Suite 308 Wilmington, DE 19806 302-577-6661
9	District of Columbia	Pearson VUE PO Box 13785 Philadelphia, PA 19101-3785 Telephone: 888-274-6060 www.pearsonvue.com District of Columbia Board of Nursing 899 North Capitol Street, NE; Suite 200 Washington, DC 20002 202-724-8846 Fax: 202-727-8677 www.hpla.doh.dc.gov	District of Columbia Board of Nursing 899 North Capitol Street, NE; Suite 200 Washington, DC 20002 202-724-8846 Fax: 202-727-8677 www.hpla.doh.dc.gov
10	Florida	Florida Department of Health Division of Medical Quality Assurance Certified Nursing Assistant Registry 4052 Bald Cypress Way, BIN C-13 Tallahassee, FL 32399-3262 850-245-4125 Fax: 850-412-2207 Website: www.doh.state.fl.us/mqa/cna Email: MQA_CNA@doh.state.fl.us Prometric Testing Information Phone: 888-277-3500 Website: www.prometric.com/Florida Email: FLCNA@prometric.com	Florida Department of Health Division of Medical Quality Assurance Consumer Services Unit 4052 Bald Cypress Way, Bin C-75 Tallahassee, Florida 32399-3275 850-245-4339 Email: MQA_ConsumerServices@doh.state.fl.us Web site: www.doh.state.fl.us/mqa/enforcement/enforce_home.html
11	Georgia	Mary Vaughan, Manager Georgia Medical Care Foundation PO Box 105753 Atlanta, GA 30348 678-527-3010 or 800-414-4358 Fax: 678-527-3034 Web page: www.mmis.georgia.gov	Department of Community Health Healthcare Facility Regulation Division Long Term Care Section 2 Peachtree Street, NW, 31 st Floor Atlanta, GA 30303 404-657-5850 800-878-6442
12	Hawaii	Department of Commerce and Consumer Affairs Professional and Vocational Licensing Division Nurse Aide Program via the American Red Cross 4155 Diamond Head Road Honolulu, Hawaii 96816 808-734-2101 Fax No.: 808-735-8626	Department of Health (Medicare) Office of Health Care Assurance Medicare Section 601 Kamokila Boulevard, Room 395 Kapolei, Hawaii 96707 808- 692-7420 Department of Human Services (Foster Care)

	State	Who maintains the registry in your state?	Who investigates complaints in your state?
			Social Services Division 1390 Miller Street, Room 209 Honolulu, Hawaii 96813 808-586-4997
13	Guam	Guam Board of Nurse Examiners #123 Chalan Kareta Mangilao, Guam 96913-6304 Phone: 671.735.7407 Fax: 671.735.7413 Contact Person: Marlene Carbullido, RN, Executive Officer	Guam Board of Nurse Examiners #123 Chalan Kareta Mangilao, Guam 96913-6304 Phone: 671.735.7407 Fax: 671.735.7413 Contact Person: Marlene Carbullido, RN, Executive Officer
14	Idaho	Idaho Nurse Aide Program PO Box 83720 Boise ID 83720-0036 800-748-2480 E-mail: IDNAP@dhw.idaho.gov Online Verifications: https://registry.prometric.com/registry/publicID	Loretta Todd, RN Division of Licensing and Certification Bureau of Facility Standards Department of Health and Welfare PO Box 83720 Boise, ID 83720-0036 208-334-6626 Fax: 208-364-1888
15	Illinois	Illinois Department of Public Health Health Care Worker Registry 525 W. Jefferson St. 4th Floor Springfield, IL 62761 217-785-5133 Fax: 217-524-0137 E-mail: DPH.HCWR@illinois.gov	Illinois Department of Public Health Office of Health Care Regulations LTC Field Operations 525 W. Jefferson St. Springfield, IL 62761 24-hour hotline: 1-800-252-4343
16	Indiana	Darlene K. Jones Indiana State Department of Health Division of Long Term Care 2 North Meridian Street, Section 4B Indianapolis, IN 46204 317-233-7351 Fax: 317-233-7750 E-mail: dkjones@isdh.in.gov Website: www.in.gov/pla	Brenda Meredith Indiana State Department of Health Division of Long Term Care 2 North Meridian Street, Section 4B Indianapolis, IN 46204 317-233-7321 Fax: 317-233-7322
17	Iowa	Greg DeMoss Direct Care Worker Registry Division of Health Facilities Iowa Department of Inspections & Appeals Lucas State Office Building 321 East 12th Street – 3 rd Floor Des Moines, IA 50319-0083 515-281-4077 Fax: 515-281-6259 VRS: 866-876-1997 E-mail: Greg.DeMoss@dia.iowa.gov Web site: www.dia-hfd.state.ia.us SING: www.info.state.ia.us/sing	Department of Inspections and Appeals Health Facilities Division Lucas State Office Building – 3 rd Floor Des Moines, IA 50319 COMPLAINT HOTLINE: 515-281-4115 or 1-877-686-0027
18	Kansas	Kansas Department on Aging and Disability Services	Mary Jane Kennedy Licensure, Certification and Evaluation

	State	Who maintains the registry in your state?	Who investigates complaints in your state?
		Health Occupations Credentialing 503 S Kansas Avenue Topeka, KS 66603-3404 Questions: 785-296-6877 Fax: 785-296-3075 Web site: www.ksnurseaidregistry.org E-mail: certifications@kdads.ks.gov	Commission Kansas Department on Aging New England Building 503 S Kansas Avenue Topeka, KS 66603-3404 785-296-4986 Fax: 785-296-0256 E-mail: www.mail@aging.wpo.state.ks.us Web site: www.agingkansas.org/kdoa
19	Kentucky	Kentucky Board of Nursing 312 Whittington Parkway, Suite 300-A Louisville, KY 40222 1-888-530-1919 Fax: 502-564-3938, 502-564-3989 or 502-564-3942 Web site: http://www.kbn.ky.gov/	Long Term Care Division Office of Inspector General 275 East Main, 5E-B Frankfort, KY 40621 502-564-2888 Fax: 502-564-6546
20	Louisiana	Mark A. Hebert Louisiana State Board of Examiners for Nursing Facility Administrators, (NFA) Nurse Aide Registry 5647 Superior Drive Baton Rouge, LA 70816 225-295-8575 Fax: 225-295-8578 Registry Website: www.labenfa.com	Shirley Smith Health Standards Section PO Box 3767 Baton Rouge, LA 70821-3767 225-342-5779 Long Term Care Complaint Hotline: 888-810-1819 Fax: 225-342-5305
21	Maine	Phyllis Powell, RN Nursing Education Consultant Maine Registry of Certified Nursing Assistants Maine Department of Health & Human Services State House Station 11 41 Anthony Avenue Augusta, Maine 04333 207-624-7300 Fax: 207-287-9325	Department of Health & Human Services Division of Licensing & Certification State House Station #11 41 Anthony Avenue Augusta, Maine 04333
22	Maryland	Kirby Graham, Administrator of the Nursing Assistant and Medication Technician Programs Maryland Board of Nursing 4140 Patterson Avenue Baltimore, MD 21215-2254 410-585-1934 Fax: 410-764-8042	Maryland Board of Nursing 4140 Patterson Avenue Baltimore, MD 21215-2254 410-585-1900
23	Massachusetts	Nurse Aide Registry Massachusetts Department of Public Health Division of Health Care Quality 99 Chauncy Street, 11 th Floor Boston, MA 02111 Nurse Aide Inquiry or Registry Personnel: 617-753-8143 Fax: 617-753-7320	Massachusetts Department of Public Health Division of Health Care Quality 99 Chauncy Street Boston, MA 02111 617-753-8000
24	Michigan	Michigan Department of Licensing and Regulatory Affairs	Michigan Department of Licensing and Regulatory Affairs

	State	Who maintains the registry in your state?	Who investigates complaints in your state?
		Bureau of Health Professions PO Box 30670 Lansing, MI 48909 Program Applications & Information: 517-241-0554 Web site: www.michigan.gov/healthlicense CNA Registry & Verifications (Prometric): 1-800-752-4724	Bureau of Health Professions Complaint and Allegation Division PO Box 30670 Lansing, MI 48909 517-373-9196
25	Minnesota	Division Of Compliance Monitoring Nursing Assistant Registry PO Box 64501 St. Paul, MN 55164-0501 Calls placed in MN only: 1-800-397-6124 651-215-8705 Fax: 651-215-9697 E-mail: Bonnie.Wendt@state.mn.us	Office of Health Facility Complaints 85 East 7th Place, Suite 220 PO Box 64970 St. Paul, MN 55164-0970 651-201-4201 1-800-369-7994 E-mail: Health.ohfc-complaints@state.mn.us
26	Mississippi	Funmi Franklin, Nurse Aide Training Coordinator Mississippi State Department of Health Bureau of Health Facilities - Licensure & Certification funmi.franklin@msdh.state.ms.us P.O. Box 1700 Jackson, MS 39215 601-364-1100 Website: www.msdh.state.ms.us Reciprocity & Renewals: Pearson VUE (MS Nurse Aide Registry); Web site: www.pearsonvue.com Phone: 1-888-204-6213	Complaint Unit Mississippi State Department of Health Bureau of Health Facilities - Licensure and Certification P.O. Box 1700 Jackson, MS 39215-1700 601-364-1100 Web site: www.msdh.state.ms.us
27	Missouri	Missouri Department of Health and Senior Services Health Education Unit PO Box 570 3418 Knipp Jefferson City, MO 65102 573-526-5686 Fax: 573-526-7656 Web site: http://health.mo.gov/safety/cnaregistry/	Missouri Department of Health and Senior Services PO Box 570 912 Wildwood Jefferson City, MO 65102 Hot line: 1-800-392-0210
28	Montana	Montana Department of Public Health and Human Services Certification Bureau 2401 Colonial Drive, 2 nd Floor PO Box 202953 Helena, MT 59620-2953 406-444-4980 Fax: 406-444-3456 Email: cna@mt.gov	LaDawn Whiteside, Supervisor Department of Health and Human Services (DPHHS) 406-444-4463
29	Nebraska	Anna Harrison, RN, BSN Interim Program Manager Department of Health & Human Services Division of Public Health, Licensure Unit Office of Nursing and Nursing Support P. O. Box 94986	Eve Lewis Administrator Office of LTC Facilities DHHS, Licensing Unit 301 Centennial Mall South Lincoln, NE 68509-4986 402-471-3324

	State	Who maintains the registry in your state?	Who investigates complaints in your state?
		Lincoln, NE 68509-4986 General: 402-471-0537 Registry: 402-471-0537 Fax: 402-471-1066 Website: http://dhhs.ne.gov/publichealth/Pages/lis_lisindex.aspx Users will need to click on "license search." Website for nurse aide forms: http://dhhs.ne.gov/publichealth/Pages/crl_nursing_na_na.aspx Registry E-mail: nancy.stava@nebraska.gov	Fax: 402-471-0555 E-mail: eve.lewis@nebraska.gov
30	Nevada	Bureau of Health Care Quality and Compliance 727 Fairview Dr., Ste E Carson City, NV 89701 Attn: Marilyn Jeanne Hersterlee mhersterlee@health.nv.gov (775) 626-3286	Chris Sansom, MSN, RN Director of Operations Nevada State Board of Nursing 5011 Meadowood Mall Way Suite 300 Reno, NV 89502 775-687-7700 or 888-590-6726 Fax: 775-687-7707 E-mail: csansom@nsbn.state.nv.us
31	New Hampshire	Lori A. Tetreault, RN-BSN Program Specialist IV New Hampshire Board of Nursing 21 South Fruit Street, Suite 16 Concord, NH 03301-2431 603-271-8282 or 603-271-2323 Fax: 603-271-6605 E-mail: lori.tetreault@nursing.state.nh.us On-line Verification and Nursing Assistant Registry: www.state.nh.us/nursing	Bureau of Elderly & Adult Protective Services BEAS Administration Office 129 Pleasant Street Concord, NH 03301 603-271-9092 Fax: 603 271-4643
32	New Jersey	Division of Health Facilities Evaluation & Licensing New Jersey Department of Health Office of Program Compliance - Nurse Aide Registry PO Box 358 Trenton, NJ 08625-0358 1-866-561-5914 or 609-633-9171 Fax: 609-633-9087 Verification: www.njna.psiexams.com	Office of Ombudsman for the Institutionalized Elderly Department of Public Advocate PO Box 852 Trenton, NJ 08625-0852 1-877-582-6995 Web site: http://www.state.nj.us/publicadvocate/seniors/elder/ Division of Health Facilities Evaluation & Licensing NJ State Department of Health and Senior Services PO Box 367 Trenton, NJ 08625-0367 1-800-792-9770
33	New Mexico	DOH/DHI/Health Facility Licensing and Certification Bureau 2040 S. Pacheco Street 2nd Floor, Room 413 Santa Fe, New Mexico 87505 505-476-9040 Automated Voice System: 505-827-1453	DOH/DHI/Health Facility Licensing and Certification Bureau 2040 S. Pacheco Street 2nd Floor, Room 413 Santa Fe, New Mexico 87505 505-476-9027 Toll Free In-state: 1-800-752-8649

	State	Who maintains the registry in your state?	Who investigates complaints in your state?
		Fax: 505-476-9026 On line verification: https://dhi.health.state.nm.us/nar/index.php	Fax: 505-476-8977
34	New York	Nancy G. Abeel Bureau of Professional Credentialing New York State Department of Health 875 Central Avenue Albany, NY 12206 1-800-805-9128 Fax: 518-474-7477 For CNA verifications only: 1-800-918-8818 Web site: www.prometric.com/nurseaide/ny E-mail: profcred@health.state.ny.us	Mark Brownell, Director Bureau of Centralized Complaint Intake Program New York State Department of Health 875 Central Avenue Albany, NY 12206 1-888-201-4563
35	North Carolina	Department of Health and Human Services Health Care Personnel Registry Section Division of Health Service Regulation 2709 Mail Service Center Raleigh, NC 27699-2709 919-855-3969 24 Hour Automated Line: 919-715-0562 Fax: 919-733-9764 Online verification: 919-715-0562 https://www.asisvcs.com/services/registry/search_generic.asp?CPCat=0741NURSE Web site: www.ncnar.org	Department of Health & Human Services Division of Health Service Regulation Health Care Personnel Registry Investigations Branch 2719 Mail Service Center Raleigh, NC 27699-2719 919-855-3968 Fax: 919-733-3207
36	North Dakota	CNA and NA Registry: North Dakota Department of Health Division of Health Facilities 600 East Boulevard Avenue Dept 301 Bismarck, ND 58505-0200 701-328-2353 Website: https://www.ndhealth.gov/hf/registry/inquiry-search.aspx	Bruce Pritschet Division of Health Facilities 600 East Boulevard Avenue Dept 301 Bismarck, ND 58505-0200 701-328-2352 Email: CNARegistry@nd.gov
37	Ohio	Christine D. Allen Bureau of Information and Operational Support Ohio Department of Health 246 North High Street Columbus, OH 43215-2412 In Ohio only (automated system): 1-800-582-5908 Outside Ohio (automated system): 1-614-752-9500 Fax: 614-564-2461 E-mail: NAR@odh.ohio.gov	Christopher C. Compson Bureau of Long Term Care Quality Ohio Department of Health 246 North High Street 3rd Floor Columbus, OH 43215-2412 614-752-8805 E-mail: Chris.Compson@odh.ohio.gov
38	Oklahoma	Oklahoma State Department of Health Nurse Aide Registry 1000 N.E. 10 th Street Room 1111 Oklahoma City, OK 73117-1299 405-271-4085 Fax: 405-271-1130	Oklahoma State Department of Health Legal Division 1000 N.E. 10 th Street Oklahoma City, OK 73117-1299 405-271-6017 After hours: 1-800-747-8419 Web site:

	State	Who maintains the registry in your state?	Who investigates complaints in your state?
		Web site: http://nar.health.ok.gov	http://www.health.ok.gov/program/nrsaid/index.html
39	Oregon	Customer Service Center Oregon State Board of Nursing 17938 SW Upper Boones Ferry Rd. Portland, OR 97224 971-673-0685 Fax: 971-673-0684 E-mail: oregon.bn.info@state.or.us	Oregon State Board of Nursing 17938 SW Upper Boones Ferry Rd. Portland, OR 97224 971-673-0685 or FAX 971-673-0684
40	Pennsylvania	Pennsylvania Nurse Aide Registry Pearson VUE P.O. Box 13785 Philadelphia, PA 19101-3785 1-800-852-0518 Fax: 877-543-5215 Website: http://www.pearsonvue.com	Surveyors in the Division of Nursing Care Facilities Department of Health 717-787-1816 Fax: 717-772-2163 PA Complaint Hotline: 800-254-5164 Web site: www.health.state.pa.us
41	Rhode Island	Donna Valletta, Board Administrator Rhode Island Department of Health Office of Health Professionals Regulation 3 Capitol Hill Room 105 Providence, RI 02908-5097 401-222-5888 Fax: 401-222-3352 Website: www.health.ri.gov	Rhode Island Department of Health Office of Health Professionals Regulation 3 Capitol Hill Room 105 Providence, RI 02908-5097 401-222-5888 Fax: 401-222-3352 Website: www.health.ri.gov
42	South Carolina	Pearson VUE Corporate Headquarters 5601 Green Valley Drive Bloomington, MN 55437-1099 952-681-3000 Fax: 952-681-3899	South Carolina Department of Health and Environmental Control Complaint Program 2600 Bull Street Columbia, SC 29201 803-545-4205 Hotline: 1-800-922-6735 Fax: 803-545-4292 E-mail: dennispl@dhec.sc.gov
43	South Dakota	Lois Steensma, Secretary and Gloria Damgaard, Executive Director South Dakota Board of Nursing 4305 South Louise, Suite 201 Sioux Falls, SD 57106 605-362-2760 Fax: 605-362-2768	Patty Roger South Dakota Department of Health 615 East 4th Street Pierre, SD 57501-1700 605-773-3497 Fax: 605-773-6667
44	Tennessee	Wanda J. King, Program Manager Nurse Aide Programs Division of Health Care Facilities Department of Health 227 French Landing, Suite 501 Heritage Place, Metro Center Nashville, TN 37243 615-532-7841 Nurse Aide Registry: 1-800-778-4504 Fax: 615-248-3601	Division of Health Care Facilities Central Intake Unit: 1-877-287-0010 Division of Health Care Facilities: 615-741-7670

	State	Who maintains the registry in your state?	Who investigates complaints in your state?
45	Texas	Anne Trejo, Manager NFA Licensing Department of Aging and Disability Services PO Box 149030, MC: E-414 Austin, TX 78714-9030 512-438-2050 or 1-800-452-3934 Fax: 512-438-2051 E-mail: credential@dads.state.tx.us Web site: http://www.dads.state.tx.us/providers/NF/credentialing/nar/index.html	Texas Department of Aging and Disability Services Consumer Rights and Services, Mail Code E-240 PO Box 149030 Austin, TX 78714-9030 512-438-2011 In state only: 1-800-458-9858
46	Utah	Utah Health Technology Certification Center 550 East 300 South Room 2036 Kaysville, UT 84037-2699 801-547-9947 Web site: www.utahcna.com	Long Term Care Ombudsman Division of Aging & Adult Services 120 North 200 West Salt Lake City, UT 84103 801-538-3924 Fax: 801-538-4395 Web site: http://health.utah.gov/html/licensing_certifying.html
47	Vermont	Elizabeth Hansen, RN Nursing Program Manager Vermont State Board of Nursing National Life Bldg., North FL2 Montpelier, VT 05620-3402 802-828-2819 or 802-828-2396 Fax: 802-828-2484 Web site: www.vtprofessionals.org	OBRA Abuse Related Complaints: Chief, Adult Protective Services Department of Disabilities, Aging, and Independent Living, Division of Licensing and Protection 103 South Main Street Waterbury, VT 05671-2306 (802) 871-3317 Other Related Complaints: Vermont State Board of Nursing Linda Davidson, Executive Director 802-828-3180
48	Virginia	Brenda Krohn RN, MS Deputy Executive Director Virginia Board of Nursing Perimeter Center 9960 Mayland Drive, Suite 300 Richmond, Virginia 23233 804-367-4614 Fax: 804-527-4455 E-mail: Brenda.krohn@dhp.virginia.gov Web site: www.dhp.virginia.gov	Virginia Department of Health Professions Enforcement Division Perimeter Center 9960 Mayland Drive, Suite 300 Henrico, Virginia 23233-1463 Phone: 1-800-533-1560 OR 1-804-367-4691 Fax: 1-804-527-4424 Email: enfcomplaints@dhp.virginia.gov
49	Virgin Islands	Diane Ruan-Viville, MA, BSN, RN Virgin Islands Board of Nurse Licensure P.O. Box 304247, Veterans Drive Station St. Thomas, VI 00803 340-776-7397 E-mail: Diane.ruan-viville@usvi-doh.org	Virgin Islands Board of Nurse Licensure P.O. Box 304247, Veterans Drive Station St. Thomas, VI 00803 340-776-7131 Fax: 340-777-4003 Online: http://www.vibnl.org/
50	Washington	Shirley Munkberg, RN Program Manager NA Training & Competency Evaluation	Loida Baniqued, Field Manager Resident & Client Protection Program Aging & Disability Services Administration

	State	Who maintains the registry in your state?	Who investigates complaints in your state?
		Aging & Disability Services Administration OBRA-Nurse Aid Registry PO Box 45600 Olympia, WA 98504-5600 360-725-2597 Fax: 360-493-2581	Residential Care Services Division, PO Box 45600 Olympia, WA 98504-5600 360-725-3218 Fax: 360-725-3208
51	West Virginia	Twonna Williams, R.N., Program Manager Long-Term Care Nursing Assistant Program DHHR-Office of Inspector General Office of Health Facility Licensure and Certification 408 Leon Sullivan Way Charleston, WV 25301-1713 304-558-0050 Fax: 304-558-1442 Web site: http://www.wvdhhr.org/ohflac	Twonna Williams, R.N., Program Manager Long-Term Care Nursing Assistant Program DHHR- Office of Inspector General Office of Health Facilities Licensure and Certification 408 Leon Sullivan Way Charleston, WV 25301-1713 304-558-0050 Fax: 304-558-1442 Web site: www.wvdhhr.org/ohflac
52	Wisconsin	Wisconsin Nurse Aide Registry Pearson VUE PO Box 13785 Philadelphia, PA 19101-3785 877-329-8760 Web site: http://www.pearsonvue.com/	Laurie Arkens, Director Office of Caregiver Quality Department of Health Services PO Box 2969 Madison, WI 53701-2969 608-261-8319 Fax: 608-264-6340 E-mail: DHSCaregiverIntake@wisconsin.gov Web site: http://dhs.wisconsin.gov/caregiver/index.htm
53	Wyoming	Office of Healthcare Licensing and Survey Laura Hudspeth, Chief, Healthcare Surveillance Division 400 Quest Building 6101 Yellowstone Rd Cheyenne, WY 307-777-7123 Website: https://cnaregistry.health.wyo.gov/	Wyoming State Board of Nursing 1810 Pioneer Avenue Cheyenne, WY 82001 307-777-7601 Fax: 307-777-3519

To update the Nurse Aide Registry, please e-mail changes to maaap_maceinfo@ncsbn.org.