Frequently Asked Questions: Certified Nurse Aides

Indiana Department of Health

1. **How do I change my name on my Nurse Aide Registry?**
   You must submit a written request and include the following:
   - Official name change document such as a court order, marriage certificate, or divorce decree. Social security cards are not acceptable;
   - Nurse aide, home health aide, and/or qualified medication aide certification number; and
   - Current telephone number, email address, and address.

   Send the documentation to:
   - Fax: (317) 233-7750
   - Email: aides@isdh.in.gov
   - Mail: Indiana Department of Health / 2 N. Meridian St., 4B / Indianapolis, IN 46204

2. **How do I change my address on the Nurse Aide Registry?**
   We do not take address changes over the phone. You can update your address online at mylicense.in.gov, email an address change to aides@isdh.in.gov, or fax an address change to 317-233-7750.

3. **What is my certification number?**
   You can find your certification number 24 hours a day using Search and Verify.

4. **My certification expired, how do I make it active?**
   - Expired 8 months or less: Login to mylicense.in.gov. Use the Login with Access Indiana Authentication button to create your Access Indiana account.
   - Expired more than 8 months: The expired renewal form must be completed by your employing facility and they must submit it to aides@isdh.in.gov.
   - In Registry History status: contact the Registry at aides@isdh.in.gov.

5. **What steps are needed to certify an out-of-state certified nurse aide in Indiana?**
   The following steps are required to certify an out-of-state certified nurse aide:
   - Check for good standing of the candidate in the out-of-state registry for all states where the candidate was certified. The following is a link to state aide registries.
   - Obtain an application from Ivy Tech at www.ivytech.edu/cna or contact Ivy Tech at cna_qma_testing@ivytech.edu.
   - Send application, payment, and any other required documentation to Ivy Tech. Ivy Tech will contact you to schedule the written test. The written test is required to transfer to Indiana.
   - Aide is allowed to work in Indiana for 120 days until they are on the Indiana registry.

6. **How do I report misconduct of a certified nurse aide (CNA), qualified medication aide (QMA), or home health aide (HHA)?**
   IDOH Reporting a Complaint website

State and federal rules specify that IDOH must investigate any allegation of client abuse, neglect, or misappropriation of a client's property by an aide. The rules indicate that once an investigation is completed and appeal rights have been exhausted, the Department can enter a substantiated finding on the Registry. The placement of a finding on the registry prohibits the aide from employment as an aide. Specialized QMA findings may be made related to fraudulent QMA certification or medication theft or misuse.

Upon identification of potential misconduct of an aide, providers should first follow their own policy to assist the client or patients. Some steps could include (1) finding a new aide for needed care, (2) recommending family members contact the police for an investigation, and (3) suspending or terminating the aide.

Individuals can file a complaint about any licensed or certified Indiana health care facility, provider, or supplier. An individual may submit the completed Complaint report form or provide a description of the issue via:

- Fax: (317) 233-7750
- Email: complaints@isdh.in.gov
- Toll-free Complaint Report Line: 1-800-246-8909 [available state business hours].

When calling the complaint report line, you will be transferred to the Complaint Reporting Program if there is an available intake specialist. If there is not an intake specialist available to take the call, your call will go to the report line voicemail and your call will be returned as soon as possible.

If the complaint report line is busy, you may leave a voicemail at (317) 233-5359.

7. **How do I report misconduct of a CNA or QMA Training Program?**
   The Indiana Department of Health reviews all reports of misconduct involving a CNA or QMA training program. To report program misconduct, please email ltctraining@isdh.in.gov.

8. **What is a health care facility or agency required to do when hiring a candidate for a CNA, QMA, or HHA position?**
   A health care facility or agency must do the following when hiring an aide:
   - Provider should verify the status of the aide and confirm that there are no findings against the aide at https://mylicense.in.gov/EVerification/.
   - Provider should request a criminal background check on the candidate from the Indiana State Police.

9. **Will the aide be provided with a pocket card that verifies his or her registry status?**
   CNAs, QMAs, and HHAs will only receive a paper certificate and pocket card with their initial placement on the Nurse Aide Registry. If a paper certificate or pocket card is needed, it can be obtained at no cost from https://mylicense.in.gov by following these steps:
   - Login to mylicense.in.gov. Use the Login with Access Indiana Authentication button.

- Select the Print License option next to the certification you would like to print.

10. **I haven't worked the required 8 hours in the 24 months prior to my certification or registration expiration date, what do I do now?**
    To maintain active status and eligibility to work, an individual must provide 8 hours of aide and aide-related services for pay in the 24 months immediately preceding the certification expiration date and each 2-year period thereafter.

    Example: Aide certification expired 10/1/2016. The Aide must complete the paper renewal form with their employer verifying their hours/hire date/termination date. Eight hours must have been worked between the periods of 10/1/2014 – 10/1/2016 AND 10/1/2016 – 10/1/2018. If requirements were met then the certification would be updated to an expiration date of 10/1/2020.

    If you do not meet this requirement then you must take the training program and exams again.

11. **What does a status of Finding mean?**
    Finding is the status the State of Indiana uses to indicate the Aide has had a finding of abuse, neglect, or misappropriation. An individual cannot work as an aide with a Finding.

12. **What does a status of Registry History mean?**
    Registry history indicates an aide did not renew their certification/registration in the 2 years after they expired. This is not an Active status and an aide must retrain and retest to become certified or registered again.

13. **I passed my test but am not on the Registry yet. How come?**
    It can take up to 90 days to be added to the Registry once passing your examinations with Ivy Tech. Indiana allows you to work up to 90 days off the pass letter that Ivy Tech provides, however it is each facility's decision as to whether they will accept the letter for hiring purposes.