

# HOW TO FILL OUT ONLINE APPLICATIONS FOR HCA AND CNA

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*Presented by Our Workforce Development Specialists*

*Zenaida Almodovar, Senior Workforce Development Specialist*

*Tiffany Kalegi, Workforce Development Specialist*



**Long-Term Care Foundation**

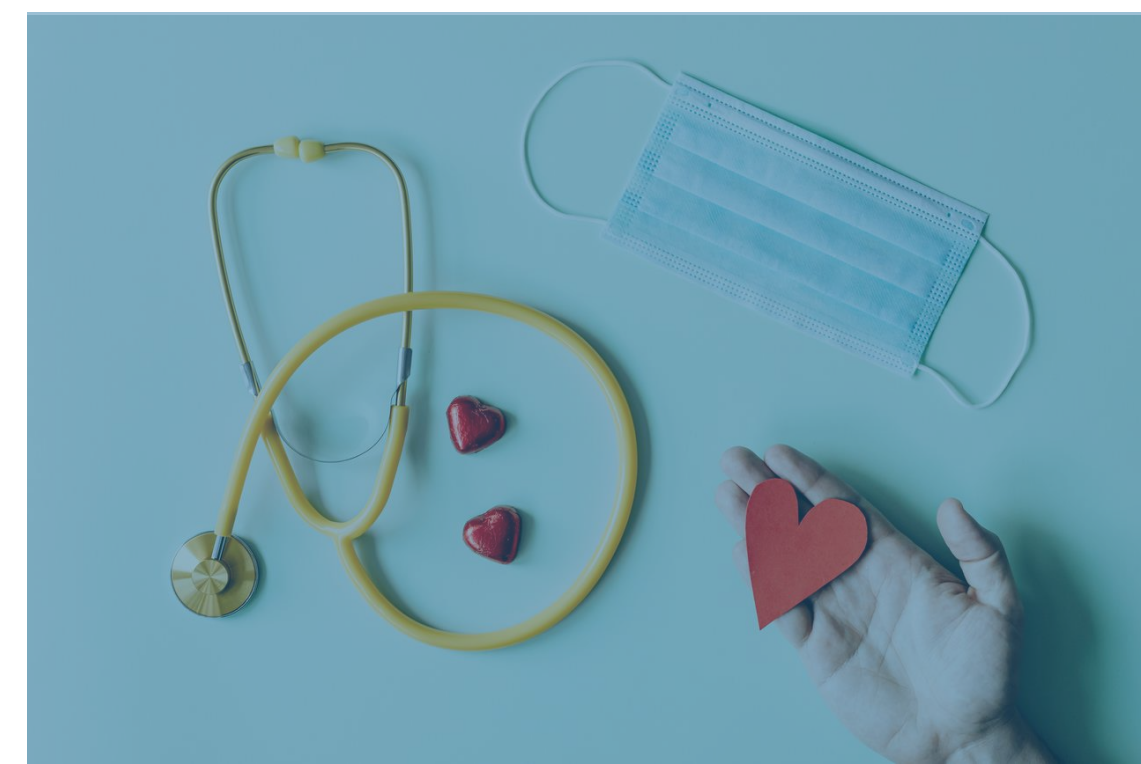
of Washington State

## LEARNING OBJECTIVES

- What is a Home Care Aide and Certified Nursing Assistant
- What trainings are required to be certified by the state as a certified HCA or CNA
- What do these trainings consist of
- Process on how to fill out a Department Of Health application for HCA or CNA state certification
- Short video clip on how to fill out an online application and create a SAW account
- Application Fees, who to pay and when to pay
- What steps to take for HCA or CNA testing and their fees
- Resources to help you help your caregiver along their journey

## WHAT IS A HOME CARE AIDE (HCA)?

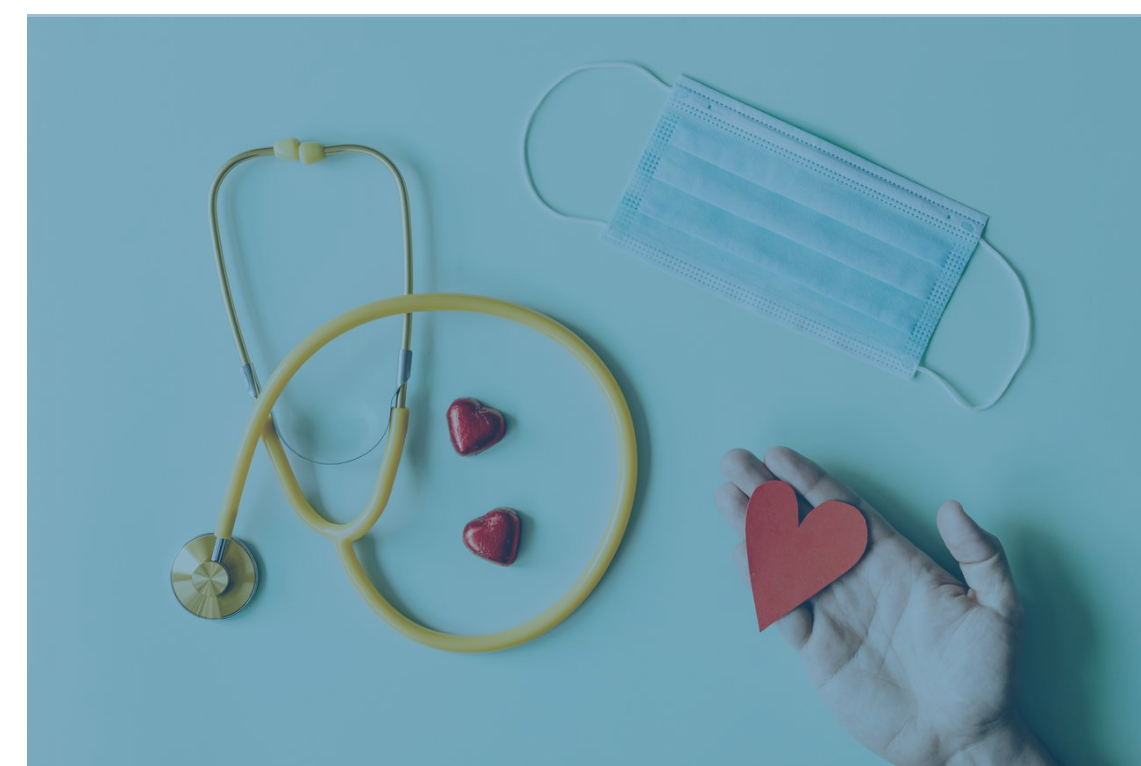
An HCA is a professional credential issued by the Department of Health (DOH). In an Adult Family Home, HCA's daily tasks include caring for the resident(s) (personal hygiene, administering medication, cooking meals, assisting in daily tasks/activities), and light housekeeping.





## WHAT TRAINING IS NEEDED TO BECOME AN HCA?

- Basic Training: 70 hours of training that combines:
  - Core Basic Training: Training covering the basic skills and information needed to provide hands-on care.
  - Population Specific Training: Training on topics unique to the care needs of the population served (Mental Health & Dementia)
- Orientation Training: 2 hours of introductory information orienting new workers to the care setting and job.
- Safety Training: 3 hours of introductory information on safety practices.
- Additional training which includes CPR/First Aid, and Food Handlers, Nurse Delegation and Nurse Delegation Diabetes (If required)



## DEPARTMENT OF HEALTH APPLICATION

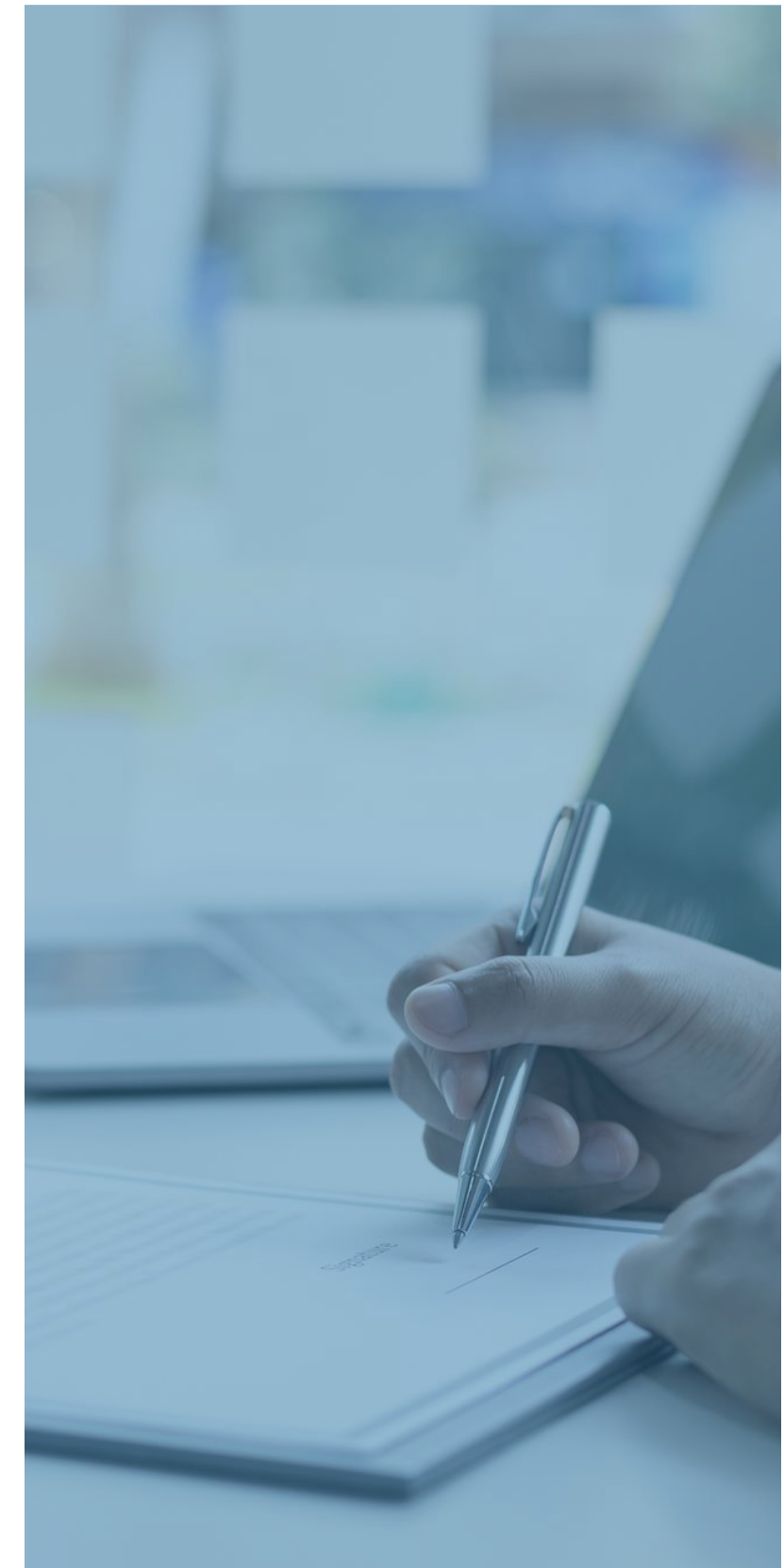
There are two options on how to submit the DOH application:

- **Online:** [Apply Online | Washington State Department of Health](#)
- **Mail:** [Home Care Aide Certification Application Packet \(wa.gov\)](#)

**Contact Info for the DOH HCA Credentialing office if guidance is needed:**

**360-236-2700 Home Care Aide Credentialing**

**360-236-4700 Customer Service Center**



# DOH APPLICATION AND PROMETRIC EXAM FEES

- DOH Application Fee: \$100
- Prometric Exam Fee: \$150

## Fee Schedule

**See fee information below** 

[WAC 246-980-990 – Fees](#)

### Home care aide certification

Non-Refundable Fee Type	Fee Amount
Application fee	\$100
Certification renewal fee	\$100
Late renewal penalty	\$50
Expired certification reactivation	\$30
Duplicate certification	\$15
Verification of certification	\$25

[WAC 246-12-340 – Refund of fees](#)

Fees submitted with applications for initial credentialing, examinations, renewal, and other fees associated with the licensing and regulation of the profession, are non-refundable.





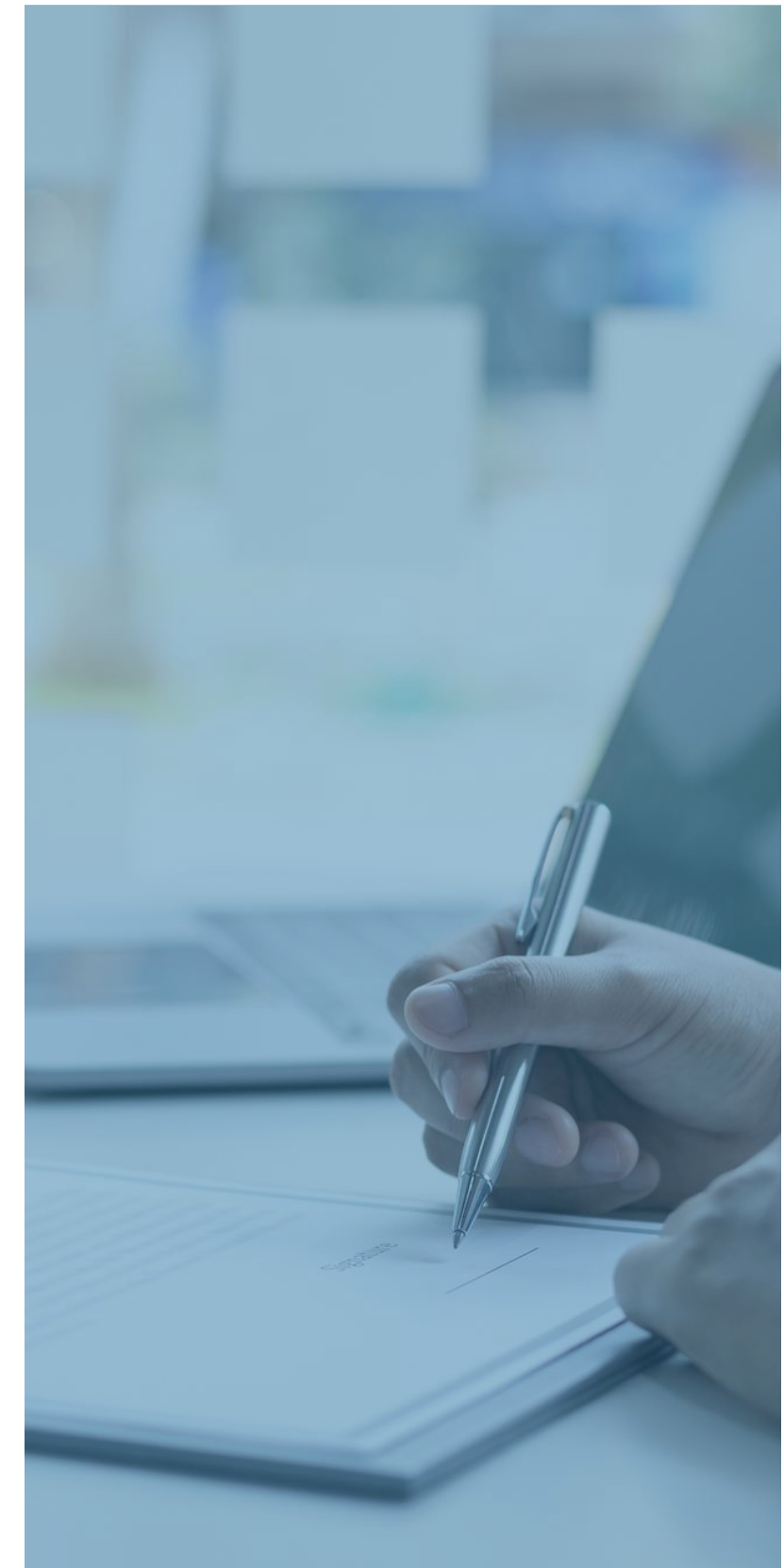
## DOH APPLICATION STEPS

Step 1: Fill out and submit the DOH application (online or mail paper copy) within 14 days of hire.

Step 2: Complete a fingerprint federal based background check through DSHS

Step 3: Complete a 75-hour HCA training program approved through DSHS

Step 4: Complete knowledge and skills exam through Prometric





# CERTIFIED HOME CARE AIDE CHECKLIST

## Certified Home Care Aide Checklist



### Home Care Agencies, Adult Family Homes and Assisted Living Facilities

#### Requirements under the law:

You must complete 75 hours of training (Includes 5 hours of Orientation and Safety) within 120 days of your hire date and become a Certified Home Care Aide within 200 days of hire. If you do not meet these deadlines, you cannot continue to be paid. Use the following REQUIRED timelines and checklist to meet deadlines.

A - Complete with Your Employer to Become a Home Care Aide			
	Action	Reminders	✓
Step 1	Complete the Background Check Authorization Form at time of contracting. Background Checks - <a href="#">BCCU Website</a>	Use the same name on all forms. Example: Jonathan, John OR Johnny	<input type="checkbox"/>
Step 2	A tracking number, called the Inquiry ID# or OCA#, will be generated and written on your Fingerprint Appointment form you get at contracting. <b>Keep this form</b> and write the Inquiry ID#/OCA# here: _____	This will be needed for your <b>Department of Health (DOH) Application</b>	<input type="checkbox"/>
Step 3	Arrange to have your Fingerprints taken right away. Write the appointment time here: _____	Mark your calendar!	<input type="checkbox"/>
Step 4	<ul style="list-style-type: none"> <li><b>Before you provide care:</b> Complete the <i>Orientation</i> (2 hours) &amp; <i>Safety</i> (3 hours) training courses. You will need training certificates for these courses. Look under Training to find an approved instructor below.</li> </ul>	These certificates become part of your 75 hour training requirement. The <b>120 days to complete basic training</b> starts from your date of hire.	<input type="checkbox"/>
B - Submit Department of Health Application for Credential & Exam			
	Action	Reminders	✓
Step 1	<p><b>Complete and submit by 14 days of hire:</b> Department of Health <a href="#">HCA Application</a> packet. Prometric Testing receives information from your application which will allow you to take your written knowledge and skills exam.</p> <p>You are required to provide at least one e-mail address for DOH and Prometric communication. <b>DOH requires all documents, notification of completion of training and fees be paid before DOH will contact Prometric.</b></p>	<p><b>If you do not submit your application within 14 days, it is likely that you will not be able to test or become certified by your deadline.</b></p> <p>Once the DOH receives your application, you are assigned a 10-digit DOH credential # (HM).</p> <p>Use this number when contacting the HCA Credentialing Coordinator at (360) 236-2700 or when finding information online at DOH.</p>	<input type="checkbox"/>
Step 2	<ul style="list-style-type: none"> <li>If you are limited English proficient (LEP), meaning your ability to read, write or speak English is limited, you may qualify for an additional 60-day provisional certification.</li> </ul>	LEP ONLY: Mark on your DOH application that you want the provisional certificate.	<input type="checkbox"/>
Step 3	<p>To take the HCA exam in Spanish, Russian, Vietnamese, Korean, Chinese, Cambodian, Laotian, Samoan, Somali, Ukrainian, Tagalog, Amharic, or Arabic; check the language desired on HCA Exam Application.</p> <p>If you need to take the examination in a language not listed, you may request an individual interpreter in your language by completing the testing accommodations request packet on the Prometric website and submit to the address on this form.</p>	<p>It may take 30 days for interpreter /accommodation requests.</p> <p>DOH will send an e-mail in which you must respond for validation.</p> <p>Check e-mail inbox, Junk &amp; Spam folders daily for an e-mail from DOH and Prometric after you complete your training!</p>	<input type="checkbox"/>
<b>X</b> Step 4	<p>Mail the fees to DOH for both the DOH application fee and the Prometric exam fees.</p> <p><b>NOTE: Do not submit fees if training is provided by the Training Partnership and mark state pay on application.</b></p>	Send check or money order with your application.	<input type="checkbox"/>

## C - Register for Training

	Action	Reminders	✓
Step 1	<ul style="list-style-type: none"> <li><b>Register by 14 days of hire:</b> Register for the 70 hour basic training.</li> </ul>	<a href="#">Find a Class/Instructor</a>	<input type="checkbox"/>
Step 2	<ul style="list-style-type: none"> <li><b>Recommended by 60 days from hire:</b> Complete your 70 hours of basic training immediately to ensure you get classes in the area where you live.</li> </ul>	Be sure to meet testing and certification deadlines.	<input type="checkbox"/>
Step 3	Once you complete the required 75 hours of training, you will be eligible to take your Home Care Aide (HCA) exam.	Mark your calendar for training dates and times!	<input type="checkbox"/>
Step 4	You will get your 75 hour Certificate of Completion (DSHS Training Certificate) from the DSHS approved instructor who teaches the last hour of your 75 hour basic training.	Show all certificates to this instructor.	<input type="checkbox"/>

## D - Test Through Prometric

	Action	Reminders	✓
Step 1	<p>Pass the written knowledge and skills exam. Write test date and location here: _____</p> <p><b>Take the first exam time offered to you from Prometric.</b> Test as close to the end of training to increase your ability to pass the exam. Look for an e-mail from <a href="mailto:Pbt-admit@Prometric.com">Pbt-admit@Prometric.com</a> with test information, your name, Prometric ID # in the subject line (Check Inbox, Junk and Spam folders).</p>	<p>Prometric will only communicate with you using the e-mail address you provide on your DOH application.</p> <p>If you do not receive an e-mailed test date from Prometric within 14 days of completing training, contact Prometric at 1-800-324-4689.</p>	<input type="checkbox"/>
Step 2	<p>If you fail the test, reschedule your exam immediately. Contact Prometric immediately to retest.</p> <p>You can take the failed portion of the test twice. You must pay a fee for each re-test.</p>	<p>Information about your credential # is on the DOH website: <a href="#">Provider Credential Search (HM or PV)</a>. When your credential indicates "Active" you are able to work. You are not able to work past 200 days without being Active on the DOH website.</p>	<input type="checkbox"/>

Agency	Telephone & Fax	Mailing Address	E-mail
DOH	<p><b>HCA Credentialing Coordinator</b> (360) 236-2700</p> <p><b>DOH Customer Service</b> (360) 236-4700</p>	<p><b>Mail application to: (Do not include fee)</b> DOH - Home Care Aide Credentialing P.O. Box 1099 Olympia, WA 98507-1099</p> <p><b>Mail other documents NOT sent with initial application to:</b> DOH - Home Care Aide Credentialing P.O. Box 47877 Olympia, WA 98504-7877</p>	<p><b>DOH Website:</b> <a href="#">Home Care Aide</a></p> <p><i>Test as soon as your training is complete!</i></p> <p><b>Prometric Email:</b> <a href="mailto:WAHCA@prometric.com">WAHCA@prometric.com</a></p> <p><b>Prometric Website:</b> <a href="#">Prometric</a></p>
Prometric	<p><b>Telephone:</b> 1-800-324-4689</p> <p>Download the Information Booklet (14 languages) to help answer your questions.</p>	<p><b>Prometric Address:</b> Attention: Washington Home Care Aide Program 7941 Corporate Dr. Nottingham, MD 21236</p>	
<p><b>HCA Quick Links: Find links in one location at <a href="http://www.adsa.dshs.wa.gov/professional/training/links">www.adsa.dshs.wa.gov/professional/training/links</a></b></p>			





## DOH ONLINE APPLICATION

DOH Online Application Video:

[DOH Online Application Portal](#)

The screenshot shows a web application interface with the following elements:

- Header:** "Washington State Department of Health" logo and name.
- Form Fields:** "Enter Social Security Number (SSN): 555-12-1212", "Would you like to request a Social Security Number Waiver from the Department of Health? Yes No", "Personal Data Questions", "Medical Condition includes physiological, mental or psychological conditions or disorders, such as, but not limited to orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, intellectual disabilities", "Optional Email:", "Requirements for a secure password".
- Video Player:** A video player at the bottom with a progress bar at 0:03 / 3:07 and standard playback controls.



## COMMUNICATION FROM DOH

- The DOH reaches out to applicants via email, so please be sure to check your inbox and spam folder frequently
- If for some reason your email bounces back, they will send a letter via mail to your address
- After submitting an application to DOH, you should expect to hear from them within 2 weeks, but this can be extended if they are backlogged



# DOH EMAIL EXAMPLE

From: DOH HSQA Credentialing Review Home Care Aide <[HMCCReview@doh.wa.gov](mailto:HMCCReview@doh.wa.gov)>

Date: Thu, Feb 1, 2024 at 2:59 PM

Subject: Application for Home Care Aide Certification HMCC.HM.\*\*\*\*\* (8 # after HMCC.H.M THIS NUMBER IS YOUR CREDENTIALING ID)

To: (EMAIL ADDRESS YOU USED ON YOUR APPLICATION)

CC: (ANY ALTERNATE EMAIL ADDRESS, USED ON YOUR APPLICATION)

February 01, 2024

YOUR NAME

YOUR ADDRESS

CITY, STATE, ZIPCODE

**Subject: Application for Home Care Aide Certification HMCC.HM.(8 # after HMCC.H.M THIS NUMBER IS YOUR CREDENTIALING ID)**

Dear YOUR NAME:

We received your home care aide certification application and are processing it. This letter is not a denial of your application.

Before we can move forward with processing your application, we must receive the following:

Certificate of Completion Verifying 75 hours of Department of Social and Health Services (DSHS)-approved Home Care Aide training -Please mail or email a copy of your certificate of completion to the email or mailing address below.

Passing Home Care Aide Knowledge and Skills exam - Both portions of the exam must be successfully passed in three tries after completing training.

If you have questions, please call us at 360-236-2700. The address to mail items (except fees) is:

Washington State Department of Health

Home Care Aide Credentialing

P.O. Box 47877

Olympia, WA 98504-7877

Sincerely,

Health Service Consultant I

Health Systems Quality Assurance

Washington State Department of Health

[HMCCReview@doh.wa.gov](mailto:HMCCReview@doh.wa.gov)

[www.doh.wa.gov](http://www.doh.wa.gov)



## NEW PROMETRIC TESTING UPDATES

- Previously, DOH would take payment and assist in scheduling exams through Prometric
- As of February 29, 2024, the applicant will now pay the testing fees and schedule their exam directly through Prometric.
  - After submitting the DOH application and successfully completing the HCA training program, please frequently check your email folders because Prometric will be reaching out with a link to schedule the HCA exam.



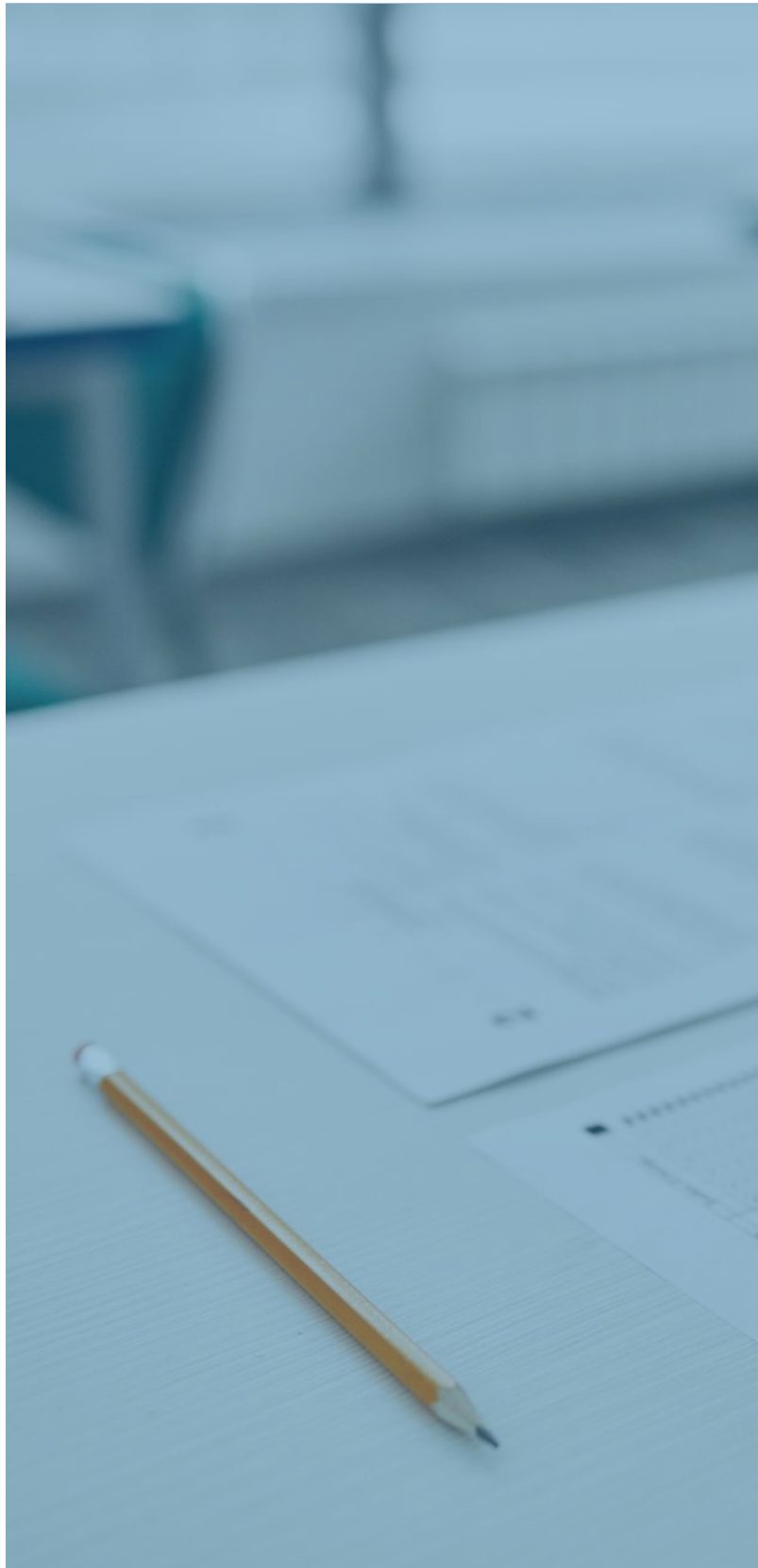


## EXAMS IN DIFFERENT LANGUAGES

- If an applicant needs a non-English exam through Prometric, they will need to contact the Testing Accommodations Team, at 1-800-967-1139 to schedule their exam.
- Test Accommodations Packet: [ADA Test Accommodations Form.pdf](#) ([prometric.com](http://prometric.com))



**Send ADA Packet to:  
WA Home Care Aide Program  
7941 Corporate Drive  
Nottingham, MD 21236**



## PROMETRIC TEST: WHAT TO EXPECT

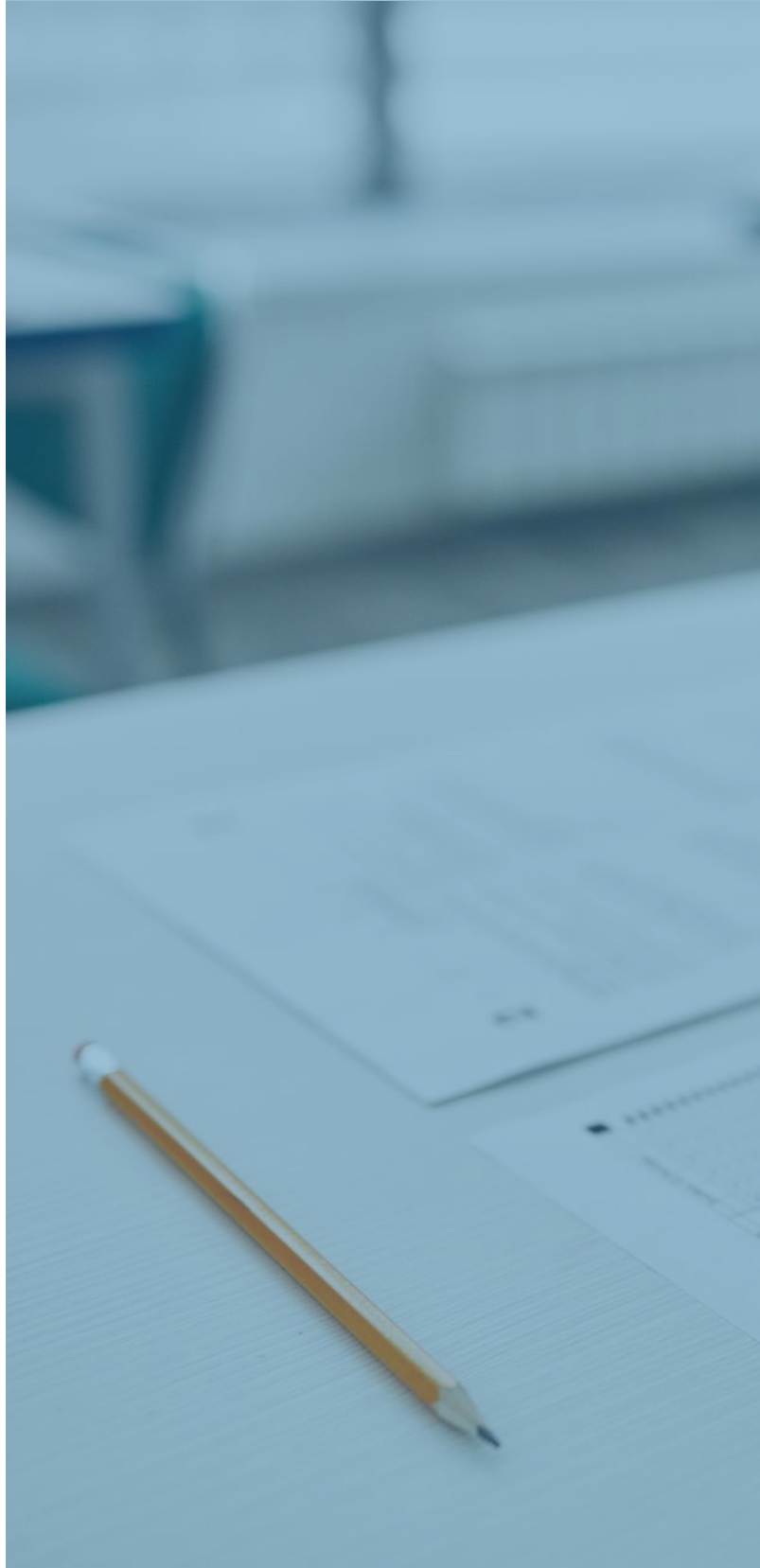
- The Prometric HCA Exam includes 2 parts: Knowledge & Skills
- The knowledge portion includes multiple choice questions
- The Skills test consists of a card that will be given to you with 3 skills that you must complete in front of the reviewer
- General Instructions for the Skills Test are included in English and other languages: [Washington State Department of Health | Prometric](#)



## PROMETRIC TEST: WHAT TO EXPECT



- DOH notifies Prometric when a candidate is eligible to test
- Prometric reaches out to the test taker via email to collect payment & schedule exam
- Candidate Information Bulletin: [Washington Home Care Aide Candidate Information Bulletin \(prometric.com\)](https://www.prometric.com/washington-home-care-aide-candidate-information-bulletin)



# SKILLS TEST CARD EXAMPLE

**SKILLS TEST  
INSTRUCTION CARD**

The care plan requires that the client receive the care listed below. Perform the care in the order listed.

The client's name is **Chris Smith**.

The time limit for your test is: **\_\_ minutes**

Skill 1  
**Name of Skill**  
Candidate instructions for the skill

Skill 2  
**Name of Skill**  
Candidate instructions for the skill

Skill 3  
**Name of Skill**  
Candidate instructions for the skill

The time limit for your test is: **\_\_ minutes**

**Form xx01**

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## RESOURCES

- DOH Webpage for HCA Information: [Home Care Aide | Washington State Department of Health](#)
- Direct link to the DOH Online Application Instructions: [Apply Online | Washington State Department of Health](#)
- Prometric Practice Exam: [Practice Exams | Prometric](#)
- The Long-Term Care Foundation Website: [Home | LTCFWA \(longtermcarefoundationwa.org\)](#)

## WHAT IS A CERTIFIED NURSING ASSISTANT?

A Certified Nursing Assistant, also known as a CNA or NAC, provides basic care and support for patients by performing various tasks that help with daily living activities.





## HOW DOES ONE BECOME A CNA?

You become a CNA by registering to take a CNA training course/program, testing and receiving a DOH certification. The training program prepares a student for the certification exam to become a Certified Nursing Assistant and includes both classroom instruction and supervised clinical practice.

### **The program is divided into three separate components:**

- Theory: principles of hygiene and grooming, measuring vital signs and communication techniques to name a few.
- Laboratory: Examples are hands on skills, transferring, moving and positioning.
- Clinical: Which take place in a long-term care facility where they practice skills learned during their training.





## WHAT ADDITIONAL TRAINING IS NEEDED TO WORK IN A AFH AS A CNA?

- CPR/First Aid
- Food Handlers

If applicable

- Dementia Specialty
- Mental Health Specialty
- DD (Developmental Disability) Specialty
- Nurse Delegation Core
- Nurse Delegation with a Focus on Diabetes


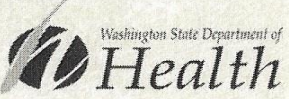




# STEPS TO TESTING AND CERTIFICATION

## Step One

- First and foremost, they must complete training

 **Certificate of Completion** 

This is to confirm that  Name

has successfully completed a Nursing Assistant Training Program approved under the terms of the Omnibus Budget Reconciliation Act (OBRA) of 1987, 18.88A RCW and 246-841 WAC, at

Name of Training Site

Address of Training Site

on December 4, 2023 Date authorized under state testing number  Promissor Testing Number

Total Training Program Hours:  
Classroom: 37 Clinical: 50

Nursing Assistant's Signature:

Program Director's Signature  Date

DOH 667-027 (REV 8/2004)



# STEPS TO CNA TESTING AND CERTIFICATION

## Step Two

Apply for the nursing assistant–certificate (NAC/CNA) credential with the [Department of Health \(DOH\)](#), if they have not already done so.

By either filling out the NAC application form online or sending in a paper application. [Apply Online | Washington State Department of Health](#)

Manual application

<https://doh.wa.gov/sites/default/files/legacy/Documents/Pubs//667039.pdf>

- Submit application, Pay application fee by check or money order for the amount of \$85

**If mailing a payment make payment payable to:**

Department of Health

**If filling out and sending the documents by mail send to:**

Department of Health

P.O. Box 1099

Olympia, WA 98507-1099





# STEPS TO CNA TESTING AND CERTIFICATION

## Step Two continued

Recap on DOH communication applies to both HCA and CNA:

- The DOH reaches out to applicants via email, so please be sure to have your caregiver check their inbox and spam folder frequently. In this email they will confirm they received that application and if any information is missing.
- If for some reason their email bounces back as undeliverable, DOH will send a letter via mail to the address they have on their application.
- After submitting an application to DOH, they should expect to hear from them within 2 weeks, but this can be extended if they are backlogged. They should check their spam/junk folder daily.



# STEPS TO CNA TESTING AND CERTIFICATION

## Step Three

Following the New Skills Test Registration process they will have to get a Credential Candidate ID Number by

- Creating a [Credentialia365 account](#) and verifying their email address.

They will need a Candidate ID number to:

- Register for the skills test.
- Register for the written (or oral) test.
- Ensure their results are processed quickly.



## Verify your email

You will need to verify your email to complete registration



An email has been sent to [zenaida@lctfwa.org](mailto:zenaida@lctfwa.org) with a link to verify and setup your account, if you have not received the email after a few minutes, please check your spam folder.

**Please add [do-not-reply@credentia.com](mailto:do-not-reply@credentia.com) to your safe senders list.**

[Incorrect Email ?](#)

[Back to Login](#)

[Contact Support](#)

## You're Almost There!

Click on the button below to validate your email address and activate your Credentia CNA365 account.

[Activate Account](#)

If you did not sign up for a Credentia CNA365 account, you can safely ignore this email. Only a person with access to your email can complete the account activation process.

Sincerely,

Credentia  
Administrator  
[www.credentia.com](http://www.credentia.com)

**Contact Support**  
Phone: (800) 457-6752

## Your registration has been confirmed!

Please return to the CNA365 login page to enter your email address and password.



[Continue to Login](#)



# STEPS TO CNA TESTING AND CERTIFICATION

## Step Three continued

### Through Credentia CNA365 account they will be able to:

- Change their current address and phone number.
- Submit Correction Form to update their name, date of birth, or social security number before their scheduled exam.
- Obtain and submit an Examination Testing Application.
- Check the Testing Application status.
- Find test sites and availability.
- Schedule, reschedule, or cancel an examination.
- View exam details such as examination type, scheduled time, date, and location.
- View the Score report.
- Submit and review a Grievance application for completed examination.
- Submit an excused absence application.



# STEPS TO CNA TESTING AND CERTIFICATION

## Step Three continued

### Contact Customer Service when:

- Problem occurs when creating a CNA365 Account.
- Did not receive an activation link.
- Problem occurs when applying an assigned voucher code.
- Testing Application Issue.
- Received an error message when scheduling an examination.
- Score report is not viewable in CNA365 after 24 hours from their exam.

Call 888-204-6249





# STEPS TO CNA TESTING AND CERTIFICATION

## Step Four

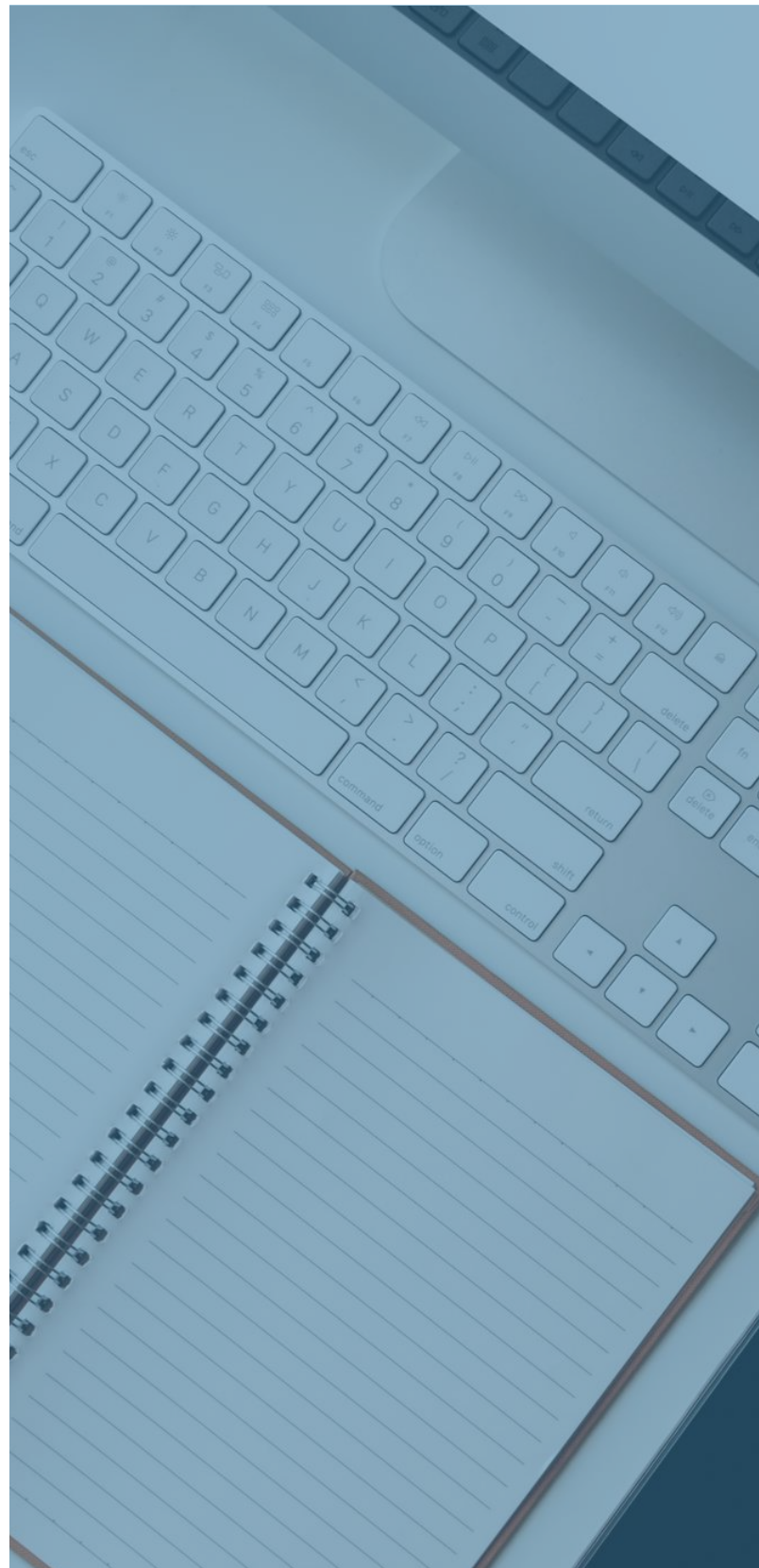
Time to register for the skills test, they will have two options

**Option A:** They can register with their training school, if their training school program is ready to provide skills testing in their establishment.

- If their training program offers testing, the school will reach out to the caregiver about available skills test dates and the registration and payment process.
  - [Nursing Assistant Programs Skills Testing | Washington State Board of Nursing](#)

**Option B:** If the training school does NOT offer the skills testing, they can register through WABON online scheduling [Calendly - NA Testing](#)

- Here they can select a test location by county and select a date and time. The test site will follow up regarding their process for paying the testing fees of \$100.





# STEPS TO CNA TESTING AND CERTIFICATION

## Step Four continued

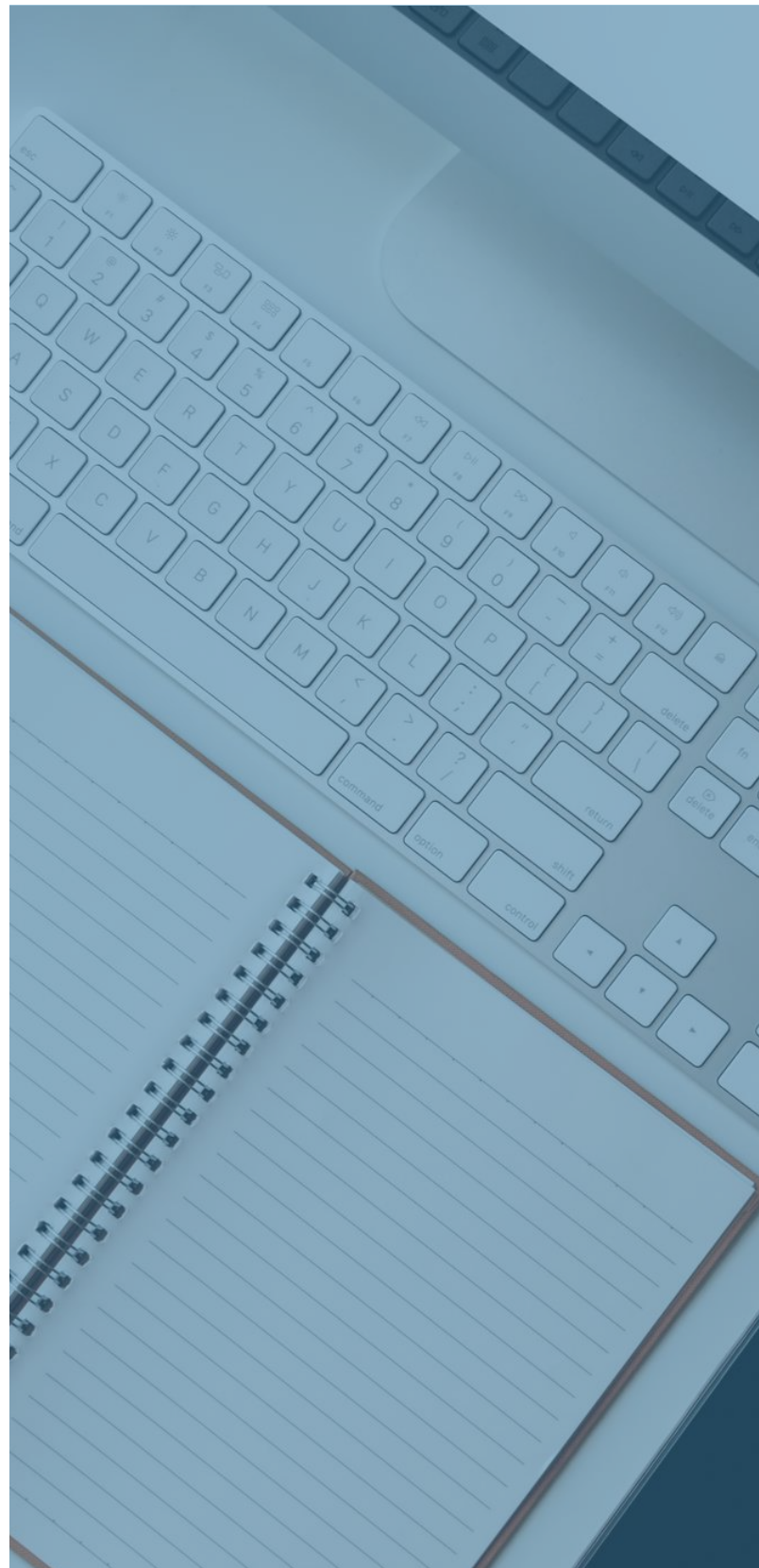
### What to Expect for a Skills Test

The Skills Evaluation is set up to resemble an actual care-giving situation. The Skills Evaluation area will look similar to a work setting. It will have all the equipment necessary to perform the assigned skills. The Skills Evaluation will be administered by a Nurse Aide Evaluator. Before their skills evaluation begins, the evaluator will show them where the equipment is located and answer questions about operating the equipment. Test times are approximate so please have them arrive 30 minutes early and have them plan to spend the day.

### TASKS

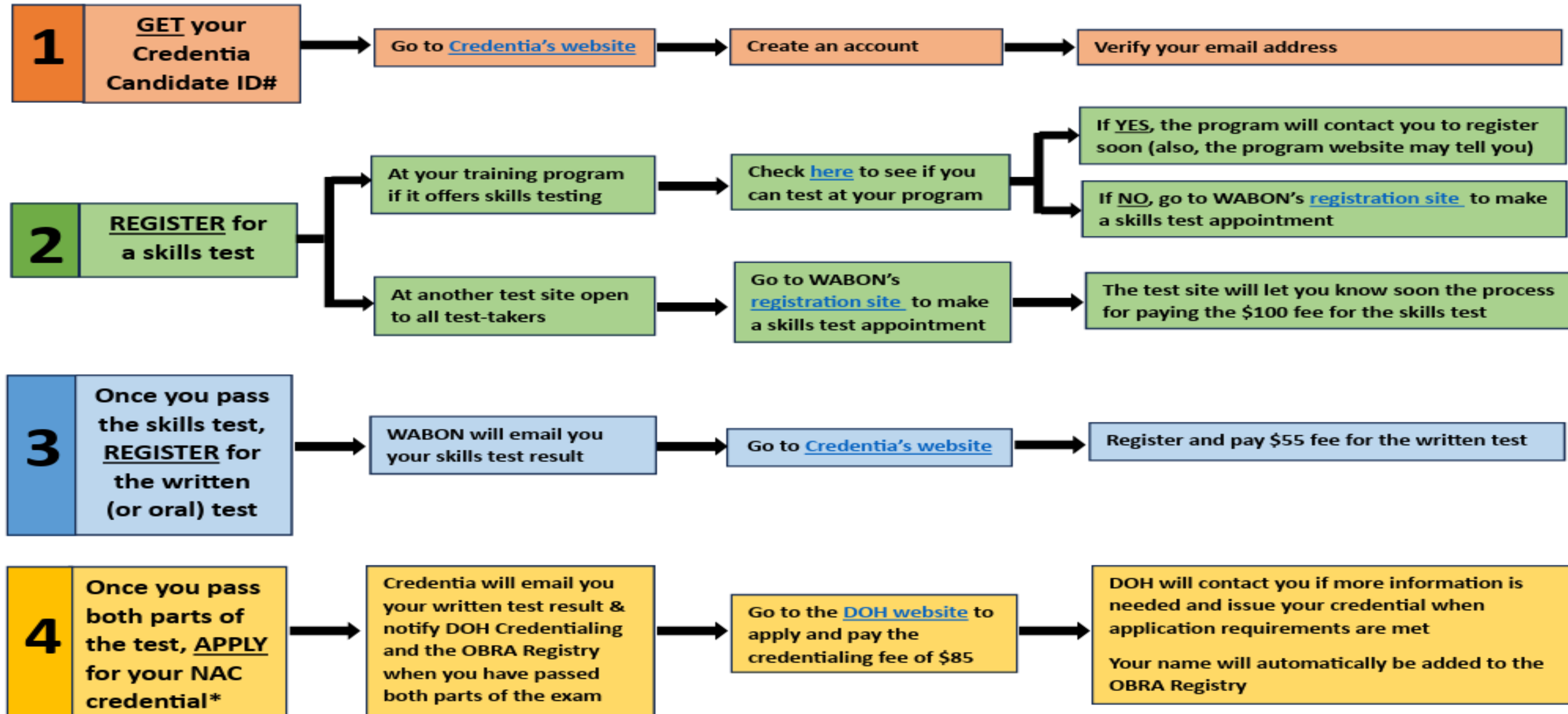
The NNAAP Skills List contains all of the skills that they may be asked to demonstrate during the Skills Evaluation. Each skill represents a task that they would be asked to perform in their job and has been broken down into a series of steps.

[wa-handbook\\_2024.pdf \(credentia.com\) Complete list of skills pages 11-17](#)



# NEW PROCESS FOR COMPLETING THE NURSING ASSISTANT EXAM

## **NEW Process for Completing the Nursing Assistant Exam (Starting Oct. 1, 2023)**



\*You can apply for your NAC credential earlier in this process if you choose; the main point is that you must apply as an extra step in addition to passing the exam



# STEPS TO CNA TESTING AND CERTIFICATION

## Step Five

- **After** they have taken and passed the skills test they will need to fill out an application through [Credentia365 account](#) for the written (oral) test.
- Once Credentia collects all the information they need, they will email the student letting them know their application has been approved and they can now register for the written test.
- The student will then be able to log back into [Credentia365 account](#) and register for their exam and pay exam fees.










# STEPS TO CNA TESTING AND CERTIFICATION





 Dashboard

 Application

 Exam Schedule

 Grievance Form

 Excused Absence

 Manage Profile

Welcome, **Zenaida Almodovar**

The Credentia team is committed to providing you with a convenient and hassle-free experience throughout the credentialing process!



Fill Application Form



Register For Exam



Start Exam



Check Exam Scores



Get Certified

[+ Start New Application](#)



# STEPS TO CNA TESTING AND CERTIFICATION

## Step Five continued

### What to Expect for the Written Test

- The Written Examination has seventy (70) multiple-choice questions.
- They will have two (2) hours to complete the Written Examination.
- Paper and pencil exams will no longer be available.
- Exams are now only offered online.





# TRAINING DEADLINES

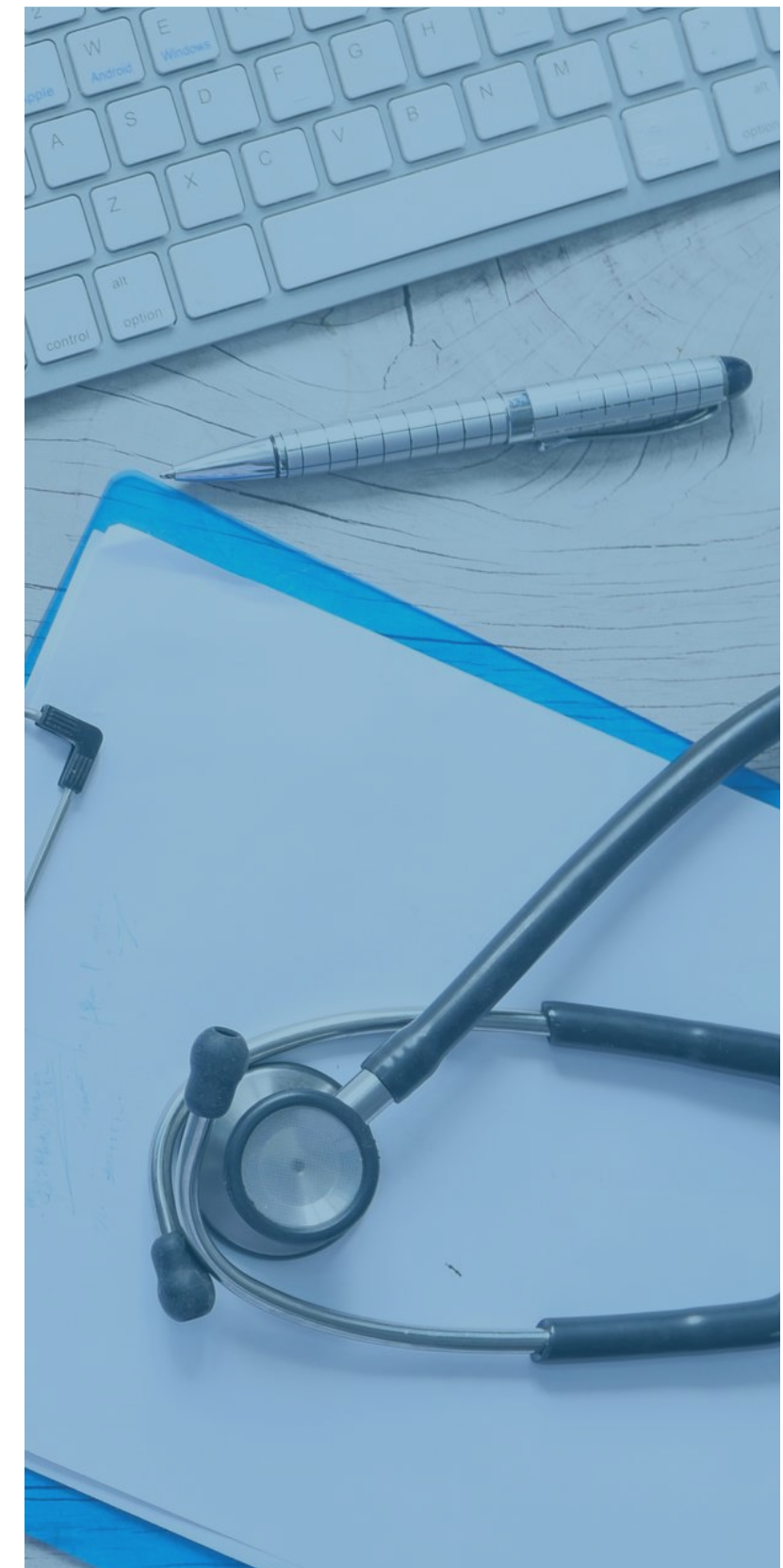
<b>Home Care Aides and COVID-19 training timelines</b> 		
<b>Worker hired or rehired during the time frame of:</b>	<b>Must complete basic training no later than:</b>	<b>Must be certified as a HCA or CNA no later than:</b>
August 17, 2019 to September 30, 2020	January 31, 2023	January 31, 2024
October 1, 2020 to April 30, 2021	April 30, 2023	April 30, 2024
May 1, 2021 to March 31, 2022	July 31, 2023	July 31, 2024
April 1, 2022 to September 30, 2022	October 31, 2023	October 31, 2024
October 1, 2022 to June 30, 2023	November 30, 2023	January 31, 2025
July 1, 2023 to January 31, 2024	Standard training requirements	April 30, 2025
Beginning February 1, 2024	Standard training requirements	Standard certification requirements

## Renewal requirements:

- Certified Nursing Assistants must renew their certification on or before their birthday each year. There are no continuing education requirement to renew the certification, but they must have these continuing education units to work at a AFH

## NURSES AID REGISTERED (THE OBRA NURSING ASSISTANT REGISTRY)

- Nursing Assistant Registered is essentially a training license and once an individual has an active NAR it puts them on the registry. The registry is meant to help maintain a database of individuals who meet the federal requirements to provide care in a long-term care setting in Washington State.
- The registry could also be used to inform potential employers, through an inquiry process, if the person was ineligible to work in a long-term care setting due to findings of abuse, neglect, or misappropriation of property.
- The NAR is not a requirement unless you want your caregiver to become nurse delegated before they complete their training & certification process for either HCA or CNA.
  - Here is a link to DSHS's Webpage for more information on the NAR:
  - [The Nurse Aide Registry | DSHS \(wa.gov\)](#)
  - [Apply Online | Washington State Department of Health](#)





## NURSING ASSISTANT CERTIFICATION – FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
Is there a time limit in which I must pass both exams?	<ul style="list-style-type: none"> <li>You are allowed four (4) attempts to pass both portions of the NNAAP Examination. If you should fail either part or both parts four (4) times, you will be required to successfully complete a state-approved training program and re-take both parts of the NNAAP examination. There is no time limit in which you can take your 4 attempts.</li> </ul>
Can I register for an exam or check my scores online?	<ul style="list-style-type: none"> <li>Once you have been approved to test, you are required to complete the online registration process.</li> <li>If you passed both parts of the examination, your name will be forwarded to the OBRA Nursing Assistant Registry. You must contact the Washington State Department of Health (DOH) to apply for your Nursing Assistant Certification.</li> </ul>
What form of payment do you accept and may I take it to the test site?	<ul style="list-style-type: none"> <li>All payments must be made at the time of scheduling your examination by credit card, pre-paid credit card or electronic voucher. NO form of payment will be accepted at the test site.</li> </ul>
What is the next test date?	<ul style="list-style-type: none"> <li>Skills test dates at Regional Test Sites are listed on the Credentia website (<a href="http://www.credentia.com/test-takers/wa">www.credentia.com/test-takers/wa</a>). Click on "Regional Test Sites" in the Resources section. You can choose your written exam date based on test site availability, which you will see when you sign in to your PCM account.</li> </ul>
How long will it take me to find out if I passed or failed?	<ul style="list-style-type: none"> <li>Score reports for the Skills exam are available online at: <a href="https://i7lp.integral7.com/wana">https://i7lp.integral7.com/wana</a> 24 hours after your examination is completed. If the site experiences technical difficulties with faxing answer sheets, they will be sent to Credentia for hand scoring and results will be available within 5–7 business days after testing. You can also check the result in your testing record. See page 9 under SKILLS EVALUATION.</li> <li>Score reports for the written exam will be provided to you at the test center and will be accessible through your PCM account.</li> </ul>

## FREQUENTLY ASKED QUESTIONS CONTINUED

<p>May I perform the duties of a Nursing Asst. before I am certified?</p>	<ul style="list-style-type: none"><li>• See <b>Information about State and Federal Laws</b> section on page 20.</li></ul>
<p><b>Information About The Federal and State Laws.</b></p>	<ul style="list-style-type: none"><li>• If employed in a nursing facility, you must complete training and OBRA testing through DSHS and apply to become certified through DOH all within 4 months from the day you start work. Only individuals enrolled in a nursing assistant training program or waiting to take the NNAAP Examination qualify to work in a nursing facility under the 4-month rule.</li><li>• Applicants must file an application with DOH as a Nursing Assistant Registered (NAR) within three (3) days of their employment.</li><li>• If you're hired at a nursing home while you are in training, you cannot perform nursing skills on residents until you receive training on these skills.</li><li>• Unprofessional conduct of any kind may result in temporary or permanent loss of a nursing assistant certification.</li><li>• Loss of NA certification because of an action of abuse, neglect or misappropriation of funds or property makes a nursing assistant <b>permanently ineligible to work in nursing facilities</b> and/or with vulnerable adults and they are listed as ineligible in the DSHS OBRA - NA Registry.</li></ul>



## RESOURCES

- Direct link to the DOH Online Application Instructions: [Apply Online | Washington State Department of Health](#)
- SAW Login (Secure Access Washigton) [SecureAccess Washington](#)
- Credentia: [Washington Test Takers | Elevate Your Career | Credentia](#)
- WABON: [Nursing Assistant Programs Skills Testing | Washington State Board of Nursing](#)
- Skill Test Scheduler: [Calendly - NA Testing](#)
- WA CNA Written (or oral) & Skills Evaluation Candidate Handbook [wa-handbook\\_2024.pdf \(credentia.com\)](#)
- The Long-Term Care Foundation Website: [Home | LTCFWA \(longtermcarefoundationwa.org\)](#)

# QUESTIONS?

