Wisconsin Nurse Aide Registry: Frequently Asked Questions

The Department of Health Service (DHS) has one state-administered competency test as allowed under federal law to ensure a neutral and objective nurse aide testing process. The Department contracts with HEADMASTER to deliver Wisconsin's Nurse Aide Competency Testing services.

The DHS liaison with HEADMASTER is the Office of Caregiver Quality (link sends e-mail)

Department of Health Services
Division of Quality Assurance
PO Box 2969
Madison, WI 53701-2969
608-261-8319.

Listed below are frequently asked questions related to nurse aides and registry services.

1. **Can I be employed by a nursing home prior to my name being placed on the WI Nurse Aide Registry (WNAR)?**

A nurse aide student currently enrolled in an approved nurse aide training program may be permitted to provide direct nursing related duties for up to 120 calendar days from the start of training, as long as the person:

- Is a full-time employee,
- Has been trained and found proficient by the instructor on the skill being performed, and
- Is under the general supervision of a RN or LPN.

If you fail the competency test, you cannot provide direct, hands-on care until you successfully pass the retake test.

To assist in timely scheduling of a test date and a higher success rate of passing the competency test, the individual should log into their **TMU© account** (If you have a DHS issued approval to test letter, you will also receive a username and password via email or text), complete their demographics, schedule an exam date (and submit proper payment in the form of a credit card or money order as soon as the individual has completed the training program. An individual has up to one year from the completion of their training program in which to apply to test.

To register online for Wisconsin's Registry and Testing Services using TestMaster Universe (TMU©), follow these instructions: Register online at wi.tmuniverse.com. **You must have a valid email address** in order to receive a username and temporary password so you can login to TMU©.

- Your **login ID will be your email address**
- Click *<Forgot Your Password?>*. Valid email addresses will be sent a link – follow the link to reset/create a password.
- Review your demographic information for accuracy

If you have trouble or email address is not in the system, call HEADMASTER Toll Free at 888-401-0462. Online WI Nurse Aide Registry at wi.tmuniverse.com (**TMU©**) (link is external)

Note: Applications are not processed at DHS and walk-in service is not available. However, if you have any questions about where to submit your paperwork, please call the Office of Caregiver Quality at 608-261-8319 for assistance.

2. Who do I contact about my Nurse Aide Registry status?

To learn information about nurse aide (NA) registry services in Wisconsin, follow the link from the DHS web site at dhs.wisconsin.gov/caregiver/nurse-aide/natd-registry.htm or go to the Wisconsin NA page website at hdmaster.com . You may also contact D&SDT-HEADMASTER at:

Ohio Office
P.O. Box 418
Findlay, OH 45839-0418
Phone: 888-401-0462
Fax: 419-422-7395
Hours of operation: Monday-Friday 7:00am-5:00pm CST
                                   Saturday 7:00am-1:00pm CST

Montana Office
P.O. Box 6609
Helena Montana 59604
Phone: 888-401-0462
Hours of operation: 9:00a-7:00p CST

3. How do I verify a nurse aide's status on the WNAR?

You can check the WI Nurse Aide Registry online at wi.tmuniverse.com (**TMU©**) or follow the link from the DHS web site at dhs.wisconsin.gov/caregiver/nurse-aide/natd-registry.htm. You can search by name, Social Security Number (SSN) or Registration Number. The Registry displays the aide's:

- Name,
- Inclusion date,
- Expiration date for verifying eligibility to work in federally certified facilities,
- Basis for inclusion,
- Facility types where the aide is eligible to work, and
- Substantiated finding information (abuse or neglect of a client or misappropriation of a client's property), if applicable.

4. How do I report my name, an address change, or correct my name or SSN on the Registry?

An address change can be updated by logging into your **TMU©** and making the change. Changes or corrections to your name or a correction to your SSN will require that you submit the completed digital form with appropriate verification documentation to HEADMASTER through your account on **TMU©.** Your registry record will be updated to reflect any reported name or SSN.

Call HEADMASTER toll-free at 888-401-0465 with any questions.

5. How do I get a replacement nurse aide card?

Wisconsin does not issue nurse aide cards. Verification of your status on the Registry can be obtained by logging onto wi.tmuniverse.com (**TMU©**)

6. When is my employment eligibility expiration date?

The 24-month employment eligibility period is initially based on the successful completion of your competency test date. A new eligibility period is created every 24 months. To maintain eligibility to work in a federally certified nursing home, intermediate care facility for individuals with intellectual disabilities, home health agency and hospice, federal regulations require a nurse aide to:
- work at least eight hours in a 24-month period,
- work in a paid position providing hands-on care, and
- be under the supervision of an RN or LPN

Your registry status reflects your 24-month eligibility period to work in the federally certified facilities noted above.

7. How do I update my employment eligibility to work in federally certified facilities?

HEADMASTER will notify you via email and/or text message approximately 60 days prior to the end of your 24-month eligibility period to work in federally certified:
- nursing homes,
- intermediate care facilities for individuals with intellectual disabilities,
- home health agencies, and
- hospices.

When you receive your renewal notification, you must log into your **TMU©** account and list your work experience in the previous 24 months verifying that you have worked at least 8 hours in that 24 month period as a nurse aide, for pay, under the supervision of an RN or LPN. An email verification link will be forwarded to the listed employer. When the employer verifies your listed work experience, your federal eligibility will be extended an additional 24 months on the WNAR.

It is important to keep your email address and/or phone number up to date on your **TMU© account** so you will receive prompt notification of your eligibility renewal.

If you do not receive a renewal notification within 30 days prior to end of your 24-month eligibility period, call HEADMASTER toll-free at 888-401-0465 or login to TMU and list your work experience to start the renewal process.

8. In the past, my employer submitted my renewal form to the WNAR in a mass mailing with other nurse aide renewals. Should they continue to do this?

No, the nurse aide will be responsible for reporting their employment to the registry. When you receive your renewal notice, it is very important to login to TMU© at wi.tmuniverse.com and list your work hours and where you were employed. An email verification link will be forwarded to the listed employer. When the employer verifies your listed work experience, your federal eligibility will be extended an additional 24 months on the WNAR.

9. **What do I do if my employment eligibility has expired but I have been working as a nurse aide the whole time?**

If you have worked as a nurse aide for 24 months or more without a break, you must log into your **TMU©** account and list your work experience in the previous 24 months verifying that you have worked at least 8 hours in that 24 month period as a nurse aide, for pay, under the supervision of an RN or LPN. An email verification link will be forwarded to the listed employer. When the employer verifies your listed work experience, your federal eligibility will be updated on the WNAR for an additional 24 months.

If you have any questions, call HEADMASTER toll-free at 888-401-0465.

10. **What if I haven't worked as a nurse aide in the last 24 months?**

If you have not worked as a nurse aide under the supervision of a RN or LPN, for pay, for more than 24 months, you are not eligible to work in federally certified:
- nursing homes,
- intermediate care facilities for individuals with intellectual disabilities,
- home health agencies, or
- hospices.

To regain eligibility to work in these federally certified facilities, you must retake and successfully pass a competency test. You may continue to work in:
- hospitals, including critical access hospitals, and
- facilities that are not certified as Medicaid providers, including nursing homes, nursing homes that serve individuals with intellectual disabilities, home health agencies, or hospices.

11. **My or my spouse's certification lapsed while I was on military deployment. How can I update my employment eligibility?**

Wisconsin Act 210 went into effect on June 1, 2012. This Act extends the certification of a service member from 90 days to 180 days if the certification expires while they are on active duty. The same applies to a spouse of a service member if the spouse does not practice under their certification and their certification lapses while the service member is on active duty. This Act repeals a provision of prior law that required a service member to meet all of the requirements for certification extension or renewal, except for continuing education requirements, in order to have the certification extended.

To obtain the Military Training Verification form F-00657, follow the link from the DHS web site at dhs.wisconsin.gov/caregiver/nurse-aide/natd-registry.htm or go to the Wisconsin NA page website at hdmaster.com .

If you have any questions, contact DHS, Office of Caregiver Quality at 608-261-8319 or dhscaregiverintake@wi.gov (link sends e-mail) to renew your certification.

For more information on Military Licensure Benefits, visit the Wisconsin Department of Veteran's Affairs website (link is external).

12. **How long will it take for my employment eligibility to be updated after I submit my renewal information in TMU©?**
Your registry status will be updated as soon as the employer has verified that you have worked at least 8 hours in that 24 month period as a nurse aide, for pay, under the supervision of an RN or LPN. your employment.

To verify your employment eligibility:
- Check the Online Wisconsin Nurse Aide Registry (link is external)
- Call HEADMASTER Registry staff toll-free at 888-401-0465

13. **I submitted my renewal information but my record on the Registry has not been updated yet. Can I still work as a nurse aide in a federally certified facility?**
A federally certified health care facility may continue to employ you as a nurse aide if they have verified you worked at least eight hours in the past 24 month period, in a paid position providing hands-on care, under the supervision of an RN or LPN.

If you have questions, call HEADMASTER toll-free at 888-401-0465.

14. How do I transfer my status from another state's Nurse Aide Registry to the WNAR?
There are multiple methods by which you may be eligible for placement on the Wisconsin Nurse Aide Registry via the Out-of-State registry process. Regardless of which method, you must be current and in good standing on a nurse aide registry in a state other than Wisconsin. To apply for placement on the WNAR, you must complete an Out-of-State Application. You may obtain an Out-of-State Application (link is external) (PDF) on HEADMASTER's website (link is external). For further assistance, you may call the Office of Caregiver Quality at 608-261-8319.

Eligibility Methods:
1. If you are a nurse aide candidate from another state who has completed a training program of 120 hours, which included 32 hours of clinical, and you have successfully passed a nurse aide competency exam that is the same or substantially similar to the Wisconsin competency examination, your name will be placed on the WNAR. You must have a valid email address in order to receive a username and temporary password. Once you have received your username and password you must log into TMU© at wi.tmuniverse.com to complete the transfer process.

2. If you are a nurse aide candidate from another state who has completed a training program of 120 hours, which included 32 hours of clinical, and you successfully completed a nurse aide competency exam **but the exam is not the same or substantially similar** to the Wisconsin competency examination, you will be required to successfully complete the Wisconsin examination. You must have a valid email address in order to receive a username and temporary password. Once you have received your username and password you must log into TMU© at wi.tmuniverse.com to pick a test event and location of your choice. Upon passing the applicable exam, your name will be placed on the WNAR.

3. If you are a nurse aide candidate from another state who has completed a training program of 120 hours, which included 32 hours of clinical, but you have **not tested and are within a year of completing your training program**; you will be required to successfully complete the Wisconsin

competency examination. You must have a valid email address in order to receive a username and temporary password. Once you have received your username and password you must log into TMU© at wi.tmuniverse.com to pick a test event and location of your choice. Upon passing the knowledge and skills exams, your name will be placed on the WNAR.

If you are a nurse aide candidate from another state who has completed a training program of 120 hours, which included 32 hours of clinical, you have **not tested, and are past one year of completing your training program**, you will be denied and required to successfully complete an approved DHS training program and successfully complete the Wisconsin competency examination.

4. If you are a nurse aide candidate from another state who has completed a training program of less than 120 hours, but at a minimum, 75 hours and you have been employed as a nurse aide for a minimum of 2088 hours in the previous 24 months, you will receive Employment Verification forms that must be completed by your employer(s). The completed, **notarized** forms must be returned to DHS in order to proceed with your application:

> Wisconsin Department of Health Services
> Office of Caregiver Quality
> PO Box 2969
> Madison, WI 53701-2969

5. If you wish to expedite the process, once the forms are completed and notarized, you may attach an image to your TMU© record at wi.tmuniverse.com. If your employer(s) verify a minimum of 2088 hours of employment as a nurse aide, and you have successfully passed a nurse aide competency exam that is the same or substantially similar to the Wisconsin competency examination, your name may be placed on the WNAR. You must have a valid email address in order to receive a username and temporary password. Once you have received your username and password, you must log into TMU© wi.tmuniverse.com to complete the transfer process.

6. If you are a nurse aide candidate from another state who has completed a training program of less than 120 hours, but at a minimum, 75 hours, you can opt to take an approved 45 hour Bridge Program class and upon passing the knowledge and skills exams, your name will be placed on the WNAR. You may view a list of approved 45 hour Bridge Program on DHS web pages at dhs.wisconsin.gov/caregiver/nurse-aide/bridge-trng-programs.htm

7. If you are a nurse aide candidate from another state who has completed a training program of less than 120 hours, but at a minimum, 75 hours, and you have been employed as a nurse aide for a minimum of 2088 hours in the previous 24 months but have not successfully completed a nurse aide competency exam that is the same or substantially similar to the Wisconsin examination, you will be required to successfully complete the Wisconsin competency examination. You must have a valid email address in order to receive a username and temporary password. Once you have received your username and password you must log into TMU© at wi.tmuniverse.com to pick a test event and location of your choosing. Upon passing both the knowledge and skills exams your name will be placed on the WNAR.

8. If you are a nurse aide candidate from another state who has completed a training program of less than 120 hours, but at a minimum, 75 hours, and you have been employed as a nurse aide for less than 2088 hours in the previous 24 months then you are eligible to enroll in a 45-hour Bridge Program. Once the 45-hour Bridge Program has been successfully completed you will be eligible to take the Wisconsin competency exam. You must have a valid email address in order to receive a username and temporary password. Once you have received your username and password you must log into TMU© at wi.tmuniverse.com to complete the transfer process and receive your approval to enroll in a 45-hour Bridge Program.

Out-of-State Eligibility – Inactive Certification

If you are a nurse aide currently listed on another state's Registry, but have an Inactive status, and have completed an approved nurse aide training program of at least 120 hours with at least 32 hours of clinical training in another state, you must successfully pass the Wisconsin competency exam in order to be eligible for placement on the WNAR. To apply for placement on the WNAR, you must complete an Out-of-State application. You may obtain an Out-of-State application on at http://hdmaster.com/testing/cnatesting/wisconsin/WIformpages/WIforms/9110WI.pdf or by calling HEADMASTER toll free at 888-401-0465. It is recommended that all out-of-state candidates apply as far in advance as possible, as multiple state agencies must verify and process your application.

If you have questions regarding your Out-of-State registry status, please contact DHS, Office of Caregiver Quality at 608-261-8319.

To verify if your name has been added to the WNAR, you can check the online Wisconsin Nurse Aide Registry (link is external).

If you have questions regarding your Out-of-State registry application, please contact the Office of Caregiver Quality at 608-261-8319.

If you are transferring from another state, you must not provide "hands on" care in a facility in Wisconsin until you have been placed on the WNAR.

15. **How do I transfer from the WNAR to another state's Nurse Aide Registry?**
If you are listed on the WNAR and wish to be included on another state's nurse aide registry, you must complete the following steps:

- Make sure your employment eligibility status to work in federally certified facilities is current on the WNAR;
- Contact the transferring state's registry and inquire about that state's requirements; and
- Complete that state's application, following the directions from the state where you wish to transfer.

16**. I was "Grandparented" onto my home state's Registry. Will my certification transfer to the WNAR?**
The intent of the "Grandparenting" program was to allow health care providers to be in compliance with federal and state regulations when employing individuals as nurse aides and to allow individuals

working as nurse aides prior to January 1, 1991, to use work experience in lieu of completing a nurse aide training program prior to competency testing. On January 1, 2000, the Wisconsin Nurse Aide Registry stopped approving individuals for placement on the Registry under the Grandparenting procedure. All individuals wishing to be placed on the WNAR must complete a nurse aide training and/or competency test. See Wisconsin Nurse Aide Training Program-Out of State Training Requirements.