

North Carolina Department of Health and Human Services  
Division of Health Service Regulation  
Health Care Personnel Education and Credentialing Section  
Phone: 919-855-3969

**June 2021**

**Nurse Aide I Registry**

New Registry Renewal Process

Frequently Asked Questions

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## **Rule 10A NCAC 13D .2304**

### **1. Does Rule 10A NCAC 13D .2304 Apply to Nursing Home Facilities and the Online Renewal Forms?**

Yes. Nursing home facilities should review rule 10A NCAC 13D .2304 pertaining to nurse aides. A request from the Nurse Aide to complete the online renewal form is considered a request from the Department for verification of past or present employment.

## **Paper-Based Renewal Form**

### **1. Should I Complete the Nurse Aide Paper-Based Renewal Form that I Received in the Mail?**

You can choose to complete the paper-based renewal form, or you may complete the online renewal form. However, DHSR will no longer accept the Nurse Aide paper-based renewal form after August 31, 2021.

### **2. Do I Need to Complete the Online Renewal Form if I Recently Mailed My Nurse Aide Paper-Based Renewal Form to DHSR?**

No. You do not need to complete both the paper-based renewal form and the online renewal form.

## **Registry Listing Name**

### **1. How Can I Verify the Spelling of a Name in the Nurse Aide I Registry?**

- Go to the Nurse Aide I Registry [website](#).
- Enter the Last 4 Digits of the Nurse Aide's Social Security Number.
- Enter the First Name and Last Name of the Nurse Aide.

<b>Max Length 4</b>	<b>Max Length 12</b>	<b>Max Length 18</b>
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>

The information provided on the website will include the spelling of the First and Last Name of the Nurse Aide.

*\*This has not changed with the creation of the online renewal process.*

## Registry Listing Number

### 1. How Can I Determine a Nurse Aide I Registry Listing Number?

- Go to the Nurse Aide I Registry [website](#).
- Enter the Last 4 Digits of the Nurse Aide’s Social Security Number.
- Enter the First Name and Last Name of the Nurse Aide.

Max Length 4	Max Length 12	Max Length 18
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>

The information provided on the website will include the Nurse Aide I Registry listing number.

*\*This has not changed with the creation of the online renewal process.*

## Registry Listing Expiration Date

### 1. How Can I Determine When a Nurse Aide Listing Expires?

- Go to the Nurse Aide I Registry [website](#).
- Enter the Last 4 Digits of the Nurse Aide’s Social Security Number.
- Enter the First Name and Last Name of the Nurse Aide.

Max Length 4	Max Length 12	Max Length 18
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Last 4 of social <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>

The information provided on the website will include the Nurse Aide I Registry listing expiration date.

*\*This has not changed with the creation of the online renewal process.*

## **Eligibility Requirements for Renewal**

### **1. Can a Nurse Aide I Registry Listing Be Renewed If the Nurse Aide Did Not Perform at Least 8 Hours of Qualified Work During Any 24 Consecutive Month Time Period?**

No. The Nurse Aide must work a minimum of 8 hours, for pay, performing nursing or nursing related tasks delegated and supervised by a Registered Nurse in the past 24 consecutive months.

If a Nurse Aide, with an unexpired listing on the Nurse Aide I Registry, does not meet the requirements for renewal, then they may apply to take the competency exam prior to their registry listing expiration date without completing additional nurse aide training. The Nurse Aide must submit the training waiver application 45 days prior to their registry listing expiration date and must pass the competency exam prior to their registry listing expiration date.

*\*This has not changed with the creation of the online renewal process.*

## **Online Renewal Requirements**

### **1. How Often Should the Online Renewal Form Be Completed?**

Nurse Aides must renew their listing on the Nurse Aide I Registry every 24 consecutive months. The 24-month calculation is based on the last date of qualified work reported on the renewal form by the Registered Nurse. It is the responsibility of each Nurse Aide to know when their listing on the Nurse Aide I Registry will expire.

Qualified work can occur in a nursing home or other health care setting and must meet all the following criteria:

- The work is for pay (monetary compensation).
- The duties are those of a Nurse Aide (refer to the N.C. Board of Nursing [Nurse Aide I task list](#)).
- The duties are supervised by a Registered Nurse (refer to the N.C. Board of Nursing [Nurse Aide I task list](#)).
- The number of hours worked is at least eight (8) during the Nurse Aide's 24-month registry listing period.

*\*This has not changed with the creation of the online renewal process.*

### **2. Can a Nurse Aide Submit the Online Renewal Form If Their Registry Listing Has Expired?**

No. A Nurse Aide I registry listing cannot be renewed if it has expired. In addition, a Registered Nurse cannot submit the employment verification form if the Nurse Aide I Registry listing is expired.

*\*This has not changed with the creation of the online renewal process.*

### **3. Can I Use Microsoft Internet Explorer as My Web Browser?**

It is recommended that you do not use Microsoft Internet Explorer as your web browser.

**4. How Soon Can a Nurse Aide Submit the Online Renewal Form?**

The Nurse Aide can submit the online renewal form within 90 days of their Nurse Aide I Registry listing expiration date.

**5. How Long Does the Registered Nurse Have to Complete the Employment Verification Form When a Nurse Aide Has Submitted Their Renewal Form?**

7 calendar days.

**6. Should the Nurse Aide Complete the Name and Address Change Form If Information Is Incorrect in the Nurse Aide I Registry?**

Yes. If a Nurse Aide's name or address has changed, please submit the [Name and Address Change Form](#). Information must be correct in the Nurse Aide I Registry prior to submitting the online renewal forms. Otherwise, the online system will not process the renewal forms.

NOTE: An address will not change in the Nurse Aide I Registry with the submission of the online renewal forms.

*\*This has not changed with the creation of the online renewal process.*

**7. In the Online Renewal Form, Should Apostrophe's Be Included in the First and Last Name?**

The First and Last Name entered must match what is listed in the Nurse Aide I Registry, including hyphens and suffixes. Please do not include apostrophe's when entering the First and Last Name. If your name has an apostrophe in the Nurse Aide I Registry, and that is the correct spelling of your name, then there is no need to complete the Name and Address Change Form.

**8. Are Dashes Required When Entering the License Number for the Registered Nurse?**

No. You are not required to enter dashes in the license number for the Registered Nurse.

**9. Who Must Complete the Online Employment Verification Form for a Nurse Aide?**

A Registered Nurse, with an active and unencumbered North Carolina license, who is the Nurse Aide's direct supervisor or who has direct access to employment files.

On the Employment Verification Form, the Registered Nurse will confirm the following information:

- The Nurse Aide worked for pay (monetary compensation).
- The duties performed were those of a Nurse Aide (refer to the N.C. Board of Nursing [Nurse Aide I task list](#)).
- The duties were supervised by a Registered Nurse (refer to the N.C. Board of Nursing [Nurse Aide I task list](#)).
- The number of hours worked was at least eight (8) hours during the Nurse Aide's 24-month registry listing period.

*\*This has not changed with the creation of the online renewal process.*

**10. Does the Registered Nurse Attest to the Competency of the Nurse Aide in the Online Employment Verification Form?**

No. The Registered Nurse is not attesting to the competency of the Nurse Aide. The Registered Nurse is confirming that the Nurse Aide worked, at minimum, 8 hours, for pay, performing nursing or nursing related tasks under the supervision of a Registered Nurse in the past 24 consecutive months.

*\*This has not changed with the creation of the online renewal process.*

**11. When Will the Nurse Aide I Registry Be Updated After the Employment Verification Form Has Been Submitted by the Registered Nurse?**

A listing on the Nurse Aide I Registry will be renewed within 24 hours via the online renewal process.

In certain circumstances, a listing may not be updated within 24 hours if DHSR must review and approve the online renewal form.

It is recommended that the Nurse Aide contact the Registry Office if their Nurse Aide I Registry listing has not been renewed with 3-5 business days.

**Where to Find the Online Renewal Forms**

**1. Where Can I Find the Nurse Aide Online Renewal Forms?**

The online renewal forms can be found on the DHSR Health Care Personnel Education and Credentialing Section [website](#).

- [Nurse Aide – Online Renewal Form](#) (to be completed by the Nurse Aide)
- [Nurse Aide – Employment Verification Form for Renewal](#) (to be completed by a employer).

**Technical Challenges**

**1. What Should I Do If I Keep Getting a Message Stating That I Have Not Completed All Required Fields Within the Form?**

- All fields with an asterisk (\*) must be completed.
- Ensure both check boxes are checked in the attestation section of the form (refer to the screen shot below).

<input checked="" type="checkbox"/> <b>The undersigned submit this form and certifies the accuracy of this information *</b>
<input checked="" type="checkbox"/> <b>I have read and agree to the Electronic Signature Agreement *</b>

**2. What Should I Do If the Website Will Not Let Me Submit the Online Renewal Forms and All Required Fields Within the Forms Are Complete?**

It is recommended that you contact an IT professional within your organization to make sure the firewalls will allow you to submit the forms.

**Medication Aide Registry**

**1. Do the Nurse Aide Online Renewal Forms Also Update a Medication Aide Listing in the Medication Aide Registry?**

No. Medication Aides must renew their listing separately in the Medication Aide Registry.

**Nurse Aide II**

**1. Do the Online Renewal Forms Apply to Nurse Aide II's?**

Yes. The online renewal form must be completed by a Nurse Aide II if they choose to renew their listing in the Nurse Aide I Registry managed by DHSR.