

## 1. How do I change my name on my Aide Registry?

You must submit a written request that includes the following:

- Login to your MyLicense One account and use the Upload Additional Documentation for submitting name change documents and requests. You must include the following information:
- 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.

## 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/eGov/ML1PLA.html](https://mylicense.in.gov/eGov/ML1PLA.html), email an address change to [aides@health.in.gov](mailto:aides@health.in.gov), or fax an address change to 317-233-7750.

## 3. What steps are needed to certify an out-of-state qualified medication aide?

The following steps are required to certify an out-of-state qualified medication 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. Contacts in the out-of-state registries <https://info.ncdhhs.gov/dhsr/hcpr/links.html>
- Obtain an application Ivy Tech Community College at [www.ivytech.edu/cna](http://www.ivytech.edu/cna) or contact Ivy Tech Community College at 317-917-5948.
- Send application to Ivy Tech. Ivy Tech will contact you to schedule the written test.
- Certified QMAs in another state may petition the IDOH to be exempt from the Indiana QMA training course and supervised practicum. If the petition for exemption is granted, the individual will be required to take and pass the competency evaluation test before that individual can be certified as a QMA in Indiana.

#### 4. 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 IDOH 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 an [online Complaint report](#) or send a description of the issue via:

**Fax:** (317) 233-7750

**Email:** [complaints@health.in.gov](mailto:complaints@health.in.gov)

**Postal:** Indiana Department of Health  
Facility Complaint Program  
2 N. Meridian St., 4B  
Indianapolis, IN 46204

**Phone:** Toll-free Complaint Report Line: 1-800-246-8909 [available state business hours]; Complaint report line voicemail: (317) 233-5359 If the complaint report line is busy, you may leave a voicemail.

#### 5. 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, contact the IDOH Aide Education and Training Program Manager at 317-233-7497.

#### 6. What is a health care facility or agency required to do when hiring a candidate for a CNA or QMA 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.

## **7. 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 [mylicense.in.gov/eGov/ML1PLA.html](https://mylicense.in.gov/eGov/ML1PLA.html) by following these steps:

- Login to [mylicense.in.gov/eGov/ML1PLA.html](https://mylicense.in.gov/eGov/ML1PLA.html). Use the Login with Access Indiana Authentication button.
- Select the three dots beside your certificate and select the Aide Certificate.

## **8. What is my certification number?**

You can find your certification number 24 hours a day using Search and Verify : <https://mylicense.in.gov/EVerification>

## **9. I haven't worked the required minimum of 6 hours of in-service education during the course of the year and my certification has expired. What do I do now?**

You will need to re-take the 100-hour training course.

## **10. How do I transfer my QMA from another state?**

To work as a QMA in Indiana you must first be a CNA. To transfer your CNA to Indiana please review the requirements at <https://www.ivytech.edu/cna/4368.html>. To transfer your QMA to Indiana please review the requirements here <https://www.ivytech.edu/qma/4301.html>.

All documentation and payment must be sent to Ivy Tech so that you may take the written exam to be certified. You can view the Frequently Asked Questions here: <https://www.ivytech.edu/cna/> and [https://www.ivytech.edu/files/QMA\\_FAQ.pdf](https://www.ivytech.edu/files/QMA_FAQ.pdf).

A transfer cannot work as a QMA in Indiana while waiting to test but may work as a CNA for 120 days if their other state certification is Active and in good standing. Facilities must track the number of days worked and ensure certification is received or terminate employment at the end of the allowable working period.

## **11. Do I need to submit my hours for audit?**

All QMAs will be required to upload documentation of their hours at the time of renewal.

