

## Frequently Asked Questions: Home Health Aides

### 1. How do I change my name on my 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

You can send the documentation via:

- Fax: (317) 233-7750
- Email: [aides@isdh.in.gov](mailto:aides@isdh.in.gov)
- Postal: Indiana State 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](http://mylicense.in.gov), email an address change to [aides@isdh.in.gov](mailto: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](#) :  
<https://mylicense.in.gov/EVerification>

### 4. My certification expired, how do I make it active?

- Expired 8 months or less: Login to [mylicense.in.gov](http://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 to [aides@isdh.in.gov](mailto:aides@isdh.in.gov) .  
<https://www.in.gov/isdh/28354.htm>
- In Registry History status: contact the Registry at [aides@isdh.in.gov](mailto:aides@isdh.in.gov)

### 5. How do I report misconduct of a certified nurse aide (CNA), qualified medication aide (QMA), or home health aide (HHA)?

[ISDH Reporting a Complaint website](https://www.in.gov/isdh/21533.htm) <https://www.in.gov/isdh/21533.htm>

State and federal rules specify that ISDH 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 a description of the issue via:

- Fax: (317) 233-7750
- Email: [complaints@isdh.in.gov](mailto:complaints@isdh.in.gov)
- Postal: Indiana State Department of Health  
Health Care 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].

*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.*

Complaint report line voicemail: (317) 233-5359

*If the complaint report line is busy, you may leave a voicemail.*

## **6. How do I report misconduct of a CNA or QMA Training Program?**

The Indiana State Department of Health reviews all reports of misconduct involving a CNA or QMA training program. To report program misconduct, contact the ISDH Aide Education and Training Program Manager at 317-233-7497.

## **7. What is a health care facility or agency required to do when hiring a candidate for a HHA position?**

A health care facility or agency must do the following when hiring a home health 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.
- Provider must a competency evaluation on the aide.

- Complete and send a paper or electronic [Home Health Aide Registration Application](#) to the ISDH.
- 8. 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](https://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.
- 9. How do I transfer my HHA license to Indiana?**  
Indiana does not transfer HHA licenses.
- 10. How do I submit my HHA application to Indiana?**  
The training facility or school must submit the application through the [ISDH Gateway](#) at this link: <https://gateway.isdh.in.gov/Gateway/SignIn.aspx>
- 11. 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. 8 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 [competency evaluation program](#).
- 12. How do I submit an HHA application?**  
If you are a licensed facility then you must use Gateway to submit applications. If you are not a licensed facility, then you must email applications to [aides@isdh.in.gov](mailto:aides@isdh.in.gov).
- 13. How long does it take to get my HHA issued?**  
It can take up to 2 weeks for your HHA application to process and for your number to be issued. Due to call volume, it is recommended to check the [Search and Verify](#) page for updates.