

North Carolina Department of Health and Human Services
Division of Health Service Regulation
Health Care Personnel Education and Credentialing Section
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Medication Aide Registry

New Registry Renewal Process

Frequently Asked Questions

Table of Contents

Rule 10A NCAC 13D .2304	2
Paper-Based Renewal Form	2
Registry Listing Name	2
Registry Listing Number	3
Registry Listing Expiration Date	3
Eligibility Requirements for Renewal	4
Online Renewal Requirements	4
Where to Find the Online Renewal Forms	6
Technical Challenges	6
Nurse Aide I Registry	6

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 general statute 131E-114.2 and rule 10A NCAC 13D .2304. A request from the Medication 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 Medication Aide Paper-Based Renewal Form 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 Medication Aide paper-based renewal form after August 31, 2021.

2. Do I Need to Complete the Online Renewal Form If I Recently Mailed My Medication 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 Medication Aide Registry?

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

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

Registry Listing Number

1. How Can I Find a Medication Aide Registry Listing Number?

- Go to the Medication Aide Registry [website](#).
- Enter the Last 4 Digits of the Medication Aide’s Social Security Number.
- Enter the First Name and Last Name of the Medication 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 registry listing number for the Medication Aide.

NOTE: The listing number is prefixed with a “M” – refer to the example below.

Example:

Medication Aide Listing Number: M107167

Registry Listing Expiration Date

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

- Go to the Medication Aide Registry [website](#).
- Enter the Last 4 Digits of the Medication Aide’s Social Security Number.
- Enter the First Name and Last Name of the Medication 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 registry listing expiration date.

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

Eligibility Requirements for Renewal

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

No. The Medication Aide must work, at minimum, 8 hours, for pay, performing medication administration tasks delegated and supervised by a Registered Nurse in the previous 24 consecutive months.

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

Online Renewal Requirements

1. How Often Should the Online Renewal Forms Be Completed?

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

Qualified work must meet all the following criteria:

- The work is for pay (monetary compensation).
- The duties performed are those of a medication aide.
- The duties performed are supervised by a Registered Nurse.
- The number of hours worked is at least eight (8) during the Medication Aide's 24-month registry listing period.

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

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

No. A registry listing cannot be renewed using the Online Renewal process if it has expired.

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 Medication Aide Submit the Online Renewal Form?

The Medication Aide can submit the online renewal form within 90 days of their registry listing expiration date.

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

7 calendar days.

6. Should the Medication Aide Complete the Name and Address Change Form If Information is Incorrect in the Medication Aide Registry?

Yes. If a Medication Aide's name or address has changed, please submit the [Name and Address Change Form](#). Information must be correct in the Medication Aide 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 Medication Aide Registry with the submission of the online renewal forms.

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

The First and Last Name entered must match what is listed in the Medication Aide 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 Medication Aide 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. The Registered Nurse is not required to enter dashes in the license number.

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

A Registered Nurse, with an active and unencumbered North Carolina license, who is the Medication 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 Medication Aide worked for pay (monetary compensation).
- The duties performed were those of a Medication Aide.
- The duties performed were supervised by a Registered Nurse.
- The number of hours worked was at least eight (8) hours during the Medication 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 Medication Aide in the Employment Verification Form?

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

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

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

A listing on the Medication Aide 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 forms.

It is recommended that the Medication Aide contact the Registry Office if their Medication Aide Registry listing has not been updated within 3-5 business days.

Where to Find the Online Renewal Forms

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

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

- [Medication Aide – Online Renewal Form](#) (to be completed by the Medication Aide)
- [Medication Aide – Online Employment Verification Form](#) (to be completed by the 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"/> The undersigned submit this form and certifies the accuracy of this information *
<input checked="" type="checkbox"/> I have read and agree to the Electronic Signature Agreement *

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.

Nurse Aide I Registry

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

No. Nurse Aides must renew their nurse aide listing separately in the Nurse Aide I Registry.