

Department of Health and Human Services (DHHS)



Division of Health Service Regulation (DHHSR)

Registry Renewal Process

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Paper Renewal Form

Effective **August 31, 2021**, DHSR is no longer mailing or accepting the paper renewal form from Nurse Aides or Medication Aides.

Nurse Aides, Medication Aides, and healthcare providers must transition to the online renewal forms available on DHSR's website.

Reminder Notifications

It is the responsibility of each Nurse Aide and Medication Aide to renew their listing on the North Carolina Nurse Aide I Registry and the North Carolina Medication Aide Registry for Nursing Homes.

DHSR is not required to send notifications to Nurse Aides or Medication Aides of their upcoming listing expiration date.

Federal Law 42 CFR 483.156

The registry must remove entries for individuals who have performed no nursing or nursing-related services for a period of 24 consecutive months, unless the individual's registry entry includes documented findings of abuse, neglect, or misappropriation of property.

Rule 10A NCAC 13D .2304

Nursing Homes:

- Review rule [10A NCAC 13D .2304](#).
- A request from the Nurse Aide to complete the *Online Employment Verification Form* is considered a request from the Department for verification of past or present employment.

Rule 10A NCAC 13J .1003

Home Care Agencies:

- Review rule [10A NCAC 13J .1003](#).
- A request from the Nurse Aide to complete the *Online Employment Verification Form* is considered a request from the Department for verification of past or present employment.

Who Should Complete the Online Renewal Forms?

The *Online Renewal Form* is to be completed by the Aide. This form should be submitted to DHSR first.

The *Online Employment Verification Form* is to be completed by a Registered Nurse, with an active and unencumbered North Carolina license, who is the Aide's direct supervisor or who has direct access to employment files.

The Registered Nurse is not attesting to the competency of the Aide.

The Registered Nurse is confirming that the Aide meets the requirements to renew their listing.

Registered Nurses

The Online Employment Verification Form:

If your facility is licensed by DHSR but you indicate that it's not on the renewal form, then the Aide will not be renewed. No exceptions.

You can find the facility license number by:

- Reviewing the DHSR licensure certificate posted within the facility.
- Reviewing DHSR facility information for your provider type at <https://info.ncdhhs.gov/dhsr/reports.htm>
- Contacting the DHSR Licensure Section for your provider type at <https://info.ncdhhs.gov/dhsr/requests.htm>

Do not contact the Registry Office for your facility license number.

When Can the Online Renewal Forms Be Submitted?

The Nurse Aide online renewal forms can be submitted within 90 days prior to the Aide's listing expiration date and up to 24 months past the Aide's expiration date.

The Medication Aide online renewal forms can be submitted within 90 days prior to the Aide's listing expiration date. They can not be submitted once the registry listing expires.

The Registered Nurse must submit the *Online Employment Verification Form* within 7 calendar days after the Aide has submitted the *Online Renewal Form*. After 7 calendar days, both forms must be submitted again to DHSR for processing.

You must submit separate online renewal forms for listings on the North Carolina Nurse Aide I Registry and the North Carolina Medication Aide Registry for Nursing Homes.

How Long Does It Take to Process the Online Renewal Forms?

All documents submitted to the Registry Office may be verified with the issuing source.

It is recommended that Aides contact the Registry Office if their registry listing has not been renewed within 10 business days. Due to high call volumes, you may experience extended wait times while contacting the Registry Office.

Web Browser

Do not use Internet Explorer when completing the *Online Renewal Form* or the *Online Employment Verification Form*.

Smart Phone

Do not use a smart phone when completing the *Online Renewal Form* or the *Online Employment Verification Form*.

Social Security Number

You will be asked to provide your Social Security number.

Your number is for registry identification purposes only.

Your number will remain confidential and will not be disclosed to the public.

Registry Listing Name

The name of the Aide entered in the online renewal forms must match the name listed in the registry, including hyphens and suffixes. Otherwise, the online renewal forms cannot be submitted or processed.

Do not include apostrophe's when entering the first and last name in the online renewal forms.

To verify a listing name on the registry:

- Go to the registry [website](#).
- Enter the Last 4 digits of the Aide's social security number.
- Enter the first name and last name of the Aide.

If the name of the Aide includes an apostrophe in the registry, and that is the correct spelling of the name, then there is no need to complete the *Name and Address Change Form*.

If an Aide's name has changed, please submit the [Name and Address Change Form](#).

Registry Listing Number and Expiration Date

To verify a listing number and expiration date:

- Go to the registry [website](#).
- Enter the last 4 digits of the Aide's social security number.
- Enter the first name and last name of the Aide.

The information provided on the website will include the listing number and the expiration date for the Aide.

Important Notice:

For the Medication Aide Registry for Nursing Homes, the listing number is prefixed with a "M" – refer to the example below.

Example:

Medication Aide Listing Number: M107167

Last Date Worked as a Nurse Aide

The date that the Aide last worked providing nursing or nursing related services under the supervision of a Registered Nurse must be within the registration/listing period identified on the online renewal forms.

License Number for Registered Nurse

You are not required to enter dashes in the *Online Employment Verification Form* for the license number of the Registered Nurse.

Where to Find the Online Renewal Forms

Forms to be completed by the Aide:

- [Nurse Aide I – Online Renewal Form](#)
- [Medication Aide – Online Renewal Form](#)

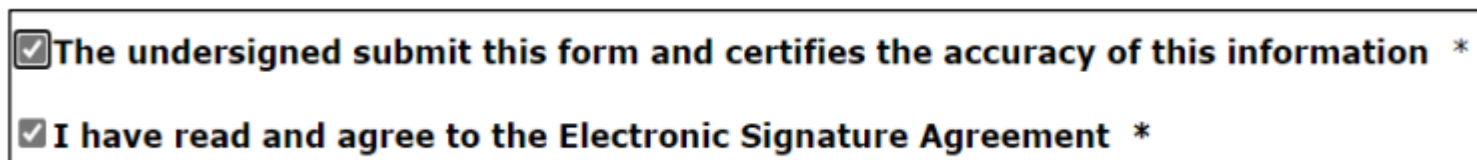
Forms to be completed by the Registered Nurse:

- [Nurse Aide I – Online Employment Verification Form](#)
- [Medication Aide – Online Employment Verification Form](#)

Technical Issues Using the Online Renewal Forms

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).



The undersigned submit this form and certifies the accuracy of this information *

I have read and agree to the Electronic Signature Agreement *

It is recommended that you contact your Information Technology professional within your organization to ensure firewalls will allow the online renewal forms to be submitted to DHSR.

CNAII

The online renewal forms provided by DHSR do not renew a CNAII listing with the North Carolina Board of Nursing.

Who to Contact for Assistance

DHSR Registry Office:

- Hours: 8am-5pm, Monday-Friday
- Telephone: 919-855-3969 (Monday-Friday; 8am-12pm; 1pm-3pm)
- Fax: 919-733-9764
- Email: dhsr.registry@dhhs.nc.gov
- Address: 801 Biggs Drive, Raleigh, NC 27603

N.C. Board of Nursing:

- Click [here](#) to obtain contact information.
- Click [here](#) to learn more about Nurse Aide II.