



State of New Jersey

DEPARTMENT OF HEALTH AND SENIOR SERVICES

PO BOX 358
TRENTON, N.J. 08625-0358

www.nj.gov/health

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

POONAM ALAIGH, MD, MSHCPM, FACP
Commissioner

October 20, 2010

To All Providers:

Please be advised that, effective November 1, 2010, PSI Services, LLC (PSI) will assume responsibility for administering the examination and certification services previously provided to the Department of Health and Senior Services (Department) by Pearson Vue. On that date, PSI will launch examination testing services and administer the certification process for Nurse Aides, Personal Care Assistants, Medication Aides and Assisted Living Administrators in New Jersey.

While the Department has taken steps to facilitate a smooth transition of services from Pearson Vue to PSI, we understand that questions may arise concerning the new vendor and the service delivery process. We anticipate that the enclosed list of Frequently Asked Questions (FAQs) will prove helpful in addressing pertinent issues and concerns during the vendor transition. If you require further information or guidance during the transition phase, however, please direct any inquiries to the following phone number:

1-877-774-4243

Additionally, you may wish to visit the PSI website at www.psiexams.com for general information concerning new forms, candidate handbooks and other training materials. You will be able to access the public nurse aide registry starting November 1, 2010; details will be supplied as they become available. During the transition period, the Department and PSI will post information on their respective websites as additional information becomes available. Also, we are establishing a list-serve in order to apprise you of new information as it becomes available. If you would like to be included, please send an email to Christine.Shovlin@doh.state.nj.us with the words "PSI List-Serve" in the subject line and you will be added.

Thank you for your patience and anticipated cooperation during this transition.

Sincerely,

Deborah Gottlieb, Director
Program Compliance and Health Care
Financing

Enclosure



New Jersey Exam and Certification FAQ's

As of November 1, 2010 PSI Examination Services will handle all Exam Administrations for:

- Certified Nurse Aides (CNA)
- Personal Care Assistants (PCA)
- Certified Medication Administrators (CMA)
- Assisted Living Administrators (ALA)

PSI will also handle all certification (registry) services for the NJ Department of Health & Senior Services (NJDHSS). In an effort to minimize any confusion during this transition to PSI, we are providing the following FAQ's.

Q. How do I schedule a written or oral exam?

To schedule a written or oral exam, please go to www.psiexams.com, or call 1-800-733-9267.

In addition, on the PSI website, you will be able to download the Candidate Information Bulletins for all examinations.

The SKILLS exams (CNA & PCA) - can be taken at any approved facility offering the Skills exams; however you must be scheduled by that facility or by the NJDHSS.

Q. Do I need a valid email address to pay and schedule for my exam?

If you call 1-800-733-9267, you will need to supply your social security number only. (This number is used for identification purposes only and will never be disclosed to third parties).

If you choose to pay and schedule for your exam at www.psiexams.com, you will be asked for an email address and password as part of the standard login process.

PLEASE NOTE: If you are a facility owner or representative and would like to schedule written or oral examinations for your students, please send a request to njnurse@psionline.com. (THIS ONLY APPLIES TO FACILITIES AND REPRESENTATIVES).

Q. Can I take my written exam orally and in Spanish?

Written CNA and PCA examinations may be taken orally English. The CNA may also be taken oral Spanish. This request must be documented on your application with the corresponding examination fees.

Q. What phone number do I call for all Certification-related questions?

PSI will begin to field certification related questions on November 1, 2010. As soon as possible, the registry will be available via the internet and available to the public. If you have specific information regarding the status of your certificate, you may call: 1-877-774-4243

Q. Where can I take my written or oral exam?

SKILLS exams (CNA & PCA) - can be taken at any approved facility offering the Skills exams; however you must be scheduled by that facility or by the NJDHSS.

WRITTEN exams may be taken at the following locations after a reservation has been made. There are no 'Walk-in' examinations available.

Brick
260 Chambers Bridge Rd; #1A
Brick, NJ 08723

Cherry Hill
950 N. Kings Hwy, Sute 301
Cherry Hill, NJ 08034

Hamilton Square Area
IBIS Plaza South
3523 Quakerbridge Rd; Suite 1000
Hamilton Twp, NJ 08619

New Providence
Murray Hill Office Center
571 Central Ave; Suite 105
New Providence, NJ 07094



North Brunswick
The Shoppes at North Brunswick
980 Shoppes Blvd, 2nd Fl
North Brunswick, NJ 08902

Northfield Area (Linwood)
Central Park East
222 New Road; Suite 301
Linwood, NJ 08221

Paramus
1 Kalisa Way, Suite 107
Paramus, NJ 07562

Parsippany
239 New Road, Suite A-203
Parsippany, NJ 07054

Q. How do I get recertified?

You will receive a renewal reminder approximately forty-five 45 days in advance of your certification expiration date.

On the day of recertification you **MUST** bring to the test site the following:

- \$30 recertification fee (this is the only fee accepted at the test site).
- Two (2) forms of identification. One must be a **VALID** form of government-issued identification (Driver's License, State ID, Passport) which bears your signature and has your photograph. The second ID must have your signature and preprinted legal name.
- Your Renewal Form (signed by your current or previous employer).

Recertification will be offered on a walk-in basis at any of the 8 NJ test sites on **Mondays ONLY** from 10am-4pm.

Q. If I am an Instructor or Evaluator, how do I get trained on the new processes?

Please email njnurse@psiexams.com for further training dates.

Q. How do I apply to become an Instructor or Evaluator?

If you are interested in becoming an instructor or evaluator, please contact the Certification program at 1-866-561-5914

Q. How do I order printed copies of the Candidate Information Bulletin?

Please email njnurse@psiexams.com with the quantity needed and the mailing address. Please specify which Candidate Information Bulletin you are ordering.

Q. How do I order CBI forms?

Please email njnurse@psiexams.com with the quantity needed and the mailing address.

Q. How do I order pre-addressed envelopes to the Hamilton Processing site?

Please email njnurse@psiexams.com with the quantity needed and the mailing address.