



Date: September 7, 2017
To: All Providers Who Use the Nurse Aide Registry
Subject: Provider Letter No. 17-24 – All Providers are Required to Redo Nurse Aide Registry (NAR) Searches Conducted from June 14, 2017, through August 3, 2017

The Texas Health and Human Services Commission (HHSC) is notifying providers that Pearson VUE, the contractor who provides nurse aide testing and related services to HHSC, placed ineligible nurse aides on "Active" status and mailed these ineligible individuals a certificate during the period of June 14, 2017, through August 3, 2017. While this error has been corrected, previous searches may have produced erroneous results from the Nurse Aide Registry Credential Management System and the Employability Status Check Search system. This error also caused 50 inaccurate event-based emails to be sent to 19 individual candidates.

HHSC is directing providers to immediately recheck all nurse aide registry status searches conducted during the period of June 14, 2017, through August 3, 2017. If a search result now shows that a nurse aide is not in "Active" status, then the individual is ineligible to continue employment in a HHSC-regulated facility or agency or any facility or agency governed by Texas Health and Safety Code [Chapter 250](#) or [Chapter 253](#). Every provider must maintain a copy of the results of each search in the facility's or individual employer's books and records.

To check the status of a nurse aide, please visit the [Nurse Aide Registry Credential Management System](#) or the [Employability Status Check Search System](#). The latter system consolidates the checks of the Nurse Aide Registry, Medication Aide Registry and Employee Misconduct Registry.

We apologize for any inconvenience this might cause. If you have any questions, please contact the Nurse Aide Registry at 512-438-2050.

Sincerely,

[signature on file]

Mary T. Henderson
Associate Commissioner
Regulatory Services