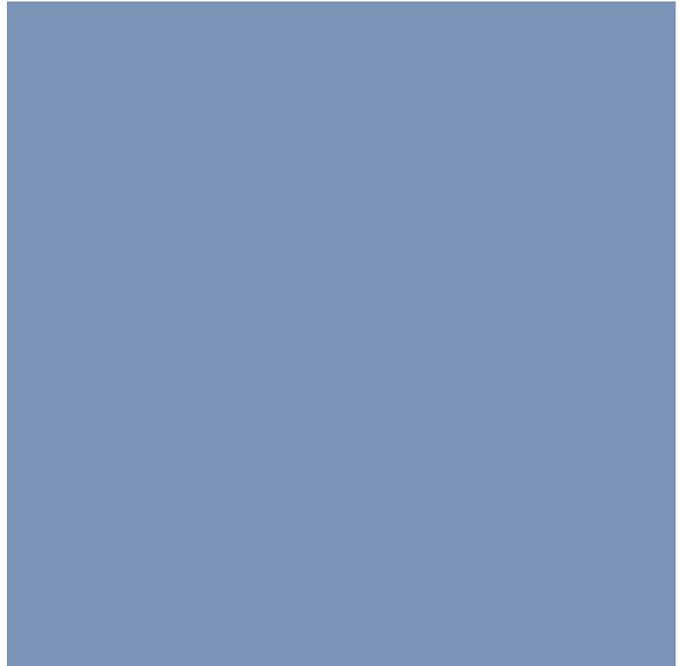


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**Directory of  
Nurse Aide  
Registries**

2008



| State      | Who maintains the registry in your state?  | Who investigates complaints in your state?  |
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| Alabama    | <p>Carolyn C. Harvey, RN<br/> Alabama Department of Public Health<br/> Nurse Aide Program Coordinator<br/> Division of Healthcare Facilities<br/> PO Box 303017<br/> Montgomery, AL 36130-3017<br/> 334-206-5169<br/> Fax: 334-206-5219<br/> E-mail: charvey@adph.state.al.us</p>  | <p>Felicia Williams, RN<br/> Alabama Department of Public Health<br/> Complaint Unit Supervisor<br/> Division of Healthcare Facilities<br/> PO Box 303017<br/> Montgomery, AL 36130-3017<br/> 334-206-5139</p>  |
| Alaska     | <p>Lisa Maroney<br/> Nurse Aide Registry<br/> Department of Commerce, Community &amp;<br/> Economic Development<br/> Division of Corporations, Business And<br/> Professional Licensing<br/> 550 West 7<sup>th</sup> Avenue, Suite 1500<br/> Anchorage, AK 99501<br/> 907-269-8169<br/> Fax: 907-269-8196<br/> E-mail: lisa.maroney@alaska.gov<br/> Web site:<br/> <a href="http://www.dced.state.ak.us/occ/pnua.htm">http://www.dced.state.ak.us/occ/pnua.htm</a></p> | <p>Ken Weimer, Investigator<br/> Department of Commerce, Community &amp;<br/> Economic Development<br/> Division of Corporations, Business And<br/> Professional Licensing<br/> 550 W. 7<sup>th</sup> Avenue, Suite 1500<br/> Anchorage, AK 99501<br/> 907-269-8109<br/> Fax: 907-269-8195<br/> E-mail: Ken.weimer@alaska.gov</p>   |
| Arizona    | <p>Arizona State Board of Nursing<br/> 4747 N. 7th Street<br/> Suite 200<br/> Phoenix, AZ 85014-3653<br/> 602.889.5150<br/> Fax: 602.889.5155</p>  | <p>Arizona State Board of Nursing<br/> 4747 N. 7th Street<br/> Suite 200<br/> Phoenix, AZ 85014-3653</p>  |
| Arkansas   | <p>Office of Long Term Care<br/> Direct Line: 501-682- 1807<br/> Web site:<br/> <a href="http://www.arkansas.gov/dhs/sgNH.html">http://www.arkansas.gov/dhs/sgNH.html</a></p>  | <p>Office of Long Term Care<br/> 1-800-582-4887<br/> Web site:<br/> <a href="http://www.arkansas.gov/dhs/sgNH.html">http://www.arkansas.gov/dhs/sgNH.html</a></p>   |
| California | <p>Ley Arquisola, R.N., Chief<br/> Department of Health Services<br/> CNA/HHA/CHT Certification Unit<br/> Licensing &amp; Certification Program<br/> ATCS-MS 3301<br/> P.O. Box 997416<br/> 1615 Capitol Avenue<br/> Sacramento, CA 95899-7416<br/> 916-327-2445</p>   | <p>Marc Parker, Acting Section Chief<br/> Department of Public Health<br/> Licensing &amp; Certification Program<br/> Investigation Section<br/> MS 3303, P.O. Box 997416<br/> Sacramento, CA 95899-7416<br/> 916-552-8876<br/> Fax: 916-552-8788<br/> E-mail: Marc.Parker@cdph.ca.gov</p> <p>Marc Parker, Manager I<br/> Northern Regional Office<br/> Complaint Investigation Unit<br/> MS-3303<br/> P.O. Box 997416<br/> Sacramento, CA 95899-7416<br/> 916-552-8876</p> |

| State                    | Who maintains the registry in your state?   | Who investigates complaints in your state?  |
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| California,<br>Continued |   | <p>Fax: 916-552-8788<br/>E-mail: Marc.Parker@cdph.ca.gov</p> <p>Brian L. Woods, M.P.H, Manager I<br/>Southern Regional Office<br/>Complaint Investigation Unit<br/>100 North Barancca St.<br/>Suite 910<br/>West Covina, CA 91791<br/>Office Main Line: 626-331-0706<br/>Alternative Line: 626-960-3850<br/>Fax: 626-915-3069<br/>Direct line: 626-966-3713</p> <p>Kimberly Madsen, Manager I<br/>Criminal Background Investigation Unit<br/>P.O. 997416, MS 3301<br/>Sacramento, CA 95899-7416<br/>916-552-8882<br/>Fax: 916-552-8854<br/>E-mail: Kimberly.Madsen@cdph.ca.gov</p> <p>Carolyn Klein, Manager I<br/>Criminal Background Investigation Unit<br/>P.O. 997416, MS 3301<br/>Sacramento, CA 95899-7416<br/>916-319-9098<br/>Fax: 916-552-8854<br/>E-mail: Carolyn.Klein@cdph.ca.gov</p> <p>Evon Redding, Manager I<br/>Fingerprint Identification Unit<br/>P.O. 997416, MS 3301<br/>Sacramento, CA 95899-7416<br/>916-552-8767<br/>Fax: 916-449-5775<br/>E-mail: Evon.Redding@cdph.ca.gov</p> |
| Colorado                 | <p>Colorado Board of Nursing<br/>1560 Broadway, Suite 1370<br/>Denver, CO 80202<br/>303-894-2430<br/>Fax: 303-894-2821</p>                              | <p>Colorado Board of Nursing<br/>1560 Broadway, Suite 1370<br/>Denver, CO 80202<br/>303-894-2430<br/>Fax: 303-894-2821</p>  |
| Connecticut              | <p>Prometric CT Nurse Aide Program<br/>Princeton Pike Corporate Center<br/>2000 Lenox Drive, 3rd Floor<br/>Lawrenceville, NJ 08648<br/>866-499-7485</p> | <p>Connecticut Department of Public Health<br/>410 Capitol Ave., MS# 12 HSR<br/>Hartford, CT 06134-0308<br/>860-509-7400<br/>Fax: 860-509-7538</p>  |
| Delaware                 | <p>Elise MacEwen, Nurse Aide Registry<br/>Coordinator<br/>Division of Long Term Care Residents<br/>Protection</p>                                       | <p>Long Term Care Residents Protection<br/>3 Mill Road, Suite 308<br/>Wilmington, DE 19806<br/>302-577-6666</p>   |

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| Delaware,<br>Continued  | 3 Mill Road, Suite 308<br>Wilmington, DE 19806<br>Verification: 302-577-6666<br>Fax: 302-577-6672<br>CNA registry verification can be made at:<br>www.hdmaster.com  | Inquiries about the registry can be made at:<br>www.hdmaster.com   |
| District of<br>Columbia | Pearson VUE<br>Corporate Headquarters<br>5601 Green Valley Drive<br>Bloomington, MN 55437-1099<br>Telephone: 952-681-3000<br>Fax: 952-681-3899  | Gerald M. Kasunic<br>D.C. Long-Term Care Ombudsman<br>Legal Counsel for the Elderly<br>601 E. Street NW, Room A4-540<br>Washington, DC 20049<br>202-434-2120<br>Fax: 202-434-6595  |
| Florida                 | Department of Health<br>MQA/Certified Nursing Assistant Program<br>4052 Bald Cypress Way<br>BIN # C-13<br>Tallahassee, FL 32399-3263<br>CNA Registry Line: 850-245-4125 ext. 3784<br>Exemption Line: 850-245-4125<br>Fax: 850-245-4172<br>Web site:<br>www.doh.state.fl.us/mqa/cna/cnahome.htm<br>E-mail: MQA_CNA@doh.state.fl.us | Florida Department of Health, Division of<br>Medical Quality Assurance<br>888-419-3456 or 850-245-4339<br>Web site:<br>www.doh.state.fl.us/mqa/enforcement/enforce_<br>howto.htm<br><br>Florida Abuse Hot Line<br>For children and vulnerable adults:<br>1-800-96-ABUSE<br>Fax: 800-914-0004 |
| Georgia                 | Carol Allen, Director<br>Georgia Health Partnership<br>Nurse Aide Registry<br>1455 Lincoln Parkway Suite 750<br>Atlanta, GA 30346-2200<br>Office: 678-527-3010 or 800-414-4358<br>Fax: 678-527-3001   | Department of Human Resources<br>Office of Regulatory Services<br>Long Term Care Section<br>2 Peachtree Street, NW, 31 <sup>st</sup> Floor<br>Atlanta, GA 30303<br>404-657-5850  |
| Hawaii                  | Kathleen L. Yokouchi, Executive Officer<br>Program Coordinator/Contract Officer<br>Professional and Vocational Licensing Branch<br>Department of Commerce & Consumer Affairs<br>PO Box 3469<br>Honolulu, HI 96801<br>808-734-2101, ext. 122<br>(American Red Cross)<br>Fax: 808-734-8318  | Dianne Okumura & Gerald Chung<br>Hawaii State Department of Health<br>Office of Health Care Assurance<br>Kinau Hale<br>1250 Punchbowl Street, Room 237<br>Honolulu, HI 96813<br>808-586-4080<br>Fax: 808-586-5844  |
| Idaho                   | Idaho Nurse Aide Program<br>PO Box 83720<br>Boise ID 83720-0036<br>800-748-2480<br>E-mail: IDNAP@idhw.state.id.us<br>Online Verifications: www.hdmaster.com   | Loretta Todd, RN<br>Division of Medicaid<br>Bureau of Facility Standards<br>Department of Health and Welfare<br>PO Box 83720<br>Boise, ID 83720-0036<br>208-334-6626<br>Fax: 208-364-1888  |

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| Illinois  | Illinois Department of Public Health<br>Health Care Worker Registry<br>525 W. Jefferson St. 4th Floor<br>Springfield, IL 62761<br>217-785-5133<br>Fax: 217-524-0137<br>E-mail: DPH.HCWR@illinois.gov   | Illinois Department of Public Health<br>Office of Health Care Regulations<br>Complaint Investigation Unit<br>525 W. Jefferson St.<br>Springfield, IL 62761<br>24-hour hotline: 1-800-252-4343   |
| Indiana   | Darlene K. Jones<br>Indiana State Department of Health<br>Division of Long Term Care<br>2 North Meridian Street, Section 4B<br>Indianapolis, IN 46204<br>317-233-7351<br>Fax: 317-233-7750   | Brenda Meredith<br>Indiana State Department of Health<br>Division of Long Term Care<br>2 North Meridian Street, Section 4B<br>Indianapolis, IN 46204<br>317-233-7321<br>Fax: 317-233-7322   |
| Iowa      | Greg DeMoss<br>Direct Care Worker Registry<br>Division of Health Facilities<br>Iowa Department of Inspections & Appeals<br>Lucas State Office Building<br>321 East 12th Street – 3 <sup>rd</sup> Floor<br>Des Moines, IA 50319-0083<br>Phone: 515-281-4077<br>Fax: 515-242-5022<br>VRS: 866-876-1997<br>E-mail: Greg.DeMoss@dia.iowa.gov<br>Web site: www.dia-hfd.state.ia.us<br>SING: www.info.state.ia.us/sing | Department of Inspections and Appeals<br>Health Facilities Division<br>Lucas State Office Building – 3 <sup>rd</sup> Floor<br>Des Moines, IA 50319<br>COMPLAINT HOTLINE: 515-281-4115 or<br>1-877-686-0027  |
| Kansas    | Kansas Department of Health and Environment<br>Health Occupations Credentialing<br>1000 SW Jackson<br>Suite 200<br>Topeka, KS 66612-1365<br>Verifications: 785-296-6877<br>Questions: 785-296-6877<br>Fax: 785-296-3075<br>Web site: www.ksnurseaidregistry.org<br>E-mail: kfritts@kdhe.state.ks.us  | Mary Jane Kennedy<br>Licensure, Certification and Evaluation<br>Commission<br>Kansas Department on Aging<br>New England Building<br>503 S Kansas Avenue<br>Topeka, KS 66603-3404<br>785-296-4986<br>Fax: 785-296-0256<br>E-mail: www.mail@aging.wpo.state.ks.us<br>Web site: www.agingkansas.org/kdoa |
| Kentucky  | Kentucky Board of Nursing<br>312 Whittington Parkway, Suite 300-A<br>Louisville, KY 40222<br>1-888-530-1919<br>Fax: 502-696-3956 or 502-696-3957<br>Web site: http://www.kbn.ky.gov/   | Long Term Care Division<br>Office of Inspector General<br>275 East Main, 5E-B<br>Frankfort, KY 40621<br>502-564-2888<br>Fax: 502-564-6546   |
| Louisiana | Mark A. Hebert<br>Louisiana State Board of Examiners for Nursing<br>Facility Administrators, (NFA)<br>Nurse Aide Registry<br>5647 Superior Drive   | Shirley Smith<br>Health Standards Section<br>PO Box 3767<br>Baton Rouge, LA 70821-3767<br>225-342-5779  |

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| Louisiana,<br>Continued | Baton Rouge, LA 70816<br>225-295-8575<br>Fax: 225-295-8578   | Long Term Care Complaint Hotline:<br>888-810-1819<br>Fax: 225-342-5305  |
| Maine                   | Lynn J. Farnham, RN<br>Nursing Education Consultant<br>Maine Registry of Certified Nursing Assistants<br>Maine Department of Health & Human Services<br>State House Station 11<br>41 Anthony Avenue<br>Augusta, Maine 04333<br>207-624-7300<br>Fax: 207-287-9325   | Department of Health & Human Services<br>Division of Licensing & Certification<br>State House Station #11<br>41 Anthony Avenue<br>Augusta, Maine 04333  |
| Maryland                | Ethel M. Stanley, Administrator of the Nursing<br>Assistant Certification Program<br>Maryland Board of Nursing<br>4140 Patterson Avenue<br>Baltimore, MD 21215-2254<br>410-585-1990<br>Fax: 410-358-3530   | Maryland Board of Nursing<br>4140 Patterson Avenue<br>Baltimore, MD 21215-2254<br>410-585-1925  |
| Massachusetts           | Massachusetts Nurse Aide Registry<br>Massachusetts Department of Public Health<br>Division of Health Care Quality<br>99 Chauncy Street, 2nd Floor<br>Boston, MA 02111<br>Nurse Aide Inquiry or Registry Personnel:<br>617-753-8143   | Massachusetts Department of Public Health<br>Division of Health Care Quality<br>99 Chauncy Street<br>Boston, MA 02111<br>617-753-8000   |
| Michigan                | Michigan Department of Community Health<br>Bureau of Health Professions<br>PO Box 30670<br>Lansing, MI 48909<br>Program Applications & Information:<br>517-241-0554<br>Web site: <a href="http://www.michigan.gov/healthlicense">www.michigan.gov/healthlicense</a><br>CNA Registry & Verifications<br>(Thomson Prometric): 1-800-748-0252 | Michigan Department of Community Health<br>Bureau of Health Professions<br>Complaint and Allegation Division<br>PO Box 30670<br>Lansing, MI 48909<br>517-373-9196   |
| Minnesota               | Division Of Compliance Monitoring<br>Nursing Assistant Registry<br>PO Box 64501<br>St. Paul, MN 55164-0501<br>Calls placed in MN only: 1-800-397-6124<br>651-215-8705<br>Fax: 651 215 9697<br>E-mail: <a href="mailto:Bonnie.Wendt@state.mn.us">Bonnie.Wendt@state.mn.us</a>   | Office of Health Facility Complaints<br>85 East 7th Place, Suite 220<br>PO Box 64970<br>St. Paul, MN 55164-0970<br>651-201-4201<br>1-800-369-7994<br>E-mail: <a href="mailto:ohfc-complaints@health.state.mn.us">ohfc-complaints@health.state.mn.us</a> |
| Mississippi             | Mississippi Department of Health<br>Bureau of Health Facilities - Licensure &<br>Certification<br>143-B LeFleur's Square<br>P.O. Box 1700  | Complaint Unit<br>Mississippi Department of Health<br>Bureau of Health Facilities - Licensure and<br>Certification<br>143-B LeFleur's Square  |

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| Mississippi,<br>Continued | Jackson, MS 39215-1700<br>(Zip for physical address: 39211)<br>601-364-1100<br>Web site:<br><a href="http://www.msdh.state.ms.us/msdhsite/_static/30,0,83.html">http://www.msdh.state.ms.us/msdhsite/_static/30,0,83.html</a><br><br>Reciprocity & Renewals:<br>Pearson VUE Web site:<br><a href="http://www.asisvcs.com/indhome.asp?CPCAT=0725NURSE">http://www.asisvcs.com/indhome.asp?CPCAT=0725NURSE</a>   | P.O. Box 1700<br>Jackson, MS 39215-1700<br>(Zip for physical address: 39211)<br>601-364-1100<br>Web site:<br><a href="http://www.msdh.state.ms.us/msdhsite/_static/30,0,83.html">http://www.msdh.state.ms.us/msdhsite/_static/30,0,83.html</a>      |
| Missouri                  | Danette Beeson<br>Missouri Department of Health and Senior Services<br>Health Education Unit<br>PO Box 570<br>3418 Knipp<br>Jefferson City, MO 65102<br>Automated Voice Response Verification:<br>573-526-5686<br>573-751-8923<br>Fax: 573-526-7656<br>Web site:<br><a href="http://www.dhss.mo.gov/CNARegistry">http://www.dhss.mo.gov/CNARegistry</a>  | Missouri Department of Health and Senior Services<br>PO Box 570<br>912 Wildwood<br>Jefferson City, MO 65102<br>Hot line: 1-800-392-0210   |
| Montana                   | Jo Sturdevant<br>Montana Department of Public Health and Human Services<br>Certification Bureau<br>2401 Colonial Drive, 2 <sup>nd</sup> Floor<br>Helena, MT 59620-2953<br>406-444-4980<br>Fax: 406-444-3456<br>E-mail: <a href="mailto:jsturdevant@mt.gov">jsturdevant@mt.gov</a>  | LaDawn Whiteside<br>Montana Department of Health<br>406-444-4463  |
| Nebraska                  | Marletta Stark, RN, Program Manager<br>Department of Health & Human Services<br>Division of Public Health, Licensure Unit<br>Office of Nursing and Nursing Support<br>PO Box 94986<br>Lincoln NE 68509-4986<br>General: 402-471-0537<br>Registry: 402-471-0537<br>Fax: 402-471-1066<br>Web site: <a href="http://www.dhhs.ne.gov/lis/lisindex.htm">www.dhhs.ne.gov/lis/lisindex.htm</a><br>Users will need to click on "General License Information"<br>Web site for nurse aide forms:<br><a href="http://www.dhhs.ne.gov/crl/nursing/na/na.htm">www.dhhs.ne.gov/crl/nursing/na/na.htm</a> | Eve Lewis<br>Administrator Office of LTC Facilities<br>DHHS, Licensing Unit<br>301 Centennial Mall South<br>Lincoln, NE 68509-4986<br>402-471-3324<br>Fax: 402-471-0555<br>E-mail: <a href="mailto:eve.lewis@hhss.ne.gov">eve.lewis@hhss.ne.gov</a> |
| Nevada                    | Bureau of Licensure and Certification<br>Point person: Diane Allen<br>1550 E. College Parkway, Suite 300<br>775-687-4475   | Chris Sansom, BSN, RN<br>Director of Operations<br>Nevada State Board of Nursing<br>5011 Meadowood Mall Way   |

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| Nevada,<br>Continued | E-mail: <a href="mailto:dallen@blc.state.nv.us">dallen@blc.state.nv.us</a>   | Suite 300<br>Reno, NV 89502<br>775-688-2620 or 888-590-6726<br>Fax: 775-688-2628<br>E-mail: <a href="mailto:csansom@nsbn.state.nv.us">csansom@nsbn.state.nv.us</a>   |
| New<br>Hampshire     | MaryLou Moreen, RN<br>Program Specialist IV<br>New Hampshire Board of Nursing<br>21 South Fruit Street, Suite 16<br>Concord, NH 03301-2431<br>603-271-8282 or 603-271-2323<br>Fax: 603-271-6605<br>E-mail: <a href="mailto:mmoreen@nursing.state.nh.us">mmoreen@nursing.state.nh.us</a><br>Web site available to verify any license:<br><a href="http://www.state.nh.us/nursing">www.state.nh.us/nursing</a> | Health Facilities Administration<br>129 Pleasant Street<br>Concord, NH 03301-3857<br>1-800-852-3345 Ext. 4286<br>Fax: 603-271-4810   |
| New Jersey           | Division of Health Facilities Evaluation &<br>Licensing New Jersey Department of Health &<br>Senior Services<br>PO Box 367<br>Trenton, NJ 08625-0367<br>1-866-561-5914 or 609-633-9171<br>Fax: 609-633-9060<br>Verification: <a href="http://www.pearsonvue.com/">http://www.pearsonvue.com/</a>   | Office of Ombudsman for the Institutionalized<br>Elderly Department of Public Advocate<br>PO Box 852<br>Trenton, NJ 08625-0852<br>1-877-582-6995<br>Web site:<br><a href="http://www.state.nj.us/publicadvocate/seniors/elder/">http://www.state.nj.us/publicadvocate/seniors/elder/</a><br><br>Division of Health Facilities Evaluation &<br>Licensing NJ State Department of Health and<br>Senior Services<br>PO Box 367<br>Trenton, NJ 08625-0367<br>1-800-792-9770 |
| New Mexico           | DOH/DHI/Health Facility Licensing and<br>Certification Bureau<br>2040 S. Pacheco Street<br>2nd Floor, Room 413<br>Santa Fe, New Mexico 87505<br>505-476-9040<br>Automated Voice System: 505-827-1453<br>Fax: 505-476-9026<br>On line verification:<br><a href="http://dhi.health.state.nm.us/NAR/index.php">http://dhi.health.state.nm.us/NAR/index.php</a>  | DOH/DHI/Incident Management Bureau<br>2040 S. Pacheco Street<br>2nd Floor, Room 210<br>Santa Fe, New Mexico 87505<br>505-476-9015<br>Fax: 505-476-9014   |
| New York             | Nancy G. Abeel<br>Bureau of Professional Credentialing<br>New York State Department of Health<br>161 Delaware Avenue<br>Delmar, NY 12054-1393<br>518-408-1297<br>For CNA verifications only: 1-800-918-8818<br>Web site: <a href="http://www.prometric.com/nurseaide/ny">www.prometric.com/nurseaide/ny</a><br>E-mail: <a href="mailto:procred@health.state.ny.us">procred@health.state.ny.us</a>            | Mark Brownell, Director<br>Bureau of Centralized Complaint Intake<br>Program<br>New York State Department of Health<br>161 Delaware Avenue<br>Delmar, NY 12054-1393<br>1-888-201-4563  |

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| North Carolina | <p>Department of Health and Human Services<br/> Health Care Personnel Registry<br/> Division of Facility Services<br/> 2709 Mail Service Center<br/> Raleigh, NC 27699-2709<br/> 919-855-3969<br/> 24 Hour Automated Line: 919-715-0562<br/> Fax: 919-733-9764<br/> Web site: www.ncnar.org</p>  | <p>Department of Health &amp; Human Services<br/> Division of Facility Services<br/> Licensure and Certification Section<br/> Complaints Investigation<br/> 2711 Mail Service Center<br/> Raleigh, NC 27699-2711<br/> 919-855-3968<br/> Fax: 919-733-3207</p>   |
| North Dakota   | <p><u>OBRA Mandated Registry:</u><br/> North Dakota Department of Health<br/> Division of Health Facilities<br/> 600 East Boulevard Avenue Dept 301<br/> Bismarck, ND 58505-0200<br/> 701-328-2353</p> <p><u>Unlicensed Assistive Person Registry:</u><br/> Patricia Hill, RN<br/> Assistant Director for Practice/Discipline<br/> North Dakota Board of Nursing<br/> 919 South 7th Street, Suite 504<br/> Bismarck, ND 58504-5881<br/> 701-328-9788<br/> Fax: 701-328-9785<br/> E-mail: phill@ndbon.org</p> | <p>Bruce Pritschet<br/> Division of Health Facilities<br/> 600 East Boulevard Avenue Dept 301<br/> Bismarck, ND 58505-0200<br/> 701-328-2352</p> <p>(For Unlicensed Assisted Persons Only)<br/> North Dakota Board of Nursing<br/> 919 South 7th Street, Suite 504<br/> Bismarck, ND 58504-5881<br/> 701-328-9788<br/> Fax: 701-328-9785</p>          |
| Ohio           | <p>Christine D. Allen<br/> Bureau of Information and Operational Support<br/> Ohio Department of Health<br/> 246 North High Street<br/> Columbus, OH 43215-2412<br/> In Ohio only (automated system):<br/> 1-800-582-5908<br/> Outside Ohio (automated system):<br/> 1-614-752-9500<br/> Fax: 614-564-2461<br/> E-mail: NAR@odh.ohio.gov</p>   | <p>Christopher C. Compson<br/> Bureau of Diagnostic Safety and Personnel<br/> Certification<br/> Ohio Department of Health<br/> 246 North High Street<br/> 3rd Floor<br/> Columbus, OH 43215-2412<br/> 614-752-8805<br/> E-mail: Chris.Compson@odh.ohio.gov</p>   |
| Oklahoma       | <p>Lisa McAlister, BSN, RN<br/> Oklahoma State Department of Health<br/> Nurse Aide Registry<br/> 1000 N.E. 10<sup>th</sup> Street<br/> Room 1111<br/> Oklahoma City, OK 73117-1299<br/> 405-271-4085<br/> Fax: 405-271-1130<br/> Web site:<br/> <a href="http://www.health.state.ok.us/program/nrsaid/index.html">http://www.health.state.ok.us/program/nrsaid/index.html</a></p>   | <p>Nick Slaymaker<br/> Oklahoma State Department of Health<br/> Legal Division<br/> 1000 N.E. 10<sup>th</sup> Street<br/> Oklahoma City, OK 73117-1299<br/> 405-271-6017<br/> After hours: 1-800-747-8419<br/> Web site:<br/> <a href="http://www.health.ok.gov/program/nrsaid/index.html">http://www.health.ok.gov/program/nrsaid/index.html</a></p> |
| Oregon         | <p>Customer Service Center<br/> Oregon State Board of Nursing<br/> 17938 SW Upper Boones Ferry Rd.</p>   | <p>Oregon State Board of Nursing<br/> 17938 SW Upper Boones Ferry Rd.<br/> Portland, OR 97224</p>   |

| State                | Who maintains the registry in your state?   | Who investigates complaints in your state?   |
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| Oregon,<br>Continued | Portland, OR 97224<br>971.673.0658 or FAX 971.673.0684<br>E-mail: oregon.bn.info@state.or.us  | 971.673.0658 or FAX 971.673.0684   |
| Pennsylvania         | Pennsylvania Nurse Aide Registry<br>Pearson VUE<br>P.O. Box 13785<br>Philadelphia, PA 19101-3785<br>Telephone: 1-800-852-0518<br>Fax: 610-617-9398  | Surveyors in the Division of Nursing Care<br>Facilities<br>Department of Health<br>717-787-1816<br>Fax: 717-772-2163<br>PA Complaint Hotline: 800-254-5164<br>Web site: www.health.state.pa.us   |
| Rhode Island         | Rhode Island Department of Health Professions<br>3 Capitol Hill<br>Room 105<br>Providence, RI 02908-5097<br>401-222-5888<br>Fax: 401-222-3352<br>Web site available to verify any license:<br>www.health.state.ri.us  | Rhode Island Department of Health<br>Division of Health Services Regulation<br>Complaint Information<br>3 Capitol Hill<br>Room 205<br>Providence, RI 02908-5097<br>401-222-3855<br>Fax: 401-222-2158<br>Web site: www.health.state.ri.us |
| South Carolina       | Pearson VUE<br>Corporate Headquarters<br>5601 Green Valley Drive<br>Bloomington, MN 55437-1099<br>Telephone: 952-681-3000<br>Fax: 952-681-3899  | South Carolina Department of Health and<br>Environmental Control<br>Complaint Program<br>2600 Bull Street<br>Columbia, SC 29201<br>803-545-4205<br>Hotline: 1-800-922-6735<br>Fax: 803-545-4292<br>E-mail: dennispl@dhec.sc.gov          |
| South Dakota         | Jean McGuire, Senior Secretary and<br>Nancy Bohr, RN, MBA, MSN, Nursing<br>Program Specialist<br>South Dakota Board of Nursing<br>4305 South Louise, Suite 201<br>Sioux Falls, SD 57106<br>605-362-2769<br>Fax: 605-362-2768  | Patty Roger<br>South Dakota Department of Health<br>615 East 4th Street<br>Pierre, SD 57501-1700<br>605-773-3497<br>Fax: 605-773-6667  |
| Tennessee            | Wanda J. King, Program Manager<br>Nurse Aide Programs<br>Division of Health Care Facilities<br>Department of Health<br>227 French Landing, Suite 501<br>Heritage Place, Metro Center<br>Nashville, TN 37243<br>615-532-7841<br>Nurse Aide Registry: 1-800-778-4504<br>Fax: 615-248-3601 | Division of Health Care Facilities<br>Central Intake Unit: 1-877-287-0010<br>Division of Health Care Facilities:<br>615-741-7670   |

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| Texas    | <p>Anne Trejo, Acting Manager<br/> NFA Licensing and Credentialing Regulatory Services<br/> Department of Aging and Disability Services<br/> PO Box 149030, MC: E-414<br/> Austin, TX 78714-9030<br/> 512-438-2050 or 1-800-452-3934<br/> Fax: 512-438-2051<br/> E-mail: credential@dads.state.tx.us<br/> Web site:<br/> <a href="http://www.dads.state.tx.us/providers/NF/credentialing/index.html">http://www.dads.state.tx.us/providers/NF/credentialing/index.html</a></p>               | <p>Texas Department of Aging and Disability Services<br/> Consumer Rights and Services, Mail Code E-240<br/> PO Box 149030<br/> Austin, TX 78714-9030<br/> 512-438-2011<br/> In state only: 1-800-458-9858</p>  |
| Utah     | <p>Utah Health Technology Certification Center<br/> 550 East 300 South<br/> Room 2036<br/> Kaysville, UT 84037-2699<br/> 801-547-9947<br/> Web site: <a href="http://www.utahcna.com">www.utahcna.com</a></p>  | <p>Long Term Care Ombudsman<br/> Division of Aging &amp; Adult Services<br/> 120 North 200 West<br/> Salt Lake City, UT 84103<br/> 801-538-3924<br/> Fax: 801-538-4395<br/> Web site:<br/> <a href="http://health.utah.gov/html/licensing_certifying.html">http://health.utah.gov/html/licensing_certifying.html</a></p>  |
| Vermont  | <p>Elizabeth Hansen, RN, MSN<br/> LNA Program Coordinator<br/> Vermont State Board of Nursing<br/> National Life Bldg., North FL2<br/> Montpelier, VT 05620-3402<br/> 802-828-2819 or 802-828-2396<br/> Fax: 802-828-2484<br/> Web site: <a href="http://www.vtprofessionals.org">www.vtprofessionals.org</a></p>  | <p>OBRA Abuse Related Complaints:<br/> Fran Keeler, Division Director<br/> Department of Disabilities, Aging, and Independent Living, Division of Licensing and Protection<br/> 103 South Main Street<br/> Waterbury, VT 05671-2306<br/> 802-241-2345</p> <p>Other Related Complaints:<br/> Vermont State Board of Nursing<br/> Mary Botter, Executive Director<br/> 802-828-3180</p> |
| Virginia | <p>Jodi Power, RN, JD<br/> Deputy Executive Director, Nurse Aide Registry Manager<br/> Virginia Board of Nursing<br/> Nurse Aide Registry<br/> Approves nurse aide education programs,<br/> Issues and renews nurse aide certification,<br/> Evaluates complaints and takes disciplinary actions<br/> 9960 Mayland Drive, Suite 300<br/> Richmond, Virginia 23233<br/> 804-367-4569<br/> Fax: 804-527-4455<br/> Web site: <a href="http://www.dhp.virginia.gov">www.dhp.virginia.gov</a></p> | <p>Department of Health Professions<br/> Enforcement Division<br/> 804-662-9902</p>   |

| State          | Who maintains the registry in your state?  | Who investigates complaints in your state?   |
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| Virgin Islands | Virgin Islands Board of Nurse Licensure<br>P.O. Box 304247, Veterans Drive Station<br>St. Thomas, VI 00803<br>Phone: 340.776.7131<br>Fax: 340.777.4003<br>Online: <a href="http://www.vibnl.org/">http://www.vibnl.org/</a>  | Virgin Islands Board of Nurse Licensure<br>P.O. Box 304247, Veterans Drive Station<br>St. Thomas, VI 00803<br>Phone: 340.776.7131<br>Fax: 340.777.4003<br>Online: <a href="http://www.vibnl.org/">http://www.vibnl.org/</a>  |
| Washington     | Michelle Francis<br>Aging and Adult Administration Residential<br>Care Services<br>OBRA-Nurse Aid Registry<br>PO Box 45600<br>Olympia, WA 98504<br>360-725-2597<br>Fax: 360-493-2581   | Sheldon Plumer, Manager<br>Resident Protection Program<br>Aging and Adult Services Administration<br>Residential Care Services Division,<br>Resident Protection<br>640 Woodland Square Loop SE<br>PO Box 45600<br>Olympia, WA 98504-5600<br>360-725-2403<br>Fax: 360-725-2642  |
| West Virginia  | Twonna F. Williams, RN<br>Program Manager<br>Nurse Aide Program<br>Office of Health Facility Licensure and<br>Certification<br>1 Davis Square, Suite 101<br>Charleston, WV 25301-1799<br>304-558-0050<br>Fax: 304-558-1442<br>Web site:<br><a href="http://www.wvdhhr.org/ohflac/NA/Default.htm">http://www.wvdhhr.org/ohflac/NA/Default.htm</a> | Office of Health Facilities Licensure and<br>Certification<br>1 Davis Square, Suite 101<br>Charleston, WV 25301-1799<br>Phone: 304-558-0050<br>Fax: 304-558-2515<br>Web site:<br><a href="http://www.wvdhhr.org/ohflac/nursinghome">www.wvdhhr.org/ohflac/nursinghome</a>  |
| Wisconsin      | Wisconsin Nurse Aide Registry<br>Pearson VUE<br>PO Box 13785<br>Philadelphia, PA 19101-3785<br>877-329-8760<br>Web site: <a href="http://www.pearsonvue.com/">http://www.pearsonvue.com/</a>   | Shari Busse, Director<br>Office of Caregiver Quality<br>Department of Health and Family Services<br>PO Box 2969<br>Madison, WI 53701-2969<br>608-261-8319<br>Fax: 608-264-6340<br>E-mail: <a href="mailto:caregiver_intake@dhfs.state.wi.us">caregiver_intake@dhfs.state.wi.us</a><br>Web site:<br><a href="http://dhfs.wisconsin.gov/caregiver/index.htm">http://dhfs.wisconsin.gov/caregiver/index.htm</a> |
| Wyoming        | Compliance Consultant<br>Bridget Horne, RN<br>Wyoming State Board of Nursing 1810 Pioneer<br>Ave<br>Cheyenne, WY 82002<br>307-777-7616<br>E-mail: <a href="mailto:horne@state.wy.us">horne@state.wy.us</a>   | Wyoming State Board of Nursing<br>1810 Pioneer Avenue<br>Cheyenne, WY 82001<br>Phone: 307.777.7601<br>Fax: 307.777.3519  |

*To update the Nurse Aide Registry, please e-mail changes to [czuger@ncsbn.org](mailto:czuger@ncsbn.org).*