

## Utah Nursing Assistant Registry (UNAR) Reimbursement/No-show

Effective Date: 07/03/2018

### 1. Purpose

1.1. To set forth guidelines by which reimbursement will be made by UNAR and to define the term no-show.

### 2. References

2.1. Testing Center Partner Memorandum of Understanding

2.2. *Utah Nursing Assistant State Certification Exam Guide*

### 3. Definitions

3.1. No-show means a student missed their scheduled test appointment and did not cancel or reschedule their appointment with at least 1 full business days' notice – or – student arrived for their testing appointment unprepared to test; including but not limited to, without providing valid picture ID that matches name in TMU.

3.2. Business day is Monday through Friday, excluding weekends and holiday closures.

3.3. Testing service partners are testing sites that share a Memorandum of Understanding with UNAR to provide testing services to certified nursing assistant examinees.

3.4. TMU is TestMaster Universe.

3.5. Valid picture ID is an original ID with the testing candidate's picture on it that has an expiration date and is current. Acceptable forms of ID are listed in the *Utah Nursing Assistant State Certification Exam Guide*. Photo, fax or digital copies are not accepted.

### 4. Policy

4.1. UNAR reimburses our testing service partners monthly for all invoiced knowledge, skills and no-show testing appointments.

4.2. Testers who fail to attend a previously scheduled testing appointment without 1 full business days' notice are considered a "no-show" and will forfeit all fees associated with the testing appointment.

4.3. The no-show fee may be waived at the discretion of the testing site partner in the event of an unforeseeable emergency. The testing candidate must provide proof of emergency within 10 business days of no-show date for consideration.

4.4. Testers are not charged for any scheduled testing appointment if they cancel or reschedule themselves through the TMU portal or by contacting the testing center partner or UNAR with greater than 1 full business days' notice.

4.5. UNAR will make changes to a requesting examinees appointment up to 1 full business day before the scheduled appointment time.

4.6. Testing fees are non-refundable.

## 5. Procedure

5.1. An invoice is generated monthly by each testing service partner based on the numbers provided on the Test Site Summary report in TMU. The invoice and supporting documentation is emailed to the UNAR Certification Specialist for approval and processing.

5.2. Testing service partners will not receive payment without submitting an invoice.

5.3. Payment requests are approved by reconciling the testing service partner's invoice, Test Site Summary and Invoice Detail report. An Invoice Approval form is then submitted to the fiscal office along with the required supporting documentation.

5.4. The UNAR Director authorizes the final payment request upon receipt from the fiscal office through DocuWare.

5.5. The fiscal office is then responsible for payment disbursement to each testing service partner to the address provided on each invoice.

## 6. Approval and Notes

6.1. 05/08/2020 Temporary change to policy during the Covid-19 pandemic. Testers are able to cancel without incurring a no-show fee with less than 1 full business days' notice. Test sites will not be compensated for these cancellations during the outbreak. Missed appointments, without notice to UNAR or the test site will incur a no-show fee and test sites will be compensated.

6.2. Policy updated 07/03/2018 to further define no-show and add information related to valid ID.

6.3. Policy updated 09/07/17 to incorporate new processes related to updated TestMaster Universe software program, no-show and tester reimbursement information.

6.4. Policy revision dates include; 10/21/05, 10/17/07, 09/25/08, 07/07/10, 10/03/14, 02/17/16.