Colorado
Medication Aide Certification Examination (MACE®)

Candidate Handbook

September 2024

Credentia
NURSE AIDE LLC

Table of Contents

Quick Reference

CREDENTIA EXAMINATION AND SCHEDULING SERVICES

Credentia Nurses Aide LLC
1025 Greenwood Blvd.
Suite 401
Lake Mary, FL 32746

Candidate Support Hours of Operations:
Monday through Sunday
24 x 7Support through our new OmniChannel!
- Calls – 1.888.2046249
- Email – support@credentia.com
- Chat – www.credentia.com

CREATE OR LOG INTO YOUR Credentia ACCOUNT TO:

- Change your current address and phone number.
- Submit Correction Form to update name, date of birth or social security number before your exam has been scheduled.
- Obtain and submit an Examination Testing Application.
- Check Testing Application status.
- Find test sites and availability.
- Schedule, reschedule or cancel an examination.
- View exam details such as examination type, scheduled time, date, and location.
- View Score report.
- Submit and review an Appeal/Grievance application for completed examination.

Contact Customer Service to:
- Problem occurs when creating your Credentia Platform Account.
- Did not receive activation link.
- Problem occurs when applying an assigned voucher code.
- Testing Application Issue.
- Received an error message when scheduling examination.
- Score report not viewable in the Credentia Platform after 24 hours.
- Call 888-204-6249

COLORADO BOARD OF NURSING

1560 Broadway, Suite 1350
Denver, CO 80202
Main Number: (303) 894-2430
Email Address: dora_nursingboard@state.co.us
Hours of Operation:
Mon – Fri 8:00 a.m. – 5:00 p.m. (Mountain Time Zone)

Contact State Board of Nursing to:
- Clarify information about the Licensing (certification)
- Obtain information regarding endorsement from other states
- Obtain information on continued Licensing (renewal). (renewal)
- Apply online for certification by endorsement or reinstatement at: https://dpo.colorado.gov/Nursing/CNAApplications
- Download an application for certification by endorsement or reinstatement
- Change your current address or name after certification
- Apply for certification after surrender or revocation

Introduction

This handbook is designed for candidates seeking Medication Aide authority in Colorado. It describes the process of applying for and taking the Medication Aide Certification Examination (MACE®). It is important that you read the entire handbook and download a copy of it until you are notified of your examination results. The purpose of the Medication Aide Certification Examination is to ensure that individuals who administer medication have the basic knowledge and skills to perform their duties. The Colorado Board of Nursing has contracted with Credentia, a nationally recognized leading provider of assessment services to regulatory agencies, to administer the examination. Credentia will administer, score, and report the results of the Medication Aide Certification Examination to the Colorado Board of Nursing.

Completion of this Medication Aide Certification Examination will be reviewed with the rest of your application to qualify you for CNA-Medication Aide Authority licensure. CNAs with Medication Aide Authority (MAA) are qualified for employment in skilled nursing facilities in Colorado.

MEDICATION AIDE TESTING
Credentia has developed this examination to meet the Medication Aide evaluation requirement of Colorado state laws and regulations. The examination is a measure of medication aide related knowledge, skills, and abilities. The purpose of the examination is to make sure that you understand and can safely perform the job of an entry-level Medication Aide.

ABOUT CREDENTIA
This handbook was created by Credentia in partnership with the Colorado Board of Nursing. Credentia is a nationally recognized provider of testing services to administer, score and report the results of the medication aide competency evaluation to the Colorado Board of Nursing. Credentia also processes applications, schedules examinations and administers the tests.

EXAM OVERVIEW
The Medication Aide Certification Examination (MACE®) consists of sixty (60) multiple choice questions written in English. Sample examination questions are provided in this handbook. The examination will be administered as an online proctored exam. The examination is scored immediately after you complete it. The National Council of State Boards of Nursing is responsible for the content of the examination and for determining the passing score for the examination. To confirm your eligibility to test, your training program will be notified when an application is submitted, citing the program as the institute where you have completed training.

VISIT resource center for additional information, go to: https://credentia.com/test-takers/comace.

Eligibility

Candidates seeking certification must complete an application through the Credentia Platform to be deemed eligible to take the MACE® Examination. Candidates may receive assistance from Credentia's Candidate Support at 1.888.204.6249.

The personal information submitted is used only to determine your eligibility to test. Failure to provide complete and accurate information may delay your MACE test or may delay the approval of your Medication Aide Authority. Please ensure your address information is correct before submitting this application.

Once submitted, the application will be reviewed by the training program to verify training course completion. Candidates will be notified by email once a decision has been made regarding your application. Upon approval, candidates can proceed to register for the MACE® exam. You can also review the status of your application in Credentialing Platform.

M - 1

NEW MEDICATION AIDE CANDIDATES

For candidates who have successfully completed an approved CO Medication Aide Training Program (MATP) and have an active CNA license or certification:

The application will require the candidate to select the Medication Aide training program from a drop-down menu and input the completion date. The candidate will need to attest to having an active Nurse Aide Certification . The testing application will be routed to the training program to confirm the candidate's Medication Aide training completion date.

ELIGIBILITY FOR EMPLOYMENT AS A MEDICATION AIDE

All candidates applying to take the MACE Examination in Colorado MUST complete an Application for Registration by Competency Examination online at https://credentia.com/test-takers/comace.

Candidate have 3 attempts to pass the examination within 12 months of application completion date.

HERE'S HOW IT WORKS:

After finishing a Colorado state-approved training course, you can create an online account with Credentia's Platform system. The Credentia Platform system makes online registration quick and easy, and much faster than mailing a paper application.

- To create a Platform account, go to https://credentia.com/test-takers/comace. Click the "Credentia Login" button on the top of the Colorado Medication aide website.

- You can pay by credit card or pre-paid credit card (American Express, MasterCard, Visa, ACH/ electronic check, PayPal, or electronic voucher). Fees are non-refundable and non-transferable once you've paid.

- For Written online exams, you can schedule an exam as early as one day following registration, depending on when exam availability.

- For assistance, reach out to Credentia's Candidate Support at 888-204-6249.

EXAM FEES

You must pay for the the Written Examination the first time you test.

Payment must be made in the form of a credit card, debit card single- use card or electronic voucher. Vouchers can be purchased by the training programs.

Fees are not refundable.

VOUCHERS

Vouchers offer another convenient way to pay for exams. Vouchers can be purchased in Credentia Platform either singly or in volume. To redeem a voucher as payment when scheduling a test, simply indicate voucher as the payment method and provide the voucher number. All vouchers are pre-paid. Vouchers are non-refundable and non-returnable. Vouchers expire twelve (12) months from the date they are issued. Voucher expiration dates cannot be extended.

Exam Type	Exam Fee
MACE®: Medication Aide Certification Examination	$80

SCHEDULING YOUR EXAM

To schedule an exam, please create your Credentia Platform account first. Note: Because you will be using your Credentia Platform account throughout your career as a Medication Aide, it is best to use an email address that you will always have access to like a Gmail, iCloud, or yahoo account.

Once your account is verified, you can begin the application process. Please feel free to review our "How to Register for an Exam" quick reference guide. This and other helpful guides can be found on our CO MACE webpage at https://credentia.com/test-takers/comace.

After you have successfully created your Credentia account:

- Hit the "Register for Exam"

- Select Exam Type, date, and time you wish to test and add to the online cart.

- Proceed to checkout and select your form of payment.

- When completed, you will receive a Confirmation Notice and Receipt of Payment via email.

AUTHORIZATION TO TEST NOTICE

Your authorization to test notice will be in the form of an email that will be generated after you schedule your exam(s) online. The email will contain important information about your examination.

ACCOMMODATIONS

Credentia complies with the Americans with Disabilities Act (ADA) and will provide reasonable accommodations to anyone with a documented disability who might need a little help in accessing the test.

Test accommodations may include things like:

- A separate testing room
- Extra testing time
- A Reader or Recorder, for individuals with mobility, hearing or vision difficulties who cannot read or write on their own

Test accommodations will be considered on a case-by-case basis. If you're requesting accommodations because of a disability, you must provide proof of your condition.

This may include:

- Supporting documents from the professional who diagnosed the condition
- A description of past accommodations that you have received

Please visit www.credentia.com/accommodations full details on the accommodations process and required supporting documentation.

Cancellations

You can easily cancel or reschedule an exam online using your Credentia account. Go to https://credentia.com/test-takers/comace. and click on "How to Cancel or Reschedule an Exam" in the Resources section of the webpage. Remember: You need to cancel or reschedule your Online Written examination at least 48 hours (2 days) before your scheduled test time.

If you are unable to attend your test, you must call Credentia Customer Service at least nine (9) business days before the test date to reschedule (Saturday and Sunday and national holidays are not considered business days). If you don't call Credentia at least nine (9) business days before your test date to reschedule, and do not show up for your scheduled test, you will be responsible for the test fee. Your fee will not be refunded and cannot be transferred to a new test date, and you may not give your test date to another person.

- If you do notify Credentia in time, there is no penalty, and your fee may be transferred to your new test date. If your employer paid your test fee, you should tell them about missing the test or rescheduling. Let them know how you have handled rescheduling and when you plan to take the test again.
- If you do not report to the testing location on the day of your scheduled test, you will be considered a "no-show" and you will not get your testing fee back. An unexcused absence will also count as one of your 3 "opportunities" to pass the test.

RESCHEDULING

You can now use your Credentia account to reschedule your exam. Go to https://credentia.com/test-takers/comace.

and click on "How to Cancel or Reschedule an Exam" in the Resources section of the webpage.

If you want to reschedule by phone, call (888) 204-6249. You can reschedule your exam one time and you must contact Credentia at least nine (9) business days before your exam.

REFUNDS

Once payment of exam fees is received, **NO REFUNDS WILL BE ISSUED**.

ABSENCE POLICY

Candidates who are late or absent from an exam may call Credentia within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of yourself or a member of your immediate family
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

A case number will be assigned and instructions provided for emailing supporting documentation. Candidates absent from or late to an exam who have not changed or canceled the reservation according to the change/cancel policy will not be admitted to the exam and will forfeit the exam fee.

WEATHER EMERGENCIES

The test will be delayed or canceled only in emergencies. If bad weather or a natural disaster closes the test site or makes it unsafe, the test will be delayed or canceled. If this happens, you'll be contacted by phone and email with change details.

Exam Day

TAKING YOUR EXAM ONLINE

You can take your Online Written exam from home or work through Credentia online proctoring. A live proctor (someone who supervises the test) will securely monitor you through the webcam on your workstation. Online exams also offer you more scheduling flexibility than test center exams to fit with your schedule.

Please visit www.credentia.com/online-exams for information on what to expect and how to best prepare for your online exam. We also recommend that you click on the "Policies & Procedures" link on this webpage to review the exam rules and procedures.

WHAT YOU'LL NEED

- The right computer – a desktop, laptop or Chromebook with a single monitor (no smartphones or tablets).
  Visit www.credentia.com/online-exams to view or download system requirements.

- A private room – if you don't have access to a private room, check with your training program or local library for availability.

- A mobile device – the proctor will need to see all around your exam area with a 360-degree room scan. Please be sure you have a smartphone or tablet (Apple or Android) that can do this using our free app.

WHAT TO DO IN THE DAYS BEFORE YOUR ONLINE EXAM:

- Run a Systems Check – make sure to do the required system test and exam simulation before exam day. Visit www.credentia.com/online-exams and select the "Run System Test" button.
- Find your testing space – you need a quiet area in your home or office to take your exam
- Get your ID ready – you are required to have two (2) forms of official ID with a signature (one must be a government issued photo identification). Photocopies of identification will NOT be accepted. Examples of identification you can use include:

  - Driver's license
  - Social Security card
  - Clinic card
  - Credit card
  - Library card
  - State-issued identification card
  - Passport
  - Alien registration card

The name on your identification must be the same as the name you used on the application to register for the examination.
If you do not have proper identification, you will not be allowed to take the test and your examination fee will not be refunded.
IMPORTANT: If you can't take the test because of this, it still counts as one of your 3 chances to take the exam because you were not prepared — please have the correct forms of identification!

WHAT TO DO ON YOUR ONLINE EXAM DAY

STEP 1: Prepare your testing space

- Quiet: no background noise and tell members of your household you are taking your test.
- Well lit: proctors must be able to see you and your testing space well.
- Privacy: no one else in the room.
- Remove prohibited items: clear workstation area to expedite room scan.
- Restroom/Beverages: use restroom and prepare beverages before exam.

STEP 2: Have your ID ready

Have your government-issued photo ID with you. (See list or proper identification in section above.)

STEP 3: Prepare your computer

- Disconnect any additional monitors and close all other open applications.
- Have your chargers (laptop, smart phone or tablet) plugged in or nearby.
- Use a wired internet connection rather than WiFi, if possible.
- If using WiFi, we recommend at least 3Mbps and ask that other people in your house do not use the internet during your exam.
- Disconnect any VPNs or firewalls if you have them.

STEP 4: Download the ExamRoom 360 app

Download the ExamRoom 360 app to your smartphone or tablet and have your Credentia Platform login credentials available (the user name and password for your Credentia Platform account). This app is required to complete a 360 degree room scan.

STEP 5: Check in for your exam

- You can begin to check in up to 30 minutes before your appointment. Your onboarding agent will make sure everything is ready for your exam before introducing your proctor (the test supervisor).
- How to check in: Go to https://credentia.com/test-takers/comace.and click the "Credentia login" button. Once logged in, find your scheduled exam and select the "Start Exam" button.

TESTING POLICIES

The following policies as outline on our website by going to https://credentia.com/online-exams/.

LATENESS

Plan to log in thirty (30) minutes before the examination starts. If you are not logged in to your exam 10 minutes prior to the start time or you do not bring all your required materials, you will NOT be allowed to test and your examination fee will NOT be returned.

ELECTRONIC DEVICES

Cellular phones, beepers, or any other electronic devices are not permitted to be used and must be turned off during testing unless otherwise advised by your proctor.

STUDY AIDS

You are not permitted to have your personal belongings such as briefcases, large bags, study materials, extra books or papers into the examination room (at home or at a test site location). Any such materials brought into the examination room may cause you to be disqualified from taking the examination.

EATING/DRINKING/SMOKING

You are not permitted to eat, drink or smoke during the examination.

MISCONDUCT

If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the examination and reported to the Colorado Board of Nursing. Decisions regarding disciplinary measures are the responsibility of that agency.

GUESTS/VISITORS

No guests, visitors, pets or children are allowed in the testing area for the duration of the exam.

GO ONLINE to learn more about what to expect before your testing day and the day of testing https://credentia.com/test-takers/comace.

In-Person Testing

If you do not have the equipment and/or internet access needed for online testing, please contact your nearest testing site to schedule an appointment at:

Western Colorado Area Health Education Center – Grand Junction

2938 North Avenue
Grand Junction, CO 8150
Hours of Operation: Monday through Friday – 9 AM to 2 PM
P: 970-434-5474 Ext 4

Ann Rose School of Nursing Arts Inc.
7280 Irving Street
B205
Westminster, CO 80030

Hours of Operation: 8:30 AM to 2 PM

P: 303-905-2941

The Medication Aide Certification Examination (MACE®) Overview

The MACE exam reflects the knowledge, skills, and abilities essential for the prospective, entry-level Medication Aide. Provisions to the MACE test plan are made based on studies of observed activities for newly -certified medication aide.

The Online Written Examination has sixty (60) multiple-choice questions. You will have two (2) hours to complete the Written Examination.

You will be told when fifteen (15) minutes are left to finish.
Fill in only one (1) oval on the digital answer sheet for each question.

National Medication Aide Certification Examination (MACE®) Content Outline

The MACE examination is comprised of 60 multiple-choice items. Of these, 50 items are scored and 10 items are pretest (non-scored) items. Candidates will not be able to distinguish pretest items from scored items. Performance on pretest items does not affect a candidate's score.

Content Domain	Content Outline	
	Weighting of Content Domain (Percentage of Items)	Weighting of Content Domain (Number of Items)
I. Authorized Duties	16%	8
A. Building Relationships		
B. Delegation		
C. Role of MA-C (e.g., permitted duties, restrictions/limitations)		
D. Specific Legal and Ethical Issues		
E. Location and Use of Resources and References (e.g., nurse, pharmacist, physician, package/drug insert, drug reference manuals)		
II. Medication Administration, Observation and Reporting	60%	30
A. Administering and Charting Medications		
1. Medication Orders		
2. Documentation of Medication Administration		
3. Storage		
4. Disposal		
B. Safety and Rights of Medication Administration		
C. Routes of Administration		
D. Factors Affecting How the Body Uses Medication		
E. Classifications/Categories of Medications Related to Body Systems and Actions (e.g., antimicrobials, cardiovascular, dermatological, endocrine)		
F. Rights of Individuals		
G. Causes and Reporting of Medication Errors		
H. Reporting of Symptoms and Side Effects		
I. Reporting Any Change from Client's Normal Condition		
III. Medication Concepts and Measurements	24%	12
A. Medication Concepts		
1. Terminology and Abbreviations		
2. Dosage Range		

Content Online

I. Authorized Duties (16% = 8 questions)

    A. Building Relationships

    B. Delegation

    C. Role of MA-C

        1. Permitted Duties

        2. Restrictions/Limitations

    D. Specific Legal and Ethical Issues

    E. Location and Use of Resources and References (e.g., nurse, pharmacist, Physician, package/drug insert, drug reference manuals)

II. Medication Administration, Observation and Reporting (60% = 30 questions)

    A. Administering and Charting Medications

        1. Medication Orders

        2. Documentation of Medication Administration

        3. Storage

        4. Disposal

    B. Safety and Rights of Medication Administration

    C. Routes of Administration

    D. Factors Affecting How the Body Uses Medication

    E. Classifications/Categories of Medications Related to Body Systems and Actions (e.g., antimicrobials, cardiovascular, dermatological, endocrine...)

    F. Rights of Individuals

    G. Causes and Reporting of Medication Errors

    H. Reporting of Symptoms and Side Effects

    I. Reporting Any Change from Client's Normal Condition

III. Medication Concepts and Measurements (24% = 12 questions)

    A. Medication Concepts

        1. Terminology and abbreviations

        2. Dosage Range

        3. Actions and Implications

        4. Therapeutic and other side effects (e.g., idiosyncratic, paradoxical, antagonist)

        5. Precautions

        6. Interactions

    B. Forms of Medication

        1. Liquid

        2. Solid and semi-solids

    C. Measurements

Exam Results

Your exam results will be available immediately following the completion of each test. Additionally, you will receive a notification email from Credentia when a new exam score report has been posted to your online account. To access your score report, please login to your Credentia account. Score reports are generally available within a few hours after a testing event is completed for the day. If it has been more than 24 hours and you are unable to view your score report in the Credentia Platform, please contact Candidate Support at 1-888-204-6249.

FAILING

Candidates who fail the examination will receive a score report that includes a numeric score and diagnostic information relating to the general portions of the examination as well as information about retesting. If you fail the examination, your Score Report will provide you with information on how to re-take the examination. A new examination fee is required each time you re-take the examination. State regulations allow you three (3) attempts to pass the examination. If you should fail three (3) times within one (1) year from the completion date of your training program, you will be required to successfully complete a state-approved training program and re-take the examination. You must take and pass the examination to become qualified for medication aide authority

PASSING

Once you have passed the examination, you will receive your score report through the Credentia Platform. From there, your information will be submitted to the Colorado Board of Nursing for review and licensing consideration

Credentia
NURSE AIDE CREDENTIALING SERVICES

Congratulations on Passing the MACE Exam!

Name: [candidateFirstName] [candidateLastName]
Candidate ID: [candidateID]
State: [state]

Hi [candidateFirstName]:

Congratulations on passing the MACE Exam!

Sincerely,

Credentia
www.credentia.com

Grievance and Appeal Process

If you disagree with your score, you can file what's called an appeal. An appeal is an explanation or reason for why you think your score was not correct. Examples of grievances include poor directions resulting in lateness, problems with site equipment, layout of exam delivery, or use of nonstandard equipment.

- Grievance applications must be submitted through the Credentia platform. You must provide as much detail as possible. The grievance must be submitted within thirty (30) days of your exam date.

- Appeals are available if your grievance was denied/rejected. You have the ability to submit one (1) appeal.

- If your grievance is denied/rejected, you have fifteen (15) days following the initial grievance outcome to apply for an appeal.

- After Credentia has received your grievance and appeal forms, you will receive an acknowledgement of your request, and your request will be investigated. For grievances, the result of the investigation will be sent to you within thirty (30) days of form submittal. For appeals, you will receive correspondence within four (4) business days.

For details on how to submit an appeals or grievance, visit www.credentia.com/ and click on "Grievances" in the Resources section of the webpage.

Licensing Services

IF YOU CHANGE YOUR CONTACT INFORMATION (NAME, ADDRESS,TELEPHONE NUMBER, EMAIL ADDRESS)

After you have your Medication Aide Authority, you MUST inform the State Board of Nursing about any changes in your contact information. To change your address, telephone number, or email address after you have been certified, you may:

- Change your address on the State Board of Nursing web site at https://dpo.colorado.gov/UpdateContact, or

- To update your Address/Name Change/Duplicate License Request Form (https://drive.google.com/file/d/0BzKoVwvexVATdEJGTVFEM2VLdVU/view) to the State Board of Nursing:

Division of Professions and Occupations

State Board of Nursing

1560 Broadway, Suite 1350 Denver, CO 80202

Name and address changes are required by law to be submitted within thirty (30) days of the change. Please be advised that you risk losing your Medication Aide authority if you do not tell the Board of Nursing about an address change.

The Address/Name Change form will ask for both the old information and the new information, including your name, address, Social Security number or state issued identification number, and telephone number. If you change your name, you must send with your Address/Name. Change form a copy of a marriage certificate, divorce decree, passport, or other court document that changes your name.

The Board will not be able to send you a notice to renew your certification if your email address in the Licensing system is incorrect. You risk losing your Medication aide certification if you do not tell the Board of Nursing about an address change.

Frequently Asked Questions

QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
1. How do I become a Medication Aide?	Possess a recommendation to become a medication aide from the CNA's current supervising nurse, director of nursing, or nursing home administrator. Complete an Approved Medication Aide Training Program with a final grade of not less than "C" or demonstrate substantially equivalent training that meets the curriculum requirements in Rule 1.12 for Approval of Medication Aide Training Programs documented on an official transcript for individuals in the United States Military as provided for in section 12-20-202(4), C.R.S.
2. May I perform duties of a medication aide before I am licensed?	You must not work as a Medication Aide until you are licensed in Colorado.
3. How do I reinstate an expired authority?	To reinstate an expired authority, If less than 2 years, complete the reinstatement application, pay the fee and submit to the Board. If over two years you must retrain and retest. (Rule 1.19 Section (F)(1)(e),(f),(g), and (h)
4. How do I arrange for special accommodations?	Special requests must be submitted and approved prior to testing. Documentation from your physician or other qualifying professional must be included with the request. Please refer to the Special Exam Requests and Services section of the candidate handbook for details.
5. Is there a time limit in which I must pass the exam?	You must Pass the written Competency Evaluation in three or fewer attempts within one year of the completion receipt of the Medication Aide Training application.
6. Can I register for an exam or check my score online?	If you passed the examination, Colorado Board of Nursing will review your application to determine if you meet all of the requirements for issuing the Medication Aide Authority license.
7. What form of payment do you accept and may I take it to the test site?	All payments must be made at the time of scheduling your examination by credit card, pre-paid credit card, PayPal or electronic voucher.
8. How long do I have to wait to retake the exam, after a failed attempt?	There is a 48-hour waiting period. https://credentia.com/test-takers/comace.
9. How long will it take me to find out if I passed or failed?	Your score reports Written Exam will be accessible through your Credentia account. Please check your account to find out if you passed or failed.