



NURSE AIDE CREDENTIALING SERVICES

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December 17, 2021

**RE: Nurse Aide Credentialing Program Update**

Dear Virginia Nurse Aide Training Programs:

With the acquisition of our nurse aide credentialing program from Pearson VUE in April 2021, Credentia is making significant investments in people, processes, and systems to meet the evolving nurse aide and home health aide testing market needs for decades to come. In strategic partnership with the National Council of State Boards of Nursing® (NCSBN®), we are developing new nurse aide testing services and programs that we feel will provide even more value to state agencies, training programs, and candidates in the coming years, all with the primary objective of maximizing public health and safety.

In conjunction with the Virginia Board of Nursing, we are excited to announce significant credentialing program improvements including **online NNAAP® written/oral exams**, a new candidate support center dedicated to the nurse aide community, the new CNA365® nurse aide credentialing system, expanded reporting capabilities, and much more. Attached please find an overview of all program improvements.

**To fully migrate all nurse aide testing information from Pearson VUE legacy systems to the new Credentia CNA365® system, there will be a “downtime” period of no exam dates from 1/27/22 through 2/13/2022.** Credentia is increasing the normal test date availability both prior to and immediately after this downtime period to minimize impact to normal testing capacity in January/February. Beginning on 2/14/2022, candidates will have access to CNA365® and can schedule and take online Written/Oral exams on that day.

Please also note that a prerecorded training session on CNA365® will be shared with each active, state-approved training program in early January to introduce an electronic candidate course completion verification process and to review system reporting capabilities.

I look forward to working with you in the coming months as we implement these exciting changes. Please look for further information soon and please don't hesitate to contact me with any questions at this time.

Sincerely,  
Kay

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# Nurse Aide Credentialing Program Improvements

	<b>Dedicated Nurse Aide Call Center</b>	<p>New call center dedicated to nurse aide staffed with more knowledgeable agents and equipped with the latest technology will deliver quick and professional candidate support</p>
	<b>Written/Oral Online Exam</b>	<p>Increased testing convenience for candidates with a secure remote-proctored online written/oral exam beginning on 2/14/2022</p>
	<b>CNA365® Digital Credentialing System</b>	<p>Unified digital online system designed specifically for the unique requirements of nurse aide credentialing provides all program stakeholders with simple and intuitive functionality</p>
	<b>Online Electronic Applications</b>	<p>Online electronic candidate applications for all eligibility routes improves the candidate experience, increases efficiency and speed, reduces errors, and increases security</p>
	<b>Redesigned State Program Webpage</b>	<p>New Credentia website dedicated to nurse aide credentialing including simpler and easier to navigate state program webpages</p>
	<b>Updated Candidate Handbooks</b>	<p>Credentia branded handbooks with additional updates planned for January designed to improve readability and comprehension of handbook material</p>
	<b>Advanced System Reporting</b>	<p>Electronic reports delivered securely to training programs via customizable email report subscriptions with capability to run custom reports and export data through online system access</p>
	<b>Online Voucher Store</b>	<p>Online electronic voucher store enables more efficient, secure, and easier voucher management for sponsors and candidates</p>