



North Carolina Department of Health and Human Services
Division of Health Service Regulation

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July 30, 2015

To: Health Care Provider

From: Jesse Goodman, Section Chief
Health Care Personnel Education and Credentialing Section

The purpose of this memo is to update you regarding an important change that will be implemented on Tuesday, August 4th, at 1:00 pm. The Registry Listing Verification process for Nurse Aides, Medication Aides, Geriatric Aides, as well as listings on the Health Care Personnel Registry will change to improve the protection of an individual's social security number. Currently users are required to enter an individual's full social security number in order to verify one's listing. Beginning on August 4th at 1:00 pm, users will be required to enter an individual's first name, last name, and the last four digits of the social security number. As a result of several name variations that occur in our database, the usage of legal name spellings and attention to detail will be important when trying to verify an aide's listing. It will be helpful to refer to the legal name as it is listed on the social security card.

The following search tips will help you to have a productive search:

- Fields are not case sensitive.
- Enter the aide's first name (up to 12 characters).
- Enter the aide's last name (up to 18 characters).
- Enter the aide's last 4 digits of social security number.
- Use legal spelling and format of the first and last names. Do not use periods (.), apostrophes ('), and spaces in either name field.
- If applicable, hyphens (-) must be included in both name fields.
- If applicable, suffixes (Jr, Sr, II, III, etc.) must be included in the last name field, without periods.

Though it is highly unlikely to have multiple individuals in our database who have the same information, if it does occur the user will be directed to call (919)855-3969 for phone verification. Please note that the process for verifying Adult Care Home Medication Aides remains unchanged.

We continue to work to strive for excellent customer service as we work to meet the health care needs of our citizens. This change will provide additional protection of social security numbers of individuals who are listed on our registries. If you have any questions or concerns, please do not hesitate to contact us at the number above Thank you for your continued support and commitment in this effort.



Health Care Personnel Education and Credentialing Section

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