

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

Effective Date: 06/28/2023

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 Site Partner Memorandum of Understanding
- 2.2. *Utah Nursing Assistant State Certification Exam Guide*
- 2.3. *Test Site – State Competency Exams Policy*

3. Definitions

3.1. No-show means a test candidate missed their scheduled test appointment and did not cancel or reschedule their appointment with at least 1 full business days' notice – or – test candidate arrived for their testing appointment unprepared to test; including but not limited to, failure to wear scrubs for skills examination, invalid identification (ID).

3.2. Business days are Monday through Friday, excluding weekends and holiday closures.

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

3.4. TMU is TestMaster Universe.

3.5. A valid picture ID is an original ID with the testing candidate's photo, first and last name, and current expiration date. Acceptable forms of ID are listed in the *Utah Nursing Assistant State Certification Exam Guide* and *Test Site – State Competency Exams Policy*. Photo, fax, or digital (other than verifiable mobile ID [mID]) copies are not accepted.

4. Policy

4.1. UNAR reimburses our testing site 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 one (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 test candidate must provide proof of emergency within 10 business days of no-show date for consideration.

4.4. Test candidates are not charged for any scheduled testing appointment if they cancel or reschedule themselves through their TMU account or contact the testing site partner or UNAR with greater than one (1) full business days' notice.

4.5. UNAR will make changes to a requesting test candidate's appointment up to one (1) full business day before the scheduled appointment time.

4.6. Unused testing fees are refundable up to 6 months from the original payment date. All refund requests must be submitted to the UNAR office by email.

5. Procedure

5.1. An invoice is generated monthly by each testing site 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 II for approval and processing.

5.2. Testing site service partners must submit invoices for payment by the 10th of each month.

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

5.4. Payment requests are approved by reconciling the testing site service partner's invoice, and TMU *Test Site Summary*. An Invoice Approval form is then submitted to the Davis Technical College (DavisTech) fiscal department along with the required supporting documentation.

5.5. The UNAR Director authorizes the final payment request upon receipt from the DavisTech fiscal department through DocuWare.

5.6. The DavisTech fiscal department is then responsible for payment disbursement to each testing site service partner to the address provided on each invoice.

6. Approval and Notes

6.1. Policy updated to add clarifying language and grammar. Added 5.5.2, invoices due by the 10th of each month.

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, and 6/28/2023.