

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

Effective Date: 04/22/2026

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

2.1. **Business days:** are Monday through Friday, excluding weekends and holiday closures.

2.2. **No-show:** 1. means a test candidate missed their scheduled test appointment and did not cancel or reschedule their appointment by 4 pm two (2) business days prior to the scheduled exam day, or;
2. The test candidate arrived for their testing appointment unprepared for the test, including but not limited to being late, failure to wear scrubs for skills examination, or an invalid identification (ID).

2.3. **Test Candidate:** an individual who has completed or been approved to waive the NATCEP and is preparing for or actively engaged in taking the competency evaluation exams.

2.4. **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.

2.5. **Testmaster Universe (TMU ©):** a software program used by UNAR to provide competency evaluations and maintain registry records.

4. Policy

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

4.2. No-show

4.2.1. Test Candidates who fail to cancel or reschedule their appointment by 4 pm two (2) business days prior to the scheduled exam day are considered a “no-show” and will forfeit all fees associated with the testing appointment.

Scheduled test date is on a:	Reschedule before 4:00 PM MST:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday

4.2.2. Test candidates are not charged for any scheduled testing appointment if they cancel or reschedule themselves through their TMU account, contact the testing site partner, or UNAR by 4 pm two (2) business days prior to the scheduled exam day.

4.2.3. In the event of an unforeseeable emergency, the no-show fee may be waived at the discretion of the testing site coordinator as per the test site partner's policy.

4.3. Reimbursement

4.3.1. 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 are emailed to the UNAR office (office@utahcnaregistry.com) for approval and processing.

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

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

4.3.4. Payment requests are approved by reconciling the testing site service partner's invoice and the 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.

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

5. Approval and Notes

5.1. 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, 04/22/2026.

5.2. Policy updated on 04/23/2026 to clarify no-show business days and remove unnecessary policy details that are covered in other policies.

5.3. Policy updated 06/28/2023 to add clarifying language and grammar. Added 5.5.2, invoices due by the 10th of each month.

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

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