



Massachusetts Department of Public Health

MA EMS TRAINING OFFICER GUIDE 2024

Duties and Responsibilities

Training officers play a critical role in supporting EMS agency staff's EMS certifications and recertifications.

- ▶ EMTs may affiliate with **an EMS agency that provides pre-hospital medical care**, or may renew as “Inactive” (with NREMT certification) or “Unaffiliated” (without NREMT certification; MA only)
- ▶ Training Officers maintain agency rosters on **NREMT.org** and facilitate the **submission, review, and approval** of the **required Continuing Education for recertification**
- ▶ Each EMS agency listed on NREMT.org must have **at least two designated Training Officers listed on the site**
 - ▶ An EMS agency is defined as a service actively engaged in ambulance/rescue service or health/patient care activity
 - ▶ At least one Training Officer must be currently certified by the Massachusetts Department of Public Health (Department or OEMS) as an EMT (at any level); and
 - ▶ At least one Training Officer must be a staff member of the agency. An additional Training Officer may be a member of the agency or may be a third-party vendor or a member of another ambulance service
 - ▶ EMS personnel with or without National Registry of EMTs (NREMT) certification use NREMT.org
- ▶ Although Training Officers play a large role, **maintaining EMT certification is ultimately the individual EMT's responsibility**

Recertification: Overview

The Training Officers shall, at a minimum, be responsible for the following related to the Department-designated continuing education tracking website, NREMT.org:

- ▶ Maintaining the EMS agency's demographic information
- ▶ Reviewing and approving affiliation requests for all levels of EMTs and maintaining an accurate roster of affiliated and due to recertify EMTs
- ▶ Reviewing submitted continuing education for accuracy based on proper documentation, either a properly completed MA OEMS roster or a certificate of completion
- ▶ Training Officers are required to ensure affiliated EMTs upload/import all supporting documentation to NREMT.org
 - ▶ EMS agencies must retain access to course completion documentation for affiliated EMTs for a minimum of 5 years following expiration of certification
- ▶ NOTE: A Training Officer may not approve their own continuing education packet for recertification and/or skills. Another Training Officer with the agency must review and approve
- ▶ Training Officers ensure current NREMT Advanced EMTs and EMT Paramedics receive Medical Director approval of skills

Recertification: Two Steps to Recertify (Step A)

There are **2 required steps** on **2 different websites** to be completed in order to recertify.

Step A: Training (Education) Profile on NREMT.org

- ▶ All EMTs, with or without NREMT certification, must track, assign, upload/import course completion documentation, and submit the education on NREMT.org to be approved by a Training Officer
- ▶ Without application submission and Training Officer approval, an EMT will not recertify
- ▶ EMTs pay NREMT application fees of \$25-\$32 (based on level)
- ▶ Prior to Training Profile (Step A) submission, EMTs must ensure all education is completed and meets requirements
- ▶ Late application submissions
 - ▶ After March 31, late application accepted with \$50 late fee, must be received before April 30
 - ▶ Applications submitted, but not approved by the Training Officer, before April 1 will not be charged a late fee
 - ▶ All applications must be approved by April 30 (final deadline)

Recertification: Two Steps to Recertify (Step B)

Step B: State Application on eLicensing

- ▶ eLicensing website on <https://madph.mylicense.com/eGov>
- ▶ The state application and fee is required for recertification for all MA EMT levels. EMTs will update address, answer compliance questions, and submit the non-refundable \$125 state recertification fee
- ▶ Both Step A and Step B must be completed in order to recertify. Both NREMT.org and eLicensing will show an updated expiration date upon successful recertification
- ▶ After an updated expiration date is visible on the eLicensing website, a new MA EMS certification card is mailed out the following week. EMTs generally receive their physical card within 10 to 14 business days.
- ▶ EMTs do not need to carry their printed card when staffing an ambulance, if they are able to show their certification status on <https://madph.mylicense.com/verification/>

Recertification: Late Recertification for Step B

Step B: State Recertification Application

- ▶ The deadline to submit the State Application without a \$50 late fee is March 31.
 - ▶ After March 31, if an EMT has not recertified, their certification has expired and they may not staff an ambulance.
- ▶ After April 1, if an EMT has successfully completed and documented the Continuing Education requirement, with an updated expiration date on NREMT.org, they may renew late with a \$50 late fee, for up to 2 years from their expiration date.

Recertification: Agency Affiliation and Rosters

Agency Affiliation

- ▶ EMTs must affiliate with an approved agency in order for their Training Officer to review and approve their continuing education
 - ▶ EMTs must request affiliation to appear on your NREMT.org agency roster. On the EMT's NREMT dashboard, they select "Manage Affiliations" and have them select your agency. After they request affiliation, you go into your "Affiliation Requests" tab to approve the affiliation.
- ▶ After affiliation is approved, contact the EMT (email preferable for documentation purposes) regarding information on their recertification requirements

Roster

- ▶ The agency roster shows who is affiliated with your agency, their level, and expiration year
 - ▶ Those with NREMT certification **may have a different expiration date** than their actual MA EMS certification (Look for One Year Alignment on FAQ page for details)
 - ▶ Verify state certification expiration dates on <https://madph.mylicense.com/verification/>
- ▶ Select an EMT on the roster to "View Education Record" and "View Recert Progress" to see what education the EMT has uploaded (View Education Record) and what categories they have assigned said courses to (View Recert Progress)
 - ▶ View "Application Status" to see if the individual has submitted

Be sure to keep accurate rosters; adding new employees when they are onboarded and removing those who depart

Recertification: Review and Approval on NREMT.org

Review

- ▶ From your Training Officer role, education can be reviewed from either the “Roster” or “Verification” views
- ▶ Review the continuing education to ensure:
 - ▶ All courses have either a Commission on Accreditation for Pre-Hospital Continuing Education (CAPCE) or OEMS approval
 - ▶ Courses were taken within the EMT’s “Recert Cycle”
 - ▶ All NCCR content requirements were met
 - ▶ Ensure courses are assigned to the correct sub-topics
 - ▶ LCCR and ICCR hour requirements are met
- ▶ **Submitted** applications appear in the “Verification” tab
 - ▶ EMTs should ensure all education is completed and meets requirements before submitting the Training Profile (Step A).
- ▶ Training Officers should retain or have access to course completion documentation for all affiliated EMTs, prior to approving education
 - ▶ Training Officer, per NREMT policy, can assign courses, **but cannot upload/import the course completion documentation. Uploading course completion documentation is the EMTs’ responsibility**

Approval

- ▶ After education is reviewed, select “Approve” on the Verification tab before or after EMT submission
 - ▶ If corrections are needed, select “Deny” on a submitted application in order to allow the EMT to make updates as needed
 - ▶ After updates are made, the EMT must resubmit their application. No additional NREMT fee required
- ▶ Once approved, an updated expiration date will appear on NREMT.org for the EMT. An updated expiration date on NREMT.org does not indicate successful state recertification.
- ▶ After education is submitted and approved, instruct the EMT to complete the **State Application and fee on the eLicensing website** at <https://madph.mylicense.com/eGov>
- ▶ Once an updated expiration date is visible on <https://madph.mylicense.com/eGov>, the EMT has successfully recertified
 - ▶ Training officers can confirm on the online verification site at <https://madph.mylicense.com/verification/>

Recertification: Audit Policy

- ▶ The NREMT and OEMS may audit any recertification education up to 5 years after recertification. An audited individual will be notified of their status. Compliance and successful completion of the audit is the responsibility of the individual selected for Audit
 - ▶ Audits may be performed based on computerized random sampling, for cause, or to ensure compliance with recertification procedures
- ▶ During an audit, the EMT must provide documentation of all education claimed on the recertification application (Training Profile)
- ▶ **For those with National Registry certification**, once their Training Profiles are submitted and if selected for Audit, if the EMT is missing education, the National Registry **may not allow** the opportunity to take additional education and the EMT may need to recertify by exam. Please refer to NREMT policies or contact them for details
- ▶ **For those without National Registry certification (MA only)**, if selected for Audit, please contact OEMS for specific guidance

EMTs should ensure all education is completed and meets requirements, before submitting the Training Profile (Step A).

Recertification Guide for EMTs

1. Recertification Step A: Training Profile (First Step)

Need help with Step A? Start with your agency's **Training Officer**; if more help is required contact the NREMT at support@nremt.org or 614-888-4484

1. Log into your NREMT account through NREMT.org.

- All EMTs, with or without NREMT certification, use [NREMT.org](https://nremt.org) to submit their Training Profile (education)

2. Affiliate with your EMS agency (employer).

- Find your EMS agency under the "Agency Affiliations" on your Dashboard
- If you are unaffiliated (not working as an EMT and **do not hold NREMT certification**): Select "Unaffiliated - Region #" based on the region in which you live (more info available on <https://www.mass.gov/how-to/renew-your-emt-advanced-emt-or-paramedic-certification>)

3. Enter all required continuing education hours.

- Hours can be used if completed within this Recertification Cycle ("Recert Cycle") and must have CAPCE or Massachusetts Department of Public Health ("Department") approval. **Your Recert Cycle is visible on your [NREMT.org](https://nremt.org) dashboard.**

4. Pay for Training Profile for Training Officer (TO) review and approval.

- Submit your Training Profile & associated fee electronically using the Department designated site (NREMT.org).
- **PLEASE REMEMBER TO CLICK THE "SUBMIT" BUTTON ON YOUR TRAINING PROFILE.**
- Work with your TO for profile review and submission of continuing education. Your EMS agency TO will review your Training Profile for accuracy and document the proficiency of your skills (if applicable).
- **Submission Fee: \$25 (Basic), \$26 (Advanced), \$32 (Paramedic)**
- **DO NOT FORGET TO COMPLETE STEP B.**

2. Recertification Step B: State Application (Second Step)

Need help with Step B? Contact the eLicensing Help Desk at 617-973-0935 or elicensing.helpdesk@state.ma.us

1. Log into your state recertification application.

- <https://madph.mylicense.com/eGov>

2. Review and pay state recertification fee.

- Review your information for accuracy, answer questions, and **UPDATE CONTACT INFORMATION.**
- **Submission Fee: \$125**

3. Submit your state application by March 31, 2024.

- Once all the steps are complete, your application will be processed within 2 to 5 business days. You can check your recertification status on the eLicensing website. Cards are printed weekly and **may take 10 business days to arrive.** [Electronic verification](#) of certification is sufficient for staffing an ambulance.

IMPORTANT REMINDERS:

- **YOUR EMT CERTIFICATION IS NOT RENEWED UNTIL BOTH STEPS A AND B ARE COMPLETE!**
- **As you approach the expiration of your EMT certification, be sure to login to eLicensing to ensure it has renewed!**
- **Once you see you have March 31, 2026 expiration on eLicensing, NOT NREMT.org, you have successfully recertified. Check your status at: <https://madph.mylicense.com/eGov>**

Recertification Timeline

TIMELINE				
VARIES	OCTOBER 1, 2023	FEBRUARY 15, 2024	MARCH 31, 2024	APRIL 30, 2024
Check your NREMT.org dashboard for Recert Cycle	Training profile (Step A) and State Application (Step B) open for submission and online payment.	Recommended Recertification Completion Date. Submitting early increases opportunity to resolve any issues.	<u>LAST DAY</u> to complete continuing education. Last day to submit recertification application on NREMT.org and eLicensing without penalty. After midnight, if you have not recertified, you <u>cannot staff an ambulance</u>!	LAST DAY to receive Training Officer and/or Medical Director sign-off (if applicable) on NREMT.org (Step A). Late Fees apply if submitted after March 31, 2024: NREMT \$50 MA \$50

Continuing Education: Proper Documentation (MA OEMS Approval)

- ▶ **OEMS Course completion certificates must include the following (must be legible in ink or typed):**
 - ▶ Attendee's full name as it appears on their certification card; and
 - ▶ Course instructor's full name and signature; and
 - ▶ Date of course completion and if applicable, dates of all course sessions; and
 - ▶ Course hours; and
 - ▶ Which portion of the course, if any, meets any of the National Continued Competency Requirements (NCCR) for the specific level of EMS personnel and which NCCR version it follows; and
 - ▶ OEMS Continuing Education Approval Number
- ▶ More information can be found in Administrative Requirement 2-212 available on our website at <https://www.mass.gov/lists/oems-administrative-requirements>

Continuing Education: Proper Documentation (CAPCE Approval)

- ▶ The following must appear on all CAPCE certificates
 - ▶ Name of CE EMT and CE EMT number assigned by CAPCE
 - ▶ Participant's name
 - ▶ Activity title
 - ▶ Date(s) of activity
 - ▶ Location of activity (traditional classroom courses only)
 - ▶ Number and category of CEH
 - ▶ CAPCE activity number
 - ▶ Name and signature of the program coordinator
 - ▶ Participant's license/certification number
 - ▶ Participant's state of licensure/certification
 - ▶ Participant's NREMT number (if applicable)
 - ▶ Name of EMS medical director
 - ▶ For full course completion requirements, please visit CAPCE

Continuing Education: National Continued Competency Requirement (NCCR)

The NCCR makes up 50% of the required Continuing Education for recertification. The NCCR is the only category with required course content. The national category requirements are determined by the NREMT Board of Directors based data and input from EMS researchers, EMS physician, and EMS EMT stakeholders

- ▶ The NCCR is made up of 5 categories with required sub-topics for each
 - ▶ Airway/Respiration/Ventilation
 - ▶ Cardiovascular
 - ▶ Trauma
 - ▶ Medical
 - ▶ Operations
 - ▶ Example: EMT Basic - Airway/Respiration/Ventilation – 1.5 hours
 - ▶ Sub-topics
 - ▶ Ventilation
 - ▶ Oxygenation
- ▶ NCCR syllabus, content topics, and required hours for each can be located on NREMT.org
- ▶ Required hours and sub-topics for each increase for Advanced and Paramedic certifications
- ▶ All content areas and hours must be met
- ▶ All the continuing education hours for the NCCR may be done through distributive education (DE)
- ▶ Often NCCR courses are offered in “bundles” over the course of a few days. Bundles cover all content topics as opposed to individual modules for each topic

Continuing Education: Local and Individual Continued Competency Requirement (LCCR/ICCR)

LCCR

- ▶ The Local Course Competency Requirement (LCCR) makes up 25% of the required Continuing Education for recertification. While there is no required course content for the LCCR, **agency-level administrators (for example Medical Directors and Training Officers) may require specific courses for the LCCR**
- ▶ All the continuing education hours for the LCCR may be completed through distributive education

ICCR

- ▶ The Individual Course Competency Requirement (ICCR) makes up 25% of the required Continuing Education for recertification. EMTs may choose their own electives for the ICCR
- ▶ All the continuing education hours for the ICCR may be completed through distributive education

Continuing Education: Types of ConEd

- ▶ **In person; single occurrence**
 - ▶ T1 (OEMS), F1 (CAPCE)
 - ▶ “In-person” course with a single occurrence (may be a course made up of single or multiple days)
- ▶ **In person; repeated occurrences**
 - ▶ T2 (OEMS), F2 (CAPCE)
 - ▶ A course sponsor is responsible for notifying the applicable Regional EMS Council office of their intention of using the existing OEMS course approval number with the date and time via email in advance
- ▶ **Pre-approved Department-issued ConEd course approval**
 - ▶ T4 (OEMS), No CAPCE
 - ▶ For standardized courses with set curricula
 - ▶ This area is limited to widely distributed courses with consistent content and evaluation tools developed by a central organization (example: FEMA-NIMS: IS-*)
 - ▶ Must notify MA Regional EMS Council before holding T4 courses
 - ▶ Please see chart in [Administrative Requirement 2-212 \(III\)](#) for the full listing of courses
- ▶ **Distributive Education (DE) course**
 - ▶ T3 (OEMS), F3 (CAPCE)
 - ▶ DE courses are **online, self-paced courses without a live instructor**
 - ▶ All DE course restrictions have been lifted. All continuing education may be completed using DE courses
- ▶ **Virtual Instructor Lead Training (VILT)**
 - ▶ T5 (OEMS), F5 (CAPCE)
 - ▶ VILT courses are **online with a live instructor**
 - ▶ VILT courses are considered of equal value to in-person courses

Continuing Education: Where to Find Courses

OEMS cannot recommend any specific courses, but does have resources to help EMTs find a course sponsor offering courses. We recommend that EMTs ask the entity they plan on taking the class with, if they have Massachusetts OEMS continuing education approval as documented by an OEMS or CAPCE approval number

- ▶ OEMS maintains a list of the (close to 60) EMT programs on our website. This list is interactive and will link EMTs to the Accredited Training Institutions' webpages which may list the courses available. You can find the full listing here: <https://www.mass.gov/service-details/find-an-accredited-emt-training-institution>
- ▶ Reach out to a local hospital, EMS, or Fire agency. Many of these entities offer EMS continuing education and may allow non-employees to attend
- ▶ Reach out to the local Regional EMS Council. On behalf of OEMS, the local Regional EMS Council is the entity which reviews and approves all in-person continuing education in their respective areas, and they might be able to recommend some options. EMTs can find the list of Regional EMS Councils here: <https://www.mass.gov/service-details/ems-regions-in-Massachusetts>
- ▶ CAPCE maintains a list of approved course sponsors (and vendors), available at <http://capce.org/Home/FindCourse>

Recertify by Exam: With NREMT Certification

If an EMT with NREMT certification wishes to “Recertify by Exam,” they will complete a cognitive (written) exam which will meet their continuing education requirements (Step A)

- ▶ Log in to their NREMT.org account and select the role “My Certification.” Complete a Recertification By Exam application and pay the exam fee. Contact NREMT for specific/updated instructions
 - ▶ After 24-48 hours, login to their NREMT account and print their Authorization to Test (ATT) letter. Follow the directions in the letter to schedule an exam
 - ▶ Beginning April 1, one year prior to expiration, they may make one attempt to pass the exam. Upon successful completion of the exam, a cognitive competency by exam form will become available through their NREMT account
 - ▶ Return the completed cognitive competency by exam form by March 31 with signatures and supporting documentation. All other recertification requirements (including criminal conviction statement, verification of skills, etc.) must still be met and verified
 - ▶ If unsuccessful on the exam, there is no impact on their MA EMS certification, however, they must complete and document Continuing Education in order to recertify
 - ▶ After they successfully complete their cognitive exam and renew their NREMT (Step A), they must still complete the state application and fee (Step B) on the eLicensing website at <https://madph.mylicense.com/eGov>

Recertify by Exam: Without NREMT (MA Only) 1 of 2

If a MA EMT, without NREMT certification (MA EMS only) wishes to “Recert by Exam,” they will need to obtain NREMT certification as a current state certified EMT, by completing continuing education, a cognitive, and psychomotor exam

- ▶ Log in to their NREMT account on www.nremt.org. Select the “Candidate” role from the drop-down box
 - ▶ Click on “Create Certification Application”
- ▶ Complete and submit the NCCR continuing education requirement for their level within the past two years
- ▶ Complete a NREMT cognitive exam
 - ▶ After the EMT applies to the NREMT with their NCCR documentation, they will receive instructions and permission to take the NREMT cognitive exam
- ▶ Complete a psychomotor requirement
 - ▶ EMT Basic: Complete a psychomotor skills verification.
 - ▶ The EMT will need the appropriate paperwork and skill sheets emailed to him/her from the NREMT or they can find the forms on our website at <https://www.mass.gov/service-details/verify-psychomotor-skills-for-nremt-certification>
 - ▶ Those skills sheets will need to be completed and signed by his/her affiliated agency’s Training Officer or I/C at any Department-accredited EMT training institution (ATI)
 - ▶ The EMT will need to complete any further steps required by the NREMT. In most circumstances, the EMT will email the skills sheets to the NREMT
 - ▶ Advanced EMTs or Paramedics will need to complete the full NREMT psychomotor exam

(Continued on next slide)

Recertify by Exam: Without NREMT (MA Only) 2 of 2

- ▶ After the NCCR, cognitive, and psychomotor requirements are complete, NREMT certification will be issued
 - ▶ EMTs will need to notify OEMS of their new NREMT certification status by emailing oems.recert@mass.gov
- ▶ Once NREMT is issued and OEMS is notified, they will complete the State Recertification Application and fee (Step B) on the eLicensing website at <https://madph.mylicense.com/eGov>. Step B must be completed for the EMT to recertify their MA State EMS certification

Using NREMT.org: Individual EMTs

Instructions and videos are available for EMTs to navigate their Continuing Education submission on NREMT.org. EMTs can find resources at <https://nremt.org/document/recertification#howdoirecertify>

Home

The Registry ▾

Certification ▾

Recertification ▾

Store ▾

Resources ▾

Contact Us

How Do I Submit My Recertification Application

On-Line Recertification [Preferred]

Processing time is generally within 24 hours of submission.

STEP 1: LOGIN TO YOUR NATIONAL REGISTRY ACCOUNT

From the homepage, [login to your account](#). If you do not already have a National Registry account with a username and password, create a [New Account](#) on the National Registry homepage. If you forgot your username or password, use the [Password Recovery Page](#) for assistance.


[Login To My Account](#)

STEP 2: UPDATE USER PROFILE


When prompted, update your user profile information.

Verify we have your correct email and mailing address.


Learn About Recert 2.0



Add a NCCR Class



Print Your Card



Home

The Registry ▾

Certification ▾

Recertification ▾

Store ▾

Resources ▾

Contact Us

STEP 3: SUBMIT ELECTRONIC RECERTIFICATION

Click on 'Recertification' to

- Enter your education, and
- Submit your application

Keep all recertification supporting documentation for at least three years. The National Registry is required to conduct random [audits](#) of applications.

You must submit your application no later than midnight, Eastern Standard Time, on the day your certification expires.

STEP 4: PAYMENT

Submit online payment with a credit card for your recertification.

STEP 5: PRINT YOUR CARD

After your education and skills are validated by your Training Officer and/or Medical Director, your application will be processed. Check your account and print your new National EMS Certification!

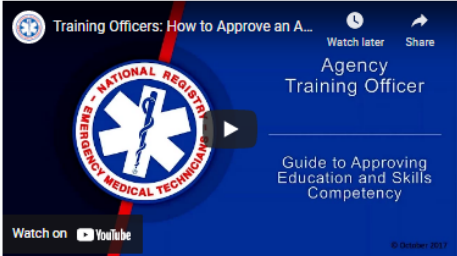
Using NREMT.org: Training Officers


Instructions and videos are available for Training Officers to navigate the NREMT website including how to create an account, affiliate, approve education, add a course for your agency, etc. Training Officers can find resources at <https://nremt.org/partners/training-officers>

[Home](#)
[The Registry](#)
[Certification](#)
[Recertification](#)
[Store](#)
[Resources](#)
[Contact Us](#)

The Role of a NREMT Training Officer

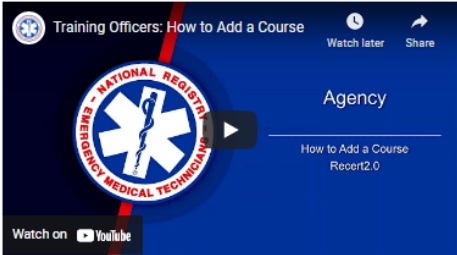
Agency Training Officer: Approving Education and Skills in Recert2.0




Watch on 

This video shows Agency Training Officers how to use the National Registry's Recert2.0 system.

Agency Training Officer: Adding Courses in Recert2.0



Watch on 

This video shows Agency Training Officers how to add courses and assign topics in the National Registry's Recert2.0 system.

Training Officers validate the continued competency of Nationally Registered EMS personnel by approving continuing education records entered by agency affiliates. In some agencies, Training Officers enter course records on behalf of affiliated personnel. The role of Training Officer is to be treated responsibly, with attentiveness given to all affiliates seeking NREMT recertification.

Resources

Recertification Guide

[Recertification Guide](#)

National Component Guides

[National-NCCP-2016](#)
[NCCR 2016 V3 - Standardized Course Guide](#)

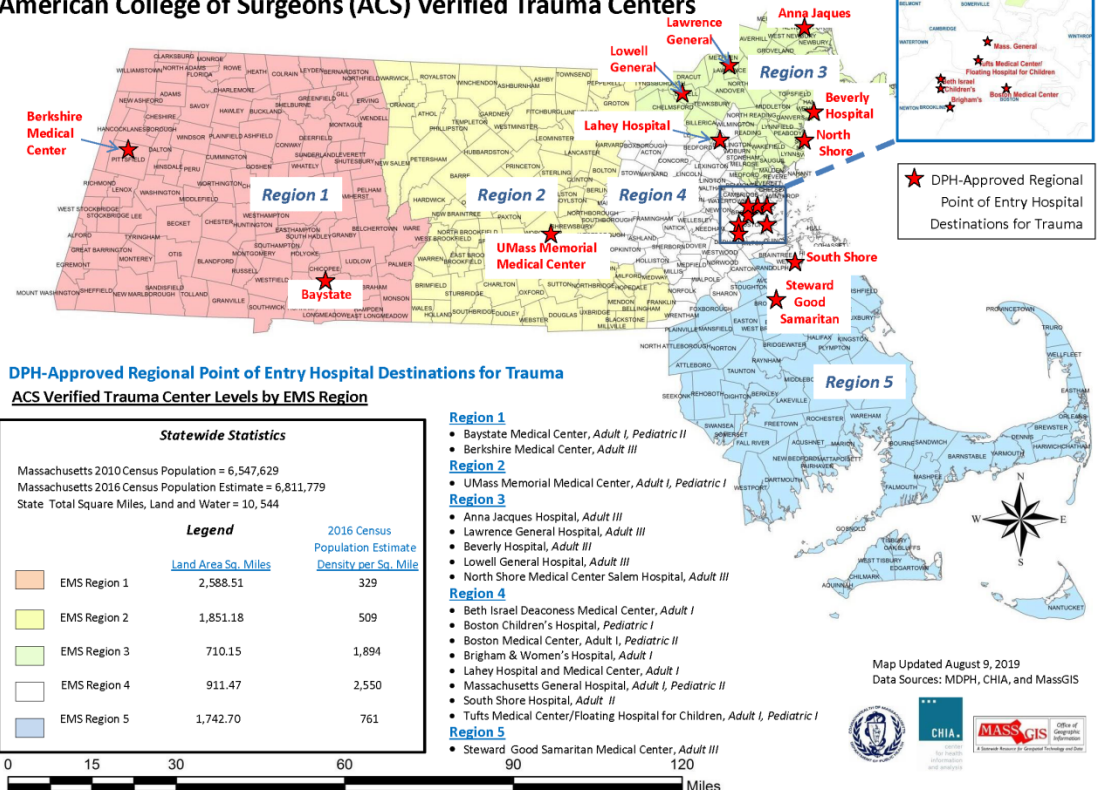
- ▶ HOW TO CREATE A TRAINING OFFICER ACCOUNT
- ▶ HOW TO ADD THE TRAINING OFFICER ROLE TO MY NREMT ACCOUNT
- ▶ HOW TO CREATE AN AGENCY FOR ONLINE NREMT RECERTIFICATION
- ▶ HOW TO AFFILIATE AS A TRAINING OFFICER AT AN EXISTING AGENCY
- ▶ HOW TO APPROVE AN AFFILIATION REQUEST (TRAINING OFFICER/MEDICAL DIRECTOR/PROVIDER)
- ▶ HOW TO REMOVE A TRAINING OFFICER OR MEDICAL DIRECTOR FROM THE ROSTER
- ▶ HOW TO APPROVE A RECERTIFICATION APPLICATION AS A TRAINING OFFICER
- ▶ WHO APPROVES THE CONTINUING EDUCATION OF TRAINING OFFICERS?
- ▶ HOW DO I APPROVE AN ELECTRONIC INACTIVE TO ACTIVE REQUEST?

Unaffiliated Recertification

When an EMT, without NREMT certification (MA certified only), leaves an agency and is no longer working as an EMT, they can still recertify, but as an Unaffiliated EMT. Those without NREMT cannot submit as “Inactive”

- ▶ Unaffiliated status is for MA EMTs without NREMT certification who are not currently operating as an EMT
- ▶ If an EMT is Unaffiliated, the Regional EMS Council will act as their Training Officer and review and approve their continuing education records
- ▶ They will affiliate with their region on their Certification Dashboard. Contact their region for specific instructions and training profile assistance
 - ▶ Find the regional office for their residential address at <https://www.mass.gov/service-details/ems-regions-in-massachusetts>
 - ▶ Regional EMS Councils are listed as “Unaffiliated-Region [X]”
 - ▶ Unaffiliated EMTs living out of state will affiliate with “MA Unaffiliated-Out of State”
- ▶ Unaffiliated EMTs must still complete the state application and fee (Step B) upon approval of their continuing education on NREMT.org

Massachusetts Emergency Medical Service (EMS) Regions and American College of Surgeons (ACS) Verified Trauma Centers



Inactive Recertification

When an EMT, with NREMT certification, leaves an agency and is not operating as an EMT, they can still recertify but with an Inactive status. Those without NREMT cannot renew using the Inactive status (Unaffiliated).

- ▶ An inactive status is designated for those with NREMT certification who are currently not providing patient care at their certification level. For example, inactive status may be helpful for EMS professionals who:
 - ▶ are not actively engaged in an EMS service or healthcare/patient care activity
 - ▶ are not actively treating patients at their certification level but are involved as educators, administrators or regulators
 - ▶ are unable to actively provide patient care for any variety of reasons - such as, moving, illness, pursuit of education, family responsibilities, etc.
- ▶ The NREMT will act as the Training Officer for Inactive NREMT recertification. Registrants who wish to declare inactive status must continue to meet the NREMT continuing education recertification requirements in subsequent cycles
 - ▶ If renewing as Inactive, **please contact the NREMT for specific requirements and assistance**
- ▶ Inactive EMTs must still complete the state application and fee ([Step B](#)) on the [MA eLicensing website](#) upon renewal of the NREMT certification. Inactive NREMT status has no impact on MA EMS certification

Applying for Continuing Education: Overview

EMS agencies may receive approval from OEMS to offer Continuing Education courses

- ▶ EMS Agencies must submit:
 - ▶ Application, course outline, and supporting references
 - ▶ Application is to be sent to the applicable Regional EMS Council (find your Regional Office at <https://www.mass.gov/service-details/ems-regions-in-Massachusetts>) if the program sponsor's primary place of business is within MA
 - ▶ If the sponsor is outside of MA or is a state agency, submit directly to OEMS (oems.coned@mass.gov)
- ▶ Prior to receipt of Department approval for a training program, no program shall:
 - ▶ Advertise such a training program as approved by the Department;
 - ▶ Accept applications from prospective students; or
 - ▶ Conduct any classes for such a training program
 - ▶ If a course is held without first obtaining approval, students may not be eligible for credit

Applying for Continuing Education Approval: Method of Instruction

▶ T1 Approval Number

- ▶ In person; single occurrence
- ▶ “In-person” course with a single occurrence (may be a course made up of single or multiple days)

▶ T2 Approval

- ▶ In person; repeated occurrences
- ▶ A course sponsor is responsible for notifying the applicable Regional EMS Council office of their intention of using the existing OEMS course approval number with the date and time via email in advance

▶ T3 Approval

- ▶ Distributive Education (DE) course
- ▶ DE courses are online, self-paced courses without a live instructor

▶ T4 Approval

- ▶ Pre-approved Department-issued ConEd course approval
- ▶ For standardized courses with set curricula.
- ▶ This area is limited to widely distributed courses with consistent content and evaluation tools developed by a central organization (example: FEMA-NIMS: IS-**))
- ▶ Must notify Regional EMS Council before holding T4 courses
- ▶ Please see chart in AR 2-212 (III) for the full listing of courses

▶ T5 Approval

- ▶ Virtual Instructor Lead Training (VILT)
- ▶ VILT courses are online with a live instructor

Full details can be found in [Administrative Requirement 2-212](#)

Applying for Continuing Education Approval: Application

- ▶ Application is available at <https://www.mass.gov/service-details/ems-continuing-education>
- ▶ Section 1: General Information
- ▶ Section 2: Method of Instruction – Please only select one option
- ▶ Section 3: Program Type – Only enter number of hours that apply to topics related to EMS scope of practice, do not include breaks
- ▶ Section 4: Dates and Location of Program – Please check if outside EMTs can attend
- ▶ Section 5: Affirmations – Please print, sign and date
- ▶ Outline and Supporting Documentation

MASSACHUSETTS OFFICE OF EMERGENCY MEDICAL SERVICES DEPARTMENT OF PUBLIC HEALTH				DPH/OEMS 200-46 ConEd App 10/2023	
APPROVAL FOR EMERGENCY MEDICAL SERVICES CONTINUING EDUCATION PROGRAM					
1) GENERAL INFORMATION: (Type or print legibly in black or blue ink)					
PROGRAM TITLE		SPONSOR NAME			
SPONSOR EMAIL		SPONSOR PHONE #			
SPONSOR MAILING ADDRESS (STREET)		CITY		STATE	
PRIMARY INSTRUCTOR NAME		ADDITIONAL INSTRUCTOR NAME(S)			
PRIMARY INSTRUCTOR EMAIL		INSTRUCTOR PHONE #			
2) METHOD OF INSTRUCTION (SELECT ONLY ONE): (Refer to AR 2-212 for definitions of instructional methods)					
<input type="checkbox"/> T1 – In Person, Single Occurrence		<input type="checkbox"/> T2 – In Person, Blanket (Multiple Occurrences)		<input type="checkbox"/> T3 – Distributive Education (DE)	
<input type="checkbox"/> T5 – Virtual Instructor Led Training (VILT)					
3) PROGRAM TYPE:					
<input type="checkbox"/> Full NCCER Program		<input type="checkbox"/> Continuing Education		<input type="checkbox"/> NCCER Content? List below:	
<input type="checkbox"/> 20 hours		<input type="checkbox"/> M&M Rounds (no outline required)		Total Continuing Education Hours:	
<input type="checkbox"/> 30 hours					
Please note, when entering number of hours do not include breaks or topics that are not eligible for credit hours in accordance with AR 2-212. You may apply for half and quarter hours					
4) DATES AND LOCATION OF PROGRAM:					
START DATE: (MM/DD/YY)		START TIME:		END DATE: (MM/DD/YY)	
				END TIME:	
ADDITIONAL DATES AND TIMES				MAY EMTs OUTSIDE YOUR AGENCY ATTEND?	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
PHYSICAL LOCATION STREET ADDRESS, including building and room (if not T3 or T5 course approval)				CITY	
				STATE	
5) AFFIRMATIONS:					
a. The applicant hereby affirms that they comply with, and will continue to comply with, all relevant federal and state laws, including but not limited to, federal and state anti-discrimination statutes, M.G.L. c. 111C, regulations, including but not limited to 105 CMR 170.000 and 105 CMR 700.000, and the Department's Administrative Requirements, the Statewide Treatment Protocols, policies and advisories.					
b. The applicant hereby affirms that the information on this application is true and correct and that the course will conform with the standards set forth in the attached outline and/or course explanation.					
c. You must notify the region and OEMS with T1, T2 and T5 course date/time, course meeting links (i.e. Zoom), and any program changes as they occur, including cancellations.					
NOTE: The individual whose name appears below is the listed official representative of the applicant and must have authority to sign all necessary program documents.					
Sponsor's Official Representative: (Print)		Signature:		Date:	
OFFICIAL USE ONLY:					
Regional Council or OEMS Reviewer: (Print)		Regional Council or OEMS Reviewer: (Signature)			
Approval Number:		Date Approved:			
_____ - R _____ - T _____					

Applying for Continuing Education Approval: Application Example

MASSACHUSETTS
OFFICE OF EMERGENCY MEDICAL SERVICES
DEPARTMENT OF PUBLIC HEALTH

DPH/OEMS 200-46
ConEd App
10/2023

APPROVAL FOR EMERGENCY MEDICAL SERVICES CONTINUING EDUCATION PROGRAM

1) **GENERAL INFORMATION:** (Type or print legibly in black or blue ink)

PROGRAM TITLE Pediatric Cardiac Arrest	SPONSOR NAME EMT ABCs	
SPONSOR EMAIL emtabcs@email.com	SPONSOR PHONE # 781-555-1234	
SPONSOR MAILING ADDRESS (STREET) 123 Alpha Street	CITY Townsville	STATE MA
PRIMARY INSTRUCTOR NAME Jane Doe	ADDITIONAL INSTRUCTOR NAME(S) Sam Roberts	
PRIMARY INSTRUCTOR EMAIL janedoe@email.com	INSTRUCTOR PHONE # 781-555-1234	

2) **METHOD OF INSTRUCTION (SELECT ONLY ONE):** (Refer to AR 2-212 for definitions of instructional methods)

<input checked="" type="checkbox"/> T1 – In Person, Single Occurrence	<input type="checkbox"/> T2 – In Person, Blanket (Multiple Occurrences)	<input type="checkbox"/> T3 – Distributive Education (DE)	<input type="checkbox"/> T5 – Virtual Instructor Led Training (VILT)
---	---	--	--

3) **PROGRAM TYPE:**

<input type="checkbox"/> Full NCCR Program ____ 20 hours ____ 30 hours	<input checked="" type="checkbox"/> Continuing Education	<input checked="" type="checkbox"/> NCCR Content? List below: Cardiovascular: Pediatric Cardiac Arrest	<input type="checkbox"/> M&M Rounds (no outline required)	Total Continuing Education Hours: <u>2 hours</u>
--	---	---	--	---

****Please note, when entering number of hours do not include breaks or topics that are not eligible for credit hours in accordance with AR 2-212. You may apply for half and quarter hours****

Applying for Continuing Education Approval: Application Example Continued

4) DATES AND LOCATION OF PROGRAM:

START DATE: (MM/DD/YY) 01/01/2024	START TIME: 8:00 a.m.	END DATE: (MM/DD/YY) 01/01/2024	END TIME: 10:30 a.m.
ADDITIONAL DATES AND TIMES N/A		MAY EMTs OUTSIDE YOUR AGENCY ATTEND? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
PHYSICAL LOCATION STREET ADDRESS, including building and room (if not T3 or T5 course approval) EMT ABCs, Room 201, 123 Alpha Street		CITY Townsville	STATE MA

5) AFFIRMATIONS:

- The applicant hereby affirms that they comply with, and will continue to comply with, all relevant federal and state laws, including but not limited to, federal and state anti-discrimination statutes, M.G.L. c. 111C; regulations, including but not limited to 105 CMR 170.000 and 105 CMR 700.000, and the Department's Administrative Requirements, the Statewide Treatment Protocols, policies and advisories.
- The applicant hereby affirms that the information on this application is true and correct and that the course will conform with the standards set forth in the attached outline and/or course explanation.
- You must notify the region and OEMS with T1, T2 and T5 course date/time, course meeting links (i.e. Zoom), and any program changes as they occur, including cancellations.

NOTE: The individual whose name appears below is the listed official representative of the applicant and must have authority to sign all necessary program documents.

Sponsor's Official Representative: (Print) Jane Doe	Signature: <i>Jane Doe</i>	Date: 09/20/2023
--	----------------------------	---------------------

OFFICIAL USE ONLY:

Regional Council or OEMS Reviewer: (Print)	Regional Council or OEMS Reviewer: (Signature)
Approval Number: _____ - R _____ - T _____	Date Approved:

Applying for Continuing Education Approval: Continuing Education Outline

- The last page of the application provides instructions for the course outline requirements

M A S S A C H U S E T T S OFFICE OF EMERGENCY MEDICAL SERVICES <small>— DEPARTMENT OF PUBLIC HEALTH —</small>	DPH/OEMS 200-46 ConEd App 10/2023
APPROVAL FOR EMERGENCY MEDICAL SERVICES CONTINUING EDUCATION PROGRAM	
Sample Continuing Education Outline of Requirements	
<ol style="list-style-type: none">1. TOPIC - Write a brief descriptive title of the program/subject to be covered.2. PREREQUISITE - These are the minimum requirements (if any) for participation in the program (e.g., if there is a prior course EMTs must attend or prior sessions of a multi-session program).3. PURPOSE - State why the program is being offered.4. OBJECTIVES - List what you expect the student to be able to do or know after program completion. Objectives should be stated explicitly to the students at the beginning of the course and outline what the instructor will evaluate at the end of the program. Examples: "The student will demonstrate appropriate application of a traction splint," "The student will explain the pathophysiology of COPD versus CHF."5. COURSE FORMAT - Indicate how the course will be delivered (e.g. lecture, group discussion, skills sessions, distributive, VILT, etc.)6. FACULTY - Identify the lead instructor's qualifications and any assisting instructors or guest speakers with credentials. Instructor resume may be requested by the approving agency.7. REFERENCES - List the material(s) that the instructor used to plan the course (e.g., textbooks, journal articles, online references).8. RESOURCES - List teaching aides to be used (e.g., slides, videos, EMS equipment, mannequins).9. EVALUATION - Indicate how the course objectives will be measured with examples to review (e.g., written exam/quiz, verbal evaluation through question/answer, skills demonstration).10. CONTENT - Provide details outlining the material to be presented and give the exact times devoted to each section to ensure the course content will meet the desired learning objectives. Outlines should be sufficiently detailed so that the range of material to be covered is clear and logically presented.	

Applying for Continuing Education Approval: Outline – Course Content Requirements:

- ▶ Provide details outlining the material to be presented
- ▶ Allocate specific time intervals for each section to ensure the course content will meet the desired learning objectives
- ▶ Outlines should be sufficiently detailed so that the range of material to be covered is clear and logically presented
- ▶ Content must be:
 - ▶ Related to delivery of patient care within the EMS scope of practice, or
 - ▶ Within the defined roles and responsibilities of the EMT, or
 - ▶ Related to vaccine administration, in accordance with Special Protocols issued pursuant to a Commissioner's Order under 105 CMR 700.003(H)
- ▶ Include evaluation of course objectives
- ▶ Refer to [Administrative Requirement 2-212](#), EMS Continuing Education Standards for what topics are not eligible to receive approval for continuing education credit hours

Applying for Continuing Education Approval: Receiving an OEMS Approval Number

► Approval Number:

► Cycle: 2324

- Course date between April 1, 2023 and March 31, 2024
- Courses with multiple varying dates (T2 and T3) may only be taken for credit between April 1, 2023 and March 31, 2024

► Region: “R0”

- “R0” is for the State OEMS office
- “R[1-5]” corresponds to the Regional EMS Council issuing the approval

► Number: 00001

- Unique approval number assigned to your course

► Method of Instruction: “T1”

5) AFFIRMATIONS:

- The applicant hereby affirms that they comply with, and will continue to comply with, all relevant federal and state laws, including but not limited to, federal and state anti-discrimination statutes, M.G.L. c. 111C; regulations, including but not limited to 105 CMR 170.000 and 105 CMR 700.000, and the Department’s Administrative Requirements, the Statewide Treatment Protocols, policies and advisories.
- The applicant hereby affirms that the information on this application is true and correct and that the course will conform with the standards set forth in the attached outline and/or course explanation.
- You must notify the region and OEMS with T1, T2 and T5 course date/time, course meeting links (i.e. Zoom), and any program changes as they occur, including cancellations.**

NOTE: *The individual whose name appears below is the listed official representative of the applicant and must have authority to sign all necessary program documents.*

Sponsor’s Official Representative: (Print)	Signature:	Date:
Jane Doe	<i>Jane Doe</i>	09/20/2023

OFFICIAL USE ONLY:

Regional Council or OEMS Reviewer: (Print)	Regional Council or OEMS Reviewer: (Signature)
Cheryl Camara	<i>Cheryl Camara</i> Digitally signed by Cheryl Camara Date: 2023.10.12 16:31:25 -04'00'
Approval Number:	Date Approved:
2324 - R 0 - 00001 - T 1	10/12/2023

Issuing Continuing Education Course Completion: Overview

- ▶ Course sponsors must provide a completion certificate or copy of completed roster to all students at the end of the course
 - ▶ For T1, T2 or T4 courses, sponsors must ensure students and instructors sign an OEMS approved roster at each course meeting
 - ▶ For T3 or T5 courses, sponsors must ensure course attendance. This course attendance document must be retained by the course sponsor and is subject to audit
- ▶ All continuing education records, including outlines and rosters must be retained by the sponsor for seven years. Students should use their MA EMT certification number (including prefix; E, A, or P) on the roster
- ▶ Course credit may be awarded by hour, in segments of 15 minutes (1/4 hour). If a T1, T2, T4, or T5 class has met all of its objectives in less time than the awarded credit, the sponsor shall issue course completion documentation to reflect the actual course length

Issuing Continuing Education Course Completion: Course Completion Certificate Example

The certificate is presented on a cream-colored card with a decorative border in teal, orange, and red. The title 'EMT ABCS' is prominently displayed at the top in a large, teal, sans-serif font. Below the title, the text 'This Course Completion Certificate is awarded to' is centered in a small, grey font. The recipient's name, 'Theodor Geisel', is written in a large, bold, red font. Further down, the completion details are listed in a small, grey font: 'For the completion of Pediatric Cardiac Arrest on 01/01/2024', 'MA EMT Number: E09413413', 'Course Approval Number: 2324-R0-00001-T1', and 'CEU: 2.0 hours'. A note at the bottom states 'Approved for 2 hours for the Cardiovascular portion of the NCCR (All levels)'. The signature line on the left features a handwritten signature 'Jane Doe' over a horizontal line, with the printed name and ID 'Jane Doe, MA EMT Basic, E09987654' below it. The date line on the right shows the handwritten date '01/01/2024' over a horizontal line, with the printed word 'DATE' below it.

EMT ABCS

This Course Completion Certificate is awarded to

Theodor Geisel

For the completion of Pediatric Cardiac Arrest on 01/01/2024
MA EMT Number: E09413413
Course Approval Number: 2324-R0-00001-T1
CEU: 2.0 hours

Approved for 2 hours for the Cardiovascular portion of the NCCR (All levels)

Jane Doe

Jane Doe, MA EMT Basic, E09987654

01/01/2024

DATE

Issuing Continuing Education Course Completion: Course Roster Example

MASSACHUSETTS
OFFICE OF EMERGENCY MEDICAL SERVICES
DEPARTMENT OF PUBLIC HEALTH

DPH/OEMS 200-59
CONED ROSTER
10/2023

Program Information:

PROGRAM TITLE (Print): Pediatric Cardiac Arrest		PROGRAM SPONSOR (Print): EMT ABCs	
PROGRAM LOCATION (Print): EMT ABCs, Room 201, 123 Alpha Street, Townsville, MA		PROGRAM DATE: 01/01/2024	PROGRAM TIMES: 8:00 to 10:30 a.m.
OEMS CONED NUMBER: 2324-R0-00001-T1	<input type="checkbox"/> Full NCCR?	NCCR TOPIC(s): Cardiovascular - Pediatric Cardiac Arrest	PROGRAM HOURS: 2 hours

Instructions:

This roster is for use with T1, T2 and T4 training programs that have DPH/OEMS continuing education numbers. For T3 and T5 course documentation requirements, see DPH/OEMS Administrative Requirement (AR) 2-212, Section(E)(3).

LEAD INSTRUCTOR MUST:

- 1) Sign this roster in the space provided, attesting that you have conducted this training program in accordance with applicable Massachusetts EMS regulations, the course outline, and AR 2-212.
- 2) Issue course completion documentation to the EMTs within 48 hours of program completion. Program sponsors may issue course completion certificates or may provide attendees with a copy of the completed roster signed by the instructor and all attendees.
- 3) Ensure the program sponsor retains the signed roster for seven years.
- 4) Cross off any unused lines after the last attendee has signed at the completion of the course.
- 5) If the course is finished in less than the approved time, course completion document must reflect actual course length.

EMTs ATTENDING PROGRAM MUST:

- 1) Legibly PRINT and SIGN your name after your Massachusetts EMT number (if you have one), attesting that you attended course as described above. Remember to include the letter prefix of your EMT number. ENTER AND UPLOAD ON NREMT.ORG IMMEDIATELY UPON COURSE COMPLETION.
- 2) Ensure you receive and retain course completion documentation for five years from certification expiration.
- 3) In order to recertify, you must document all course completions on NREMT.org, and provide documentation to your Training Officer. Please reference AR 2-212 or the Recertification Guides found at <http://www.mass.gov/dph/oems>.
- 4) Any program without the appropriate course approval number will not be eligible to receive credit.
- 5) FAILURE TO SIGN THE ATTENDANCE ROSTER MEANS THAT NO CREDIT CAN BE AWARDED.

#	EMT NUMBER:	EMT NAME (Print):	EMT SIGNATURE:
1	EQ9413413	Theodor Gersel	Theodor Gersel
2	PC178972	James Beachman	James Beachman
3	AC99992	Lori Vorden	Lori Vorden
4	PC9099917	Samantha Seashore	Samantha Seashore
5			
6			
7			
8			
9			
10			

Under the pains and penalties of perjury, I attest that this is a true and accurate record of the conduct, hours, and actual attendance for this training course.

INSTRUCTOR NAME (Print): Jane Doe	INSTRUCTOR Signature: Jane Doe	INSTRUCTOR EMT Number: EQ9987654
--------------------------------------	-----------------------------------	-------------------------------------

Page 1 of 1

Frequently Asked Questions (FAQ)

- ▶ **“An EMT has paid the NREMT fee, but I cannot see nor approve their application in my ‘Verification’ tab.”**
 - ▶ Payment for NREMT.org is separate from submission. If they have paid, please ensure they click the “Submit” button on their “Recert Application,” however, we strongly encourage you review and approve prior to submission. You can see all applications, regardless of submission status, by selecting “All Apps” on the verification page
- ▶ **“I cannot see an EMT on my NREMT.org roster, but they are a part of my agency”**
 - ▶ EMTs must request affiliation to appear on your NREMT.org agency roster. On the EMT’s NREMT dashboard, select “Manage Affiliations” and have them select your agency. After they request affiliation, go into your “Affiliation Requests” tab to approve the affiliation
- ▶ **“I see an updated expiration date on NREMT.org, but the Massachusetts site still shows their original expiration date. Will they update automatically?”**
 - ▶ If NREMT.org indicates a renewed expiration date, Step A has been completed. Please ensure Step B (MA State Application and \$125 fee) is completed on the MA eLicensing site, <https://madph.mylicense.com/eGov>. Only updated expiration dates on eLicensing indicate recertification is complete
- ▶ **“My NREMT and MA expiration dates are different. How can I recertify?”**
 - ▶ If the MA EMS certification is one year before the NREMT expiration date, contact OEMS for a One Year Alignment form to extend the MA EMS certification to match the NREMT expiration date. See <https://www.mass.gov/doc/one-year-alignment-instructions-1/download> for instructions
 - ▶ If the MA EMS certification is one year after the NREMT expiration date, renew the NREMT certification as normal and wait for the next year to align the MA EMS certification
 - ▶ If your NREMT certification has expired, you must regain NREMT in order to recertify your MA EMT certification

Frequently Asked Questions (FAQ)

- ▶ **“How do I change my address and/or request a duplicate card?”**
 - ▶ Address changes can be completed on the eLicensing website at <https://madph.mylicense.com/eGov>
 - ▶ If you need a duplicate card sent, please email a Duplicate Card request form available at <https://www.mass.gov/how-to/change-information-on-your-ems-certification-card-or-request-a-duplicate-card>
- ▶ **“How long will it take for my card to arrive in the mail?”**
 - ▶ Initial certification, recertification, and duplicate certification cards are batch printed once a week and we ask EMTs to wait 10 to 14 business days to receive their card in the mail
- ▶ **“I submitted my recertification application, but it has not processed yet. What’s wrong?”**
 - ▶ If NREMT.org indicates a renewed expiration date, Step A has been completed. Please ensure Step B (MA State Application and \$125 fee) is completed on the MA eLicensing site, <https://madph.mylicense.com/eGov>. Only updated expiration dates on eLicensing mean recertification is complete
 - ▶ If both Steps A (NREMT.org) and Step B (eLicensing) are complete, but your MA EMS recertification has not processed yet, please contact OEMS at oems.recert@mass.gov
- ▶ **“What happens if I have been arrested?”**
 - ▶ If you have been convicted (which includes admission to sufficient facts that results in a continued without a finding or guilty plea) of a misdemeanor or felony, had your driver’s license suspended or revoked, been disciplined by another governmental licensing jurisdiction, or had your authorization to practice as an EMT suspended, you must report to your service and OEMS within five calendar days. Please email oems.recert@mass.gov. Full details are at 105 CMR 170.937
- ▶ **“When do I have to submit a CORI authorization?”**
 - ▶ If you answer “yes” to Question 4 (for initial certification) or Question 2 (for recertification), you must submit the OEMS specific CORI form available at <https://www.mass.gov/media/1086761> (notarized) and provide a written explanation and supporting documents (if you have them)

Frequently Asked Questions (FAQ)

- ▶ **“Can I use my college/another healthcare provider course (non-EMS) for recertification?”**
 - ▶ Any courses that have not been approved with an OEMS number can be submitted for special continuing education review (Special Credit) by completing the application found on our website at <https://www.mass.gov/service-details/ems-continuing-education>
 - ▶ In terms of non-approved EMS credit for recertification, it is the individual EMS personnel’s responsibility to take classes that have been pre-approved or understand that there is a chance any special credit submission may not be awarded credit. Courses run with OEMS approval follow the AR 2-212 for Continuing Education Standards
- ▶ **“Can I receive Continuing Education credit for completing AEMT/Paramedic school?”**
 - ▶ If the entire course is completed within one Recertification Cycle, you can receive full NCCR, LCCR, and ICCR ConEd credit, meeting your EMT Basic or Advanced EMT Continuing Education requirements. If only part of the course was completed within your Recert Cycle, you may be eligible for LCCR and ICCR credit
 - ▶ Please contact your program director for the Continuing Education certificate and approval number
- ▶ **“Can I receive Continuing Education credit for teaching a class?”**
 - ▶ For continuing education, instructors may receive credit for courses holding OEMS approval, on a credit hour-for-credit hour basis, for one occurrence per recertification cycle
 - ▶ For initial course instructors, full recertification credit is available if you have taught a complete course at your level of certification. Obtain a letter attesting to dates/hours and course registration number, from the Program Director, and submit to oems.coned@mass.gov

Frequently Asked Questions (FAQ)

- ▶ **“I’ve been told I’m being audited, what does this mean?”**
 - ▶ Both OEMS and NREMT may audit submitted recertification up to 5 years after submission. Read and follow the instructions in the email. Retrieve and submit course records as requested. In the event courses submitted were not valid, you’ll be provided specific instructions on how to resolve
- ▶ **“Military deployments or medical hardships have impacted my ability to recertify, what are my options?”**
 - ▶ In some circumstances, OEMS is able to provide extensions to complete continuing education. Please contact OEMS for specific guidance at oems.recert@mass.gov
- ▶ **“I need a receipt for my payment (initial or recertification)”**
 - ▶ Receipts are generated only at the time of payment. Don’t forget to enter your email address/phone number on the payment submission page, in order to receive a receipt. OEMS cannot issue official receipts, but we can issue unofficial payment confirmations

References, Regulations, Educational Standards, etc.

- ▶ **Laws and regulations for OEMS**
 - ▶ <https://www.mass.gov/lists/laws-and-regulations-for-oems>
 - ▶ EMS Systems Regulations, 105 CMR 170.000
 - ▶ Administrative Requirement 2-212, EMT Continuing Education Standards
- ▶ **National EMS Education Standards**
 - ▶ <https://nremt.org/Document/resources>
- ▶ **eLicensing (State certification site; Step B)**
 - ▶ <https://madph.mylicense.com/eGov/Login.aspx>
- ▶ **National Registry (NREMT; Step A)**
 - ▶ <https://nremt.org/>
- ▶ **OEMS Information**
 - ▶ <https://www.mass.gov/orgs/office-of-emergency-medical-services>
- ▶ **Online Verification Site**
 - ▶ <https://madph.mylicense.com/verification>
 - ▶ This would allow you to show your current EMT status on a smartphone, in lieu of carrying your physical card when staffing an ambulance.
- ▶ **Regional EMS Offices**
 - ▶ <https://www.mass.gov/service-details/ems-regions-in-massachusetts>
- ▶ **MA OEMS Recertification Guides**
 - ▶ <https://www.mass.gov/how-to/renew-your-emt-advanced-emt-or-paramedic-certification>

Contact Information

- ▶ Initial, Recertification, and General Questions:
 - ▶ Oems.recert@mass.gov
 - ▶ 617-753-7309
- ▶ Continuing Education:
 - ▶ Oems.coned@mass.gov
- ▶ eLicensing HelpDesk (I.T. login and payment issues):
 - ▶ elicensing.helpdesk@state.ma.us
 - ▶ 617-973-0935
- ▶ National Registry (NREMT):
 - ▶ support@nremt.org
 - ▶ 614-888-4484
- ▶ OEMS Ambulance Regulation Program:
 - ▶ Oems.ambulance@mass.gov
 - ▶ 617-753-8051
- ▶ Initial Training Programs:
 - ▶ Lynne.doyle@mass.gov
- ▶ Regional EMS Council Offices:
 - ▶ Region I:
 - ▶ <https://wmems.org/contact>
 - ▶ Region II:
 - ▶ <https://www.cmemsc.org/index.php/our-team-2>
 - ▶ Region III:
 - ▶ <https://www.neems.org/contact-us/>
 - ▶ Region IV:
 - ▶ <https://www.mbemsc.org/contact>
 - ▶ Region V:
 - ▶ <https://www.semaems.com/contact/>
- ▶ All OEMS Contacts:
 - ▶ <https://www.mass.gov/service-details/contact-the-oems-team>