

## OEMS eLicensing FAQs

### *OEMS eLicensing Transition Frequently Asked Questions for EMTs*

The Department is transitioning to a new eLicensing system for EMT Provider certifications and ATIs. The upgraded system will allow additional functionality to EMTs and ambulance services, and support to stakeholders.

#### **Q1: What certification/license types are affected by the transition?**

Initial and renewal applications for:

- EMT Basic
- Advanced EMT
- EMT Paramedic
- EMT Cadet to EMT Basic Upgrade

#### **Q2: How do I access the new eLicensing system?**

Existing EMTs and applicants for certification can create an account at the [Health Professions Licensing Portal](#). Once created, use your certification number and social security number to link your certification to your account. If this is your first time using the system, you may apply for your certification.

- Once you have registered, log in to your account and select “Manage My Licenses and Applications” and then “Link License/Registration to my Account.”
  - Select your license type from the “License Type” dropdown menu; and
  - Enter your license number in the “License Number” field.
    - Please ensure **you enter the correct MA EMS certification number with the prefix letter (E – EMT Basic, A – Advanced EMT, P – EMT Paramedic)**.
    - You will be asked to provide your SSN and DOB for confirmation

#### **Q3: How will I, as an EMT, be affected?**

You will need to create an account and link your certification in order to access certification cards, initial and renewal applications, and update contact information. Your certification status will **not** be affected by the transition.

#### **Q4: How will I, as an ambulance service, be affected?**

At this time, there is no change to ambulance service licensing, however ambulance services should be aware of the change to verification of EMT certifications, which may be accessed at <https://checkahealthlicense.mass.gov/>, replacing printed/mailed cards with emailed cards, that may be verified using the QR code.

**Q5: Will this change the process or requirements for recertification?**

The recertification process and requirements will remain the same. All education is tracked and approved on NREMT.org. The only change is the updated state eLicensing website, where you submit the state recertification application and fee.

**Q6: When I need to renew my EMT certification, what should I do?**

You can find recertification instructions, guides, and resources on our recertification webpage at <https://www.mass.gov/how-to/renew-your-emt-advanced-emt-or-paramedic-certification>

**Q7: Do I need to have an email address to complete my application or renew my certification?**

Valid and up to date emails are required. EMS certification cards are now emailed. OEMS no longer mails EMS certification cards.

**Q8: Will OEMS still mail me a certification card? What can I use when working as an EMT? When will I get my certification card?**

OEMS no longer mails EMS certification cards. Once your initial or recertification application has processed, your certification card will be emailed directly to you. You may also retrieve your card from your eLicensing account. Please visit <https://www.mass.gov/how-to/change-information-on-your-ems-certification-card-or-request-a-duplicate-card> for instructions.

**Q9: How can I change the name on my EMT certification?**

Name change submissions can be done on your eLicensing account. You will need to have official name change documentation ready to be uploaded, such as a government issued I.D. or legal name change documentation with your new name indicated. Please visit <https://www.mass.gov/how-to/change-information-on-your-ems-certification-card-or-request-a-duplicate-card> for instructions.

**Q10: How can I change the email or mailing address on my EMT certification?**

Address changes can be done on your eLicensing account. Please visit <https://www.mass.gov/how-to/change-information-on-your-ems-certification-card-or-request-a-duplicate-card> for instructions.

**Q11: Do I still need to have NREMT certification in order to become an EMT?**

Yes, all initial certification requirements can be found at <https://www.mass.gov/guides/apply-for-an-initial-emt-advanced-emt-or-paramedic-certification>

**Q12: My EMT certification has expired, how can I renew (or regain) it?**

If your certification status, please review the reinstatement page at <https://www.mass.gov/info-details/reinstate-your-expired-emt-certification> to determine how you can regain your EMT certification. The process differs depending on your expiration date and NREMT status.

**Q13: I received a one-year alignment application in the mail, can I submit it online?**

Yes, you may submit your one-year alignment application by proceeding through the recertification application. Your fee and expiration extension will be reflected in the application.

**Q14: I don't have a social security number (SSN), can I still apply to become an EMT online?**

Yes, you will provide your NREMT assigned pseudo SSN on the initial application. If you are issued an official SSN, you must update both your MA and NREMT accounts.

**Q15: What will I need to submit when I apply to become an EMT?**

You can review the full instructions, with a list of requirements and documentation, on the initial certification page at <https://www.mass.gov/guides/apply-for-an-initial-emt-advanced-emt-or-paramedic-certification>.

**Q16: I started my application to become an EMT before this transition, what happened to my application?'**

Your application will still be on file and proceed within the standard processing time of 10 business days. If your application is still pending after 10 business days, there may be additional application requirements you have not submitted yet. If so, please contact [oems.recert@mass.gov](mailto:oems.recert@mass.gov) for further instructions.

**Q17: My CPR certification has expired. Can I still apply to become an EMT?**

No, you will need to upload your current CPR (and ACLS for Paramedics) to your initial application in order to be certified.

**Q18: I need a verification of my MA EMT certification completed. How can I request it?**

Verification of your MA EMT certification can be done in a few ways, depending on the need.

- If you need to have a specific form completed by MA OEMS (for out of state certification, employment, etc.), please submit the form online, by fax, mail, or email (email not recommended if SSN or DOB indicated).
  - You can submit the form through your eLicensing account at [Health Professions Licensing Portal](#)
  - Fax: 617-753-7320
  - Address:
    - OEMS  
67 Forest Street  
Marlborough, MA 01752
  - Email: [oems.recert@mass.gov](mailto:oems.recert@mass.gov)