

**Frequently Asked Questions (FAQ's)
TNA to CNA Hybrid Online Program
June 2022**

On May 26, 2022, NYSHFA|NYSCAL hosted a webinar on the NYSDOH approved hybrid online Temporary Nurse Aide (TNA) to Certified Nurse Aide (CNA) Training Program (CNA Online.com). This document was created as a resource to facilities, compiling frequently asked questions received during and after the program.

Please note: This program is ONLY for the transition of the TNA to CNA training. The CMS Waiver allowing TNAs will “expire” on October 7th, which allows training of 75 hours for CNA training to be met: 24 hours didactic and 16 hours lab/clinical if the TNA has met the requirements: 30 days working or 150 hours as a TNA to receive the 35 hours of work credit.

NYSDOH REQUIREMENTS

Q1. We submitted the NYSHFA letter of intent and the DOH sent us an application form for the CNA training program instead of a number, what should we do?

A. Please reach out to NATP.DOH@health.ny.gov for further guidance.

Q2. How do we go about getting an approved lab site for clinicals?

A. Please reach out to NATP.DOH@health.ny.gov for further guidance.

Q3. If you are a TNA but do not get hired until after the deadline, are they able to do this course?

A. You must be employed and demonstrate that you meet the requirements of having performed a minimum of 30 days or 150 hours as a TNA in a SNF to take the CNA Online course.

Q4. We already have an approved NATP, so are we required to use this CNA Online program or, could I simply teach through Zoom?

A. Approval to teach via Zoom would have to be received from the NYSDOH prior to implementation.

Q5. If I already have the NATP number for training TNAs, do I need to re-apply for online training?

A. Yes, you must apply specifically for the TNA to CNA Online program.

Q6. Could we group separate facility buildings that are a part of the same organization for this program?

A. Please reach out to NATP.DOH@health.ny.gov for further guidance.

Q7. How do I apply for a waiver of the 2-year NATP ban at my facility?

A. Please send requests to NATP.DOH@health.ny.gov.

(Please refer to [S&C 18-02-NH](#) for further information on waiver requests).

Q8. Can you please go over the wavier to submit for a facility who has a 2-year NATP ban?

A. The letter you send (referred to in Q7) is a justification of why your facility should receive a waiver from NYSDOH on the 2-year ban of the Nurse Aide Training Program (NATP). Put all the details of your ban in the letter. Justify your request by showing why you need the waiver now to provide quality care and to protect the health and safety of the residents you care for.

Examples include, but are not limited to the following:

Lack of Staff: list actual #/% of vacant staff positions (show what used to be a typical vacancy rate pre Covid vs now)

Actions you've been taking to attract and keep new staff such as: hosting Open Houses, Job Fairs, calling area colleges, etc.

Location: describe the distance to nearest BOCES and/or Community College that offers CNA training

- rural location?
- not on a bus line or other means of public transportation?

Training Availability in your area: you have people ready to hire, but no place for them to get trained.

Lack of Partners: no nursing home close by that you could partner with. The fear would be that they'd keep your new staff.

Q9. If the facility has a NATP ban, do they need to apply for a waiver to NYSDOH?

A. Yes, the facility cannot participate in the TNA to CNA Training Program if they have an active ban. Therefore, they would need to request a waiver of the ban. Please follow instructions for submitting a waiver discussed in Q7 and Q8 above.

Q10. Does the nursing home have a choice to do online training or to use an instructor to train the TNA?

A. Yes, the facility can do either providing they have been approved to do so by the NYSDOH.

Q11. Can this course be used for CNA certification if it is expired?

A. No, this course is only for TNAs that need their CNA certification.

Q12. Since this program is specific to hybrid would the DOH also be having a webinar?

A. We are not aware of a NYSDOH webinar on this topic.

Q13. Is it mandatory that a TNA had to take the 8-hour online class? We hired only certified HHA to be supportive services.

A. A HHA is not equivalent to a TNA. To be considered a TNA, you must complete the 8-hour online TNA course.

Q14. Are HHAs allowed to take the TNA to CNA course?

A. Only if the HHA individual has met the TNA to CNA requirements of having performed a minimum of 30 days or 150 hours of employment as a TNA in a SNF (Please refer to [DAL NH-21-18](#) and [CMS QSO 22-15](#) for further information).

Q15. Can we hire “staff” to function as CNAs without enrolling them in a CNA course and keep them in that role for up to 4 months from their hire date?

A. Please refer to [DAL NH-21-18](#) (page 1): ‘In accordance with CMS QSO-21-17-NH, the New York State Department of Health has developed a temporary training program for TNAs to become CNAs, which can be provided by nursing homes **up through four months after the end of the Section 1135 waiver.**’ Please note, [CMS QSO 22-15](#) only allows for TNA to CNA training, and ends in 60 days from the April 7, 2022, date.

Q16. Can we hire TNAs now and have them take the CNA Online course even if they did not work for 30 days or 150 hours as a TNA?

A. No. TNAs are eligible for the TNA to CNA training program if they have performed a minimum of 30 days or 150 hours of employment as a TNA. If ineligible or otherwise unable to participate in the TNA to CNA training program, a TNA may still obtain certification as a nurse aide. However, they will need to do so by completing an approved full Nurse Aide Training Program of 100 hours or more.

HOSTING THE CNA ONLINE PROGRAM

Q17. Does the employer have to pay \$600 per employee for transition to CNA program?

A. Yes, the TNA to CNA discount is \$600 per student.

Q18. Is there a free online program for hybrid learning with the DOH? We were informed that grant money was available to develop free programs.

A. The NYSDOH has not shared any information about a free online program with the Associations at this time.

Q19. How can TNA’s do online, many do not have laptops or computers?

A. The TNA could complete the program on their phone, or facilities could set up a temporary computer lab in the facility classroom.

Q20. Will the facilities receive a manual of classroom content to assist with students during labs?

A. This information is available in [DAL NH-21-18](#).

Q21. Can you become a TNA but not be working for a facility, can you still use this course for the training?

A. No, you must be employed and demonstrate that you meet the requirements of having performed a minimum of 30 days or 150 hours as a TNA in a SNF to take the CNA Online course.

Q22. How long should the startup process take to start the TNA to CNA Online course?

A. CNA Online will be able to start training within a few days of contacting them and completing their contract.

Q23. Where would the TNAs complete the CNA Online course and take the final exam for certification?

A. CNAonline.com. The final exam would be coordinated and scheduled by the facility via Prometric.

Q24. I am a certified instructor from the previous NYSHFA adult education program. Would I be able to host the lab experience in facility or do we need to utilize an approved laboratory space?

A. Yes, you can do so with the approval of the NYSDOH.

Q25. Can the clinicals for the CNA's be completed outside of their scheduled hours within the facility?

A. That would need to be decided by the facility and participant.

Q26. We were under the impression they had to have the 16-hour online TNA training, can you change the hours for the class or is it only the 8-hour training sessions?

A. The training for the TNA to CNA Online program is 16 hours. You can configure the hours any way you would like but you must stay within the guidelines of the hourly requirement.

Q27. How long should this process (time from sending letter to NATP to being able to conduct first TNA to CNA class) typically take?

A. It has been reported to us that approval from the NYSDOH has had a quick turnaround time. CNA Online will be able to start training within a few days of contacting them and completing their contract.

Q28. When the TNA completes the 8-hour course, receives a certificate of completion, and worked more than 150 hours or 30 days, can they take this TNA to CNA Online course?

A. Yes, this would make them eligible to take the TNA to CNA Online course.

Q29. How long after the completion of the CNA Online program does the TNA have to wait to do the clinical portion?

A. The facility should coordinate with CNA Online.

PROMETRIC

Q30. Once the TNA completes the CNA Online course, does the facility need to schedule them for testing with Prometric?

A. Yes, the facility must schedule the testing with Prometric.

Q31. What do we do about the time it takes to be scheduled for a test due to Prometric being backlogged with testing availability?

A. This concern was discussed with the NYSDOH. The NYSDOH will address the delays with Prometric.

Q32. What happens when the TNA passes the program and decides to leave the facility? Will the facility lose the \$600 fee?

A. Yes, the facility is responsible for paying the fee and will not receive a refund if the staff decides to leave the facility after completing the program.

Q33. Will the end of the online course include the Prometric testing for their certification?

A. No, the facility will need to reach out to Prometric to schedule testing dates.

Q34. How do you get approval to be a NATP certification test site?

A. Please send questions to the NATP.DOH@health.ny.gov.

Q35. Will the TNA receive the CNA license based on finishing the CNA Online program?

A. No, the TNA will be required to complete testing requirements with Prometric and then will be eligible for CNA certification from the NYSDOH.

Q36. How much does the prometric testing cost?

A. Please reach out to Prometric to obtain information on costs.

Q37. We have 2 lapsed CNAs (longer than 10 years). To work as a TNA, can they test again without taking the TNA-CNA course?

A. Please reach out to Prometric to discuss.

Q38. If a TNA has failed the Prometric test prior to the pandemic, are they able to test with this online group?

A. Please reach out to Prometric to discuss.

QUALIFIED INSTRUCTORS

Q39. Can we choose to use instructors at our facility to start teaching immediately and choose not to do hybrid? We already have an approved number for training from NYSDOH.

A. Yes, if you have the NYSDOH approval.

Q40. What is the requirement for the nurse educator to have "additional adult education training"?

A. Please follow the criteria set forth in [DAL NH-21-18](#).

Q41. How does someone become a certified instructor?

A. They must meet the criteria set forth in [DAL NH-21-18](#).

Q42. Can I apply to teach the TNA training program classes here at the nursing home?

A. Yes, if the facility does not have a two-year NATP ban.

Q43. If an RN has an MSN in Nursing education, will she be considered a certified instructor?

A. Yes, if they have taught adult learners and worked in a nursing home for one year.

ACCESSING THE AHCA ONLINE TNA COURSE

Q44. What is the website to take the AHCA TNA 8-hour program?

A. AHCA Temporary Nurse Aid Program

- Can be used for current non-CNA or new temporary nurse aid staff
- 8-hour online course: additional time for competency demonstration
- Click: [Certified Nursing Assistant: Competency Skills Evaluation](#)
- Click to Register: [Temporary Nurse Aid Program](#)

Q45. Why not leave the TNA training program up for longer?

A. The waiver allowing the TNA training program expires June 6, 2022. The TNA training will only be available until June 5, 2022.

Q46. What if a TNA is enrolled on June 3rd, but does not complete the class? Will the 8-hour class still be taken down?

A. Yes, the TNA training program will be taken down from the AHCA website on June 5, 2022.

Q47. To clarify - what is the last date that someone can take the TNA course?

A. CMS has terminated the waiver allowing training TNAs on June 6, 2022. AHCA will remove the 8-hour free TNA training program from their website on June 5, 2022.

Q48. If the TNA took the 8-hour online course by June 5th, can they start the CNA Online program as soon as they have completed the 150 hours or 30 days?

A. Yes, they may still work to accumulate the needed hours.

Have further questions??

Please contact CNA Online.com by calling the number below or filling out the form on this page: <https://cnaonline.com/facilities/>

502-221-7765