



# HVREMSCO and HVREMAC Policy and Procedures Manual

Policy Name: <b>Provider Credentialing</b>	
Policy Number: CR-P-1	
Approved by: REMAC	Effective Date: 6/5/2017
Revision Date(s): 4/26/2016	Page 1 of 2

**Purpose:** Clarification of the credentialing process for providers and medical control providers.

ALS Providers wanting to practice in the Hudson Valley Region must:

- Have their Primary Agency submit a Letter of Affiliation to the Region.

The following must be provided either prior to or the day of the scheduled MAC Exam:

- Current NYS Provider Card
- Current CPR Card
- Current ACLS Card
- Current PALS/PEPP Card
- Current NYS Driver's License/Government issued Photo ID

**Credentialing Exam:** Exams are generally given Monday through Friday, from 0800 – 1400, at the Regional EMS Office. Exam is by appointment only, and must be scheduled *at least* twenty-four (24) hours in advance.

- The HVREMAC exam will be an open book test; a grade of 90% per module will be considered passing.
- Providers will be given two (2) hours to complete the exam; any questions not answered within the time allotted will be marked as incorrect
- Providers will be supplied with copies of the Protocols and Policies and Procedure manuals: Electronic devices are allowed.
- The HVREMAC reserves the right to designate an alternatively approved electronic testing utility or off-site location. Pre-Registration is required.

**Retesting:** Candidates who fail the credentialing exam may be eligible for a retest, but not on the same day as their initial examination.

- Candidates will be issued an Examination Retest Form that identifies the test scores and protocols that the candidate shows deficiencies in.
- Authorized agents of the candidate's sponsoring ALS Agency must reauthorize, in signature, the ability of the candidate to take the credentialing exam.



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- It is incumbent upon the authorizing ALS Agency to ensure that remediation of the provider has occurred prior to reauthorizing the provider to schedule a retest.
- Candidates having failed two (2) or less module during the initial exam must retest the failed modules. A candidate having failed three (3) or more modules constitutes an exam failure and the candidates must retest the entire credentialing exam. The candidate is not eligible to take a second exam for a minimum of ten (10) business days from the date of the initial exam. The retest cannot be scheduled until the HVREMSCO is in receipt of the examination retest form.
- Candidates who have failed any retest are not eligible for a new examination for thirty (30) Days from the date of their failed retest. Failure of any re-test will deem the Provider ineligible for a new certification examination until the authorizing agency submits detailed documentation of remediation, and a new letter of authorization.