
FAQ Frequently Asked Questions

By Mattie Mendoza

Q: I need to take an advanced-level (EMT-I, EMT-P or LP) National Registry (NR) exam and need some information.

A: For information on advanced-level NR exams, you will need to contact National Registry. The NR website (www.nremt.org) has lots of information; you may want to explore it first. Or, you can contact National Registry by phone at (614)888-4484.

Q: My company submitted my Texas application for certification along with several other employees' applications, and I'm the only one who hasn't seen any change on the website yet. How can this happen?

A: A delay in the process can occur when several applications are submitted with one check to pay for all fees. All applications and fees first go to our fiscal department for the fees to be processed before the applications are reviewed and processed. If the amount to be credited to each application is not listed, it could result in a delay or an error with one or more of the applications. We encourage companies that submit applications for several employees at once to also submit a list with the names, levels, fees for each and either the EMS ID number or Social Security number for each employee. We also encourage all companies to take advantage of the Third Party Pay option. It allows companies to electronically

pay for several employees applications with their assigned Third Party Pay number, which is given once they are enrolled in the program. To find out more about the Third Party Pay Option, go online to <http://www.tdh.state.tx.us/hcqs/ems/emstxonlinefaqs.htm#Thirdpartypay>. And even though your company submitted the application and fee for you, please remember that **your certification is ultimately your responsibility**. You can always check the status of your application from our website at <http://dshsregn.dshs.state.tx.us/ems/certquery.htm>, or call our office at 512-834-6700.

Q: I've checked my EMS certification status on your website and I see two separate records: one where I am currently certified and another that shows I'm deficient for application and fee. How can I have deficiencies if I'm currently certified and haven't applied for renewal yet?

A: If the second record status reads "Eligible for TexasOnline renewal," it was created as a marker by our technology department to enable online renewal. This entry does not affect your current certification status. If you are within one year of expiration or within one year after expiration, you are eligible for renewal through either the TexasOnline website (<http://www.tdh.state.tx.us/hcqs/ems/Txonlinelinks.htm>) or paper

application and fee submission.

Q: How does the electronic TexasOnline renewal process work?

A: Log into electronic TexasOnline application at <http://www.tdh.state.tx.us/hcqs/ems/Txonlinelinks.htm>, using your EMS ID and Social Security number. The system will verify your eligibility and let you know whether you can renew online. If you are eligible to renew, the system will prompt you with questions regarding maintenance of your certificate/license. A change of address also can be completed at this time. Once the application is completed, you will be given an opportunity to review the information you entered. Proceed to the payment page. After providing payment information (you may pay using Visa, MasterCard, Discover, American Express or ACH electronic check), the final step is to view and print the transaction receipt. Keep this transaction receipt, as it is your proof of electronic application submission and of payment. Once processed by state certification staff (approximately four to six weeks), the renewed certification/license will be mailed to the mailing address you entered. You can always check the status of your application/certification by clicking on the Certification Query link on the front page of our website or by going directly to <http://dshsregn.dshs.state.tx.us/ems/certquery.htm>.