



April 22, 2009

Dear Michigan Certified Nurse Aide Training Programs,

Prometric is excited to announce some changes that have taken place...

My email and voice mail will remain effective until the end of April to provide contact information. Questions that you would have directed to me can be addressed as follows:

Issues related to sites/facilities, CSO schedules, test day support, Internet Based Testing (IBT) support contact the Test Administration Team at 866-241-3116 or e-mail NAAdmin@prometric.com. The Test Administration phone line and e-mail is NOT for candidate use and candidates who call this line will be directed to call the customer service phone line. Please do not give this information out to candidates.

For candidate inquiries regarding such items as scheduling, ATT letter, general questions and the registry candidates or the facility on behalf of the candidate must call the Call Center team at 800-752-4724 or 651-647-1723.

For inquiries pertaining to submitted paperwork, applications and renewals please call 800-752-4724 or 651-647-1723.

You will receive a separate letter from the Client services Team at Prometric with information on Contingency Testing and other process changes. Until that time if you have any inquires on these topics please contact Kenneth Miranda at Kenneth.miranda@prometric.com. Any security issues and investigations must also be reported to Prometric by e-mailing Kenneth Miranda or calling 609-895-5221.

Please note that all faxed materials must be faxed to the following number 800-813-6670. All other fax numbers are no longer operational and will cause delays in processing. Please note that the New Jersey address is no longer active and mailings to this address will delay processing. The new address is; Prometric 1260 Energy Lane, St Paul MN 55108. New handbooks and updated information are available on the Prometric website at www.prometric.com/nurseaide.

Should you have any questions during this transition please contact Prometric at 800-752-4724.