

Montana Certified Nurse Aide Frequently Asked Questions

- Question: How long are renewals good for?

Answer: Effective April 2019, Renewals are 2 years.

- Question: What are the requirements for renewing my certificate?

Answer: In order to renew, you must have worked and received a wage as a CNA/HHA in the past 24 months. The registry does not track continuing education hours for certified nurse aide renewal. Home Health Aide renewals require 12 hours of continuing education.

- Question: Do I have to create an ePASS account to complete an online application?

Answer: Yes. You must have an ePASS account to complete an online application/renewal. You can only link your CNA account to one ePASS account. We are unable to reset or relink your ePASS and CNA accounts. If you receive a “duplicate entity” error or are unable to login to ePASS, you must complete a paper application/renewal.

- Question: When renewing online, I don't see an option to renew my certificate.

Answer: When renewing your certificate online, select “Additional Activities” from the Quick Start Menu.

- Question: Can I fax my application to the registry?

Answer: Paper applications should be mailed or emailed to the Nurse Aide Registry.

- Question: How long does it take to process my application?

Answer: Online renewals process immediately. All other online applications/paper applications take 5-7 days to process.

- Question: How do I look up my certificate information?

Answer: To check the status of your application/renewal go to the [Nurse Aide Registry Online Verification](#). When searching by name, select the “search by individual” button.

- Question: How do I change my name on my certificate?

Answer: Email or mail the registry a copy of the legal document showing the name change and your CNA Certificate.

- Question: How do I renew an expired certificate?

Answer: You cannot renew an expired certificate. To be placed back on the registry you must do one of the following: take a class through an approved nurse aide training program, challenge the certified nurse aide exams, apply for interstate endorsement with an active certificate from another state.

- Question: How do I challenge the certified nurse aide exams?

Answer: To challenge the exams, contact Headmaster at 406-442-8656. You have one opportunity to challenge and pass the exams. If you do not pass your challenge, you will need to take a class through an approved nurse aide training program.

- Question: Are there any fees for applications?

Answer: No, the Nurse Aide Registry does not charge any fees.