



Candidate Handbook

Core of Knowledge Exam for Long Term Care Administrators (CORE)

Line of Service Exams (LOS)

- Nursing Home Administrators (NHA)
- Residential Care and Assisted Living Administrators (RC/AL)
- Home and Community Based Services Administrators (HCBS)

State Based Licensing Examinations

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About the National Association of Long Term Care Administrator Boards (NAB)

The mission of NAB is to work in partnership with their member state regulatory boards/agencies to ensure public protection of the residents and clients of America's skilled nursing facilities, assisted living communities, and home and community based services. As such, NAB strives to support member boards/agencies in carrying out their mission through the development and provision of entry-level competency examinations, standards, shared resources, and tools to assist them in their role of licensure of nursing home, assisted living, and home and community based services administrators. NAB examinations are also used as a component in meeting the eligibility criteria for voluntary certification programs.

Testing Agency

PSI Services is a leader in the testing industry, offering certification, licensing, talent assessment and academic solutions worldwide.

PSI Services has more than 70 years of experience providing worldwide testing solutions to corporations, federal and state government agencies, professional associations, certifying bodies and leading academic institutions. PSI offers a comprehensive solutions approach from test development to delivery to results processing, including pre-hire employment selection, managerial assessments, licensing and certification tests, distance learning testing, license management services and professional services.

Relationship Between PSI and NAB

NAB has contracted with PSI Services to assist in the development, administration, scoring and analysis of the examinations. PSI provides the following services on behalf of NAB:

- exam administration at testing locations across the country
- score reporting to state jurisdiction accounts
- assistance with item writing and development of tests/pass points

- candidate customer service
- processing exam applications
- additional consultation as requested.

NAB Relationship Between State Boards/Agencies and Voluntary Certification Bodies

NAB works in collaboration with its member state boards and voluntary certification bodies to design exams to measure the competencies needed to begin a career in health services and supports administration. It is important to remember that state regulatory boards/agencies are the entity that will issue all required long term care licenses once criteria has been successfully met.

In addition to required licenses, some professionals may opt to complete a voluntary certification program in the area of Resident Care/Assisted Living and/or Home and Community Based Services should your state not license these lines of service. For those professionals who attain to hold a certification in one of these areas, NAB has established standards that certification bodies may follow should they choose to use the NAB exam(s) as a component for certification eligibility.

Please refer to NAB's website at www.nabweb.org for additional information on state boards/agencies and certification bodies requiring the examinations. Each state board or agency retains the sole authority to determine passing scores.

State's Requirements for Licensure as a Long Term Care Administrator

Since state boards vary in requirements regarding education, experience, and examinations, candidates should contact the state agency that regulates licensure in the jurisdiction in which they wish to be licensed prior to applying for any NAB exams. Candidates can find information regarding licensure requirements at www.nabweb.org/state-licensure-requirements. This webpage contains detailed information regarding state specific requirements, state contact information, and a link to state specific websites for more information about long term care licensure.

Examinations

The NAB exams are competency-based assessments that are developed to protect the public by ensuring that entry-level administrators have mastered a specific body of knowledge necessary for competent practice within the profession. NAB develops and administers examinations across the continuum of long term care. The NAB team of exam item-writers works diligently to craft questions that cover all domains of practice within long term care administration. Exams are offered in the following areas:

NAB National Core of Knowledge Exam for Long Term Care Administrators (CORE) (110 questions)

The CORE exam is used to demonstrate mastery of the foundation of skills and knowledge for all lines of service across the senior living and health services continuum. The CORE has 110 questions (10 of which are pilot questions and not scored), and the candidate is given two hours to complete the exam.

First-time candidates are encouraged to schedule their CORE and Line of Service (LOS) exams concurrently to obtain discounted pricing when purchased together. **If a candidate registers for the exams separately, refunds (less the non-refundable \$75.00 processing fee per application) will not be given unless both applications are withdrawn.** As some states may mandate concurrent scheduling, please check with your state board regarding concurrent scheduling requirements.

NAB National Nursing Home Administrators Line of Service Examination Program (NHA) (55 questions)

The NHA line of service exam measures the entry-level knowledge which is specific to nursing home administrators. The NHA exam is a required component of licensure in all states and the District of Columbia. The NHA has 55 questions (5 of which are pilot questions and not scored), and the candidate is given one hour to complete the exam.

NAB National Residential Care/Assisted Living Administrators Line of Service Examination Program (RC/AL) (55 questions)

The RC/AL line of service exam measures the entry-level knowledge which is specific to residential care/assisted living administrators. The RC/AL examination is a required component of licensure in several states. The RC/AL has 55 questions (5 of which are pilot questions and not scored), and the candidate is given one hour to complete the exam.

If your state/jurisdiction does not license RC/AL, individuals may take advantage of NAB-approved third party certification programs. For more information regarding these programs, please visit <https://www.nabweb.org/third-party-certification-programs>.

In addition, those qualified professionals may be approved by NAB to take the RC/AL exam through the Health Services Executive (HSE™) qualification program. For more information regarding this qualification, please visit <https://www.nabweb.org/health-services-executive>.

NAB National Home and Community Based Services Line of Service Examination Program (HCBS) (55 questions)

The HCBS line of service exam encompasses independent living, adult day, home health, community based services, palliative and hospice care. Currently, very few states offer licensure in HCBS. The HCBS has 55 questions (5 of which are pilot questions and not scored), and the candidate is given one hour to complete the exam.

If your state/jurisdiction does not license HCBS, individuals may take advantage of NAB-approved third party certification programs. For more information regarding these programs, please visit <https://www.nabweb.org/third-party-certification-programs>.

In addition, those qualified professionals may be approved by NAB to take the HCBS exam through the Health Services Executive (HSE™) qualification

program. For more information regarding this qualification, please visit <https://www.nabweb.org/health-services-executive>.

State Examination Administration Program (number of questions varies by state)

NAB also offers administration of state-based examinations for select jurisdictions. Please note that states prepare their respective exams and provide any study materials or guidance for their exams. Applicants should check with the jurisdiction in which they are seeking licensure to determine if they participate in NAB's state examination administration program. This information also can be found on the state board page of the NAB website at <https://www.nabweb.org/state-licensure-requirements>. If a state exam is offered, candidates may elect either to schedule to take both the national examinations and the state exam concurrently, or in two separate testing sessions. Prior to registering for this or your federal licensing exam(s), please contact the state regarding the order in which to take the exams. The Diagnostic Report is available only for the national licensing exams as the state-based exams do not have a consistent passing scaled score.

Examination Structure

Licensure and certification candidates must pass both sections of a two-part component examination. The first component consists of a 110-item Core of Knowledge Examination for Long Term Care Administrators (CORE) (100 scored items plus 10 unscored pilot items). Individuals who have successfully completed either the NHA exam and/or the RCAL exam prior to July 1, 2017 will not need to take the CORE exam.

The second component is an appropriate line of service exam (LOS exam) of 55 items (50 scored items plus 5 pilot items). NAB offers three LOS exams: NHA, RC/AL and HCBS. Candidates may either take both components (Combo: CORE + LOS) in one three-hour appointment, or take each component individually. Check with your state board about concurrent scheduling requirements.

Candidates who are successful on one component of the exam and not the other will be required to retake only the failed portion. *(Check with your state board on any exceptions to the single component retake policy. California requires candidates to retake both parts in one test sitting.)* Separate scores will be reported to state licensing boards and agencies for each component.

All of the items on the NHA, RC/AL and HCBS examinations are objective, multiple-choice questions, having four answer choices of which only one is the correct response. The Examination Content covers five content areas or domains (see page 13 for specifications):

- Customer Care, Supports, and Services
- Human Resources
- Finance
- Environment
- Management and Leadership

Each content area includes several tasks along with knowledge and skills needed to perform the tasks. It is encouraged for candidates to review the NAB Annotation Study to guide their exam preparation. This can be found on the NAB website at <https://www.nabweb.org/ltcjobanalysis>. In addition, the NAB Examination Specifications, beginning on page 17 of this handbook, include the percentage of questions in each of the five major content areas and detailed tasks and knowledge statements in each major subject area.

Health Services Executive (HSE™) Qualification

In 2017, NAB introduced the Health Services Executive (HSE™) qualification.

The HSE™ is designed to facilitate cross jurisdictional licensure mobility and multiple line of service licensure qualification. The HSE™ qualification will be awarded to health services and supports professionals who demonstrate, through a combination of education, experience and examination,



mastery of the entry level competencies to meet licensure requirements in all three lines of service (NHA, RC/AL and HCBS). Detailed information regarding the application process and qualification requirements of the HSE™ can be found on the NAB website at www.nabweb.org/health-services-executive. States that adopt the NAB HSE™ qualification will recognize NAB HSE™ qualified candidates as meeting their state licensure requirements in state specific required categories (NHA, RC/AL and/or HCBS) of licensure with minimal additional requirements (i.e., criminal background checks and state law exams as required by the state).

Candidates for the Health Services Executive qualification must first register and apply for the HSE™ through **NABVerify** at www.nabweb.org and meet the NAB HSE™ qualifications prior to applying to additional state boards for licensure. HSE™ applicants are required to successfully complete all three LOS exams to achieve the HSE™ qualification. All HSE™ applicants must apply to take their exams through the “NAB-HSE” jurisdiction or your exam application will be denied. Upon qualification, you may apply directly to your state board for licensure, and NAB will transfer your HSE™ file to your state licensure board or agency.

Examination Content and Item Development

The procedures used by NAB to prepare all examinations are consistent with the technical guidelines recommended by the American Educational Research Association, the American Psychological Association, and the National Council on Measurement in Education (AERA, APA, & NCME, 2014). In addition, all NAB exams are designed to adhere to relevant sections of the Uniform Guidelines on Employee Selection adopted by the Equal Employment Opportunity Commission, Civil Service Commission, Department of Labor, and Department of Justice (EEOC, CSC, DOL, & DOJ, 1978). All NAB examinations are constructed to meet the specifications set forth in the job analysis study.

The job analysis study is completed every five years to define the job-related activities, knowledge and skills underlying the work of health services and supports entry level administrators. A panel of subject matter experts chosen by NAB generate the work-related activities and content areas of the job analysis under the guidance of professional testing staff. The components delineated in the study were reviewed by a random sample of health services and supports administrators and executive directors to validate that the domains, tasks, and knowledge statements were applicable to individuals from a variety of work settings and geographic locations.

The NAB exams are competency-based assessments that are developed to protect the public by ensuring that entry-level administrators have mastered a specific body of knowledge necessary for competent practice within the profession. NAB and PSI institute a number of review procedures to ensure that the examinations contain items that are relevant to practice as well as critical to assessing entry level competence.

Testing items are written by select subject matter experts (SMEs) based on the content areas of the validated test specifications. These SMEs serve as a member of one of the NAB examinations committees. To be accepted for inclusion in the item bank, each question must also meet minimum standards concerning its importance and criticality to entry level practice. In addition, the item must assess an aspect of work in the field that is frequently performed at entry level. All new items that fail to meet these standards are rejected from the item pool. Every test item undergoes a statistical analysis and is reviewed by the NAB examination committees.

Form Development

Multiple forms are available for each national examination title. PSI staff initiates the process of developing a new test by reviewing the statistical data accrued for the most current test form. Test items with undesirable statistical characteristics (e.g., items that are too difficult for candidates,

items that do not discriminate between candidates who are knowledgeable about the subject and those who are not) are flagged during this review process. In addition, items that have appeared on several successive forms are targeted for replacement.

PSI staff assembles a draft form of the test by selecting items from the item bank to match the content category and, if possible, the difficulty level of other forms. The NAB examination committees attend workshops and concentrate on the content of the examinations. Adequacy of content coverage, test item redundancy, and the accuracy of the answer key are among the factors considered during this phase of the test development process. Workshop participants have access to the item bank in the event that replacements are needed.

At the conclusion of the workshop, PSI staff incorporates additional replacement items or item revisions into a second draft version of the new test form. Once this new test form is completed by PSI, it is distributed for final approval by the NAB examination committees. After approval, each new test form is subjected to a final round of proofreading by PSI editors and psychometricians and then prepared for computer delivery.

NAB and PSI conduct a rigorous workshop using industry-accepted processes to recommend a criterion-referenced score. However, each state board or agency retains the sole authority to determine passing scores.

Statement of Nondiscrimination

PSI and NAB do not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, marital status or any other protected characteristic.

Eligibility

Because states vary in requirements regarding education, experience and examinations, candi-

dates should contact the state board or agency which regulates the licensure of NHA, RC/AL and HCBS administrators in the state they wish to be licensed **PRIOR** to applying for the exam. Candidates can find a list of state board and agency contacts on NAB's website at www.nabweb.org/state-licensure-requirements. Candidates for the Health Services Executive (HSE™) qualification should check the NAB website for requirements and submit an application to NAB through the **NABVerify** system at <https://www.nabweb.org/apply-for-hse> prior to submitting any exam applications. All HSE™ applicants must apply through the "NAB-HSE" jurisdiction in order to have your exam application approved for testing.

How to Apply for Examinations

NAB utilizes an online application process for all exams. Many state boards require candidates to apply for licensure prior to being approved for testing. Please note that this is different from submitting your exam application.

To apply for the examinations, submit an online application at the NAB Clarus website <https://nab.useclarus.com>. First-time users of NAB Clarus will create a new profile, including their personal information, work history and education. An administrator would be considered a new user for a score transfer as well if they have not used the system previously. Returning users login to their existing account. Select a jurisdiction to apply for any NAB examination(s). A jurisdiction is the state board, state agency or certification body that is authorized to approve specific examination applications. After viewing a video and agreeing to security standards for the examination, follow the screens to complete background information and payment. If you need assistance with the application process, please call PSI Candidate Support at toll free 833-892-5442.

After you complete and submit your application with all required documentation, it is reviewed and verified by the appropriate state board,

agency, certification body, or NAB (for HSE™ applicants only) within 120 days. If the application is complete and approved, you will receive an “Authorization to Test” email notification from PSI along with instructions for scheduling your examination. Candidates are responsible for contacting PSI to schedule the examination. NAB exams are administered daily. **Examinations MUST be scheduled and completed within a 60-day window from the date of receiving the Authorization to Test email.**

Your eligibility is valid for one examination attempt. Should you not pass an examination or module(s) or if you are absent for your test appointment, you will need to re-register and receive a new eligibility. **No refunds will be given for no shows or those who did not test within the 60-day window.**

Fees

Candidates may schedule and take each module separately or in a combined session. First-time candidates are encouraged to take the CORE and a LOS exam in a concurrent session. The only way to change from an individual application to a concurrent application is to withdraw and reapply. All applications that are withdrawn will be refunded minus the non-refundable \$75.00 processing fee. Check with your state board/agency as some states may require a concurrent session. Fees must be submitted through the online application system. Payment may be made by credit card (Visa, MasterCard, Discover or American Express).

NATIONAL EXAM		
Component	Time Limit	Fee*
NHA-And-Core	3 hours	\$425
RCAL-And-Core	3 hours	\$400
HCBS-And-Core	3 hours	\$400
Core-Only	2 hours	\$300
NHA-Only	1 hour	\$175
RCAL-Only	1 hour	\$175
HCBS-Only	1 hour	\$175

*Fees include a non-refundable processing fee of \$75.

STATE EXAMS – 2 hour time limit	Fee*
Florida NHA-FL	\$240
Maryland NHA-MD	\$190
Missouri NHA-MO	\$190
Missouri RCAL-MO	\$190
New Hampshire NHA-NH	\$190
Ohio NHA-OH	\$190
Oklahoma NHA-OK	\$275
Oklahoma Certified Assistant Administrator CAA-OK	\$275
Oklahoma RCAL-OK	\$275
Oklahoma Residential Care Administrator RC-OK	\$275
Oklahoma Adult Day Care Administrator ADC-OK	\$275
Pennsylvania NHA-PA	\$310
South Carolina NHA-SC	\$190
South Carolina RCAL-SC	\$190
Texas NHA-TX	\$190
Wisconsin NHA-WI	\$190

*Fees include a non-refundable processing fee of \$75.

Scheduling an Examination Appointment

The primary objective of the NAB is to create and maintain all national long term care exams. As such, it is the responsibility of state boards/other approval jurisdictions to approve all examination applications. In addition, as the exam approval procedures vary greatly from jurisdiction to jurisdiction, all questions regarding application approval time frames should be directed to the jurisdiction in which you applied. State jurisdiction contact information can be found on the NAB website at <https://www.nabweb.org/state-licensure-requirements>. It is important to note that approval letters sent directly from your approval jurisdiction are not the approval for taking the NAB exam(s). This approval will be emailed to you through the NAB Clarus system.

Once your state licensing board has electronically approved your exam application, you will receive an automated email confirmation from

PSI. When you contact PSI to schedule an appointment, please be prepared to confirm a date and location for testing and to provide your name and candidate identification number (from PSI’s email scheduling notice). All individuals are scheduled on a first-come, first-served basis.

Online Scheduling: For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the online scheduling service at www.psiexams.com. Internet registration is available 24 hours a day. In order to register online, complete the steps below:

1. Once candidate information is received by PSI, candidates will receive an Authorization to Test registration confirmation email from support@psionline.com that contains a link to the PSI website for scheduling.
2. To schedule, it is highly recommended that candidates click on the link contained in the email as it will link directly to the candidate’s account creation page on the PSI website. After setting up an account, candidates will be able to schedule their test.
3. After scheduling your examination appointment online, you will receive an email confirmation from no-reply@psiexams.com. This will contain the test date, time, test center address and directions.

Telephone Scheduling: To schedule an examination by phone, call toll free 833-892-5442. Candidate Support representatives are available as follows:

Time Zone	Monday – Friday	Saturday – Sunday
Eastern Time	8:00am – 8:00pm	9:00am – 5:30pm
Central Time	7:00am – 7:00pm	8:00am – 4:30pm
Mountain Time	6:00am – 6:00pm	7:00am – 3:30pm
Pacific Time	5:00am – 5:00pm	6:00am – 2:30pm

NAB is unable to schedule exams so in order to avoid scheduling delays, please contact PSI directly.

No changes in the examination type will be allowed to be made at the test center. Only scheduled candidates will be admitted to the test center.

Examination Administration

NAB examinations are computer-based exams that are offered at approximately 300 PSI Test Centers located throughout the United States. The examination is administered by appointment Monday through Saturday. Appointment starting times may vary by location. Candidates are scheduled on a first-come, first-served basis.

Examinations are not offered on the following holidays:

- New Year’s Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
(and the following Friday)
- Christmas Eve
- Christmas Day

Test Center Locations

PSI Test Centers have been selected to provide accessibility to the most candidates in all states and major metropolitan areas. A current listing of PSI Test Centers, including addresses and driving directions, may be viewed at PSI’s website, <https://candidate.psiexams.com/testdate/testdate.jsp>. Specific address information will be provided when you schedule an examination appointment.

Arrangements for Candidates with Disabilities

PSI is interested in ensuring that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. PSI will provide reasonable accommodations for candidates with disabilities.

When requesting examination accommodations in conformance with the Americans with Disabilities Act, the candidate should check the box marked,

“Exam accommodation request,” which appears on the online application.

Once examination accommodations are requested within the online application, candidates should complete the form titled, “Candidate Request for Examination Accommodations” located on page 33 of this handbook. It is the candidate’s responsibility to submit this form to PSI as soon as possible, with all accompanying documentation (see below). Your application must be accompanied by documentation that is sufficient to explain the need for the accommodation(s) of your disability. You may include a letter from an appropriate professional (e.g., physician, psychologist, occupational therapist, educational specialist) or evidence of prior diagnosis or accommodation (e.g., special education services).

Previous school records may also be submitted to document your disability. Any professional providing documentation should have knowledge of your disability, having diagnosed and/or evaluated you, or have previously provided the accommodation.

The letter which you obtain from a professional must be on official stationery and include the following information:

- Identification of the specific disability/diagnosis
- A brief description of the disability
- The approximate date when the disability was first diagnosed/identified
- A brief history of the disability
- Identification of the test/protocols used to confirm the diagnosis
- A description of past accommodations made for the disability
- An explanation of the need for the testing accommodation(s)
- Signature and title of the professional

You may be contacted by PSI and/or your state licensing board/agency for clarification of any information provided.

Examination Appointment Changes

You may cancel and reschedule an examination appointment without forfeiting your examination fee, as long as your cancellation notice is received at least 48 hours before the scheduled examination by 4:00 pm PT. Should a candidate need to cancel or reschedule an exam appointment, rescheduling must occur within the approved 60-day window. Should additional time be needed that extends beyond this 60-day window, please follow the instructions to withdraw an application. You may reschedule your examination online at www.psiexams.com or by calling PSI toll free at 833-892-5442.

NOTE: A voicemail message will not be an accepted cancellation. Please contact PSI by phone to speak with a Candidate Support representative or reschedule your date online.

Withdrawals

Candidates should utilize the exam withdrawal option should they need additional time beyond the approved 60-day window to schedule and complete the exams. No extensions can be made on this eligibility period. Applications can be withdrawn through the online system or by emailing a withdrawal request to PSI at NABCandidateSupport@psionline.com.

Verbal withdrawals by telephone will not be accepted. Once an application withdrawal is submitted, it is crucial that a candidate **Cancels any existing exam appointments**. If appointments are not cancelled, this will be considered a no-show and all application fees paid will be forfeited. Candidates who withdraw must reapply and pay all required fees in order to have another 60-day eligibility period in which to take the examination.

Once the application withdrawal is received and all appointments have been cancelled, candidates will receive a refund approximately 30 days after receipt of your notification to withdraw the examination application.

Please note that each application does have a \$75.00 non-refundable processing fee that will be subtracted from any refunds. The processing fee is charged for each application that is withdrawn (e.g. Combo exams are charged a \$75.00 processing fee whereas an NHA exam and a separate state exam application will be charged \$150.00.)

Missed Appointments/Forfeitures

A candidate will forfeit all examination applications and fees paid under the following circumstances:

- The candidate wishes to reschedule an examination, but fails to contact PSI at least 48 hours prior to the scheduled testing session.
- The candidate wishes to reschedule a second time.
- The candidate appears more than 15 minutes late for an examination.
- The candidate fails to report for an examination appointment.
- The candidate does not present proper identification when arriving for the examination.

Candidates who fail to arrive at the test center on the date and time they are scheduled for examination will not be refunded any portion of their examination fees and must reregister. Examination fees may not be transferred to another appointment.

Inclement Weather/Power Failure/Other Emergency

In the event of inclement weather or unforeseen emergencies on the day of an examination, please notify PSI as soon as possible. PSI will evaluate whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination.

Candidates may visit PSI's website at www.psiexams.com or call toll free 833-892-5442 prior to the examination to determine if PSI has been notified of any test center closures. Every attempt is made to administer the examination as scheduled. However, should an examination be cancelled at

a test center, all scheduled candidates will receive notification regarding rescheduling or reapplication procedures.

For computer-based examinations, if power to a test center is temporarily interrupted during an examination, the program will be restarted. The responses provided up to the point of interruption will be intact.

On the Day of Your Examination

On the day of your examination, it is recommended to report to the test center a minimum of 30 minutes prior to your appointment. Once you enter the building, look for the signs indicating PSI Test Center Check-In. Allow time for sign-in, identification verification and familiarizing yourself with the examination process. **A candidate who arrives more than 15 minutes after their scheduled examination time will not be admitted.**

Identification

To gain admission to the test center, you must present two forms of identification. The primary form must be a current government-issued ID that includes your name, signature and photograph. No form of temporary identification will be accepted. You will also be required to sign a roster for verification of identity.

Your name on your identification **must** match the name on your online account with PSI.

Examples of valid primary forms of identification are:

- driver's license with photograph;
- state identification card with photograph;
- passport;
- military identification card with photograph;
- alien registration card.

The secondary form of identification must display your name and signature for signature verification, for example:

- credit card with signature;
- social security card with signature;
- employment/student ID card with signature.

If your name on your registration is different than it appears on your identification, contact NABCandidateSupport@psionline.com with proof of your name change (e.g., marriage license, divorce decree or court order) at least three business days prior to your examination appointment to update your account. Otherwise, you will forfeit your examination fee and must re-apply/re-pay for a new attempt.

Candidates must have proper identification to gain admission to the test center.

Failure to provide appropriate identification at the time of the examination is considered a missed appointment, and exam fees will not be refunded. A candidate who will be unable to produce valid identification at the test center should cancel the appointment and withdraw their application until such time that valid identification can be obtained.

Security

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The test center is continuously monitored by audio and video surveillance equipment for security purposes. The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, pagers or cellular/smart phones are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices inside of the testing room is strictly prohibited and will result in dismissal from the examination.
- The on-screen calculator is enabled for NAB exams, but handheld calculators are not allowed.
- No guests, visitors or family members are allowed in the testing room or reception areas.

Violations of security provisions in effect for the NAB licensing examinations will be reported to the applicable agency governing the licensing process for further investigation and possible legal and/or disciplinary action.

Personal Belongings

No personal items, valuables or weapons should be brought to the test center. Only wallets and keys are permitted. Large coats and jackets must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. The test center administrator will lock the soft locker prior to you entering the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room unless they are securely locked in the soft locker:

- watches
- wallets
- hats
- keys

Once you have placed your personal belongings into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If you bring personal items that will not fit in the soft locker, you will not be able to test. The site is unable to store or be responsible for personal belongings.

If any personal items are observed or heard (such as cellular/smart phones, alarms) in the testing room after the examination is started, you will be dismissed and your exam scores will not be reported and all fees forfeited.

Examination Restrictions

- Pencils will be provided during check-in.
- You will be provided with one piece of scratch paper to use during the examination, unless noted on the sign-in roster for a particular candidate. Additional scratch paper is available upon request. You must return the scratch paper to the test center administrator at the completion of testing or you will not receive your score report.
- No documents or notes of any kind may be removed from the test center.

- No questions concerning the content of the examination may be asked to the test center administrator.
- Eating, drinking and smoking are not permitted in the test center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

Misconduct

If you engage in any of the following conduct during the examination, you may be dismissed, scores will not be reported and examination fees will not be refunded. Examples of misconduct are when an examinee:

- Creates a disturbance, is abusive or is otherwise uncooperative;
- Displays and/or uses electronic communications devices such as pagers, cellular/smart phones;
- Talks or participates in conversation with other examination candidates;
- Gives or receives help or is suspected of doing so;
- Leaves the test center during the examination administration (unauthorized);
- Attempts to record examination questions or makes notes;
- Attempts to take the examination for someone else;
- Is observed with personal belongings, or
- Is observed with unauthorized notes, books or other aids.

Computer Login

After your identification has been confirmed, you will be directed to a testing carrel. You will be prompted on-screen to enter your candidate identification number.

Practice Tutorial

Prior to attempting the examination, you will be given the opportunity to take a practice tutorial on the computer. The time you use for this practice tutorial is NOT counted as part of your examination time or score.

When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination. Please note that this practice tutorial is to help you become familiar with the computerized examination format; it is possible that the problems will not be related to the content of the timed examination.

Timed Examination

Following the practice tutorial, you will begin the timed examination. Before beginning the exam, please carefully read the on-screen examination instructions. Taking the PSI examination by computer does not require specialized computer experience or typing skills.

The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time allowed. A digital clock located in the lower right portion of the screen indicates the time remaining for you to complete the examination.

Only one examination question is presented at a time. Choices of answers to the examination question are identified as A, B, C or D. Candidates may type a letter on the keyboard or use the mouse to click on the chosen response. You may change your answer as many times as you wish during the examination time limit.

Candidates can move forward and back through the examination, question by question. An examination question may be left unanswered and can be returned to later within the session. Questions may also be marked for later review. If not all questions have been answered, use the time remaining to answer those questions. Be sure to provide an answer for each examination question before ending the examination. There is no penalty for guessing.

Note: If you are taking two components of the exam together (Combo: CORE + NHA, RC/AL or HCBS), after you complete the CORE component and start the second component, you will not be able to review the CORE questions.

**NAB Examination Specifications for
CORE, Lines of Service: NHA, RC/AL, HCBS**

	CORE	Line of Service (NHA,RC/AL, HCBS)
Domain 1: Customer Care, Supports, and Services	30%	42%
Domain 2: Human Resources	15%	12%
Domain 3: Finance	15%	12%
Domain 4: Environment	10%	20%
Domain 5: Management and Leadership	30%	14%
TOTAL	100%	100%
<i>Number of scored items</i>	<i>100</i>	<i>50</i>
<i>Unscored pilot items</i>	<i>10</i>	<i>5</i>

Note: Some tasks and knowledge statements may apply only to some Lines of Service

For more information, visit the NAB Annotation Study page on our website at <https://www.nabweb.org/ltcjobanalysis>.

Preparing for the Examination

Since examination areas are designed to assess mastery of the knowledge and tasks necessary for entry-level practice as a long term care administrator, candidates must be proficient in each area of the NAB Examination Specifications (pages 17-27). A bibliography of recommended reference materials for each examination begins on page 28 of this handbook. For test security reasons, NAB does not distribute past examination forms.

Types of Examination Questions

All of the questions on the entry level competency examination are objective, multiple-choice items, having four alternative responses with one correct answer. Three types of multiple choice questions are used:

1. **Knowledge** — This type of question involves remembering and understanding previously learned material. It may also require the candidate to demonstrate the interrelationship among given facts.

2. **Interpretation** — These questions require that the candidate understand and make use of information presented, as opposed to recalling a fact or definition.
3. **Problem solving and evaluation** — This type of question requires that the candidate organize facts, interpret data, assess the situation and choose the best alternative or course of action.

Responding to Test Questions

The score is based on the number of questions answered correctly, and there is no penalty for guessing. Since it is to the candidate's advantage to respond to each question, they should answer questions they are sure of first. If time permits, they can go back to the more difficult questions, eliminate the responses that appear incorrect, then choose from the remaining responses.

In addition to the scored questions, the examination also includes additional pilot questions. You will be asked to answer these questions, but these will not be included in the scored examination

result. Pilot questions will be disbursed within the examination and are not identified as items which will not be included in your score. It is necessary to ensure that candidates answer pilot questions in the same manner as they do scored questions. This allows the question to be validated as accurate and appropriate before it is included on a future exam.

Candidate Comments

During the examination, you may make comments for any question by clicking on the Comment button to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.

Following the Examination: Score Reports

After finishing the examination, candidates are asked to complete a short evaluation of their examination experience. Then, candidates are instructed to report to the test center administrator to receive their preliminary score report. For candidates taking a Combo: CORE plus a specific Line of Service, the preliminary score report will indicate "pass" or "fail" for each module.

PSI reports scores and data only to the licensure board or their administrative authority in the state where the candidate applied for licensure. HSE™ candidate scores are reported to NAB; certification candidates' scores are reported to their respective certification body. PSI reports scores within 15 business days from the time the score information is received. Candidates seeking score report information must make their requests directly to the appropriate jurisdiction authority. NAB and PSI are not authorized to release numeric scores to candidates.

Scaled Scores

To ensure fairness of the examination scoring process, a statistical method called equating is used to account for differences in test difficulty and to calculate a scaled score. With equating, scores

are reported on a scale common to all forms of the examination (scaled score). The raw score (the number of questions answered correctly) is converted to a scaled score using a scale ranging from 50 to 150.

On this converted scale, NAB proposes a scaled score of 113 as a passing score for the state boards and agencies for all CORE and LOS examinations.

For more information on reading your candidate score report, please visit https://www.nabweb.org/filebin/pdf/Interpretation_of_NAB_Exam_Scores_MASTER.pdf.

If You Do Not Pass the Examination

Candidates who fail one or both modules of the examination will be required to reapply to the jurisdiction, NAB or certification body of original application for eligibility for a retake. If approved, they will receive a new 60-day window to schedule and sit for the exam(s).

Candidates may not take the **Core of Knowledge** exam more than four times (or less if the jurisdiction's policy is less than four times) in a 12-month period from the date of the initial test.

Candidates may not take the **NHA LOS** exam more than four times (or less if the jurisdiction's policy is less than four times) in a 12-month period from the date of the initial test.

Candidates may not take the **RC/AL LOS** exam more than three times (or less if the jurisdiction's policy is less than three times) in a 12-month period from the date of the initial test.

Candidates may not take the **HCBS LOS** exam more than three times (or less if the jurisdiction's policy is less than three times) in a 12-month period from the date of the initial test.

Scores Canceled by NAB or PSI

NAB is responsible for the integrity of the scores it reports. On occasion, occurrences such as a computer malfunction or misconduct by a candidate may cause a score to be suspect. NAB is committed to rectifying such discrepancies as expeditiously as possible. NAB may void examination results if, upon investigation, violation of its regulations is discovered.

Confidentiality

Information about candidates for testing and their examination results are considered confidential. Studies and reports concerning candidates will contain no identifiable information, unless authorized by the candidate.

Copyrighted Examination Questions

All examination questions are the copyrighted property of NAB. **It is forbidden under federal copyright law to copy, reproduce, record, distribute, or display these examination questions by any means, in whole or in part. Doing so may be subjected to severe civil and criminal penalties.**

Diagnostic Score Summary

Candidates can view and print a diagnostic summary that provides the number correct and percentage scores for each of the five content areas (domains) for the CORE and LOS exams. This information may be useful to candidates for further study and preparation. Content scores are not included in score transfers to licensing boards and agencies. The diagnostic score summary is available by logging into your NAB Clarus account at <https://nab.useclarus.com> and choose the "Exam Results" menu option. Diagnostic reports are not available for State based examinations.

Score Transfer Request

Candidates' scores can be reported to a jurisdiction other than the one for whom they took the test. This service is available to aid candidates

who wish to apply for licensure in multiple states. While scores are routinely reported to the initial licensure jurisdiction, there is a \$70.00 charge for reporting to additional state boards.

Scores from 2012 to the present can be viewed by selecting "Exam Results" when a candidate is logged into their NAB Clarus account at <https://nab.useclarus.com>. Scores displayed in a candidate's account can be transferred through the website by selecting the "Transfer Results" button and completing the Transfer Request. Candidates wishing to transfer a score not shown on the website must complete the Score Transfer Request Application on page 35 and submit it by mail or fax.

NAB guarantees candidate's exam scores for 30 years. Prior to 1988, NAB did not administer the national licensing exam for long term care administrators and therefore cannot guarantee a complete record of your score.

If a Score Transfer Request Application is submitted for an incomplete record, the candidate will be notified that PSI is unable to process their transfer request, and will not be charged.

NAB Recommended References

NAB provides a recommended reference list for all national exams on their website at <https://www.nabweb.org/exam-references-1>. The references on these lists are the materials used to develop the respective NAB exams. NAB recommends that candidates are familiar with the material present in all of these resources.

A digital NAB Study Guide is also available for purchase at <https://www.nabweb.org/studyguide>. While the NAB Study Guide will direct your studies, it should not be the sole preparatory resource used.

Finally, NAB offers multiple practice examinations for each of the modular exams. Taking a practice exam will provide a micro experience of the actual exam structure, style and format of questions,

and a time format that mirror the actual exam. At the end of the practice exam you will be given your scores, broken out by domain of practice, to help indicate the areas where you may need more preparation before the actual exam. **Answers to the questions are not provided as the goal of these practice examinations is to simulate the actual examination process.** For more information, please visit the NAB website at <https://www.nabweb.org/practice-exams>.

The recommended references are reviewed yearly by the NAB examination committees for applicability, currency, and continued relevance to the profession. As such, this list may change and should be checked frequently.

Continuing Education

Once administrators are licensed, most states have an annual or biannual continuing education requirement for all licensed (or certified) health services and supports administrators. NCERS (National Continuing Education Review Service) is a nationwide database of continuing education (CE) programs for administrators seeking credits to maintain their licensure/certification. All courses listed in NCERS have been reviewed and approved by experienced CE reviewers and are approved by many state boards to use towards renewal of licensure/certification. To locate CE courses that are NAB approved, visit <https://nab.learningbuilder.com/public/activitysearch>.

Additionally, NAB has recently launched a CE Registry system housed within **NABVerify**. This complimentary service can be accessed by all licensed administrators as a mechanism for tracking all CE courses that are both NAB and state approved. For more information regarding the CE Registry or to sign up for a NAB ID number, please visit <https://www.nabweb.org/ceregistry>.

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
1. Customer Care, Supports, and Services	30%	42%
Tasks:		
<ul style="list-style-type: none"> A. Establish care recipient service policies and procedures that comply with applicable federal and state laws, rules, and regulations. B. Ensure plans of care are evidence-based, established, implemented, updated, and monitored based on care recipient preferences and assessed needs. C. Ensure the planning, development, implementation/execution, monitoring, and evaluation of admission/move in process, including preadmission/premove information, to promote a quality experience for care recipients. D. Ensure the planning, development, implementation/execution, monitoring, and evaluation of discharge/move out process to promote a quality experience for care recipients. E. Ensure the planning, development, implementation/execution, monitoring, and evaluation of programs to meet care recipients' psychosocial needs and preferences. F. Ensure the planning, development, implementation/execution, monitoring, and evaluation of care recipients' activities/recreation to meet social needs and preferences. G. Ensure the planning, development, implementation/execution, monitoring, and evaluation of a health information management program to meet documentation requirements in compliance with federal and state regulations. H. Ensure the planning, development, implementation/execution, monitoring, and evaluation of medication management that supports the needs of the care recipient. <ul style="list-style-type: none"> I. Ensure the planning, development, implementation/execution, monitoring, and evaluation of a rehabilitation program to maximize optimal level of functioning and independence for care recipients. J. Ensure the planning, development, implementation/execution, monitoring, and evaluation of systems for coordination and oversight of contracted services. K. Ensure the planning, development, implementation/execution, monitoring, and evaluation of policies and procedures for responses to care recipient-specific incidents, accidents, and/or emergencies. 		

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
<p>L. Ensure the planning, development, implementation/execution, monitoring, and evaluation of housekeeping and laundry services for care recipients.</p> <p>M. Ensure the planning, development, implementation/execution, monitoring, and evaluation of education intended for care recipients and their support networks.</p> <p>N. Ensure the planning, development, implementation/execution, monitoring, and evaluation of nutritional needs and preferences of care recipients.</p> <p>O. Ensure the planning, development, implementation/execution, monitoring, and evaluation of dining experience that meets the needs and preferences of care recipients.</p> <p>P. Ensure care recipients' rights and individuality within all aspects of care.</p> <p>Q. Integrate support network's perspectives to maximize care recipients' quality of life and care.</p> <p>R. Ensure transportation options are available for care recipients.</p> <p>S. Ensure the provision of a customer service culture that leads to a quality experience for care recipients.</p>		
Knowledge of:		
<ol style="list-style-type: none"> 1. Applicable federal and state laws, rules, and regulations 2. Government programs and entities 3. Ethical decision-making 4. Interpersonal relationships, dispute resolution, and group dynamics 5. Psychosocial aspects of aging 6. Physiological aspects of aging 7. Basic principles and concepts of nursing 8. Basic medical terminology 9. Basic pharmaceutical terminology 10. Basic principles and regulations for medication management/administration 11. Basic principles and concepts of restorative/wellness programs 12. Basic principles of rehabilitation 13. Basic principles of acute and chronic diseases 14. Basic principles of infection control 15. Basic principles of pain management 16. Basic principles of fall prevention 17. Basic principles of elopement prevention 18. Basic principles of creating a safe environment for care recipients 19. Basic understanding of mental health issues 20. Basic understanding of cognitive impairments 		

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
21. Basic principles of behavior management		
22. Basic principles of restraint usage and reduction		
23. Basic elements of a social services program		
24. Basic elements of a therapeutic recreation/activity program		
25. Basic principles of nutrition including specialized diets		
26. Basic principles of dietary sanitation, food storage, handling, preparation, and presentation		
27. Basic principles of hospice and palliative care		
28. Grieving process		
29. Death and dying		
30. Person-centered care concepts		
31. Diversity of care recipients		
32. Care recipients' support network interests, needs, and values		
33. Care recipient Bill of Rights		
34. Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements and process		
35. Care recipient assessment instruments (OASIS) and interdisciplinary care plan requirements and process		
36. Care recipient assessments and care plans other than RAI and OASIS		
37. Admission/move-in, transfer, and discharge/move-out requirements		
38. Bed-hold requirements (NHA only)		
39. Roles, responsibilities, regulation and oversight of contracted providers and services		
40. Services and resources available across the continuum of care (such as community, social, financial, spiritual)		
41. Care recipient specific legal matters (such as power of attorney, guardianship, conservatorship, code status, Advance Directives)		
42. Activities of Daily Living (ADLs) and Independent Activities of Daily Living (IADLs)		
43. Role of Medical Director		
44. Role of healthcare partners and clinical providers		
45. Medical services, specialties and equipment (such as oxygen, durable medical equipment, podiatry)		
46. Emergency medical services and techniques (such as CPR, first aid, Heimlich maneuver, AED)		
47. Center for Medicare and Medicaid Services (CMS) quality indicators and measures		
48. Quality assurance and performance improvement processes as related to care and services		
49. Techniques for auditing care recipient services and outcomes		
50. Signs and symptoms of abuse, neglect, and exploitation		

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
51. Mandatory reporting requirements for incidents and adverse events		
52. Medical record content, format, and documentation requirements		
53. Confidentiality, disclosure, and safeguarding medical record information requirements		
54. Transportation options for care recipients		
55. Environmental services (such as housekeeping and laundry)		
56. Hospitality services		
57. Basic technological advances in healthcare		
2. Human Resources	15%	12%
Tasks:		
A. Ensure that human resource management policies and programs comply with federal and state rules and regulations.		
B. Establish the planning, development, implementation, monitoring, and evaluation of recruitment, selection, and retention practices.		
C. Establish the planning, development, implementation, monitoring, and evaluation of employee training and development programs.		
D. Establish the planning, development, implementation, monitoring, and evaluation of employee evaluation programs.		
E. Establish the planning, development, implementation, monitoring, and evaluation of compensation and benefit programs.		
F. Establish the planning, development, implementation, monitoring, and evaluation of employee health and safety programs.		
G. Establish the planning, development, implementation, monitoring, and evaluation of employee satisfaction and organizational culture.		
H. Establish the planning, development, implementation, monitoring, and evaluation of employee disciplinary policies and procedures.		
I. Establish the planning, development, implementation, monitoring, and evaluation of employee grievance policies and procedures.		
J. Establish the planning, development, implementation, monitoring, and evaluation of leadership development programs.		
K. Promote a safe work environment (such as safety training and employee risk management).		
L. Promote a positive work environment (using techniques such as conflict resolution, diversity training, staff recognition programs).		

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
M. Facilitate effective written, oral, and electronic communication among management and employees.		
N. Ensure employee records and documentation systems are developed and maintained.		
O. Establish a culture that encourages employees to embrace care recipients' rights.		
Knowledge of:		
1. Applicable federal and state laws, rules, and regulations		
2. Licensure requirements and scopes of practice		
3. Service provider staffing requirements		
4. Employee position qualifications, job analysis, job descriptions		
5. Employee recruitment, selection, interviewing, reference and background checks		
6. Employee orientation, training and continuing education requirements, and resources		
7. Compensation and benefit programs (such as employee assistance programs, insurance, salary, retirement)		
8. Human resource policies and procedures (such as employee grievance, workplace rules, discipline, absenteeism, turnover, classification, exemption status)		
9. Diversity training		
10. Performance evaluation procedures		
11. Safety and injury prevention training		
12. OSHA rules and regulations		
13. Workers compensation rules, regulations, and procedures		
14. Drug-free workplace programs		
15. Methods for assessing, monitoring, and enhancing employee satisfaction		
16. Employee recognition, appreciation, and retention programs		
17. Leadership development		
18. Types and methods of communication		
19. Conflict resolution and team dynamics		
20. Information technology safeguards related to such issues as data security, social media, e-mail, voicemail, computer software, cell phones, photography, video, texting		
21. Union/management and labor relations		
22. Employee record-keeping requirements and procedures		
23. Mandatory reporting requirements		

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
3. Finance	15%	12%
Tasks:		
<ul style="list-style-type: none"> A. Ensure that financial management policies, procedures, and practices comply with applicable federal and state rules and regulations. B. Develop, implement, and evaluate the service provider's budget. C. Oversee the billing and collections process and monitor the accuracy of charges and timely collection of accounts. D. Negotiate, interpret, and implement contractual agreements to optimize financial viability. E. Develop, implement, monitor, and evaluate financial policies and procedures that comply with Generally Accepted Accounting Principles (GAAP). F. Monitor and evaluate the integrity of financial reporting systems and audit programs. G. Establish safeguards for the protection of the service provider's assets (such as insurance coverage, risk management). H. Develop, implement, monitor, and evaluate systems to improve financial performance. I. Manage and adjust expenses with fluctuations in census/occupancy/care recipient levels (such as staffing ratios). J. Monitor and address changes in the industry that may affect financial viability. 		
Knowledge of:		
<ul style="list-style-type: none"> 1. Applicable federal and state laws, rules, and regulations 2. Operational and capital budgeting and forecasting methods 3. Financial statements and reporting requirements for not for profit and for profit service providers 4. Service-related sources of revenue/reimbursement 5. Reimbursement methods across the continuum of care 6. Alternative sources of revenue 7. Integration of clinical and financial systems 8. Billing, accounts receivable, and collections 9. Accounts payable procedures and management 10. Revenue cycle management 11. Internal controls 12. Contracts and agreements 		

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
13. Financial analysis (such as ratios, profitability, debt covenants, revenue mix, depreciation, forecasting)		
14. Financial statements (such as income statement, balance sheet, statement of cash flows)		
15. Financial measures (such as operating margin, days cash on hand, staffing, expense analysis)		
16. Risk management		
17. Insurance coverage (such as property, liability)		
18. Inventory control and management		
19. Payroll procedures and documentation		
20. Purchasing process and supply chain management (such as request for proposals, pricing, ordering, receiving, group purchasing organization [GPO])		
21. Resident trust accounts for personal funds		
4. Environment	10%	20%
Tasks:		
A. Ensure that physical environment policies and practices comply with applicable federal, state, and local laws, rules, and regulations.		
B. Ensure the planning, development, implementation, monitoring, and evaluation of a safe and secure environment.		
C. Ensure the planning, development, implementation, monitoring, and evaluation of infection control and sanitation.		
D. Ensure the planning, development, implementation, monitoring, and evaluation of emergency and disaster preparedness program, including linkage to outside emergency agencies.		
E. Ensure the planning, development, implementation, monitoring, and evaluation of environmental services, housekeeping and laundry.		
F. Ensure the planning, development, implementation, monitoring, and evaluation of maintenance services for property, plant and all equipment, including preventative maintenance.		
G. Ensure the planning, development, implementation, monitoring, and evaluation of appropriate HIPAA compliant technology infrastructure.		
H. Establish, maintain, and monitor a physical environment that provides clean, safe, and secure home-like surroundings for care recipients, staff, and visitors.		

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
<ul style="list-style-type: none"> I. Identify opportunities to enhance the physical environment to meet changing market demands. J. Establish, maintain, and monitor an environment that promotes choice, comfort, and dignity for care recipients. K. Assess care recipients' environment for safety, security, and accessibility and make recommendation for referral or modification. 		
Knowledge of:		
<ul style="list-style-type: none"> 1. Federal, state and local standards, codes and regulations for building, equipment, maintenance, and grounds 2. Environmental principles that promote care recipient rights 3. HIPAA compliance 4. Community resources, programs and agencies available to meet the care recipients' home needs 5. Design principles that create a safe, secure, and home-like atmosphere based on the needs of the individuals served 6. Safety and security procedures 7. Physical plant security principles 8. Preventative and routine maintenance programs for buildings, grounds, and equipment 9. Contracted services for mechanical, electrical, plumbing, laundry systems, IT 10. Compliance matters related to provision of contracted services 11. Infection control and sanitation regulations/standards of practice 12. Pest control programs 13. Handling and disposal of potentially hazardous materials 14. Disaster and emergency planning, preparedness, and recovery 15. Community resources available in the event of emergency or disaster 16. The use, storage, and inspection of required emergency equipment 17. Policies and procedures for housekeeping, maintenance, and laundry services 18. Technology infrastructure 		

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
5. Management and Leadership	30%	14%
Tasks:		
<ul style="list-style-type: none"> A. Ensure compliance with applicable federal and state laws, rules, and regulations. B. Promote ethical practice throughout the organization. C. Develop, implement, monitor, and evaluate policies and procedures that comply with directives of governing body. D. Develop, communicate, and champion the service provider's mission, vision, and values to stakeholders. E. Develop, implement, and evaluate the strategic plan with governing body's endorsement. F. Promote and monitor satisfaction of the care recipients and their support networks. G. Identify, foster, and maintain positive relationships with key stakeholders. H. Educate stakeholders on services provided, regulatory requirements, and standards of care. I. Solicit information from appropriate stakeholders for use in decision making. J. Manage the service provider's role throughout any survey/inspection process. K. Develop and implement an intervention(s) or risk management program(s) to minimize or eliminate exposure. L. Identify and respond to areas of potential legal liability. M. Implement, monitor, and evaluate information management and technology systems to support service providers' operations. N. Develop, implement, and monitor comprehensive sales, marketing, and public relations strategies. O. Ensure that written agreements between the care recipient and the service providers protect the rights and responsibilities of both parties. P. Develop, implement, and evaluate the organization's quality assurance and performance improvement programs. Q. Lead organizational change initiatives. R. Facilitate effective internal and external communication strategies. S. Promote professional development of all team members. 		

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
Knowledge of:		
<ol style="list-style-type: none"> 1. Applicable federal and state laws, rules, regulations, agencies, and programs 2. Code of ethics and standards of practice 3. Components and purpose of mission, vision, and value statements 4. Stakeholder roles, responsibilities, and limitations 5. Roles and responsibilities of owners and governing bodies 6. Services available in the healthcare continuum 7. Provider's role in the healthcare continuum 8. Methods for assessing, monitoring and enhancing care recipient satisfaction 9. Provider's certifications and licensing requirements 10. Regulatory survey and inspection processes, including the plan of correction process 11. Grievance procedures 12. Procedures for Informal Dispute Resolution (IDR) 13. Compliance programs 14. Reportable outcome measurements 15. Risk management principles and processes 16. Provider's legal and criminal scope of liability 17. Internal investigation protocols and techniques 18. Strategic business planning 19. Management information systems 20. Technology to support operations 21. Sales and marketing techniques 22. Public relations including media relations 23. Volunteer programs 24. Elements of contracts and agreements 25. Care recipient's rights and responsibilities 26. Role of care recipient advocates and advocacy groups 27. Mandatory reporting requirements 28. Quality assurance and performance improvement techniques and models 29. Organizational change management 30. Organizational structures 31. Leadership and management principles and philosophies (such as planning, organizing, directing, delegating, motivating, evaluating) 32. Personality and leadership styles 33. Diversity awareness (such as culture, ethnicity, race, sexual orientation, gender, religion, language) 		

Effective 07/2017

NAB Examination Specifications for CORE and Lines of Service (NHA, RC/AL, HCBS)		
	CORE %	Line of Service %
34. Workforce planning and education		
35. HR management theory and principles		
36. Governmental relations and advocacy		
37. Functions of all departments and services		
Total	100%	100%
Number of scored items	100	50

Note: Some tasks and knowledge statements may apply only to some Lines of Service.

NAB National Core of Knowledge Exam for Long Term Care Administrators (CORE)

Recommended References (February 2019)

Baker, Judith J., Baker R.W. and Dworkin, Neil R. (2018). *Health Care Finance, Basic Tools for Nonfinancial Managers, Fifth Edition*. Burlington, MA: Jones and Bartlett Learning.

Fallon Jr, L. Fleming and McConnell, Charles R. (2014). *Human Resource Management in Health Care, Principles and Practice, Second Edition*. Burlington, MA: Jones and Bartlett Learning.

McSweeney-Feld, Mary Helen; Molinari, Carol; and Oetjen, Reid (Editors) (2017). *Dimensions of Long-Term Care Management: An Introduction, Second Edition*. Chicago, IL: Health Administration Press.

Pozgar, George D. (2019). *Legal Aspects of Health Care Administration, 13th Edition*. Burlington, MA: Jones and Bartlett Learning.

Pratt, John R. (2016). *Long-Term Care: Managing Across the Continuum, Fourth Edition*. Burlington, MA: Jones and Bartlett Learning.

Singh, Douglas, A. (2016). *Effective Management of Long-Term Care Facilities, Third Edition*. Burlington, MA: Jones and Bartlett Learning.

Townsend, Joseph E. (2017). *The Principles of Health Care Administration*. Shreveport, LA: BNB Systems.

Recommended Websites

U.S. Occupational Safety and Health Administration: <https://www.osha.gov>

U.S. Department of Labor: <http://www.dol.gov>

National Fire Protection Association: www.nfpa.org
LSC NFPA 101 (SNF 2015 Edition).

CMS.gov SOM Appendix I Life Safety Code <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/som107Appendicestoc.pdf>

NAB National Nursing Home Administrators (NHA) Examination

Recommended References (February 2019)

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LSC NFPA 101 (SNF 2015 Edition).

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CMS.gov - SOM Appendix I Life Safety Code
<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/som107Appendice-stoc.pdf>

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Home Community Based Services Regulatory Websites

Medicaid.gov – Home and Community Based Services Website
<https://www.medicare.gov/medicaid/hcbs/index.html>

Medicare.gov – Hospice and Respite Care
<https://www.medicare.gov/coverage/hospice-and-respite-care.html>

Medicare.gov – Home Health Care
<https://www.medicare.gov/coverage/home-health-services.html>

CMS.gov – Home Health Agency (HHA) Center
<https://www.cms.gov/Center/Provider-Type/Home-Health-Agency-HHA-Center.html>

Medicare State Operations Manual
https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_b_hha.pdf

CMS.gov – Hospice Center
<https://www.cms.gov/Center/Provider-Type/Hospice-Center.html>

State Operations Manual – Hospice Conditions of Participation and Interpretive Guidelines – Final Rule
https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/som107ap_m_hospice.pdf

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