

F.A.Q.

Frequently Asked Questions DOH/Prometric Exam

What happens if I don't apply to the Department of Health (DOH)/What happens if I don't send in my application to DOH?



1) You must submit applications to Department of Health (DOH) within 14 days of the date approved. This is important because the Department of Health issues the HM # needed to apply to Prometric.

If there is no application with DOH, there is no data to match and payment cannot be confirmed between the Training Partnership and DOH.

When can I send my application to Prometric?

2) Send your application to Prometric as soon as you know your training completion date. This is important because sending applications through the mail can take a couple of weeks to reach Prometric. (Applications submitted on-line are the preferred.)



If there is no application with Prometric, there is no data for the automated systems to match between DOH and Prometric.



Does my information need to be the same on the DOH application and the Prometric application?

3) You must give the exact same first name, last name, birthdate, and social security number on **both** the DOH and Prometric application. Make sure you use the exact HM number given to you by the Department of Health to put on the Prometric application.

For example, you cannot use Robert on one application and Bob on another application. If your last name has a hyphen, the hyphen needs to appear in all applications. Also, your birthdate must match exactly in all applications. If any of your data doesn't match, Prometric will not get confirmation of payment and you will not be able to schedule your examination (until the data is corrected.)

What happens if I don't get an examination date within two weeks of completing basic training?

4) If you do not receive notification of an examination date within two weeks from the training completion date, you need to contact Prometric at 1-800-324-4689.

Verification of payment should not take longer than two weeks from the training completion date to reach Prometric. Prometric assigns an examination date and sends the notice out the day that they receive verification of your payment. If you submit an e-mail address on your application, you will receive that notice the same day Prometric receives verification of payment.

There are some cases where Prometric is working to obtain an interpreter or testing site date. However, if you don't receive notice of a testing date within two weeks of training completion it may be because there is an error in your data and payment verification did not reach Prometric. If this is the case, call Prometric at 1-800-324-4689.



What should I do if Prometric tells me they have not received payment for the exam?

5) If Prometric tells you that they did not receive your payment (and it's two weeks after the training completion date), contact the Department of Health at (360) 236-2700 immediately. DOH staff will then research the issue and get it corrected as soon as possible. If you do not need an interpreter, you will receive a testing date the day your issue is resolved.

Still need support?

Contact MRC 1-800-371-3200



**SEIU HEALTHCARE NW
TRAINING PARTNERSHIP**