

# 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 your date of hire. This is important because DOH issues the HM # needed to apply to Prometric.

If no application with DOH, payment cannot be confirmed between 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 online are preferred.)



If no application with Prometric, payment cannot be confirmed 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** your DOH and Prometric applications. The exact HM# number given to you by DOH must be transferred exactly to your 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. Your birthdate must match exactly in all applications, as well. If any information doesn't match, Prometric cannot get payment confirmation; you will not be able to schedule your exam until information 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 exam date within two weeks from completing training, contact Prometric at 1-800-324-4689.

Verification of payment should take no longer than two weeks from your training completion date to reach Prometric. Prometric assigns an exam date and sends notice out the day they receive verification of your payment. If you submit an e-mail address on your application, you will receive notice the same day Prometric receives payment verification.

There are cases when Prometric is working to obtain an interpreter or testing site date. If you don't receive notice of a testing date within two weeks of completing your training there may be an error in your information, 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 informs you that they did not receive your payment and it's been two weeks since you've completed training, contact DOH at (360) 236-2700, immediately. DOH staff can help research and resolve an issue. If you don't need an interpreter, you will receive a testing date the day your issue is resolved.

Still need support?

**Contact MRC 1-800-371-3200**

