



NEWSLETTER

Fall 2016

EMS Personnel Division

— TOOLS, TIPS, AND HOT TOPICS—

Paramedic Accreditation Reporting Reminders

- Submission of new and renewing paramedic accreditation information must be received by the EMS Authority within twenty (20) working days of the individuals accreditation date pursuant to California EMS regulations Title 22, Division 9, Section 100166.
- The EMS Authority encourages LEMSAs to submit their paramedic accreditation information directly into the MLO System. A password to access the accreditation components of the MLO system may be requested by sending an email to mlohelpdesk@emsa.ca.gov with the subject: "PASSWORD." In the body of your email, please note your request is for an accreditation password. If you need technical support with accreditation in MLO, send a helpdesk with the subject: "ACCREDITATION."
- LEMSAs may also report paramedic accreditation information using the EMS Authority Paramedic Accreditation Report form, #CAF0792, that can be found on the EMS Authority website or by selecting [Accreditation Report](#). The Paramedic Accreditation Report form may be faxed or emailed to the EMS Authority Paramedic Licensure Unit as follows:

Fax: (916) 324-2875
Email: paramedic@emsa.ca.gov or ken.campbell@emsa.ca.gov
- Entry of the accreditation expiration date should be completed only when the entering agency accreditation status has been terminated or expired.

Should agencies have any questions or concerns, please contact the EMS Authority Paramedic Licensure Unit at (916) 323-9875.

Revised Paramedic Regulations

Effective February 8, 2016, revised paramedic regulations have been posted on the EMS Authority's [website](#) under "Hot Topics." These changes were non-substantive. Sections within the chapter were reorganized for clarity and continuity. The paramedic regulations are currently under internal review for other necessary revisions. A work-group of selected stakeholders convened to address these changes and next it will go to public comment. If you have any requests, suggestions or input, you may send those to your local EMS administrators who can relay that to the manager of Personnel Standards at EMSA.

Lay Rescuer AED Regulations Repealed

On September 3, 2015 Senate Bill 658 (Hill, Chapter 264, Statutes of 2015) was signed by the Governor and amended Section 1714.21 of the Civil Code and Section 1797.196 of the Health and Safety Code. This bill reduced liability conditions on persons or entities that acquire an AED. In addition, the bill removed numerous requirements that are identified in Chapter 1.8, making existing regulations inconsistent and in conflict with the statute.

In order to eliminate the inconsistency and reduce confusion, **the EMS Authority has repealed Chapter 1.8, Division 9, Title 22 of the California Code of Regulations effective September 1, 2016.** If there are any questions on requirements for AEDs, one should refer to the Statute Section 1714.21 of the Civil Code and Section 1797.196 of the Health and Safety Code.

SB 658 did not amend the AED requirements for health studios. For those requirements please see Section 104113 of the Health and Safety Code.

EMT Regulations Update

The EMS Authority is proposing to revise Chapter 2, Division 9, Title 22 of the California Code of Regulations.

The public was invited to submit written comments on the proposed regulations during the 45-day public comment period from August 5, 2016 through September 27, 2016. EMSA held a public hearing on September 27, 2016. The Notice of Proposed Regulations, Initial Statement of Reasons and the proposed regulation text are available for review [here](#). A 15-day public comment period will follow.

If you are unable to access the website and would like a copy of the proposed Chapter 2 regulations mailed, faxed or emailed to you or if you have any questions, please contact Corrine Fishman by calling (916) 431-3727, or corrine.fishman@emsa.ca.gov

New Epinephrine Auto-injector Legislation

Stocking of epinephrine auto injectors by authorized entities

On September 16, 2016, the Governor signed AB 1386 (Huff, Chapter 374, Statutes of 2016). This bill expands upon existing law by permitting any for-profit, nonprofit, or government entity or organization to obtain a "house" epinephrine auto-injector (EA) prescription. An authorized health care provider may issue a prescription to an authorized entity, if the authorized entity submits evidence it employs at least one person, volunteer or agent who is trained and has a current EA certification card issued by EMSA. In addition, the authorized entity shall submit to EMSA a report of each incident that involves the use of an EA, not more than 30 days after each use.

The EMS Authority will convene a work-group of subject matter experts and EMS stakeholders to revise Chapter 1.9. Lay Rescuer Epinephrine Auto-injector Training Certification Standards to adopt amendments required by AB 1386.

Are You On FB or Twitter? Check Out EMSA news!

- [Facebook](#)
- [Twitter](#)

Statute and Regulation Handbooks Available

We have 2016 Health and Safety Code Division 2.5 and Title 22, Division 9 statute and regulation books available. Complete this [book request form](#) if you are interested.

Upcoming Important Dates

- October 2016 - 15 day [public comment](#) period for proposed EMT regulation changes
- April 1, 2017 - All Public Safety First Aid/CPR/AED training programs in operation shall submit evidence of compliance with Chapter 1.5 [regulations](#) (effective 4/1/2015) to the appropriate approving authority.



EMT 2010 Central Registry

Coming Soon: Updated EMT Webpage And FAQs

EMSA has been working on updating the webpage for EMTs to clarify the processes for certification. In addition, the FAQs will be expanded to answer more questions that arise on a frequent basis. Our hope is that this will assist certifying entities and EMTs as well as reduce the technical support required by the BLS Coordinator at EMSA. The information will re-route EMT questions to the certifying entities. Be assured that EMSA will continue to assist agencies with regulation and technical support on Mondays, Tuesdays and Thursdays.

EMT Certification Process in California

Many phone calls are received at EMSA and the [local EMS agencies](#) by prospective EMTs that have passed the National Registry exams (NREMT) and do not know what the next steps are to become a California EMT. Some feel that they should be able to work in California as a "nationally certified EMT."

Due to this ongoing confusion, one suggestion would be for LEMSAs to talk to their approved EMT training programs, requesting that they incorporate an explanation of the complete EMT certification process. This information is not required in regulations; however, the EMT students should find it very helpful. This will also be addressed in the upcoming FAQs.

Central Registry Reports

There are four new **billing reports** in MLO to assist with monthly reconciliation.

- Report (6026) contains the raw data for the current month's billing. This will show what fees each Certifying Entity has processed so far in the current month, prior to receiving an invoice. The report breaks these fees out into three categories- initial, renewals and reinstatements.
- Report (6027) contains the raw data for the current month "Withdrawn or Denied" applications.
- Report (6028) contains raw data for the prior billing month. A report could be pulled on the first day of the month and compared with the invoice that they will be receiving.
- Report (6029) contains the raw data for the prior month's billing "Withdrawn or Denied" applications.

The reports are formatted to look similar to the monthly invoices. These reports will replace the 6025 Certifications and Re-certifications by Month report and can be found in the Custom Crystal Reports area in the Central Registry.

You may export MLO reports to PDF, Excel, Word, RTF, and CSV file formats. Be aware that each application exports differently and page numbering may not be accurate. By exporting to PDF, this will ensure that the report will be printed as formatted.

If you need specific information that you cannot locate in current reports, you may send an email request to the mlohelpdesk@emsa.ca.gov

Enforcement Procedures

The Hold/Alert and the No Longer Interested (NLI) procedure will be available the month of

October 2016. View all [EMT 2010 Enforcement procedures](#).

For any questions or concerns, please contact Special Investigator, Shona Merl at (916) 431-3692 or shona.merl@emsa.ca.gov

Completing the Background Panel in the Registry

Please make sure that you complete all required fields in the background panel for every EMT applicant and EMT certificate holder. The background panel should reflect the date that your agency received the completed background notifications from DOJ and FBI. The date an agency submits an NLI to DOJ is also documented in the background panel. For clarification, see [Title 22, Division 9, Chapter 2](#) and [Chapter 10](#).

For any questions or concerns, please contact Special Investigator, Shona Merl at (916) 431-3692 or shona.merl@emsa.ca.gov

Grandfathering Rules and the Letter of Verification

Have you heard of the term "grandfathered" when referring to EMT certificate holders and wondered what it means? Grandfathering refers to those EMTs who were certified prior to July 1, 2010 and did not have a new livescan done that would allow the State to receive CORI reports. In order for an EMT certificate holder to have been grandfathered into the State system (MLO), the certifying entity must have had a state level criminal background check that includes subsequent arrest notifications on file for those EMTs prior to July 1, 2010 and verified with the State that the EMTs background contained no information that would preclude them from certification.

Grandfathering is ONLY applicable for the certifying entity who entered the EMT into the system in 2010. No other certifying entity may allow the EMT to remain outside of the State fingerprinting process. The "grandfathering" language can be found in California Regulations §100348. Section 1000214.3 further explains that any EMT that has a Section 290 offense could not be grandfathered in 2010 and any EMT that is convicted of a misdemeanor or felony after July 1, 2010 will be subject to the State fingerprinting process.

EMTs will lose the right to stay outside of the State fingerprint system if they do any of the following:

1. Get convicted of a misdemeanor or felony
2. Change certifying entities
3. Expire their certification

If any of the above occur, the EMT must be re-live scanned with a livescan form that authorizes secondary reporting to the EMS Authority. No EMT certified after 2010, can be entered into the system as grandfathered. When entering these EMTs into MLO, make sure you DO NOT choose "Letter of Verification," as this only applies to grandfathered EMTs.

A certifying entity is further responsible for reviewing both the DOJ and FBI results prior to issuing a new EMT certificate or renewing an existing EMT certificate. A certifying entity that is not a LEMSA shall advise a certification or recertification applicant, whose conduct indicates a potential for disciplinary cause based on an investigation by the certifying entity prompted by a DOJ and or FBI CORI, pursuant to Section 100210(a) of Chapter 6, to apply to a LEMSA for certification or recertification. [Chapter 6, Section 100214.3](#).

Please contact Special Investigator, Shona Merl, at (916) 431-3692 or shona.merl@emsa.ca.gov with any questions or concerns relating to EMT discipline or documentation of EMT discipline in the central registry.

Renewing and Changing Certifying Entities

If a current California EMT is changing certifying entities at any point in their cycle or reinstating an expired EMT certification, a new live scan is required to be done by the new certifying entity and the fee of \$75 applies. The certifying entity should renew the existing certification even when the applicant is changing certifying entities and maintain the same certification number.

What if the EMT recently re-certified with their current certifying entity, then became employed in a new jurisdiction and the employer is requiring that they certify in that jurisdiction or with a different certifying entity? Though not a state requirement, the EMT may recertify again with the new agency; recertification requirements will apply including a live scan and the \$75 fee.

The EMT Certification Requirements and Fees chart that will assist you with the proper fees, requirements and whether a live-scan is necessary, can be found here: [Information for Certifying Entities](#) and also via the link at the bottom of the [EMT page](#).

Pending Reinstatements

The EMS Authority is seeing multiple pending reinstatements for one EMT certification in the Central Registry. Please review your entry to ensure that it is completely processed once all requirements are met. If you discover a duplicate pending reinstatement for the same EMT, please delete and archive the duplicate. There is a procedure for certifying entities to remove pending applications. Refer to [Information for Certifying Entities](#).

If you have questions or need more information, please send an email to mlohelpdesk@emsa.ca.gov

Lost or Stolen EMT Card?

When an EMT has a lost or stolen card, they should contact the local certifying entity who issued the card and request a replacement. Many EMTs contact the state, because it is a state EMT card.

EMSA recommends that certifying entities document the card replacement and reason in the Central Registry in the notes section of the License mini-panel. This will alert agencies if someone is trying to impersonate using a stolen card.

Synchronizing Dates? No Renewal Tab?

Have you ever tried to renew an EMT that is transferring their certification to your agency and discovered that there is no renew tab in MLO? The system generates renew tabs one year into the certification cycle. If an EMT has a current and valid certification that doesn't expire for over a year, EMSA will need to generate the tab for you. You may send a request to: mlohelpdesk@emsa.ca.gov. Many EMTs change jobs and certifying entities due to local policy or an employer's request that they certify in the jurisdiction in which they work.

Additionally, many agencies wish to have all EMT certifications on the same cycle. This cannot be done randomly; regulations must be reviewed and applied to each individual case. Review the EMT Eligibility, Re-certification and Expiration Cycles chart for date guidelines and the Synchronization procedure for details on how to proceed. Both can be found here: [Information for Certifying Entities](#).

Keep Forgetting Your Passwords? Here's a Tip or Two!

We all use multiple passwords online. It is often difficult to keep track of them and many find it simpler to auto-save the login and password. Auto-saving passwords is a serious security risk. It is an invitation to access your system. A good question to ask yourself is: "would I auto-save my password online for my banking information?"

Some online users choose to hand write the passwords and keep under their keyboard. This obviously isn't the safest bet. A locked drawer would be a better option. Another option would be a password manager. There are a number of free password managers available online, including [PC Mag Article](#) and [ilovefreesoftware article](#).

Most Common "Glitches" When Re-certifying EMTs

1. **Compatibility View settings** - If you get a blank screen or error code when you open MLO to input EMT certification, this is likely a compatibility view issue. Internet Explorer is the only browser supported by MLO and updates weekly. Here is the direct link to locate a guide: [Information for Certifying Entities](#).
2. **Make Complete tab** - anytime an EMT status reflects "pending," the certification record must be completed in the Applicant edit module of the registry. Finishing the "Requirements Checklist" and "Make Complete" tab will activate the EMT in the registry.
3. **Initial Eligibility and Expiration dates** - here is a [chart](#) to assist in identifying eligibility for initial EMT certification, re-certification and lapsed certification expiration dates. To view all certification charts, forms and procedures available: [Information for Certifying Entities](#).
4. **Adding a blank background check line** that contains no information or not filling in the status will cause an error and the inability to complete the certification process. Please note that NLI submissions should be reported on the same line as the CORI status and original ATI number.
5. **Leaving the SSN blank** in the Person Record - this is a requirement and will cause an error if it is left blank. As well, putting an incorrect SSN can cause duplicate person records and multiple corrections.

Helpdesk Keywords

*Do you know the **FIVE** keywords to submit when requesting assistance to the MLO Helpdesk?*

KEYWORDS

PASSWORD

To reset a Central Registry password or request a paramedic accreditation password, be sure to include your user ID in the e-mail body.

PRINTER

Having printer issues? Notify EMSA and request assistance (not for print re-queues).

NEW USER

Establish a new Central Registry user by filling out and emailing the [Central Registry User Application Form](#).

DELETE USER

Delete a Central Registry User by filling out and emailing the [Central Registry User Application Form](#)

ACCREDITATION

To request assistance with paramedic accreditation issues.

Please submit the applicable keyword in the email subject line to: mlohelpdesk@emsa.ca.gov and include your return email address and phone number.

EMS Authority Contacts: EMS Personnel Division

PARAMEDIC LICENSURE GENERAL INFORMATION:

(916) 323-9875; Paramedic@emsa.ca.gov

Sean Trask (Chief of EMS Personnel Division):

(916) 431-3689; Sean.Trask@emsa.ca.gov

* Oversees Personnel Standards Unit, Paramedic Licensure Unit and Enforcement Unit.

Michael Smith (Manager - Enforcement Unit)

(916) 431-3703; Michael.Smith@emsa.ca.gov

* Oversees Paramedic Enforcement Unit.

Priscilla Rivera (Manager - Personnel Standards Unit):

(916) 431-3707; Priscilla.Rivera@emsa.ca.gov

* Oversees BLS Program, Central Registry and regulatory updates.

June Leicht (Manager - Paramedic Licensure Unit):

(916) 431-3702; June.Leicht@emsa.ca.gov

* Oversees Paramedic Licensure Unit and Paramedic Programs, NREMT Representatives, and EMT and paramedic billing.

Betsy Slavensky (Personnel Standards Unit):

(916) 431-3717; Betsy.Slavensky@emsa.ca.gov

* Provides My License Office (MLO)/Central Registry technical assistance, interpretations and amendments of regulations, and assists EMTs/AEMTs with questions.

Shona Merl (Personnel Standards Unit)

(916) 431-3692; Shona.Merl@emsa.ca.gov

* Handles questions regarding CORIs, EMT disciplinary questions, and interpretations of regulations pertaining to EMT/AEMT discipline.

Ken Campbell (Paramedic Licensure Unit):

(916) 431-3713; Kenneth.Campbell@emsa.ca.gov

* Prints and sends the EMT certification cards, returns dishonored checks, and processes EMT and paramedic invoices.

Caroline Fudge (Paramedic Licensure Unit):

(916) 431-3652; Caroline.Fudge@emsa.ca.gov

* Handles renewal paramedic licensure applications.

Brad Beltram (Paramedic Licensure Unit):

(916) 431-3648; bradley.beltram@emsa.ca.gov

* Handles paramedic audit renewal applications.

Kimberly Lew (Paramedic Licensure Unit):

(916) 431-3741; kimberly.lew@emsa.ca.gov

* Monitors CE provider and training program database, and paramedic central registry assistance.