EMS PROVIDER RECERT INFORMATION/FAQs, CY 2022-2024

1. How many hours do I need for my recert?

EMT:	Paramedic:
National – 20 hours	National – 30 hours
Local – 10 hours	Local – 15 hours
Individual – 10 hours	Individual – 15 hours
Total: 40 hours	Total: 60 hours

2. How can I complete these hours?

   Hours can be completed via Distributive or Live Instructor. "Distributive" education is a format of learning, typically online, that is presented without a live instructor. This sometimes also includes con-ed such as "self-study" or literature-review, like we have done previously.

   Live Instructor classes must have a live instructor, or designee, available for the duration of the class that is available to answer questions. These are also available in online formats, similar to our M&M rounds on Zoom and the live, scheduled, classes on Prodigy EMS.

3. How many "Distributive" hours can I do per recert cycle?

EMT:	Paramedic:
National – 7 hours max	National – 10 hours max
Local – 7 hours max	Local – 10 hours max
Individual – 10 hours max	Individual – 15 hours max

4. During Covid, I was able to do all Distributive Education, can't I just do that?

   No. During the height of COVID there was a waiver allowing for all education to be completed in Distributive Education. This has since ended. Please use the charts above to determine your current needs.

5. When is my recert due? Covid Extensions?

   All recerts must be completed by March 31 of your expiration year. To get your renewal card and stay current, it is recommended that you have all of your recert applications and con-ed completed no later than Feb 28, of your expiration year.

OEMS and the National registry no longer allow for Covid extensions. In some instances, extensions can be issued for those on Active Military Leave.
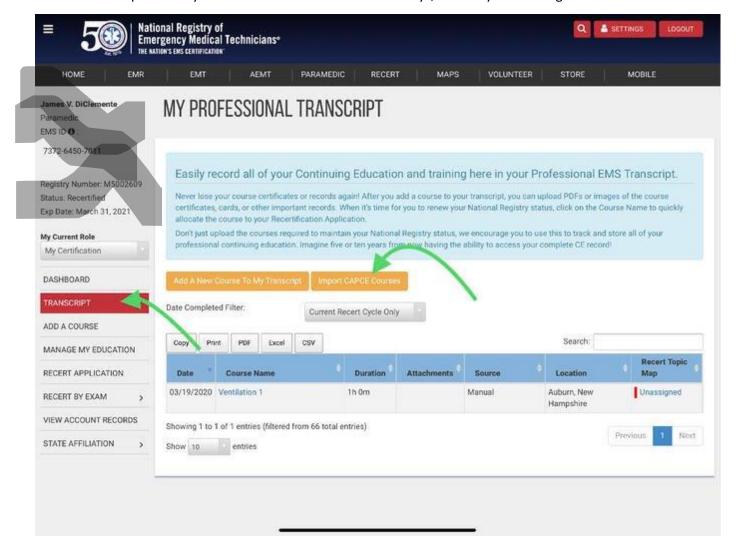
6. I took a class on Prodigy, how do I add the credits?

   a. **If you are Nationally Registered**:

   Log in to NREMT.org and make sure you are on "My Certification"

   Click "Transcript" on NREMT

   Select Import CAPCE courses

   You should see all of your prodigy classes here. They are uploaded in batches, so be patient. If you don't see classes older than 30 days, contact your training officer.

   b. **If you are State Certified Only:**

In your Prodigy EMS account on the LEFT, click "Transcript"

Download Certificate

Log into NREMT.org, make sure you are in "My Certifications"

"Add a course" then "Add new course to My Transcript"

Enter Information from Certificate, and select where you like the Con-ed to be applied (National, Local, Individual)

"Course Approved by" for all Prodigy EMS classes will be "CAPCE"

Enter Approval Number (Ex. 20-PROE-F3-1033) into Course Description Box

It is good practice to upload the certificate. While not required, it will save time if you encounter an audit during your recert.

7. I took a Prodigy class, but did not receive any credit hours – what is up with that?

Some classes on Prodigy are purely informational and do not have CAPCE approval. Some of these classes are still mandatory, as they are required by the state. An example of this is COT SAFE and Bloodborne Pathogens.

8. I registered for a live Prodigy EMS class. What should I expect?

Several "live" classes are available everyday on prodigy. The majority of them are roughly one hour in length. Classes are presented through Adobe Connect, similar to classes offered by the MFA. A lot of the content is still pre-recorded, but a live instructor is available to answer your questions through the chat as you move along. You do not need to have your camera on, but there are poll questions you must be available to answer during the duration of the program, as well as quiz at the end which must be completed back in your prodigy account.

9. I took a class outside of the department, who should enter this information into NREMT?

For classes not sponsored by Holden Fire Department, each individual EMT or Paramedic is responsible for entering this information into the NREMT transcript section. If you need help with this, please reach out to the Training Officer/EMS Coordinator.

10. I took a con-ed class with the department, who enters this information into NREMT? Where can I get a copy of a roster for another job?
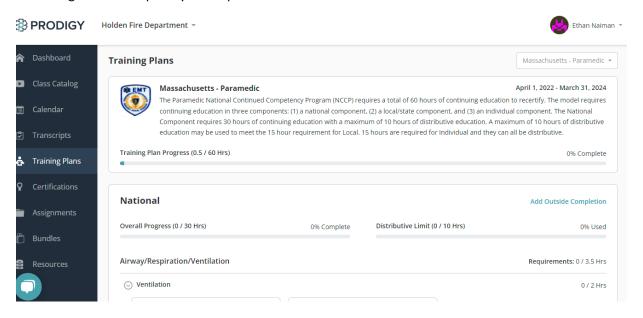
Classes sponsored by the department, for example Rounds and Simulation based training, are input by the training officer/EMS coordinator. Training rosters are available for five calendar years after completion from the EMS coordinator.

11. How do I update my certification information in Prodigy EMS?

You must maintain current information in your account, including expiration date for recert cycle to continue to receive con-ed for your completed courses. To do this, log in to your account and utilize the "Certification" tab on the left hand side.

12. How do I know what classes I should be doing on Prodigy?

Suggestions for completing all of your con-ed requirements are available by clicking the "Training Plans" Tab on the left hand side. You are not locked into these classes, but can use these as guide to complete your requirements.

13. I have two prodigy accounts from two different departments, can I synch them together?

In most cases, yes. Please contact Prodigy directly through their support chat located in your account.

14. I forgot my password for Prodigy, what should I do?

Use the following link: https://frontend.prodigyems.com/login and click on "Forgot Password"

15. I have other Prodigy EMS questions, where can I get answers?

https://knowledge.prodigyems.com/knowledge   If you have other questions, please contact the EMS coordinator.

16. I submitted my recertification and was audited. How? Why? What now?

Recertification applications submitted to the National Registry are randomly selected for audit. If a provider's application was randomly selected, the provider must provide documentation for all courses listed on the recertification form within 30 days of being selected for the audit.

Documentation may consist of course completion certificates, training rosters, copies of certification or standardized course cards, or other proof as applicable. The National Registry reserves the right to investigate recertification materials at any time. Nationally certified EMS professionals must retain proof of all education submitted for recertification for a period of 3 years.

Failure to submit verification or documentation when audited will result in denial of eligibility to recertify or may result in a certification being revoked. Please visit the National Registry audit policy for more information. https://www.National Registry.org/rwd/public/document/policy-audits.

17. I submitted my recert early, when can I start taking classes for my next recert cycle?

Once your recert has been approved, you may start earning towards your next recert cycle. This information is available on your NREMT account on your Dashboard