

## **Important update regarding certification/recertification during COVID-19 outbreak**

Dear homecare professional,

Our thoughts are with you at this time of national emergency due to the COVID-19 outbreak. If you are planning to register for a certification exam, our testing partner, PSI, announced the temporary closure of their owned and operated physical test centers in the United States starting end of day, March 20, until April 30.

Please see the announcement from the CEO of PSI here: <https://www.psonline.com/blog/psi-services-ceo-owned-and-operated-test-center-closures-in-the-us>

At this time, we are pausing exam scheduling until testing sites reopen. If you are hoping to register for an exam, you can submit a form [here](#) and we will notify you when the testing centers are back up and running.

If you are scheduled to take an exam for which you previously applied, please visit the PSI website at <https://www.psonline.com/> to reschedule. Please be aware that the PSI website is currently slow to load due to heavy traffic.

### **How we are helping you**

Effective immediately, candidates can reschedule up to and including the day of testing at no penalty and with no documentation required. In most cases, candidates can reschedule their examinations online and PSI encourages you to do so.

You may recertify at this time using our CEU Tracker and the usual recertification process. However, we are presently granting additional time to recertify for those in need. If this applies to you, please call our customer service staff at 1-855-225-5341. We are here to support you in your professional goals during this challenging time.