Who Should You Contact?
CNA Testing Contact Information

Contact the **South Dakota Health Care Association (SDHCA)** regarding:

- CNA Test Observer Application Questions (visit www.sdhca.org/cna to complete the online application)
- Questions registering a student for testing
- Received an Error of a Duplicate Record. Need previous record archived. (email LuAnnSeverson@sdhca.org)
- Request Accommodations for testing. (form found at www.sdhca.org/cna)
- Approved Test Location Options (view on www.sdhca.org/cna website)
- Contact email address change to receive CNA Test Results
- Qualifications For Testing
- Order free Candidate Handbooks (email LuAnnSeverson@sdhca.org)
- Order How to be a Nurse Assistant Manuals (visit www.sdhca.org/cna)
- Certified Test Administrator/Resident Actor Concerns
- How to Calculate and Understand Training Pass/Fail %'s (visit www.sdhca.org/cna)
- Questions about Test Notification Letter Results
- Name or Address Change for student or trainer (Instructors or TO's can also make these changes in TMU)

LuAnn Severson
LuAnnSeverson@sdhca.org
www.sdhca.org/cna
605-339-2071 or 800-952-3052

Contact **Headmaster** regarding:
- Software issues on the day of testing while administering CNA test

Brenah Quinn or Amy Owens
southdakota@hdmaster.com
Weekdays: 800-393-8664
The weekend call numbers are 406-431-9042 and 406-431-8953, Saturday and Sunday only 7:00 AM-7:00 PM CT.

Contact the **South Dakota Board of Nursing (https://doh.sd.gov/boards/nursing/nurseaid.aspx)** regarding:
- CNA Registry Questions
- CNA Training Program Regulations
- Approved CNA Training Curriculum
- Qualified CNA Training Programs
- CNA Verification Cards
- Waiving of 75 Hour CNA Training for nursing students

Lisa Hartland, Glenna Burg or Zachary Koball
Lisa.Hartland@state.sd.us or **Glenna.Burg@state.sd.us** or **Zachary.Koball@state.sd.us**
605-362-2760

Contact the **South Dakota Department of Health** regarding:
- Requesting Training Time/Testing Extension for Nurse Aides
- Waiving of 75 Hour CNA Training for nursing students
- Candidate is preparing for 3rd attempt of testing
- State/Federal Regulations

Diana Weiland
Diana.Weiland@state.sd.us
605-995-8057