

Nursing Home

Administrators

Licensing

Examination

Information for Candidates

**Prepared in Cooperation with
PSI Services LLC**

Nursing Home Administrators Licensing Examination · Information for Candidates

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Frequently Asked Questions

What is the purpose of the NHA licensing examination for nursing home administrators?

The purpose of the licensing examination is to protect the public by ensuring that entry-level nursing home administrators have mastered a specific body of knowledge and can demonstrate the skills and abilities essential to competent practice within the profession.

Why did NAB adopt online application and a computer-based exam format?

Applying online and taking a computer-based test (CBT) provide more convenience for candidates. While the paper and pencil exam was administered only four times a year, the online application and CBT allow candidates to register, schedule and sit for the exam at a time and location of their choosing. Under special circumstances, where candidates do not have access to a computer and the Internet, candidates may contact their state board for assistance in submitting a paper application for an additional fee.

Who requires candidates to sit for the licensing examination?

State boards or agencies regulating nursing home administrators establish the requirements for licensure. Any individual who wishes to enter or continue in the practice of nursing home administration must meet the standards established by his/her state or jurisdiction to qualify for or maintain an occupational license.

What is NAB?

The National Association of Long Term Care Administrator Boards (NAB) is composed of state boards or agencies responsible for licensing long term care administrators. The basic objective of the Association is to assist these boards and agencies in carrying out their responsibilities in the licensure and re-licensure of long term care administrators. One of NAB's functions is the development of the national nursing home administrator examination.

What is PSI?

PSI Services LLC has over 70 years of experience with providing solutions to federal and state agencies, corporations, professional associations and certifying bodies worldwide. PSI offers a comprehensive solutions approach from test development to delivery to results processing which includes pre-hire employment selection, managerial assessments, licensing, and certification tests, license management and professional services.

What is the relationship between PSI and the NAB?

The NAB contracts with PSI for the following services: providing all test materials, reporting scores, assisting with the development of items and tests, processing applications, test delivery, and providing additional consultation as requested.

What is the relationship between the NAB and the state boards regulating nursing home administrators?

State boards regulating nursing home administrators contract with NAB to receive examinations and score reports.

Who establishes the passing score for the examination?

Each state board which regulates the licensure of nursing home administrators retains the sole authority to determine passing scores.

How can candidates and state licensure agencies be sure that the examination measures the knowledge and skills required for licensure as a nursing home administrator?

The procedures used by the NAB NHA Examination Committee to prepare NHA licensure tests are consistent with the technical guidelines recommended by the American Educational Research Association, the American Psychological Association, the National Council on Measurement in Education (AERA, APA, & NCME, 2014), and the *Guidelines for the Development, Use and Evaluation of Licensure and Certification Programs* (PES, 1996). In addition, the best effort has been made to adhere to relevant sections of the *Uniform Guidelines on Employee Selection* adopted by the Equal Employment Opportunity Commission, Civil Service Commission, Department of Labor, and Department of Justice (EEOC, CSC, DOL, & DOJ, 1978). All NAB examinations are constructed to meet the test specifications in effect for the NHA examination program. These test specifications are based on the results of a job analysis study which is updated every five years.

The job analysis study was undertaken to define the job-related activities, knowledge and skills underlying the work of an entry level nursing home administrator.

A panel of subject matter experts chosen by NAB generated the work-related activities and content areas of the job analysis under the guidance of professional staff from Professional Examination Service (ProExam), a testing agency that has been engaged in job analysis and development for over 50 years in health and health-related professions. The components delineated in the study were validated by a random sample of licensed nursing home administrators to demonstrate that the domains, tasks, and knowledge statements developed by the panel of experts were applicable to individuals from a variety of work settings and geographic locations.

The primary objective of the NHA examination program is to protect the public by ensuring that candidates for licensure demonstrate competence in content areas that are relevant to practice as an entry level nursing home administrator. NAB and PSI institute a number of review procedures to ensure that the NHA test contains items that are relevant to practice and are critical to assessing the competence of a nursing home administrator at entry level. The items of the NHA item bank were classified by content experts from the NAB NHA Examination Committee according to the content areas of the validated test specifications. To be accepted for inclusion in the NHA item bank, each item must also meet minimum standards concerning its importance and criticality to entry level practice as a nursing home administrator. In addition, the item must assess an aspect of work in the field that is frequently performed at entry level. All new items that fail to meet these standards are rejected from the NHA item pool.

How can candidates learn of a state's requirements for licensure as a nursing home administrator?

Since state boards vary in requirements regarding education, experience, and examinations, candidates should contact the state agency which regulates the licensure of nursing home administrators in the state in which they wish to be licensed. Candidates can find a list of state licensure contacts on NAB's web site:

www.nabweb.org.

How are the examination items developed?

Items are written by nursing home administrators throughout the United States. Each raw item then undergoes a rigorous development process which includes editorial and psychometric modification by PSI staff and consultants, and independent review by at least three content experts in the field of nursing home administration. Items which survive the review process are placed in the nursing home administration item bank for use in construction of the examination. The NAB NHA Examination Committee, composed of experts in the field of nursing home administration, determines the items to appear in the examination by selecting items from the NHA item bank to fit the requirements of the NHA test specifications.

How are new forms of the NHA licensing examination developed?

PSI staff initiates the process of developing a new test for the NHA program by reviewing the statistical data accrued for the most current test form. Test items with undesirable item statistical characteristics (items that are too difficult for candidates, items that do not distinguish among candidate ability groups, etc.) are flagged during this review process. In addition, items that have appeared on several successive forms of the NHA test are targeted for replacement.

PSI staff assembles a draft form of the test by selecting replacement items from the NHA item bank to match the content category and, if possible, the difficulty level of items removed from the most current test form. The draft form of the test is then sent to the Item Writing/Exam Review Workshop for their consideration. While the focus of PSI's evaluation of the draft test is on the psychometric properties of the examination, the participants of the workshop concentrate on the content of the examination. Adequacy of content coverage, test item redundancy, and the accuracy of the answer key are among the factors considered during this phase of the test development process.

The participants at the workshop also have access to the NHA item bank during this initial test evaluation period, in the event that additional item replacement is necessary.

At the conclusion, PSI staff incorporates additional replacement items or item revisions into a second draft version of the new test form. Once the production of the revised draft test has been completed, reviewer copies of the test are assembled for consideration by the NAB NHA Examination Committee. After subsequent approval by the Committee Chair and Vice-Chair, each new NHA test form is subjected to a final round of proofreading by PSI editors and psychometricians, and then prepared in test format for computer-based delivery by PSI.

Test Specifications

What subject matter areas are covered on the examination?

The switch to a computer-based format did not change the subject matter of the exam. The examination covers five subject areas listed below. These areas as well as the percentage of questions per area are determined using a job analysis study. The goal of the study is to determine the daily tasks of the administrator.

- (1) Resident Centered Care and Quality of Life (38%)
- (2) Human Resources (13%)
- (3) Finance (13%)
- (4) Environment (15%)
- (5) Leadership & Management (21%)

Each subject matter area contains several tasks, which are listed below along with the knowledge and skills needed in order to perform the tasks.

10 RESIDENT CENTERED CARE AND QUALITY OF LIFE

- 10.01** Ensure the development, implementation, and review of resident care policies and procedures.
- 10.02** Ensure that nursing services are planned, implemented, and evaluated to maximize resident quality of life and quality of care.
- 10.03** Ensure that the admission process is planned, implemented, and evaluated to promote communication with residents and realistic expectations.
- 10.04** Ensure that social service programs are planned, implemented, and evaluated to meet resident psychological and social needs and preferences to maximize resident quality of life and quality of care.
- 10.50** Ensure that the food service program and dining experience are planned, implemented, and evaluated to meet the nutritional needs and preferences of residents to maximize resident quality of life and quality of care.
- 10.60** Ensure that medical services are planned, implemented, and evaluated to meet resident medical care needs and preferences to maximize resident quality of life and quality of care.
- 10.70** Ensure that therapeutic recreation/activity programs are planned, implemented, and evaluated to meet the needs, and interests of residents to maximize resident quality of life and quality of care.
- 10.80** Ensure that a health information management program for resident care is planned, implemented, and evaluated to meet documentation requirements to maximize resident quality of life and quality of care.

- 10.90** Ensure that pharmaceutical services is planned, implemented, and evaluated to support medical care for residents to maximize resident quality of life and quality of care.
- 10.10** Ensure that a rehabilitation program is planned, implemented, and evaluated to maximize residents' optimal level of functioning and independence.
- 10.11** Identify, monitor, and ensure that quality indicators and quality assurance programs are utilized to maximize effectiveness in resident care and services and quality of life.
- 10.12** Ensure the integration of Resident Rights and resident individuality with all aspects of resident care and quality of life.
- 10.13** Ensure the integration of stakeholders' perspectives to maximize resident quality of life and quality of care.
- 10.14** Ensure that resident care services comply with federal and state standards and regulations

Knowledge of:

Federal and state standards and regulations; Aging process (psychosocial); Aging process (physiological); Basic principles and concepts of nursing; Basic principles of restorative nursing; Basic principles of rehabilitation; Basic principles of infection control; Basic principles and regulations for handling, administration, labeling, record keeping, and destruction/disposal of drugs and biologicals; Basic principles of pain management; Basic principles of wound prevention and skin care management; Basic principles of chemical and physical restraints; Resident Assessment Instrument (RAI) and interdisciplinary care plan requirements and process; Admission, transfer, bed hold, and discharge requirements and regulations; Techniques for auditing resident care and service outcomes; Roles and relationship of resident care staff and consultants; Emotional, psychosocial, spiritual, financial, and legal service needs of residents; Interpersonal relationships and group dynamics; Available resources (e.g., community, social, financial); Basic principles of hospice and palliative care; Grieving process; Death and dying; Resident Rights; Advance directives; Basic nutritional requirements; Basic principles of food storage, handling, preparation, and presentation; Resident dining experience; Meal frequency; Therapeutic or specialized diets; Principles of dietary sanitation; Nutritional supplements; Basic medical terminology; Provision of basic specialty medical services (e.g., optometry, podiatry,

dental, psychiatry, psychology, audiology); Physician services (e.g., frequency of visits, physician/resident relationship, accessibility); Role of Medical Director; Provision of emergency medical services; Quality assurance processes as they relate to resident care and services; Basic elements of a therapeutic recreation/activity program; Basic elements of a social services program; Medical record content, format, and documentation requirements; Confidentiality and safeguarding medical record information; Center for Medicare and Medicaid Services (CMS) quality indicators and measures; Multi-cultural needs of residents; Resident/person centered care; Transportation requirements for residents; Disaster preparedness; Ethical decision making

20 HUMAN RESOURCES

- 20.01 Facilitate effective communication among management and staff.**
- 20.02 Develop, implement, and monitor recruitment, staff development, evaluation, and retention programs to maximize resident quality of life, quality of care, and staff job satisfaction (e.g., recognition programs, staff continuing education, work culture).**
- 20.03 Ensure that human resource programs are planned, implemented, and evaluated to address diversity.**
- 20.04 Develop, implement, and monitor compensation and benefit programs.**
- 20.05 Ensure the development and implementation of employee health and safety programs.**
- 20.06 Ensure that human resource management policies and programs are planned, implemented, and evaluated to comply with federal and state standards and regulations.**

Knowledge of:

Federal and state standards and regulations (e.g., Family Medical Leave Act, Occupational Health and Safety Act, Americans with Disabilities Act, Equal Employment Opportunity Commission, immigration law, Health Information Portability and Accountability Act); Methods of communication (e.g., formal and informal, verbal and non-verbal); Technology (e.g., e-mail, voice mail, computer software); Criminal background checks/nursing assistant registry; Employee interview techniques; Facility staffing needs and requirements; Staff position qualifications; Staff licensure requirements; Staff education/in-service requirements; Confidentiality

requirements; Recruitment and retention methods; Employment history and verification methods; Drug-free workplace program; Mandatory reporting requirements; Staff development requirements, resources, and models; Employee discipline and grievance process; Staff recognition and appreciation programs; Employee evaluation process; Safety programs and requirements; Worker’s compensation rules and procedures; Professional ethics; Compensation and benefit programs (e.g., employee assistance programs, insurance, salary, retirement); Disaster preparedness; Diversity (e.g., cultural, spiritual, ethnic, socioeconomic, sexual); Succession planning /leadership development; Union and labor relations

30 FINANCE

- 30.01 Develop annual operating and capital budgets to effectively forecast fiscal requirements.**
- 30.02 Manage annual operating and capital budgets to effectively use fiscal resources.**
- 30.03 Generate and collect revenue to ensure financial viability of the facility.**
- 30.04 Negotiate, interpret, and implement contractual agreements (e.g., organized labor, managed care, vendors, consultative services).**
- 30.05 Ensure the integrity of financial audit programs and reporting systems.**
- 30.06 Ensure protection of the facility’s financial assets (e.g., insurance coverage, risk management).**
- 30.07 Ensure that financial practices are planned, implemented, and audited to comply with federal and state standards and regulations.**

Knowledge of:

Federal and state regulations affecting nursing home reimbursement; Budgeting methods and financial planning; Accounting methods (e.g., Generally Accepted Accounting Practices [GAAP], cash and accrual) and regulatory requirements); Financial statements (e.g., income statement, balance sheet, statement of cash flows) and measures (e.g., operating margin, days cash on hand, per patient day [PPD] analysis); Reimbursement sources and methods (e.g., Centers for Medicare and Medicaid Services [CMS], managed care, Resource Utilization Groups [RUGS], Prospective Payment Systems [PPS]); Additional revenue sources (e.g., fund raising, grants, ancillary services); Internal controls (e.g., segregation of duties, reconciliation, audits); Payroll procedures and

documentation; Billing, accounts receivable, and collections management; Accounts payable procedures; Eligibility and coverage requirements from third party payors; Resident trust fund; Importance of integration of clinical and financial systems (e.g., MDS, case mix); Contracts (e.g., pharmacy, hospice, managed care, therapy); General and professional liability insurance (e.g., property, clinical, governing body, workers compensation)

40 ENVIRONMENT

- 40.01 Ensure that a comprehensive system for maintaining and improving buildings, grounds, and equipment is planned, implemented, and evaluated.**
- 40.02 Ensure that the facility provides a clean, attractive, and home-like environment for residents, staff, and visitors.**
- 40.03 Ensure the planning, implementation, and evaluation of an environmental safety program that will maintain the health, welfare, and safety of residents, staff, and visitors.**
- 40.04 Ensure the planning, implementation, and evaluation of an emergency preparedness program that protects the safety and welfare of residents, visitors, staff, and property.**
- 40.05 Ensure that quality assurance programs are implemented to maximize effective environmental services.**
- 40.06 Ensure residents are provided with an environment that fosters choice, comfort, and dignity.**
- 40.07 Ensure development, implementation, and review of environmental services policies and procedures.**
- 40.08 Ensure that facility complies with federal and state standards and regulations (e.g., ADA, OSHA, CMS, Life Safety Code).**

Knowledge of:

Federal and state standards and regulations for buildings, grounds, equipment and maintenance including ADA, OSHA, Life Safety Codes, and NFPA; Preventative maintenance programs for buildings, grounds, and equipment; Roles of environmental staff (e.g., housekeeping, maintenance, laundry); Waste management, including infectious waste; Basic sanitation and infection control concepts and procedures (e.g., personal protective equipment, universal precautions); Potential hazards (e.g., biohazards, blood-borne pathogens, hazardous materials); Basic housekeeping, maintenance, and laundry requirements; Pest control; Resident and facility security measures (e.g., elopement prevention, monitoring devices, access control); Fire and disaster preparedness; Community emergency resources; In-house emergency equipment; Evacuation resources and requirements (e.g., transfer agreements, transportation); Design principles that create a home-like atmosphere

50 LEADERSHIP AND MANAGEMENT

- 50.01 Ensure that policies and procedures are developed, implemented, monitored, and evaluated to comply with directives of governance (e.g., owner, board of directors, corporate entity).**
- 50.02 Promote and monitor resident's and family's/responsible party's satisfaction with quality of care and quality of life.**
- 50.03 Manage the facility's role throughout the entire survey process**
- 50.04 Educate stakeholders with regard to interpretation of and compliance with regulatory requirements.**
- 50.05 Identify areas of potential legal liability, and develop and implement an administrative intervention or risk management program to minimize or eliminate exposure.**
- 50.06 Develop and/or direct the strategic planning process.**
- 50.07 Participate in and promote professional development activities.**
- 50.08 Develop leadership skills of management team and key staff.**
- 50.09 Ensure that information management systems support facility operations.**

50.10 Ensure sufficient resources (e.g., supplies, medical equipment, technology, trained staff) to provide resident care and to promote quality of life.

50.11 Develop and implement comprehensive marketing and public relations strategies.

50.12 Foster and maintain relationships between the facility and other community resources (e.g., educational institutions, hospitals, vendors).

50.13 Ensure that policies and procedures are developed, implemented, monitored, and evaluated to comply with federal and state standards, regulations, and guidelines (e.g., facility/NHA license, professional responsibility).

Knowledge of:

Federal and state regulations, agencies, and programs (e.g. Centers for Medicare and Medicaid Services (CMS), Occupational Safety and Health Administration (OSHA), Americans with Disabilities Act (ADA), Fair Labor Standards Act (FLSA), Equal Employment Opportunity Commission (EEOC), Safe Medical Devices Act (SMDA), Health Information Portability and Accountability Act [HIPAA]); Corporate compliance; Legal liability of the facility; Legal and criminal liability of administrator; Legal and criminal liability of other staff members; Legal and criminal liability of governing entities; Roles and responsibilities of governing entities; Codes of ethics and standards of practice; Quality improvement models (e.g., continuous quality improvement [CQI], quality assurance [QA], total quality management [TQM]); Facility licensing requirements; Types of surveys (e.g., certification, annual, extended, complaint, life safety); Survey process (e.g., scope and severity grid, acceptable plan of correction, Informal Dispute Resolution [IDR], appeals process, remedies); CMS quality indicators reports, on-line survey certification reports (OSCAR), and other available systems/reports for outcome measurement; Management information systems; Technology to support facility operations (e.g., medical, security, environmental, workplace safety); Services available in the healthcare continuum; Role of the facility in the healthcare continuum; Resource management; Functions of all departments and services provided; Management principles and philosophies; Leadership principles and philosophies; Methods for assessing and monitoring resident’s and family’s/responsible party’s satisfaction with quality of care and quality of life; Grievance procedures for residents and families/responsible parties;

Internal investigation protocols and techniques; Resident Rights; The role of the resident ombudsman; Risk management principles; Public relations and marketing techniques; Culture change concepts for providing resident/person-centered care.

CORE SKILLS USED ACROSS ALL DOMAINS

- ___.__.51 conducting effective meetings
- ___.__.52 leading the change process
- ___.__.53 analyzing and interpreting data
- ___.__.54 informed decision making
- ___.__.55 creating and communicating a vision
- ___.__.56 developing and implementing a strategic plan
- ___.__.57 delegating
- ___.__.58 inspiring and motivating
- ___.__.59 prioritizing
- ___.__.60 negotiating
- ___.__.61 problem solving
- ___.__.62 time management
- ___.__.63 conflict resolution and mediation
- ___.__.64 oral and written communications
- ___.__.65 cultivating effective relationships
- ___.__.66 leading organizational behavior
- ___.__.67 team building
- ___.__.68 consensus building
- ___.__.69 active listening
- ___.__.70 coaching, teaching, and mentoring

Testing Procedures

How many questions are on the test? How many questions are in each subject matter area (see page 3)?

There are a total of 150 questions on the examination, which are broken down as follows:

- (1) Resident Centered Care and Quality of Life (57 questions)
- (2) Human Resources (20 questions)
- (3) Finance (19 questions)
- (4) Environment (22 questions)
- (5) Leadership & Management (32 questions)

In addition, there are 15 sample questions that will not affect a candidate's score. These sample questions are randomly distributed throughout the exam and will not be specifically identified.

How long can one spend taking the exam?

The time limit for the NHA Examination is 3 hours.

What types of examination questions can candidates expect?

All of the questions on the NHA licensing examination are of the objective, multiple-choice type, having four alternative responses of which one is the correct response. The multiple-choice questions in the NAB examination test the three cognitive levels:

1. Knowledge - this type of question involves remembering and understanding previously learned material. It may also require the candidate to demonstrate the interrelationship among given facts.
2. Interpretation - these questions require that the candidate understand and make use of information presented, as opposed to recalling a fact or definition.
3. Problem solving and evaluation - this type of question requires that the candidate organize the facts, interpret the data, assess the situation and choose the best alternative or course of action.

How can a candidate arrange to take the examination?

First, candidates must verify with their state board that they meet all of the state's requirements for NHA licensure. A list of state boards can be found on the NAB website, www.nabweb.org.

After verification of this, candidates apply online to take the examination, using a credit or debit card. The application can be accessed online via the link from the NAB home page (www.nabweb.org).

On the home page, you must create a profile by clicking on **register**, reading the **NAB Privacy Policy** and providing your **personal information**. If you have previously created a profile, you will be able to retrieve your username and password. Once you create a profile, you will be prompted to complete your application. Should you need additional assistance, please call Customer Service at 212-367-4202.

Candidates should be aware that as soon as they successfully submit an application for examination, the following will occur:

1. The system will verify the validity of the candidate's credit or debit card.
2. The exam fee of \$375 (incl. a **non-refundable**, processing fee of \$75) will be charged.
3. Acknowledgement of the application will be sent to the e-mail address each candidate provides upon application.
4. The appropriate state board will be electronically notified of each new application.
5. Within 120 days, the appropriate state board will make a decision with regard to the candidate's eligibility to take the examination. The decision will be received through the e-mail address each candidate provides upon application.
6. If the candidate is approved to take the examination, an electronic Authorization-to-Test letter will be transmitted to the candidate via e-mail, indicating that **the candidate has 60 days in which to schedule and take the examination**. The steps necessary to schedule an appointment with PSI to take the examination will also be provided.

Under special circumstances, where candidates do not have access to a computer and the Internet, candidates may contact their state board for assistance in submitting a paper application for an additional fee of \$75.

How can a candidate prepare for the examination?

Since the NHA test is designed to assess mastery of the knowledge and tasks necessary for entry-level licensure as a nursing home administrator, candidates must be proficient in each area of the test specifications presented above. Additional sample questions in each section of the test are presented in the *NAB Study Guide* (use the publications order form inserted in this handbook or order online at www.nabweb.org to obtain a copy). For test security reasons, NAB does not distribute past forms of the licensing examination.

Is it to the candidate's advantage to answer every question on the test, even if the candidate is not sure of the correct answer?

Yes. The score is based on the number of questions answered correctly and there is no penalty for guessing. Since it is to the candidate's advantage to respond to each question, they should answer questions they are sure of first. If time permits, they should go back to the more difficult questions, eliminate the responses that appear incorrect and then choose from the remaining responses.

Does PSI report scores directly to the candidate?

No. PSI reports scores and relevant normative data only to the licensure board or their administrative authority in the state where the candidate applied for licensure.

Candidates seeking score report information must make their requests directly to the appropriate administrative board.

What is a scaled score and why are scaled scores used to report performance on the NHA licensing examination?

To ensure fairness of the examination scoring process, a statistical method called equating is used to account for differences in test difficulty and to calculate a scaled score. With equating, scores are reported on a scale common to all forms of the NHA licensing examination (scaled score). In other words, the raw score (the number of questions answered correctly) is converted to a scaled score using a scale ranging from 50 to 150. On this converted scale, a scaled score of 113 is the NAB recommended passing score.

How soon after the administration of examinations are scores reported by PSI?

PSI reports scores to the administering board within 15 working days after the candidate takes the exam.

Can candidates' scores be reported to a jurisdiction other than the one for whom they took the test?

Yes. We have established the Score Transfer- Interstate Reporting Service (IRS) to aid candidates who wish to apply for licensure in more than one state. Registration with the IRS enables candidates to report their score to more than one jurisdiction, thereby reducing the need to retake the examination in each state where a candidate seeks to be licensed. (Scores are routinely reported to the jurisdiction in which the examination was taken, whether the candidate registers with the IRS or not). Currently, the charge for permanent registration of scores and the first transfer is \$70.00. Subsequent transfers cost \$70.00 each and this fee is paid by candidates. Candidates can complete this form online by selecting the 'ORDER a Score Transfer Report' button, or download a hard copy of the form which is provided at the end of this handbook.

Can candidates receive more detailed information on their performance on the NHA licensing examination beyond the total score and scores on the five major subject matter areas of the test specifications?

Yes. NAB and PSI have established an optional scoring service for candidates who wish more information on their NHA licensing examination scores. This scoring service includes a *NHA Diagnostic Score Report* that provides scaled scores on the five major subject matter areas of the test specifications AND scaled scores on the component tasks within each major subject area. Candidates who do not pass the NAB licensing examination may find the *NHA Diagnostic Score Report* to be of value in identifying

specific areas of the NHA test specifications for further study and preparation. Please note that the *NHA Diagnostic Score Report* is not an official score report, and it may not be used for score transfer or score reporting purposes to licensing boards and agencies.

We will produce *NHA Diagnostic Score Reports* for candidates who register for this service. The fee for a copy of the *NHA Diagnostic Score Report* is \$70.00, and this fee is paid by candidates. Candidates can complete this form online by selecting the ORDER a Diagnostic Score Report button on the **Candidate Information Page**, or download a hard copy of the form provided at the end of this handbook.

What must a candidate agree to at the test site?

Candidates must agree to the statement below in which they attest that they will not divulge the nature or content of any question on the examination to any individual or entity. Breach of this agreement will result in a report to the appropriate licensing authority for investigation.

PSI Security Agreement for Examinations

I have read the following PSI Security Agreement and consent to take the examination under the conditions stated herein:

- *I will not give or receive assistance while taking the test, including the use of unauthorized study material or unauthorized notes. I acknowledge that I have not taken any unauthorized study material or unauthorized notes into the testing area.
- *I will not copy and remove exam questions or answers from the test center.
- *I will not have in my possession a cell phone, pager or other unauthorized materials.
- *I will inform the proctor when needing to use the rest room, but I understand that leaving the building at any time before completing the exam is prohibited.
- *I understand that violating the confidential nature of the licensing test can result in severe civil or criminal penalties, invalidation of test scores, and you will be reported to the authorized agency.

Note: If a candidate refuses to consent to the conditions of this PSI Security Agreement, the proctor will notify the candidate that he/she will not be authorized to take the examination. PSI Headquarters will be so informed. This form is retained as a permanent part of the candidate file.

Can candidates request special accommodations?

The first step when requesting special accommodations in conformance with the Americans with Disabilities Act is for the candidate to check the box marked, "Accommodations" for applicants with disabilities" which appears on the online application.

Second, such a candidate should complete the form entitled, "Candidate Request for Special Examination Accommodations" located at the end of this handbook and submit it as soon as possible, with all accompanying documentation (see below) to the appropriate state licensing board/agency. **Your application must be accompanied by documentation which is sufficient to explain the need for the accommodation(s) of your disability.** You may include a letter from an appropriate professional (e.g., physician, psychologist, occupation therapist, educational specialist) or evidence of prior diagnosis or accommodation (e.g., special education services).

Previous school records may also be submitted to document your disability. Any professional providing documentation should have knowledge of your disability, have diagnosed and/or evaluated you, or have provided the accommodation for you.

The letter which you obtain from a professional must be on official stationery and include the following information:

- Identification of the specific disability/diagnosis
- The approximate date when the disability was first diagnosed/identified
- A brief history of the disability
- Identification of the test/protocols used to confirm the diagnosis
- A brief description of the disability
- A description of past accommodations made for the disability.
- An explanation of the need for the testing accommodation(s).
- Signature and title of the professional

You may be contacted by PSI and/or your state licensing board/agency for clarification of any information provided.

Can candidates submit comments?

Yes. Candidates can submit their comments while taking the exam. The tutorial prior to the exam will provide details on how to submit comments.

State Exam

NAB also offers computer-based test (CBT) administration of state-based examinations for some jurisdictions. Applicants should check with the jurisdiction in which they are seeking licensure to determine if that jurisdiction participates in NAB's CBT state examination. If the state CBT exam is offered,

candidates may elect either to schedule and take both the NHA licensing examination and the state examination concurrently, or to schedule and take them in two separate sessions. Candidates should make sure that a separate confirmation number is obtained for each examination. (Note that the Diagnostic Report is available **only** for the NHA licensing exam, not the state-based examination.)

If applicable, the fee for the state-based examination (except for Florida) is \$190 (the total fee for both exams is \$565). The fee for the Florida state-based examination is \$240 (the total fee for both exams is \$615).

If candidates register for both the NHA and state examinations, both of the exams must be taken within the candidate's 60 day window. If the candidate elects to register for the NHA and state exams separately, the candidate must wait until the initial examination is scored prior to submitting a new application.

About NAB's Computer-Based Test

The NHA licensing examination has been administered on computer since January 2000. Upon receiving the Authorization to Test letter from PSI, candidates must schedule an appointment to take the NHA exam with PSI. NAB will not schedule appointments to take the NHA examination; all scheduling must be done by the candidate directly with PSI.

Candidates can schedule online at www.psiexams.com.

Candidates will receive their Authorization- to-Test registration confirmation email from support@psionline.com and will have 60 days from the date on the letter to schedule and take the examination. To schedule, it is highly recommended that candidates click on the link contained in the email as it will link directly to the candidate's account creation page on the PSI website. After setting up an account, candidates will be able to schedule their test. Candidates may also call 1-800-733-9267 to schedule. Failure to schedule and take the examination within 60 days of notification will result in forfeiture of all fees. **There is no exception to this policy.**

The examination will be administered on a computer at a PSI Test Center. Candidates do not need computer experience or typing skills to take the examination. Candidates will have an introductory tutorial on the computer before they start their test. Candidates should arrive at least thirty (30) minutes before their scheduled appointment to allow them time to sign in and to verify their identification.

Candidates must provide two valid forms of identification before they may test, and the I.D. must meet the following criteria:

First form of I.D.

1. It must be a current, valid, government-issued document (e.g., driver's license, passport, state-issued identification card, or military identification);
2. It must have a current photo and the candidate's signature; and,
3. The name on the identification must be the same as the name used to register for the examination (including designations such as "Jr." or "II," etc.).

Second form of I.D.

1. The second form of I.D. must contain the candidate's signature (i.e., a credit card, social security card, State ID card). Note: a second valid form of Government issued photo I.D. may be used as the second form of I.D.).

The following security procedures will apply during the examination:

1. Examination contents are proprietary. Cameras, notes, tape recorders, pagers, cellular phones or any other electronics are NOT allowed in the testing room;
2. No calculators are permitted; and,
3. No personal items may be brought to the testing center. Only keys and wallets may be taken into the testing area. PSI is not responsible for items left in the reception area.

Violations of security provisions in effect for the NHA licensing examination program will be reported to the applicable agency governing the licensing process for further investigation and possible legal and/or disciplinary action.

Completing the Online Application for the Nursing Home Administrator Licensing Examination

Candidates will need a valid credit or debit card, an e-mail address, an Internet connection (DSL or modem), and an Internet-capable PC with an attached printer.

Candidates needing assistance updating a record, requesting special accommodations, or requesting a diagnostic score report, for example, are encouraged to contact their local jurisdiction for assistance and information. (A list of state boards is available at www.nabweb.org).

The NAB Online Application for Computerized Testing requests that candidates enter information in the following areas: the examination(s) being applied for; the

jurisdiction in which candidates are applying for licensure; if applicable, special accommodations required for applicants with disabilities; the number of times the examination has been taken; academic qualifications and work experience; background data relating to licensure; and relevant credit card or debit card information. Candidates are also required to indicate agreement on abiding by the conditions set out in relation to taking the examination(s).

As soon as the completed application is successfully submitted, the exam fee of \$375 (inc. a **non-refundable**, processing fee of \$75) will be charged, and the applicant will be sent e-mail to the address provided, confirming receipt of the application.

Candidates may review or update a submitted application by clicking on the REVIEW or UPDATE button on the **Candidate Identification Page**. Modifiable fields are: middle initial; suffix; e-mail address; street address; apartment number; city, state, or province; postal/zip code; country; home telephone number; work telephone number; and fax number. No other fields will be modifiable, although all fields can be viewed and printed.

When the Application is Completed

The state board in which a candidate is applying for jurisdiction will be electronically notified of each new application. Within 120 days, the appropriate state board will make a decision with regard to the candidate's eligibility to take the examination. The decision will be received through the e-mail address each candidate provides upon application.

As soon as the candidate is approved to take the examination, an electronic Authorization-to-Test letter will be transmitted to the candidate via e-mail, indicating that **the candidate has 60 days in which to schedule and take the examination**. The steps necessary to schedule an appointment with PSI to take the examination will also be provided.

It is the responsibility of all candidates to ensure that they receive their Authorization-to-Test letter. Candidates should confirm that they have submitted a valid e-mail address and check their email, including any "filter" folders. Candidates should periodically check the status of their pending examination application by visiting www2.proexam.org/nab/candidate.

Within the 60-day period, a candidate may reschedule the examination(s), up to 2 days before the scheduled exam date. Candidates are advised to schedule appointments as soon as they receive notification. Neither NAB nor PSI is responsible for failure to receive a test date within the 60-

day period due to late scheduling attempts. **Failure to schedule and take the examination(s) within 60 days will result in the forfeiture of all fees. There will be no exception to this policy.**

The examination fee is \$375. If applicable, the fee for the state-based examination is \$190 (Florida state-based examination is \$240), if offered through NAB's State-Based Exam Program. The total fee for both exams is \$565. Candidates should check with the jurisdiction about local application fees.

If eligibility is denied, the candidate will receive an e-mail indicating this and that the application to test has been cancelled.

Scheduling the Examination(s)

Candidates should schedule to take the examination as soon as possible after receiving the authorization to test and can do so in the following ways. They can make use of the PSI link in the online application (www.psiexams.com) and click on Schedule a Test; they can use the toll-free number indicated in the authorization letter to reach the PSI Contact Center to schedule an appointment, Monday-Friday from 7:30AM to 10:00PM (Eastern Time), and Saturdays and Sundays from 9:00AM to 5:30PM (Eastern Time).

On the Day of the Scheduled Examination

1. Applicants must arrive at the testing center 30 minutes prior to an exam appointment.
2. Applicants must provide a *valid* form of identification, which must meet the following criteria: (a) ID must be government-issued (e.g., driver's license, passport); (b) It must have a current photo and the applicant's signature; and (c) The name on the ID must be the same as the name used to register for the exam.
3. Applicants must provide a SECOND piece of identification containing a signature (credit card, social security card, state ID card, etc.) Note: a second valid form of Government issued photo I.D. may be used as the second form of I.D.
4. All testing sessions will be monitored and may be recorded.

Name Changes

It is important for applicants to notify us of any name changes as soon as possible, whether it's minor name changes like Nikki to Nicole, or if you have name change due to marriage or other life-event. Applicants should send a copy of their ID with name change via email to nab@proexam.org or fax 917-305-9878. Please note that the name on your IDs must match the name on your ATT letter. Otherwise, you will not be admitted to test at the test center.

The Computer-Based Test Experience

No prior knowledge of computers is needed to take a computer-based test. Before the examination begins, a simple introductory lesson explains the process of selecting answers and moving around in the examination. Time spent on the practice lesson does not count against the time allotted for the examination. Most candidates take approximately five to ten minutes to complete the tutorial; however, candidates may repeat the tutorial, if desired. Candidates may choose to select a letter on the keyboard and press "ENTER" to record answers, or they may use the mouse to click on the chosen response. Candidates are strongly encouraged to use the tutorial prior to taking the examination. One of the most important rules to follow: give the test undivided attention. Begin reading the first question in its entirety and then carefully read all four responses to the question. Read all the responses before choosing one, even if the first or second response appears to be the right answer. One of the later responses might be better or more precise. Candidates may skip, or mark for later review, a question they cannot easily answer, then go on to the next question. They can return to the question later, if time permits. The amount of examination time remaining appears on the computer screen.

Having answered all the questions of which a candidate is certain, he/she should go through the test again and try the questions not easily answered the first time. While rereading these questions, the candidate should try to eliminate the responses that appear incorrect. The more responses that are eliminated, the better the chance of choosing the correct answer, since the score is based on the number of correctly answered questions. There is no penalty for guessing. Even if no responses can be eliminated, it is best to answer the item rather than to leave it blank. After answering all the questions, the candidate can review as much of the exam as desired.

Rescheduling, Extensions, Withdrawals, and No Show Policy

Rescheduling

You may reschedule your examination online at www.psiexams.com or by calling the PSI toll free number 1-800-733-9267. You must reschedule within your 60-day eligibility period. Candidates may cancel or reschedule up to 48 hours prior to the scheduled test date. Failure to cancel or reschedule by 48 hours before your test date will result in forfeiture of all exam fees.

Extensions

Extensions of the 60-day eligibility period are not permitted under any circumstance.

Withdrawals

Candidates may withdraw their examination applications up to 2-days prior to their scheduled examination date by accessing the online application and using the “Withdraw an Examination Application” button on the **Candidate Identification Page**. If candidates have scheduled an appointment with PSI, they must also cancel the scheduled appointment with PSI. Candidates will be assessed the \$75 non-refundable fee.

Candidates who do not withdraw their application and cancel a scheduled appointment two days prior to their scheduled examination date will forfeit all fees.

Verbal withdrawals by telephone will not be accepted. Candidates who withdraw must reapply and pay all required fees in order to have another 60-day eligibility period in which to take the examination. You will receive your refund approximately 30 days after receipt of your notification to withdraw. The refund for the each of the examinations follows:

Examination	Candidate Refund
Nursing Home Administrator Examination (NHA)	\$300
State-Based Laws and Regulations Examination (NSBL)	\$115

No Shows

If you fail to arrive at your schedule appointment or fail to withdraw your eligibility within your 60-day eligibility period **you will forfeit all fees. There are no exceptions to this policy.** Such candidates must reapply and pay all required fees in order to have another 60-day eligibility period in which to take the examination.

NURSING HOME ADMINISTRATOR EXAMINATION RECOMMENDED REFERENCES

(Revised March 2015)

- Pratt, John R., (2016, 4th Edition). *Long Term Care: Managing Across the Continuum*. Sudbury, MA: Jones and Bartlett Publishers
- NAB Study Guide-How To Prepare for the Nursing Home Administrators Examination* (5th Edition). Washington, DC: National Association of Long Term Care Administrator Boards, Inc.
- Singh, Douglas, A. (2010) *Effective Management of Long-Term Care Facilities*. Sudbury, MA: Jones and Bartlett Publishers
- Davis, Winborn E., Townsend, Joseph E., (2013). *The Principles of Health Care Administration*. Shreveport, LA: BNB Systems.
- Allen, James E., (2011-6th Edition). *Nursing Home Administration*, New York, NY: Springer Publishing Company, Inc.
- The Long Term Care Survey* (May 2013). Washington, DC: American Health Care Association.
- McSweeney-Feld, Mary Helen and Reid Oetjen, editors (2012). *Dimensions of Long-Term Care Management: An Introduction*. Chicago, IL: Health Administration Press.
- The Long Term Care Enforcement Procedures* (revised 2010). Washington, DC: American Health Care Association (AHCA), AHCA/NCAL Publications.
- Pozgar, George. *Legal Aspects of Health Care Administration, 11th edition* (2012). Jones and Bartlett Learning, LLC.

ADDITIONAL READINGS

Gilster, Susan D., (2006). *A Way of Life: Developing an Exemplary Alzheimer's Disease and Dementia Program*. Baltimore, MD: Health Professions Press

RECOMMENDED WEBSITES

Examinees are encouraged to visit the following websites for additional information related to nursing home administration:

- U.S. Occupational Safety and Health Administration: <https://www.osha.gov>
- Centers for Medicare and Medicaid Services: <http://www.cms.gov>
- U.S. Department of Labor: <http://www.dol.gov>
- National Fire Protection Association: www.nfpa.org

DIAGNOSTIC SCORE REPORT OF RESULTS
for National Association of Long Term Care
Administrator Boards

**OK TO
PHOTOCOPY**

NURSING HOME ADMINISTRATORS LICENSING EXAMINATION

ORDER FORM

Candidate Examination Identification Number*	Test Date MM/DD/YY	State/Jurisdiction where exam was administered	Cost	Amount Enclosed
			\$70.00	\$

*If you do not know the number, please call the state/jurisdiction for which you took the exam for this information.

Today's Date: _____

YOUR NAME: _____

YOUR ADDRESS: _____

PREVIOUS NAME: _____
 (If the current name is different from name used on test date)

NAB Diagnostic Score Reports are detailed breakdowns of your performance on the NHA licensing examination. They include detailed scaled score information for Resident Care Management, Personnel Management, Financial Management, and Governance and Management areas of the NAB/NHA licensing examination.

TO ORDER: Complete this form (indicating method of payment below) and mail to:

PROFESSIONAL EXAMINATION SERVICE/PSI
Statistics & Computer Services
Attention: NHA Diagnostic Score Report Coordinator (644)
475 Riverside Drive, 6th Floor, New York, NY 10015-0089
Telephone: 212-367-4202

Method of Payment: Credit cards (MasterCard/VISA only), cashiers' check, money order, certified check, or corporate business checks. **PERSONAL CHECKS NOT ACCEPTED.**

A Cashiers' Check, Money Order, Certified Check, or Corporate Business Check is attached.

Please charge to my: VISA MasterCard

Expiration Date _____ Credit Card # _____

Cardholder's Name _____

I certify that the information provided above is correct.

 Signature _____ Print Name: _____ Date: _____
 (Your request will not be processed unless it is signed)



Score Transfer Request Application

Please check the program name for your request

NAB Other

NOTE: Omission or errors will result in delays. Please follow the instructions on the back of this form.

I. APPLICATION INFORMATION:

Current Last Name: _____ First: _____ M.I. _____

Name at Time of Exam (Last, First, M.I., if different): _____ Other Name: _____

Current Address: _____
(Include Street #) (apt. #) (city) (State) (Zip code)

Email Address: _____ Phone No: () _____ ID/SSN#: _____

II. EXAM INFORMATION:

You must provide the appropriate information about the exam score transfer.

Date of Examination (mm-dd-yy)	State/Province Applied for Examination	Candidate ID Number

- III. FEES:** (A) Score Transfer Fee: \$70.00 transfer fee per examination
 (B) Expedited Score Fee: An **additional** \$30.00 for each state/province transfer fee per exam.

(A) Score Transfer Information and Fee			
State(s) or Province(s) where your exam score should be transferred			
<small>(print in the space below)</small>			
1.	\$	3.	\$
2.	\$	4.	\$
<i>(\$70.00 x number of transfers)</i> (A) Total			\$

(B) Expedited Score Transfer Information and Fee			
State(s) or Province(s) you want your scores expedited			
<small>(print in the space below)</small>			
1.	2.	3.	
<i>(\$30.00 x number of expedited transfers)</i> (B) Total			\$

(Add lines "A" and line "B") **GRAND TOTAL** \$ _____

IV. METHOD OF PAYMENT:

Credit cards (MasterCard/VISA only), cashiers' check, money order, certified check, or corporation business checks.

Make check payable to ProExam. PERSONAL CHECKS WILL NOT BE ACCEPTED. MAIL TO:

Professional Examination Service/PSI

475 Riverside Drive, 6th Floor, New York, NY 10115, (212) 367-4202

For credit card payment, you must provide the following: Credit Card Type: VISA MasterCard

Credit Card #: _____ Expiration Date: _____

Credit Cardholder's Name (if different from applicant's name): _____

I have read the instructions on the back of this form. I certify that the information provided above is correct.

Signature: _____ Print Name: _____ Date: _____
(Your request will not be processed unless signed)

SCORE TRANSFER SERVICE

Transfer of your scores on an examination may be requested any time after taking the examination, from one state to another. This request may be initiated on the Candidate Online system or submission of the paper Score Transfer Form. **Your scores are reported to the board in the state or province where you took the test at no charge to you.**

APPLICATION INSTRUCTION

- I. **APPLICANT INFORMATION:** You must provide your current name, the complete name under which you took the examination, if different, your current address, daytime telephone number, and social security or your identification number.

- II. **EXAMINATION INFORMATION:** For the examination score you wish to transfer, you **must** provide the date (month, day, year), the state/province where you applied and paid to take examination, your candidate ID number that you wrote on the answer document at the time you tested, and the name of the examination. To verify this information, you may contact the state/province where you applied and took the test.

- III. **FEES:**
 - A) **TRANSFER FEE - \$70.00 per score transfer**
The transfer fee is **\$70.00 per examination for each** transfer to a state/province licensing board to which you want that score transferred.

 - B) **EXPEDITED SERVICE FEE - \$30.00 for each state/province**
You may request expedited service for an **additional \$30.00 for each** licensing board to which you want your scores transferred. Expedited processing time is 5 business days after we receive your request, otherwise, 10 business days. Expedited service may be requested 6 weeks or more after taking the examination. If you wish to have your scores faxed instead of express-mailed, please check with that board as to the acceptability of the faxed Interstate Reporting Service report. You would also need to provide us with the fax number and the name and title of the person you contacted at the licensing board.

- IV. **METHOD OF PAYMENT: Credit card (MasterCard/VISA only), certified check, cashier's check, business checks or money order made payable to ProExam. PERSONAL CHECKS WILL NOT BE ACCEPTED.**

In offering this service PSI makes no guarantees that any certification/licensing board will accept a score transfer in lieu of other state requirements for the purposes of certification/licensure.

Applications for the Interstate Reporting Service are distributed at the time of the examination or may be obtained from the licensing boards. This application form may be requested at the same time that you are requesting your endorsement/licensure application from the board of the state/province in which you want to be licensed. Please allow three weeks from the date you mail your transfer request for the reporting of your scores to the licensing board/s. **Please include a self-addressed, stamped envelope with your request if you wish to have us send a confirmation notice that your application has been processed and mailed to the board you requested.**

CANDIDATE REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, please **submit to the Board in the State in which you are seeking licensure**, this **completed form and attach the appropriate documentation as indicated in the Candidate Handbook** so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality.

Applicant Information

Last Name	First Name	Middle Name
Address (line 1)		
Address (line 2)		
City	State	Zip Code
Jurisdiction in which you have applied for licensure		

Special Accommodations

I request special accommodations for the administration of the:
Please check each examination that applies to you.

- Nursing Home Administrators Licensing Exam (NHA)
- State-Based Laws & Regulations Exam (NSBL)

Please provide (check all that apply):

<input type="checkbox"/>	Accessible testing site
<input type="checkbox"/>	Special seating
<input type="checkbox"/>	Large print test (specify point size) _____
<input type="checkbox"/>	Reader
<input type="checkbox"/>	Extended testing time (time and a half)
<input type="checkbox"/>	Separate testing area
<input type="checkbox"/>	Other special accommodations (please specify)

Send original documents to:

State Board/Agency in which you are making application for licensure

NAB PUBLICATIONS ORDER FORM

Mail to:
 NAB Publications
 1444 I Street, NW, Suite 700
 Washington, DC 20005

E-mail address: nab@nabweb.org
 If you are paying by credit card you may
FAX your order to **(202) 216-9646**

<input type="checkbox"/>	NAB Study Guide with online study guide companion (Nursing Home (760)	\$130.00
<input type="checkbox"/>	Residential Care/Assisted Living Study Guide with online study guide companion (761)	130.00
<input type="checkbox"/>	The Principles of Health Care Administration, Winborn Davis (750)	105.00
<input type="checkbox"/>	NAB AIT Domains of Practice Internship Manual, James Allen/Philip Brown (754)	55.00
<input type="checkbox"/>	RC/AL AIT Domains of Practice Internship Manual, James Allen/Philip Brown (790)	55.00
<input type="checkbox"/>	Assisted Living Administration: The Knowledge Base, James Allen (771)	80.00
<input type="checkbox"/>	Leadership, Management and Operations, Level 2, Senior Living University (773)	295.00
<input type="checkbox"/>	The Management Library for Executive Directors, Senior Living University (774)	295.00
<input type="checkbox"/>	Nursing Home Administration, James Allen (775)	95.00
<input type="checkbox"/>	Long Term Care: Managing Across the Continuum, John Pratt (777)	103.95
<input type="checkbox"/>	Effective Management of Long-Term Care Facilities, Douglas Singh (778)	100.05
<input type="checkbox"/>	Long Term Care Survey, American Health Care Association (779)	59.95
<input type="checkbox"/>	Long Term Care Enforcement Procedures, American Health Care Association (780)	35.95
<input type="checkbox"/>	LTC Survey and Enforcement Procedures (Set) American Health Care Association (781)	81.95
<input type="checkbox"/>	Long Term Care Survey Binder Subscription, American Health Care Association (782)	155.95
<input type="checkbox"/>	Assisted Living Administration and Management (783)	70.00
<input type="checkbox"/>	Vigilant Assisted Living Certificate Programs, Introductory Program (784)	395.00
<input type="checkbox"/>	The Long-Term Care Legal Desk Reference (785)	99.00
<input type="checkbox"/>	Next business day delivery (order needs to be received by 3:00 PM EST)	20.00

TOTAL: \$ _____

Check # _____
 Visa
 MasterCard
 American Express

Card #: _____ Exp. Date: _____

Name (please print) _____ Signature: _____

Company: _____

Street (no P.O. boxes): _____

City: _____ State: _____ Zip Code: _____

Daytime Phone: _____ Fax: _____

Orders must be prepaid. Prices include UPS ground shipment. Please allow 2 weeks for delivery.

***Please note: There is a \$25 restocking fee for all returns.**

(Next business day delivery \$20 extra. Orders need to be received by 3:00 PM EST)

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 or e-mail NAB@nabweb.org.