



EXAMINATIONS BY PSI SERVICES LLC

The Center for Medicare and Medicaid Services (CMS) has contracted with PSI Services, LLC (PSI) to deliver the Surveyor Minimum Qualifications Test (SMQT).

ELIGIBILITY FOR THE EXAMINATION

Once you have been approved by your State Survey Agency, a designated representative from your state will receive an email confirmation from PSI. The SSA is responsible for ensuring that PSI is contacted, and the SMQT is scheduled. Your eligibility is valid for one examination attempt.

TELEPHONE SCHEDULING

To schedule an examination, please call (800) 733-9267. The times of operation for live operators are as follows:

| | Monday thru Friday | Saturday |
|---------------|--------------------|-----------------|
| Eastern Time | 8:00am - 8:00pm | 9:00am - 5:30pm |
| Central Time | 7:00am - 7:00pm | 8:00am - 4:30pm |
| Mountain Time | 6:00am - 6:00pm | 7:00am - 3:30pm |
| Pacific Time | 5:00am - 5:00pm | 6:00am - 2:30pm |

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination by 4pm PT*. Examination fees are non-refundable and nontransferable.

Note: A voicemail or email message is not an acceptable form of cancellation. Please use the telephone system and speak to a Customer Service Representative, or you may go online to cancel.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid and you will not be able to take the examination as scheduled, if you:

- Do not cancel your appointment 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination. Please see the Required Identification section for acceptable forms of identification.

SPECIAL EXAMINATION ARRANGEMENTS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must get pre-approved by the sponsor.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at www.psiexams.com.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site.*



REQUIRED IDENTIFICATION

Candidates need to provide two (2) valid forms of identification. Both must contain a signature; primary ID must have photo.

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. All required identification below must match the first and last name under which the candidate is registered.

PRIMARY IDENTIFICATION - Choose One

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card
- US Government Issued Alien Registration Card

SECONDARY IDENTIFICATION - Choose One (Must contain a signature)

- Employee ID
- School ID
- Voter ID
- Credit Card

Failure to provide ALL of the required identification at the time of the examination without notifying PSI is considered a missed appointment and you will not be able to take the examination at that time.

SECURITY PROCEDURES

Candidates will receive scratch paper and a pencil at the test site. The online calculator will be enabled.

Candidates will also receive copies of four documents approved by CMS, for reference during the test. No writing is allowed on the references during testing, and they must be returned to the test proctor once the test is complete. The four approved documents provided by the test center are:

1. Appendix PP, State Operations Manual
2. Chapter 7, State Operations Manual
3. Psychosocial Severity Guide
4. LTCSP - Procedures Guide

These documents are contained in 3 binders: Appendix PP is in two binders, and the remaining 3 documents are in a third binder.

Note: Candidates may also bring in these four documents, rather than have them provided by the test proctor. If a candidate brings in his/her own reference materials, they may be separate or combined into one document. Candidates may have notes written directly on the pages of the documents they bring in. However, no loose pages or additional pages that contain notes are allowed.

Documents brought in by candidates may have tabs separating different sections. Tabs may be either permanent or "temporary" (such as sticky notes). However, all tabs can contain only the name and/or number of the section that follows.

Candidates may also bring their own "Nursing Drug Handbook" (any edition) for use during the exam. Test Centers will not have a copy of this book to provide to candidates.

Candidates may have notes written directly on the pages of the "Nursing Drug Handbook." However, no loose pages or additional pages that contain notes are allowed. Tabs separating different sections may be either permanent or "temporary" (such as sticky notes). However, all tabs can contain only the name and/or number of the section that follows. No other notes on tabs are permitted.

The following items are not permitted in the examination room:

- All personal electronic devices, except those that are a medical necessity.
- Children, guests, cellular telephones, personal digital assistants (PDAs), recording devices, cameras, pagers, purses, notebooks, notebook computers, unauthorized reference or reading material, music players, radios, electronic games, calculators, or briefcases.
- Personal items including watches, backpacks, pens, pencils, or other writing devices, food, drinks and good-luck items.
- Hats, baseball caps, or visors (with the exception of religious apparel), coats, shawls, hooded clothing, jackets or overcoats. Please note that the testing room temperature is set at 72 degrees, and light jackets/sweaters with pockets are not allowed, so please dress accordingly.

The following security procedures will apply during the examination:

- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- No smoking, eating, or drinking will be allowed at the examination site.
- You may not exit the building during the examination.

EXAMINATION RESULTS

Candidates will not view/receive their scores at the test site.