

Arkansas Department of Health, Section of EMS

Renewal Website Frequently Asked Questions

1. I renew my Emergency Medical Technician (EMT), Advance EMT, or Paramedic license this March or September, what is the earliest can one send in his or her renewal paper work?
 - a. The Section of EMS will accept online renewal, two (2) months prior to your expiration date. The Section of EMS will be sending a correspondence to all active Emergency Medical Service Providers directing them to the renewal website.
 - b. If you are requesting an extension to complete the required continuing educational hours, please see the Section of EMS: Rules and Regulations for Emergency Medical Services in Section IX.E.1.a-e. (Page 48). Please contact the Section of EMS at 501-661-2262 for question concerning renewal.

2. Does each Emergency Medical Service Provider (EMSP) level has different requirements for renewal.
 - a. Each Emergency Medical Service Provider level must meet the educational standards that is outlined in the Section of EMS: Rules and Regulations for Emergency Medical Services in Section IX.C.1-3.(Page 42-44).

3. What are the requirements for renewing my Instructor licensure?
 - a. Each Emergency Medical Service Provider must meet the educational standards for their level of licensure that is outlined in the Section of EMS: Rules and Regulations for Emergency Medical Services in Section IX.C.1-3.(Page 42-44).
 - b. Every EMSP Instructor must meet the educational standard that is outlined for Instructors in the Section of EMS: Rules and Regulations for Emergency Medical Services in Section IX.C.3.a-g. (Page 45).

4. Does the Section of EMS keep a listing of Refresher/Transition course being offered statewide?
 - a. Refresher/Transition courses are taught throughout the year. Each course is approved by the Section of EMS two (2) weeks prior to start of each course. You are welcome to contact the Section of EMS and speak with an EMS Specialist that will assist in finding a Refresher or Transition Course.
 - b. **Reminder that all Refresher/Transition Courses and Continuing Education Units must be completed within the two (2) year renewal cycle. If you need an exception to complete EMSP Renewal Requirements, please read the Section of EMS: Rules and Regulations for Emergency Medical Services in Section IX.E.1.a-e. (Page 48) or contact the Section of EMS at 501-661-2262.**

5. Where can I find courses for my continuing Education requirements.
 - a. Continuing Education can be obtained through an Arkansas Emergency Medical Service Agency, EMS educational program, through any approved CECBEMS course, or from higher education intuitions.
 - b. **Reminder that all Refresher/Transition Courses and Continuing Education Units must be completed within the two (2) year renewal cycle. If you need an exception to complete EMSP Renewal Requirements, please read the Section of EMS: Rules and**

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Regulations for Emergency Medical Services in Section IX.E.1.a-e. (Page 48) or contact the Section of EMS at 501-661-2262.

6. I am currently enrolled in a Nursing, Respiratory Therapy, other healthcare related courses or taking EMS related course work will my hours count towards renewal of my EMSP license?
 - a. Yes, the Section of EMS will require that you submit an unofficial copy of your current transcript for course(s) completed during your two (2) year renewal cycle. If you have questions as to which courses and how many hours will count toward your renewal and what category of training it applies to, contact the Section of EMS prior to renewing your license.
 - b. If you are maintaining your National Registry of Emergency Medical Technician's certification, these hours may not meet the requirements for certification with the NREMT. Please contact NREMT at (614) 888-4484.

7. I am in a Paramedic program course during this renewal cycle. Will the those hours cover my hours for renewal?
 - a. You will need to have your instructor submit a letter on school letterhead stating your enrollment in the paramedic program. Letter must include the start date of the program you are enrolled in and what topics have been covered and number of hours for each.
 - b. If you are maintaining your National Registry of Emergency Medical Technician's certification, these hours may not meet the requirements for certification with the NREMT. Please contact NREMT at (614) 888-4484

8. What if I am found to have falsified portions of my containing education or renewal information?
 - a. Falsification of documentation is a serious violation and failure to submit accurate documentation may result in disciplinary action up to and including probation, suspension, and revocation.
 - b. Please see the Section of EMS: Rules and Regulations for Emergency Medical Services in Section XVI.A-B. (Page 67-71).

9. What if realize that I made an error in entering CEU information during my online renewal?
 - a. Contact the Section of EMS immediately to make the needed corrections. Do not wait until you are audited.

10. I have submitted my renewal online; can I come to the Section of EMS to receive my new licensure card?
 - a. No, online renewal applications will be processed the next business day and cards will be sent out within three (3) business days. At times the Section of EMS will experience a heavy workload during the latter part of renewal cycle and could result in a delay of receiving your licensure card.

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11. I was charged \$22.00 for my EMSP renewal. Did the renewal fee go up?
 - a. The fee structure is broken down by a \$20 application fee from Section of EMS and a \$2 service fee from GovPay website.
 - b. One will receive an email from ArkansasGovPay@ark.org with an email subject titled as Arkansas GovPay Receipt. This email will be the Payment Summary that will detail the transaction and will contain a Confirmation Number (Order Id) of the transaction. Please keep this receipt as it will be required if you are audited.
 - c. All fees are non-refundable.

12. I am renewing my EMSP licensure after the renewal date. Is my license considered lapsed or expired?
 - a. The day after you renewal period, your licensure will be placed on the Lapsed status, and remain that way for two (2) years. During that two (2) year window, you are eligible for a late renewal. At the end of the two (2) year window, your licensure will be placed on Expired status. Expired status requires the completion of a new program.
 - b. Please see the document titled "Requests for Licensure Extension, Late Renewals and Lapsed EMSP's" located on our website or the Section of EMS: Rules and Regulations for Emergency Medical Services in Section IX.D.1-4. (Page 46-48) or contact the Section of EMS at 501-661-2262.
 - c. If renewing after your expiration date you will not be permitted to practice as an EMSP until you have met all relicensure requirements.
 - d. Each Emergency Medical Service Provider must meet the educational standards that is outlined in the Section of EMS: Rules and Regulations for Emergency Medical Services in Section IX.C.1-3.(Page 42-44).

13. Does the Section of EMS perform audits and how is one selected?
 - a. Yes, the Section of EMS will randomly audit roughly 10% of all EMSP renewals during each renewal cycle.
 - b. Our software will randomly select an EMSP based on an algorithm to ensure that the process is unbiased. The Section of EMS reserves the right to audit all EMSP's to ensure compliance to the Section of EMS: Rules and Regulation for Emergency Medical Services.

14. I received a letter and/or email stating that "I am being audited this renewal cycle" and I am scheduled to work. Can I still work while being audited?
 - a. During the audit phase, you can continue to work.

15. How will do I have to submit my audit materials once I am audited?
 - a. An individual will have ten (10) working days from the receipt of your audit letter to submit all documentation related to your EMSP license. Failure to submit related documents in a timely manner could result in disciplinary action.
 - b. Please submit all documentation to the following address:

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ADH, Section of EMS
c/o Licensure Audit
5800 West 10th St, Suite 800
Little Rock, AR 72204

- c. Exceptions will be considered for those that are in the military or reasons, please read the Section of EMS: Rules and Regulations for Emergency Medical Services in Section IX.E.1.a-e. (Page 48) or contact the Section of EMS at 501-661-2262.

16. What documentation is the Section of EMS looking for during an audit?
 - a. If you are audited you will Section of EMS accepts Certificates, Rosters (see #15 below for exceptions), Transcripts, Course Completion letters, or a letter from the training institutions on official letterhead. All documents will be verified during the audit process.

17. I am waiting on my new CPR/ACLS card; can I submit my class roster?
 - a. The Section of EMS will **not** accept rosters. You must submit a **signed** copy of the card. For those providing a card from an American Heart Association course, it is a requirement that all individuals receive a course completion card

18. I would like to request an extension, what process do I need to follow.
 - a. If you need an extension to complete EMSP Renewal Requirements, please read the Section of EMS: Rules and Regulations for Emergency Medical Services in Section IX.E.1.a-e. (Page 48) or contact the Section of EMS at 501-661-2262.

If you have questions or concerns not outlined in the FAQ, please contact the Section of EMS at 501-661-2262.