

Hello all,

I am sorry I did not get this update out last Friday but there were a couple of items that I needed to confirm before I shared them with you.

MAP testing Update #3:

New and improved:

- You will now find an additional ‘button’ on the WebETest opening page. It reads “User Built Test Schedule”. If you click on it, it will allow the provider, a candidate or the MAP trainer to select a customized list of testing options for candidates based on the part of the MAP test needed, distance willing to travel from a zip code, and date range. Only those testing options that fit those criteria will show up when you click on “Create Calendar” after completing steps 1-3. This will help you narrow down the best testing opportunities for the candidate without having to see all sites across the state on the calendar. D&S is working to have this same screen appear from the candidate record page when scheduling a test. Stay tuned!
- You will now find a new “button” on the WebETest opening page named: “Provider Initiated Recertification”. The provider or MAP trainer may now use this button to initiate scheduling a recertification exam to be conducted by D&S Diversified Technologies. This eliminates the need for the staff person to self schedule their recertification exam if it is to be administered by D&S. However, the option for staff to self schedule also remains available but there may be a delay in scheduling until employment is confirmed.

Tips:

- You can edit a candidate record in WebETest as long as the field is not “grayed out”. If it is an option, first highlight the entire field, delete what is currently in the field, enter the new information into the field, click on submit. You can then check to make sure the edits were made by clicking on the “back” button (sometimes twice). As a note. Some fields may be limited to a certain number of characters so you may need to abbreviate at times, for example “St” instead of “Street”.
- When updating the staff record for in-house recertifications don’t forget to add an email address for the staff person if provided. This is information that the Red Cross did not collect but it is used by D&S to communicate with staff if available.
- Email address fields in the registry and the WebETest are limited to 40 characters. If this is a problem for anyone please let me know so I can discuss with D&S the possibility of increasing the number of characters.

Coming Attractions:

- D&S is working to produce a report for providers/MAP trainers to track all staff assigned to them in the **Registry**. This report would allow for Providers to track Certification and Recertification dates and will even allow for date ranges to narrow down the time frame of interest. This will include information from the Red Cross data. Watch the “Training program Reports” section on the D&S site for this option.
- Currently a Provider or MAP Trainer has the ability to view all of the staff assigned to them who are in **WebETest** as currently training or in the process of testing. However, in order to see where a staff person is in the Certification process, the provider/MAP Trainer has to click on each individual record displayed. D&S is working to provide more detail in the search to include that information on the list created. Watch for this improvement in the days to come.

Questions of the Week:

1. **Q: How does the provider/MAP Trainer look up which of my staff are still in the training/testing process?**

A: Go to:

hdmaster.com

[Click on Mass. MAP](#)

[Click on WebETest](#)

[Click on “Provider/MAP Trainer”](#)

[Enter Provider or MAP Trainer ID# and PIN](#)

Do not enter any names in the “search” box

[Click on ‘search’](#)

[All staff who are in the process of testing or training assigned to the provider or MAP Trainer will be listed](#)

[Click on the name of the staff person to see details of their status \(this is the list that D&S is working on to provide key information within the list itself as noted under](#)

[“Coming attractions”](#))

1. **Q: I know that there is a test date coming up for the written (knowledge) test or the skills test at a particular site but it doesn’t show up on the schedule. Why is that?**

A: The Written (knowledge) portion of the test “fall” off the schedule if there is less than 48 hours remain until the test. Skills tests “fall” off the schedule if less than 10 days remain until the test. There may be times when it is possible to schedule a candidate into those dates as slots may still exist and there is time to get the necessary documents to the proctor or tester. Contact D&S to see if that is a possibility if there is a need to facilitate testing for a candidate. D&S is working to allow scheduling to occur closer to the test date in the near future.

1. **Q: If only people who are not yet Certified appear in the WebETest interface and only staff who are or were Certified appear in the MAP registry, why do I look for a Certified staff person in WebETest when scheduling them for Recertification testing by D&S?**

A: When a MAP certified staff person, or one who’s certification expired less than 12 mos. ago wants to test for recertification with D&S (rather than in-house recert) , they or

the provider/MAP Trainer into WebETest, click on Recertification or Provider Initiated Recertification, enter their name in the search box and look for a duplicate record.

Because they are going in through the recert portal, WebETest recognizes that this person must have a record in the Registry and pulls their record into WebETest so

that they can schedule a recert test. WebETest then identifies what test the person needs to take. In the case of a recertification the staff person only needs to be

scheduled for the trans and med admin portions. In order to override the new rule in the system regarding the requirement to pass the written test in order to qualify for the

skills test, in the case of recerts, the system automatically gives the staff person a “pass” on the written test with a date that matches the scheduling date. This allows the staff person or the provider to schedule the skills test.

1. **Q: Do staff need to complete the testing application form 1101 even when they work for a DDS/DMH provider and their demographic information is being entered online?**

A. No. There is a simpler form (1600) that a staff person can complete and submit to the Provider or MAP trainer that contains all of the information needed for the WebETest

interface. It can be found on the Massachusetts MAP page under “candidate forms”. When a provider or MAP trainer enters the candidate information on line, there is no

need to submit any applications to D&S.

Thank you for your patience as this process evolves. Please let me know if you have any questions or concerns. Your feedback is what drives changes and improvements in this new system.

Remember: I will be holding a weekly conference call for questions, updates, suggestions and feedback every Thursday for the rest of July and all of August with the exception of August 11 from 12-1. **Please call in at: 1-866-714-3769 Participant Code: 3358907# if you have any questions or suggestions.**

Sharon