

September 12, 2019

The Massachusetts Department of Public Health's (DPH) Nurse Aide Registry Services (NARS) is transitioning from the current Interactive Voice Response (IVR) phone verification system to a new Nurse Aide Registry Inquiry System (NARIS) for verification of certified nurse aides (CNAs) and healthcare employees who have direct contact with patients or residents. This transition will ensure a more efficient self-service method for verification of certification and sanction information. Those facilities or providers who currently have an account to access the Registry's Phone Inquiry Response System will receive instructions to create an account for their organization on the new NARIS by mail to the address associated with your current account. To learn more about this system change, visit the DPH website at: [www.mass.gov/nurse-aide-registry-program](http://www.mass.gov/nurse-aide-registry-program) for instructions and tutorials on NARIS. If you have any questions, please contact us at 617-753-8144 or [nars@state.ma.us](mailto:nars@state.ma.us).