



CREDENTIALING - FREQUENTLY ASKED QUESTIONS

DO NOT call to inquire on the status of your application; typical processing takes 7-10 business days and may take longer if a legal background review is required, if there are delays receiving information from the Department of Justice (DOJ), or if the application packet is incomplete or contains incorrect information.

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[*First time applicants only*](#)

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For EMTs:

I passed my NREMT exams. How do I apply for my California EMT certification?

First time applicants only

Statutes, set forth by the State of California, can be found here: <https://govt.westlaw.com/>. Our local, initial certification policy can be found here: [Policy 1202 - EMT Certification](#).

1. Create a user account in REMSA's Online Credentialing Portal / license management system, here: <https://ca.emsbridge.com/remsa/public/portal#/login>
2. Once your account has been created, complete the application for "Initial EMT Certification". You will need to upload the following documents to complete your initial application:
 - a. **Photo I.D.**: current, valid, and legal (submission of only one (1) of the following is required)
 - i. State driver's license or military I.D. card
 1. Temporary driver's licenses without a picture and / or military IDs where the applicant is not the primary issuant will not be accepted.
 - ii. State I.D. card
 - iii. Passport
 1. Unexpired U.S. OR
 2. Unexpired foreign, with a valid U.S. visa and approved U.S. Department of Homeland Security Lawful Record of Admission.
 - b. **CPR Card**: A current and valid American Heart Association, American Red Cross, or California-approved BCLS/CPR card ("professional" level).
 - i. All information on the card must be typed.
 - ii. Card must be valid for a minimum of thirty (30) days past the application date.
 - c. **Live Scan Fingerprinting**: Proof of completion of fingerprinting for a California Department of Justice (DOJ) and FBI criminal offender record information search. Use of the preprinted REMSA fingerprint form is mandatory (found here: [Request For Live Scan - REMSA](#)). We recommended that you keep a copy of this form for your records. Be sure to sign the section acknowledging receipt of privacy statements.
 - i. **We are unable to accept Live Scan forms or results completed for any other agency or organization.**
 - d. **NREMT Course Completion Certificate**: Completion must be within the two (2) years preceding the submission of a completed application packet).
 - e. **Current, valid NREMT Card**: Wallet-sized card issued by the NREMT.

- f. **Certificate of completion from an approved EMT training program issued within 2 years prior to application submission** (see REMSA Policy #1202 (found here: [Policy 1202 - EMT Certification](#), for additional eligibility options).
- 3. Pay the non-refundable fees (REMSA: \$25, State: \$75).
 - a. Applications that have been started but remain incomplete will be saved in our license management system in an “Initiated” status until completed, or for a maximum of thirty (30) days, whichever is shorter. After thirty (30) days, the application will be considered abandoned, and the license management system will automatically withdraw it from the active queue. Once the status of an application is changed to “Withdrawn,” the applicant will need to initiate a new application, and pay all related fees again, if they wish to continue the certification process.

How do I renew my NREMT certification?

The NREMT is a separate certification from CA state EMT. Renewing one of these certifications does NOT automatically renew the other. To renew your NREMT, visit www.nremt.org.

I am an EMT, or prospective EMT, and do not know which application to complete.

Please use our [EMT Application Assistant](#) tool. If you still have questions, you can email our Credentialing Unit at emsapps@rivco.org.

I completed the wrong application; can I get a refund?

All fees paid to REMSA are non-refundable. We recommend using our [EMT Application Assistant](#) tool prior to completing your application to ensure that you are filling out the correct one.

Do I need to apply for my EMT certification in the county that live in or plan to work in?

No. You may apply for your state EMT certification through any local EMS agency that is convenient to you (a list of all California LEMSAs can be found here: <https://emsa.ca.gov/local-ems-agencies/>). You may only hold EMT certification through one (1) LEMSA at a time, even if you work outside of the county where you hold certification (local accreditation may be required where you work). At the time of recertification, should you wish to change the entity through which you are currently certified, you must follow the certification policy set forth by that LEMSA. New Live Scan fingerprints, as well as paying all associated local and state fees to that agency, will also be required.

What if I want to change certifying entities mid cycle? What is required?

EMT certification in California is recognized by all thirty-three (33) LEMSAs throughout the state; however, should you need to change certifying entities at the request/requirement of your employer, you may do so. You will need to meet all certification renewal requirements, which include twenty-four (24) continuing education (CE) hours, a valid skills verification form, and a repeat background check. You will maintain your E# and your two (2) year certification expiration date will either remain the same (if you are changing entities within six (6) months of your current expiration) or change to reflect a new expiration date (if you are changing entities with more than six (6) months until your current expiration). The new certifying entity will verify that you have met all of their requirements. They will also issue you your new EMT card.

Can I use my Heartsaver First Aid CPR card to meet REMSA's CPR requirement?

No. You must possess a current and valid CPR card at the 'professional' or 'healthcare provider' level. At this time, we only accept American Heart Association, American Red Cross, American Safety & Health Institute (ASHI), or state-approved CPR cards. REMSA-approved equivalents may be accepted (e.g., RHeART); please check with our Credentialing Unit if you are unsure (here: emsapps@rivco.org). All information on the card must be typed – handwritten cards will not be accepted. Cards must be valid for a minimum of thirty (30) days past the application date.

I am a certified EMT in another state, how do I transfer my credentials to California?

Please review our local, initial certification policy, found here: [Policy 1202 - EMT Certification](#).

Initial EMT Certification is obtained by submitting an application through our Online Credentialing Portal / license management system, here: <https://ca.emsbridge.com/remsa/public/portal#/login>.

I hold an active or expired EMT certification in another California county; how do I transfer my credentials to Riverside County?

Please use our [EMT Application Assistant](#) tool to help you determine the correct application to fill out.

What should I do if my EMT certification lapsed?

You may apply for reinstatement through any LEMSA or certifying entity. State regulations regarding reinstatement (less than 6 months, 6 to 12 months, and greater than 12 months) can be found here: <https://govt.westlaw.com>. Our reinstatement policy can be found here: [Policy 1204 - EMT Reinstatement](#). Certifications lapsed 12 months or more require re-fingerprinting (Live Scan) and are subject to the following fee schedule for certification reinstatement (in Riverside County specifically):

Fee Type	Funds Paid To	Cost
Live Scan Fingerprinting ^{1, 2}		
1. "Rolling Fee"	3 rd Party Servicer	\$20 - \$40
2. CA DOJ Analysis Fee	3 rd Party Servicer on behalf of the CA DOJ	\$32
3. FBI Analysis Fee	3 rd Party Servicer on behalf of the FBI	\$17
		Total due to 3 rd Party = \$69 - \$89
LEMSA certification fee	REMSA	\$35 (\$25 + \$10 LATE FEE)
EMSA Personnel Registry	REMSA (collected on behalf of the EMS Authority)	\$75
		Total due to REMSA = \$110

Total fees for EMT reinstatement after 365 days range from \$179 - \$199.

¹ All fees associated with Live Scan Fingerprinting in this table are estimated based on historical pricing. They are assessed and collected by 3rd party servicers and are subject to change without notice or update of this policy. REMSA makes no guarantee of Live Scan Fingerprinting costs, these are simply approximations for financial planning purposes only.

² The CA EMS Authority requires applicants whose certification has been expired for more than 365 days to obtain new Live Scan fingerprints

Why do I need the epinephrine, naloxone, and glucometer training?

Beginning July 1, 2019, Title 22 [§ 100080](#) (EMT Certification Renewal) required any EMT renewing his or her certification for the first time to submit documentation of successful completion of the following training by an approved EMT training program or approved CE provider:

- The use and administration of naloxone or other opioid antagonist that meets the standards and requirements of section 100075, subsection (c).
- The use and administration of epinephrine by auto-injector that meets the standards and requirements of section 100075, subsection (d).
- The use of a glucometer that meets the standards and requirements of section 100075, subsection (e).
- If an individual possesses a current California-issued paramedic license or California Advanced EMT certificate, then the individual need not comply with subsections (A)-(C), above.

Where can I find approved EMT skills competency verifiers/signers?

We recommend contacting the EMS Coordinator (or equivalent title) within the agency where you work to determine if they offer the skills class you need for your level of licensure. If they do not, we recommend contacting local EMS training programs to inquire about their skills competency course offerings.

Skills signers can be located anywhere in California, but they must:

- Meet all state and local requirements to be a signer,
- Be authorized by an approved provider agency, **AND**

3. Be approved by any California LEMSA to sign skills forms. Forms submitted that have unauthorized signer signatures on them will not be accepted; if you include a skills form in your application packet that is found to have unauthorized signatures on it, and your packet was not submitted in a timely manner, it could potentially result in your certification lapsing before you are able to resolve the deficiency.

My EMT application was approved by REMSA, how do I get my state card?

Your wallet-sized (grey) State of California EMT card will be issued, and mailed, to the mailing address you provided on your application.

My EMT application was approved by REMSA, but I haven't received my card yet. What should I do?

If your mailing address has changed since your application was submitted, it is your responsibility to update it as soon as possible, either by changing it in your Online Credentialing Portal / license management system profile, here: <https://ca.emsbridge.com/remsa/public/portal#/login>, or by contacting our Credentialing Unit (here: emsapps@rivco.org). If your card was mailed to the wrong address due to incorrect information that you provided, you will need to request a replacement card and pay the associated fee (\$10). If your address has not changed since you submitted your application, please contact our Credentialing Unit (here: emsapps@rivco.org).

My EMT card was lost or damaged, how do I get a replacement?

Contact the LEMSA or certifying entity that issued your certification. If you are certified in Riverside County, access your Online Credentialing Portal / license management system profile, here: <https://ca.emsbridge.com/remsa/public/portal#/login>, and complete the application for a lost/replacement card. Ensure that your mailing address information is correct.

For Paramedics:

I am licensed as a paramedic in California, do I need to apply for local accreditation?

Yes. You must receive local accreditation before you are permitted to practice in Riverside County; additionally, you cannot obtain local accreditation without first being employed as a paramedic by a Riverside County-approved ALS provider agency. Local accreditation is the authorization that is given to paramedics by REMSA that permits them to perform the standard, and local optional (LOSOP) skill(s), and administer medications within their scope of practice, in Riverside County; it cannot be obtained without first receiving a state Paramedic license.

Statutes, set forth by the State of California, can be found here: <https://govt.westlaw.com/>. Our local accreditation policy can be found here: [Policy 1207 - Paramedic Accreditation & Reverification](#). Apply for local accreditation using our Online Credentialing Portal / license management system, here: <https://ca.emsbridge.com/remsa/public/portal#/login>.

I am currently or previously certified as an EMT or Paramedic in California, how do I obtain reciprocity in another state?

EMTs should send their agency-specific reciprocity form to emd-discipline@rivco.org. Please understand that we are only able to complete forms for EMTs whose certification was issued by REMSA. We will complete the form and send it back to the requesting agency as requested (i.e., email, fax, standard mail, etc.). Paramedics should send requests for paramedic reciprocity to the California EMS Authority, here: paramedic@emsa.gov.

I am a licensed Paramedic in another state, how do I transfer my credentials to California?

Paramedic licensure in California is granted by the California EMS Authority. All inquiries must be directed to the Paramedic Licensure Program (paramedic@emsa.ca.gov). All paramedic licensure forms can be found here: <https://emsa.ca.gov/Paramedic/#:~:text=PARAMEDIC%20APPLICATIONS>.

General Questions:

I have a criminal background; can I still be an EMS provider?

Please take a moment to read through our [Disclosure of Criminal Records and Certification/Licensure](#) document. If you still have questions, email them to emd-discipline@rivco.org. REMSA staff are not permitted to give legal advice; however, we may be able to provide guidance in accordance with statutes and regulations.

Where can I go to get my Live Scan fingerprints completed?

A list of Live Scan locations within Riverside County, and throughout the state, is available on the website of the California Attorney General (here: <https://oag.ca.gov/fingerprints/locations/>). **REMEMBER:** you must use our Live Scan form (found here: [Request For Live Scan - REMSA](#)) for credentialing purposes; do not use the application form provided on the OAG website. If you are concerned that you may have the incorrect form, please contact our Credentialing Unit at emsapps@rivco.org.

I already completed a Live Scan for my employer; can I use the same form for my REMSA application?

No, you must use our Live Scan form (found here: [Request For Live Scan - REMSA](#)). When Live Scan fingerprints are obtained, the background results are sent to the agency that is identified on the Live Scan form. Only that that agency will receive the results. Failure to use our form will result in the need to be fingerprinted again, at your own expense.

Can I complete my application in-person at your office?

We do not offer **ANY** in-person services. All applications must be completed online through our Credentialing Portal / license management system, here: <https://ca.emsbridge.com/remsa/public/portal#/login>.

Can you expedite processing of my application?

We do not offer expedited processing services. Applications are reviewed and processed in the order in which they are received, with decisions made in approximately 7-10 business days. We encourage you to submit your application a minimum of thirty (30) days in advance of your certification expiration date to allow sufficient time to correct any deficiencies, if found.

I received a request for “additional information” for my application, what does this mean?

Please log in to our Online Credentialing Portal / license management system, here: <https://ca.emsbridge.com/remsa/public/portal#/login>. On the “Additional Information” form, select “Continue” to view the required document(s) that you are missing.

I am a Riverside County EMT or Paramedic with a routine change of employment, what do I do now?

- EMTs may complete the EMT Change of Employment form in the Applications section of their Online Credentialing Portal / license management system profile, here: <https://ca.emsbridge.com/remsa/public/portal#/login>.
- Paramedics separated from local employment for *less than 3 months* should contact our Credentialing Unit (here: emsapps@rivco.org) to have the Paramedic Employment Change form added to their Online Credentialing Portal / license management system profile. Paramedics separated from local employment for *greater than 3 months* are not eligible for the employment change process and must instead complete the appropriate application (see REMSA Policy 1207: [Policy 1207 - Paramedic Accreditation & Reverification](#)).

I have a legal name change, what do I need to do?

Please notify us by email (emsapps@rivco.org) of any changes to your demographics. For name changes, you will be required to submit two (2) forms of legal proof of change (i.e., court documents, legal photo ID, marriage license, etc.). You may be asked to upload your name change documents to your licensure application, or to submit a request for a replacement card (EMTs), if you are mid-cycle.

Where can I find approved EMS training programs and/or CE providers?

REMSA-approved EMS training programs can be found here: <https://rivcoready.org/education/training-programs>. Approved CE providers throughout the state can be found here: <https://emstraining.emsa.ca.gov>. To find Riverside County specific providers, click “Filters,” then use the dropdown menu next to “County” to select Riverside. CAPCE-accredited educational providers can be found here: <https://www.capce.org/Home/Providers>.

Certificates or documentation of successful course completion must contain your name, your certificate or license number, the class title, the CE provider’s name and address, the date you attended the course, class, or activity, and the signature of program director or class instructor.

Can I use college classes toward CE hours?

Yes. Refer to our [CE Guide for EMS Personnel](#), which provides information to field providers about approved CE topics, Approved CE delivery formats and limitations, and CE record retention rules. Qualifying college coursework completed in the twenty-four (24) months preceding application submission, and passed with a “C” grade or higher, may be applied toward continuing education hours up to the maximum levels defined in [Title 22 § 100390.4](#) (Continuing Education Hour (CEH)).

I am locked out of my REMSA user account, how do I reset my login credentials?

To reset your username, use our Online Credentialing Portal / license management system self-service function, here: <https://ca.emsbridge.com/remsa/public/portal#/forgot/username>. To reset your password, use our Online Credentialing Portal / license management system self-service function, here: <https://ca.emsbridge.com/remsa/public/portal#/forgot/password>. If neither of these options work, call the REMSA Help Desk at 951-840-0675. If you have other technical issues to report (not password related), please submit a technical support ticket, here: <https://remsa.freshdesk.com/support/tickets/new>.

My question is not listed here; how can I contact the REMSA Credentialing Unit?

For general inquiries, contact us here: emsapps@rivco.org. For questions related to discipline, or legal issues related to licensing and credentialing, call 951-358-5029 x2, or email us here: emd-discipline@rivco.org.