License Verification

How to Become a KARE HERO · https://doyoukare.com/docs/heroes/getting-started-hero/how-do-i-get-my-license-verified/

Overview

You are now ready to start your KARE journey, let's get started with your onboarding process! This guide will walk you through how license verification works for Candidates in the **KARE Heroes App**.

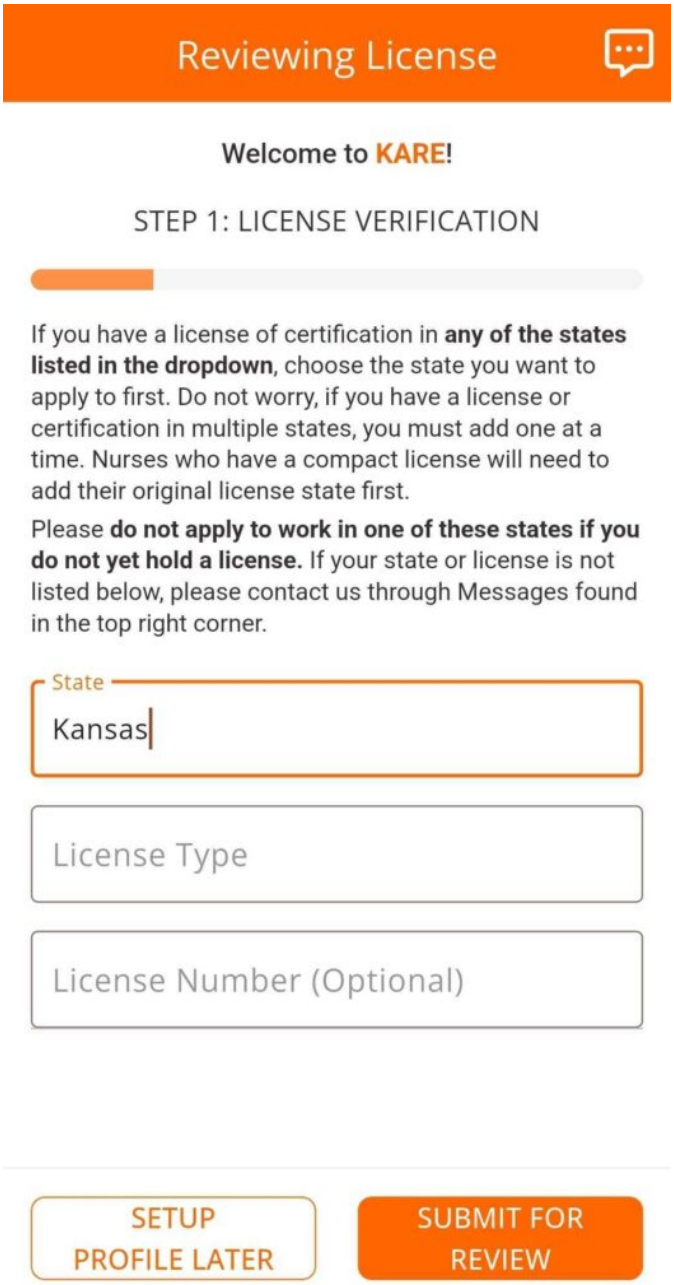
Verifying your license is a required step before you can start working with KARE. It helps us confirm that you have the proper certification to care for seniors, ensures compliance with state regulations, and protects communities and residents.

We are excited to have you on board and we cannot wait to see you out there saving the day as a true HERO!

How to Verify Your License

After registering your account with KARE, you will be in step 1 of the Onboarding process, License Verification. In order for KARE to validate your license or certificate, you must enter the following information:

1. **Select the state** where you are licensed or certified to work.
2. **Choose your license type** or certification.
3. **Enter your Health Care License number**, if you have it.
4. **Optional**: If you cannot find your license number, send a clear photo of your license to **(409) 235-3318** via text. Our team will help locate and upload it for you.



Most Common Health Care Licenses

- **CNA** (Certified Nursing Assistant / Certified Nurse Aide)
- **CMA** (Certified Medication / Medicine Aide)
- **LVN / LPN** (Licensed Vocational Nurse / Licensed Practical Nurse)
- **RN** (Registered Nurse)

- **PT** (Physical Therapist)
- **OT** (Occupational Therapist)

Other Accepted Certifications

- **HHA** (Home Health Aide)
- **SRNA** (State Registered Nurse Aide)
- **STNA** (State Tested Nurse Aide)
- **LNA** (Licensed Nursing Assistant)
- **QMAP** (Qualified Medication Administration Personnel)
- **AL Caregiver** (Assisted Living Caregiver)
- And others.....please verify the updated list within the **Heroes App**.

What Happens During License Review

A **KARE Connector** will verify that:

- The license is **active** and **valid** in the state database.
- Your **identity is confirmed** and matched to the license.
- Any **special processes** required by the state are completed.

The Verification Process Includes:

- Finding your Health Care License in the state system
- Saving a PDF of the license

- Running an **OIG** (Office of Inspector General) check
- Uploading the license to your profile with the **correct expiration date**
- Leaving notes about the uploaded documents or any that are missing
- Confirming if it is a **Multistate License**
- Review any special process of the state.

All results are securely saved in your KARE profile by the **KARE Connector**.


CERTIFICATE NUMBER: 00000000

CERTIFICATE OF COMPLETION

This certifies that

Name Surname

HOME CARE REGISTRY NUMBER: 00000000

has successfully completed

Core Training

(83 Hours)

program approved by the New York State Education Department

and is qualified as a

Home Health Aide

as of June 14, 2019

Certificate Awarded by:
1st Choice Career Institute, Inc.
2517 86th Street
Brooklyn, NY 11214

NATALIA TIKHONINA — RN Number 00000

Nurse Instructor

Director

Special Processes in Some States

Some states require **extra verification steps** before your license is approved. These may include:

- Quick background checks

- Checking sex offender or abuse/neglect databases
- EMR (Employee Misconduct Registry) checks
- Adverse action reviews

If any of these steps apply to your license, the **KARE** team will complete them before finalizing the upload.

If You Are Found in OIG

The **Office of Inspector General (OIG)** detects and reports fraud, abuse, and misconduct. If your name is found on the OIG list, **we cannot approve your license**, and you will be **disqualified** from continuing with KARE.

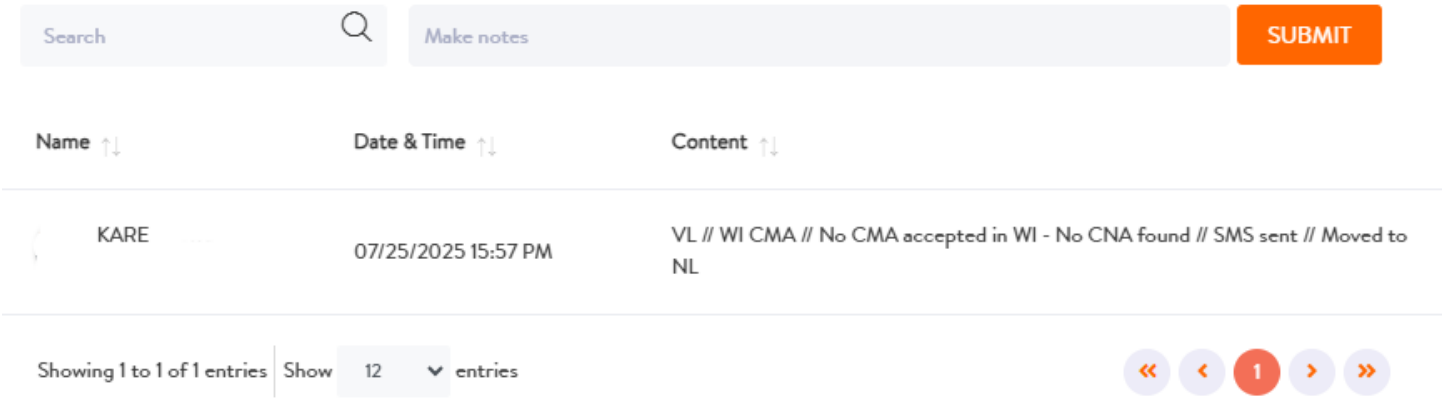


If No License Is Found

If we cannot find your license or it is **invalid**, we will:

- Add notes to your profile as "not found" or invalid and explaining the situation.
- Contact you by phone and text message
- Request more information or a photo of your license

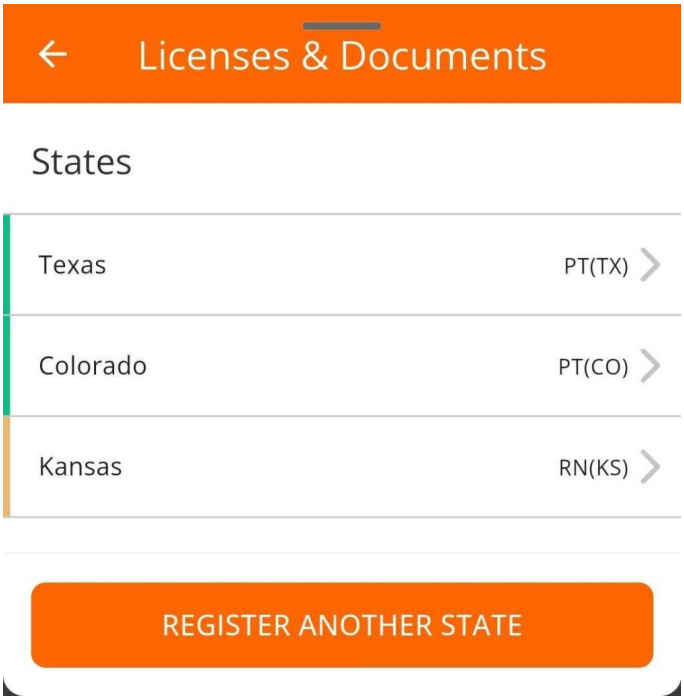
Your profile will be temporarily moved to **“No License”** status until you submit valid documentation.



Multistate License

A Multistate License allows you to work in multiple states without needing to apply for a separate license in each one. An example license includes those issued under the **Nurse Licensure Compact (NLC)**, which includes many U.S. states. If you have a Multistate License, our team will verify that it is active and valid across all applicable states before uploading it to your profile.

In order to use a Multistate License, you MUST be onboarded one state at a time. Since each state has their own requirements for other documented items (such as health screens and background checks), you will need to be approved for each state independently.



Approved Licenses

Once your license has been verified and approved, your profile will be marked as **Approved** in the system. After this step, you will receive a phone call from a **KARE Connector** to complete your onboarding interview. Please see Interview with License for more information.

While You Wait...

You may continue **uploading your documents** in the app while your license is being reviewed. This helps speed up the onboarding process. Please see Adding Documents in Onboarding for more information.

Need Help?

Our KARE Support Team is here for you:

- **General Support:** (832) 380-8740
- **In-App Messaging:** Available daily in the KARE app.
- **Email:** karerecruiting@doyoukare.com

We will respond as quickly as possible.

Additional Resources

Interview with License

Adding Documents in Onboarding

KARE Support Hours