

Candidate Handbook

Alabama – MAC

March 25, 2026

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Quick Reference

Quick reference guide for essential information on the Alabama Medication Assistant certification exam

Credentia Registration and Scheduling Services

1025 Greenwood Blvd.

Suite 401

Lake Mary, FL 32746

Monday – Friday 8:00 a.m. – 11:00 p.m.

Saturday 8:00 a.m. – 5:00 p.m.

Sunday 10:00 a.m. – 4:00 p.m.

(Eastern Standard Time)

Create or Log into your Credentia Platform account to:

- Change your current address and phone number.
- Submit Correction Form to update name, date of birth or social security number before your exam has been scheduled.
- Obtain and submit an Examination Testing Application.
- Check Testing Application status.
- Find test sites and availability.
- Schedule, reschedule or cancel an examination.
- View exam details such as examination type, scheduled time, date, and location.
- View Score Report.
- Submit and review a Grievance application for completed examination.

- Submit an Excused Absence application.

Contact Customer Service when:

- Problem occurs when creating your Credentia Platform Account.
- Did not receive activation link.
- Problem occurs when applying an assigned voucher code.
- Testing Application Issue.
- Received an error message when scheduling examination.
- Score report is not viewable in your Credentia account after 24 hours from your exam.
- Call [888-204-6249](tel:888-204-6249)

Alabama Board of Nursing

RSA Plaza, Suite 250

770 Washington Ave.

Montgomery, AL 36104

Toll Free: 1-800-656-5318

Fax: 1-334-293-5201

Hours of Operation: Mon – Fri 8:00 a.m. – 4:30 p.m.

(Central Standard Time Zone)

Contact State Board of Nursing to:

- Clarify information about the Licensing (certification)
- Obtain information regarding endorsement from other states

- Obtain information on continued Licensing (renewal).
- Apply online for initial certification: www.abn.alabama.gov/licensing/apply/special-permits/medication-assistant-certified/mac-application/
- Change your current address or name after certification
- Apply for certification after surrender or revocation



Introduction

This handbook is designed for candidates seeking Medication Assistant certification in Alabama.

This handbook is intended for candidates seeking Medication Aide authority in Alabama. It outlines the process for applying and taking the Medication Aide Certification Examination (MACE®). Candidates should read the entire handbook and retain a copy until they receive their examination results.

The purpose of the MACE® is to ensure that individuals administering medication possess the necessary knowledge and skills. The Alabama Board of Nursing has partnered with Credentia, a nationally recognized provider of assessment services, to administer, score, and report the examination results.

Examination results, along with your application, will be reviewed to determine eligibility for Medication Assistant -- Certified.

Medication Aide Testing

Credentia developed this examination to meet Alabama's state requirements for Medication Assistant evaluation. It assesses the knowledge, skills, and abilities needed to safely perform the duties of an entry-level Medication Assistant.

All candidates in Alabama must submit a completed [MAC Application](#) form to the Alabama Board of Nursing before taking the Medication Assistant Certification Examination.

Exam Overview

Alabama - Medication Assistant(MACE)

The Medication Aide Certification Examination (MACE®) consists of sixty (60) multiple choice questions written in English. Sample examination questions are provided in this handbook. The examination will be administered as an online proctored exam. The examination is scored immediately after you complete it. The National Council of State Boards of Nursing is responsible for the content of the examination and for determining the passing score for the examination, this is now owned by Credentia, LLC. To confirm your eligibility to test, your state Board of Nursing will send Credentia your authorization to test information and Credentia will contact you with access credentials.

Scheduling & Accommodations

Guides candidates through registration and scheduling procedures for the Medication Assistant Examination in Alabama.

Exam Scheduling

After the Alabama Board of Nursing has successfully sent your Authorization to Test, your Credentia account will be automatically created.

1. Confirm your account using the confirmation email sent to your registered email address.
2. Update your demographic and address information.
3. Click **“Register for Exam.”**
4. Select your exam type, preferred date and time, and add it to your online cart.
5. Proceed to checkout and choose your form of payment.

Once completed, you will receive a Confirmation Notice and Receipt of Payment via email.

NOTE: *Because you will be using your Credentia Platform account throughout your career as a Medication Assistant, it is best to use an email address that you will always have access to like a Gmail, iCloud, or Yahoo account.*

Accommodations

Credentia complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Credentia provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for

accommodations.

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis.
- A description of past accommodations the candidate has received.

Visit credentia.com/accommodations to review the accommodation process and required supporting documentation.

To submit your accommodation request, please select **“Add Accommodation”** on your Credentia account dashboard. Fill out all required fields and upload the requested documentation. Please note that you cannot schedule an exam while your accommodation request is pending.

Eligibility Criteria

Outlines eligibility criteria necessary for the Alabama Medication Assistant certification

M1 – State-Approved Training Program Graduate

This Eligibility Route is for candidates who have successfully completed an approved Alabama MAC Training Program. Applicants must submit their application directly to the [Alabama Board of Nursing](#).

Once the Board approves your eligibility, your information will be sent to Credentia Services, which will provide your Authorization to Test (ATT).

Candidates have unlimited attempts to pass the examination; **however, their authorization to test is valid for up to 12 months from their training program graduation date.**

MACE Content Outline

The MACE® reflects the knowledge, skills, and abilities essential for the prospective, entry-level Medication Aide. Provisions to the MACE® plan are made based on studies of observed activities for newly -certified medication aide.

The Online Written Examination has sixty (60) multiple-choice questions. You will have two (2) hours to complete the Written Examination.

You will be told when fifteen (15) minutes are left to finish. Fill in only one (1) oval on the digital answer sheet for each question.

National Medication Aide Certification Examination (MACE®) Content Outline		
The MACE examination is comprised of 60 multiple-choice items. Of these, 50 items are scored and 10 items are pretest (non-scored) items. Candidates will not be able to distinguish pretest items from scored items. Performance on pretest items does not affect a candidate's score.		
Content Domain	Content Outline	
	Weighting of Content Domain (Percentage of Items)	Weighting of Content Domain (Number of Items)
I. Authorized Duties	16%	8
<ul style="list-style-type: none"> A. Building Relationships B. Delegation C. Role of MA-C (e.g., permitted duties, restrictions/limitations) D. Specific Legal and Ethical Issues E. Location and Use of Resources and References (e.g., nurse, pharmacist, physician, package/drug insert, drug reference manuals) 		
II. Medication Administration, Observation and Reporting	60%	30
<ul style="list-style-type: none"> A. Administering and Charting Medications <ul style="list-style-type: none"> 1. Medication Orders 2. Documentation of Medication Administration 3. Storage 4. Disposal B. Safety and Rights of Medication Administration C. Routes of Administration D. Factors Affecting How the Body Uses Medication E. Classifications/Categories of Medications Related to Body Systems and Actions (e.g., antimicrobials, cardiovascular, dermatological, endocrine) F. Rights of Individuals G. Causes and Reporting of Medication Errors H. Reporting of Symptoms and Side Effects I. Reporting Any Change from Client's Normal Condition 		
III. Medication Concepts and Measurements	24%	12
<ul style="list-style-type: none"> A. Medication Concepts <ul style="list-style-type: none"> 1. Terminology and Abbreviations 2. Dosage Range 		

Exam Content

1. Authorized Duties (16% = 8 questions)

1. Building Relationships
2. Delegation
3. Role of MA-C
 - a. Permitted Duties
 - b. Restrictions/Limitations
4. Specific Legal and Ethical Issues
5. Location and Use of Resources and References (e.g. nurse, pharmacist, Physician, package/drug insert, drug reference manuals)

2. Medication Administration, Observation and Reporting (60% = 36 questions)

1. Administering and Charting Medications
 - a. Medication Orders
 - b. Documentation of Medication Administration
 - c. Storage
 - d. Disposal
2. Safety and Rights of Medication Administration
3. Routes of Administration
4. Factors Affecting How the Body Uses Medication
5. Classifications/Categories of Medications Related to Body Systems and Actions
(e.g., antimicrobials, cardiovascular, dermatological, endocrine...)
6. Rights of Individuals
7. Causes and Reporting of Medication Errors
8. Reporting of Symptoms and Side Effects

9. Reporting Any Change from Client's Normal Condition

3. Medication Concepts and Measurements (24% = 12 questions)

1. Medication Concepts

- a. Terminology and abbreviations
- b. Dosage Range
- c. Actions and Implications
- d. Therapeutic and other side effects (e.g., idiosyncratic, paradoxical, antagonist)
- e. Precautions
- f. Interactions

2. Forms of Medication

- a. Liquid
- b. Solid and semi-solids

3. Measurements

Exam Fees

Details the exam fee required for the Medication Assistant Examination in Alabama. You must pay for the Written Examination, each time you test. Payment must be made in the form of a credit card, debit card, single-use card, or electronic voucher. Vouchers can be purchased by the training programs. **Fees are not refundable.**

Exam Type	Exam Fee
Alabama MAC Examination	\$120

Fee is for initial and retake and is non-refundable.

Cancellation and Rescheduling

Explains procedures for cancellation and rescheduling of the Medication Assistant Examination in Alabama

You need to cancel or reschedule your Online Written examination at least 48 hours (2 days) before your scheduled test time.

If you are unable to attend your test, you must call Credentia Customer Service at least two (2) business days before the test date to reschedule (Saturday and Sunday and national holidays are not considered business days). If you don't call Credentia at least two (2) business days before your test date to reschedule, and do not show up for your scheduled test, you will be responsible for the test fee. Your fee will not be refunded and cannot be transferred to a new test date, and you may not give your test date to another person.

- If you do notify Credentia in time, there is no penalty, and your fee may be transferred to your new test date. If your employer paid your test fee, you should tell them about missing the test or rescheduling. Let them know how you have handled rescheduling and when you plan to take the test again.
- If you do not report to the testing location on the day of your scheduled test, you will be considered a "no-show" and you will not get your testing fee back.

RESCHEDULING

You can now reschedule your exam through your Credentia account.

1. Log in to your candidate account and go to the "EXAM SCHEDULE" tab.
2. Select the "Reschedule" option to choose a new date and time at any available testing facility.

If you prefer to reschedule by phone, call [\(888\) 204-6249](tel:8882046249).

- You must contact Credentia at least two (2) business days before your scheduled exam.

No refunds will be issued once exam fees are paid.



Exam Day Test Center

Prepares candidates for exam day procedures at the test center for the MAC Examination in Alabama

Checking In

You must arrive 30 minutes prior to your scheduled time for the MAC examinations. If you are late for the examination you will not be allowed to test and your fees will not be refunded.

What To Bring

You MUST have the following items with you when you take the MAC Examination:

- Two (2) forms of official (current, not expired), legible, signature-bearing identification, one of which must be photo identification.

No other materials will be allowed

Security and Cheating

If you give help to or receive help from anyone during the Skills examination, the examination will be stopped. The incident will be reported to the ABN for review, and your examination will not be scored.

Note: *All examination questions, each form of the examination, and all other examination materials are copy-righted by and are property of Credentia. Consequently, any distribution of the examination content or materials through any form of reproduction, or through oral or written communication, is strictly prohibited and punishable by law. Anyone who removes or tries to remove examination materials or information from the test site will be prosecuted.*

Absence Policy

Outlines the Absence policy for the Medication Assistant Examination in Alabama. Candidates who are late or absent from an exam may submit an excused absence via the Credentia Platform within fourteen (14) calendar days of the exam date for the following reasons:

- Illness of yourself or a member of your household
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

Your request must include documentation or verification for the cause of the absence. For example, if you are absent because of jury duty, you must upload a copy of the court notice. In the case of illness, verification from a medical provider must be included in your request. Please note, a request takes approximately 3–5 calendar days to review. The decision of Credentia to approve or deny the excused absence will be final.

Lateness

If you are late for your scheduled examination, or do not bring all your required items (see What to Bring), you will NOT be allowed to test, and your examination fee will NOT be returned.

Weather Emergencies

The test will be delayed or canceled only in emergencies. If bad weather or a natural

disaster close the test site or makes it unsafe, the test will be delayed or canceled. If this happens, you'll be contacted by phone and email with change details.



Proper Identification

CHANGE OF ADDRESS OR NAME: If you change your name or email address prior to renewing your license, you must contact the Board of Nursing staff to update it in the licensing database.

ACCEPTABLE FORMS OF CANDIDATE IDENTIFICATION

Candidate must present two (2) forms of current (not expired) signature identification.

The name on the identification must exactly match the name on the registration. The primary identification must be government issued, photo-bearing with a signature and the secondary identification must contain a valid signature. Identification must be in English.

Photocopies of identification will NOT be accepted.

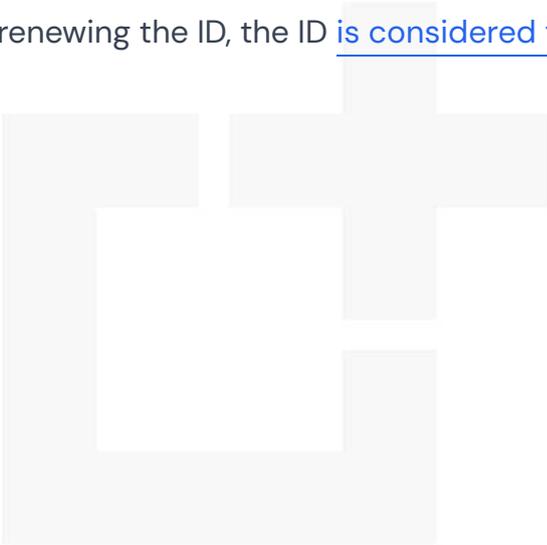
Primary ID (photograph, and signature, not expired)

- Government-issued Driver's License
- U.S. Department of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country ID card
- Passport
- Passport Card
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)

Secondary ID (signature, not expired)

- U.S. Social Security Card
- Debit (ATM) card or Credit card
- Any form of ID on the Primary list

If the ID presented has an embedded signature that is not visible (microchip), or is difficult or impossible to read, the candidate must present another form of identification from the Primary ID or Secondary ID list that contains a visible signature. Credentia does not recognize grace periods. For example, if a candidate's driver's license expired yesterday and the state allows a 30-day grace period for renewing the ID, the ID [is considered to be](#) expired.



Score Reporting

Describes the process of score reporting for the Alabama Medication Assistant certification exam

Exam Results

Your exam results will be available within 24 business hours following the completion of each test. Additionally, you will receive a notification email from Credentia when a new exam score report has been posted to your online account. To access your score report, please login to your Credentia account. If it has been more than 48 business hours and you are unable to view your score report in the Credentia Platform, please contact Candidate Support at [1-888- 204-6249](tel:1-888-204-6249).

Failing

Candidates who fail the examination will receive a Score Report as well as information about retesting. If you fail the examination, your Score Report will provide you with information on how to retake the examination. A new examination fee is required each time you re-take the examination. You must take and pass the examination to be replaced on the Alabama Medication Assistant Registry.

Passing

Once you have passed the examination, your information will be sent directly to the Alabama Board of Nursing. Please allow up to 72 hours to be receive a MAC Permit. You can contact ABN licensing department at MAC@abn.alabama.gov

Grievance Process

Outlines the grievance process available to candidates for the Alabama Medication Assistant certification exam

Each candidate has a right to file a grievance to complain or contest the result of their Medication Assistant Exam. Credentia will follow up on each grievance within ten (10) calendar days of receipt of the candidate grievance application.

Examples of grievances include poor directions resulting in lateness, problems with site equipment, layout of exam delivery, or use of nonstandard equipment.

- Grievance applications must be submitted through the Credentia platform. You must provide as much detail as possible. The grievance must be submitted within thirty (30) days of your exam date.
- After Credentia has received your grievance, you will receive an acknowledgement of your request, and your request will be investigated. For grievances, the result of the investigation will be sent to you within thirty (30) days of form submittal.

For details on how to submit an grievance, visit help.credentia.com