



Compliance FAQ

Q: Why does NEMESIS compliance matter?

A: [Standardization](#): Ensures consistent EMS documentation across agencies/states —enabling reliable aggregation and comparison.

A: [Interoperability](#): v3 defines **XML schemas** and **web service APIs** ([EMS/DEM/State](#)) that integrate with HIEs, registries (e.g., CARES), and other systems.

A: [Improved Patient Care & QI](#): Standard data informs clinical decision-making, operations, and evidence-based guidelines.

A: [Payment Workflows](#): Consistent ePCR data supports billing processes in many vendor systems. *(General industry practice supported by the standardized elements.)*

A: [Analysis & Research](#): [Nationally](#) aggregated, de-identified data enable trend detection and policy/planning.

A: [Joint Projects & Benchmarking](#): Shared definitions facilitate multi-agency initiatives and peer benchmarking (national-level).

A: [Public Health Surveillance](#): Near-real-time EMS indicators support outbreak monitoring and emergency response.

A: [Accreditation & QI Programs](#): Reliable, standardized metrics underpin continuous improvement.

A: [Funding/Grants](#): Many opportunities expect interoperability/standardization; NEMESIS alignment demonstrates readiness. *([Federal sources frequently reference NEMESIS in data strategy guidance.](#))*

A: [NFIRS](#) → [NERIS alignment \(Fire side\)](#): USFA's [NERIS](#) has replaced legacy [NFIRS](#), and vendors highlight better cross-system analytics alongside NEMESIS v3.5. *(Helpful for agencies documenting both fire & EMS.)*

A: [Future tools \(AI/analytics\)](#): The v3 standard and APIs enable clinician decision support, NLP, and other advanced analytics as they emerge.

Q: I'm a new vendor, how can I get started with compliance testing?

A: If this is your first time testing, you will need to open a helpdesk ticket to get accounts set up with Okta and in the CTA. Review all pretesting materials on our website and reach out with any [questions](#). Account setup can take several weeks. After you have begun the account setup process, begin reviewing the [pretesting guide and materials](#).

Q: How often is compliance testing required?

A: The NEMESIS TAC requires testing every two years, but a state may require yearly testing.

Q: What is included in the compliance process?

A: During Receive and Process testing, the NEMESIS TAC will send files to the vendors to ensure that their system will process and send the file to the testing environment without any changes.

A: For Collect and Send, the NEMESIS TAC will provide the vendor with test cases. The vendor will then create XML files to submit to the testing environment. Once the files have been submitted, the NEMESIS TAC will ensure the files are accurate and complete. If there are errors, you will be notified by the TAC and will be given the opportunity to resubmit corrected files. Once there are no errors in the files, a web conference will be scheduled with you, during which you (the vendor) will be required to make real-time changes to your file. The web conference will consist of a walk-through of the screens to review required features within the software, including custom elements, resubmissions of test cases to the testing environment with requested changes, requested changes to test cases that will break rules within Schematron schemas to be sent during the web conference day, and implementation of NEMESIS Defined Lists. Following the resubmission, the TAC will check the file to ensure correctness.

Q: How can I apply for compliance testing?

A: Open an [application](#) on the NEMESIS.org website, and you will be contacted to begin the process. Once your application is received, compliance testing must be completed in 90 days.

Q: I've done pretesting, now what?

A: Open an [application](#) on the NEMESIS.org website, and you will be contacted to begin the process. Once your application is received, compliance testing must be completed in 90 days.

Q: What happens if I miss my testing deadline or don't complete the additional compliance requirements?

A: If you are currently in good standing, you will be placed on probation. This will be denoted on the list of compliant vendors listed on the [NEMESIS.org](#) website. In order to come off probation, you must correct the issue causing the probation and attend the next six consecutive v3 calls. Additionally, you cannot be on probation twice in two years. The second probation will result in a full loss of [compliance](#).

Q: What is required to maintain compliance status after completing testing?

A: In addition to the [compliance](#) test, vendors must attend a minimum of 80% of the V3 Implementation Calls and attend the NEMESIS Annual Meeting in person.

Q: What happens if I lose compliance?



A: If you lose [compliance](#), you will be notified by the NEMESIS TAC. You will be removed from the list of compliant vendors on the [NEMESIS.org](#) website, and the NEMESIS TAC will notify any states you're working with.

Q: How do I regain compliance after losing it?

A: You must wait six months before attempting to retest for [compliance](#), at which point you will be tested as a new vendor. There are no exceptions to this policy.

Q: Do I need to certify my 3.5.0 product and 3.5.1 product separately?

A: Since the beginning of this year, the NEMESIS TAC has been moving forward with compliance testing for only v3.5.1, even if you have previously tested against v3.5.0. This ensures that all certified products align with the currently supported and published standard. v3.5.0 and v3.5.1 are backwards compatible. In an effort to reduce redundant testing, we are requiring vendors to transition to v3.5.1. By [certifying](#) v3.5.1, you will effectively be certifying both versions in one go.

Q: My Okta account is locked. How do I fix it?

A: Okta passwords must be regularly reset to remain active. Refer to the following documents for further instructions: [Okta Policy](#), [Okta User Guide](#).