Long-Term Care Facility (LTCF) National Healthcare Safety Network (NHSN) Frequently Asked Questions, Scenarios & Important Links

Common Scenarios

How Do New LTCF Staff Members Gain Access to NHSN?

Scenario: I am new to a facility and would like to gain access to NHSN to report my facility's COVID-19 data to meet the Centers for Medicare & Medicaid Services (CMS) reporting requirements.

- Important Reminder: Do not use the 5-Step Enrollment for LTCFs to re-enroll your facility. Nursing homes may enroll only once.
- **If your facility's NHSN Facility Administrator (FADMIN) is still available,** the FADMIN can add you as a new user. If they would like to reassign you as the new FADMIN, please follow the steps available on the NHSN FADMIN page to reassign the NHSN FADMIN role. The NHSN FADMIN does not need to be the Nursing Home Administrator. The NHSN FADMIN is the only person who can reassign the role of NHSN FADMIN to another existing user. This individual enrolls the facility, adds users and assigns those users whichever rights are most appropriate—including administrative rights. Therefore, more than one person per facility can have administrative rights, but only one will be designated as the NHSN FADMIN.
- **If your facility's FADMIN is no longer available,** the incoming NHSN FADMIN should complete the NHSN Facility Administrator Change Request Form to request the change in the absence of the current FADMIN. If you are already registered for Secure Access Management Services (SAMS) previously from another facility, please use the same email address you used to log into NHSN. If you are not already registered for SAMS, completing this online change request form will invite you to register for SAMS. An email from sams-no-reply@cdc.gov will be sent to the email address you provide. Follow the steps on the CDC's SAMS webpage to register for SAMS.

Important Links

Centers for Disease Control and Prevention's (CDC's) NHSN
- Overview
- FAQs about NHSN

CDC's Secure Access Management Services (SAMS)
- Overview
- SAMS NHSN User FAQs

LTCF Component in NHSN
- Overview
- LTCF COVID-19 Module
- Weekly Vaccine Reporting
- Vaccine Reporting FAQs

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What if the NHSN FADMIN is Leaving the Facility?

Scenario: I have access to my nursing home's NHSN account, but I am leaving my current facility.

- If you know who the incoming NHSN FADMIN is for your current facility, follow steps on the [NHSN FADMIN page](#) to reassign the FADMIN role.
- If you will lose access to the email address you are currently using for NHSN and SAMS, follow the [steps to edit your email address in SAMS and NHSN](#).

How Do We Upgrade to Level-3 in NHSN?

Scenario: I can access NHSN but don't have a SAMS Grid Card. How do I obtain a SAMS Grid Card—upgrade to Level-3?

- Carefully review the CDC's guidance on [increasing LTCF SAMS Level Access to NHSN.](#)
- If you did not receive an email from SAMS for identify verification **after 10 business days**, search your email inbox for an email from sams-no-reply@cdc.gov.
  - Many invitations have been sent and have not been answered because they are in email inboxes or spam folders.
- If you still did not receive the invitation email from SAMS after conducting a search in your email boxes or your invitation has expired, please email NHSN@cdc.gov with "LTCF Enhanced Security Access" in the subject line. In the email be sure to provide your full name, facility name, CCN and your email address.
- Additional tips for Level-3 upgrade:
  - Confirm that your mailing address is current within your SAMS profile. To confirm or change your residential/home address, please log in to SAMS at https://sams.cdc.gov and use the "Update Profile" menu option on the left side of the page. Confirm that the address is correct and current.
  - Confirm the photo ID being submitted contains your current **home address**. If the photo ID does *not* include your home address, for example if a U.S. Passport is used, please submit a photocopy of a utility bill, pay stub, voter registration card, or other document which displays your current home address which will be used for validation.

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- You can upload a *single* PDF that includes all of your proofing documentation (form, scan(s) of identification, supplemental documentation, etc.) by logging into SAMS using your SAMS username and established password. You can also upload a document by visiting the link provided in the email received from sams-no-reply@cdc.gov with subject: CDC: SAMS Partner Portal - Identity Verification Request Form.
- Prepare your computer to interact with NHSN. This is an important step to ensure that you receive all emails from NHSN and SAMS. To ensure the best experience with NHSN, use a recommended, up-to-date browser. In your browser, add **cdc.gov** and **verisign.com** to your list of trusted websites and permit pop-ups for these sites. Check spam-blocker settings to allow emails from **NHSN@cdc.gov** and **SAMS-NO-REPLY@cdc.gov**.

What if I Submitted Identity Proofing Documents and Did Not Receive a Confirmation?

Scenario: I have submitted my Identity Proofing document and <u>have not received a Grid card within 35 days.</u>

- **Please reach out to the NHSN help desk at SAMS help desk at** NHSN@cdc.gov for an update on your SAMS profile. Be sure to provide your full name and email address.

What Are the Next Steps After Obtaining NHSN Level-3 Access?

Scenario: I have Level-3 access to my nursing home's NHSN account. What else can I do?

- Add additional users – see the NHSN's [How to Add a User Guide](#)
- Review the recordings or slides of an [NHSN webinar training](#)
- Check for and review updated [COVID-19 module resources](#)

For additional support, <u>email NHSN</u> or the <u>Health Quality Innovation Network</u>

This material was adapted from a resource developed by Health Services Advisory Group.

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