

NHSN Q&A

Q: I have received and registered for both NHSN and SAMS. I went to login and it says the user does not have access to any facilities. What do I do then?

A: Be sure to type in the same e-mail address and password you selected during enrollment. If it still does not work, please contact nhsn@cdc.gov for assistance.

Q: Is there a form so someone can get corporate access for multiple facilities?

A: No, this individual must be added to each facility as a user.

Q: If an individual already has a SAMS card, can they skip step 2B? Or is 2B more about the facility and not the individual as the facility administrator?

A: If the user already has a SAMS grid card and is associated with a currently enrolled facility, they can begin reporting in the COVID-19 module

Q: It was stated in the original presentation that for facilities who have both skilled nursing beds and assisted living beds in the same building under the same CCN should register each facility (skilled and ALF) separately with that same CCN. The system will not allow this as I have tried, and it says that my CCN has already been used to register the skilled beds and my SAMS is pending for that. Now what? I need to know how I am supposed to log my ALF #'s??

A: We will investigate why this is occurring and report back ASAP.

Q: How do we get, or find out if we have, a CCN?

A: There is a link on our website within the guidance document and the presentation to provide instructions for accessing the CCN number

Q: I got to step 4 and received the tracking number but have not received any further instructions from an e-mail. What now?

A: Once you have agreed to the consent, you would have received a pop-up notification confirming your enrollment. Then you can begin reporting in the COVID-19 module. If you received the tracking number, you should be able to login through the SAMS portal then LTC reporting option in NHSN to complete the enrollment process.

Q: Is there a way to check to see if you are already enrolled?

Yes. Please contact nhsn@cdc.gov.

Q: Can we begin reporting without having a SAMS card?

A: Yes, if you register for Level 1 access through SAMS.

Q: As a new administrator, how would I know if the facility was already enrolled?

A: You must contact the NHSN Helpdesk. Please contact nhsn@cdc.gov to determine your facility's status

Q: We enrolled last week, but did not get the email from SAMS to complete the enrollment process.

A: Please contact nhsn@cdc.gov for further investigation.

Q: I did the initial sign up from the link - but did not receive the invite from SAMS at this time.

A: Please send an e-mail to nhsn@cdc.gov and let the NHSN user support know about this. They will be able to assist you. Please allow 24 -48 hours for receipt. After this time please contact nhsn@cdc.gov if you have not received notification.

Q: I am new to our facility and so is our administrator. We are uncertain as to what previous staff has done. Is there a way to find out if we are already enrolled?

A: Please contact nhsn@cdc.gov to verify facility status

Q: What is the address for accessing the slides?

A: Both of the webinar training presentation slides are available on the COVID-19 LTCF website: <https://www.cdc.gov/nhsn/ltc/covid19/index.html>. The video recordings will be available later.

Q: Is it possible to have a group administrator and individual facility administrators? So that the group administrator can submit file if the facility cannot submit on its own for any reason?

A: Group and Supergroups can do a bulk upload COVID-19 data. We are uploading the guidance doc for supergroups and groups. You can also contact nhsn@cdc.gov for assistance

Q: Are Assisted Living Facilities required to report in NHSN?

A: AL's are not mandated under CMS for mandatory reporting. However, ALs are encouraged to participate in the LTCF COVID-19 module

Q: If a LTC is part of a hospital system that is currently reporting to NHSN, should we register separately to report? The hospital is currently reporting PPE and COVID positive patients.

A: Yes. You will need to enroll your LTCF into the LTCF COVID-19 Module. However, if the same person will be reporting into both Components (hospital and LTCF), I recommend that you enroll the LTCF into NHSN to get the full capabilities of NHSN. LTCF can easily be added. Please contact nhsn@cdc.gov for instructions.

Q: Do Personal Care Homes need to register?

A: If your Personal Care Homes are identified with CMS as residential care, you will need to register and enroll

Q: I am registered for NHSN for our CAH and we have an LTC facility. Do I need to register for it additionally or can I add it to my current NHSN information.

A: If the LTC facility has a separate CCN number then you will need to report separately.

Q: How can I find out if we are already enrolled?

A: Please send an e-mail to nhsn@cdc.gov and include your facility name. NHSN user support can look up the facility to determine if it has been enrollment. If so, it is very easy to change the NHSN facility administrator role using our online form.

Q: How do we enroll? I sent an email last Friday but did not hear back.

A: Please visit <https://www.cdc.gov/nhsn/> to begin the enrollment process. Select the appropriate links for your facility.

Q: If we already started the enrollment process before the expedited option for COVID only was available, is there a way to speed up the process? I submitted my Identification documents and they were received but I am still waiting for the SAMS Grid card in the mail.

A: Hopefully, you will receive your grid card soon. Please contact nhsn@cdc.gov to find out your status. If you completed the SAMS verification process and was approved, your Grid card should be mailed out within a few days.

Q: Are we supposed to report COVID-19 data from March??

A: If you have the data, combine it with the counts you will report on the first date you report the counts into the NHSN.

Q: What are the steps to go back into enrollment and change facility type from SNF to LTC SNF COVID since it is going to take so long to get SAMS clearance for the higher level of access?

A: Please contact the NHSN Helpdesk with your concern. They will be able to further assist you.

Q: If a SNF is in a hospital and the hospital is enrolled in NHSN (for inpatient data reporting), should the SNF enroll separately?

A: Yes. Since the SNF is a different facility type. The SNF must be enrolled separately as a SNF/NH. The NHSN Facility Administrator can be the same person.

Q: Are Assisted Living Communities required to enroll? If so, what do we use for a CCN number? Or are we to use the Prevention Process Measures Module? If so, can you give instructions on this?

A: I am not aware of federal reporting mandates for ALs--although we do encourage participation to better understand the capacity and needs. Enrolling ALs should send an e-mail to nhsn@cdc.gov to request a temporary enrollment number, which is good for 30 days to allow enough time for enrollment.

Q: To input the data, will it be from enrollment date going forward or do we have to go back to when all this first started?

A: If possible, the first time your facility reports counts, we request the counts to include numbers from as far back as possible.

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