National Healthcare Safety Network (NHSN)
Long-Term Care Facility Enrollment Guide
The purpose of the Long Term Care Facility Enrollment Guide is to assist facilities with enrolling into NHSN.

Before a facility can report into the Long Term Care Component, facility enrollment into NHSN must occur.

Please note, the 5-step enrollment process should be followed carefully to ensure successful enrollment.
Items Needed for Enrollment

- Internet Connection (Recommend using the most up-to-date browser - Microsoft Edge or Chrome)
- Identify an NHSN Facility or Group Administrator – This designated person will be the point of contact for receiving information from NHSN and other functions within the application.
- CCN - CMS Certification Number or CDC Registration ID (contact NHSN@cdc.gov)
  - CCN Look up Tool https://qcor.cms.gov/advanced_find_provider.jsp?which=0
Facilities Eligible for Enrolling in NHSN LTC Component

- Certified skilled nursing facilities (SNF) and nursing homes (NH)
- Intermediate Care Facilities for Individuals with Intellectual Disabilities
- Assisted living facilities (ALF) and residential care facilities
- State Veterans Home (SNF/ALF)
Who should enroll a Facility into NHSN?

- The **NHSN Facility Administrator** must be identified to enroll the LTC Facility into NHSN (YOU)

  **Note:** The NHSN Facility Administrator may not necessarily be the Administrator at your facility

The **NHSN** Facility Administrator:
- Manages users and user rights
- Can add, edit & delete facility data
- Authority to nominate groups (data sharing arrangements)
- An NHSN Facility Administrator will have this role for all components within NHSN
- May serve multiple roles (NHSN Contact Person and NHSN User)

⚠️ Only the NHSN Facility Administrator can reassign their role to another user. Click link: [https://www.cdc.gov/nhsn/facadmin/index.html](https://www.cdc.gov/nhsn/facadmin/index.html) to reassign NHSN Fac Admin. We STRONGLY encourage facilities to have at least one other person trained on the NHSN enrollment/data submission process.
Other Key Personnel Roles for NHSN LTC Reporting

- **NHSN LTCF Contact Person**
  - Serves as the main point of contact for CDC and the facility
  - Is often the same person as the NHSN Facility Administrator

- **NHSN User**
  - Rights are determined by NHSN Facility Administrator
    - View data
    - Data entry
    - Data analysis
  - May be given NHSN administrative rights
    - This gives the new user the right to view, enter, and analyze data, but also to add locations, surgeons, and other users.
  - One person may hold multiple roles
NHSN LTC Enrollment
New Facility Only
Review the LTCF Enrollment page to access helpful resources for NHSN enrollment and set-up
STEP 1: Enrollment Preparation

Computer Preparation
Prepare your computer to interact with NHSN
Step 1 – Enrollment Preparation

Prepare your computer to interact with NHSN

- You may need to change your email and internet security settings to receive communications from NHSN during the enrollment process
- Change spam-blocker settings to allow all email from: 
  - nhsn@cdc.gov and SAMS-NO-REPLY@cdc.gov
- Please use the supported browsers: Microsoft Edge or Google Chrome
- Add https://*.cdc.gov and https://*.verisign.com to trusted sites list and allow pop-ups
- These changes may require assistance from your IT manager or department

*For information regarding System requirements visit FAQs About NHSN | NHSN | CDC
Step 1 – Enrollment Preparation, *continued*

*NSHN provides support for multiple web browsers such as Chrome, Microsoft Edge and etc.*

1. Change spam-blocker settings to allow all email from: nhsn@cdc.gov and SAMS-NO-REPLY@cdc.gov

For example:

a. In Microsoft Edge, click the “More” button ... in the top right on the menu bar.

b. Click “Settings”
c. Select “Cookies and site permissions”
d. Under “Site Permissions” scroll down to “All Permissions” tab, select “Pop-ups and redirects”
Step 1 – Enrollment Preparation, continued

e. On “Pop-ups and redirects” screen, scroll down the “Allow” tab.

f. Click “Add”

g. Type in email address” nhsn@cdc.gov and sams-no-reply@cdc.gov
   *add one address at a time

h. Click “Add”
Step 1 – Enrollment Preparation, *continued*

i. Once you have completed entering both email addresses, you will see each address listed under the “**Allow**” tab.
Step 1 – Enrollment Preparation, continued

Add https://*.cdc.gov to trusted sites list and allow pop-ups

a) Open the Control Panel
b) Select “Internet Options” icon
c) In the Internet Properties window, click the “Privacy” tab
d) Click the “Sites” button
On the “Managed Sites” screen:

a. Type in website address:
   [https://*.cdc.gov](https://*.cdc.gov)

b. Click “Allow”

c. Click “OK”
Step 1 – Enrollment Preparation, continued

- Allow pop-ups on the “Privacy” tab
  
  a) Click on “Privacy” tab
  
  b) Click on “Settings”
Step 1 – Enrollment Preparation, continued

c. Type in website address: 
https://*.cdc.gov

d. Click on “Add”

e. Click on “Close”
STEP 2: Register Facility (NHSN)

Read and Agree to the NHSN Rules of Behavior to register your facility with NHSN.
The **National Healthcare Safety Network (NHSN)** is a secure, internet-based surveillance system managed by the Centers for Disease Control and Prevention that is open to a variety of healthcare facilities in the United States. It enables these facilities to collect, analyze, summarize, and provide data needed to identify problem areas, measure progress of prevention efforts, and ultimately eliminate healthcare-associated infections.
Step 2 – Register Facility with NHSN

Read and Agree to the NHSN Facility/Group Administrator Rules of Behavior

- The person who will serve as the NHSN Facility Administrator must access and read the NHSN Facility/Group Administrator Rules of Behavior from https://nhsn.cdc.gov/RegistrationForm/index.

- After clicking Agree, you will be guided to the NHSN Registration page.

https://nhsn.cdc.gov/RegistrationForm/index
Step 2 – Register Facility with NHSN

Complete NHSN Registration

⚠️ The **same** email address must be used for all enrollment steps.

- Be sure to enter your email address correctly, as all subsequent emails will come to this email address.
Step 2 – Register Facility with NHSN
Complete NHSN Registration, continued

- You must select “CCN” as your Facility Identifier
- Enter your “CCN” number

⚠️ If you are a certified CMS facility and do not know your CCN – use this link to find it:
https://qcor.cms.gov/advanced_find_provider.jsp?which=0
  ✓ Select “Tool>basic search”
  ✓ Enter your facility name
  ✓ The Participation date is the CCN Effective Date needed for enrollment

*If your Facility Identifier (CCN#) does not validate, you must request a temporary CDC Registration ID by emailing nhsn@cdc.gov. The temporary enrollment number is only valid for 30 days.*
Step 2 – Register Facility with NHSN

Locate CMS Certification Number [CCN]

- To look up your CMS Certification Number [CCN] please use this link: https://qcor.cms.gov/advanced_find_provider.jsp?which=0
- Click “OK”
## Step 2 – Register Facility with NHSN

Locate CMS Certification Number [CCN]

- Click **“Basic Search”**

### Tool

**Accrediting Organization Performance**
- Accredited Hospitals with Recent Substantial Deficiencies

### Providers & Suppliers

**Multi-Provider Reports**
- Ambulatory Surgical Centers (ASCs)
- CLIA Laboratories
- Community Mental Health Centers (CMHCs)
- Comprehensive Outpatient Rehab Facilities (CORFs)
- Dialysis Facilities (ESRDs)
- Federally Qualified Health Centers (FQHCs)
- Home Health Agencies
- Hospices
- Hospitals
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)
- Nursing Homes
- Outpatient Physical Therapy/Speech Pathology (OPT)
- Portable X-ray Suppliers
- Psychiatric Residential Treatment Facilities (PRTFs)
- Rural Health Clinics (RHCs)
Step 2 – Register Facility with NHSN

Locate CMS Certification Number [CCN] continued

- Enter your Facility Name and Click “Search” Or Advanced Search, Click “Nursing Homes”
Step 2 – Register Facility with NHSN

Locate CMS Certification Number [CCN]

- Click on your Facility name under the search criteria (depending on your facility type)
Step 2 – Register Facility with NHSN
Locate CMS Certification Number [CCN]

- Facility’s CCN and Participation Date (*First date that the facility was certified as Medicare and/or Medicaid*) can be obtained from the details.
Step 2 – Register Facility with NHSN
Complete NHSN Registration, continued

- Be sure to select the correct **Facility Type**

  (e.g. Nursing homes and/or skilled nursing facilities will select: **LTC-SKILLNURS** - Skilled Nursing Facility)

Enter the date of registering facility
Step 2 – Register Facility with NHSN
Complete NHSN Registration, continued

- After clicking “Submit” the NHSN Registration Confirmation screen displays.

- After registration, you will receive two emails:
  - “Welcome to NHSN!” – immediately from NHSN
  - “Invitation to Register with SAMS” – within 24 hours from SAMs-no-reply
Welcome to NHSN!

You have been added as the type of user indicated for the following facility or Group:

Facility or Group Name: [Redacted]
User Type: [Redacted]

In order to participate as an NHSN user, you must agree to follow the rules of behavior for safeguarding the system’s security. Click on the URL below to read and indicate your agreement to abide by the rules.

@SDN_ENROLLMENT_GUIDE_URL@

Once you have agreed to the Rules of Behavior, you will need to register with the Centers for Disease Control and Prevention’s (CDC) Secure Access Management System (SAMS) and submit documentation for identity proofing. SAMS is a web portal designed to provide centralized access to public health information and computer applications operated by the CDC.

If you are already an active NHSN user, you may disregard the instructions in this email. Log in to the Secure Access Management System (SAMS) and access NHSN Reporting.

If you have already completed the SAMS process for another CDC application but you have not previously had access to NHSN, please contact nhsn@cdc.gov and indicate that you need the NHSN Reporting Activity in SAMS.

For questions regarding NHSN, please email nhsn@cdc.gov.

Additional NHSN information is also available at http://www.cdc.gov/nhsn
STEP 3a: Register Facility (SAMS)

Read and Agree to the SAMS Rules of Behavior to register your facility with SAMS
What is SAMS?

- The Centers for Disease Control and Prevention’s (CDC) Secure Access Management Services (SAMS) is a federal information technology (IT) system designed to provide centralized access to public health information and computer applications operated by the CDC. For the National Healthcare Safety Network (NHSN) Program, SAMS will provide healthcare facilities and other partners, such as state health departments and QIOs, with secure and immediate access to the NHSN application.
After CDC receives your completed registration, you will receive an **Invitation to Register with SAMS** via email.

- If you do not receive this email within 2 calendar days, email nhsn@cdc.gov

**Save** this email because it has information you will need to register for SAMS.
Step 3a – Register with SAMS

Click Link to SAMS

- In the *Invitation to Register* email you will receive, click the link to SAMS or cut and paste the following link into your browser:
  
  https://im.cdc.gov/iam/im/SAMS3/ui/index.jsp?task.tag=SAMSRegistration

Note: The SAMS username and temporary password will expire in 30 days
Step 3a – Register with SAMS
Log-In to SAMS Credentials Using Username and Temporary Password and Accept SAMS Rules of Behavior

- After clicking on the link to SAMS in the Invitation to Register, you will be guided to this Log In screen.
- Enter the user name and temporary password provided in the email, and click the Login button.
- After clicking “Login” the SAMS Rules of Behavior screen displays.
- Read the SAMS Rules of Behavior and click the Accept button.
Registration: SAMS Rules of Behavior

CDC SAMS User Rules of Behavior

Overview

Secure Access Management Service (SAMS) is a United States federal government computer system that provides secure external access to non-public CDC applications for use by authorized personnel. Users should be aware that they have no expectation of privacy when using SAMS or SAMS-protected program applications. All user actions are recorded and may be reviewed by CDC officials with a legitimate reason to do so, as authorized by CDC's Office of the Chief Information Security Officer. The following rules of behavior apply to all SAMS' users.

Because written guidance cannot cover every contingency, users are asked to go beyond the stated rules, using their best judgment and highest ethical standards to guide their actions. These rules are based on federal laws and regulations and on applicable agency directives. As such, there are consequences for non-compliance. Based on the severity of the violation and through due process of the law, consequences can include, but are not limited to: suspension or loss of access privileges and or civil and criminal penalties. Use of SAMS, and the applications it protects, is restricted to users that have been specifically authorized and granted access by CDC or its designated agent.

SAMS User Accounts

All SAMS' user accounts are uniquely identified by a username and protected with a password. Passwords automatically expire every sixty (60) days. SAMS will prompt users to update expired passwords on their next login. If a user feels their password may have been compromised, they must change it immediately. In addition, the user must report any suspected misuse or unauthorized access to the SAMS Help Desk as quickly as possible.

SAMS allows users to reset a forgotten password using a set of secret security questions they select and complete during registration. Selected questions and answers should be easy for a user to remember but difficult for others to guess. Since questions and answer combinations can provide access to a user's account, they must be protected in the same way as a password.

If a user fails to enter the correct username and password combination three (3) times in a row, their account will be locked for one (1) hour, after which, the user may try again. If the user cannot recall their password, they can follow the 'Forgot Password' link on the SAMS login page to reset it. If a user does not remember their password and is unable to successfully answer their security questions, a new account must be created.

User Responsibilities and Rules of Behavior

- SAMS users are uniquely identified through their SAMS user account. Once a user's request for access has been granted and their account is active, the user is responsible for all actions taken using that account. Therefore, every effort should be made to protect the account password and related security information. To help prevent account compromise, users agree:
  - To keep their account private and not share their password with anyone.
  - To securely store and protect any written copies of their user name and password.
  - To make every effort to prevent others from watching password entry.
  - To choose passwords that are difficult to guess by avoiding the use of well-known personal information.
  - To log off of the system when finished or whenever leaving the computer unattended.
  - To use only accounts they belong to.
  - Users must not access SAMS or Program applications using an account that belongs to another person.
  - Users must not attempt to circumvent any SAMS' security control mechanisms.
  - SAMS users are provided access to sensitive and or non-public information to assist them in performing their duties and for the benefit of national, state, and local public health services. Users must take positive steps to protect this information, the people this information may represent, and the systems designed to protect it. Users must report improper or suspicious activities involving SAMS' information and systems to the SAMS Help Desk.
Step 3a – Register with SAMS

Enter Information to Register with SAMS

- After accepting the **SAMS Rules of Behavior**, the SAMS registration page displays.
- Enter the information in the fields displayed. Fields marked with an asterisk are required.
- Click the **Submit** button to complete your registration.
Step 3a – Register with SAMS
Change Your Password

- You will be required to change your password.

⚠ Ensure that you write down the new password because you will need this password again.
Step 3a – Register with SAMS

Select Security Questions

- In the *Question* section, select a question from the list displayed in line 1.
- In the *Answer* section in line 1, type your answer to the question you selected. Repeat these steps until all five questions are answered.

⚠️ The questions you select should have answers you are able to remember.
Step 3a – Register with SAMS

Receive SAMS Registration Confirmation

- After clicking the *Submit* button to complete your registration. The **Registration Confirmation** message displays.

- Click the **OK** button to acknowledge the message and receive an additional display.

- Click the **Logout** link.
STEP 3b: Identity Proofing Verification
*If applicable*

SAMS Identity Verification Process
Step 3b – Identity Proofing Verification

- Within 24 hours of completing SAMS Registration, you will receive ‘Identity Verification Request’ email from SAMS with instructions for identity verification.

Hello (Applicant’s Name),

Thank you for registering with CDC’s SAMS. Your registration information has been received. Your next step is to verify your identity through a process called “identity proofing”.

SAMS supports two options to identity proof. Please review each option below and select what works best for you.

OPTION 1 - Experian Precise ID Check (preferred method)

Using a secure interface, you will provide Experian your social security number (SSN) and Date-Of-Birth (DOB). This information is sent directly to Experian and NOT stored by SAMS or CDC. Experian will validate this information and may ask you a series of questions derived from details contained in your credit report. This option will not impact your credit score or credit worthiness.

This process takes less than a minute and is the fastest way to complete the SAMS identity proofing process. If Experian is unable to validate your identity, you can still complete the identity verification process using Option 2.

To initiate the Experian Precise ID check select the link below and log into SAMS using the ‘SAMS Credentials’ option you will login using your SAMS username (email address) and recently established password.

https://sams.cdc.gov/samsldepoofing?idusers/edit/4743

If Experian successfully validates your identity, no further action is required until you are notified via email that your SAMS account has been activated.

If selecting Option 1, stop reading. You can disregard all additional instructions.

OPTION 2 - Document Submission/Validation

The document submission/validation process requires you to collect, copy, and submit required documentation to CDC for review and validation. To complete this process please print the form included at the bottom of this email message and follow the instructions provided below. The required steps are as follows:

1. Complete the Applicant Section in the included form - part of the information has been pre-filled for you based on the information you supplied during registration.

2. Take the printed form, along with appropriate photo identity documentation to a Proofing Agent – Notary Public or person specifically designated by CDC to conduct identity verification, or a CDC employee. Have them verify your identity and complete the “Proofing Agent – Notary” Section. Acceptable forms of identification are listed in the table below.

   * You must provide one (1) unexpired document from List A and one (1) additional unexpired document from List B. A copy of each ID must be included in your submission.

<table>
<thead>
<tr>
<th>List A - Primary Photo ID</th>
<th>List B - Secondary ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver’s license or ID card issued by a state or outlying possession of the US</td>
<td>Driver’s license or ID card issued by a state or outlying possession of the US</td>
</tr>
<tr>
<td>U.S. Passport or U.S. Passport Card</td>
<td>U.S. Passport or U.S. Passport Card</td>
</tr>
<tr>
<td>U.S. Military ID</td>
<td>U.S. Military ID</td>
</tr>
</tbody>
</table>
Step 3b – Identity Proofing Verification

- Carefully follow the instructions in the Identity Verification Request email to ensure the enrollment process is not delayed.

- SAMS supports two options to identity proof (review each option and select the option that works best for you):
  - Option 1 – Experian Precise ID Check (preferred method)
    - New! Fastest way to complete the SAMS identity proofing
  - Option 2 – Document Submission/Validation
    - Collect, copy, and submit required documentation for review and validation.
Step 3b – Identity Proofing Verification
Experian Precise ID Check (Preferred Method)

- To initiate the Experian Precise ID Check:
  - Select the link: https://sams.cdc.gov/samsidproofing/idusers/edit/4743
  - Log into SAMS using the 'SAMS Credentials' option (SAMS username (email address) and recently established password)

⚠️ This option will not impact your credit score or credit worthiness.
Step 3b – Identity Proofing Verification

- On the secured interface, provide Experian with social security number (SSN) and Date-Of-Birth (DOB)
Step 3b – Identity Proofing Verification

- After clicking ‘submit’ Experian will validate this information and return five (5) questions derived from the applicant’s credit profile that will need to be answered correctly.

*Example questions*

1. According to your credit profile, you may have opened an auto loan in or around March 2018. Please select the lender for this account. If you do not have such an auto loan, select ‘NONE OF THE ABOVE/DOES NOT APPLY’.
   - WELLS FARGO
   - CHRYSLER CAPITAL CORP
   - 1ST CHOICE CREDIT UNION
   - NISSAN MOTOR ACCEPTANCE
   - NONE OF THE ABOVE/DOES NOT APPLY

2. You may have opened an auto loan or auto lease in or around March 2018. Please select the dollar amount range in which your monthly auto loan or lease payment falls. If you have not had an auto loan or lease with any of these amount ranges now or in the past, please select ‘NONE OF THE ABOVE/DOES NOT APPLY’.
   - $455 - $554
   - $555 - $654
   - $655 - $754
   - $755 - $854
   - NONE OF THE ABOVE/DOES NOT APPLY
Step 3b – Identity Proofing Verification
Experian Precise ID Check (Preferred Method)

Important Notes:
- If Experian successfully validates your identity, no further action is required until you are notified via email that your SAMS account has been activated.
Step 3b – Identity Proofing Verification

Experian Precise ID Check (Preferred Method)

Important Notes:

- If Experian is unable to validate your identity you can:
  - Retry the process (up to 3 times)
  - Complete the identity verification process using Option 2.

⚠️ This does NOT indicate an issue with your credit report or credit worthiness.
Step 3b – Identity Proofing Verification

Document Submission Validation (second option)

Carefully follow the instructions in the **Identity Verification Request** email to ensure the enrollment process is not delayed

1. You will need to print the **Identity Verification** form, complete it, and take the completed form to a **notary** for public endorsement.

2. Two **unexpired** identity proofing documents are required. **Note:** your first and last name and home/mailing address must match on all of your documents.

3. The e-mail will instruct you to submit the above documents through a digital upload, fax, or mail. **Note:** digital upload will offer the faster turnaround time.
Step 3b – Complete and Submit Identity Proofing Verification

Submit Identity Proofing Documents

Important Notes:

- You have **60 days** from receiving the SAMS confirmation email to complete and submit the ID verification application.
- Two un-expired forms of ID must be submitted with the endorsed identity verification form.
- Your photo identification must match the home address that reported during registration.
- Your first and last name on the identity verification documents must match exactly to what you reported during registration.
Step 3b – Complete and Submit Identity Proofing Verification

After submitting Identity Verification documents, it may take up to weeks to received approval.

This would be a good time to complete Module specific training. LTCF training can be accessed on the following web-page: https://www.cdc.gov/nhsn/training/ltc/index.html.
STEP 4:
SAMS Access Authentication

SAMS Partner Portal Access
Step 4 – SAMS Access Authentication

Receive SAMS Access Approval

Once your information have been received and approved by SAMS:

- You will receive an email confirming the application/s you can access through the SAMS Partner Portal account and second factor credential options.

- The email will contain web links to the SAMS Partner Portal and application, along with how to set-up second factor credentials.

Note: If you do not receive email approval within 3 weeks, contact samshelp@cdc.gov or toll-free at 877-681-2901 for assistance.
Step 4 – SAMS Access Authentication

- The NHSN application requires users to be strongly authenticated.
  
  - The first option is a soft token that requires the installation of an Entrust Authenticator application on your phone, tablet, or computer.
  - The second option is a hard token which is a physical Entrust grid card mailed to your home address.
  - SAMS will communicate this authentication requirement to you in email along with instructions on how to complete the setup after account activation.
You have been authorized for access to:

- NHSN Reporting

However, security policy for the level of access you've been authorized, requires you also setup a mobile soft token or grid card. These options, also called second factor credentials, will be used whenever you access SAMS in conjunction with your already established username and password.

To setup your second factor credential, please click the link below. For security, you will be required to login and answer your previously established security questions. [https://sams.cdc.gov/IdentityGuardSelfService/?successLink=https://sams.cdc.gov/&failureLink=https://auth.cdc.gov/errors/globallogout.asp](https://sams.cdc.gov/IdentityGuardSelfService/?successLink=https://sams.cdc.gov/&failureLink=https://auth.cdc.gov/errors/globallogout.asp)

The two second factor credential options are:

1. Install and setup an Entrust soft token using an ‘authenticator’ application on your smart phone, tablet, or computer (recommended for immediate access),
2. The issuance of a physical, card token, Entrust grid card which will be mailed to the home address associated with your SAMS profile.

After your second factor credential is setup (authenticator installed or grid card received via mail) you can reach the activity home page directly by clicking [https://care.cdc.gov](https://care.cdc.gov).

You may also access this activity through the SAMS Partner Portal by clicking [here](https://care.cdc.gov).

To login, click the ‘Login’ button under the option labeled ‘SAMS Multi-Factor Login’ and enter:

Your username(enter email address) and the password you chose during registration. Then click the Login button. When prompted, enter the values from the Entrust token (authenticator or physical grid card) and click login.

If you've forgotten your password, you may reset it by following the ‘Forgot Your Password’ link on the SAMS Portal log in page.

***Note:*** In order to access the SAMS Partner Portal, your browser **must** be configured to use TLS 1.2 encryption. If your computer is not configured for TLS, or if you are unsure, please contact your local IT System Administrator for assistance.

Thank you,

The SAMS Team
Step 4 – SAMS Access Authentication

- Secure Access Management Services (SAMS) New Interface
STEP 5a: Complete NHSN LTC Enrollment

Complete NHSN Enrollment
Step 5a – Complete NHSN LTC Enrollment

NHSN LTC Enrollment

- On the SAMS homepage, under “My Applications” you should see a link to the National Healthcare Safety Network labeled **NHSN Long Term Care Reporting**.
- Click on the **NHSN LTC Enrollment** link to go to the NHSN Enrollment page.
Step 5a – Complete NHSN LTC Enrollment

Enroll your Facility

- Select “Enroll a Facility”

- You will see this pop-up, select “OK”
Step 5a – Complete NHSN LTC Enrollment: NHSN Facility Information Screen

- Enter required (*) information
- Input your CCN/CMS Certification Number (CMS) and Effective date.
  - If you do not know your CCN, use this link to find it:
    https://qcor.cms.gov/advanced_find_provider.jsp?which=0
- Check “not applicable” box next to the AHA ID # and the VA Station Code.

Note: Facilities within the Department of Veterans Affairs (VA) Healthcare System, may have a VA station code instead of a CCN.
Step 5a – Complete NHSN LTC Enrollment:
NHSN Facility Information cont’d

Select most appropriate Facility Type:

- LTC-ASSIST - Assisted Living Residence
- LTC-ICF/IID - Intermediate Care Facilities for Individuals with Intellectual Disabilities
- LTC-PSYCH - Psychiatric Residential Treatment Facility
- LTC-SKILLNURS - Skilled Nursing Facility
- LTC-SV/HALF - LTC Assisted Living Facility for State Veteran’s Homes
- LTC-SVHSNF - LTC Skilled Nursing Facility for State Veteran’s Homes

Facility Type

Select Facility:
   - LTC-SKILLNURS - Skilled Nursing Facility

IHS Facility:
- Yes
- No

NHSN Components

Select Components:
- Long Term Care Facility

NHSN Facility Administrator

- First Name:
- Middle Name:
- Last Name:
- Title:

Copy Address from Facility

Address, Line 1:
Enter Street Address
Step 5a – Complete NHSN LTC Enrollment: NHSN Facility Information cont’d

- Select “Yes” or “No” if your facility is an Indian Health Service (HIS) Facility

- The LTCF component is automatically checked and cannot be unchecked.

- Enter Facility Administrator designated to report data in NHSN

- Complete the Facility Contact Information Form in its entirety and click “Continue”
Step 5a – Complete NHSN LTC Enrollment:
LTC Contact Person Screen

- Each facility must have a listed contact person either the Facility Administrator or another user to be a back-up.
- Enter Contact Person designated to report data in NHSN
  *Click the blue folder icon to copy previously entered information if Contact Person is the same.
- Complete the Facility Contact Information Form in its entirety and click “submit”
Step 5a – Complete NHSN LTC Enrollment: Enrollment Confirmation

- After successfully completing enrollment, the NHSN Facility Administrator and Component Primary Contact (if different) will receive an NHSN email with instructions on how to electronically accept the *NHSN Agreement to Participate and Consent*. The consent form must be accepted by either the NHSN Facility Administer or the NHSN Primary Contact immediately to expedite access to NHSN for LTC reporting.

*Please note the tracking number issued after submitting is your NHSN Org ID*
STEP 5b:

NHSN Agreement to Participate & Consent

Electronically Accept the NHSN Agreement to Participate and Consent
Step 5b – Electronically Accept the NHSN Agreement to Participate and Consent

- After receiving the email from NHSN, users will need to log in to [https://sams.cdc.gov](https://sams.cdc.gov) and follow the instructions to complete the NHSN Agreement to Participate and Consent.
Step 5b – Electronically Accept NHSN Agreement to Participate and Consent

- Once you have logged in successfully you will receive an alert detailing the requirements for accepting the *Agreement to Participate and Consent* form.

- You must select “OK” to remove the alert.

- Accept the consent form by clicking in the box under *Accept*
Step 5b – Electronically Accept NHSN Agreement to Participate and Consent

- As the NHSN Primary Contact or Facility Administrator has accepted, an alert will pop-up confirming this action
- Click “OK”
Enrollment is Complete

Congratulations!!

You have completed the enrollment.

You can begin reporting!
Important Notes:

- Each facility should designate one person to serve in the role of NHSN Facility Administrator.
- NHSN Facility Administrator is responsible for NHSN enrollment for the LTCF and coordination of NHSN tasks and users.
- To ensure that information sent by email is not blocked by your organization’s anti-spam program, set-up your computer to allow sams-no-reply@cdc.gov and nhsn@cdc.gov to get through.
- The same e-mail address must be used throughout the SAMS and NHSN enrollment process.
Important Notes:

- Ensure that the correct Facility Location Designation is selected:
  
  \textbf{Ex. LTC SKILLNURS COV19: for skilled nursing facilities and/or nursing homes}

- If a temporary ID was used to complete NHSN enrollment, the facility must remember to enter the facility CCN into NHSN once full enrollment is complete. Guidance for making edits to facility information, including updating/changing the CCN, can be found here-
  
  \url{https://www.cdc.gov/nhsn/pdfs/ltc/ccn-guidance-508.pdf}

- If you are a certified CMS facility and do not know your CCN – use this link to find it: \url{https://qcor.cms.gov/advanced_find_provider.jsp?which=0}

- Contact \texttt{nhsn@cdc.gov} or \texttt{sams-no-reply@cdc.gov} with questions.
Where Can I Find More Information?

- To email questions to the NHSN Helpdesk: nhsn@cdc.gov with LTC in the subject line
- LTCF specific enrollment resources https://www.cdc.gov/nhsn/ltc/enroll.html
- LTC Enrollment Guide can be accessed here: (LTC Enrollment Guidance)
- If you need assistance with SAMS: samshelp@cdc.gov

SAMS Help Desk: Monday – Friday: 8:00am and 8:00pm (except US Federal Holidays)
Local: (404) 498-6065
Toll Free: (877) 681-2901
Questions?
# Troubleshooting Tips during LTC Enrollment

<table>
<thead>
<tr>
<th>Common Errors/Question</th>
<th>Solution</th>
</tr>
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<tbody>
<tr>
<td>I am not receiving any communication from NHSN.</td>
<td>This may occur if there is a compatibility issue with email or internet settings. You may need to change your email and internet security settings to receive communications from NHSN during the enrollment process:</td>
</tr>
<tr>
<td></td>
<td>❖ Change spam-blocker settings to allow all email from:</td>
</tr>
<tr>
<td></td>
<td>‣ <a href="mailto:nhsn@cdc.gov">nhsn@cdc.gov</a> and <a href="mailto:SAMS-NO-REPLY@cdc.gov">SAMS-NO-REPLY@cdc.gov</a></td>
</tr>
<tr>
<td></td>
<td>‣ Add https://<em>.cdc.gov and https://</em>.verisign.com to trusted sites list and allow pop-ups</td>
</tr>
<tr>
<td></td>
<td>❖ In Control Panel” menu, select “Internet Options”</td>
</tr>
<tr>
<td></td>
<td>‣ Add trusted sites on the “Security” tab</td>
</tr>
<tr>
<td></td>
<td>‣ Allow pop-ups on the “Privacy” tab</td>
</tr>
<tr>
<td></td>
<td>These changes may require assistance from your IT manager or department.</td>
</tr>
<tr>
<td>I have registered my facility and did not receive my invitation to join SAMS.</td>
<td>Accepting the Rules of Behavior triggers the SAMS invite process. If you have accepted the Rules of Behavior and have not received a SAMS invite, please contact the NHSN helpdesk at <a href="mailto:nhsn@cdc.gov">nhsn@cdc.gov</a> to request one.</td>
</tr>
<tr>
<td></td>
<td>SAMS invites are auto-generated from the email address the user enters when agreeing to the NHSN Rules of Behavior, if the email was entered incorrectly in any way, the user will not receive the welcome emails.</td>
</tr>
<tr>
<td></td>
<td><em>User email addresses must be the exact same in SAMS and NHSN.</em></td>
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<td>NHSN facility administrator verses a long-term care facility administrator.</td>
<td>The NHSN facility administrator is the point of contact for NHSN communication and is responsible for enrollment and set-up for the LTCF. This representative does not have to be the organization’s facility administrator or part of the executive leadership. Often, this person oversees infection prevention program activities, and may be the infection preventionist, director of nursing, assistant director of nursing, staff educator, or MDS coordinator. Although only one person in the facility will have the role of NHSN Facility administrator, the facility should train a second person as an alternate and assign him/her as a NHSN user with administrative rights.</td>
</tr>
<tr>
<td>The NHSN facility administrator resigned before reassigning the role of NHSN facility administrator, do I need to re-enroll?</td>
<td>No. If the role of NHSN facility administrator cannot be re-assigned by the outgoing NHSN facility administrator, the facility must request NHSN to manually re-assign the role. This request can now be made electronically by using the link <a href="https://www.cdc.gov/nhsn/facadmin/index.html">https://www.cdc.gov/nhsn/facadmin/index.html</a>.</td>
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| I do not have my CCN number. | If you need assistance with identifying your CMS Certification Number [CCN] please use this link:  
https://qcor.cms.gov/advanced_find_provider.jsp?which=0  
1. Select “Tool > basic search”  
2. Enter your facility name  
* The Participation date is the CCN Effective Date needed for enrollment* |
| My CCN number will not validate. NHSN is not accepting the CCN entered during enrollment, preventing the completion of the enrollment process. | In the unlikely event that NHSN does not accept your AHA ID, CCN, or VA Station Code, should immediately contact the NHSN help desk at nhsn@cdc.gov and request a temporary enrollment number. This number is for enrollment purposes only and will expire in 30 days if not used.  
**Note:** If a temporary ID was used to complete NHSN enrollment, the facility must remember to enter the facility CCN into NHSN once full enrollment is complete. Guidance for making edits to facility information, including updating/changing the CCN, can be found here- [http://www.cdc.gov/nhsn/pdfs/cms/changing-ccn-within-nhsn](http://www.cdc.gov/nhsn/pdfs/cms/changing-ccn-within-nhsn). |
Common Errors/Question | Solution
--- | ---
I received a temporary enrollment number. What do I do? | After facility receives their temporary enrollment number, facilities may log-into NHSN and complete the enrollment process.
1. Log into SAMS
2. On the SAMS homepage click **NHSN LTC Enrollment Application** link to go to NHSN Enrollment page
3. Click on the **Enroll a Facility** option
4. Click “OK”
5. On Facility Contact Form please enter all required data and click the **Not Applicable** button for AHA ID, CCN, and VA Station Code.
6. A new box will appear, titled **Enrollment Number** - Enter the provided temporary enrollment number
7. Click **Continue**
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| I accidentally selected the wrong facility type when I enrolled my facility. | After facility enrollment is complete, facilities may log-into NHSN and make edits to facility information, if needed. To edit *Facility Type*:  
1. Log into NHSN  
2. On left-side Navigation Bar, select *Facility* to open selections  
3. Select *Facility Info*  
4. Under Facility Information, Facility Type, select the appropriate facility from drop-down menu  
Don’t forget to click *Update* to save your edits |
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| I’m not sure who to contact when I have issues or a question. | Contact SAMS at [sams-no-reply@cdc.gov](mailto:sams-no-reply@cdc.gov) for:  
  - SAMS registration questions  
  - Check your SAMS specific registration status  
  - SAMS log in trouble  
  - Forgot your SAMS log in  
  - Identify proofing questions or concerns  
  - Grid card status  

Contact NHSN at [nhsn@cdc.gov](mailto:nhsn@cdc.gov) for:  
  - NHSN facility enrollment & reporting questions  
  - SAMS invitation requests  
  - User additions to an existing NHSN facility account  
  - Facility enrollment status  
  - Guidance for changing your email in NHSN or SAMS  
  - Facility administrator re-assignments  
  - NHSN application alerts |
## Troubleshooting Tips during LTC Enrollment

### Common Errors/Question

My facility enrolled in NHSN, how can we join a group?

### Solution

There are approximately 5 steps after logging into the facility homepage:

1. From the Facility Home Page, Select **Group** from the menu tree on the left side of the screen.
2. Select **Join** from the **Group** menu.
3. To Join a group, Type the **Group ID** and type the **Group Joining Password**.
4. Select **Join Group**.
5. Select **Accept**.

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<td>4. Select <strong>Join Group</strong>.</td>
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<td>5. Select <strong>Accept</strong>.</td>
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<td>I am already a member of a group. How can I confer rights?</td>
<td>Facilities enrolled in the COVID-19 Module will get an alert to accept newly defined rights, if they are already members of a group.</td>
</tr>
<tr>
<td></td>
<td>There are <strong>3 steps</strong> to confer rights</td>
</tr>
<tr>
<td></td>
<td>1. From the Home Page, Click on the <strong>Confer Rights Not Accepted Alert</strong></td>
</tr>
<tr>
<td></td>
<td>2. Select the Group (<strong>Hyperlink</strong>) that has Defined Rights; you will be shown a screen to Review the Defined Rights Template</td>
</tr>
<tr>
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<td>3. Select <strong>Accept</strong></td>
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