

Help Desk FAQ

The following information is intended to help nursing homes, consumers, and LANEs answer questions.

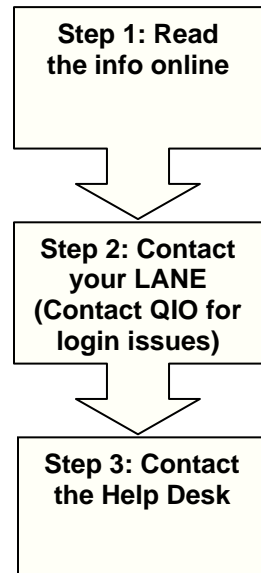
Q: Who should I contact for assistance?

A: If you are a nursing home or consumer, first, please read through this FAQ and the information on the website to see if your question has been answered. If you need additional assistance, first contact your state's LANE Convener. LANE Convener contact information is available on the campaign website under 'About the Campaign' and 'Find Local Support (LANEs)'. If you have additional questions after contacting your LANE, email the Help Desk: info@nhqualitycampaign.org (general questions) or help@nhqualitycampaign.org (website technical assistance).

If you are a LANE, please read through this FAQ and the information on the website to see if your question has been answered. If you need additional assistance, email the Help Desk: info@nhqualitycampaign.org (general questions) or help@nhqualitycampaign.org (website technical assistance).

Help Desk email is monitored every business day. Help Desk staff will make every effort to respond to your email within 1-2 business days.

Questions?



Q: Who can I contact for help reaching my goals?

A: For help attaining your goals, contact your state's LANE Convener. LANE Convener contact information is available on the campaign website under 'About the Campaign' and 'Find Local Support (LANEs)'. Resources are also available on the website under 'Resources.'

Q: I do not have my username and/or password. How do I request that information?

A: If you have your username, you can request a password reminder email:

1. Click on the 'Login' link at the top right of the website.
2. Click the following link on the Login page: 'Click here if you know your User Name, but have forgotten your password.'
3. An email will be sent to the primary and secondary contact e-mail addresses in your account.

If you are a nursing home and know your Medicare/Medicaid provider number, you can request both your username and password via email:

1. Click on the 'Login' link at the top right of the website.
2. Click on the following link on the Login page: 'Click here if you are a nursing home and you know your Medicare/Medicaid provider number, but have forgotten your User Name.'
3. You will be prompted for your provider number.
4. An email will be sent to the primary and secondary contact e-mail addresses in your account.

If you are a nursing home and have access to either the primary or secondary contact e-mail accounts, you can request both your username and password via email:

1. Click on the 'Login' link at the top right of the website.
2. Click on the following link on the Login page: "Click here if you know your account's email, but need your username and password."
3. Enter your email in the text field and click 'Submit.'

If the email matches either the primary or secondary contact email in the registration, the username and password will be sent to that email address.

If both the primary and secondary contact e-mail addresses in your account are no longer valid, please contact your State Quality Improvement Organization (QIO) for assistance in resetting your password. A link to your state QIO's contact information can be found with Login assistance on the Login page. After obtaining a temporary password from your QIO and logging in with this password, please change both your password and your contact e-mail addresses in your nursing home's Profile.

Q: How do I change the goals that I selected during registration?

A: You may add goals at any time:

1. Click on the 'Login' link at the top right of the website.
2. Browse to the 'My Profile' page.
3. Check any additional goal(s).
4. Click the 'Update' button.
5. Verify that no error messages are displayed, and that you see a confirmation message that changes have been saved.
6. Your changes will display in your Profile.

Warning: Once selected, goals cannot be removed after January 31, 2010. This is indicated on the registration form and we encourage you to review your goal selection and additions carefully before saving, since goals cannot be removed.

Q: I got an error message on the website. What should I do?

A: Email the Help Desk's website technical assistance address: help@nhqualitycampaign.org. Indicate your nursing home name, city, state, provider number, and describe the error message you received.

Q: What is the difference between a LANE and a nursing home participant?

A: The campaign relies on dedicated, proactive leaders to play a central role in driving and coordinating nursing home improvement work at the local level. The campaign's Local Area Networks for Excellence (LANEs) are groups of organizations that work together to:

- Raise awareness and encourage/promote enrollment

- Act as the communications relay point for campaign at the local level
- Coordinate provision of technical assistance for the interventions

Nursing homes are encouraged to sign up as nursing home participants, not as LANEs. Nursing home participants are homes that commit to working on three or more of the eight campaign goals, including at least one clinical quality goal and one organizational improvement goal.

Q: I am a consumer or individual nursing home staff member and I have registered for the campaign. Now what happens?

A: Contact the LANE Convener in your state to discuss next steps and how you can participate in the campaign in your state. (The list of LANE Conveners is available from the menu under ‘About the Campaign’ – ‘Find Local Support (LANEs)’.) To protect your confidentiality, LANEs do not have access to your name or contact information unless you check the appropriate box in the registration form to share information with the LANE. Otherwise, in order to begin working together, you will need to contact your LANE directly.

Q: My nursing home information listed on the site is incorrect or outdated. How do I change that?

A: Nursing homes have access to their enrollment information online:

1. Click on the ‘Login’ link at the top right of the website.
2. Use the username and password you selected during registration to login.
3. Click on the ‘Update My Profile’ link on the left menu.
4. Make the appropriate changes in your Profile and click the Update button.
5. Verify that no error messages are displayed, and that you see a confirmation message that changes have been saved.
6. Nursing home changes will display on the website in real-time on the ‘About the Campaign’ – ‘Find Nursing Home Participants’ page.

Q: My nursing home registered twice. How do I delete one of these registrations?

A: Email to help@nhqualitycampaign.org and include your name, nursing home name, and state. Please indicate which entry to delete.

Q: The website won’t let me register using my provider number. Help?

A: Please verify that you are using your nursing home’s Medicaid/Medicare six-character provider number, not facility ID or some other identification.

Q: I don’t have my Medicaid/Medicare provider number. Can I register without it?

A: The provider number is used to provide the quality measure (QM) scores for the three clinical quality goals and will therefore enable the campaign to track your progress. If you do have a Medicare/Medicaid provider number, please register only with that number, so that your QM data will be accessible. If you are a private nursing home without a Medicare/Medicaid provider number, you can enter “N/A” in the provider number field on the registration form.

Q: For which goals do I need to submit data?

A: The clinical quality goals (goals 3, 4, 5) do not require data entry on the campaign website. For the organizational improvement goals (goals 1, 2, 6, 7, 8), you will need to submit data directly to the campaign website beginning January 1, 2010.

Q: How do I submit data for the organizational goals?

A: Data entry for organizational goals 1, 2, 6, 7, and 8 will be available after January 1, 2010. To submit data:

1. Click on the 'Login' link at the top right of the website.
2. Click the 'Enter My Data' link on the left menu.
3. On the 'Enter My Data' page, click the 'Submit data' link for any of these goals.
4. Enter the requested information for the appropriate goal(s).
5. Click the 'Submit' button to save your data.

For each of the organizational goals, you will need to enter data monthly or quarterly through the end of the campaign (December 2011).

Q: As a campaign participant, can I obtain and use a copy of the campaign logo?

A: According to the campaign's logo use, the campaign logo can be used by:

- Nursing homes that have registered to participate in the campaign.
- LANE participants that are participating providers, nonprofit organizations, associations.
- Champions, with a tagline that says "Champion of."
- (State) affiliates of Founder organizations and state ombudsmen.
- Other uses will be considered on a case-by-case basis.

To obtain a copy of the logo or request use for a purpose other than those listed above, please contact your state's LANE. (LANE Convener contact information is available on the campaign website under 'About the Campaign' – 'Find Local Support (LANEs)' in the top menu.)

The use of the logo does not imply that the campaign endorses or supports any entity. Therefore, there should be no reference (with or without the logo) implying that the campaign endorses or supports a provider, a LANE member, a Champion company/organization, etc.