



Center for Clinical Standards and Quality/Survey & Certification Group

Ref: S&C: 16-17-NH

DATE: March 25, 2016

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Affordable Care Act Section 6103: Guidance for State Consumer Oriented Websites- Update to Survey and Certification Letter 11-41-NHs

Memorandum Summary

- **Key Elements:** The Centers for Medicare & Medicaid Services (CMS) provides a list of key elements for State website development for States to qualify for Federal funding.
- **Financing:** The costs for development of the websites and operation are allowable expenses for reimbursement through a combination of Medicaid, Medicare survey and certification, and State-only funds under standard cost- allocation procedures.
- **Establishment of State Websites:** Effective March 23, 2010, States must maintain consumer-oriented websites providing information regarding all skilled nursing facilities and nursing facilities within in their state. State websites are expected to be completed and be accessible to consumers as soon as possible, but not later than January 1, 2018.

This letter is an update to Survey and Certification Letter 11-41-NHs to provide the completion date for the State consumer oriented websites and additional criteria. The updated language is noted in the red font color. The former letter delivered on September 30, 2011 provided guidance to States on implementing section 6103 of the Affordable Care Act, which was enacted on March 23, 2010 (Pub. L. 111-148). Section 6103(d)(2)(D) of the law amends section 1902(a)(9) of the Social Security Act (the Act) to require:

...that the State maintain a consumer-oriented website providing useful information to consumers regarding all skilled nursing facilities and all nursing facilities in the State, including for each facility, Form 2567 State inspection reports (or a successor form), complaint investigation reports, the facility's plan of correction, and such other information that the State or the Secretary considers useful in assisting the public to assess the quality of long term care options and the quality of care provided by individual facilities.

Key Elements of a State Website

Federal funds are available to meet the requirements of this legislation in accordance with normal cost-allocation principles (described in section B). The statute sets out basic requirements for the website, which are noted above. CMS funding is available to support States in their efforts to develop the websites.

Websites developed by a State under their state plan to satisfy the new requirement of section 1902(a)(9)(D) of the Act should include these characteristics:

- (1) ***Inclusive***: Include all skilled nursing facilities (SNFs) and nursing facilities (NFs) in the State.
- (2) ***Accessible***: Be easily accessible from the main page of the website of both the State Medicaid agency and the State Survey Agency.
- (3) ***Consumer Friendly***: Be written and conveyed in a manner that is welcoming and readily understandable to consumers and the public.
- (4) ***Searchable***: Provide search capabilities that allow a consumer to identify any SNF and NF in the State by name and geographic location.
- (5) ***Comprehensive***: The CMS Form 2567 survey results for each recertification survey and each complaint survey performed in the last three years should be available in viewable and downloadable form for each SNF and NF, in a manner consistent with industry standards (such as those developed by the National Institute of Standards and Technology), including portable document file (.pdf) or hypertext markup language (HTML) format.
- (6) ***Include Plans of Correction***: For each recertification and complaint survey completed, provide the nursing facility or skilled nursing facility's plan of correction when available.
- (7) ***Link to Federal Websites***: Link to CMS's *Nursing Home Compare* website. See also paragraph (c) of the enclosure for a discussion of Federal plans for making CMS Form 2567 data available.
- (8) ***Link to State Websites***: Link to the State Long Term Care Ombudsman Program and, if applicable, a State Aging and Disability Resource Center (ARDC).
- (9) ***Include Information about Alternative Services***: Provide links and information about alternative long term care services available in the State, including services provided under Home- and Community-based Service programs.
- (10) ***Privacy Safeguards***: Must not contain any identifying information about the resident or complainant(s) in the text of the CMS 2567.

In addition to the information listed above, CMS also encourages the posting of State Licensure Survey results and any resulting state enforcement sanctions.

For those States that are in the process of developing or looking to improve their consumer-oriented website, CMS has provided the following links as examples:

- Colorado: <http://www.hfemsd2.dphe.state.co.us/hfd2003/homebase.aspx?Ftype=ncf&Do=srch>
- Florida: <http://www.floridahealthfinder.gov/facilitylocator/facloc.aspx>
- Minnesota: <http://www.health.state.mn.us/divs/fpc/directory/surveyfindings.htm>

Financing

The costs for development and operation of the State websites to meet section 1902(a)(9)(D) of the Act are allowable expenses for reimbursement through a combination of Medicaid, Medicare survey and certification, and State-only funds under standard cost-allocation procedures.

In those States in which a State law or regulation requires public posting of CMS Form 2567 survey results for nursing homes, the cost-allocation proportions in effect for surveys of facilities dually certified in Medicare and Medicaid in the State should be used (i.e., costs shared between Medicare, Medicaid, and State-only).

For other States (that do not have a State law or regulation requiring the posting of CMS Form 2567 for nursing homes), costs should be apportioned between Medicare and Medicaid using each program's share of survey costs for dually-certified facilities, but adjusted to account for the absence of a State-only share.

Upon CMS approval, the Medicare portion of costs for a website that meets the criteria in this bulletin may be expensed through the survey and certification operational budget for each State. The Medicaid share of costs for a website that meets the criteria in this bulletin qualifies as an administrative expense. The Medicaid share may also be eligible for enhanced Federal Financial Participation (FFP) if it meets certain conditions. Any State interested in exploring the possibility of enhanced Medicaid FFP should consult with the appropriate Medicaid representative in the CMS regional office.

Completion of State Consumer-oriented Websites

As noted above, section 1902(a)(9)(D) of the Act currently requires states to have a consumer-oriented website regarding SNFs and NFs in the state. Section 1819(i)(1)(A)(ii) and 1919(i)(1)(A)(ii) of the Act, as amended by section 6103 of the Affordable Care Act, requires CMS to provide links to State websites on *Nursing Home Compare* on a timely basis. Currently there are 41 States that have consumer-oriented websites. Links to available State websites have been posted on *Nursing Home Compare* since 2012 and are currently available at the following link <http://www.medicare.gov/NursingHomeCompare/Resources/State-Websites.html>. State website links and State Survey Agency contact information are updated on *Nursing Home Compare* quarterly.

States that do not currently have consumer-oriented websites are expected to have these websites completed as soon as possible, but not later than January 1, 2018 in order to be compliant with federal requirements. In the event States do not have consumer-oriented websites by January 1, 2018, CMS will require States to provide explanations to their Regional Offices regarding their non-compliance with section 1902(a)(9)(D) and provide an anticipated date for competition. CMS has authority to withhold FFP under 42 CFR 430.35 for a state's noncompliance with section 1902.

Contact: If you have any questions regarding the requirements for posting CMS 2567s as described in this bulletin, please contact the appropriate survey & certification contact for your State in the **CMS Regional Office**.

The RO contacts will be supported by Moronke Akinso in the CMS Central Office (Moronke.Akinso@cms.hhs.gov).

For questions related to Medicaid financing, please consult with the appropriate Medicaid representative in your CMS regional office.

Effective Date: Immediately. This memorandum should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum. Additionally, we ask that you also share this memorandum with nursing home providers.

/s/

Thomas E. Hamilton

Attachment: **February 2016 State Website Links**

cc: Survey and Certification Regional Office Management

State/Territory	State Health Website	State Health Department Main Phone Number	State website location to log complaints	Phone Number to file a complaint	CMS-2567 Location Link	CMS-2567 Availability	CMS-2567 Accessibility	Navigation Notes to CMS-2567 Data	Updated Data	Plan of Correction	Enforcement Information- link provided if available	General Notes	Site Changes
Alabama	www.adph.org	800-252-1818	http://www.adph.org/HEALTHCARE/FACILITIES/Default.asp?id=689	800-356-9596	http://dph1.adph.state.al.us/Deficiencies/(S(unublz55pkvbb45byot2nuv))/default.aspx	yes; pdf	Accessible	www.adph.org > on left under Top 10 select "Health Care Facilities" > In the Health Care Facilities paragraph select link to "View Health Care Facility Deficiencies" > select "nursing home" under type of facility in search criteria	yes	yes - for some	no	Link to Nursing Home Compare available at: http://www.adph.org/HEALTHCARE/FACILITIES/index.asp?ID=749	No change.
Alaska	http://dhss.alaska.gov/	907-334-2483	http://dhss.alaska.gov/dhcs/Pages/hf/c/Complaint-form.aspx	907-334-2483	http://dhss.alaska.gov/dhcs/Pages/hf/c/fac_LTC.aspx	yes; pdf for most recent survey only	Accessible	http://dhss.alaska.gov/ > on right select "Health Care Services" (under Health and Social Services) > Under Useful Links on right select "Health Facilities Certification" > on left under Facility Specific Information select "Long Term Care"	yes	yes	http://dhss.alaska.gov/dhcs/Pages/hf/c/fac_LTC.aspx (in press release for one facility)	2567 data with POCs are now available for most recent standard survey only. Enforcement info also available in a press release for one facility but not the others that have enforcement actions. Link to Nursing Home Compare at: http://dhss.alaska.gov/dhcs/Pages/hf/c/fac_LTC.aspx	No change.
Arizona	http://www.azdhs.gov	602-542-1025	https://app.azdhs.gov/online-complaint/LTCComplaint.aspx	602-364-2690	http://hsapps.azdhs.gov/ls/sod/SearchProv.aspx?type=LTC	yes; html table	Accessible	www.azdhs.gov > Under 'A-Z Index' at the top select "N" > select "Nursing Home Licensing, Office of" > select "AZ Care Check" > Select Provider Type "Nursing Home"	yes	no	Can filter by enforcement actions at: http://hsapps.azdhs.gov/ls/sod/SearchProv.aspx?type=LTC	Citations listed in HTML format as pop-ups that are printable. Pop up note from 2567 table indicates that POC can be requested from the Dept of Health Services. Link to Nursing Home Compare from http://www.azdhs.gov/licensing/ltc-facilities/index.php#consumers-home	No change.
Arkansas	www.humanservices.arkansas.gov	501-682-1001	http://humanservices.arkansas.gov/dms/Pages/olcConsumers.aspx#9	800-582-4887	http://humanservices.arkansas.gov/dms/Pages/ltcFacilitySearch.aspx	yes; pdf for some	Somewhat Accessible	www.humanservices.arkansas.gov > at top of page 'A-Z index' select "N" > select "Nursing Homes" > on left select "Consumer Long Term Care Information" > under "Find a Long Term Care Facility" select "Long Term Care Facility Search by Name or Location" or "Long Term Care Facility Search by County"	no	no	Link to enforcement definitions (no facility data) at: http://humanservices.arkansas.gov/dms/Pages/olcViolationsReports.aspx	Provided link to enforcement information - definitions only, no facility specific data available. Some 2567 information available as a pdf after selecting the name of a facility. Links are located at the bottom of the page under "Related Documents." 2567s not available for all facilities and table displays all long term care facilities (including Assisted Living and Adult Daycare).	No change.
California	www.cdph.ca.gov	916-558-1784 or 800-236-9747	https://hfccis.cdph.ca.gov/LongTermCare/ConsumerComplaint.aspx	800-236-9747 or local CDPH district office numbers are listed at: http://www.cdph.ca.gov/Programs/LnC/Pages/LnCContact.aspx	http://hfccis.cdph.ca.gov/services/andFacilities.aspx	yes; partial html table & pdf	Accessible	www.cdph.ca.gov > "Health Information" tab at top of site > select "Health Facilities Consumer Information System" > under "Find a facility" select "Click Here to Find a Facility" > select "Skilled Nursing Facility" > Search for facility	yes	yes	Yes - listed under each individual facility at: http://hfccis.cdph.ca.gov/search.aspx?st= 1	Summary of number of deficiencies by scope/severity; also a description of the complaints and their resolution; there is a link to explanation of codes used to describe deficiencies. Links to Nursing Home Compare provided under each individual facility at: http://hfccis.cdph.ca.gov/search.aspx?st= 1	Updated general notes with link to NHC available under each individual facility.
Colorado	http://www.cdphe.state.co.us	303-692-2000	https://www.colorado.gov/pacific/cdphe/health-facilities-complaints	800-886-7689 ext 2442	http://www.hfemsd2.dphe.state.co.us/hfd2003/homebase.aspx?Ftype=ncf&Do=srch	yes; html table	Somewhat Accessible	www.cdphe.state.co.us/ > select "Services and Information" on top menu bar > select "Health" > select "Health Facilities" > Select "Find and Compare Facilities" > under "Find and Compare Facilities We Regulate" select option to search by city and county or name of facility.	yes	yes	no	SOD and POC is available in electronic format. Link to Nursing Home Compare website at: https://www.colorado.gov/pacific/cdphe/find-and-compare-facilities	No change.
Connecticut	www.ct.gov/dph	860-509-8000	http://www.ct.gov/dph/cwp/view.asp?a=3121&q=387678	860-509-7400		no					http://www.ct.gov/dph/cwp/view.asp?a=3115&q=477994	Enforcement actions listed as "Adverse Licensure actions" under Health Care Institutions on a quarterly basis and also under link to Healthcare Facility Regulatory Action Reports. Link to NHC at: http://www.ct.gov/dph/cwp/view.asp?a=3121&q=387678&dphNAV_GID=1821	No change.
Delaware	http://dhss.delaware.gov	302-577-6661	http://dhss.delaware.gov/dhss/dlcrp/cireport.html	877-453-0012	http://dhss.delaware.gov/dhss/dlcrp/survreportsnursinghomes.html	yes; pdf	Accessible	http://dhss.delaware.gov/dhss > under "services" on the left tab select " Long Term Care Residents Protection" > under "Information" left tab select "Survey Reports" > select "Nursing Homes and Intermediate Care Facilities for Persons with Intellectual Disabilities"	some	yes	http://dhss.delaware.gov/dhss/dlcrp/enfinfo.html	Enforcement link has definitions of enforcement actions with links to the laws and regulations but no facility specific enforcement actions. With 2567 data most surveys are from 2011-2012 but a few were from 2014 or 2015. Only most recent standard and complaint surveys are listed. Link to Nursing Home Compare at: http://dhss.delaware.gov/dhss/dlcrp/	Updated General Notes with information about surveys, only most recent standard and complaint surveys are listed for each facility.
District of Columbia	http://doh.dc.gov	877-672-2174	http://app.doh.dc.gov/form/complaint_form.asp	202-442-5833	http://doh.dc.gov/node/182492	yes; pdf	Somewhat Accessible	http://doh.dc.gov/ > under "Services" header select "Health Care Facilities" > under "Health Care Facilities" select "Inspection Reports" > select "Nursing Homes" > choose nursing home	yes	yes	http://doh.dc.gov/service/enforcement-actions	Enforcement data available from May 2010 through March 2012.	No change.
Florida	http://ahca.myflorida.com/	888-419-3456	https://apps.ahca.myflorida.com/hf/c/	888-419-3456	http://www.floridahealthfinder.gov/facilitylocator/facloc.aspx	yes; html & pdf	Accessible	http://ahca.myflorida.com/ > select "Find a Facility" link at the bottom of main page > under Facility/Provider Locator select "Search by Facility Type/Location" > Under Facility/Provider type select "Nursing Home" > Select specific nursing home > Select individual nursing home then select "Inspection Reports"	yes	yes	Listed under individual facility information at: http://www.floridahealthfinder.gov/facilitylocator/ListFacilities.aspx	Enforcement information available under individual facility information in "Legal Actions" section. Some POCs available under 2567 PDFs.	No change.
Georgia	www.health.state.ga.us/	404-657-2700	http://dch.georgia.gov/hfr-file-complaint	800-878-6442		no					no	Link to the Nursing Home Compare site at: www.ors.dhr.state.ga.us > select Nursing Homes (& any other criteria) > Select individual facility > choose "Inspection Reports Available?" if Yes this links to the Nursing Home Compare website. Also a link to NHC from http://www.gamap2care.info/ after selecting inspection results under an individual facility.	No change.
Guam	www.dphss.quam.gov/	671-735-7382		671-735-7011		no					no		No change.
Hawaii	www.hawaii.gov/health	808-586-4400	http://health.hawaii.gov/ohca/home/medicare-section/	808-692-7420	No specific link but can locate 2567 forms by searching SNF statement of deficiency	Yes, PDF for some	Not Accessible	Only accessible by entering 'SNF statement of deficiency' in search box.	yes	yes, for some	no	Link to the Nursing Home Compare website at: http://health.hawaii.gov/ohca/home/medicare-section/ and at: http://health.hawaii.gov/news/olalokahi/hawaii-best-nursing-homes-in-the-nation/ . 2567 forms with POCs are available from 2015 for a few facilities when using the search feature.	Added information about 2567 data and POCs now available using search feature. Updated general notes.

Idaho	www.healthandwelfare.idaho.gov	208-334-6626	http://healthandwelfare.idaho.gov/Portals/0/Medical/LicensingCertification/FilingAComplaint.pdf	208-334-6626	http://healthandwelfare.idaho.gov/Medical/LicensingCertification/FacilityStandards/LTCSurveyResults/tabid/315/Default.aspx	yes; pdf	Somewhat Accessible	http://healthandwelfare.idaho.gov/ > select "Medical" from top of page > select Healthcare Facilities Licensing & Certification > select "Facility Standards" from the left tab > select "Health & Life Safety Survey Results" > select "Long Term Care (LTC)" and choose a nursing home.	yes	yes	Under individual survey certified letters (not identified separately) at http://healthandwelfare.idaho.gov/Medical/LicensingCertification/FacilityStandards/LTCSurveyResults/tabid/315/Default.aspx	Enforcement actions are listed in the certified letters (not identified separately) when selecting a specific survey date. Consumers would have to select each link to find the enforcement actions. Listing of survey results and response to complaints are listed alphabetically by site. Link to Nursing Home Compare at: http://healthandwelfare.idaho.gov/Medical/LicensingCertification/FacilityStandards/LTCSurveyResults/tabid/315/Default.aspx	No change.
Illinois	http://www.dph.illinois.gov/	217-782-2913	http://www.dph.illinois.gov/topics-services/health-care-regulation/complaints	800-252-4343 ; TTY 800-	https://tc.dph.illinois.gov/webapp/LTCApp/tc.jsp	yes; pdf	Somewhat Accessible	http://www.dph.illinois.gov/ > From the Topics & Services table select "Health Care Regulation" > select "Nursing Homes" > On the right under Resources select "Listing of Illinois Nursing Homes" > choose facility > select "Surveys"	yes	yes	http://www.idph.state.il.us/about/nursing_home_violations/quarterlyreports.htm	Enforcement actions are listed separately under the link 'Quarterly Reports of Nursing Home Violators'	No change.
Indiana	www.in.gov/isdh	317-233-7442	http://www.in.gov/isdh/21533.htm	800-246-8909	https://mybi.isdh.in.gov/analytics/saw.dll?Dashboard	yes; partial html table & pdf	Somewhat Accessible	www.in.gov/isdh > on left select "Long Term Care" > under "Links to Long Term Care Licensing and Certification Programs" select "Comprehensive Care Facility (Nursing Homes) Licensing and Certification Program" > under "Consumer Reports" select "ISDH Health Care Facility Consumer Reports" > Under Provider Type Search Criteria select "Nursing Homes"	yes	yes	https://mybi.isdh.in.gov/analytics/saw.dll?Dashboard	Enforcement actions are found under each individual facility with the heading 'Enforcement Actions.' Link to Nursing Home Compare located in each individual facility specific data and also under the 'Consumer Reports' heading at: http://www.in.gov/isdh/20511.htm . Updated links to 2567 and enforcement data. New links work with Firefox but do not work with IE (gives the following message "Your browser is not supported by Oracle BI Presentation Services").	Updated link to access 2567 data and enforcement data. Updated general notes as links are no longer working with IE but work with Firefox.
Iowa	https://dia-hfd.iowa.gov/DIA_HFD/Home.do	515-281-4115	http://dhs.iowa.gov/report-abuse-and-fraud	877-686-0027	https://dia-hfd.iowa.gov/DIA_HFD/CTLEntitySearch.do	yes; pdf	Somewhat Accessible	http://www.iowa.gov/ > on left select "Health & Human Services" > select "Division of Health Facilities" > on left select "Entity Search" > search for nursing home (any entity with NF in description)	yes	yes	https://dia-hfd.iowa.gov/DIA_HFD/CTLEntitySearch.do	Enforcement actions are listed under individual facilities in the column 'Licensure Action'. Links to 2567 data work intermittently with different browsers. Some worked with IE one day but not the next. Link to Nursing Home Compare under "Affordable Care Act Section 6102" at: https://dia-hfd.iowa.gov/DIA_HFD/CTLEntitySearch.do	No change.
Kansas	http://www.kdads.ks.gov/	785-296-4986 or 800-432-3535 (in Kansas only)	http://www.kdads.ks.gov/provider-home/adult-care-homes	800-842-0078	https://webapps.aging.ks.gov/pls/apex_p18f?p=113:901:187209549737609:::P901_SOURCE	yes; pdf	Not Accessible	http://www.kdads.ks.gov/ > select "Adult Care Home Directory and Inspection Reports" > Filter by either "Nursing Facility" or "Hospital long-term care units"	yes	yes - links available but often not working	https://webapps.aging.ks.gov/pls/apex_p18f?p=113:901:187209549737609:::P901_SOURCE	Note on website to access 2567 data the following Web browsers are needed: IE10, Firefox 33.1.1 or Safari for Windows, however, none of the links are currently working. When links can be accessed: enforcement information can be found for each facility under 'Enforcement letter' links. Links to POCs not always working. Link to NHC at: http://www.kdads.ks.gov/commissions/scc . Deficiency free and exemplary surveys can be found at: http://www.kdads.ks.gov/commissions/sco/publications-and-reports .	Links to 2567 data and enforcement data are still not working (attempted with multiple browsers).
Kentucky	www.chfs.ky.gov	502-564-7963	http://chfs.ky.gov/os/oig/dhcfcomplaintinfo.htm	800-372-2991	http://chfs.ky.gov/os/oig/LTCinspectionfindings.htm	yes; pdf	Somewhat Accessible	http://chfs.ky.gov/ > select "License, Permits and Certifications" on the left tab > then "Health Care Facilities" > select "OIG Home" from the left tab > under section to left called "Special Information" select "Long Term Care Inspection"	yes	yes	http://chfs.ky.gov/os/oig/2015nhinspectind.htm	2567s available from 2010 to present. Link to Nursing Home Compare at: http://chfs.ky.gov/os/oig/2014nhinspectionfindings.htm	Added link to enforcement data (available under individual facility survey information).
Louisiana	http://new.dhh.louisiana.gov/	225-342-9500	http://new.dhh.louisiana.gov/index.cfm/page/254	888-810-1819		no					no	The web link to the 2567 data is no longer available. The state agency reported that the website would no longer be using the Health Finder program but would be referring people to Nursing Home Compare. The search feature on the LA website takes you to Google instead of searching the website	No change.
Maine	www.maine.gov/dhhs/	207-287-9200 or 800-262-2232 (in Maine only)	http://www.maine.gov/dhhs/dhrs/complaint/home.html	800-383-2441		no					no	Link to Nursing Home Compare available at: http://www.maine.gov/dhhs/elderly.shtml#longtermcare	Added link to Nursing Home Compare in General Notes.
Maryland	http://www.maryland.gov/living/pages/health.aspx	410-402-8000	http://dhmh.maryland.gov/ohcc/SitePages/Complaint%20Form.aspx	877-402-8219	http://mhcc.maryland.gov/consumerinfo/longtermcare/SearchPage.aspx	yes; partial html table	Accessible	http://www.maryland.gov/ > select "Residents" tab at top of page > select "Senior Citizens" on left tab > select "Locate a Nursing Home Facility" under Online Services > choose nursing home via search options > select "Health and Fire Safety Inspection Results"	Yes	no	Yes - when searching for 'civil money penalty' can access PDFs for individual facilities.	When selecting the link to file a complaint online a "windows security screen" will pop up asking for username and password. If you hit 'cancel' then the screen closes and it takes you to the appropriate page. Enforcement data available if searching for 'civil money penalty' but link: http://dhmh.maryland.gov/ohcc/docs/Sanctions/LTC to access	Updated navigation notes to 2567 data. Data is now updated with 2015 surveys. Enforcement information is available through search criteria. Updated General Notes.
Massachusetts	http://www.mass.gov/eohhs/	617-753-8000	http://www.mass.gov/eohhs/departments/dph/programs/hc/g/healthcare-quality/healthcare-facility-complaints/complaints-for-nursing-homes-health-care-facilities.html	800-462-5540	http://webapps.ehs.state.ma.us/nursehome/	yes; partial html table	Somewhat Accessible	http://www.mass.gov/eohhs/ > click "Consumer" tab > click on "Physical Health and Treatment" > On the right select link to "Nursing Home Consumer Info" > click on "Nursing Home Reports" > "Search for a Nursing Home"	yes	no	Under each individual facility at: http://webapps.ehs.state.ma.us/nursehome/	HTML tables display survey findings by category, but don't display scope and severity of deficiencies or provide the complete 2567 form. Under each individual facility there is a separate enforcement section (after selecting 'nursing home performance tool').	No change.
Michigan	http://www.michigan.gov/mdhhs	517-241-4712	http://www.michigan.gov/lara/0,4601,7-154-63294_63384_70218-339092--00.html	800-882-6006	http://spots.lara.state.mi.us/#/	yes; pdf	Not Accessible	http://www.michigan.gov/mdhhs > Select 'Aging and Adult Services' box in middle of page > select 'Agencies' from the top of the screen > Select 'LARA, Licensing and Regulatory Affairs' > Select 'Community and Health Systems' on Left > Select 'Long Term Care' on left > Under Spotlight select 'Statement of Deficiencies (2567 reports), Plan of Corrections and Public Information'	yes	yes	Enforcement letters available under each individual facility and at: http://spots.lara.state.mi.us/#/	Enforcement letters available under each individual survey and identified separately with link to 'enforcement letter'.	Updated main state health department website, website link to file a complaint, navigation notes to 2567 data, enforcement data link and general notes.
Minnesota	www.health.state.mn.us	651-201-4101	http://www.health.state.mn.us/divs/fpc/ohcinfo/filecomp.htm	800-369-7994	http://www.health.state.mn.us/divs/fpc/directory/surveyfindings.htm	yes; pdf	Accessible	http://www.health.state.mn.us/ > Facilities and Professions > under the "Nursing Home Information" section click "Nursing Home Survey Findings" > select "Search For Findings By County, City or Provider Name" link	yes; most recent & prior	yes	Under individual facility survey at: http://www.health.state.mn.us/divs/fpc/directory/surveyfindings.htm	Enforcement data available under individual facility after selecting the specific survey (not separately identified). Only most recent and prior surveys are posted. Nursing Home Report Cards are available at: http://nhreportcard.dhs.mn.gov/Search.aspx . Star ratings are provided for staffing, staff retention, temp staff & agency use.	No change.
Mississippi	http://www.msdh.state.ms.us/	866-458-4948	http://www.msdh.state.ms.us/index.cfm/30,0,83.html	800-227-7308		no					no	Nursing Home Compare from its licensure site http://msdh.ms.gov/msdhsite/static/30,0,83.html	No change.
Missouri	www.health.mo.gov	573-751-6400	http://health.mo.gov/safety/healthservreqs/complaints.php	573-751-6303	http://health.mo.gov/safety/showmelongtermcare/index.php	yes; partial html table & pdf	Accessible	http://www.health.mo.gov/ > select "Senior & Disability Services" > select "Nursing Homes & Other Care" on right > select "Show-Me Long-term Care"	yes	yes	no	Full 2567 PDF reports can be found under the Federal POC links. Link to Nursing Home Compare at: http://www.health.mo.gov/seniors/nursinghomes/	Updated link to 2567 data.

Montana	http://www.dphhs.mt.gov/	800-551-3191	http://dphhs.mt.gov/qad/QADC/complaint.aspx	406-444-2099	http://poc.mt.gov/	yes; pdf	Somewhat Accessible	www.dphhs.mt.gov > From the top select 'A to Z index' > Under 'Q' select 'Quality Assurance Division' > Under "Bureaus" on left select "Certification" > Select "Survey Results" link in center > Enter search criteria.	yes	yes	no	State site provides a link to the Nursing Home Compare website at http://www.dphhs.mt.gov/assistance	No change.
Nebraska	www.dhhs.ne.gov	402-471-3121	http://dhhs.ne.gov/publichealth/Pages/crf_invest_invest.aspx	402-471-0316	http://www.nebraska.gov/LISSearch/search.cgi	yes; pdf	Somewhat Accessible	www.dhhs.ne.gov > select 'Licensing and Registrations' on left > under 'Licensing' select 'Health Care Facilities' > select 'Licensee Information' > select 'License Search' > select 'Facility/Service' > under 'type' select 'Nursing Home'	yes	yes	Some enforcement data under individual facilities at: http://www.nebraska.gov/LISSearch/search.cgi	Under each individual facility 'Licenseure Disciplinary Action Notices' are available for a facility's license being placed on probation. Search feature requires specific criteria (name of facility, city, state or zip) to search. Link to Nursing Home Compare at:	No change.
Nevada	http://dphh.nv.gov/	775-687-4210	http://dphh.nv.gov/Reg/HealthFacilities/dta/Complaints/HealthFacilities - Complaints/	775-687-4210	http://statistics.health.nv.gov/healthFacilities	yes; pdf	Accessible	http://dphh.nv.gov/ > under Quick Links on right select 'Health Facilities' > on right under Resources select 'Inspections' > Select Nevada Health Statistics Portal (NHSP) > Select "(SNF) Skilled Nursing Facility" as health facility type.	yes	yes	Under individual facilities at: http://statistics.health.nv.gov/healthFacilities	Updated link to enforcement data. Enforcement information provided in a table with column marked "Applied Sanctions." Most recent enforcement data from 2010.	No change.
New Hampshire	www.dhhs.nh.gov/	603-271-9052	http://www.dhhs.nh.gov/oos/bhfa/complaint.htm	603-271-9039	http://healthfacilitysearch.dhhs.nh.gov/HFLVerification/Search.aspx?Facility=Y&SubmitComplaint=Y	yes; pdf (for some)	Somewhat Accessible	www.dhhs.nh.gov/ > on left select Divisions & Offices > Under 'Office of Operations Support' select link to "Health Facilities Administration" > on right under 'Program Information' select "Health Facilities Search" > select "Nursing Home" as 'License Type'	yes	yes - for some	no	Link to Nursing Home Compare at http://www.dhhs.nh.gov/oryou/tools.htm . 2567s and POCs are available for some facilities under "Statements of Findings and Other Licensing Documents" otherwise can be requested at 603-271-9039. Additional link available to file a complaint when selecting facility criteria at link provided to access 2567 data. Search option now available.	Updated general notes.
New Jersey	http://www.state.nj.us/health/	609-633-9042	http://www.state.nj.us/health/healthfacilities/hotlines.shtml	800-792-9770	http://web.doh.state.nj.us/apps2/healthfacilities/fsSearch.aspx	yes; html table	Accessible	http://nj.gov/health/ > select "Healthcare Facilities & Services" along top tab> select "Nursing Homes" under 'Licensure/Certifications' > select "Search Licensed Facilities & Services" on left > Select "Long term Care"	yes	no	Listed under individual facility at: http://web.doh.state.nj.us/apps2/healthfacilities/fsSearch.aspx	Link to Enforcement Actions under each individual facility, however, actions are listed with "Federal Enforcement Action ID" Codes and not specific language. For ex, one facility has date 8/20/14 Enforcement action ID "NJLMBE" and Inspection ID "BMXL11." No keys are listed with the codes. Link to Nursing Home Compare at: http://nj.gov/health/ after selection	No change.
New Mexico	http://www.health.state.nm.us/	505-476-9025	http://archive.dhi.health.state.nm.us/HFLC/index.php	800-752-8649	https://archive.dhi.health.state.nm.us/providersearch/index.php	yes; pdf	Somewhat Accessible	http://www.health.state.nm.us/ > From "Topics" tab at top select "Alphabetical Index" box > Under "H" select "Health Facility Licensing and Certification" > Select large arrow "Proceed to the Website" > On left select "Health Facility" > On right select "Health Facilities" from top tab > Select "Nursing Homes" from drop down menu > Select "Nursing Home Profiles" > Select facility.	yes	yes	no	Facility specific data take a very long time to load. Link to Nursing Home Compare (along left under Consumers tab) at: http://archive.dhi.health.state.nm.us/HFLC/hflc_info.php but link not functioning.	Updated navigation notes to 2567 data and updated general notes as NHC link is no longer functioning.
New York	http://www.health.ny.gov/	518-408-5372	http://www.health.ny.gov/facilities/nursing/complaints.htm	888-201-4563	http://nursinghomes.nyhealth.gov/	yes; html table	Accessible	http://www.nyhealth.gov/ > Select "Health Facilities" from top tab > Select "Nursing Homes" from drop down menu > Select "Nursing Home Profiles" > Select facility.	yes	no	Enforcement tab under each individual facility at: http://nursinghomes.nyhealth.gov/	Enforcement tab under each individual facility shows specific enforcement actions. The POC isn't shown but notes regarding the correction date outline when specific concerns are corrected	Updated navigation notes to 2567 data.
North Carolina	http://www.ncdhhs.gov/	919-855-3400	http://www.ncdhhs.gov/dhsr/ciur/filecomplaint.html	800-624-3004	http://www.ncdhhs.gov/dhsr/facilities/results.asp	yes; pdf	Somewhat Accessible	http://www.ncdhhs.gov/ > on top toolbar select 'Divisions' > select "Health Service Regulation" > under Quick Links select "Nursing Home Regulation Facilities and Statements of	yes	yes	http://www2.ncdhhs.gov/dhsr/acts/adultcarepenalties.asp	Enforcement information available under 'listing of facilities with penalties' at link provided. Information is organized by county.	No change.
North Dakota	http://www.ndhealth.gov/	701-328-2352		701-328-2352	https://www.ndhealth.gov/hf/deficiency/ds-search.aspx	yes; pdf	Accessible	http://www.ndhealth.gov/ > on right under "Frequently Requested" select "Nursing Homes" > on right under 'new' select "Long Term Care Deficiency Statements" > Search by Facility Name or City.	yes	yes	no	Links to PDFs of 2567 and POCs are now working. Currently not able to report complaints online, but can report over the phone. Link to the nursing home compare website at: http://www.ndhealth.gov/hf/North_Dakota_Skilled_Nursing_Homes.htm	No change.
Ohio	http://www.odh.ohio.gov/	614-466-3543	http://www.odh.ohio.gov/odhprograms/dspc/complint/complint1.aspx	800-342-0553	http://ltc.ohio.gov/FacilitySearch.aspx	yes; html table	Somewhat Accessible	http://www.odh.ohio.gov/ > From 'A to Z Index' select "N" > Select "Nursing Homes/Facilities" > Under 'Inspections/Surveys' select link to "Long Term Care Consumer Guide" > At top select "Nursing Homes" > From the red box in the center of the page select "Click here to search for nursing homes" > After selecting individual facility select box at top to "View Details"	yes	no	Some reports can be found when searching for "Enforcement report" in website search tool at: http://www.odh.ohio.gov/ . Most recent from 2006.	2567 data now available in html tables. Some enforcement reports can be found by searching Enforcement actions" or "Enforcement report" but most recent with facility data is from 2006. Link to the Nursing Home Compare website at: http://www.odh.ohio.gov/odhprograms/ltc/nurhome/nurhome1.aspx .	No change.
Oklahoma	http://www.ok.gov/health/	405-271-5600, or 800-522-0203 (8am-5pm CT)	http://www.ok.gov/health/Contact OSDH.html	800-747-8419	http://www.ok.gov/health/pub/wrapper/PHS-search.html	yes; pdf	Accessible	http://www.ok.gov/health/ > Towards the bottom under "Online Services" click on "Long Term Care Inspection Surveys" > Under " Facility Type" select > "Nursing Facilities" > search facilities	yes	yes	http://www.ok.gov/health/pub/wrapper/PHS-search.html	Enforcement data located under individual facility and individual survey links and now listed under Correspondence - CMS. Older reports (up to 2004) can be found in "The Notice" when searching for 'licensure action report'. Link to Nursing Home Compare under "Online Services" at: http://www.ok.gov/health/	Updated general notes as enforcement data is now under individual facility and identified as Correspondence - CMS.
Oregon	http://www.oregon.gov/DHS/	503-945-5944	http://www.oregon.gov/DHS/spwd/Pages/ltc/licensing/index.aspx	800-522-2602	https://apps.state.or.us/cf2/spd/facility_complaints/	yes; partial html info	Accessible	http://www.oregon.gov/DHS/ > Under Seniors & People with Disabilities select "Long Term and In-Home Care" > On left select 'Facilities Licensing' > Under 'Complaint Reports on right Select	yes	no	no	Link to the 2567 information only provides substantiated facility abuse complaints. Other survey information can be accessed from a link to the Nursing Home Compare website under each individual facility.	Updated navigation notes to the 2567 data.
Pennsylvania	http://www.health.pa.gov/Pages/default.aspx	717-787-1816	http://www.portal.state.pa.us/portal/server.pt/community/complaint_form/20164	800-254-5164	http://app2.health.state.pa.us/commpoc/nh_locator.asp	yes; html table & pdf	Accessible	http://www.health.pa.gov/Pages/default.aspx > On right under Top Online Services select link to "Nursing Care Facility Locator"	yes	yes	Aggregated data available at: http://www.health.pa.gov/facilities/Consumers/Health%20Facilities/Nursing%20Homes/Pages/Nursing-Home-Inspection-Information.aspx	Only most recent survey (either standard or complaint) is available. When selecting the link for 'previous survey reports' the following message is displayed for all facilities selected "No archived reports were found for this facility." Aggregated enforcement data table found at the link provided.	No change.
Puerto Rico	http://www.salud.gov.pr	787-765-2929				no	Accessible				no	Entire website is in Spanish.	No change.

Rhode Island	www.health.ri.gov/	401-222-5960	http://www.health.ri.gov/complaints/index.php	401-222-5200	no						no	Link to Nursing Home Compare at: http://www.health.ri.gov/nursinghomes/about/choosing/ . It also has a rating system that accounts for deficiencies but doesn't list them. http://www.health.ri.gov/nursinghomes/about/quality/index.php . Copies of 2567s or POCs can be requested from the Department of Health. A nursing home summary report with satisfaction survey data can be found at: http://www.health.ri.gov/nursinghomes/about/quality/ .	Updated main state health department phone number.		
South Carolina	http://www.scdhec.gov	803-545-4205	http://www.scdhec.gov/Health/FindingQualityHealthcare/FileaComplaint/FileaComplaint-AllOtherHealthcareFacilities/	803-545-4370	no							http://www.scdhec.gov/Health/FHPF/HealthFacilityRegulations/Licensing/Sanctions/	Link to 2567 data no longer available. Some enforcement data listed under monthly reports at the link provided. Inspection results are available with some description but the specific deficiencies (scope and severity) are not provided. Link to Nursing Home Compare at: http://www.scdhec.gov/Health/FHPF/HealthFacilityRegulations/Licensing/MedicareMedicaidCertification/NursingHomes/ .	Updated main state health department phone number. Removed link, navigation notes and information about 2567 data. Updated general notes as link to 2567 data is no longer available.	
South Dakota	http://doh.sd.gov	605-773-3361	http://doh.sd.gov/providers/licensure/Complaints.aspx	605-773-3497	http://doh.sd.gov/providers/licensure/Facilities.aspx	yes; pdf	Accessible			yes	yes	no	Link to nursing home compare at: http://doh.sd.gov/providers/licensure/nursing-facilities.aspx	No change.	
Tennessee	http://tn.gov/health	615-741-7221	http://tn.gov/health/article/hcf-complaint	877-287-0010	https://apps.health.tn.gov/FacilityInspections/	yes; pdf	Accessible			yes	yes	no	Link to NHC at: http://tn.gov/health/article/consumer .	No change.	
Texas	http://www.dads.state.tx.us/	512-438-3011	http://www.dads.state.tx.us/services/crs/dadsprovider.html	800-458-9858	http://facilityquality.dads.state.tx.us/crs/public/crs.do?page=home&lang=en&mode=P&dataSet=1	yes; partial html table	Accessible			yes	no	http://www.dads.state.tx.us/providers/reports/sb190/FY2013/nf/index.html	Enforcement information available by region (links on left side of page). Updated navigation notes from DADS webpage - now accessible.	No change.	
Utah	http://health.utah.gov	877-424-4640	http://health.utah.gov/hfrcra/	800-662-4157	http://health.utah.gov/hfrcra/facinfo/facinfo.php	yes; html table	Somewhat Accessible			no	no	no	Some 2567 data provided in a report card with some POC dates listed. Most recent data is from 2005. Link to Nursing Home Compare at: http://health.utah.gov/hfrcra/reportcard/reportcard.php	No changes - Some links in navigation notes to the 2567 data indicate they are "under construction" and are not available but direct link to 2567 data is working.	
Vermont	http://www.vermont.gov/portals/health/	800-464-4343	http://www.dlp.vermont.gov/resident-rights	800-564-1612	http://www.dlp.vermont.gov/licensure-survey-nursing	yes; pdf	Somewhat Accessible			yes	yes	no	Under individual facility and specific survey dates at: http://www.dlp.vermont.gov/licensure-survey-nursing	Some enforcement information available under individual facility and individual survey date, not separately identified. Can search for enforcement or civil money penalty and the individual facility letters will display. Link to Nursing Home Compare at: http://www.dlp.vermont.gov/nursing-list	Updated link to file a complaint.
Virgin Islands	http://www.healthvi.org/	340-776-1311 St. Croix; 340-774-9000 St. Thomas/St.				no						no	Website search feature not functioning.	No change.	
Virginia	http://www.vdh.state.va.us/	804-367-2102	http://www.vdh.virginia.gov/OLC/Complaint/	800-955-1819		no						http://www.vdh.virginia.gov/OLC/LongTermCare/survey.htm	Definitions of enforcement actions only. No facility specific data. Link to Nursing Home Compare: http://www.vdh.virginia.gov/OLC/providerreportcards.htm	No change.	
Washington	http://www.dshs.wa.gov/	800-737-0617	https://fortress.wa.gov/dshs/12ws03apps/CSTS/	800-562-6078	https://fortress.wa.gov/dshs/adsaaops/lookup/NHAdvLookup.aspx	yes; pdf	Accessible			yes	yes	no	Aggregated data available at: https://www.dshs.wa.gov/altsa/residential-care-services/nursing-home	Aggregated enforcement data available at the link provided. No facility specific data. Link to Nursing Home Compare at: http://www.altsa.dshs.wa.gov/pubinfo/housing/other/#NH .	Updated link to file a complaint.
West Virginia	https://ohflac.wv.gov/index.html	304-558-0050	https://ohflac.wv.gov/complaint.html	304-558-0050	https://ohflac.wv.gov/lookup/FacilitySearch	yes; html table and PDF	Accessible			yes	yes	no	2567 data is provided in a table and in a pop-up window. PDFs with POCs available after selecting box for "Complete Survey History" at the top. Link to Nursing Home Compare available under individual facility data for additional information.	Updated 2567 data - now available in HTML and PDF. POCs also available in PDF. Updated general notes.	
Wisconsin	http://www.dhs.wisconsin.gov	608-266-1865	http://www.dhs.wisconsin.gov/bgaconsumer/HealthCareComplaints.htm	800-642-6552	https://www.forwardhealth.wi.gov/WIPortal/DQA%20Provider%20Search/tabid/318/Default.aspx	yes; pdf	Accessible			yes	yes	https://www.forwardhealth.wi.gov/WIPortal/DQA%20Provider%20Search/tabid/318/Default.aspx	Enforcement column under individual facilities now has data. Under search results for an individual facility there are links to file a complaint or to visit Nursing Home Compare.	Enforcement data now available under individual facilities (identified with a separate column). Updated general notes.	
Wyoming	http://www.health.wyo.gov	307-777-7123	http://www.health.wyo.gov/ohis/complaint.html	307-777-7123	https://ohisurvey.health.wyo.gov/NonSecure/PublicSearch.aspx	yes; pdf	Somewhat Accessible			yes	yes	no	Some web links do not work with Internet Explorer browsers but do work with Firefox or Google Chrome. Link to Nursing Home Compare at: http://www.health.wyo.gov/ohis/Consumer-Information.html	Updated navigation notes to 2567 data.	