



<http://nfrp.panfsubmit.com/>

Nursing Facility Report Portal Instruction Manual
for
Pennsylvania Medical Assistance Nursing Facilities

Revised 11.09.2017

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Introduction

The Nursing Facility Report Portal (NFRP) is a resource that was implemented to provide a method to securely transfer files and reduce the amount of paper consumed during processing.

Supported Processes

CMI Reports

In Pennsylvania, as part of the Medical Assistance (MA) rate setting process, a Case Mix Index (CMI) Report is generated every quarter including a resident roster that lists each resident, their latest Minimum Data Set (MDS) record submitted to the Centers for Medicare & Medicaid Services (CMS) site, the Resource Utilization Group (RUG) into which the assessment classified, the CMI associated with the RUG and the facility's CMI Averages. In the past, CMI Reports were retrieved by selecting the MDS 2.0 link, after signing into the CMS site to submit resident MDS records. As of the November 1, 2014 Picture Date, the CMI Reports are no longer available via the MDS 2.0 link on the CMS site.

The previous method of accessing CMI Reports was made possible by using a CMS server supplied to each state. CMS announced that effective October 1, 2014, they are no longer supporting this activity as a method for states to securely distribute state-specific reports, such as, CMI Reports. As a solution to the CMI Report distribution problem, Myers and Stauffer, under contract with the Office of Long-Term Living (OLTL), modified the process to utilize NFRP to provide a method for nursing facility representatives to access the CMI Reports.

MA-11 Cost Reports and Supporting Documentation

Beginning with the MA-11 Cost Report period ending June 30, 2015, the process for uploading the supporting documentation for the MA-11 Cost Reports was enhanced to utilize NFRP. This voluntary electronic submission process was announced in a ListServ email on September 25, 2015, and stated that the process would be mandatory for December 31, 2015, cost report filers.

Effective April 1, 2016, and thereafter, the electronic submission of supporting documentation and signed Certification Report for the MA-11 Cost Reports is mandatory. The MA-11 Cost Reports, the supporting documentation and the signed Certification Report must be submitted electronically to the NFRP. The OLTL will not accept hard copy supporting documentation from facilities that filed through the NFRP after March 31, 2016.

Is the NFRP Secure?

The NFRP is an external web site that is accessible through the public internet. Through the use of unique user sign on identifiers, passwords and site certification features, this external web site is secure. Each individual user is linked to a specific nursing facility account, so that the user only sees the information for their facility.

Terms of Use Agreement

The first screen of the NFRP includes the following terms of agreement. Each user signing into NFRP assumes the responsibility of complying with the NFRP Terms of Use Agreement.

Terms of Use Agreement

The Nursing Facility Report Portal (NFRP) provides a site as a service to Pennsylvania's Medical Assistance (MA) nursing facilities. Use of the NFRP is strictly limited to these nursing facilities and authorized third parties for use in completing the quarterly CMI Report process and submitting MA-11 Cost Reports. As a user of the NFRP you are solely and fully responsible for any and all content that you may send to this site, as well as for the proper management and safe-keeping of all information received through this site. All users of the NFRP are bound by the following Terms of Use:

- You agree that you will only use this site for business on behalf of the MA nursing facility that you represent.
- You will keep your sign on credentials confidential and will not share your sign on credentials with anyone, including other staff members of your nursing facility.
- You agree to notify us promptly in the event that you no longer require access to the site by completing an NFRP Individual User Account Maintenance Form to Remove User's Access to Facility.
- You agree that you or your nursing facility administrator will notify us immediately in the event you leave the employ of the agency and agree to complete an NFRP Individual User Account Maintenance Form to Remove User's Access to Facility.
- You agree to not use your sign on credentials, attempt to access the NFRP, or upload or download any files to or from the site if you leave the employ of the agency.

Two Types of User Accounts

Facility Account – This account is set up by the NFRP system administrator for each MA nursing facility. The username and password to access the NFRP are provided to the nursing facility administrator in a certified mailing. The initial mailing to all MA nursing facilities was in November 2014. Subsequent mailings are completed when the facility undergoes a change of ownership. Features of this account are:

- Gives the facility administrator or their assignee the ability to establish Individual User Accounts.
- The username for this account is the Facility ID, which is identified on each facility's Certification of Licensure.
- The password for this account is sent by certified mail to the facility administrator by the NFRP system administrator.

Individual User Account – This account is set up by the Facility Account user, who requests an Individual User Account for each staff person that is responsible for reviewing the CMI Report for accuracy and/or submitting MA-11 Cost Report data, supporting documentation and signed Certification Report. Each staff person must have their own Individual User Account and they cannot be shared. Individual User Accounts are limited to five for each facility for each of CMI Report and MA-11 Cost Report activities.

When a facility undergoes a change of ownership, an Individual User Account Request Form must be completed for each individual account, whose access to the facility's CMI Report and / or MA-11 Cost Report information is to be removed or added.

When a facility is no longer participating in the MA program, access to that facility's CMI Reports and MA-11 Cost Reports is removed for each Individual User Account that has access to them at that time.

The features of this account are:

- It gives the user the ability to view and download a CMI Report.
- The username for this account is the user's email address.
- The password for this account is established by the user, after the temporary password is provided to the new user.
- Starting with the February 1, 2015, Picture Date, it gives the facility administrator or their assignee the ability to upload signed CMI Report Certification pages in lieu of mailing them to the State Database.
- It gives the user the ability to upload MA-11 Cost Report information.

The Nursing Facility Report Portal

Beginning with the November 1, 2014, Picture Date, the NFRP was instituted to enable nursing facilities to download CMI Reports after CMS restructured its MDS Submission System. Beginning with the February 1, 2015, Picture Date, signed CMI Report Certification pages can be uploaded to the NFRP. Beginning October 1, 2015 the NFRP may be used to submit the supporting documents and signed Certification Report related to the MA-11 Cost Report.

The site is accessed at <http://nfrp.panfsubmit.com/>, which takes you to the Home Page. Beyond providing access to the various processes such as requesting access or signing into NFRP, many Resources and Bulletins are posted there, including the complete NFRP Instruction Manual for Pennsylvania MA Nursing Facilities as shown by the green arrow in *Figure 1 – The home page of the site (http://nfrp.panfsubmit.com/)*. This provides detailed information about working with the NFRP to meet the requirements of the Pennsylvania MA system.

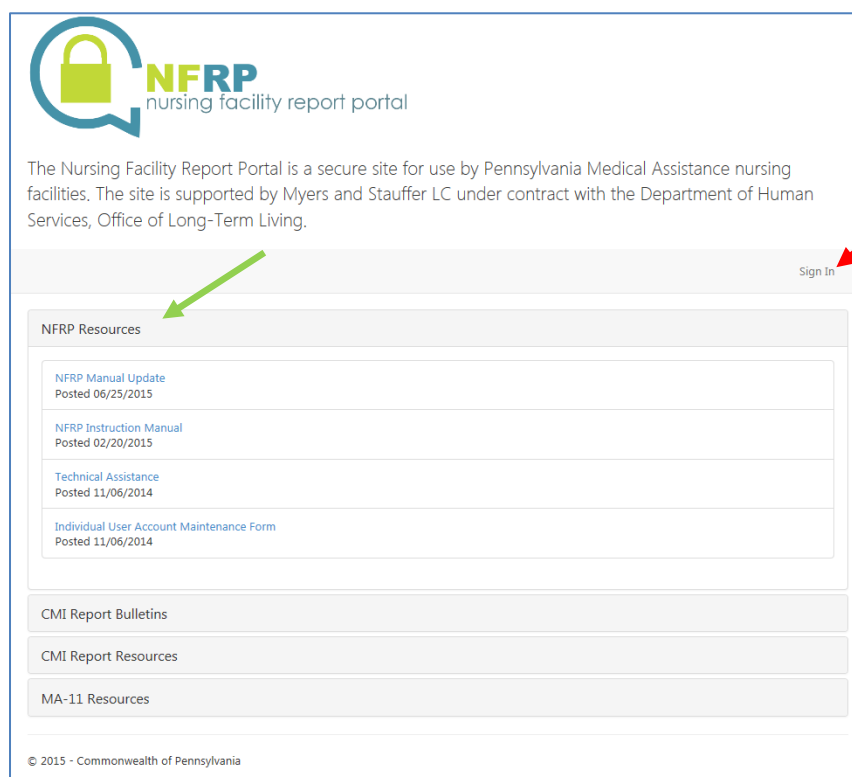


Figure 1 – The home page of the site (<http://nfrp.panfsubmit.com/>)

Create New Individual User Accounts

To request Individual User Accounts for new users, you first must complete the Individual User Account Maintenance Form. The form is located in Appendix A of this manual or may be downloaded from the NFRP by completing the following steps:

1. Type the web address provided below into your Internet browser to access the main page of the NFRP.
<http://nfrp.panfsubmit.com/>
2. Click on the link titled **Individual User Account Maintenance Form** under the *NFRP Resources* section (as shown in *Figure 1- The home page of the site (http://nfrp.panfsubmit.com/)* and download the form. The form may be completed by typing directly into the form fields using Adobe® Acrobat® (the preferred method) or print the form and complete it manually. An Individual User Account Maintenance Form must be completed for each user of the NFRP. Instructions for completing the form are located with the form. For new users, complete the form by checking the box, *Create New User Account* in field (3) under *Type of Request*.
 - The form must be signed by the administrator of the facility.
 - Individual User Accounts are limited to five facility/corporate/consultant staff for each of CMI Report activity and MA-11 Cost Report activity for each facility for a total of ten maximum unduplicated users. For accounts for a single facility that exceed the maximum or Individual User Accounts that have been inactive for more than six months, the facility will be notified by the Myers and Stauffer helpdesk.
 - The completed form must include a coversheet, containing the nursing facility's letterhead.
 - Scan the form and coversheet to create an electronic document. Take note of where the resulting scanned file is located.
3. From the NFRP main page, click on the link titled **Sign In** as shown by the red arrow in *Figure 1- The home page of the site (http://nfrp.panfsubmit.com/)*.
4. A sign in screen will appear as shown in *Figure 2 – Sign On Screen*. Each MA nursing facility in Pennsylvania is sent a certified United States Postal Service mailing. The envelope contains a Username and Password for a Facility Account. To set up an Individual User Account, access NFRP using the Facility Account information, which can be obtained from the administrator or the administrator's assigned Facility Account caretaker. Use the Facility Account information to complete the Username and Password sections as shown in *Figure 2 – Sign On Screen*. Click on the *Sign On* button.

Figure 2 – Sign On Screen

5. You will now have access to your Facility Account page as shown in *Figure 3 – Facility Account Requests Folder*. The Facility Account is used only to upload Individual Account Maintenance documents and cannot be used to view CMI Reports, upload signed Certification Pages, or upload MA-11 Cost Report information. Click on the *Requests* folder as shown by the red arrow in *Figure 3 – Facility Account Requests Folder*.

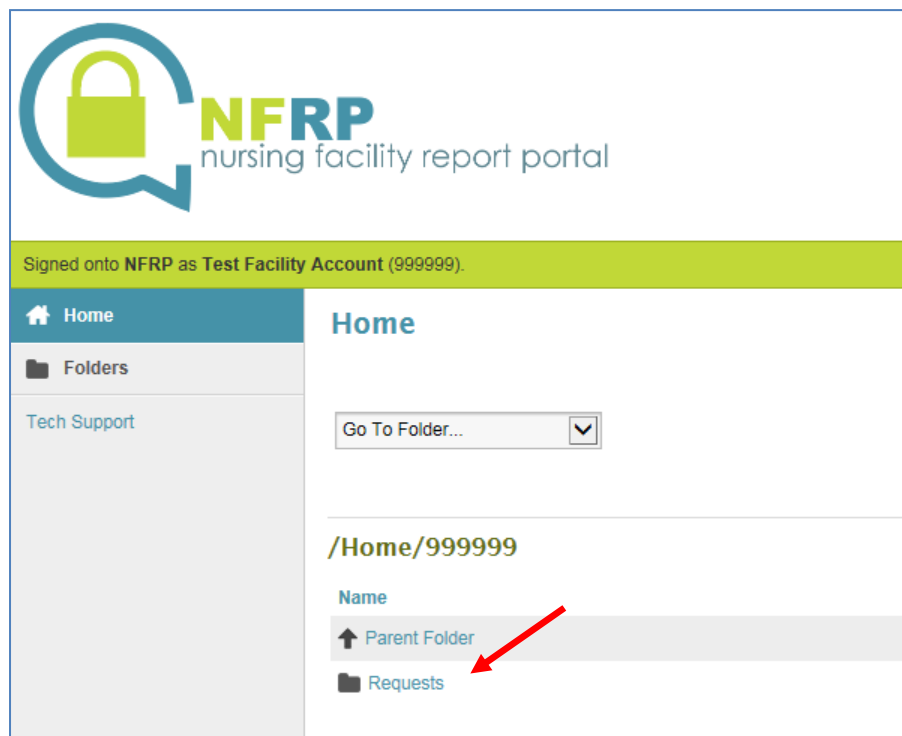


Figure 3 – Facility Account Requests Folder

6. Select *Browse* as shown by the red arrow in *Figure 4 – Facility Account Upload File*. Find and select the scanned file containing the completed Individual User Account Maintenance Form with coversheet completed in step 2 and click on “Open.” The path and file name should appear in the “Choose a file:” area. It is not necessary to complete the “Enter any notes:” area.

Upload a File

Upload to: /Home/999999/Requests

Choose a file: No file selected.

Enter any notes:

Figure 4 – Facility Account Upload File

7. Select *Upload* as shown by the green arrow in *Figure 4 – Facility Account Upload File*.
8. The OLTL contractor, Myers and Stauffer, will retrieve your request from the NFRP, review your access request form for completeness and create your Individual User Account. An email sent to the Individual User’s Company Email Address from pa-nfrp@mslc.com will notify you that your account has been created. For new NFRP users, the email will contain instructions to call the Myers and Stauffer helpdesk at (717) 541-5809 to receive your password information. The email will contain a Personal Identification Number (PIN) that you will need when calling the helpdesk to confirm your credentials.

Modify User’s Account

At any time after an Individual User Account has been created, changes to that account, with the exception of the User’s Company Email Address, may be made by completing another Individual User Account Maintenance Form and uploading it using the Facility Account sign in credentials. Do not use an Individual User Account to upload User Account Maintenance Forms. To submit a modification, complete the following steps:

1. Type the web address provided below into your Internet browser to access the main page of the NFRP.
<http://nfrp.panfsubmit.com/>
2. Click on the link titled **Individual User Account Maintenance Form** in the *NFRP Resources* section and download and complete the form by checking the box, *Modify User’s Access* in field (3) under *Type of Request*. The form may be completed by typing directly into the form fields using Adobe® Acrobat® (the preferred method) or print the form and complete it manually. Instructions for completing the form are located with the form. All fields on the form must be completed, not just the fields that are being modified.
 - The form must be signed by the administrator of the facility.
 - The completed form must include a coversheet, containing the nursing facility’s letterhead.
 - Scan the form and coversheet to create an electronic document. Take note of where the resulting scanned file is located.
3. From the NFRP main page, click on the link titled **Sign In**.

4. Log into NFRP using the Facility Account credentials.
5. Click on the *Requests* folder.
6. Select *Browse*. Find and select the scanned file containing the completed NFRP Individual User Request Form with coversheet and click on “Open.” The path and file name should appear in the “Choose a file:” area. Select *Upload* to upload the scanned document.
7. The OLTL contractor, Myers and Stauffer, will retrieve your request from the NFRP, review your access request form for completeness and make the modifications to your account. An email from pa-nfrp@mslc.com will be sent to the Individual User Account Company Email Address notifying the user that the account has been modified.

Remove User’s Access to a Facility’s Information

At any time after a User’s Individual Account has been created, the facility administrator can request to remove the user’s access to the facility’s information using the Individual User Account Maintenance Form. You would remove a user’s access to a facility’s information in the NFRP for reasons such as:

- The user took another position within the facility that no longer required access.
- The user’s employment was terminated.
- The user took a position with another nursing facility.
- The User’s Company Email Address has changed.

To remove a user’s access to the facility’s information, complete the following steps:

1. Type the web address provided below into your Internet browser to access the main page of the NFRP.
<http://nfrp.panfsubmit.com/>
2. Click on the link titled **Individual User Account Maintenance Form** from the *NFRP Resources* section and download and complete the form by checking the box, *Remove User’s Access to Facility* in field (3) under *Type of Request*. The form may be completed by typing directly into the form fields using Adobe® Acrobat® (the preferred method) or print the form and complete it manually. Instructions for completing the form are located with the form. All fields on the form must be completed, not just the fields in the Individual User Information area of the form.
 - The form must be signed by the administrator of the facility.
 - The completed form must include a coversheet containing the nursing facility’s letterhead.
 - Scan the form and coversheet to create an electronic document. Take note of where the resulting scanned file is located.
3. From the NFRP main page, click on the link titled **Sign In**.
4. Log into the NFRP using the Facility Account credentials.
5. Click on the *Requests* folder.
6. Select *Browse*. Find and select the scanned file containing the completed NFRP Individual User Request Form with coversheet and click on “Open.” The path and file name should appear in the “Choose a file:” area. Select *Upload* to upload the scanned document.

7. The OLTL contractor, Myers and Stauffer, will retrieve your request from NFRP, review your access request form for completeness and terminate the individual user's access to the facility. An email from pa-nfrp@mslc.com will be sent to the Administrator's Company Email Address notifying the administrator that the request has been completed.

Change User's Company Email Address

Since the User's Company Email Address is also the user's account name, modification of the email address must be handled differently than modification to other account modifications. Two Individual User Account Maintenance Forms are required – one to remove the user's access to the facility's information under the *existing* user account and one to create a new user account with the new email address. First, upload a completed Individual User Account Maintenance Form following the instructions to Remove User's Access to a Facility's Information on page 10. After that, follow the instructions to Create New Individual User Accounts on page 7.

Consultant and Corporate User Accounts

Consultant accounts are Individual User Accounts set up for non-staff nursing facility members that have a business need and an agreement with one or more nursing facilities to access the facility's CMI Reports and/or upload MA-11 Cost Report information. A separate Individual User Account Maintenance Form must be submitted for each nursing facility that the Individual User needs to access. The nursing facility administrator for each facility must sign the individual forms. Each must be accompanied by the coversheet of the individual nursing facility and uploaded to NFRP using the appropriate Facility Account credentials. The advantage to having a Consultant Individual User Account is that the user can sign into the NFRP once and access all of the nursing facility information to which they have rights.

Corporate accounts are Individual User Accounts set up for nursing facilities who have shared management or ownership and have a business need for access to multiple nursing facilities' information. A separate Individual User Account Maintenance Form must be submitted for each nursing facility that the Individual User needs to access. Each must be accompanied by the coversheet of the individual nursing facility and uploaded to the NFRP using the appropriate Facility Account credentials. The advantage to having a Corporate Individual User Account is that the user can sign into NFRP once and access all of the nursing facilities' information to which they have rights.

Reset Forgotten Password

Facility Account – The purpose of a Facility Account is to upload completed Individual User Account Maintenance Forms. No nursing facility data or other confidential or protected information can be accessed with the Facility Account credentials. Therefore, the Facility Account password can only be reset by calling the Myers and Stauffer helpdesk at (717) 541-5809. The facility administrator will then be mailed a replacement Facility Account Information letter via certified mail.

Individual User Account – To have the password reset for an Individual User Account, call the Myers and Stauffer helpdesk at (717) 541-5809. An email will be sent to the user’s registered email address. The email message will ask you to click on a link to reset your password.

Changing Your Password

Facility Account – The purpose of a Facility Account is to upload completed Individual User Account Maintenance Forms. No nursing facility data or other confidential or protected information can be accessed with the Facility Account credentials. If the facility administrator feels the Facility Account password has been compromised, the Facility Account password can be reset by calling the Myers and Stauffer helpdesk at (717) 541-5809. The administrator will then be mailed a replacement Facility Account Information letter via certified mail.

Individual User Account – To change an Individual User Account password, click on the *My Account* option in the upper right hand corner of the NFRP Home page after signing into the account. You must type your old password where prompted as shown in *Figure 5 – Changing Password* and then type a new password in both the “Enter Your New Password:” and “Enter your New Password Again:” fields. Click on *Change Password* when you are finished.

Change Your Password...

Your password was last changed **today**. You will be asked to change your password in **50 days**. If you do not change your password within **60 days**, your account will be locked.

Enter Your Old Password:

New Password:

Requirements:

- Must be at least 8 characters.
- Must not contain or resemble Username.
- Must contain at least one letter and one number.
- Must not contain dictionary words.
- Must contain both upper- and lower-case letters.
- Must contain at least one non-alphanumeric character.
- Must not match any of the previous 5 passwords.

Enter Your New Password:

Enter Your New Password Again:

Change Password

Figure 5 – Changing Password

Password Expiration Requirements

Facility Account – The purpose of a Facility Account is to upload completed Individual User Account Maintenance Forms. No nursing facility data or other confidential or protected information can be accessed with the Facility Account credentials. Therefore, there is no requirement in the NFRP for the Facility Account password to be changed within a preset time period.

Individual User Account – Every 60 days from the day the Individual User Account password was last changed, the password must be changed. As a tool to help you remember to change your password, an email will be sent from pa-nfrp@mslc.com to the Individual User Account Company Email Address 10 days prior to the expiration date of the password. To change an Individual User Account password, click on the *My Account* option in the upper right hand corner of the NFRP Home page after signing into the account. You must type your old password where prompted as shown in *Figure 5 – Changing Password* and then type a new password in both the “Enter Your New Password:” and “Enter your New Password Again:” fields. Click on *Change Password* when you are finished.

CMI Report Access

To review and download CMI Reports, the following condition must be met:

- Your Individual User Account needs to have been granted access to view CMI Reports for the applicable nursing facility. In order to have been granted access, field 21 on the Individual User Account Maintenance Form for the nursing facility needs to be marked as “Yes”.

To review and download CMI Reports, complete the following steps:

1. Sign into the NFRP using your Individual User Account.
2. Select the *CMI Reports* folder as shown in *Figure 6 – CMI Report Access*. (Note: the folder name should be prefixed with the licensure number for the facility). If you are a corporate or consultant account user, all facility CMI Reports folders, to which you have rights to view, will be listed. Click on the folder of the facility in which you need to review CMI Reports.

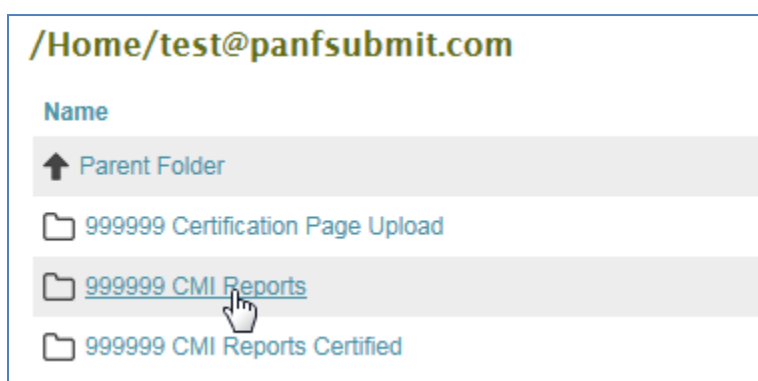


Figure 6 – CMI Report Access

3. Your browser should be directed to a page listing the CMI Report files that are available for downloading as shown in *Figure 7 – CMI Report List*. The CMI Reports are identified as CMI + Picture Date + Facility Medical Assistance number + Date and Time of CMI Report creation. Click on the name of the CMI Report you wish to view.

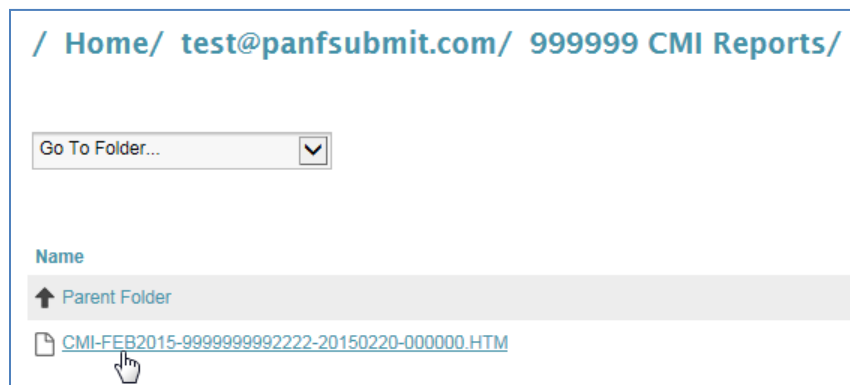


Figure 7 – CMI Report List

4. Your browser should be directed to a page containing details for the file you have selected. You can open the file to be viewed or save the file to your computer network.

Correcting CMI Reports

If the CMI Report is not accurate, submit additional MDS records to the CMS MDS QIES ASAP system. Do not submit MDS records to the NFRP. Review the new CMI Report the day after submission of new MDS records.

Access Historical CMI Reports

During each Picture Date, the facility identifies the accurate CMI Report from those generated during the Picture Date. The Certification page of that report is uploaded to NFRP as described in the following section. Upon the completion of each Picture Date, the chosen CMI Report associated with the signed Certification page will be copied to the CMI Reports Certified folder as shown in *Figure 6 – CMI Report Access*. Unused CMI Reports will be archived from the NFRP after the Picture Date is completed. To review and download Historical CMI Reports, follow the steps above for CMI Report Access except select the *CMI Reports Certified* folder.

Uploading a CMI Report Certification Page

To upload a Certification Page for a CMI Report, the following conditions must be met:

- Your Individual User Account needs to have been granted access to upload signed CMI Report Certification Pages for the applicable nursing facility. In order to have been granted access, field 22 on the Individual User Account Maintenance Form for the nursing facility needs to be marked as “Yes”.
- A CMI Report for the nursing facility and Picture Date needs to be determined to be valid.
- The Certification Page for the valid CMI Report must be signed by the Nursing Facility Administrator or Acting Administrator.
- Scan the signed Certification Page to create an electronic document. Take note of where the resulting file is located.

To upload a Certification Page, complete the following steps:

1. Log into the NFRP using your Individual User Account.

2. Select the *Certification Page Upload* folder as shown in *Figure 8 – Certification Page Upload*. (Note: the folder name should be prefixed with the licensure number for the facility). If you are a corporate or consultant account user, all facility *Certification Page Upload* folders, to which you have rights to upload, will be listed. Click on the folder of the facility for which you need to upload the Certification Page.

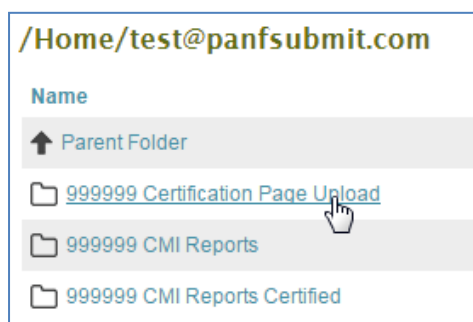


Figure 8 – Certification Page Upload

3. Select *Browse* as shown by the red arrow in *Figure 9 – Certification Page Upload File*. Find and select the scanned file containing the signed Certification Page and click on “Open.” The path and file name should appear in the “Choose a file:” area. It is not necessary to complete the “Enter any notes:” area.

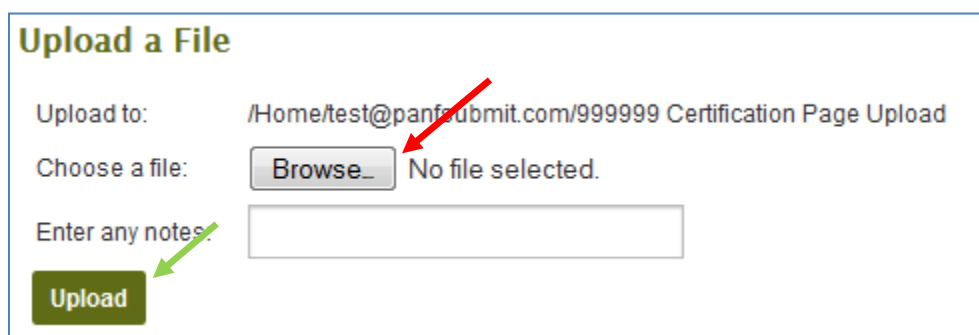


Figure 9 – Certification Page Upload File

4. Select *Upload* as shown by the green arrow in *Figure 9 – Certification Page Upload File*.
5. The OLTL contractor, Myers and Stauffer, will retrieve your uploaded file from the NFRP and proceed with the certification process. After the certification process completes, the CMI Report for the Certification Page uploaded will be posted to the *CMI Reports Certified* folder for the nursing facility. This is your confirmation that the Certification Page has been received.

Uploading MA-11 Cost Report Information

To submit the MA-11 Cost Reports and upload supporting documentation and signed Certification Reports, the following condition must be met:

- Your Individual User Account needs to have been granted access to upload MA-11 Cost Report documents for the applicable nursing facility. In order to have been granted access, field #23 on the Individual User Account Maintenance Form for the nursing facility needs to be marked as “Yes”.

Complete the detailed steps, identified in the MA-11 Cost Report Submission End User Manual, to submit the MA-11 Cost Report and upload the MA-11 supporting documentation and signed Certification Report. This manual may be found by selecting the MA-11 Resources option on the NFRP Home page as shown in *Figure 1 – The home page of the site* (<http://nfrp.panfsubmit.com/>). See this manual Section 5 – Submission and Acceptability Process. This manual also identifies the required specific electronic format for each type of document submitted. Do not upload password-protected or encrypted supporting documents, including Excel spreadsheets, Word documents and PDF files, because they cannot be processed and will not be accepted during the validation process. The signed Certification Report must be uploaded last, separately after all supporting documents are uploaded, since the submission of this document changes the Required Supporting Documentation folder to read-only.

Uploading Multiple MA-11 Supporting Documentation Files

For Individual Users that wish to select more than one MA-11 supporting documentation file at a time to upload, an add-on utility may be downloaded and installed on your computer. The link to the download may be found by clicking on the *My Account* option in the upper right hand corner of the NFRP Home page after signing into the account. It is at the bottom of the page in the “Edit Your Upload/Download Wizard Settings...” section in *Figure 10 – Edit Your Upload/Download Wizard Settings*.

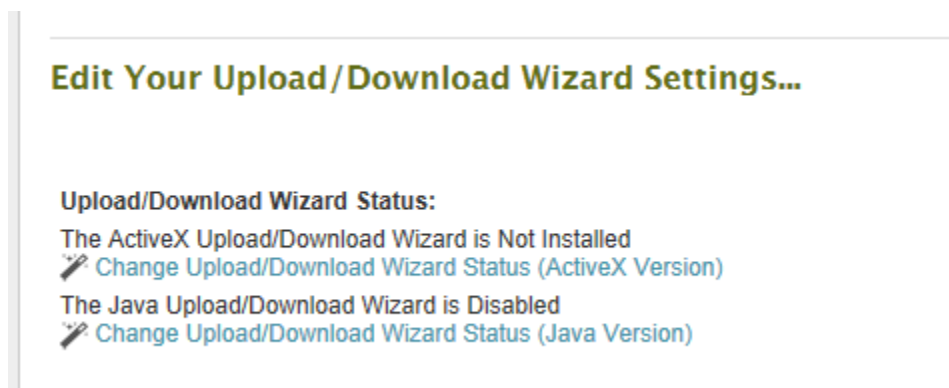


Figure 10 - Edit Your Upload/Download Wizard Settings

Click on the “Change Upload/Download Wizard Status” specific to your browser. If using Internet Explorer, select (Active X Version). For other browsers, select (Java Version). The utility/add-on is ‘MOVEit DMZ Upload/Download Wizard’ from ‘Ipswitch, Inc.’ and is safe to allow or install for use on the NFRP site.

Using the Upload/Download Wizard

After installation, use the following instructions to upload multiple files at the same time.

1. Click ‘Launch the Upload Wizard’.
2. The screen in *Figure 11 – MOVEit Wizard* will appear.

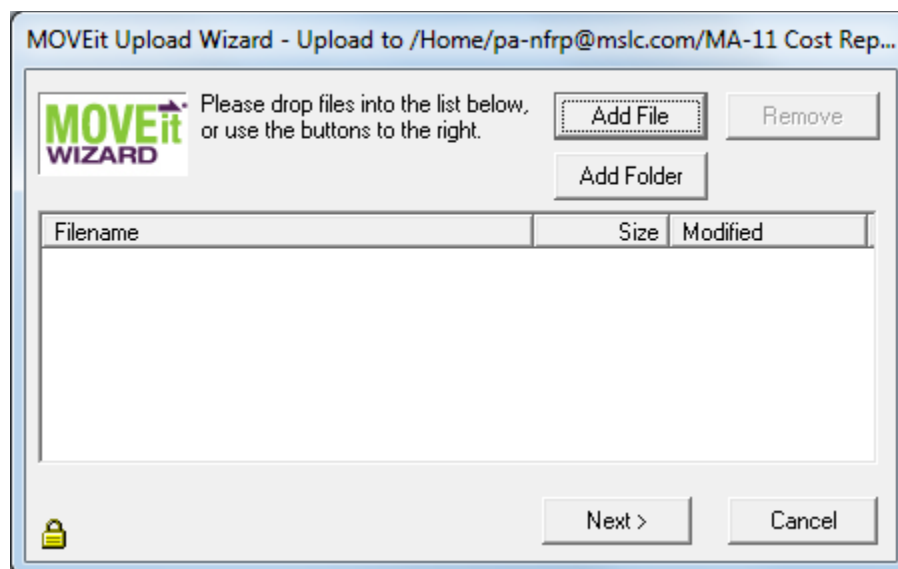


Figure 11 - MOVEit Wizard

3. Click 'Add File'. A window will appear, allowing you to navigate to the desired file(s) as shown in *Figure 12 – File List*.

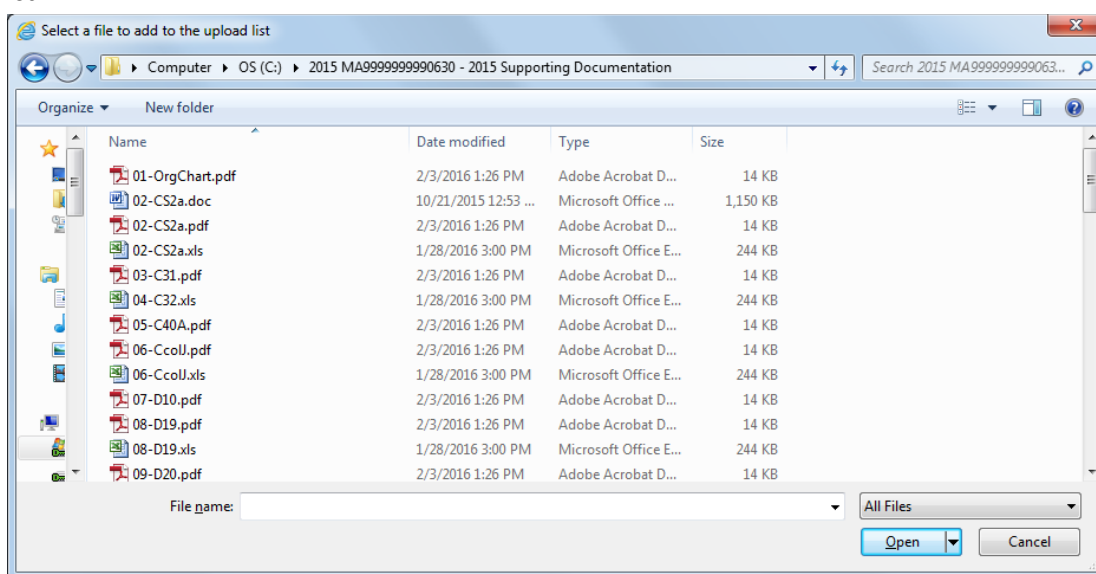


Figure 12 - File List

4. Highlight selected file(s) and click 'Open'.
5. The MOVEit Wizard screen in *Figure 13 – MOVEit Wizard Selected Files* will appear with the selected file(s) displayed.

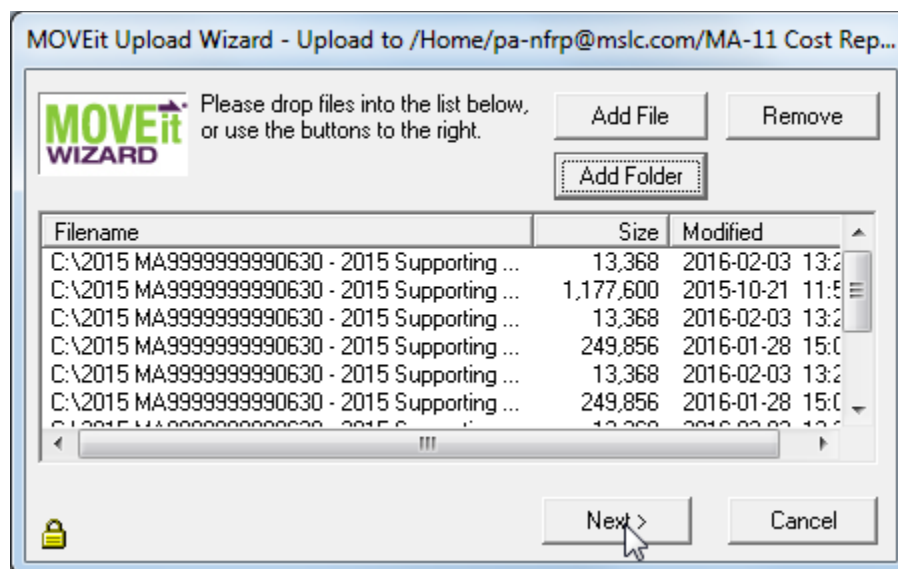


Figure 13 - MOVEit Wizard Selected Files

- Click the 'Next' button and the screen in *Figure 14 – Choose Upload Options* will appear. NOTE: ONLY USE THE 'Upload files individually' option. ZIP files are NOT allowed by the NFRP site and will be REJECTED.

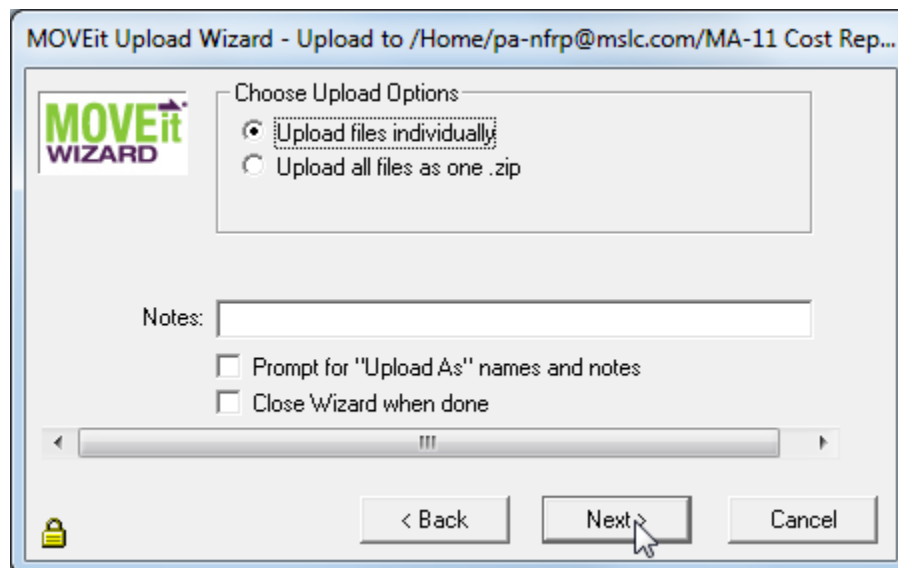


Figure 14 - Choose Upload Options

- Click the 'Next' button to upload the file(s).

Sign Out

To sign out of the NFRP, click on the *Sign Out* link located on the right-hand side of the top bar on the NFRP screen, as shown in *Figure 15 – Sign Out*. You will be directed back to the Sign On page. Other reasons that you

may be signed off is that you have done nothing for a period of time and you were signed off automatically for security reasons. Regardless of the reason you are signed off, you will be returned to the Sign On page.

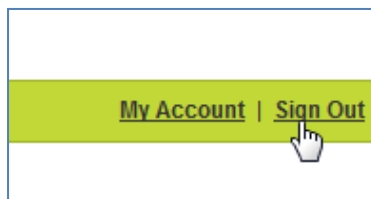


Figure 15 – Sign Out

Help Desk

Myers and Stauffer is an OLTL consultant, contracted to administer the NFRP, calculate MA Case-Mix Reimbursement rates, administer the MA-11 Cost Report submission process and provide technical support for the submission of records to the CMS Data Collection Systems and the correction of CMI Reports.

- The hours and days of operation for the helpdesk are Monday through Friday from 8:00 a.m. to 5:00 p.m.
- The phone number for the helpdesk is (717) 541-5809. If the staff is unable to answer your call directly due to heavy call volume or during non-business hours, leave a voice mail message with your name, facility and telephone number. The helpdesk will contact you as soon as possible.
- The fax number for the helpdesk is (717) 541-5802. The email address is pahelpdesk@mslc.com. Be as descriptive as possible so that the helpdesk representative may research your question prior to calling you. When faxing a question, include your facility name, Facility ID, the name of the facility contact person and a telephone number with area code and extension. The helpdesk will contact you as soon as possible; please do not fax the same message multiple times.
- Be discreet in the information in your fax or email. The helpdesk fax machine is located in a secure area of the helpdesk and is not used for any other business purpose. However, CMI Reports which contain information from the MDS should not be faxed or emailed in an unsecure mode. Resident identification information should not be included in a fax or email.
- Periodically, the helpdesk posts bulletins on the home page of the NFRP.

The following types of problems will be supported by the Myers and Stauffer helpdesk.

- Problems with usernames and passwords.
- Help in navigating NFRP.
- Troubleshooting problems in viewing or downloading CMI Reports or Certification Pages.
- Troubleshooting problems in submitting MA-11 Cost Reports and uploading MA-11 Cost Report information.

Every effort will be made to answer the caller's question promptly. If the helpdesk representative is unable to answer the caller's question, the helpdesk representative will take the caller's name and telephone number and research the question. The caller will be contacted when a response is determined.

Individual User Account Maintenance Form

Appendix A – Individual User Account Maintenance Form

The purpose of the Individual User Account Maintenance Form is to request additions or modifications in accessibility for an individual user (including nursing facility staff, consultants and corporate staff members) of the Nursing Facility Report Portal (NFRP). Only those individuals with a business need to access Case Mix Index (CMI) Reports and/or submit signed Certification Pages or submit MA-11 Cost Report information should request access. The form can be used to request the creation of:

- A new user account
- Modify an existing user account
- Remove all access to your nursing facility's data for a user

Only five Individual Users can have active accounts for a nursing facility at any one time for CMI Report access and five for MA-11 Cost Report access. If this threshold has been met, before another user account can be created, one or more of the active Individual User accounts must be removed.

For consultant accounts and corporate user accounts, a separate request form must be submitted for each nursing facility that the Individual User needs to access. Each must be accompanied by a cover sheet with the letterhead of the individual nursing facility and uploaded using the Facility Account for which the user is requesting access.

Instructions

Step 1: Complete the Form

Complete each section of the form for each Individual User Account as described below. Individual User Accounts are limited to five for each facility for each of CMI Report activity and MA-11 Report activity.

Nursing Facility Information – Specify the Facility ID, which is the Licensure Number shown on the facility's Certificate of Licensure as well as the name of the facility (Fields 1 – 2).

Individual User Information – Indicate the type of request (Create New User Account, Modify User's Access or Remove User Access to Facility) and complete the user's information (Fields 3 – 8). Only one type of request may be made on a single form. The *User's Company Email Address* and *Telephone Number* should be those used by the individual to conduct business on behalf of the nursing facility and should not be the individual's personal email address and telephone number. Regardless of the type of request, all areas of the form must be completed.

Administrator Authorization/Contact Person – In order for the request to be processed, the administrator is required to sign and date the form (Fields 9 – 10). Type or print the administrator's name and the name of the contact person (if other than the administrator), company email address and telephone number (Fields 11 – 20). The *Administrator's Company Email Address*, *Contact Person's Company Email Address* and *Telephone Numbers* should be those used by the individual to conduct business on behalf of the nursing facility and not be the individual's personal email address and telephone number.

Individual User Account Maintenance Form

Grant Access – All Individual Users of the NFRP existing prior to October 1, 2015, were granted access to view CMI Reports. Indicate if the user should be able to view and download CMI Reports (Field 21), upload the signed CMI Report Certification Page for the nursing facility (Field 22), and/or submit MA-11 Cost Reports (Field 23).

After the form is completed and signed and dated by the administrator, place a coversheet containing the facility's letterhead along with the completed form and scan them to create a .pdf file. Do this for each completed form. Do not scan multiple forms into the same .pdf file.

Step 2: Submit the Request

Access the NFRP at <http://nfrp.panfsubmit.com/>. Click on *Sign In* and enter the Facility Account username and password provided to each facility in November 2014. Select the *Requests* folder. Click on the *Browse* button and select a scanned file. Click on the *Upload* button to complete the upload process. Repeat this process for each scanned file.

Step 3: Receive Feedback

New Users – Each Individual User Account Maintenance Form with a type of request of Create New User Account will be reviewed for completeness by the Department's contractor Myers and Stauffer. An Individual User Account will then be created and an email will be sent to the User's Company Email Address. The email will contain instructions to call the Myers and Stauffer helpdesk at (717) 541-5809 to receive your password information. The email will contain a PIN number that you will need when calling the helpdesk to confirm your credentials.

Existing Users – Each Individual User Account Maintenance Form with a type of request of Modify User's Access or Remove User's Access to Facility will be reviewed for completeness. After the modification is completed, an email will be sent to the User's Company Email Address confirming that the modification has been completed. If the Type of Request was Remove User's Access to Facility, an email will be sent to the Administrator's Company Email Address when the Individual User's access to the facility information has been terminated.

Note: For changes to a user's email address (Field 7), you will need to submit two Access Request Forms: one form to remove the Individual User Account with the old email address, and another form to create an Individual User Account for the new email address.

Need Assistance?

If you have any questions or require assistance in completing the form or accessing and using the NFRP, please contact the Myers and Stauffer help desk at (717) 541-5809.

Individual User Account Maintenance Form

NURSING FACILITY INFORMATION

1	Facility ID (Licensure Number)	2	Facility Name
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INDIVIDUAL USER INFORMATION

Type of Request (Select One)

3	<input type="checkbox"/> Create New User Account		<input type="checkbox"/> Modify User's Access <small>Note: Do not use to modify Field 7</small>		<input type="checkbox"/> Remove User's Access to Facility		
4	Last Name		5	First Name		6	Middle Initial
7	User's Company Email Address					8	Telephone Number

ADMINISTRATOR AUTHORIZATION/CONTACT PERSON

By signature and date below, the administrator of the facility is authorizing granting/removing access for the individual in the INDIVIDUAL USER INFORMATION section. If there are any questions concerning the information submitted on the form, the Contact Person named here will be contacted for clarification.

9	Administrator's Signature					10	Date
Administrator's Name (Type or Print)							
11	Last Name		12	First Name		13	Middle Initial
14	Administrator's Company Email Address					15	Telephone Number
Contact Person's Name (Type or Print)							
16	Last Name		17	First Name		18	Middle Initial
19	Contact Person's Company Email Address					20	Telephone Number

GRANT ACCESS (Required for account creation or access modification. Do not complete when removing access)

Mark all that apply, even if the user already has access.

21	Should the user be able to view CMI Reports?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
22	Should the user be able to upload signed CMI Report Certification Pages?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
23	Should the user be able to submit MA-11 Cost Reports?	<input type="checkbox"/> Yes	<input type="checkbox"/> No