

The Quality Award Portal: Adding/Removing Centers – Corporate Account Administrator

This guide aims to help you see all the centers under your corporation in the [Quality Award Portal](#). Additionally, it provides information on how you can add and remove centers from your corporation. If you have any questions, please contact the Quality Award team at qualityaward@ahca.org.

Viewing Centers under your Corporation

As a Corporate Account Administrator, you can see all the centers that are under your corporation by taking the following steps:

- 1- If you aren't already under your corporation's portal use the **building icon (1)** to get there.

The screenshot shows the AHCA NCAL User Dashboard. At the top right, there is a 'User Dashboard' header with a building icon (1) and a dropdown menu (2) containing 'ORGANIZATIONS', '*User Dashboard', 'CW Test Corporation #1', and 'CW Test Corporation #1 - General'. Below the header, there is a 'Welcome Christine Wilson' message and a list of instructions. At the bottom, there is a table with columns: Requestor, Organization, Date Request Submitted, Status, Role, and Awaiting Approval From. The table contains one row with the following data: Requestor: Christine Wilson, Organization: CW Test Corporation #1, Date Request Submitted: 06/05/2019, Status: Approved, Role: Corporate Account Administrator, Awaiting Approval From: AHCA/NCAL Administrator.

- 2- Once you are under your corporation's portal, click on **List of Centers** to see all the centers under your corporation.

The screenshot shows the CW Test Corporation #1 Portal. The header includes 'AHCA NCAL' and 'Applications Payment' with a building icon. The main content area displays 'CW Test Corporation #1 Portal' with the address '123 Main St. Alexandria VA 22305'. Below the address, there is a 'DESCRIPTION OF TABS LISTED BELOW' section with three tabs: 'Apply', 'Current Applications', and 'Award History'. A red arrow points to the 'List of Centers' button in the right sidebar.

The screenshot shows the 'List of Centers under Corporation' table. A callout box points to the 'Print' button with the text 'use this button to export your list into an Excel file.' The table has columns: Center Name, Favorite Name, Address, City, State / Province, and Zip Code. The table contains four rows of data.

Center Name	Favorite Name	Address	City	State / Province	Zip Code
1 CW Test Center A	CW Test Corporation #1 - General	123 Main St.	Alexandria	VA	22305
2 CW Test Center B	CW Test Corporation #1 - General	123 Main St.	Alexandria	VA	22305
3 CW Test Center C	CW Test Corporation #1 - General	123 Main St.	Alexandria	VA	22305
4 CW Test Center D	CW Test Corporation #1 - General	123 Main St.	Alexandria	VA	22305

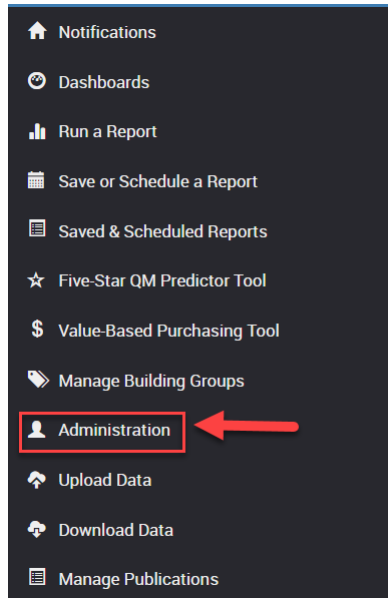
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Adding or Removing Centers from your List

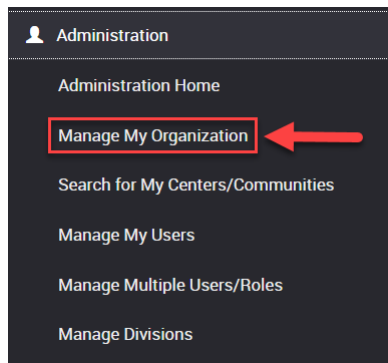
Since corporate ownership information in the Quality Award Portal is sourced from [LTC Trend Tracker](#), both actions need to be completed through [LTC Trend Tracker](#) by one of the corporation's LTC Trend Tracker Account Administrators.

A Trend Tracker Account Administrator will need to do the following:

1. After logging into LTC Trend Tracker, click on **Administration** located on the left-hand side of the screen.



2. Next, click on **“Manage My Organization”**.



- a. You will be taken to the *Manage Organization* page

3. Within the *“Organization Centers/Communities”* section on the *Manage Organization* page, click the **Manage** button.

✳ Organization Centers/Communities



- a. This will take you to the *Manage Organization Centers/Communities* page where you can review and edit the facilities that are attached to your organization. You can also

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request that new facilities be added on this page.

4. Add or remove centers from your organization following the steps below:
 - a. The **Centers/Communities Attached To Your Organization** section of this page display all facilities that are currently attached to your organization. *Note:* Center names displayed in LTC Trend Tracker are drawn from the CASPER database¹ and reflect the legal entity name that is registered with CMS. This cannot be changed by the user or Account Administrator. Any desired change needs to be made by modifying with CMS directly.
 - i. **To remove a center** - Click on **Detach**.
Note: This removes the center from your organization entirely – they will no longer appear on your list of centers unless re-attached.
 - b. The **Centers Not Attached to Your Organization** section of this page, allows you to search for and select centers that are available to be attached to your organization. You will be able to search for any center that is within the CMS CASPER database that is not currently “attached” to another organization.

Note: for a center to be attached to your organization, AHCA/NCAL must approve the attachment by verifying ownership and AHCA/NCAL membership status. AHCA/NCAL may request the CMS 855-A for any request to attach a center to an organization. Note, if you want to add a building that is attached to another organization you will need to send a copy of the CHOW or CMS 855-A to help@ltctrendtracker.com.

⚙ Centers Not Attached To Your Organization

Search Center/Community Name:	<input type="text" value="Enter Center/Community Name"/>	<input type="button" value="SEARCH"/>
Search NCAL ID or Medicare Provider Number:	<input type="text" value="Enter NCAL ID or Medicare Provider Number..."/>	

- i. **To add a center** -
 1. Type any part of the name of the center/community within the search box or enter in the NCAL ID or Medicare Provider Number (if known) and click **Search**. If your search does not return a

¹ Center names and addresses in the Quality Award Portal and from the AHCA/NCAL membership database and changes to those can be request by sending an email to qualityaward@ahca.org.

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center/community you are expecting, try making your search less specific.

2. When you see the center/community you are looking for displayed in the list, click the **Attach** button that will appear on the same line as that center name.
3. The center name should now appear in the “**Centers Pending Attachment to your Organization**” section.
 - a. Once requested AHCA will automatically receive a notification to commence the verification of membership and ownership status within 1-2 business days. The center will move to the “Centers Attached to Your Organization” list once completed.

Once these changes are made in LTC Trend Tracker, please allow up to one business day for them to be reflected in the Quality Award Portal.

For more assistance on adding and removing centers attached to your corporation email Help@LCTRENDTRACKER.COM.

For help with the Quality Award Portal email qualityaward@ahca.org.

Note, if you need to change the name or address of a center, please email qualityaward@ahca.org.