



## **Top Reasons CMS Thinks Your Nursing Home Did Not Report COVID-19 Vaccination Data for Residents and Staff into NHSN**

1. **You are not reporting all required data.** Vaccination data is reported in different modules than other required COVID-19 data. All modules can be accessed from your NHSN dashboard. To find out how to get to COVID-19 vaccine reporting modules for staff and residents, check out [this video](#) from CDC. The live demonstration, which begins with accessing the vaccine reporting modules, starts at around 9 minutes, 30 seconds (9:30).
2. **You are not reporting every week as required.** COVID-19 vaccination data must be reported on a weekly basis, even if nothing has changed. Each week, you are reporting the vaccination rates of residents who have stayed in the nursing home at least one day during the reporting week or eligible staff who have worked (or would have worked) at least one day during the reporting week. You are reporting the vaccination status of everyone, not just the number of new vaccinations since your data submission. For more information on how to count residents, check out the Table of Instructions for residents [here](#). For more information on how to count staff, check out the Table of Instructions for healthcare personnel [here](#).
3. **Your CMS Certification Number (CCN) is missing or incorrect.** When NHSN sends the data to CMS, CMS uses the CCN to check for compliance with reporting requirements. If you are entering data but the CCN is missing or incorrect, CMS is unable to confirm you have submitted. To add or edit your CCN, follow the instructions [here](#).

4. **Your facility has multiple enrollments.** CMS uses the CCN to check for compliance with reporting requirements. The CCN is unique to your facility. If you have multiple enrollments, you may be accidentally reporting under an enrollment that has a missing or incorrect CCN and therefore, CMS is unable to confirm you have submitted. To add or edit your CCN, follow the instructions [here](#).
5. **Your facility type is wrong.** When NHSN sends the data to CMS, they are sending data for skilled nursing facilities. If your facility type is not skilled nursing facility, your data may not be received by CMS. To change your facility type, follow the instructions [here](#).
6. **You're missing the deadline.** CMS requires nursing homes to submit data at least once per week. Reporting deadlines for each week are Sundays at 11:59pm. You may enter data any day you choose, but be sure data is entered prior to 11:59pm on Sundays to be counted for that week.

According to CMS, the QIN-QIOs are available to assist with any issues with NHSN reporting. If you have tried the tips above and are still having trouble, we encourage you to reach out to your QIN-QIO.

Don't know who your QIN-QIO is? You can look it up by state [here](#).