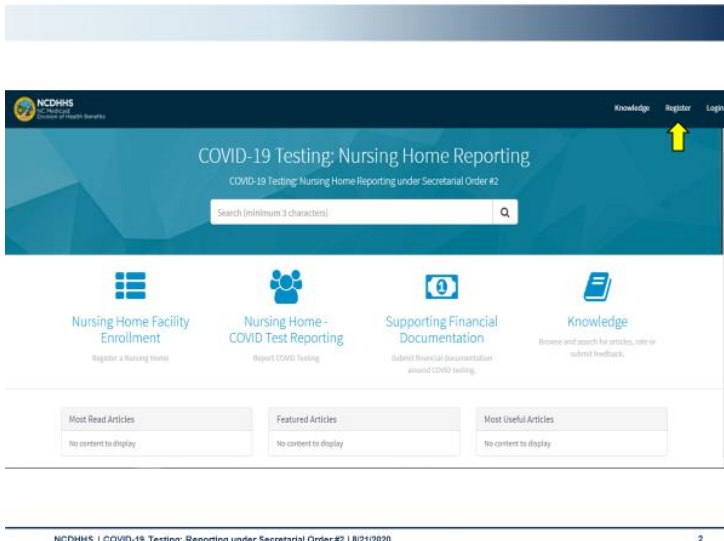




NC DHHS COVID-19 TESTING: NURSING HOME REPORTING PORTAL
The “Starter Kit”
Distribution Date: 8/24/2020

**PART I: Activate Your Personal Account for COVID-19 Testing:
Nursing Home Reporting Portal**

1. Go to this website:
https://ncgov.servicenowservices.com/csm_nh
2. Select “Register” (see yellow arrow below).



3. When you click “Register,” enter your first, last name, business email (please doublecheck to make sure you entered it correctly) and this Registration Code:
S-ORDER#2
4. Once submitted, the state team will activate your account.
5. You will receive an automated email with your User ID and temporary password (if you don’t see the email, please check your junk folder). The email will have a link to ServiceNow to reset your password.

NEED HELP?

LIVE CUSTOMER SUPPORT TO HELP WITH SET UP

State team will be available live 8a-5p Tuesday, 8/25/20 to answer questions related to your registration. No pre-registration is needed. Just select link or call number.

<https://global.gotomeeting.com/join/221178565>

1 (571) 317-3122

Access Code: 221-178-565

Your Registration Customer Service Email

You can also email questions to the state team using this email address:

Medicaid.ProviderReimbursement@dhhs.nc.gov

VOLUNTARY OFFICE HOURS

Thursdays from 10:30-11:30. The first one will be on 8/27/20 and focus on Financial Reporting. Register by clicking link below

<https://attendee.gotowebinar.com/register/6373135940969598219>

- Click the link provided in your email to create your permanent password. See screenshot below. You will enter your User Name, current/temporary password and will be prompted to create your permanent password (“New password”). This will be your User ID and password every time you log in.

Note: Password must be between 8-40 characters long and contain at least one (1) digit, one (1) upper case letter, and one (1) lower case letter. Special characters are not allowed

- YOU DID IT! YOU ARE REGISTERED** and won’t have to go through these steps again.

PART II: Logging In

- Use the same link as listed above. You may want to bookmark it.
https://ncgov.servicenowservices.com/csm_nh
- It will take you to the “Home” screen. Once there, select “Login” (see yellow arrow below).



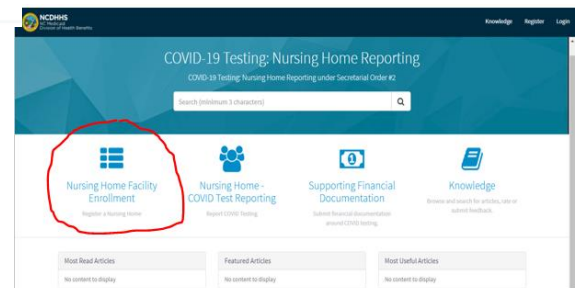
PART III: Start Entering Your Data

NEXT STEP FOR MOST NURSING HOMES: You can begin entering data. Information for most nursing homes regulated by DHHS are already uploaded into the portal. You should be able to go directly to *Nursing Home COVID Test Reporting* icon or *Supporting Financial Documentation* icon (whichever applies to what you are doing) and find your facility in the drop down options.



BACK UP OPTION IF YOU DON’T SEE YOUR NURSING HOME LISTED:

If your facility’s name /license number aren’t available, you can enter your facility’s information by selecting the Nursing Home Enrollment option and providing your facility’s information. The information will auto populate on your next log in.



PART IV: Additional Guidance Available

This “Starter Kit” is to help users through the *COVID-19 Testing: Nursing Home Reporting* Portal registration process. The following tools are also available to help you through the data entry process.

All materials listed below will be available at the [NC Medicaid COVID Provider Guidance page](#) under Status Reporting for Reimbursement by COB Tuesday, 8/25/2020 and also through Knowledge option on the Portal’s home page.

General Information/Overview

- [Secretarial Order No. 2](#)
- [Guidance on Secretarial Order](#)
- Presentations conducted on 8/17/2020 and 8/21/2020
- Definitions

Guidance on entering Information into the Nursing Home COVID Test Reporting section of the Portal

- Job Aid
- Training Video

Guidance on entering Information into the Supporting Financial Documentation section of the Portal

- Job Aid
- Training Video

