



Ursel J. McElroy, MA Director



Mike DeWine, Governor  
Jon Husted, Lt. Governor

Bruce Vanderhoff, MD, MBA, Director

November 1, 2024

Re: ODA's Care Center Portal Updates

Dear Administrators of Assisted Living Facilities and Nursing Homes,

We are excited to share a key enhancement to the Ohio Department of Aging's (ODA) Care Center Portal (formerly the [COVID-19 Care Center Portal](#)). Through this portal, many facilities have enjoyed 24/7 self-serve access to vaccines, tests, technical assistance, crisis staffing, and more.

Beginning November 1, 2024, the portal will integrate with the [Ohio's Nursing Home Quality Navigator \(Navigator\)](#). The Navigator is an accessible, user-friendly, public-facing dashboard that is available to help Ohioans find a facility most suitable for their needs. Keeping facility profiles regularly updated in the portal will be essential to providing Ohioans with accurate, up-to-date information to facilitate consumer choice.

Below are a few important highlights:

- Updating public tools - Facility profiles displayed in the Navigator and the Long-Term Care Consumer Guide will be administered in one portal. If you have completed the Long-term Care Facility Data Refresh Survey that was launched on July 15, 2024, your updated profile will be reflected in the next update to the Navigator.
- Updating login credentials - Individual credentials will replace facility-level credentials in the portal. These credentials will be sent separately in two emails – one with a username, and one with a password.
- Updating facility profiles - **Facilities are now required to update their profiles quarterly. Failure to comply could result in a hold to your facility's license renewal with late fees imposed by the Ohio Department of Health. More information about holds and late fees can be found in [R.C. 3721.07](#).**

We look forward to your cooperation in updating any outstanding information by November 27, 2024 to avoid placement on a watch list for noncompliance with [OAC 3701-17-06\(A\)\(4\)](#).

If you have questions about these changes or how to use the ODA Care Center portal, please email [R3APRequest@age.ohio.gov](mailto:R3APRequest@age.ohio.gov) or call 1-855-732-7632. Thank you in advance for your cooperation in making Ohio the best place to age in the nation.

Sincerely,

Ursel J. McElroy, MA  
Director, Ohio Department of Aging

Bruce Vanderhoff, MD, MBA  
Director, Ohio Department of Health