



November 26, 2024

Re: Dear Administrators of Assisted Living Facilities and Nursing Homes,

On November 1<sup>st</sup>, 2024, the Ohio Department of Health (ODH) and the Ohio Department of Aging (ODA) notified your facility of enhancements to the Ohio Department of Aging's Care Center Portal, formerly the [COVID-19 Care Center Portal](#). Within this communication, facilities were notified of the requirement to update their profile and the timeframe for compliance.

- 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.

As of today, your facility has not updated its profile on ODA's Care Center Portal and is subject to a hold on license renewal through ODH's Electronic Dissemination and Information Collection System (EIDC)([OAC 3701-17-06\(A\)\(4\)](#)). The result is that you will not be able to create, complete, and submit your application or pay the required license renewal fee. Additionally, late fees will accrue per their normal timeframes.

We strongly encourage you to immediately update any outstanding information to avoid placement on a watch list for noncompliance.

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 this matter.

Sincerely,

James Hodge, MBA  
Chief, Healthcare Facility Compliance  
Ohio Department of Health