
NATIONAL HEALTH CARE SURVEYS REGISTRY PORTAL

Frequently Asked Questions (FAQs)



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1. What is the National Health Care Surveys (NHCS) Registry?

The NHCS Registry allows Eligible Clinicians (ECs), Eligible Professionals (EPs), Eligible Hospitals (EHs), and Critical Access Hospitals (CAHs) the ability to register their intent to submit data, as proof of attestation, to be eligible for participation in the Promoting Interoperability (PI), Meaningful Use (MU), or Merit-based Incentive Payment System (MIPS) program(s).

2. Where can I find detailed instructions on how to use the new NHCS Registry Portal?

If you are not logged into the NHCS Registry Portal, please consult the User Manual located at the top of the FAQ webpage for detailed instructions.

If you are logged into the NHCS Registry Portal, please click the FAQ button next to the dashboard button and the User Manual will be located at the top of the FAQ webpage.

3. What browsers can I use to access the portal?

We recommend using Google Chrome, Microsoft Edge, or Mozilla Firefox for a better user experience. The NHCS Registry Portal is not compatible with Internet Explorer.

4. Can I use the NHCS Registry Portal on different devices?

Yes. The NHCS Registry Portal can be accessed on a laptop, mobile device, desktop, and tablet.

5. My registrations were migrated to the new NHCS Registry Portal. How can I access my account to view my registrations?

To access your registrations, complete the following steps:

1. Go to the NEW NHCS Registry Portal [here](#).
2. Click the 'Forgot Password?' button.
3. Enter your email address and click the 'Reset Password' button.
4. Receive an automated e-mail with a link to reset your password.
5. Click the reset password link in the automated email or copy and paste it into a new browser.
6. Enter a valid Password and Confirm Password, then click the 'Submit' button.
7. Once the system displays a confirmation message that your password has been changed successfully, click the 'Home' button in the top right-hand corner and log in with your new credentials.
8. After logging in, your migrated registrations will be set to Draft. You will need to verify your registration information and then click the 'Submit' button at the bottom of the webpage to ensure your registration information was properly migrated.

6. What is the NHCS Registry Portal Process to request a Portal account?

The NHCS Registry Portal Process consist of the following steps:

1. Go to the NEW NHCS Registry Portal [here](#).
2. Request a Portal Account by clicking the 'Register' button on the left-hand side.
3. Complete a Registry profile.
4. Receive an automated 'Registration Complete' e-mail with an e-mail verification link.
5. Click the verification link or copy and paste it into a new browser **within 24 hours** to activate the account and complete the registration process.

7. What kind of identification numbers are required for the NHCS Registry?

A valid National Provider Identifier (NPI) number is required for each Provider, Hospital, and Actual Group Registration. To verify an NPI number, please refer to the National Plan and Provider Enumeration System (NPPES) NPI Registry at <https://npiregistry.cms.hhs.gov/> or the National Provider Identifier Database (NPIdb) at <https://npidb.org/>.

8. What is a Provider Registration?

Provider registrations are used to register an individual provider's intent to submit data to the NHCS Registry.

To submit a Provider registration, follow the steps below:

1. Log in to the NEW NHCS Registry Portal [here](#).
2. Click the 'Add Provider' button from the navigation bar on the left-hand side below 'Registry Information.'
3. Complete and submit the Provider Signup form.

9. What is a Hospital Registration?

Hospital Registrations are used to register an individual hospital's intent to submit data to the NHCS Registry.

To submit a Hospital Registration, follow the steps below:

1. Log in to the NEW NHCS Registry Portal [here](#).
2. Click the 'Add Hospital' button from the navigation bar on the left-hand side below 'Registry Information.'
3. Complete and submit the Hospital Signup form.

10. What is a Group Registration?

There are two types of Group Registrations:

- Actual Group Registration: A registration used to record an existing group practice's intent to submit data to the NHCS Registry that requires an National Provider Identifier (NPI) number.
- Logical Group Registration: An organizational mechanism that allows a user to organize their affiliated Provider/Group/Hospital Registrations and does not require an NPI number.

To submit a Group Registration, follow the steps below:

1. Log in to the NEW NHCS Registry Portal [here](#).
2. Click the 'Add Group' button from the navigation bar on the left-hand side below 'Registry Information.'
3. Complete and submit the Group Signup form.

11. What is a Bulk Upload?

A Bulk Upload is typically used by medium to large group practices to register their associated provider's and hospital's intent to submit data to the NHCS Registry.

To submit a Bulk Upload, follow the steps below:

1. Log in to the NEW NHCS Registry Portal [here](#).
2. Click the 'Bulk Upload' button from the navigation bar on the left-hand side below 'Registry Information.'

3. Download the Bulk Upload template by clicking the '**Please click here to download your registrations**' link at the bottom of the Bulk Upload page.
4. Review the 'Instructions' tab of the Bulk Upload template.
5. Fill in the downloaded spreadsheet (template) with required data elements and save the finalized Bulk Upload file to the user's desktop.
6. Click 'Choose File,' and upload the finalized Bulk Upload file to the NHCS Registry Portal to complete the Bulk Upload process.
7. Receive e-mail confirmation.

12. How will I know if my Bulk Upload worked?

After submitting a Bulk Upload in the NHCS Registry, you will receive two notification e-mails to the address listed in your registration.

NHCS Notification 1 of 2: Bulk Upload File Received will indicate the file you uploaded has been received and is being processed.

NHCS Notification 2 of 2: Bulk Upload Processing Successful will provide confirmation if your upload has successfully completed processing. If your Bulk upload has failed, the e-mail will list the errors and include steps on how to correct them. Once corrected, please resubmit your Bulk upload.

Please allow some time for your spreadsheet to process and appear on your dashboard.

13. How many times can I submit a Bulk Upload?

You can submit a Bulk Upload spreadsheet as often as you like. Please be sure to download your current registrations first to avoid losing any data. To complete a Bulk Upload, please follow the directions in question 12.

14. The Bulk Upload spreadsheet requires me to identify a "POC." What is a "User" and what is a "POC?"

***Point of Contact (POC):** is the person we contact when we are unable to reach the User.

***User:** is the person that has an account in our Registry Portal system and can manage the day-to-day operations of a registration, such as reaching out to the hcs-support@cdc.gov inbox on behalf of the registered Providers, Hospitals, and/or Groups.

15. Can I start my registration and complete it on another date?

Yes. You may begin and save your registration(s) to submit at a later date. Please note, your registration(s) will be in DRAFT status until completed. All registration(s) must be submitted before/by the **December 31st** deadline. Once submitted, you will receive an Annual Active Engagement Verification Documentation (AAEVD) letter noting the date you actively engaged with us for that Calendar Year (CY).

16. How can I update my account information in the NHCS Registry Portal?

To update your account information, follow the steps below:

1. Log in to the NEW NHCS Registry Portal [here](#).
2. Click the arrow under your username on the upper right-hand corner of the page.
3. Select 'My Account.'

4. On the right-hand side of the screen, click 'Update Account Information.'
5. Modify the information displayed and then click 'Update' to complete the update account information process.

17. Does my password expire?

Yes. Your password will expire every 90 days.

If you are not logged into the NHCS Registry Portal and want to reset your password, please go to the NEW NHCS Registry Portal [here](#) and click 'Reset Password?'

If you are logged into the NHCS Registry Portal, please follow the steps below to update your password.

1. Log in to the NEW NHCS Registry Portal [here](#).
2. At the top right-hand corner, click on the User drop-down arrow.
3. Click the 'Reset Password' button.
4. Complete the requested information.
5. Click the 'Reset Password' button.
6. Receive the 'Password Reset Successfully' notification on the Registry Portal.

18. I forgot my username/password. What should I do?

Your username is the e-mail address you used to complete your registration. For a password reset, please follow the directions in question 17.

19. Can I change information about my registrants (e.g., new provider, name change, address change) under 'My Dashboard?'

Yes. To update your registrant information, follow the steps below:

1. Log in to the NEW NHCS Registry Portal [here](#).
2. View a list of the existing registrations on the user's dashboard.
3. Click the 'Edit' button on the registration you would like to update.
4. Modify the information displayed.
5. Click the 'Submit' button to complete an update to the registrant information.
6. Receive e-mail confirmation of the update.

20. Can I transfer my registrations from one user to another?

Yes, the transfer registrations functionality will transfer **ALL** registrations from the original registrar to the new registrar. In order to transfer registrations to another user, the new registrar must have an **ACTIVE** account with **NO** registrations.

Please follow the steps below:

Log in to the NEW NHCS Registry Portal [here](#).

1. Click the 'Transfer Ownership' button from the 'Navigate To' drop-down menu and select 'Go.'
2. Enter the e-mail address of an existing user to receive the registrations.
3. Click 'Submit.'
4. Receive an automated e-mail with an e-mail verification link.
5. Click the verification link or copy and paste it into a new browser to complete the Transfer Ownership process.

21. What is a delegate and how do I assign delegates to my registration(s)?

A delegate is a temporarily assigned registrar that can access and update an original registrars' registrations. In order to assign delegates to your registration, the delegate must have an **ACTIVE** account with **NO** registrations.

Please follow the steps below:

1. Log in to the NEW NHCS Registry Portal here.
2. Click the drop-down menu where the username is listed in the top right-hand corner.
3. Click 'Manage Delegate'.
4. Type in the email address of the user you would like to assign as a delegate.
5. Click on "Add Delegate".
6. When the delegate logs into their account, they should see the registrar's registrations and be able to Edit, Save, Submit and Withdraw.
7. Only when a delegate "Submits" a registration they will receive a confirmation email.

22. How do I unassign a delegate to my registration(s)?

To unassign a delegate, the original registrar must follow the steps below:

1. Log in to the NEW NHCS Registry Portal here.
2. Click the drop-down menu where the username is listed in the top right-hand corner.
3. Click on 'Manage Delegates'.
4. Under the 'Action' button, select 'DISABLE'.

Please note: *Once you disable a delegate, they will no longer be able to log into the NHCS Registry Portal unless the original registrar re-enables their account.*

23. Do I have to register annually to remain in active engagement with the NHCS Registry?

No. After completing registration once, your registrants have an active engagement status of Registered with NCHS. That status can carry over from year to year so there is no need to "re-register" for each calendar year or reporting period. We ask that you keep your Registry Portal account ACTIVE by logging in at least once every 90 days and updating your registration(s) as frequently as possible.

24. If I no longer want to remain in active engagement, what do I do?

If you no longer want to remain in active engagement, you can de-register by withdrawing your registration(s) from the Registry Portal.

Please follow the steps below:

1. Log in to the NEW NHCS Registry Portal [here](#).
2. View a list of the existing registration(s) on the user's dashboard.
3. Click the 'Withdraw' button to the right of the registration you would like to de-register.
4. Receive confirmation e-mail.

25. Will I be asked to send data to the Registry? If yes, when?

The NHCS Registry currently requests data from sampled hospitals. When one or more of your registered hospitals are sampled, the hospital registrar will receive an invitation from the National Hospital Care Survey support team at nhcs-support@cdc.gov with instructions on the next steps.

26. If my organization declines to send data, can we still remain in active engagement with the NHCS Registry?

No. By registering with the NHCS Registry you are submitting the intent, if sampled, to submit data. If you choose to decline participation in data submission, you will need to de-register from the NHCS Registry. You will receive an Annual Active Engagement Verification Documentation (AAEVD) letter reflecting your de-registration from the registry portal. Please refer to question 25 for instructions on how to de-register.

27. Does my NHCS Registry Portal account expire?

Your NHCS Registry Portal account is active for 15 months. After 15 months with no activity, the account becomes inactive, meaning you will have to contact the helpdesk at hcs-support@cdc.gov to regain access to your account.

28. How often should we update our registrations?

Please update your Provider/Group/Hospital Registration(s) as frequently as possible via the NHCS Registry Portal [here](#).

29. Can I still sign in to the NHCS Registry Portal using my Secure Access Management Site (SAMS) account?

We no longer use SAMS for the NHCS Registry Portal. We have revamped our portal and you can access your account by following the steps in question five.

30. What should I do if my NHCS Registry Portal account webpage says, "Request Entity Too Large?"

Perform either of the three steps below:

1. Click the 'Refresh' symbol next to the URL within the browser.
2. Close additional open tabs other than the main NHCS Registry Portal and try again.
3. Exit the browser and try again.

31. When will I receive an Annual Active Engagement Verification Document (AAEVD) letter?

The National Center for Health Statistics (NCHS) annually issues NHCS Registry AAEVDs for the previous calendar year to all registrants/registrars. Hospitals, providers, and groups that have successfully submitted their registration(s) to the NHCS Registry or have progressed to Testing and Validation (T&V) or Production submission of data are eligible to receive AAEVD letters.

AAEVD letters for the Calendar Year (CY) will be available to generate once registrations are in a "SUBMITTED" status in the NHCS Registry Portal. To generate an AAEVD letter, complete the steps below:

1. Log in to the NEW NHCS Registry Portal [here](#).
2. Click in the upper-right corner under "AAEVD".
3. Select "Generate letter".
4. If customizations are needed, select "Customize letter".

32. What do I need to do to receive an AAEVD letter?

If you are a user with an **active account in the NHCS Registry Portal, but your registration(s) are in the DRAFT status**, please update your registration(s) to the **SUBMITTED status** to receive an AAEVD letter. Your AAEVD letter, dated on the last day of the year, will show your SUBMITTED registration date as the date you actively engaged with the NHCS Registry Portal.

If you have **an account in the NHCS Registry Portal but have not yet activated it**, you will need to activate it first by following the steps in FAQ question number five. Once you have an active account, please ensure that your registration(s) are in the **SUBMITTED status** to receive an AAEVD letter.

33. Does my Electronic Health Record (EHR) product need to be certified for the Health Care Surveys beyond the 2015 Edition Certified Electronic Health Record Technology (CEHRT)?

Yes. Starting on January 2020, all registrants must use CEHRT products that are also certified to the Promoting Interoperability (PI) criterion of *170.315 (f)(7): Transmission to Public Health Agencies - Health Care Surveys [(f)(7)]*. For more information, please go to the Certified Health IT Product List (CHPL) [website](#).

34. How can I verify that our EHR product is certified to (f)(7)?

To see if your EHR product is certified to *(f)(7)*: Go to [-Certified Health IT Product List](#) and follow the steps below:

1. Click on "Browse All" (on the top right of the screen).
2. Click on "Certification Criteria" (near the search box).
3. Click on "View 2015 Certification Criteria."
4. Scroll down the list and CHECK 170.315 (f)(7): Transmission to Public Health Agencies - Health Care Surveys (Note: click anywhere but the pop-up).

35. I did not find our EHR product on the CHPL [Certified Health IT Product List](#) website. What should I do?

If you do not see your EHR product on the CHPL, ask your vendor if they are certified to *(f)(7)*. NCHS will maintain your active engagement status with us if your product is certified and not listed on the CHPL website yet.

36. What if the NHCS Registry Portal does not have the updated EHR vendor version listed on their website?

The EHR vendor list is updated once a month on the NHCS Registry Portal. Please select the most current version listed on the NHCS Registry, and once the EHR vendor list is updated, please update your vendor to its accurate version.

37. Are we in active engagement with NCHS if the current version of our EHR product is not on the CHPL?

You will remain in active engagement with the NHCS Registry Portal with an active engagement status (option) of 'EHR will be compatible' if you are planning on upgrading/trying to become compliant.

38. What if my product is not certified to (f)(7)?

If your EHR product is not certified to (f)(7) as of January 1, 2020, or if you do not plan to upgrade your product, then you will not be eligible for active engagement with the NHCS Registry.

NHCS Registry Portal Acronyms & Definitions Key

Acronyms	
AAEVD	Annual Active Engagement Verification Document
CY	Calendar Year
EHR	Electronic Health Record
MIPS	Merit-Based Incentive Payment System
NCHS	National Center for Health Statistics
NHCS	National Health Care Surveys
NPI	National Provider Identifier
PI	Promoting Interoperability
POC	Point of Contact
Registry	NHCS Registry Portal
Definitions	
Actual Group	A registration that requires a NPI number and is used to record an existing group practice's intent to submit data to the NHCS Registry.
Bulk Upload	A new feature that allows the registrar to submit all of their Provider/Group/Hospital Registrations at once by uploading a Bulk Upload spreadsheet to the NHCS Registry Portal.
Logical Group	An organizational mechanism that allows the user to organize their affiliated Provider/Group/Hospital Registrations and does not require a NPI number.
Point of Contact	The person we can reach out to when we are unable to contact the User. Unlike the User, this person does not have an account with the NHCS Registry Portal and is thus unable to manage the day-to-day operations of a registration.
Profile	Information about a registrar.
Registrant(s)	A provider, group, or hospital that has been registered by a registrar.
Registrar	The person that registers registrants.
Registration(s)	A registration is a collection of registrants.
Spreadsheet	An Excel spreadsheet used to process a Bulk Upload that contains all registrants and registration information for a registrar.
User	The person responsible for managing the day-to-day operations of a registration, such as reaching out to the hcs-support@cdc.gov inbox on behalf of the registered Providers, Hospitals and/or Groups.