Reminder: Nursing Facilities Should Not Share LTC Online Portal Credentials with DME Providers

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Nursing Facility (NF) providers are reminded that sharing Long Term Care (LTC) Online Portal credentials (user name, passwords) with durable medical equipment (DME) providers is a potential violation of the Health Insurance Portability and Accountability Act (HIPAA) security rule.

NF providers should never set up or request access to the LTC Online Portal for DME providers and allow them to complete the Nursing Facility Specialized Services (NFSS) Form on the LTC Portal to request specialized services. It is the responsibility of the NF to request necessary specialized services. DME suppliers should be given a blank copy of Supplier Information and MSRP Quote sections of the NFSS form and DME Signature Sheet for completion. The NF will then use the information from the DME provider to complete the required fields of the NFSS on the LTC Online Portal.

NFs, as HIPAA-covered entities, are responsible for their own incidents in accordance with the HIPAA Breach Notification Rule.

For more information, contact the LTC Help Desk at 1-800-626-4117, Option 1.