



Department of Health

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Commissioner

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Executive Deputy Commissioner

December 29, 2020

DAL: NH 20-18
SUBJECT: New Phone Number for the
Nursing Home Assistance and Coordination
Center (NHACC)

Dear Nursing Home Administrator:

I am writing to inform you that the Nursing Home Assistance and Coordination Center (NHACC) must be reached at a new phone number to provide additional support to nursing homes that are facing urgent challenges due to COVID-19. The number is **1-917-909-2676**.

Note that calls to 1-917-909-2676 will be answered by a New York State Department of Health employee identifying the number as belonging to the "Surge and Flex Operations Center". The Surge and Flex Operations Center now includes the NHACC functions, as well as those of the Hospital Capacity Coordination Center (HCCC). The previous phone number for the NHACC cannot be forwarded to this new number so you must direct dial.

As you are aware, the purpose of the NHACC is two-fold. NHACC staff will (1) support nursing homes in identifying solutions to staffing challenges, and (2) assist a nursing home if they cannot meet their obligations under the Public Health Law and regulations and need to decant residents to another nursing home facility.

General questions related to Executive Orders, Health Advisories, or other concerns, should be directed via email to covidnursinghomeinfo@health.ny.gov to ensure timely response and follow up as appropriate.

The NHACC provides assistance 24 hours a day, 7 days a week through a dedicated toll-free number. Nursing homes should be prepared to share any information requested by NHACC staff via telephone or email.

The NHACC is to supplement the work of the NYS DOH's long term care program staff. Please make sure to contact your regional LTC office program managers as well, should you need assistance.

Thank you for your attention to this matter and for all your COVID-19 efforts.

Sincerely,

Sheila McGarvey, RN BSN, Director
Division of Nursing Homes and ICF/IID Surveillance
Center for Health Care Provider Services and Oversight
Office of Primary Care and Health Systems Management