



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

May 10, 2020

DAL: NH 20-06
SUBJECT: Nursing Home Assistance and
Coordination Center (NHACC)

Dear Nursing Home Administrator:

The New York State Department of Health (DOH) recognizes that COVID-19 has presented unique challenges for nursing homes. On April 29, 2020, Commissioner Howard Zucker, M.D. released two letters to Nursing Home Administrators that communicated DOH guidance, and a reminder to all nursing homes of their obligations under Public Health Law and regulations. In order to provide additional support to nursing home residents, DOH has created the Nursing Home Assistance and Coordination Center (NHACC).

The NHACC has been established during the pandemic to respond to urgent requests from nursing homes statewide. The NHACC staff will assist nursing homes in identifying solutions through a dedicated toll-free number. The number is **1-833-978-2581**.

The NHACC will operate 24 hours a day, 7 days a week. As such, 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 Department of Health's long term care program staff. Please make sure to contact your regional LTC regional office program managers as well, should you need assistance .

As new guidance and information becomes available, the most current information will be posted on the DOH Novel Coronavirus (COVID-19) website at:

<https://www.health.ny.gov/diseases/communicable/coronavirus/>

General questions can be directed to the Division of Nursing Homes and ICF/IID surveillance at covidnursinghomeinfo@health.ny.gov.

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