

1. How do I gain access to the Nursing Home Federal Immediate & 5 Day reporting system?

- a. Go to our login page: [FEDREP login](#) . Click on 'New User' . Fill out the information, remembering:
 - i. If you need to register for multiple facilities, you need to register for each facility individually.
 - ii. You cannot use same/old User IDs.
 - iii. Your email must be your work email. Personal emails are no longer accepted.
 - iv. Your password should be letters and/or numbers, no spaces, or special characters.
- b. Once you click submit, print the User Agreement. The User and Administrator need to sign the User Agreement. Then send the User Agreement, with a copy of the facility license to our office by email or fax.
 - i. Email: FEDREP@ahca.myflorida.com
 - ii. Fax: 850-488-6094

2. The system tells me there are too many users. How do I remove old users?

- a. Each facility is allowed up to five active users. The Administrator will need to call/email our office for a list of active users.
 - i. Phone: 850-412-4489 or 850-412-4577
 - ii. Email: FEDREP@ahca.myflorida.com
- b. An email from the Administrator will need to be sent to our office with names of users that no longer require access. The Administrator will receive an email when names have been removed.

3. Why was my access to the NH Federal Reporting System denied?

- a. Once you submit your request, you must print the form and send it to our office along with a copy of the facility license. If we do not receive both, it will be denied.
- b. The administrator signature needs to be the Administrator named in our system. If it does not match, your User Agreement will be denied. The **Long-Term Care Unit** can assist with this.
 - i. Phone: 850-412-4303
 - ii. Email: LTCStaff@ahca.myflorida.com

4. I am unable to log into the system to submit a report. What do I do?

- a. Password: Click on 'forgot password' – answer your security questions – reset your password (letters and/or numbers only).
- b. Security Questions/Answers error: You will need to go back to the login page to create/submit a new User Agreement. We do not have your security answers.
- c. System error/system is down: If you need to submit a report, but the system is down you can send an email to our office FEDREP@ahca.myflorida.com to notify us. REMEMBER you will need to submit the report when you can log in. Make a note in your report that the system was down and that you notified our office.

5. I have access to the NH Federal Reporting System but need access to AIRS (15-day State report). Who should I contact?

- a. The Central Intake Unit grants access to the AHCA Portal (AIRS)
 - i. Phone: 850-412-3951
 - ii. Email: AHCARegistration@ahca.myflorida.com
 - iii. Link: [AIRS Registration](#)