Members of the National Center for Assisted Living (NCAL) may register for LTC Trend Tracker in order to use the **Turnover and Retention Upload**. This aspect of LTC Trend Tracker allows both skilled nursing and assisted living providers to benchmark themselves to their peers on key staffing data.

The Turnover and Retention Upload includes four questions for seven different staff positions, including administrators/executive directors, nursing staff, aides and total all-staff turnover. It is an effective way to track progress in the staffing stability goal with the AHCA/NCAL Quality Initiative.

Member assisted living communities must first become registered users of LTC Trend Tracker, before using the online tool. LTC Trend Tracker is a member benefit, with no additional costs to members who register.

Instructions on How to Register

Look Up Your NCAL ID

To register to use LTC Trend Tracker, each assisted living community must provide a specific ID number in their registration form (for skilled nursing centers, this is their Medicare Provider Number). The NCAL ID is unique to each member community and can be looked up through the LTC Trend Tracker website.

1. Go to www.LTCTrendTracker.com.

2. Click on "Register" to go to the Register webpage.

3. Scroll down to the **NCAL ID Lookup**.

   NCAL ID Lookup

   Search again by clicking this bar

   ZIP/Postal Code Contains

   SEARCH   CLEAR FILTERS

4. Type in the zip/postal code for the member assisted living community's physical address. Click on "Search" button to instantly see a list of communities matching the zip/postal code.

5. Find your assisted living community. **Take note of the NCAL ID associated with your community(ies).** You will need this as part of the registration process.

   Note: If you are unable to locate your community through the NCAL ID Lookup, please email help@LTCTrendTracker.com. You can also enter *999999* in the registration form, if you cannot find your NCAL ID through the lookup.

   Multi-Community Companies: Assisted living companies with 10 or more communities are encouraged to first, register to use LTC Trend Tracker (steps below) and then email help@LTCTrendTracker.com for assistance with their member communities' NCAL IDs.

Register Your Company

Note: Multi-community organizations consist of any companies with two or more assisted living communities. The LTC Trend Tracker registration form must be completed by the corporate office.

1. Still on the Register webpage, below the NCAL ID Lookup, click on "Register as a Multi-Facility Organization."

NEED MORE ASSISTANCE?
EMAIL HELP@LTCTRENDTRACKER.COM

YOUR QUALITY & PERFORMANCE SOLUTION
WWW.LTCTRENDTRACKER.COM

© AMERICAN HEALTH CARE ASSOCIATION
NATIONAL CENTER FOR ASSISTED LIVING

2. You will be taken to a new window with the online registration form for LTC Trend Tracker. Fill out the contact information for the account administrator and the authorized agent of the organization (steps 1 and 2).

3. Read and accept the acceptance agreement and click on the "Register" button.

4. Once registration is complete, LTC Trend Tracker customer service will send an excel workbook for you to complete. You will receive this workbook within 3-5 business days from the day you register. Please complete the workbook and send it back to the LTC Trend Tracker customer service team.

    Note: You will need your NCAL ID for each community in order to complete the workbook. If your company has 10 or more communities, please email help@LTCTrendTracker.com for assistance with your NCAL IDs.

5. Once the LTC Trend Tracker team has received your completed workbook, you will receive a welcome email within 7-10 business days that indicates your organization is approved to use LTC Trend Tracker, along with your login and password. In addition, it will indicate how to set up your users and additional account information. At any time, you may contact customer support for training.

Register Your Single Community

1. Still on the Register webpage, below the NCAL ID Lookup, click on "Register as an Individual Facility/Owner."

2. You will be taken to a new window with the online registration form for LTC Trend Tracker. Fill out the contact information for the account administrator and the authorized agent of the organization (steps 1 and 2).

3. On Step 3, provide the NCAL ID for your member community you found through the lookup tool in the Medicare Number box. (You can also enter *999999* in the registration form, if you cannot find your NCAL ID through the lookup.) You can leave the NPI box blank, since assisted living communities do not have a national provider identifier.

    Step 3.

    Provide your community's NCAL ID or center's Medicare Number and National Provider Identifier. *Note: if you are registering an Assisted Living Community, and you do not know your NCAL ID please enter '999999' in the box below.*

    | Medicare Number | 999999 | * |
    | NPI | | |

4. Read and accept the acceptance agreement and click on the "Register" button.

5. The LTC Trend Tracker team is notified of your registration and processes your form. Once your community is approved to use LTC Trend Tracker, you will receive a welcome email within 3-5 business days with your login and password. In addition, the email will indicate how to set up your users and additional account information. At any time, you may contact customer support at help@LTCTrendTracker.com for training.

NEED MORE ASSISTANCE?
EMAIL HELP@LTCTRENDTRACKER.COM

YOUR QUALITY & PERFORMANCE SOLUTION
WWW.LTCTRENDTRACKER.COM

AMERICAN HEALTH CARE ASSOCIATION
NATIONAL CENTER FOR ASSISTED LIVING