



## Care Compare Five-Star Ratings of Nursing Homes Provider Rating Report for May 2023

Ratings for <b>Finger Lakes Center for Living (335785)</b> <b>Auburn, New York</b>			
Overall Quality	Health Inspection	Quality Measures	Staffing
★★★★★	★★★★★	★★★★	★★★★

*The Five-Star ratings provided above will be displayed for your nursing home on the Care Compare website on or around May 31, 2023. The health inspection rating incorporates data reported through April 30, 2023. The time periods for each of the quality measures that contribute to the Quality Measure (QM) rating can be found in the QM tables located later in this report. The staffing rating is based on payroll-based journal (PBJ) staffing data reported through the fourth calendar quarter of 2022.*

### Helpline

The Five-Star Helpline will operate Tuesday - Friday **May 30 - June 2, 2023**. Hours of operation will be from 9 am - 5 pm ET, 8 am - 4 pm CT, 7 am - 3 pm MT, and 6 am - 2 pm PT. The Helpline number is 1-800-839-9290. The Helpline will be available again **June 26 - 30, 2023**. During other times, direct inquiries to [BetterCare@cms.hhs.gov](mailto:BetterCare@cms.hhs.gov) as Helpline staff help respond to e-mail inquiries when the telephone Helpline is not operational.

### Important News

There is no important news for this refresh. However, please be aware that CMS may make news available to you through other channels. It is recommended that you to always monitor CMS communications for information related to the Five-Star Ratings.