



## Care Compare Five-Star Ratings of Nursing Homes Provider Rating Report for August 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 August 30, 2023. The health inspection rating incorporates data reported through July 31, 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 first calendar quarter of 2023.*

### Helpline

The Five-Star Helpline will operate Monday - Friday **August 28 - September 1, 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 **September 25 - 29, 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

**Provider Preview Reports will be moving to iQIES in August 2023. Please follow the steps below to locate the Provider Preview Report in iQIES.**

1. Log into iQIES at <https://iqies.cms.gov/> using your Health Care Quality Information Systems (HCQIS) Access Roles and Profile (HARP) user ID and password
2. Select the My Reports option from the Reports menu.
3. From the My Reports page, locate the Provider Preview Reports folder.

Contact the iQIES Service Center via email ([iQIES@CMS.HHS.GOV](mailto:iQIES@CMS.HHS.GOV)) or by phone (800-339-9313) if assistance to log into iQIES or to locate the Provider Preview Reports is required.