



Care Compare Five-Star Ratings of Nursing Homes Provider Rating Report for March 2024

Ratings for Finger Lakes Center for Living (335785) Auburn, New York			
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 March 27, 2024. The health inspection rating incorporates data reported through February 29, 2024. 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 third calendar quarter of 2023.

Helpline

The Five-Star Helpline will operate Monday - Friday **March 25 - 29, 2024**. 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 **April 22 - 26, 2024**. During other times, direct inquiries to BetterCare@cms.hhs.gov as Helpline staff help respond to e-mail inquiries when the telephone Helpline is not operational.

Important News

Staffing freeze and new turnover penalty.

The March Provider Previews would typically contain prospective staffing data that would be posted publicly in April. However, CMS will be freezing the staffing level measures for three months beginning in April while developing a new case-mix adjustment methodology. Therefore, this report contains the frozen staffing level measures (the same as those posted in January 2024, using data for CY 2023Q3).

Unlike the staffing level measures, the turnover measures will not be frozen in April. In addition, CMS will implement a turnover penalty for providers that fail to submit accurate staffing data beginning in April 2024. Specifically, providers that fail to submit staffing data or submit erroneous data for one or more quarters used in the turnover calculation will receive the lowest score possible for corresponding staff turnover measures. The turnover data shown in this report are prospective, using data from CY 2022Q3 – 2023Q4, which will be posted publicly in April 2024 with the new penalty applied.