



2025 Maryland Long Term Care Survey

SURVEY FACT SHEET

Important Dates:

COMPREHENSIVE CARE: Survey Start Date: **MARCH 23, 2026**
Survey Due Date: **APRIL 21, 2026**

ASSISTED LIVING AND CHRONIC CARE: Survey Start Date: **MARCH 23, 2026**
Survey Due Date: **MAY 21, 2026**

Sign On Information: Your Facility Logon ID and Password are at the bottom of this Page **(On the Notice Letter Sent on March 11, 2026).**

Activate Survey:

- **To Complete the One-Time Survey Activation:**

1. Click on “Activate Your Survey” Link.

Please go directly to the website. YOU CAN ACTIVATE YOUR SURVEY UPON RECEIPT OF THIS LETTER. You only need to activate your survey once.

Log on to the Survey:

- **To Access and Complete Your Survey:**

1. Go to the MHCC website <http://mhcc.maryland.gov>;

2. Under **Health Care Community**, click on [Surveys](#);

3. Click on [Annual Long Term Care Survey](#); and

4. Click on [2025 Long Term Care Survey](#) or

Type <https://mhcc.maryland.gov/surveys/ltc2025/index.aspx>

5. **Logon ID and Password - Please find it at BOTTOM of this letter (Notice Letter).**

To access your Survey for the first time, you must click on “*ACTIVATE YOUR SURVEY*” before GAINING ACCESS TO YOUR SURVEY. The date you *Activate Your Survey* will be recorded as your *Certified Receipt Date* as confirmation that you received notification of the Survey, but it has no bearing on the actual collection period. Therefore, you can ‘Activate’ your Survey upon receipt of this Notice letter.

Survey Support:

- **Help and Frequently Asked Questions Links**

2025 Maryland Long Term Care Survey

This year, we again offer a “Help” link in the Survey. If you click on “Help” on the Survey screen, a file labeled “Definitions (Search by Question or Section number)” provides general information as well as guidance on specific Survey questions.

In addition to the technical “Help,” the Survey also contains a link to more general “[Frequently Asked Questions About the Long Term Care Survey](#)” to assist you in completing the Survey and to reduce the need for emails to staff. This link is located on the Commission’s website for you to access. **You are strongly encouraged to review the “Frequently Asked Questions” prior to beginning the Survey.**

Information is available on the Survey website to help you get started. On the “Survey Notices” and “Logon” pages of the Survey, you will find the links to: 1) General Information about the 2025 Survey; and 2) Technical Information Regarding the 2025 Survey.

- **Assistance While Completing the Survey – [MESSAGE CENTER](#)**

Important – Please read carefully: The Commission now operates on a hybrid basis; that is, Staff will be working remotely (teleworking) on some days and working in the office on other days during the week. As such, we encourage you to contact us via the survey application first, and by telephone if you do not get a response within 24 hours. As in past years, we stress that you utilize the *Message Center*. If you have any questions, need clarification, or require assistance after using the technical “Help” feature and reading the general Questions and Answers available in the Survey application, you can contact the Survey Administrator, Ms. Catherine Victorine, using **THE MESSAGE CENTER, located on the Sign-In Screen in the top right corner.**

In fairness to all who require assistance, requests received each day will be processed in the order they were received. Please allow time for a response, as staff will also be auditing the submitted surveys. Requests sent through the Message Center will receive priority responses. If necessary, staff will respond to questions by telephone on an as-needed basis regarding logon ID and logon technical issues, but you may experience delays. This measure is necessary due to the large number of survey participants. Complete and submit your survey early so that there is sufficient time for MHCC Staff to review and return to you any corrections or incomplete items before the due date. **If your Survey is rejected, you must resubmit your corrected Survey within 24 hours for review. Your Survey is not considered complete unless it has been accepted.** All Email Correspondence sent directly to Ms. Catherine Victorine should include in the Subject Line 1) 2025 LTC Survey, 2) the Facility Name, and 3) Your Long Term Care Facility ID.

- **Provide LTC Documentation – [Survey Email Address](#)**

The Survey Email Address to provide documentation, request an extension, or send responses to the Fine notices or direct emails, is ltcsurvey.mhcc@maryland.gov.

- **User Fee Assessment (Comprehensive Care Facilities ONLY):** If you have questions about the administration or calculation of the user fee assessment, please email mhcc.userfee@maryland.gov or call (410) 764-5593.



2025 Maryland Long Term Care Survey

New for 2025: Calculation of Total Patient Days FORM

To help providers in answering Question 25 of the survey, 'Total Patient Days for the Calendar Year,' in Section 3, we have included an Excel form with examples on how to interpret the question and calculate total patient days for the calendar year. You can also use this form to verify your responses to other census questions within that section, as well as total patient days for the Fiscal Year, broken down by Payer Types in Section 6.

New for the 2025 collection are specific questions on nursing home acquisitions.

If your facility experienced a CHOW/nursing home acquisition in 2025, I encourage you to review the questions early and contact us for assistance within the first week of this collection.

- **Survey Status** **OFFICIAL EMAIL ADDRESS**

All communications on the status of your survey will be sent by email. It is therefore important that you provide MHCC with the correct email address in the field “*Official Email Address*”. It should be the Email Address of the Facility Administrator or the person responsible for answering survey questions. Emails are sent to the official email address and the contact person's email. Therefore, the administrator's email should be one or the other. We will use all the email addresses provided in direct emails.

- **Survey Status** **REJECTED SURVEY**

It is your responsibility to ensure that your survey has been accepted. Therefore, you must log on to your survey within 24 hours of submitting your survey to find out the status of your survey. **If your Survey is rejected, you must resubmit your corrected Survey within 24 hours for review.** *Courtesy Rejection Notice Reminders are sent only when we do not have a backlog.*

Staff will work with providers during the collection period to address any concerns they may experience.

If you receive this email, but you are no longer responsible for the Survey, please contact me to have it removed. Please accept our apologies

