

February 9, 2026

Re: Care Center Portal - OHID Configuration Update

Dear Administrators of Assisted Living Facilities and Nursing Homes,

The Ohio Department of Aging (AGE) is introducing an additional security measure to bolster best practices. AGE will soon enable OHID, the centralized statewide user identification number that is required to access all Ohio applications, including the Facility Profile Administration and EXCEL Academy within the Care Center Portal (CCP). This will impact any user currently accessing the CCP, such as the Facility Administrator, Director of Nursing, Infection Preventionist, and Medical Director.

To prepare for this change, you must create a unique OHID account, which is an 8-digit number, by **Tuesday, March 31, 2026**. Please note, each OHID account will require a unique email address specific to one user. For questions, you can [click here](#) for step-by step instructions, contact the OHID Help Desk at 614-644-6860 and select Option 7, or email [OIT.CustomerSupport@das.ohio.gov](mailto:OIT.CustomerSupport@das.ohio.gov).

Lastly, facilities are reminded to update their facility profiles quarterly within the CCP, and are required to do so annually. Keeping facility profiles regularly updated in the portal is essential to providing Ohioans with accurate, up-to-date information to facilitate consumer choice. The reported information is integrated with the [Long-Term Care Quality Navigator](#), which is Ohio's nationally award winning public-facing dashboard.

Thank you in advance for your cooperation in making Ohio the best place to age in the nation.

Sincerely,



Ursel J. McElroy

Director

Ohio Department of Aging