



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
PO Box 45600, Olympia, WA 98504-5600

August 21, 2025

Amended September 30, 2025

HCLA: NH #2025-042

**QSSAM-25-03-NH, REVISED: TEMPORARY PAUSE IN NURSING HOME (NH) CARE
COMPARE UPDATES**

Dear Nursing Facility/Home Administrator:

Residential Care Services (RCS) is writing to inform facilities that the Centers for Medicare and Medicaid Services (CMS) has recently updated the guidance that temporarily paused the monthly updates to the nursing home (NH) Care Compare website.

In **July 2025**, CMS began the transition of its NH survey and certification data framework from the legacy Quality Improvement and Evaluation System (QIES) to the cloud-based Internet Quality Improvement and Evaluation System (iQIES).

This shift to iQIES strengthens CMS's capabilities by providing a stronger and more efficient framework for the collection, analysis, and reporting of NH care data. This transition plays an important role in improving the quality of care for Medicare and Medicaid beneficiaries by enabling better oversight, promoting transparency, and supporting ongoing enhancements within NHs.

On **August 15, 2025**, CMS released **QSSAM-25-03-NH₁**, notifying state agencies and NH providers that CMS is temporarily pausing the monthly updates to the NH Care Compare Five Star Rating System, as of **July 30, 2025**, continuing through **September 2025**.

During this time, the information displayed on NH Care Compare will remain static. Regular data refreshes are anticipated in **October 2025**. This pause is to ensure data integrity and to verify that the publicly reported information meets CMS quality standards.

What's changed?

On **September 10, 2025**, CMS issued [QSO-25-20-NH REVISED](#), detailing upcoming revisions to the NH Care Compare website. Effective **September 24, 2025**, the website will be updated to reflect the following information:

- **Payroll-Based Journal and Schizophrenia Coding Audits:** Audit findings related to these areas will be posted on the website.
- **Special Focus Facility (SFF) Status:** NHs designated as SFFs will have this status reflected on the Care Compare website.

Please note - All other data on the website will remain static based on the last refresh date of July 30, 2025.

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NHs will still be required to display their most recent inspection reports, known as the CMS-2567 Statement of Deficiencies, in a public area within their facilities. This requirement, at [F577](#), Right to Survey Results/Advocate Agency Info [[42 CFR §483.10\(g\)\(10\)](#)], aims to empower residents, their families, and visitors to make informed decisions by providing transparency into any identified care deficiencies.

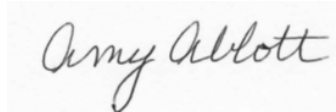
In addition to facility posting requirements, the Freedom of Information Act (FOIA), permits any member of the public the ability to formally request federal agency records, including CMS inspection documents and related compliance materials. Visit <https://www.cms.gov/Regulationsand-Guidance/Legislation/FOIA> for instructions on how to submit a FOIA request.

To access the NH Care Compare page, go to <https://www.medicare.gov/carecompare/>.

For questions or concerns relating to this memorandum, please contact BetterCare@cms.hhs.gov.

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact Tiffany Meyers, Nursing Home Policy Program Manager, at rcspolicy@dshs.wa.gov.

Sincerely,

A handwritten signature in black ink that reads "Amy Abbott". The signature is written in a cursive, flowing style.

Amy Abbott, Director
Residential Care Services

DSHS: *"Partnering with People"*

Related References: [QSO-25-20-NH REVISED](#), [F577](#), [42 CFR §483.10\(g\)\(10\)](#)