

## FREQUENTLY ASKED QUESTIONS AND PARTICIPANT SUPPORT

### PARTICIPANT SUPPORT

INQUIRY	CONTACT INFORMATION
<p><b>Email NSQAP to:</b></p> <ul style="list-style-type: none"> <li>➤ Update Contact and/or Demographic Information (Laboratory name, address, primary contact name, primary contact email, address, and telephone)</li> <li>➤ Ask Technical Questions</li> <li>➤ Request NSQAP Portal access for Primary Contact (Access for additional contacts - see “Add/Remove Portal Users” below)</li> </ul>	<p><b>Contact NSQAP at</b></p> <p><a href="mailto:NSQAPDMT@cdc.gov">NSQAPDMT@cdc.gov</a> Include your laboratory code number in all correspondence.</p>
<p><b>NSQAP Portal Login Problems:</b></p> <ul style="list-style-type: none"> <li>➤ Forgot password</li> <li>➤ Expired Password</li> </ul>	<p><b>If unable to recover password using “Forgot Your Password”, contact SAMS HelpDesk.</b></p> <p><a href="mailto:samshelp@cdc.gov">samshelp@cdc.gov</a> 877-681-2901</p>
<p><b>Schedules: ship date, data due date, and report and evaluation publish date</b></p>	<p><b>Schedule is located lower left on homepage of NSQAP Portal.</b> <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a> <i>Login is not required to view the schedule</i></p>
<p><b>Shipping Questions or Concerns</b> NOTE: If you have not received your package within seven days of ship date, create a HELP request to avoid penalty for not reporting data.</p>	<p><b>Create a new request in the HELP section of the NSQAP Portal</b></p> <ul style="list-style-type: none"> <li>• Log into the NSQAP portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></li> <li>• Click on “Help” on black bar (top menu bar)</li> <li>• Click on “Help” on the pull down</li> <li>• Click on “Open New Request”</li> <li>• Under the help category, choose “Shipping”</li> <li>• Write your questions or concerns in “Description” section</li> </ul>
<p><b>Add/Remove Programs to existing Account</b></p>	<p><b>Create a new request in the HELP section of the NSQAP Portal</b></p> <ul style="list-style-type: none"> <li>• Log into the NSQAP portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></li> <li>• Click on “Help” on black bar (top menu bar)</li> <li>• Click on “Help” on the pull down</li> <li>• Click on “Open New Request”</li> <li>• Under the help category, choose “Modify (add/remove) programs”</li> <li>• List programs you would like to add or remove from your account (Program list located below FAQs)</li> </ul>
<p><b>Add/Remove Portal Users</b> Primary Contact must request additional users</p>	<p><b>Primary contact must create a new request in the HELP section of the NSQAP Portal</b></p> <ul style="list-style-type: none"> <li>• Log into the NSQAP portal <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></li> <li>• Click on “Help” on black bar (top menu bar)</li> <li>• On pull down menu, click “Add/Remove Users”</li> </ul>
<p><b>Report PT and QC data</b></p>	<p><b>Report all data in NSQAP Portal</b> <a href="https://nbs.dynamics365portals.us/">https://nbs.dynamics365portals.us/</a></p>

**WHAT ARE CRITERIA FOR PARTICIPATION IN THE NEWBORN SCREENING QUALITY ASSURANCE PROGRAM (NSQAP)?**

The laboratory must use the dried blood spot (DBS) matrix, and the laboratory's analyte reference ranges must represent the newborn period of life.

**HOW DO I ENROLL IN THE NSQAP?**

For new participants, complete the Participation Request Form at this link <https://nbs.dynamics365portals.us/pr/>

*NOTE: When completing the request form, you must provide a business street address. We cannot ship to a residential address or a Post Office Box. Tax ID and broker information may be required for laboratories located outside the United States.*

**IS THERE A COST FOR MATERIALS OR A COST FOR SHIPPING?**

There is no cost for DBS materials or shipping for regularly scheduled shipments. Any documents, import permits, fees, taxes, or other costs required by your country for release of your package from customs are your responsibility.

**WHEN WILL I START RECEIVING PROFICIENCY TESTING (PT) AND/OR QUALITY CONTROL (QC) DBS MATERIALS?**

NSQAP must receive your Participation for Request by August 31 for consideration. If you meet this deadline and NSQAP approves your request, you will receive dried blood spot materials in January of the upcoming year. Example: Enroll by August 31, 2022 for participation starting in January of 2023. Participation requests received after August 31 are processed for the following year.

**WHAT IF I DO NOT RECEIVE MY MATERIALS?**

To avoid penalty for not reporting data, create a Help Request and select the Shipping category if you have not received materials within seven days of scheduled shipment. The shipping schedule is located here

<https://nbs.dynamics365portals.us/>

**WHAT IF I CANNOT REPORT MY RESULTS BY THE DATA DEADLINE? CAN I ASK FOR AN EXTENSION?**

We do not accept late data and we cannot extend the data reporting deadline. If you are unable to report PT data by the data due date, we encourage you to conduct a self-evaluation after the summary report is published.

**DO I HAVE TO RE-ENROLL EACH YEAR?**

If your account is active, you do not need to re-enroll.

**HOW DO I REMAIN ACTIVE IN THE NSQAP?**

Your laboratory must report data for each enrolled program at least one time per year to remain active in the NSQAP.

**DO I HAVE TO REPORT RESULTS FOR ALL ANALYTES IN EACH PROGRAM I AM ENROLLED?**

Only report results for analytes your laboratory routinely tests. You must report data for at least one analyte for each program you are enrolled.

## PROFICIENCY TESTING PROGRAMS

(Enrollment in these programs is not guaranteed and is subject to review)

PROFICIENCY TESTING PROGRAMS Three events per year	ANALYTE(S) INCLUDED
<b>Acylcarnitines (ACPT)</b>	C0(L), C2(L). C3, C3DC, C3DC+C4OH, C4, C4OH, C5, C5:1, C5DC, C5OH, C6, C8, C10, C10:1, C10:2, C14, C14:1, C16, C16OH, C18, C18:1, C18OH
<b>Adrenoleukodystrophy (ALDPT)</b>	24:0-Lysophosphatidylcholine, 26:0-Lysophosphatidylcholine
<b>Amino Acids and SUAC (AAPT)</b>	Arginine, Citrulline, Leucine, Methionine, Phenylalanine, Succinylacetone, Tyrosine, Valine
<b>Biotinidase Deficiency (BIOTPT)</b>	Biotinidase
<b>Cystic Fibrosis DNA Variant Detection (CFDNA)</b>	Cystic Fibrosis DNA Variants
<b>Galactose-1-phosphate Uridyltransferase Deficiency (GALTPT)</b>	Galactose-1-phosphate Uridyltransferase
<b>Glucose-6-phosphate Dehydrogenase Deficiency (G6PDPT)</b>	Glucose-6-phosphate Dehydrogenase
<b>anti-HIV-1 Antibodies (HIVPT)</b>	anti-HIV-1 Antibodies
<b>Hormone + Total Galactose (HORMPT)</b>	Thyroxine, Thyroid Stimulating Hormone, 17 $\alpha$ -Hydroxyprogesterone, and Total Galactose
<b>Immunoreactive Trypsinogen (IRTPT)</b>	Immunoreactive Trypsinogen
<b>Lysosomal Storage Disorders (LSDPT)</b>	Galactoceramidase, Acid $\alpha$ -Glucosidase, $\alpha$ -L-Iduronidase
<b>Second-tier Congenital Adrenal Hyperplasia (CAHPT) by LC-MS/MS</b>	17 $\alpha$ -hydroxyprogesterone, 4-androstenedione, cortisol, 11-deoxycortisol, 21-deoxycortisol
<b>Sickle Cell Disease and Other Hemoglobinopathies (HbPT)</b>	<i>Enrollment currently closed. Requests added to waitlist.</i> Sickle Cell Disease and Other Hemoglobinopathies
<b>Spinal Muscular Atrophy (SMAPT)</b>	Survival Motor Neuron 1 (SMN1) Exon 7
<b>T-cell Receptor Excision Circle (TRECPT)</b>	T-cell Receptor Excision Circle
<b>anti-Toxoplasma Antibodies (TOXOPT)</b>	<i>Toxoplasma gondii</i> IgM Antibodies

## QUALITY CONTROL PROGRAM

*(Enrollment in these programs is not guaranteed and is subject to review)*

QUALITY CONTROL PROGRAMS Two events per year	ANALYTE(S) INCLUDED
<b>17 <math>\alpha</math>-Hydroxyprogesterone + Total Galactose (17OHPQC and TGalQC)</b>	17 $\alpha$ -Hydroxyprogesterone, and Total Galactose
<b>Galactose-1-phosphate Uridyltransferase (GALTQC)</b>	Galactose-1-phosphate Uridyltransferase
<b>anti-HIV-1 Antibodies (HIVQC)</b>	anti-HIV-1 Antibodies
<b>Immunoreactive Trypsinogen (IRTQC)</b>	Immunoreactive Trypsinogen
<b>Lysosomal Storage Disorders (LSDQC)</b>	Galactocerebrosidase, Acid $\alpha$ -Glucosidase, $\alpha$ -L-Iduronidase $\alpha$ -Galactosidase, $\beta$ -Glucocerebrosidase, Acid Sphingomyelinase
<b>Tandem MS 1 (MSMS1QC)</b>	Arginine, Alanine, Citrulline, Creatine, Creatinine, Guanidinoacetic Acid, Glycine, Leucine, Methionine, Ornithine, Phenylalanine, Succinylacetone, Tyrosine, Valine, C0, C2, C3, C3DC, C3DC+C4OH, C4, C4OH, C5, C5:1, C5DC, C5OH, C6, C8, C10, C12, C14, C14:1, C16, C16OH, C18, C18OH, C20-LPC, C22-LPC, C24-LPC, C26-LPC
<b>Thyroxine (T4QC)</b>	Thyroxine
<b>Thyroid-Stimulating Hormone (TSHQC)</b>	Thyroid Stimulating Hormone

SECOND-TIER QUALITY CONTROL PROGRAMS Two events per year	ANALYTE(S) INCLUDED
<b>Second-tier Congenital Adrenal Hyperplasia by LC-MS/MS (CAHQC)</b>	17 $\alpha$ -Hydroxyprogesterone, 4-Androstenedione, Cortisol, 11-Deoxycortisol, 21-Deoxycortisol
<b>Second-tier Maple Syrup Urine Disease and Phenylketonuria by LC-MS/MS (MSUD-PKUQC)</b>	Alloisoleucine, Isoleucine, Leucine, Phenylalanine, Tyrosine, Valine
<b>Second-tier Methylmalonic/Propionic Acidemia and Homocystinuria by LC-MS/MS (MMA-HCYQC)</b>	Malonic Acid, Methylmalonic Acid, Ethylmalonic Acid, 2-Methylcitric Acid, Total Homocysteine