

[illegible]

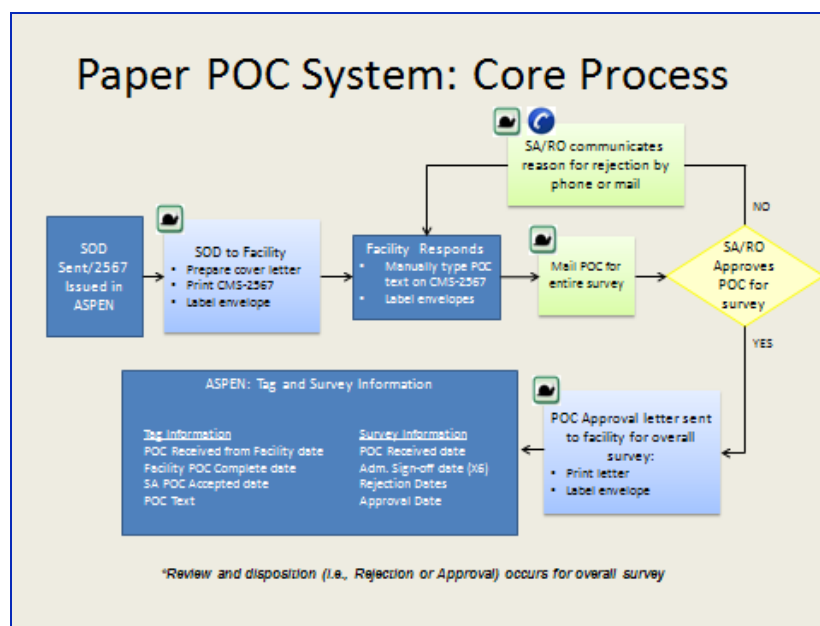
Contents

ePOC Overview	5
Current POC Process	5
New POC Process	5
ASPEN Web: ePOC	6
ePOC Access and Facility Registration	7
ePOC Posting Qualifications	14
ePOC in ASPEN	15
ASPEN Web: Basic ePOC Process	15
ASPEN Web: Other ePOC Processes	17
POC Emails and Reports in ASPEN	18
ASPEN Web: Special ePOC Cases	18
Configuring ePOC in ASPEN	19
ePOC Scenarios	20
#1 Configuring ASPEN for ePOC	20
Part 1: SA enables ePOC in ASPEN	20
Part 2: SA activates ePOC for one or multiple facilities	20
#2: Basic ePOC Lifecycle	22
Part 1: SA creates survey with tags and posts it for facility review	22
Part 2: Facility reviews SOD and submits POCs for all tags	25
Part 3: POC Manager in ASPEN	29
Part 4: SA approves/rejects POCs	30
Part 5: Facility resubmits POC for rejected tag	32
Part 6: SA approves resubmitted POC	33
#3: Investigation survey with PNC and A-tags	33
Part 1: SA creates intake and investigation survey with PNC and A-tags	33
Part 2: SA posts investigation survey to ASPEN Web	34
Part 3: Facility reviews SOD and acknowledges PNC and A-tags	35

#4: Deficiency-free Surveys	36
Part 1: SA creates and posts deficiency-free survey	36
Part 2: Facility reviews and acknowledges SOD	37
#5: IJ, Revisit, & LSC Surveys	39
Part 1: SA creates and posts survey with IJ tag, then adds and posts non-IJ tags	39
Part 2: SA creates and posts a revisit	44
Part 3: SA creates and posts an LSC survey with multiple buildings	45
#6: FMS Surveys	47
Part 1: RO creates and posts an FMS survey	47
Part 2: Facility reviews FMS SOD and submits POCs	48
Part 3: SA cannot approve/reject FMS POCs.....	49
Part 4: RO approves/rejects FMS POCs	49
#7 Facility ePOC Attachments	50
Part 1: Facility adds attachments and submits POCs	50
Part 2: ASPEN: SA views facility attachments while reviewing POCs	52
#8 ASPEN ePOC History	53
Part 1: SA views ePOC history for a tag	53
#9 ePOC Special Situations	54
Part 1: SA removes POC approval.....	54
Part 2: SA removes an ePOC Posting	54
Part 3: SA stops, then un-stops a survey	57
#10 ePOC Emails.....	58
Part 1: SA sets up email recipients	58
Part 2: SA views ePOC email history	61
Part 3: ePOC Email Notices	62
#12 ePOC Management Reports.....	73
Part 1: SA generates ePOC management reports.....	74

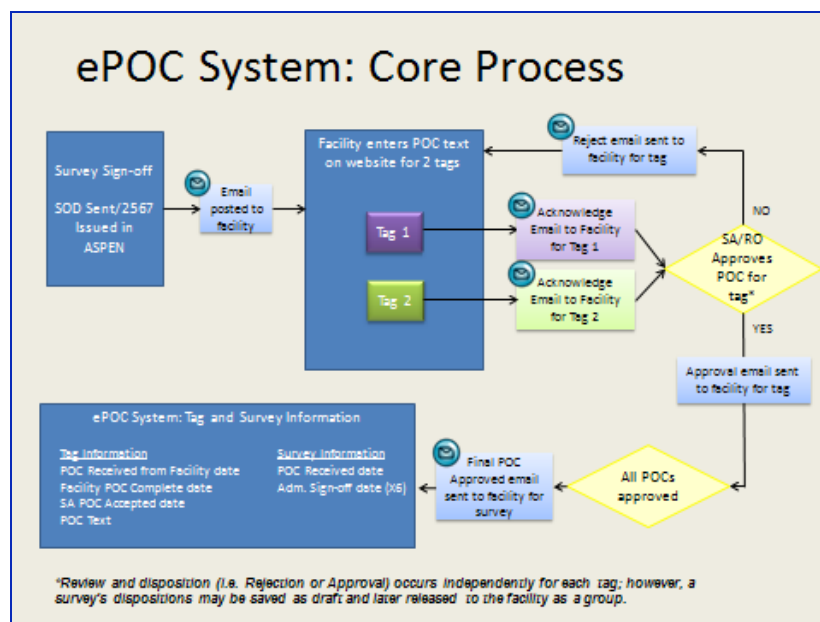
ePOC Overview

Current POC Process



Flowchart showing the current POC paper process.

New POC Process



Flowchart showing the new electronic POC process.

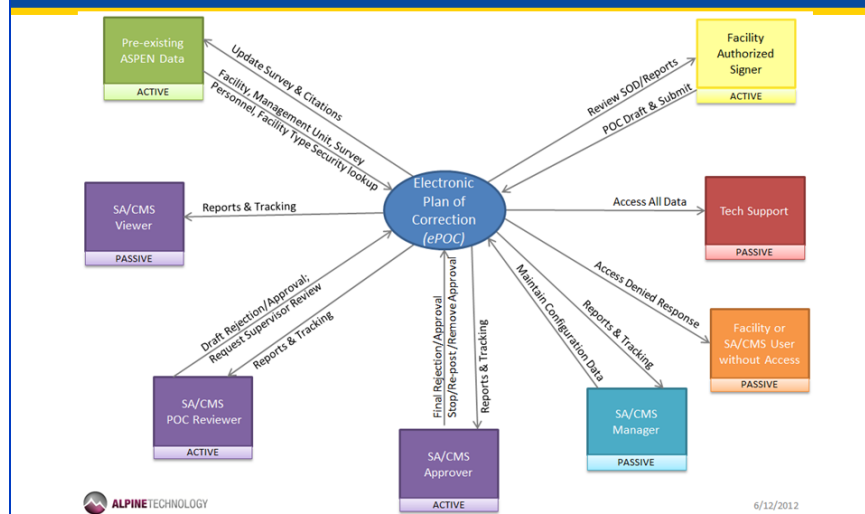
ASPEN Web: ePOC

ASPEN Web: ePOC Initiation

- Three layers of ePOC initiation
 - CMS permits ePOC usage by all states
 - Post Phase-In Period
 - States configure for Health/LSC or Both activation
 - Facility Activation
 - Individual Facility Activation
 - Team (Work Unit) Activation

ASPEN Web: ePOC Initiation.

ASPEN Web: ePOC Context Diagram Active & Passive Actors



ASPEN Web: ePOC Context Diagram showing Active and Passive Actors.

ePOC Access and Facility Registration

ePOC: User Access

- ePOC Implementation by User Group
 - SA/RO Embedded in ACO and ACTS
 - Offers centralized workplace for convenience
 - Access Control via existing ASPEN Facility Type and menu security
 - Provider Access via ASPEN Web

Requirements for ePOC User Access.

ePOC: Facility Enrollment

- Limited to Nursing Home facilities in first release
- QIES and Juniper Account Required

Requirements for ePOC Facility Enrollment.

MDS and ePOC Registration

- Login through CMSNet
- Single-facility end users responsible for
 - MDS submissions
 - CASPER Reports and/or
 - ePOC processing
- Users requiring access to multiple facilities
 - Enroll via the registration form process noted on the QTSO website

Login registration process for single and multiple facility users.

Single Facility User

- CMSNet (Verizon) Request Form on QTSO Website:
<https://www.qts.com/cmsnet.html>

CMSNet (Verizon)- Submission Access

[Submission Access](#) (posted 09/21/2012)

Access Request Forms

Notice: If you are requesting a new CMSNet (Verizon) User ID, you will also need to submit a request for an MDS/OASIS Access ID. This does not apply to IRF, LTCH and Swing Bed Individual users.

State Agency, Regional Office, Central Office, AO & VA Use Only (Not for Providers): General and ASPEN Users
[Data Access Request Forms](#)

ASPEN Web

[CMSNet \(Verizon\) Access Request Form - MDS \(NH\), OASIS & ASPEN Web Users](#) (posted 03/14/2013) 
[Data Access Request Forms](#)

Online CMSNet (Verizon) Request Forms on QTSO Website page.

Single Facility User

- CMSNet (Verizon) Submission Access

CMSNet (Verizon)- Submission Access

[Submission Access](#) (posted 09/21/2012)

Access Request Forms

Notice: If you are requesting a new CMSNet (Verizon) User ID, you will also need to submit a request for an MDS/OASIS Access ID. This does not apply to IRF, LTCH and Swing Bed Individual users.

State Agency, Regional Office, Central Office, AO & VA Use Only (Not for Providers): General and ASPEN Users

[Data Access Request Forms](#)

ASPEN Web

[CMSNet \(Verizon\) Access Request Form - MDS \(NH\), OASIS & ASPEN Web Users](#) (posted 03/14/2013)

[Data Access Request Forms](#)


Online Submission Access link page for a single facility user.

Single Facility User Online Registration

Submission Access

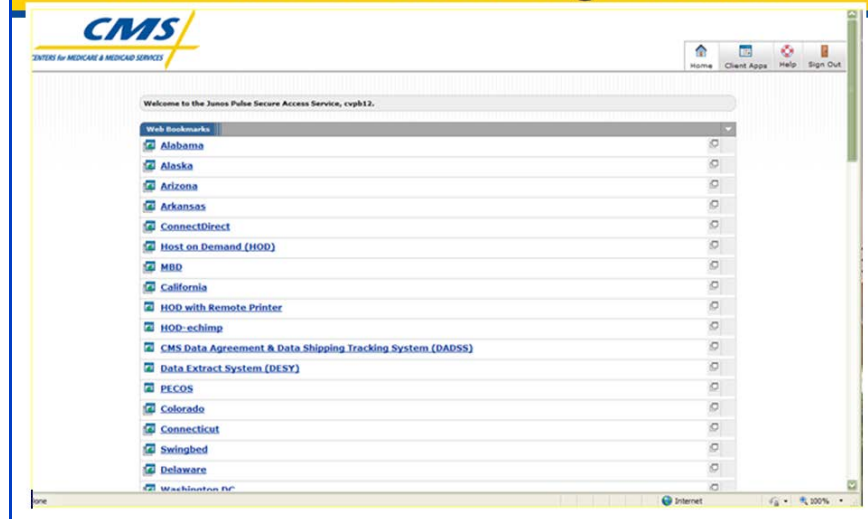
Select your state from the dropdown list or from the image below.

Select Your State Select



Online Submission Access page – select state map.

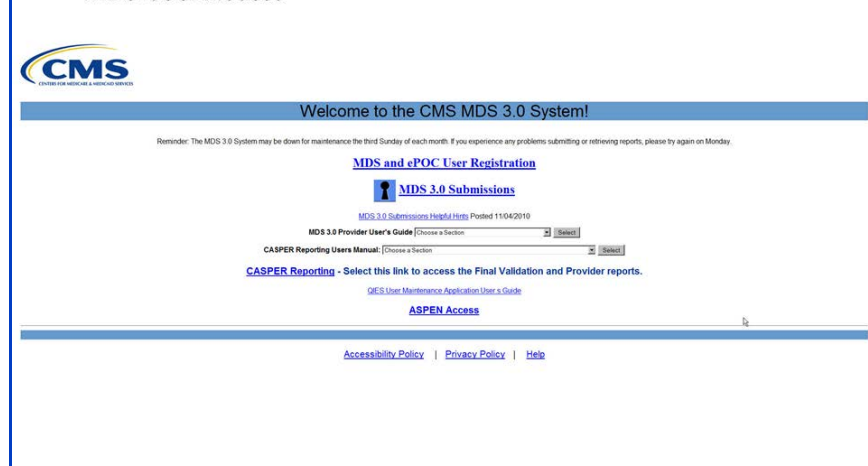
Single Facility User MDS & ePOC User Registration



Online Submission Access page – select state drop list.

Single Facility User MDS & ePOC User Registration

- MDS User Access



Online CMS MDS 3.0 Welcome page.

MDS & ePOC User Registration

Provider User Registration:

Provider User ID Registration

Fields marked with * are required.

* Access Type:

* CMS Certification Number (CCN):

* User First Name:

* User Last Name:

Birth Date (mm/dd/yyyy): (The forward slashes are required)

SSN: (No dash or space, Number only)

Home Address:

* Phone Number:

* Email Address:

* Re-enter Email Address:

* Password: [Password Rules](#)

* Re-enter Password:

* What is the name of the street where you grew up? (Question 1)

* Re-enter Answer to Question 1:

* What is the name of the first school you attended? (Question 2)

* Re-enter Answer to Question 2:

* In what city/town did your mother and father meet? (Question 3)

* Re-enter Answer to Question 3:

Your new Individual User ID will be provided on the next page.
Your User ID allows you to access for ePOC Processing.

Online Provider User ID Registration form.

Single Facility User MDS & ePOC User Registration

Registration Confirmation:

Provider User Registration

Your registration has been successfully completed.

Confirmation of ePOC User ID Registration

Thank you for registering!

Save this information for your records.
[Print this page.](#)

Your New ePOC User ID: MDS0075359

User First Name: Test

User Last Name: UserTwo

Phone Number: 8885552222

Email Address: testuser2@yahoo.com

State ID: IA

Facility ID (FAC_ID): IA0285

Facility Name: MERCY MEDICAL CENTER-CLINTON

Facility City/State: CLINTON, IA

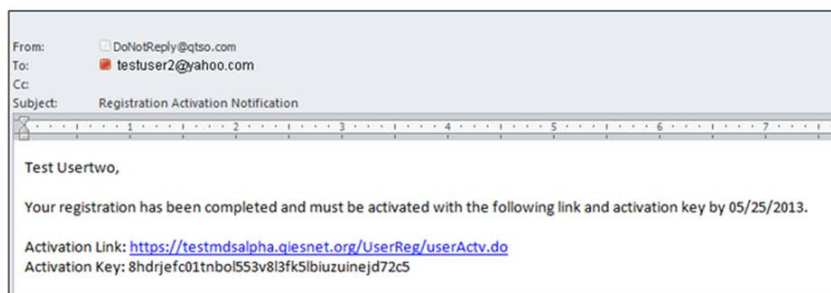
Note:

- If this is not your Facility Name, please contact the QTSO Help Desk at 1 (800) 339-9313.
- Your account must be activated before use. An activation key has been sent to the email you provided. You may need to log out of this system to access your email.
- You may access the Activation link on the top of this page to proceed with the activation. Both the user ID on this page and the activation key in the email are required for the account activation.
- This is a personal account. Do not share your individual User ID or password.
- Your User ID allows you to access to process ePOC (Electronic Plan of Correction).

Online Provider User Registration confirmation.

Single Facility User MDS & ePOC User Registration

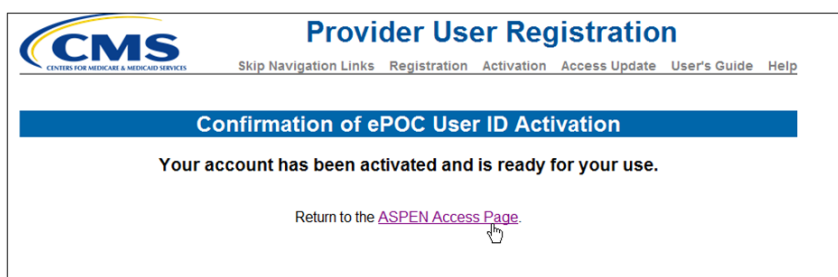
Activation Email:



ePOC user activation email sample.


Single Facility User MDS & ePOC User Registration

- Confirmation of Activation

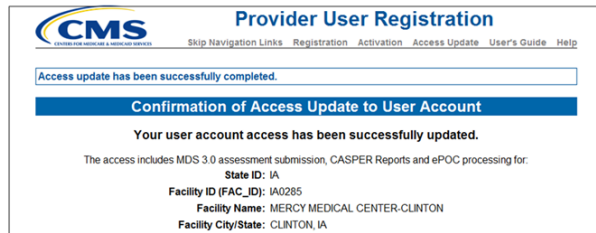


Online confirmation of ePOC User ID Activation.

Existing MDS Users: Adding ePOC Access



- Direct Access to CMSNet
- Access via Juniper Client



Online process to add existing MDS users to ePOC.

Multi-User MDS & ePOC User Registration

- CMSNet Access Request Form
- ePOC Paper Enrollment Form on QTSO Website:
<https://www.qtsso.com/cmsnet.html> (Data Access Request Forms link)

CMSNet (Verizon)- Submission Access

[Submission Access](#) (posted 09/21/2012)

Access Request Forms

Notice: If you are requesting a new CMSNet (Verizon) User ID, you will also need to submit a request for an MDS/OASIS Access ID. This does not apply to IRF, LTCH and Swing Bed Individual users.

State Agency, Regional Office, Central Office, AO & VA Use Only (Not for Providers): General and ASPEN Users

[Data Access Request Forms](#)

ASPEN Web

[CMSNet \(Verizon\) Access Request Form - MDS \(NH\), OASIS & ASPEN Web Users](#) (posted 03/14/2013)
[Data Access Request Forms](#)

Online multi-user MDS & ePOC user registration link.

ePOC Posting Qualifications

ePOC Posting Qualifications : Facility

- First Step: ePOC Posting
- Facility Qualifications for ePOC
 - Open
 - CCN Present
 - Uploaded to National
 - Activated for ePOC Participation

ePOC posting qualifications for facilities.

ePOC Posting Qualifications: Survey

- Survey Qualifications for ePOC Posting
 - Survey Characteristics
 - Federal, State, or combined survey
 - Health or LSC
 - All Survey Types (e.g. Complaint, Recertification, FMS, etc.)
 - Not recycled
 - Exit date on or earlier than today
 - At least one uncorrected tag cited (0000 or 9999 qualifies)
 - Evidentiary text present for each uncorrected tag on the survey
 - SA or RO user manually triggers survey posting to ePOC website

ePOC posting qualifications for surveys.

ePOC in ASPEN

ASPEN: ePOC Properties

- ePOC processing availability in ACO/ACTS
 - Survey trees and list views
 - Survey grids via existing embedded POC button
- ePOC Properties
 - Specification of responsible parties
 - Identification of SOD or Other letters for ePOC Website display
 - Posting to website with related email notifications and subsequent monitoring
 - Posting locks survey, preventing updates and imports

ePOC properties and responsibilities in ASPEN for SA & RO.

ASPEN Web: Basic ePOC Process

ASPEN Web: ePOC Facility Responsibilities

- Expected Facility Actions
 - Maintain active user enrollment (QIES and Juniper accounts)
 - Review posted SOD
 - View letter(s) posted by SA/RO
 - Submit POC to SA/RO, where applicable, with attestation
 - Resubmit POC upon SA/RO rejection
 - Survey Report (2567) printing

ePOC properties and responsibilities in ASPEN Web: ePOC for facilities.

ASPEN Web: ePOC – Facility Process

- Select Facility (if user associated with more than one)
- Survey Listing
 - Basic survey identifying information
 - Ascertain current survey POC status
 - View Letter(s)
 - Attach supporting materials
 - Instructions
 - Access SOD information for review and POC entry
 - Print Survey Report (2567)

Facility process for using ASPEN Web: ePOC.

ASPEN Web: ePOC Deficiency Review and Response

- 2567-like Display
- Navigation Pane for quick tag selection
- Page supports
 - Review of posted SOD
 - Enter POC response for each tag
 - Saving draft version is an option
 - Timed backup
 - Submission to SA/RO
 - For individual tags
 - Submit Final POC information for all pending tags
 - Email notifications (to facility and SA/RO users)
 - Survey Report (2567) printing

Facility process for the deficiency review and response.

ASPEN: ePOC – SA/RO POC Review

- POC Manager (ACO/ARO and ACTS/RO)
 - Default shows surveys pending SA/RO activity
 - POC status easily identified
 - Additional Filtering capabilities
- POC Approval and Rejection
 - Rejection
 - Save of Draft rejection reason(s) – Allows for supervisor review
 - States may enter state-specific rejection reasons (state surveys only)
 - Final Rejection
 - Approval
 - Save of Draft approval – Allows for supervisor review
 - Final Approval
 - Notification Emails auto-generated to provider user(s)
- Facility view of rejection reasons & POC Resubmission

SA/RO POC review process using ASPEN: ePOC.

ASPEN Web: Other ePOC Processes

ASPEN Web: ePOC Additional Processes

- Revisit Surveys
 - Each survey processes separately
 - Excludes corrected tags
- LSC Surveys
 - Single Report file generates (one PDF file)
 - Content grouped by building, page numbers reset
- Scope/Severity Level A Tags
 - Tags display on ePOC website
 - POC entry not permitted
 - Prints on separate Form-A-like report

Other ASPEN Web: ePOC processes: Revisit Surveys, LSC Surveys, and Scope/Severity Level A Tags.

POC Emails and Reports in ASPEN

ASPEN: ePOC – POC Tracking Emails and Reporting

- Auto-generated Emails to facility users and SA/RO staff
 - Email Recipients Configuration
 - Email History
- ePOC Management reports in ACO
 - Filtering capabilities
 - Respect Facility Type Security
- POC History for a survey

POC email tracking and reporting capabilities in ASPEN: ePOC.

ASPEN Web: Special ePOC Cases

ASPEN Web: ePOC - Special Cases

- Deficiency-free Surveys (only tag 0000 or 9999)
 - Provider Acknowledgement Required
 - POC entry not permitted
 - Notification emails and reports to monitor acknowledgement status
- Past Non-compliance
 - Tags display on ePOC website
 - POC entry not permitted
 - As in ACO/ACTS, “No POC Required...” text prints on 2567 report
- Limit or Update Display on ASPEN Web: ePOC
 - Re-post to ePOC website
 - Un-Post, Unlock, Stop - IDR/IIDR, IJ tags, corrections
- FMS Surveys

Special cases in ASPEN Web: ePOC.

Configuring ePOC in ASPEN

ASPEN ePOC – Initial Configuration

- Facility activation in ePOC
- Email Recipient Configuration (SA/RO)
 - Specification of desired recipients for each email
 - Entry of staff email addresses
- Menu-security for accessing new ePOC windows and buttons within them
 - Post/Un-Post buttons on ePOC Properties/POC Manager
 - Unlock/Lock Button on ePOC Properties
 - Final Approval/Rejection Buttons

Initial configuration in ASPEN ePOC.

ePOC Scenarios

#1 Configuring ASPEN for ePOC

The state needs to enable ePOC functionality in ASPEN as well as activate facilities to utilize ePOC.

Part 1: SA enables ePOC in ASPEN

1 Enable ePOC in ASPEN: IT	<i>Instructor Demo</i> <ul style="list-style-type: none">➤ Open ACO.➤ From the main menu, select System System Configuration, then select State Customization.➤ Enter the system password and click OK.➤ Click the Enable POC for drop-down and select Health and LSC.➤ Click OK to save the changes.
-----------------------------------	---

Part 2: SA activates ePOC for one or multiple facilities

1 Activate a facility	<i>Class Exercise</i> <ul style="list-style-type: none">➤ Open ACO: on your desktop, double click on the ACO shortcut and click OK on the warning message.➤ Activate the All NH selection set.➤ In the tree, locate <A> - Training Nursing Home, where A is your training letter.➤ Right click on the facility, then select Facility Properties.➤ Find the ePOC Information section at the bottom of the window.➤ Click the arrow button in the ePOC Activation Date field to open the calendar.➤ Select a date within the last ten days and click OK.➤ Click OK to close Facility Properties.
------------------------------	--

2 Activate multiple facilities	<p><i>Instructor Demo</i></p> <ul style="list-style-type: none">➤ Open ACO.➤ From the main menu, select System System Configuration, then ePOC Facility Maintenance.➤ Click the Primary Type arrow, then select 02-Nursing Home (NH). <p>All nursing home facilities are displayed in the grid. Those that have already been activated have that date displayed in the grid. Observe the note at the bottom of the screen which indicates that facilities with surveys already posted cannot have their activation date changed using this method.</p> <ul style="list-style-type: none">➤ Select the Management Unit arrow, then select a management unit.➤ In Set Activation Date, enter a date within the last 10 days and click Set for All Selected. <p>Notice the Activation Date is now set for all the facilities in the grid.</p> <ul style="list-style-type: none">➤ Select Close.
---------------------------------------	--

#2 Basic ePOC Lifecycle

This scenario takes you through the basic ePOC life cycle, from creating a certification event with a health survey and posting the survey to ASPEN Web, to facility submission of Plans of Correction, through final SA approval of all POCs for a survey.

Part 1: SA creates survey with tags and posts it for facility review

1 Create cert kit & survey	<ul style="list-style-type: none">➤ In the ACO tree, right click on your facility, then select Create Certification.➤ In the Survey List section, click New.➤ Select Health Survey, then click OK. <hr/> <p>Note: Health Survey is selected by default.</p> <hr/> <ul style="list-style-type: none">➤ Select yesterday's date as the survey Start and Exit date.➤ Select the federal Long Term Care Facilities regulation set. <p>Type of Survey and Extent(s) are preselected for you.</p> <ul style="list-style-type: none">➤ in the Team Roster section, select Update.➤ In the Staff Availability List, locate your training ID and select it to add yourself to the survey team; click OK.➤ Click OK to save the survey shell, then click Yes to proceed to Citation Manager.
---------------------------------------	--

2 Cite tags	<ul style="list-style-type: none"> ➤ in the Regulations grid, double click Initial Comments (tag 0000). ➤ In Citation Properties, click OK to open the word processor. ➤ Enter a few initial comments, then click OK. ➤ in the Regulations grid, double click on another tag. ➤ Select C for the S/S level, then click OK. ➤ Enter citation text and click OK. ➤ Select another tag, choose E for the S/S level, and click OK. ➤ Enter citation text and click OK. ➤ Add two more tags, choose D for the S/S level, and enter citation text. ➤ Click Done, then Done again to close the certification kit.
3 Generate SOD letter	<ul style="list-style-type: none"> ➤ In the tree, expand the certification kit for your facility. ➤ Right click on the survey, then select Print Letters Generate New Letter.
4 Preview letter	<ul style="list-style-type: none"> ➤ On the Select Letters and Distribution Lists window, select Show All. ➤ Scroll down and select Q1CH NH-STANDARD EPOC SOD. ➤ In the Distributions section, scroll down and double click on Facility to specify Letter as the Action. This designates the facility as the recipient of the letter. ➤ Click Preview. ➤ Enter the Survey End Date, then click OK. ➤ Review your letter in the Word Processor Dialog, then select Save & Exit.

5 Add responsible parties	<p>We want to be able to easily track the POC process for this survey so ...</p> <ul style="list-style-type: none"> ➤ In the tree, right click on the survey and select ePOC... to open ePOC Properties. ➤ In the Responsible Parties section, select Add Survey Team to add the survey team (yourself) as the responsible party.
6 Post survey on ASPEN Web: ePOC	<ul style="list-style-type: none"> ➤ In the Survey Letters section, select the checkbox for the SOD letter you generated so that it will appear on the ePOC website. ➤ Select Post SOD on ePOC Website to post the survey and SOD letter, then click Yes. <p>Note that the Posted date for each tag is entered on the ePOC Properties window as well as the Post date and SOD Sent Date for the survey.</p> <ul style="list-style-type: none"> ➤ Click OK on the message. ➤ Click Close to exit ePOC Properties. <hr/> <p>Note: ePOC Properties must be closed to remove semaphore locks on the survey before the facility can access it on ASPEN Web: ePOC.</p> <hr/>
7 Attempt to update tags on posted survey	<p>Upon posting a survey to the ePOC website, a Survey Results Posted to Facility email is sent to all ePOC-enrolled users at the facility. Also, the core survey and citation information is locked within ACO; no updates or imports are allowed.</p> <ul style="list-style-type: none"> ➤ Right click on the survey and select Citation Manager. <p>A message indicates the survey cannot be changed.</p> <ul style="list-style-type: none"> ➤ Click OK on the message. ➤ In the Citations section, double click a tag and attempt to update the text. <p>You are prevented from editing the text.</p>

	<ul style="list-style-type: none"> ➤ Close the word processor. ➤ Right click on a tag and select Citation Properties. Notice that the Update Citation Properties window is read-only. ➤ Select OK or Cancel to close Update Citation Properties. ➤ Select Done to close Citation Manager. ➤ Exit ACO.
--	--

Part 2: Facility reviews SOD and submits POCs for all tags

1 Open ASPEN Web: ePOC	<ul style="list-style-type: none"> ➤ On your desktop, double click on the E-POC Web App shortcut.
2 Log in as facility	<ul style="list-style-type: none"> ➤ Log into ASPEN Web: ePOC with your training facility User ID and Password. Your survey is displayed on the Survey List.
3 View SOD letter	<ul style="list-style-type: none"> ➤ Click the envelope icon in the Letters column for your survey. ➤ Click the Letter Date, then click Open to view the SOD letter as an .RTF file. ➤ Exit the letter, then click X to close the Letters window. ➤ Note the information in the other columns for your survey, then click the Event Id to open the Survey Detail page.

4 View survey details	<p>The Deficiencies list on the left side of the Survey Detail page indicates the POC status of the deficiencies in the grid. The Completion Date (X5) column in the grid also displays the tag's status.</p> <p>The second column in the grid displays Regulation and Observations text for each cited tag. If there isn't enough room on the grid to display all of the text, you will see ... after the text.</p> <ul style="list-style-type: none">➤ Select ... to display the complete Regulation or Observations text.➤ Click the X to leave the Regulation or Observations window.
5 Compose Plan of Correction	<ul style="list-style-type: none">➤ Select the first non-0000 tag in the grid. <p>The Plan of Correction page appears with Observation Text on the left pane.</p> <ul style="list-style-type: none">➤ In the Facility Response section, enter some POC Description text. <p>The POC is the facility's response for the selected tag.</p> <ul style="list-style-type: none">➤ Click in the Completion Date (X5) field and select today's date from the calendar.➤ Click Submit as Final.

6 eSign and Attest POC for first tag	<p>The facility must electronically sign the Attestation of POC Submittal Terms and Conditions for each tag submitted for SA/RO review.</p> <p>The tag the facility (you) just submitted is listed at the top of the Attestation.</p> <ul style="list-style-type: none">➤ Select the Electronic Signature checkbox, then click Continue. <p>You return to the Survey Detail page. Note the Status for the tag has changed to <i>Submitted</i>.</p> <p>At the top left of the page (above the facility name), a "POC successfully submitted" message appears for the tag.</p>
7 Submit multiple tags	<ul style="list-style-type: none">➤ Select the next tag in the list.➤ Enter some POC Description text as the facility response for the current tag.➤ Click in the Completion Date (X5) field and select today's date from the calendar.➤ Click Save as Pending to save this POC, then click Back (at upper right), since you are going to enter the POC for another tag. <p>Notice the tag's Status has changed to <i>Pending</i>.</p> <ul style="list-style-type: none">➤ Select the third tag and enter POC Description text.➤ Click in the Completion Date (X5) field and select today's date from the calendar.➤ Click Save as Pending to save this POC, then click Back.➤ Repeat for the fourth tag (i.e., enter POC Description text and Completion date, click Save as Pending and Back). <p>All three tags are in <i>Pending</i> status.</p> <ul style="list-style-type: none">➤ Select Submit All Pending (above the grid).

8 eSign and Attest POC for all tags in Pending status	<p>The facility must electronically sign the Attestation of POC Submittal Terms and Conditions for each tag submitted for SA/RO review.</p> <p>The three tags the facility (you) just submitted are listed at the top of the Attestation.</p> <ul style="list-style-type: none">➤ Select the Electronic Signature checkbox, then click Continue. <p>You return to the Survey Detail page. Note the Status of all three tags has changed to <i>Submitted</i>.</p> <p>At the top left of the page, a "POC successfully submitted" message appears for each tag.</p>
9 View CMS- 2567	<ul style="list-style-type: none">➤ Select 2567 (at upper right), then click Open (in message at bottom). <p>The 2567 form displays the watermark, POC NOT FINAL. The watermark remains on the 2567 until all POCs are approved for the survey. A facility may print the 2567 form at any time.</p> <ul style="list-style-type: none">➤ Close the 2567.➤ Click the menu icon (three bars) on the right side of the toolbar at the top of the page and select Log Out. <p>You return to the Login page for ASPEN Web: ePOC.</p>

Part 3: POC Manager in ASPEN

The POC Manager is included in both ACO and ACTS. It displays all ePOC surveys that have been posted to ASPEN Web: ePOC. From the POC Manager window, you can access ePOC Properties, view facility-provided attachments, access Citation Manager, stop surveys (discussed in a later scenario), and access the POC Approval and Rejection windows. You can filter the grid to display the surveys you need to see.

1 Open POC Manager	<ul style="list-style-type: none"> ➤ Open ACO. ➤ Select the POC button. <p>By default, the POC Manager displays all surveys open in ePOC with an exit date within the last 6 months that have at least one tag with a Citation POC Status of SA/RO Draft or Submitted.</p>
2 exercise filtering options	<ul style="list-style-type: none"> ➤ In the Citation POC Status list box, select No POC. ➤ Enter your training letter in the Text field and select Refresh. <p>Notice that only facilities that start with that letter (and meet the other filtering criteria) display in the grid.</p> <ul style="list-style-type: none"> ➤ Remove the letter from the Text field and select Refresh. ➤ In the Text field, enter the first few digits of a CCN for one of the facilities in the grid, select the CCN radio button, and select Refresh. ➤ Remove the digits and select Refresh. ➤ Enter today's date as the Start Date and select Refresh. ➤ Enter a date 6 months in the past and select Refresh. ➤ In the Citation POC Status list box, de-select No POC, Submitted, and SA/RO Draft. ➤ Select Approved and then Refresh. <p>Only surveys that have at least one tag with a Citation POC Status of Approved are displayed on the grid.</p>

	<ul style="list-style-type: none"> ➤ In the Survey POC Status list box, de-select Open, select Closed and then Refresh. <p>Now, only those surveys that are Closed and have at least one tag with a status of Approved are displayed on the grid.</p> <ul style="list-style-type: none"> ➤ Click Close to exit POC Manager.
--	--

Part 4: SA approves/rejects POCs

This portion of the scenario demonstrates how to approve and reject the tags' POCs individually, draft approval or rejection information, and finalize all draft approvals and rejections at one time.

1 Open POC Manager	<ul style="list-style-type: none"> ➤ Select POC from the toolbar. ➤ In POC Manager, select the survey with the POCs you created, then click POC Approve/Reject. <p><u>Note: You can click anywhere in the applicable row.</u></p>
2 Approve tag's POC	<ul style="list-style-type: none"> ➤ In the Deficiencies grid, select the first non-0000 tag. ➤ Review the Plan of Correction text, then select Approve. ➤ Enter a few approval comments, then select Final Approval. ➤ Select Yes on the confirmation message.

3 Reject tag's POC	<ul style="list-style-type: none">➤ Select the second non-0000 tag.➤ Review the Plan of Correction text, then select Reject.➤ Select a Reason for rejection. <hr/>Note: You can select more than one, as appropriate.<hr/>➤ Select Final Rejection.➤ Select Yes on the confirmation message.
4 Draft Approve tag's POC	<ul style="list-style-type: none">➤ Select the third non-0000 tag.➤ Review the Plan of Correction text, then select Approve.➤ Enter a few approval comments, then select Save as Draft.➤ Select Yes on the confirmation message.
5 Draft Reject tag's POC	<ul style="list-style-type: none">➤ Select the fourth non-0000 tag.➤ Review the Plan of Correction text, then select Reject.➤ Select at least one Reason for rejection.➤ Select Save as Draft.➤ Select Yes on the confirmation message.

6 Finalize drafts	<ul style="list-style-type: none"> ➤ Select Finalize Drafts (bottom of window), then click Yes to confirm. <p>POC Status for the tags with a draft approval or rejection is set to Approved or Rejected. ePOC generates approval or rejection emails for each tag.</p> <ul style="list-style-type: none"> ➤ Close the POC Approval and Rejection window and the POC Manager. <hr/> <p>Note: POC Manager must be closed before the facility can access the survey on ASPEN Web: ePOC.</p> <hr/> <ul style="list-style-type: none"> ➤ Exit ACO.
--------------------------	--

Part 5: Facility resubmits POC for rejected tag

1 Locate survey	<ul style="list-style-type: none"> ➤ Log into ASPEN Web: ePOC. ➤ On the Survey List, select the survey Event Id. ➤ On the Survey Detail page, note the tag status is Rejected. ➤ Select the rejected tag.
2 Update POC	<ul style="list-style-type: none"> ➤ Enter new text in the POC Description field and a new date in Completion Date (X5).
3 Resubmit POC	<ul style="list-style-type: none"> ➤ Click Submit as Final.
4 Sign Attestation	<ul style="list-style-type: none"> ➤ Click the Electronic Signature checkbox to agree to the Attestation. ➤ Click Continue. <p>On the Survey Detail page, the updated Status for the tag is Submitted.</p> <ul style="list-style-type: none"> ➤ Log out of ASPEN Web: ePOC.

Part 6: SA approves resubmitted POC

1 Approve the tag	<ul style="list-style-type: none"> ➤ Open ACO, and click POC in the toolbar. ➤ Click on the Event ID of the survey with the resubmitted POC. <hr/> <p>Note: You can click anywhere in the applicable row.</p> <hr/> <ul style="list-style-type: none"> ➤ Select POC Approve/Reject. ➤ Select the resubmitted tag. ➤ Click Approve, then enter a few comments and click Final Approval. ➤ Click Yes on the confirmation message. ➤ Close the POC Approval and Rejection window and POC Manager. ➤ Exit ACO.
--------------------------	---

#3 Investigation survey with PNC and A-tags

In this scenario, you learn how to use ePOC with investigation surveys in ACTS as well as how ASPEN Web: ePOC handles Past Non-Compliance and A-level Scope/Severity tags on a survey.

Part 1: SA creates intake and investigation survey with PNC and A-tags

1 Locate facility	<ul style="list-style-type: none"> ➤ Open ACTS: on your desktop, double click on the ACTS shortcut and click OK on the warning message. ➤ Activate the NH TECH TRAIN selection set. ➤ Find <A> - Training Nursing Home, where A is your training letter.
2 Create intake	<ul style="list-style-type: none"> ➤ Right click the your facility and select New Intake. ➤ For Intake Type, select 01 Complaint. ➤ For Intake Subtype, select A Federal COPs, CFCs, ... ➤ For Received by, select 3 Telephone.

3 Add complainant	<ul style="list-style-type: none"> ➤ On the Complainants tab, select Add Anonymous. ➤ In the Source section, select 07 - Friend.
4 Specify priority	<ul style="list-style-type: none"> ➤ For Priority, select C – Non-IJ Medium. ➤ For Investigate within, enter 10. ➤ Click on Calculate, and select Calendar Days.
5 Create survey	<ul style="list-style-type: none"> ➤ Go to the Investigation tab. ➤ Under the list of surveys, click New. ➤ Complete the fields in the Define Survey window: use today's dates, and the most current reg set; add yourself to the survey team. ➤ Click OK to save the survey shell, then answer Yes to the question about linking the intake to the survey.
6 Cite tags	<ul style="list-style-type: none"> ➤ Click Citation Manager. ➤ In the Regulations grid, double click Initial Comments (tag 0000). ➤ In Citation Properties, click OK to open the word processor. ➤ Enter a few initial comments, then click OK. ➤ Add another tag, choose G for the S/S level and select Past Non-compliance, then click OK. ➤ Enter citation text and click OK. ➤ Select another tag, choose A for the S/S level, enter citation text, and click OK. ➤ Click Done. ➤ Enter today's date for Investigated Completed.

Part 2: SA posts investigation survey to ASPEN Web

1 Open ePOC Properties	<ul style="list-style-type: none"> ➤ On the Investigation and Survey grid, click the POC Track button for the linked survey.
-------------------------------	---

	At this point, you can add the survey team (yourself) as the responsible party and create or add letters, but neither are required to post the SOD.
2 Post SOD	<ul style="list-style-type: none"> ➤ On the ePOC Properties window, select Post SOD on ePOC Website, then click Yes. ➤ Click OK on the message. ➤ Close ePOC Properties. <hr/> <p>Note: ePOC Properties must be closed before the facility can access the survey on ASPEN Web: ePOC.</p> <hr/> <ul style="list-style-type: none"> ➤ Click OK to close the intake and OK again to save and exit. ➤ Exit ACTS.

Part 3: Facility reviews SOD and acknowledges PNC and A-tags

1 Open survey in ASPEN Web: ePOC	<ul style="list-style-type: none"> ➤ Log into ASPEN Web: ePOC with your training facility User ID and Password. ➤ In the Survey List, click the survey Event Id of the complaint survey.
2 Review “A” form	<ul style="list-style-type: none"> ➤ On the Survey Detail page, select “A” Form, then click Open. ➤ The form displays the POC NOT FINAL watermark. ➤ Close the form.
3 Acknowledge tags	<ul style="list-style-type: none"> ➤ Select the tag with S/S = A. The Plan of Correction page informs you (in the Facility Response section) that a POC is not required for an S/S=A tag. ➤ Click Acknowledge. <p>You are returned to the Survey Detail page. The tag's Status has changed to Approved.</p>

	<ul style="list-style-type: none"> ➤ Select the tag with S/S = G (i.e., the PNC tag). The Plan of Correction page informs you that a POC is not required for a Past Non-Compliance tag. ➤ Click Acknowledge. The tag status has changed to Approved and the survey Status (above the deficiencies grid) has changed to Closed.
4 Review final “A” form	<ul style="list-style-type: none"> ➤ Select “A” Form, then click Open. The form no longer displays the POC NOT FINAL watermark since all tags are approved. ➤ Close the form. ➤ Log out of ASPEN Web: ePOC.

#4 Deficiency-free Surveys

This scenario shows you how ePOC handles deficiency-free surveys.

Part 1: SA creates and posts deficiency-free survey

1 Create survey	<ul style="list-style-type: none"> ➤ Open ACO and locate your facility. ➤ Expand the facility node. ➤ Right click on the Surveys node, then select New Survey. ➤ Select today's date as the survey Start and Exit dates. ➤ Select the federal Long Term Care Facilities regulation set. ➤ For Type of Survey, select Other. Extent(s) are preselected for you. ➤ Select Update and add yourself to the Team Roster. ➤ If you receive a warning, click Continue with Assignment. ➤ Click OK and OK again to save the survey shell.
------------------------	---

	<ul style="list-style-type: none"> ➤ Click Yes to proceed to Citation Manager.
2 Add 0000 & 9999 tags	<ul style="list-style-type: none"> ➤ Add tag 0000, then click OK. ➤ Enter a few initial comments, then click OK. ➤ Add tag 9999, then click OK. ➤ Enter your final observations, then click OK. ➤ Click Done.
3 Add responsible parties	<ul style="list-style-type: none"> ➤ In the tree, right click on the survey and select ePOC... to open ePOC Properties. ➤ In the Responsible Parties section, select Add Survey Team to add the survey team (yourself) as the responsible party..
4 Post SOD	<ul style="list-style-type: none"> ➤ Select Post SOD on ePOC Website, then click Yes. ➤ Click OK on the message. ➤ Close ePOC Properties. <hr/> <p>Note: ePOC Properties must be closed before the facility can access the survey on ASPEN Web: ePOC.</p> <hr/> <ul style="list-style-type: none"> ➤ Exit ACO.

Part 2: Facility reviews and acknowledges SOD

1 Open survey in ASPEN Web: ePOC	<ul style="list-style-type: none"> ➤ Log into ASPEN Web: ePOC. ➤ In the Survey List, click the survey Event Id of the survey with the 0000 and 9999 tags.
2 Acknowledge SOD	<p>On the Survey Detail page, Status is N/A for both tags.</p> <p>A POC is not required for surveys without deficiencies. The facility is required only to read the information provided in the comments tags (Initial and/or Final) and acknowledge reading the information.</p>

	<ul style="list-style-type: none">➤ Click Acknowledge SOD. The survey Status (above the deficiencies grid) changes to Closed.➤ Log out of ASPEN Web: ePOC.
--	--

#5 IJ, Revisit, & LSC Surveys

This scenario show you how surveys with IJ tags are handled in ePOC and how to process revisit and LSC surveys.

Part 1: SA creates and posts survey with IJ tag, then adds and posts non-IJ tags

You can create a survey with an Immediate Jeopardy (IJ) tag and post it for a quick facility response, then unlock the survey to add non-IJ tags and post those tags to the ASPEN website.

1 Create survey	<ul style="list-style-type: none">➤ Open ACO and locate your facility.➤ Expand the facility, right click on Surveys, then select New Survey.➤ Select today's date as the survey Start and Exit dates.➤ Select the federal Long Term Care Facilities regulation set.➤ Select the Type of Survey➤ Extent(s) are preselected for you.➤ Select Update and add yourself to the Team Roster.➤ If you receive a warning, click Continue with Assignment.➤ Click OK and OK again to save the survey shell.➤ Click Yes to proceed to Citation Manager.
------------------------	---

2 Add IJ tag	<ul style="list-style-type: none"> ➤ In the Regulations grid, double click Initial Comments (tag 0000). ➤ In Citation Properties, click OK to open the word processor. ➤ Enter a few initial comments, then click OK. ➤ In the Regulations grid, double click on a tag. ➤ Select J for the S/S level, then click OK. ➤ Enter citation text and click OK. ➤ Click Done.
3 Generate SOD letter	<ul style="list-style-type: none"> ➤ In the tree, right click on the survey, then select Print Letters Generate New Letter. ➤ On the Select Letters and Distribution Lists window, select Show All. ➤ Scroll down and select Q1CH NH-STANDARD EPOC SOD. ➤ In the Distributions section, scroll down and double click on Facility to specify Letter as the Action. This designates the facility as the recipient of the letter. ➤ Click Preview. ➤ Enter the Survey End Date, then click OK. ➤ Review your letter in the Word Processor Dialog, then select Save & Exit.
4 Add responsible parties	<ul style="list-style-type: none"> ➤ In the tree, right click on the survey and select ePOC... to open ePOC Properties. ➤ In the Responsible Parties section, select Add Survey Team to add the survey team (yourself) as the responsible party.

5 Post IJ SOD	<p>ASPEN: ePOC allows you to send an SOD for the IJ to the facility before sending the rest of the tags.</p> <ul style="list-style-type: none">➤ In the Survey Letters section, select the SOD letter you generated.➤ Select Post SOD on ePOC Website, then click Yes.➤ Click OK on the message.➤ Click Change next to POC Due, enter a date 2 days in the future, and click OK.➤ Close ePOC Properties.➤ Exit ACO.
6 Log in as facility	<ul style="list-style-type: none">➤ Log into ASPEN Web: ePOC. <p>Your survey is displayed on the Survey List.</p>
7 View survey details	<ul style="list-style-type: none">➤ Select the survey Event Id. <p>On the Survey Detail page, note that the IJ tag is flagged in the Deficiencies list and grid.</p> <ul style="list-style-type: none">➤ Select the IJ tag in the grid.
8 Submit Plan of Correction	<ul style="list-style-type: none">➤ In the Facility Response section, enter some POC Description text.➤ Click in the Completion Date (X5) field and select today's date from the calendar.➤ Click Submit as Final.➤ Select the Electronic Signature checkbox, then click Continue. <p>You return to the Survey Detail page, where the Status for the tag has changed to <i>Submitted</i>.</p> <ul style="list-style-type: none">➤ Log out of ASPEN Web: ePOC.

9 Add remaining tags to survey	<ul style="list-style-type: none">➤ Open ACO➤ Select POC from the toolbar.➤ In POC Manager, select the survey with the IJ tag and select ePOC Properties (at bottom of screen).➤ Select Unlock Survey for SA/RO Updates (in lower right corner), then click Yes on the message.➤ Click Close.➤ In POC Manager, highlight the survey and select Citation Manager (at bottom of screen).➤ In the Regulations grid, double click on a tag.➤ Select D for the S/S level, then click OK.➤ Enter citation text and click OK.➤ Double click on another tag, choose E for the S/S level, and click OK.➤ Enter citation text and click OK.➤ Click Done.
---------------------------------------	--

10 Post the additional non-IJ tags	<ul style="list-style-type: none">➤ In POC Manager, highlight the survey and select ePOC Properties.➤ Select the added tags.➤ Enter text in Reason for Re-Posting.➤ Click Change next to POC Due, enter a date 10 days in the future, and click OK.➤ Select Post SOD on ePOC Website, click Yes, then click OK on the message. A Survey Results Re-Posted email is generated and sent to the facility and the survey is again locked.➤ Click the hx button next to Post Date. ePOC History shows details for the initial and second posting.➤ Select Close, then Close again.➤ Exit ACO.
11 View added tags on ASPEN Web: ePOC	<ul style="list-style-type: none">➤ Log into ASPEN Web: ePOC. Your revised survey is displayed on the Survey List.➤ Select the survey Event Id. Note that on the Survey Detail page, the added tags are included in the Deficiencies list and grid.➤ Log out of ASPEN Web: ePOC.

Part 2: SA creates and posts a revisit

The same process as for other surveys is used to post revisit surveys to the ASPEN Web: ePOC. The only difference is that corrected tags will not display on the website.

1 Create revisit survey	<ul style="list-style-type: none">➤ Open ACO and locate your facility.➤ Locate the survey created in the second scenario.➤ Right click on the survey and select Create Follow-up Survey.➤ Select Carry Text Forward and click OK.➤ Locate the revisit survey you just created.➤ Right click on the survey and select Citation Manager.➤ In the Citations section, right click on a tag and select Correction Dates, then Selected Citation.➤ Enter today's date as the Citation Correction Date and click OK.➤ Click Done.➤ In the tree, right click on the survey and select ePOC... to open ePOC Properties. Note the corrected deficiency is not included in the Citations for ePOC Display grid.➤ In the Survey Letters for ePOC Display section, select New.➤ In the Select Letters and Distribution Lists window, highlight a letter.➤ In the Distributions section, double click on Facility.➤ Click Preview.➤ Enter any requested information.➤ Select Save and Exit.➤ In ePOC Properties, select the letter you just created.
-------------------------	---

	<ul style="list-style-type: none"> ➤ Select Post SOD on ePOC Website, then click Yes and OK. ➤ Close ePOC Properties ➤ Exit ACO.
2 Review deficiencies on ASPEN Web: ePOC	<ul style="list-style-type: none"> ➤ Log into ASPEN Web: ePOC. ➤ Your revisit survey is displayed on the Survey List. ➤ Select the survey Event Id. <p>On the Survey Detail page, note that the Deficiencies list and grid include only the uncorrected tags.</p> <ul style="list-style-type: none"> ➤ Log out of ASPEN Web: ePOC.

Part 3: SA creates and posts an LSC survey with multiple buildings

1 Create LSC survey	<p><i>Instructor Demo</i></p> <ul style="list-style-type: none"> ➤ Open ACO. ➤ Locate the certification kit created in the second scenario. ➤ Right click on the certification kit and select Certification Kit. ➤ In the Survey List section, select New and click OK. ➤ Enter today's date as the survey Start and Exit dates. ➤ Select the regulation set(s). ➤ Select Update and add yourself to the Team Roster. ➤ If you receive a warning, click Continue with Assignment. ➤ Click OK and OK again to save the survey shell. ➤ Click Yes to proceed to Citation Manager.
----------------------------	--

2 Add tags to survey	<ul style="list-style-type: none"> ➤ In the Regulations grid, double click Initial Comments. ➤ In Citation Properties, select a building and click OK to open the word processor. ➤ Enter a few initial comments, then click OK. ➤ In the Regulations grid, double click on a tag, select D for the S/S level, select a building, then click OK. ➤ Enter citation text and click OK. ➤ Double click on the same tag, select the other building, then click OK. ➤ Enter citation text and click OK. ➤ Repeat for a second tag, enter E for the S/S level, and add both buildings. ➤ Click Done. ➤ In the Survey List section, scroll to the right and click the POC button for the LSC survey. ➤ Select Post SOD on ePOC Website, then click Yes, OK, and Close. ➤ Click Done to close the certification event. ➤ Exit ACO.
3 View CMS-2567 on ASPEN Web: ePOC	<ul style="list-style-type: none"> ➤ Log into ASPEN Web: ePOC. ➤ Your LSC survey is displayed on the Survey List. ➤ Select the survey Event Id. ➤ Select 2567, then click Open. ➤ Scroll through the 2567, noticing that the deficiencies for the second building are displayed on a separate page, with a separate page number range. ➤ Close the 2567. ➤ Log out of ASPEN Web: ePOC.

#6 FMS Surveys

ePOC supports the posting of FMS surveys by RO staff to the facility website. This instructor-only scenario demonstrates how this is done.

Part 1: RO creates and posts an FMS survey

1 Create FMS survey in ARO	<p><i>Instructor Demo</i></p> <ul style="list-style-type: none"> ➤ Open ARO. ➤ Activate the All NH selection set. ➤ Locate your facility and expand it. ➤ Right click on the FMS Surveys node and select New Survey. ➤ Enter today's date as the Start and Exit dates. ➤ Select the federal Long Term Care Facilities regulation set. ➤ For Type of Survey, select C-Federal Monitoring. ➤ Select Update, locate and enter your training ID and click Save and Exit to add yourself to the Team Roster. ➤ Click OK and OK again to save the survey shell. ➤ Click Yes to proceed to Citation Manager.
2 Add tags to survey	<ul style="list-style-type: none"> ➤ In the Regulations grid, double click Initial Comments. ➤ In Citation Properties, click OK to open the word processor. ➤ Enter a few initial comments, then click OK. ➤ Double click on a tag. ➤ Select D for the S/S level, then click OK. ➤ Enter citation text and click OK. ➤ Repeat for a second tag, enter E for the S/S level. ➤ Click Done.

3 Post FMS survey to ASPEN Web: ePOC	<ul style="list-style-type: none">➤ In the tree, right click on the FMS survey and select ePOC... to open ePOC Properties.➤ Select Post SOD on ePOC Website and click Yes.➤ Click OK and Close.➤ Exit ARO.
---	---

Part 2: Facility reviews FMS SOD and submits POCs

FMS surveys are handled the same as all other surveys on ASPEN Web: ePOC.

1 Create and submit POCs	<ul style="list-style-type: none">➤ Log into ASPEN Web: ePOC.➤ Your FMS survey is displayed on the Survey List.➤ Select the survey Event Id.➤ Select the first non-0000 tag in the list.➤ In the Facility Response section, enter some POC Description text.➤ Click in the Completion Date (X5) field and select today's date from the calendar.➤ Click Save as Pending to save this POC, then click Back, since you have another POC to enter. Notice the Status for the first tag has changed to <i>Pending</i>.➤ Select the next tag, enter POC Description text, and enter today's date in the Completion Date (X5) field.➤ Click Save as Pending to save this POC, then click Back. Status for both tags is <i>Pending</i>.➤ Select Submit All Pending.
---------------------------------	---

2 eSign and Attest the POCs	<ul style="list-style-type: none"> ➤ On the Attestation of POC Submittal Terms and Conditions page, select the Electronic Signature checkbox, then click Continue. <p>You return to the Survey Detail page. Note that Status has changed to <i>Submitted</i> for both tags.</p> <p>At the top left of the page, a “POC successfully submitted” message appears for both tags.</p> <ul style="list-style-type: none"> ➤ Log out of ASPEN Web: ePOC.
------------------------------------	---

Part 3: SA cannot approve/reject FMS POCs

1 Open POC Manager	<ul style="list-style-type: none"> ➤ Open ACO. ➤ Select the POC button to open POC Manager. ➤ Select the FMS survey, then click POC Approve/Reject. <p>A message indicates that only RO users are permitted to approve or reject POCs for FMS surveys.</p> <ul style="list-style-type: none"> ➤ Click OK. <p>The POC Approval and Rejection dialog opens but the Approve and Reject buttons are disabled.</p>
2 Log out of ACO	<ul style="list-style-type: none"> ➤ Select Close, then Close again. ➤ Exit ACO.

Part 4: RO approves/rejects FMS POCs

1 Open POC Manager	<ul style="list-style-type: none"> ➤ Open ARO. ➤ Select the POC button to open POC Manager. ➤ Select the FMS survey, then click POC Approve/Reject. <p>Notice the Approve and Reject buttons are now enabled in the POC Approval and Rejection dialog.</p>
---------------------------	---

2 Approve tag	<ul style="list-style-type: none"> ➤ Select the first non-0000 tag. ➤ Review the Plan of Correction text, then select Approve. ➤ Enter a few approval comments, then select Final Approval. ➤ Select Yes on the confirmation message.
3 Reject tag	<ul style="list-style-type: none"> ➤ Select the next tag. ➤ Review the Plan of Correction text, then select Reject. ➤ Select at least one Reason for rejection. ➤ Select Final Rejection. ➤ Select Yes on the confirmation message.
4 Exit ARO	<ul style="list-style-type: none"> ➤ Close the POC Approval and Rejection window and the POC Manager. ➤ Exit ARO.

#7 Facility ePOC Attachments

In this scenario, you learn how facilities can attach documents to support their Plan of Correction.

Part 1: Facility adds attachments and submits POCs

1 Add attachments to survey	<ul style="list-style-type: none"> ➤ Log into ASPEN Web: ePOC. ➤ Locate the revisit survey created in Part 2 of the fifth scenario. ➤ Click the survey's paper clip icon. ➤ On the Attachments window, select Browse. ➤ Select FacePOCAttach1.doc and click Open. ➤ For the Description, enter POC Attachment #1, and select Attach. ➤ Select Browse.
------------------------------------	---

	<ul style="list-style-type: none"> ➤ Select the FacePOCAttach2.rtf and click Open. ➤ For the Description, enter POC Attachment #2, and select Attach. ➤ Close the Attachments window.
2 Create and submit POCs	<ul style="list-style-type: none"> ➤ In the Survey List, select the Event ID of the revisit. ➤ Select the first non-0000 tag in the list. ➤ In the Facility Response section, enter some POC Description text and enter today's date in the Completion Date (X5) field. ➤ Click Save as Pending to save this POC, then click Back, since you have another POC to enter. Notice the Status of the first tag has changed to <i>Pending</i>. ➤ Select the next tag, enter POC Description text, and enter today's date in the Completion Date (X5) field. ➤ Click Save as Pending to save this POC, then click Back. Status is <i>Pending</i> for both tags. ➤ Select Submit All Pending.
3 eSign and Attest the POCs	<ul style="list-style-type: none"> ➤ On the Attestation of POC Submittal Terms and Conditions page, select the Electronic Signature checkbox, then click Continue. You return to the Survey Detail page. Confirm that Status has changed to <i>Submitted</i> for both tags. At the top left of the page, a "POC successfully submitted" message appears for both tags. ➤ Log out of ASPEN Web: ePOC.

Part 2: ASPEN: SA views facility attachments while reviewing POCs

Facility-provided attachments are removed upon approval of POCs for all tags.

1 Open POC Manager	<ul style="list-style-type: none"> ➤ Open ACO. ➤ Select the POC button to open POC Manager. ➤ Select the revisit survey, then click POC Approve/Reject.
2 View facility-submitted attachment	<ul style="list-style-type: none"> ➤ In the POC Approval and Rejection window, select ePOC Attachments. ➤ Select View next to POC Attachment #1. ➤ Review the document, then close it. ➤ Close the ePOC Attachments window. <p>You return to POC Approval and Rejection.</p>
3 Draft Approve tags	<ul style="list-style-type: none"> ➤ In the Deficiencies section, select the first non-0000 tag. ➤ Review the Plan of Correction text, then select Approve. ➤ Enter a few approval comments, then select Save as Draft. ➤ Select Yes on the confirmation message. ➤ Repeat for all non-0000 tags on the survey.
4 Finalize approval and remove facility-submitted attachments from ePOC	<ul style="list-style-type: none"> ➤ Select Finalize Drafts and click Yes on the confirmation. ➤ Select Yes on the second message. <p>It tells you that all provider-attached documents will be deleted upon final approval, i.e., when the last tag's POC. is approved. No record of these ePOC attachments is retained.</p> <ul style="list-style-type: none"> ➤ Close the POC Approval and Rejection window.

#8 ASPEN ePOC History

ePOC History is available via the History button on the POC Approval and Rejection window. It displays reasons for rejection and POC text from prior submissions/rejections.

Part 1: SA views ePOC history for a tag

1 View ePOC history for a rejected tag	<ul style="list-style-type: none">➤ In the Citation POC Status list box on POC Manager, select Rejected and click Refresh.➤ Select the survey created in the second scenario, then click POC Approve/Reject.➤ Highlight the tag that was rejected and select the History button (above the Plan of Correction panel). Notice the entire history of the tag is displayed.➤ Select the No POC row in the grid. Notice there is no POC Detail text for this row.➤ Select the Submitted row. Notice the POC Detail text submitted by the facility.➤ Select the Rejected row. Notice the Rejection Reasons for this tag.➤ Close the POC History and POC Approval and Rejection dialogs.
---	--

#9 ePOC Special Situations

Though not common, certain special situations may arise during the POC process. ePOC is designed to accommodate these rare events.

Part 1: SA removes POC approval

When POC approval is removed because a POC was approved in error, POC status is set to Rejected.

1 Locate approved tag and remove approval	<ul style="list-style-type: none"> ➤ In the Citation POC Status list box on POC Manager, select Approved and click Refresh. ➤ Select the survey created in the second scenario, then click POC Approve/Reject. ➤ Highlight one of the approved tags and select Remove Approval. ➤ Select Yes on the confirmation message. Notice that POC Status for the tag changes to Rejected. ➤ Select History. ➤ Select the Rejected row. Notice the text automatically entered for Rejection Reasons: <p style="margin-left: 40px;">“Approval for this tag has been removed. Contact your state survey agency or regional office.”</p> <p style="margin-left: 40px;">This is the body text of the POC Rejected email that will be sent to the facility.</p> <hr/> <p>Note: The facility can update and resubmit a rejected POC.</p> <hr/> <ul style="list-style-type: none"> ➤ Close the POC History and POC Approval and Rejection dialogs.
--	---

Part 2: SA removes an ePOC Posting

It may occasionally be necessary to remove a survey posted on the ASPEN Web: ePOC website due, for example, to IDR/IIDR or media attention. When a posted survey is removed from the website, any POC information already entered is retained in ASPEN.

Changes can be made to the survey and it can be re-posted if necessary. When a survey is changed and re-posted, an email notification is sent to the facility and it identifies the changed tag(s). If a tag is removed due to IDR/IIDR or other circumstance, that tag will not be displayed on the ASPEN ePOC website.

1 Locate posted survey	<ul style="list-style-type: none">➤ In the Citation POC Status list box on POC Manager, select Rejected and click Refresh.➤ Select the survey created in the second scenario, then click ePOC Properties.
2 Remove ePOC posting	<ul style="list-style-type: none">➤ Select Remove Posting.➤ Select Yes on the confirmation message. Notice the Posted status of all tags changes to Not Posted.➤ Select Close. Notice the survey is no longer displayed on POC Manager.➤ Close POC Manager.

3 Conduct IDR/IIDR for survey	<ul style="list-style-type: none">➤ In the tree, locate the survey you “unposted”.➤ Right click on the survey and select IDR/IIDR....➤ In the Informal Dispute Resolution window, enter today’s date in the Request Received, Scheduled, Conducted, and Completion fields.➤ Enter your name in Conducted By.➤ Select an IDR Type.➤ Click Show Attendees, select 01 Administrator and click OK.➤ In the Survey Citation IDR Status grid, Click in the IDR Status column for the first tag and select 04 Tag Change.➤ In the Select New Tag window, select a different tag and click OK, then click Yes on the message.➤ Click in the IDR Status column for the next tag in the grid and select 06 S/S Change.➤ In Update Citation Properties, select a different S/S level.➤ Click OK to close each dialog.
4 Re-post survey	<ul style="list-style-type: none">➤ In the tree, right click on the survey and select ePOC... to open ePOC Properties. Notice that all tags are selected in the grid, that the tag removed is not displayed, and that the new S/S is displayed.➤ Enter the Reason for Re-Posting.➤ Select Post SOD on ePOC Website.➤ Select Yes on the confirmation message, then OK. Close ePOC Properties.

Part 3: SA stops, then un-stops a survey

It may occasionally be necessary to “stop” a survey posted on the ASPEN Web: ePOC website due to a legal or other situation. Stopping a survey removes it from the ASPEN ePOC website and stops generation of timeliness emails. The survey can be un-stopped when appropriate.

Note: Any POC information entered prior to stopping a survey is retained.

1 Locate posted survey	<ul style="list-style-type: none">➤ In the ACO toolbar, select the POC button to open POC Manager.➤ Select a survey created in an earlier scenario.
2 Stop the survey	<ul style="list-style-type: none">➤ Select Stop Survey.➤ Select Yes on the confirmation message, then No on the lock message. <p>Notice the survey is no longer displayed on POC Manager.</p> <ul style="list-style-type: none">➤ In the Survey POC Status list box, select Stopped, then select Refresh. <p>Notice the survey is now displayed on POC Manager.</p>
3 Un-stop the survey	<ul style="list-style-type: none">➤ Select the survey and select Un-Stop Survey.➤ Select Yes on the confirmation message.➤ Close POC Manager.

#10 ePOC Emails

ePOC generates automatic email notifications at different times during the ePOC process. You can specify recipients for each email in ACO. An email history option allows users to view details about ePOC -related emails that were sent.

Part 1: SA sets up email recipients

You can set up the appropriate recipients for each ePOC email. Recipients can include one, several, or all management and/or team/work units as well as the survey team and/or responsible parties, and additional individuals.

1 Verify that email addresses are entered in ACO	<i>Instructor Demo</i> <ul style="list-style-type: none">➤ Open ACO.➤ Click on the Directory tab.➤ Expand the Staff Directory and locate a staff member who is to be an ePOC email recipient.➤ Right click on the staff member and select Update Staff Member.➤ Enter the staff member's Email Address if the field is blank.➤ Click OK. <p>Repeat these steps for each staff member who will receive ePOC emails.</p>
---	---

<p>2 Set up a recipient group for one management unit plus survey team members and ePOC responsible parties</p>	<ul style="list-style-type: none"> ➤ Click the File menu and select Email Recipients. ➤ To the right of the Email Recipient Groups grid, click the Add button. ➤ Select an Email Type. ➤ As the Primary Facility Type, select Nursing Home (NH). ➤ Select a Management Unit. ➤ Select both Notify Survey Team Members and Notify ePOC Responsible Parties. ➤ Click OK. <p>The new email recipient group appears in the grid. Its Management (Mgmt) Unit is the one that was selected, Team is All.</p>
<p>3 Add an individual staff member to a recipient group</p>	<ul style="list-style-type: none"> ➤ To the right of the Email Recipient Groups grid, click the Add button. ➤ Select a different Email Type than the one used in step 2. ➤ As the Primary Facility Type, select Nursing Home (NH). ➤ Select a Management Unit. ➤ Click OK. <p>Its Management (Mgmt) Unit is the one that was selected, Team is All.</p> <ul style="list-style-type: none"> ➤ In the Email Recipient Groups grid, highlight the group that was just added. ➤ To the right of the Recipients section, select Add. ➤ Enter an Email Address and click OK. <p>Notice the email address appears in the Recipients section when the recipient group it was added to is selected in the Email Recipient Groups grid.</p>

4 Set up two recipient groups with the same management unit but different team/work units	<ul style="list-style-type: none">➤ To the right of the Email Recipient Groups grid, click the Add button.➤ Select a different Email Type than the ones used in steps 2 and 3.➤ As the Primary Facility Type, select Nursing Home (NH).➤ Select a Management Unit.➤ Select a Team/Work Unit.➤ Click OK. <p>The new email recipient group appears in the grid with the individual Management (Mgmt) Unit and Team that were selected.</p> <ul style="list-style-type: none">➤ To the right of the Email Recipient Groups grid, select the Add button.➤ Select the same Email Type used above in this step.➤ As the Primary Facility Type, select Nursing Home (NH).➤ Select the same Management Unit used above in this step.➤ Select a different Team/Work Unit than the one used above in this step.➤ Click OK. <p>The new email recipient group appears in the grid with the same Management (Mgmt) Unit as the group added above in this step but with a different Team</p>
--	--

Part 2: SA views ePOC email history

1 View ePOC email history	<ul style="list-style-type: none">➤ In ACO, select the File menu, then Email History.➤ In the Filter Criteria section, select today's date as the Start Date.➤ For Email Type, select 01-Survey Results Posted – SA/RO.➤ Select Refresh. Notice now that only Survey Results Posted – SA/RO (i.e., SOD Posted to ePOC) emails that were generated today are displayed in the grid.➤ View all fields displayed on the grid, scrolling to the right to see all fields.➤ Select View in the row for one of your surveys to see the email, then click OK.➤ In the Filter Criteria section, select another Email Type and click Refresh.➤ Select View for one of the surveys to see the email, then click OK.➤ Repeat for all email types.➤ Select Close.
----------------------------------	--

Part 3: ePOC Email Notices

This part of the scenario provides a description and the text of each available ePOC email notice.

Survey Results Posted – SA/RO

This email is sent to the SA/RO when a survey is posted to the ePOC website. The email is sent for Deficiency-Free surveys if Acknowledgement is required for the primary facility type.

Subject: SOD Posted to ePOC: 9EF711 – BAXTER HEALTH CARE CENTER (Survey Completed 05/15/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT

Survey Dates: 05/15/2013 – 05/15/2013

Event ID: 9EF711

The Statement of Deficiencies (SOD) for this survey has been posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website, and the facility has been notified via email that a SOD is available for review and Plan of Correction submission.

Please do not reply to this message.

Thank you.

Survey Results Posted – Facility

This email is sent to the facility within an hour of the survey being posted to the ASPEN ePOC website, and is sent for deficiency-free surveys, if Acknowledgement is required for the primary type.

Subject: Statement of Deficiencies (SOD) Posted: 9EF711 – BAXTER HEALTH CARE CENTER (Survey Completed 05/15/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT

Survey Dates: 05/15/2013 – 05/15/2013

Event ID: 9EF711

Plan of Correction (POC) Due Date: 05/25/2013

The Statement of Deficiencies for the survey completed at your facility on the above referenced date has been posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMS-NET VPN, then login to the ePOC system via the QIES to Success website (<https://web.qiesnet.org/qiestosuccess>) to review the deficiencies, and to enter Plan of Correction (POC) information, if required.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Survey Results Re-Posted

This email is sent to a facility and copies to the SA/RO within an hour after the survey is re-posted in ASPEN, and will be sent for deficiency-free surveys if Acknowledgement is required for the primary type.

Subject: Statement of Deficiencies (SOD) Re-posted: DONX11 – BAXTER HEALTH CARE CENTER (Survey Completed 03/23/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT, OTHER

Survey Dates: 03/23/2013 – 03/23/2013

Event ID: DONX11

SOD Reposting Date: 05/14/2013

The results of the survey completed at your facility on 03/23/2013 have been revised and re-posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMS-NET VPN, then login to the ePOC system via the QIES to Success website (<https://web.qiesnet.org/qiestosuccess>) to review the changes made to the following citations and re-submit the Plan of Correction information, if needed:

- Tag 0151-RIGHT TO EXERCISE RIGHTS – FREE OF REPRISAL
- Tag 0156-NOTICE OF RIGHTS, RULES, SERVICES, CHARGES

newly added tags

Please note that re-posting of this survey will not delay the imposition of any possible federal remedies or sanctions. Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Facility POC Submitted

This email is sent to the facility with copies to the SA/RO, when they have submitted a POC for a tag. The email is sent within an hour after the facility submits the POC for a tag, and is not sent for Deficiency-Free surveys.

Subject: Facility POC Submission for Tag 0176 – DG7V11 – IOWA LUTHERAN HOSPITAL (Survey Completed 08/27/2012)

Facility: 165130/IOWA LUTHERAN HOSPITAL

Facility Type: SNF

Survey Dates: 08/27/2012 – 08/27/2012

Event ID: DG7V11

Your Plan of Correction (POC) for Tag: 0176/RESIDENT SELF-ADMINISTER DRUGS IF DEEMED SAFE was received via the ASPEN Web: Electronic Plan of Correction website on 04/09/2013.

If you feel this POC was submitted in error, please contact your state survey agency or CMS Regional Office immediately

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

POC Rejected by SA/RO

This email is sent to the facility when their Plan of Correction is rejected by the SA or RO within an hour after the rejection.

Subject: POC for Tag #1051 Rejected: DOHX11 – BAXTER HEALTH CARE CENTER (Survey Completed 03/23/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT, OTHER

Survey Dates: 03/22/2013 – 03/23/2013

Event ID: DONX11

Your Plan of Correction (POC) for Tag: 0151/RIGHT TO EXERCISE RIGHTS – FREE OF REPRISAL was rejected on 05/14/2013 for the following reason(s):

- Does not contain elements detailing how the facility will correct the deficiency as it relates to the individual.
- Does not indicate how the facility will act to protect residents in similar situations.
- Does not include the measures the facility will take or the systems it will alter to ensure that the problem does not recur.

Please submit a revised POC via the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMS-NET VPN, then login to the ePOC system via the QIES to Success website (<https://web.qiesnet.org/qiestosuccess>) as soon as possible or by a date that may be specified in comments in ePOC.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

POC Approved by SA/RO

This email is sent to the facility when the SA or RO approves a Plan of Correction for a tag. It is sent within an hour after the approval.

Subject: POC for Tag #0156 Approved: 35ED11 BLACKHAWK LIFE CARE CENTER
(Survey Completed 05/06/2013)

Facility: 165499/BLACKHAWK LIFE CARE CENTER

Facility Type: SNF/NF

Survey Category: OTHER

Survey Dates: 05/06/2013 – 05/06/2013

Event ID: 35ED11

Your Plan of Correction (POC) for Tag: 0156/NOTICE OF RIGHTS, RULES,
SERVICES, CHARGES was approved on 05/15/2013.

Contact your state survey agency or CMS regional office, as appropriate, with
questions regarding this matter.

Please do not reply to this message.

Thank you.

Final POC Approved

This email is sent to the facility after the SA or RO approved the final POC for all tags on the survey. This email is sent within an hour of SA or RO approval of the last tag.

Subject: Final POC Approved: 35ED11 – BLACKHAWK LIFE CARE CENTER
(Survey Completed 05/06/2013)

Facility: 165499/BLACKHAWK LIFE CARE CENTER

Facility Type: SNF/NF

Survey Category: OTHER

Survey Dates: 05/06/2013 – 05/06/2013

Event ID: 35ED11

The Plans of Correction for all tags on this survey have been approved by the SA/RO on 05/15/2013. Please ensure that your Corrective Action Plans are implemented and follow the principles of a Quality Assessment and Performance Improvement (QAPI) plan as monitoring and follow-up may be done by the SA/RO.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

No Response Emails

The POC Overdue email (below) is sent to the facility with copies to the SA or RO when it does not respond with a Plan of Correction on a survey's initial posting to ePOC in a timely manner, or when the facility does not re-submit a corrected Plan of Correction for a rejected tag within a timely manner. The No POC Ever Received email is sent 10 calendar days after the survey has been released to the facility and every other day thereafter until the facility submits a Plan of Correction. The Rejected Tags without Subsequent POC email is sent 3 calendar days after rejection and every other day thereafter until the facility re-submits the revised Plan of Correction.

Subject: Plan of Correction (POC) Overdue: BTQR13 – REGENCY REHAB AND SKILLED NURSING (Survey Completed 04/18/2013)

Facility: 165200/REGENCY REHAB AND SKILLED NURSING

Facility Type: SNF/NF

Survey Category: REVST, FEDMON

Survey dates: 04/18/2013 – 04/18/2013

Event ID: BTQR13

Statement of Deficiencies (SOD) Posted Date: 04/18/2013

Please note that Plans of Correction (POC) for the referenced survey above are overdue for the following citation tags. Please submit the POC(s) immediately on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMS-NET VPN, then login to the ePOC system via the QIES to Success website (<https://web.qiesnet.org/qiestosuccess>):

- Citation 0151-RIGHT TO EXERCISE RIGHTS – FREE OF REPRISAL
- Citation 0154-INFORMED OF HEALTH STATUS, CARE, & TREATMENTS

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

Tardy Survey Posting

This email is sent to the SA or RO when a qualified survey has been completed but not posted to the ePOC website. It is sent 9 business days after the survey exit date and every other day thereafter until the survey is posted to the ePOC website, and is sent for Deficiency-Free surveys.

Subject: Tardy Survey Posting - Management Unit: MMIII; Team/Work Unit: LTC6 Facility Category: 02 – 05/15/2013

The following surveys are not posted and at least 9 business days past their exit date:

EventID	Exit Date	Fed/State	Surv Cat	Days Since Exit Date	Fac Type	Facility
9GMN11	06/08/2011	F/S	A	487	SNF/NF	DUNLAP NURSING & REHAB
55S611	06/27/2011	F/S	A	474	SNF/NF	AFTON CARE CENTER
55S612	08/11/2011	F/S	AD	442	SNF/NF	AFTON CARE CENTER
894911	11/04/2011	F/S	IAK	383	SNF/NF	BAXTER HEALTH CARE CENTER
894912	12/06/2011	F/S	IADK	363	SNF/NF	BAXTER HEALTH CARE CENTER
PTID11	02/10/2012	F/S	A	318	NF/NF	ALTOONA NURSING AND

Please do not reply to this message.

Thank you.

Late POC Review

This email is sent to the SA or RO when a POC has been submitted and has not been reviewed within 5 business days after submission. The email is sent every other day thereafter until approval or rejection occurs.

Subject: Late POC Review – Management Unit: MMII - Team/Work Unit: LTC6 - Facility Category: 02 – 05/15/2013

The following tags have submitted Plan of Correction information and have not been reviewed within 5 business days after submission:

EventID	Exit Date	Fed/State	Surv Cat	Days Since Submission	Tag	Facility
THXX11	04/10/2013	F	A	8	0153	UNION PARK HEALTH SERVICES
THXY11	04/14/2013	F	A	8	0152	UNION PARK HEALTH SERVICES
2XWT11	04/22/2013	F	A	15	0150	BLACKHAWK LIFE CARE CENTER
THXZ21	04/22/2013	F	AH	7	0012	UNION PARK HEALTH SERVICES
THXZ21	04/22/2013	F	AH	7	0014	UNION PARK HEALTH SERVICES

Please do not reply to this message.

Thank you.

SOD Acknowledgement Required

This email is sent to the facility with copies to the SA or RO when the facility does not acknowledge a deficiency-free survey. The email is sent on the POC Due Date and every other day thereafter until acknowledgement occurs, and is sent only for those facilities where the primary type requires Acknowledgement.

Subject: Statement of NO Deficiencies – Acknowledgement Required: BNBV12 – DUNLAP NURSING & REHAB CENTER (Survey Completed 05/13/2013)

Facility: 165193/DUNLAP NURSING & REHAB CENTER

Facility Type: SNF/NF

Survey Category: RECERT, REVST, LICEN

Survey Dates: 05/13/2013 – 05/13/2013

Event ID: BNBV12

SOD Acknowledgement Due Date: 05/28/2013

Please note that you are required to acknowledge the Statement of Deficiencies (SOD) for the above referenced survey, even though no deficiencies were issued. Your acknowledgement should be made immediately via the ASPEN Web: Electronic Plan of Correction (ePOC) website on the Survey Detail page. Please login to the CMS-NET VPN, then login to the ePOC system via the QIES to Success website (<https://web.qiesnet.org/qiestosuccess>).

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

#11 ePOC Management Reports

ePOC management reports are available in ACO via the Reports menu. These reports display only those surveys that are assigned to the current user's ASPEN Work/Team Unit and only those primary facility types for which the user has ASPEN View or Read/Write access.

The following ePOC reports are provided:

- **Tardy SOD Issuance**
Shows all surveys which are ePOC eligible that have not been posted to the ePOC website within specified time frames
- **Tardy POC Submission from Facility**
Shows all deficiencies for which facilities have not submitted a POC within specified time frames
- **Rejected Tags Requiring Facility Follow-Up**
Shows all rejected deficiencies for which facilities have not re-submitted a POC within specified time frames
- **Facilities Pending SA/RO POC Review**
Shows all facilities with newly submitted or re-submitted POCs which are awaiting review
- **Plan of Correction Audit Trail**
Shows all POC activities (submissions, re-submissions, rejections, approvals, etc.) for a specific facility or group of facilities
- **Survey POC Information**
Displays detailed POC data with initial submission, latest rejection, last approval, and Completion (X5) dates for each tag as well as the following information for the survey: Event ID, SOD Sent Date, POC Due Date, POC Received Date (date of the first POC submission for any tag on the survey), POC Last Rejected Date (date of the last POC rejection for any tag on the survey), POC Final Approval (last approval date for all non-0000 tags on the survey), and POC Last Submitted (date of the last POC submission for any tag on the survey)
- **SOD Acknowledgement Missing**
Shows all deficiency-free surveys for which the facility has not acknowledged review of the SOD, where acknowledgement is required

- **Deficiency Free Surveys**
Shows all deficiency-free surveys
- **Stopped Surveys**
Shows all surveys which have been stopped
- **Deficiencies Not Posted**
Shows all deficiencies which have not been posted

Part 1: SA generates ePOC management reports

1 Select an ePOC management report	<ul style="list-style-type: none"> ➤ In ACO, select the Reports menu, then ePOC Management Reports. ➤ Select Tardy SOD Issuance.
2 Set filters	<ul style="list-style-type: none"> ➤ In the Define Selection grid, click All in the Definition column for the Facility Type filter. ➤ In the Facility Category window, click Deselect All. ➤ Select 02-Nursing Home (NH) and click OK. ➤ Repeat for the Operating Status filter; select 01-Active.
3 Generate the report	<ul style="list-style-type: none"> ➤ Select Print Now (bottom of screen). ➤ Review the report, then close it.
4 Generate other reports	<p><i>Independent Practice</i></p> <ul style="list-style-type: none"> ➤ Repeat for each of the ePOC Management Reports; try various filtering selections.