



QTSO MEMORANDUM

MEMO

NUMBER: 2023-050

TO: QIES State Coordinators

CC: CMS Central and Regional Office Contacts

FROM: April Bell, QIES Technical Support Office

DATE: October 30, 2023

SUBJECT: UPDATE PDF DOCUMENTS (LTCSP) / CMS 671 ISSUE

The ASPEN 12.4.4 release introduced an issue to the census calculation for the Total Residents (F8c) element of the CMS-671 page of a Nursing Home certification kit (this field was formerly located on the CMS-672). This issue was corrected in the system on Friday, October 27 and no action is required by end users.

On October 26, 2023, form CMS 802, Matrix For Providers, was updated due to technical errors. The latest version of the document is available in the LTCSP software starting on October 30, 2023.

To update the PDF files to the latest version of this document, surveyors must use the Update Documents option on the LTCSP Navigation menu.

To update PDF documents:

1. Verify you are connected to the internet.
2. Open a survey in LTCSP (all PDFs will be available for any survey).
3. The Navigation menu should be open, if not, click the menu icon to open.
4. Expand the **System** section, and select **Update Documents**.

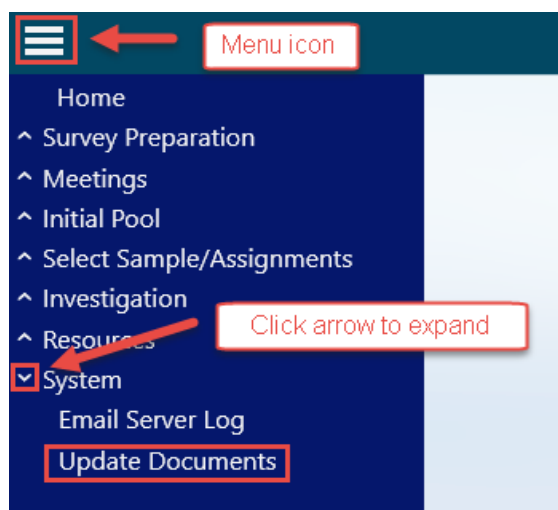


Figure 1: System menu expanded to show Update Documents option

5. A popup reminds you to close all open PDF documents—if open, a document cannot be updated. Click **OK**.

6. Click **OK** when the updates are complete.

In addition, the latest version of form CMS 802 is available in the Survey Resources folder and at the Nursing Home webpage for download.

TIP: If you get a message saying that a PDF was open and the update stops, close the PDF and rerun Update Documents.

If you have any questions concerning this information, please contact the QTSO Help Desk at iqies@cms.hhs.gov or 1 (888) 477-7876.