Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Clinical Laboratory Improvement Amendments (CLIA) Accounting System

Version 1.0

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1. Introduction

This user manual addresses the processes necessary to perform CLIA functions in iQIES.

1.1 Getting Started – Important Information to Know

Below is important general information about iQIES.

- Log in to iQIES at https://iqies.cms.gov/ with Health Care Quality Information Systems (HCQIS) Access Roles and Profile (HARP) login credentials. Refer to the iQIES Onboarding Guide for further information, if necessary.
- All screenshots included in this manual contain only test data. Current screens in iQIES may differ from what is shown in screenshots below.
- Words highlighted in blue are clickable links.
- A red asterisk (*) indicates a required field.
- Blank fields may have a limited number of characters allowed in that field. If so, the character limit is shown on the bottom left. The blank fields may also be expanded. Click the two 45° parallel lines and drag to the right to enlarge the box. See *Figure 1, Expandable Field*.

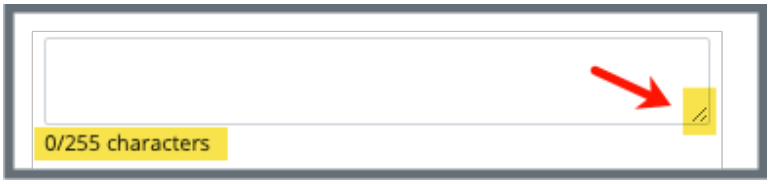


Figure 1: Expandable Field

- iQIES times out after 30 minutes of nonuse and reverts to the login page. Be sure to save data regularly. iQIES remains up and active as long as it is in use.
- iQIES uses a smart search. Once three letters/digits are typed in the search bar, results are shown based on the letters/digits entered. The more letters/digits entered, the narrower the search. If any of the results is the correct result, click the result to open.

- Review any notification banners. Some banners may have links to review further information; others may be a reminder of a task that must be completed. See *Figure 2, Notification Banner* and *Table 1, Notification Banner Color Descriptions.*

Figure 2: Notification Banner

Table 1: Notification Banner Color Descriptions

Notification Banner Color	Reason
Green	Action was successful
Blue	Informational only
Yellow	Warning. Review for information.
Red	Stop and review. The banner explains the actions must be taken.

- Review any Tool Tips for additional information to perform an action. Hover over the information icon to see the tip. Tool Tips are in iQIES to communicate information. Look for the information icon. See *Figure 3, Tool Tip Icon.*

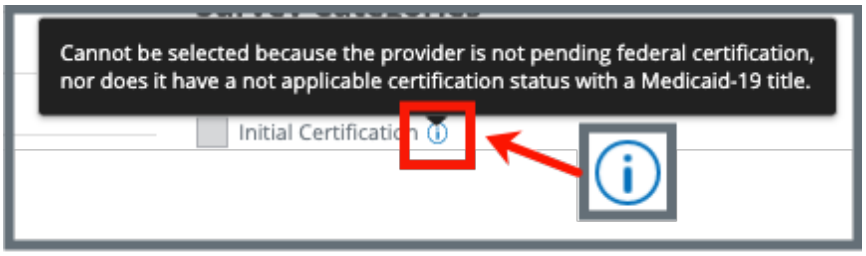


Figure 3: Tool Tip Icon

- Below are the supported browsers for access to iQIES. Be sure to keep your browser updated.

  Chrome
  Edge

1.2 iQIES Service Center

The iQIES Service Center supports users working within the various iQIES components: S&C, Patient Assessment, and Reporting.

Assistance Accessing iQIES:	Contact the iQIES Security Official (SO) for your organization
Billing Issues:	**Phone**: 404-498-2290 **Email**: LabExcellence@cms.hhs.gov
iQIES Technical Support:	Contact the iQIES Service Center: **Phone**: 888-477-7876 (select Option 1) **Email**: iQIES@cms.hhs.gov
CCSQ Support Central:	Create a new ticket or track an existing ticket: https://cmsqualitysupport.servicenowservices.com/ccsq_support_central
Idea Portal:	Feedback for future iQIES software development: CCSQ Support Central. Click **Idea Portals** and select **Idea Portal**.
More information on iQIES:	Refer to the QIES Technical Support Office (QTSO) and the Quality, Safety, & Education Portal (QSEP). Logging in to HARP may be required before accessing some documentation in QTSO and QSEP. iQIES reference materials include: • Links to Training Videos for providers • Assessment Management User Manual • Quick Reference Guides • Onboarding Guide • Managing User Information • Other helpful iQIES material iQIES training materials on QSEP include S&C Foundation Series Videos

2. CLIA Overview

This manual explains how to access and use the CLIA accounting system, which is the central system in which incoming and outgoing CLIA monies is managed.

CLIA is a user fee-funded program. The fees associated with CLIA certification and surveys are used to fund both federal and state CLIA operations.

Under CLIA, facilities must obtain appropriate certification, follow test complexity standards, maintain quality assurance, and comply with federal and state oversight to ensure reliable laboratory results.

As part of that process, facilities participate in a fee-based program that is used to obtain and maintain the CLIA certifications under which they provide testing to the public.

3. CLIA User Roles

Refer to the User Roles Matrix for information on which user role is appropriate and the CLIA User Roles Job Aid for information on how to request a user role in HARP and in iQIES.

There are five CLIA user roles:

CLIA Billing Contractor

Provides access to CLIA functionality for CLIA Billing Contractors

State Agency – CLIA Billing User

Allow state agency users access to the CLIA Accounting system

CLIA Billing User

Allow CMS users access to the CLIA Accounting system

CLIA Billing Admin

Allow CMS users with admin privileges access to the CLIA Accounting system

CLIA Admin

Authorized CLIA administrators can access the CLIA admin portal and accounting functionality.

4. Getting Started

4.1 Log in to iQIES

4.1.1 Go to iqies.cms.gov. See *Figure 4, iQIES Log In.*

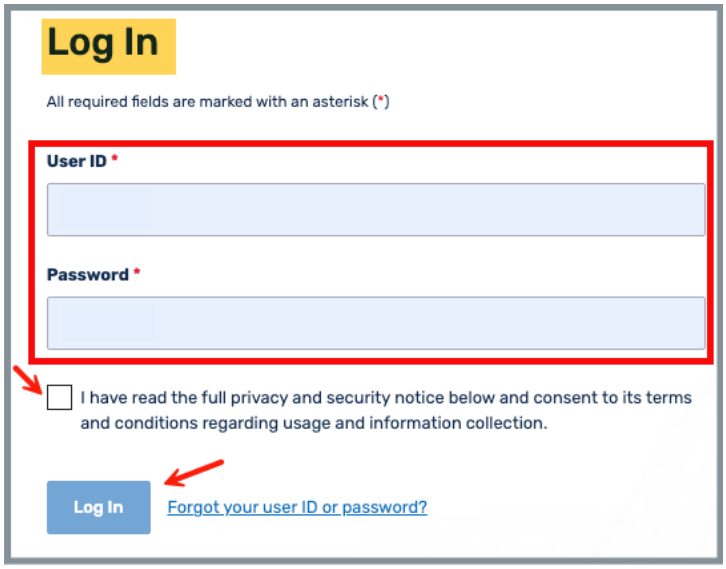


Figure 4: iQIES Log In

4.1.2 Type **User ID**.

4.1.3 Type **Password**.

4.1.4 Check privacy and security checkbox.

4.1.5 Click **Log In**.

Notes:

- **Log In** is disabled until ID and password are typed.
- Click **Forgot your user ID or password?** to find ID or update password.

4.2 Access CLIA

4.2.1 Go to **Administration** on the top menu. See *Figure 5, Administration Menu*.

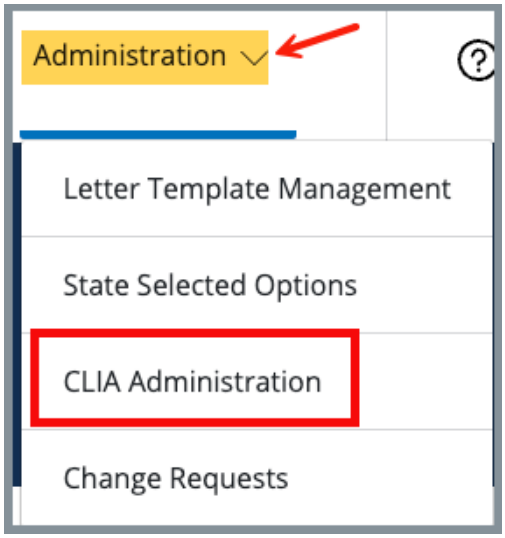


Figure 5: Administration Menu

4.2.2 Select **CLIA Administration** from the drop-down menu. The **CLIA Dashboard** opens. See *Figure 6, CLIA Dashboard.*

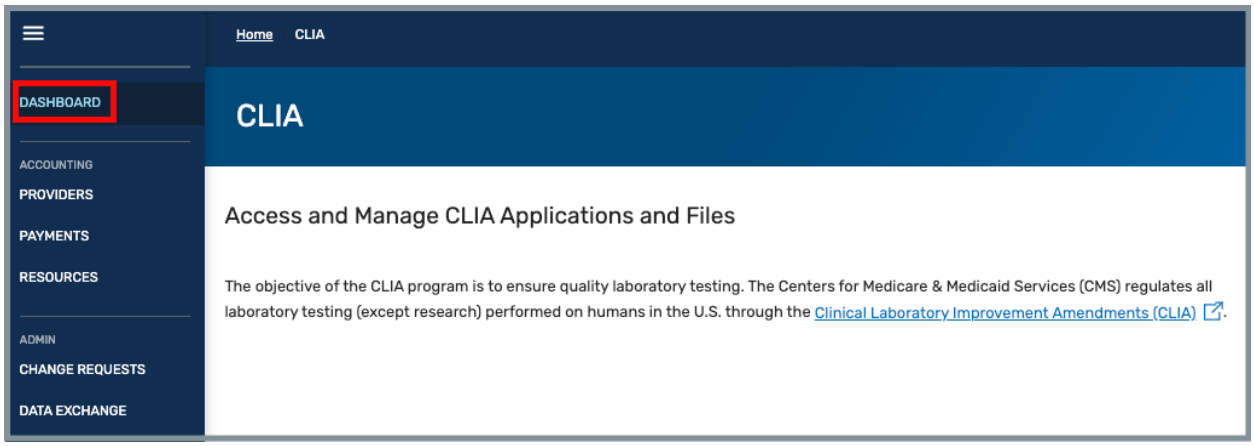


Figure 6: CLIA Dashboard

5. Search for a Provider

Purpose: To search for a facility.

5.1 Select **PROVIDERS** from the left menu. The **Providers** page opens. See *Figure 7, Providers*.

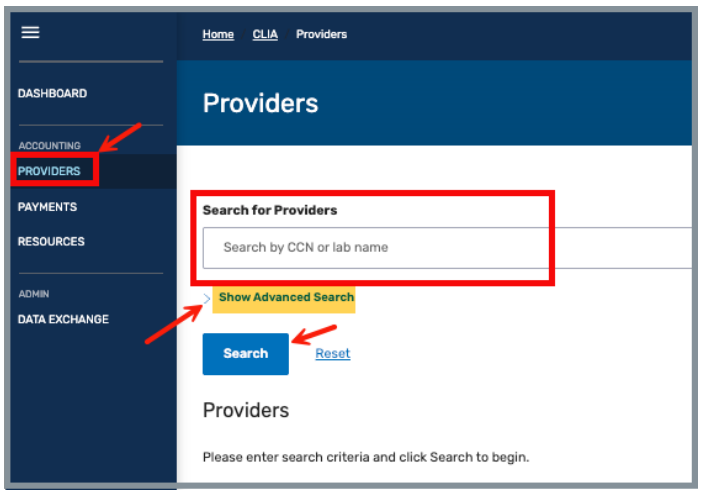


Figure 7: Facilities

5.2 Type CCN or facility name.

5.3 Click **Search**.

Notes:

- Click **Show Advanced Search** to search for a facility by address, including, state, country, or zip.
- Check **Exclude Terminated Laboratories** to exclude terminated laboratories during a search. See *Figure 8, Advanced Search.*
- Click **Hide Advanced Search** to close advanced search.

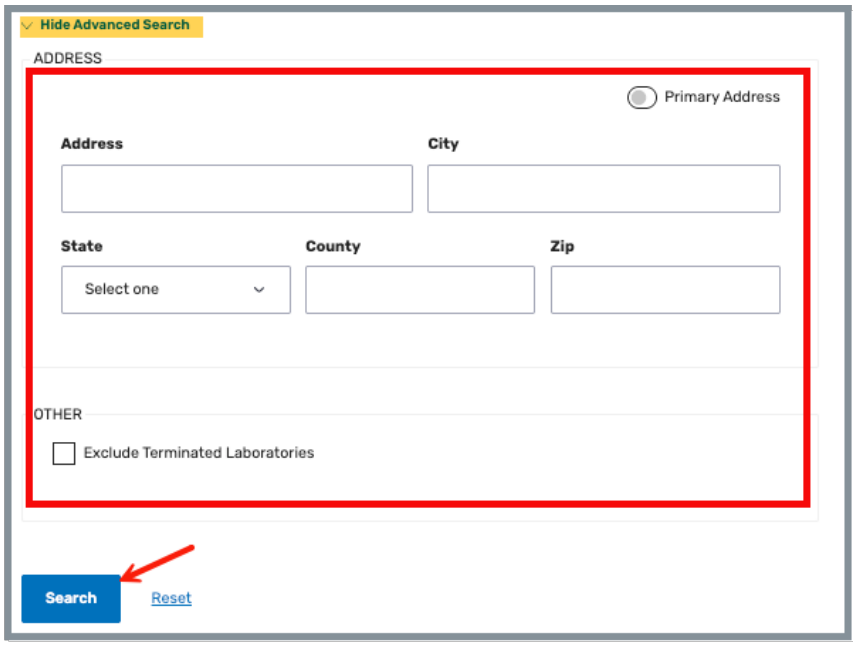


Figure 8: Advanced Search

5.4 See *Figure 9, Search Results* and *Table 2, Search Results Detailed Callout* for detailed information on the search results.

Note: Hover over any information icon to view more information about that field.

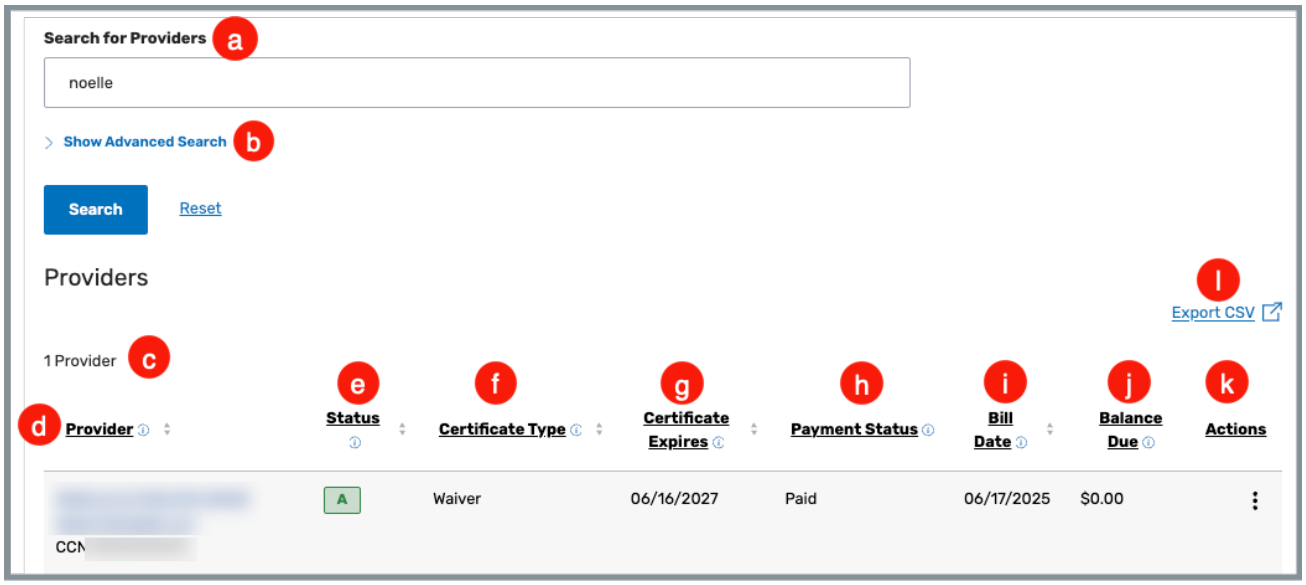


Figure 9: Search Results

Table 2: Search Results Detailed Callout

No.	Section Name	Description
a	**Search for Providers**	Type search criteria by CCN or facility name
b	**Show/Hide Advanced Search**	Click caret to show or hide advanced search. Facilities can be searched by address, including, state, country, or zip and excluded terminated laboratories.
c	Number of facilities returned from search	The number of facilities returned from the search criteria
d	**Provider**	Lab name and facility CCN
e	**Status**	Whether the facility is an active facility (**A**) or terminated facility (**T**)
f	**Certificate Type**	The type of certificate the facility has requested: **Accreditation, Compliance, Registration-Accreditation, Registration-Compliance, PPMP, Waiver**.
g	**Certificate Expires**	The expiration date of the certificate when a certificate exists **Note**: Certificates expire two years from issuance.
h	**Payment Status**	The facility's current payment status: **Paid**, **No Fees, Payment Due**
i	**Bill Date**	The date the last bill was sent to the lab.
j	**Balance Due**	Current balance due

No.	Section Name	Description
k	**Actions**	Click the vertical ellipsis under the **Actions** menu for the following selections: **Note**: Available selections are based on user role. • **View** View the payment history. • **Generate Fee Coupon** Select **Generate Fee Coupon** to generate a new bill with all open payments on that bill. The bill is automatically emailed or mailed to the lab. Delivery method is dependent on facility choice. **Note**: Available for facilities that have a **Payment Due**. When there is no payment due, the option does not appear. • **Revised Certificate** Select when there has been a change associated with the facility's data on the certificate to issue an updated certificate to reflect those changes. ○ Change of Facility Name ○ Change of Facility Address ○ Change of Facility Director ○ Change of Facility Approved Specialties / Subspecialties • **Replacement Certificate** Select to send a replacement certificate. There is no cost or charge for the replacement.
l	**Export CSV**	Click to export a CSV of all facilities searched. **Note**: The CSV downloads to the **Downloads** folder on the user's computer.

6. View a Facility Record

Purpose: View details about a facility record, including billing, audit history, and notes.

6.1 Open Facility Details

Click facility name. The facility page opens. See *Figure 10, Facility Details* and *Table 3, Facility Details Detailed Callout*.

Figure 10: Facility Details

Table 3: Facility Details Detailed Callout

No.	Section Name	Description
a	**Return to Search**	Click to return to the **Search** page.
b	Facility Name and CCN	Facility name and CCN
c	Facility Name and Payment Status Badge	Facility name and **Payment Status** badge. **Note**: A **Locked** facility status is shown as a **Locked** badge. There is a yellow notification banner that notes that the facility status is locked, no data can be changed, and to contact the CLIA Service Desk for further information.
d	Facility Details	Shows **CCN**, **Overall Status**, **Lab Classification**, **CWF Date**, **Last Survey Date**, **Last AO Inspection Date**, **CCED** and **Outstanding Balance**, when information is available. Badge shows current payment status.

No.	Section Name	Description
e	**Billing** Tab	Default landing tab. See Billing Tab for further information.
f	**Audit History** Tab	See Audit History Tab for further information.
g	**Notes** Tab	See Notes Tab for further information.

6.2 Billing Tab

Purpose: Shows the status and details of certificate and billing inquiries.

See *Figure 11, Billing Tab* and *Table 4, Billing Tab Detailed Callout* for an explanation of the **Billing** tab.

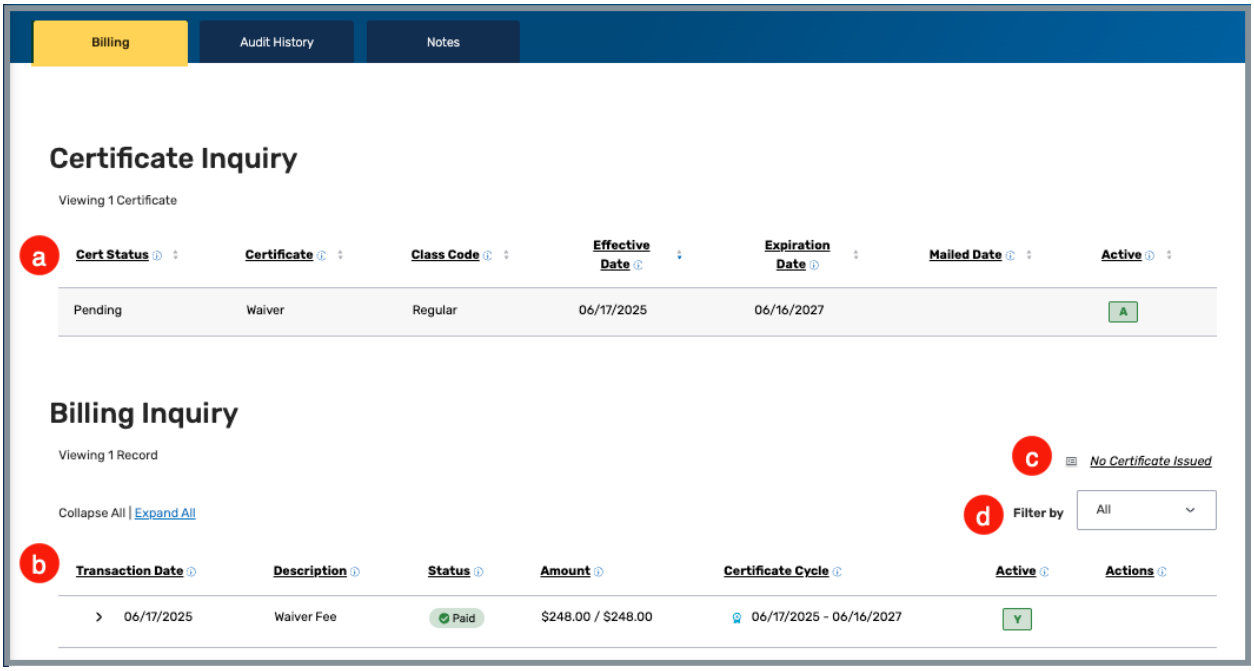


Figure 11: Billing Tab

Table 4: Billing Tab Detailed Callout

No.	Section	Header	Description
a	**Certificate Inquiry**		
		Cert Status	Certificate status
		Certificate	Certificate application type • Registration • Accreditation • Compliance • Waiver • PPMP

No.	Section	Header	Description
		Class Code	Certificate facility classification code Facilities can have one of the following classification codes: • Regular • Exempt • VA
		Effective Date	Certificate effective date
		Expiration Date	Certificate expiration date
		Mailed Date	Date the Certificate was mailed to the lab/owner
		Active	Whether the facility is an active facility (**A**) or a Terminated/Expired facility (**T**)
b	**Billing Inquiry**		
		Transaction Date	Date the fee was created/updated
		Description	Describes the fee type. Facilities can have the following fee types. • Registration Fee • Waiver Fee • PPM Fee • Compliance Survey Fee • Compliance Cert Fee • Validation Survey Fee • Accreditation Cert Fee • Rebill Fee • Revisit Fee • Complaint Fee • PT Desk Review Fee • Adding Survey Specialties Fee • Replacing Cert Fee • Revised Cert Fee

No.	Section	Header	Description
		Status	Type of status: **Paid**, **Rebill, Unpaid, Partial Payment, Overpayment**
		Amount	Shows amount paid/fee amount
		Certificate Cycle	Beginning/end date for fee, if applicable. **Note**: Blue badge next to dates indicates a pending certificate. Certificate cycles are two years for all CLIA certificates. Every CLIA certificate must be renewed every two years.
		Active	Indicates whether the fee is active (**Y**) or inactive (**N**)
		Actions	Billing ledger actions are available when the bills meet the system's criteria. This only applies to bills that are active (A). **Actions** can be: **Disbursements** (i.e. money paid by the facility for a bill). • **Refund Disbursement** • **Reverse Disbursement** • **Transfer Disbursement**
c	No Certificate Issued		Indicates no certificate issued for the effective date attached to the fee.
d	**Filter by**		Filter by **All**, **Latest**, **None**

6.3 Audit History Tab

Purpose: Gives details of changes made, when they were made, and who made them.

See *Figure 12, Audit History Tab* and *Table 5*, *Audit History Tab Detailed Callout* for an explanation of the **Audit History** tab.

Note: Audit information can be confirmed in iQAN.

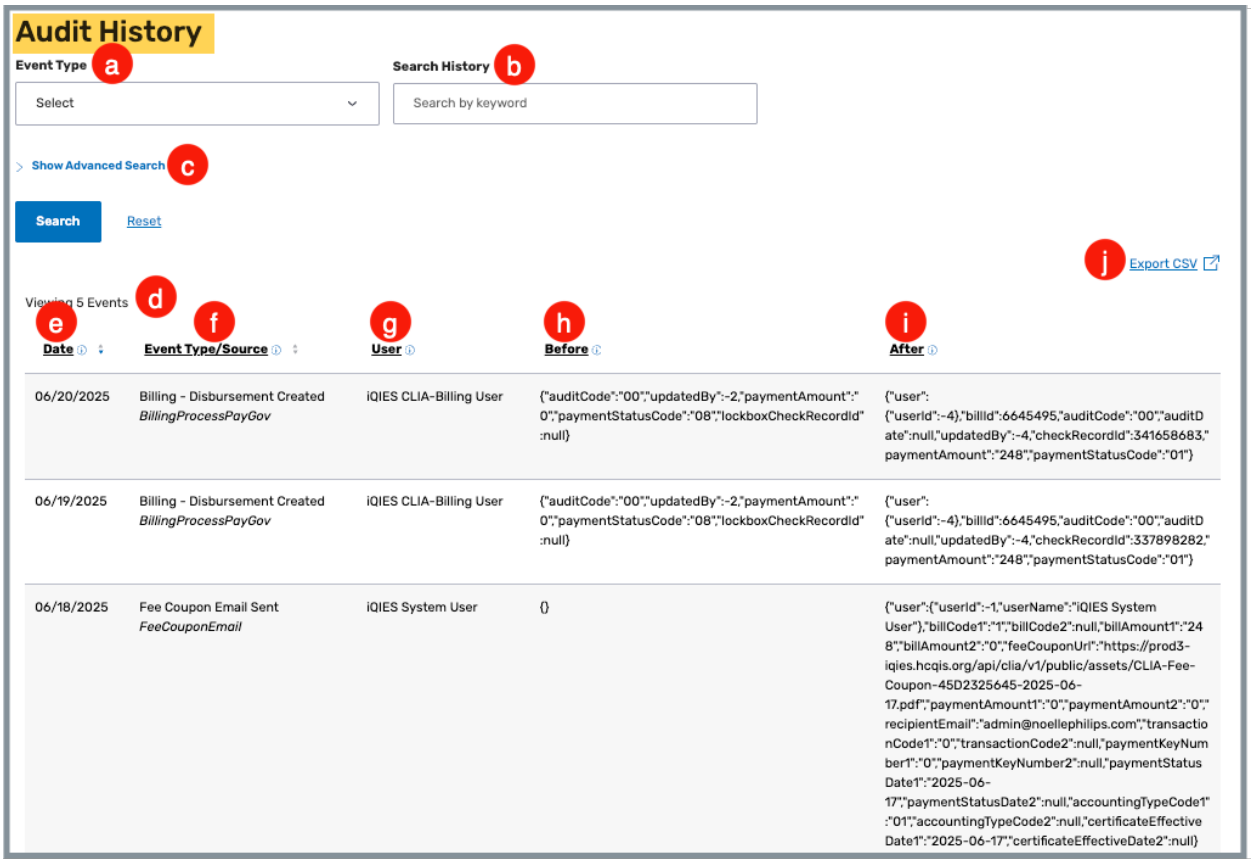


Figure 12: Audit History Tab

Table 5: Audit History Tab Detailed Callout

No.	Section Name	Description
a	**Event Type**	Select the caret to view all **Event Types**. Check the box next to any **Event Type** desired. **Notes**: • More than one selection can be checked • Click the caret to close the drop-down menu
b	**Search History**	Type keyword to search information in history.
c	**Show Advanced Search**	Click caret next to **Show Advanced Search** to view **Advanced Search**. Search by date range or event source. **Notes**: • More than one selection can be checked • Click the caret to close the drop-down menu • Click **Hide Advanced** Search to close **Advanced Search**
d	**Events**	Shows the number of events
e	**Date**	Date of the event
f	**Event Type/Source**	Type and source of audit event
g	**User**	Name of the user responsible
h	**Before**	State of data before the event
i	**After**	State of data after the event
j	**Export CSV**	Click to export a CSV of all facilities searched. **Note**: The CSV downloads to the **Downloads** folder on the user's computer.

6.4 Notes Tab

Purpose: Gives the history of notes that are stored and allows for additional notes.

See *Figure 13, Notes Tab* and *Table 6, Notes Tab Detailed Callout* for an explanation of the **Notes** tab.

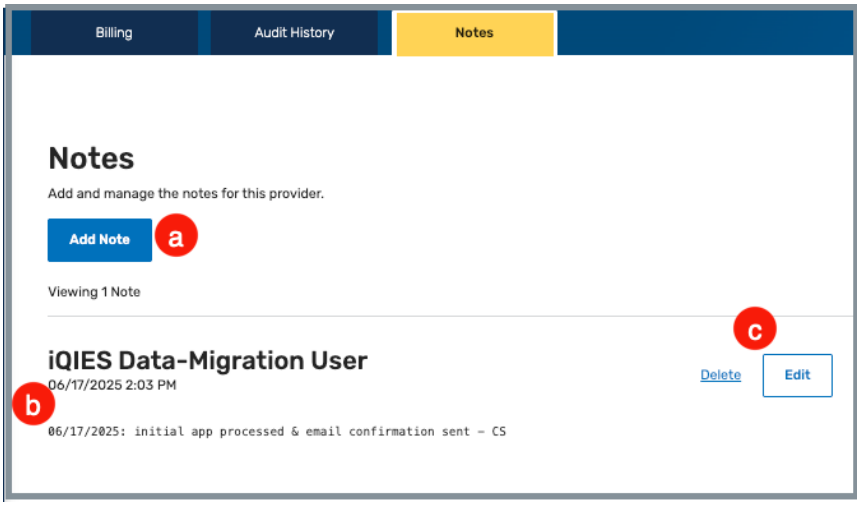


Figure 13: Notes Tab

Table 6: Notes Tab Detailed Callout

No.	Section Name	Description
a	**Add Note**	Add a note. See Add Note.
b	**User Name/Note**	Shows user name of note writer, date/time the note was written, and note written
c	**Delete/Edit**	Delete or edit the note. **Notes**: • Only the CLIA Admin user role can delete or edit other users' notes. • Except for users with the Admin role, only the original author of a note can edit or delete it. For all other users, notes are read-only. • Click **Edit** to edit a note. • Click **Delete** to delete a note. A pop-up confirmation window asks to confirm the deletion.

6.5 Add Note

Purpose: Add a note to clarify information on a facility.

6.5.1 Click **Add Note** on the **Notes** tab to add a note. See *Figure 14, Add Note*.

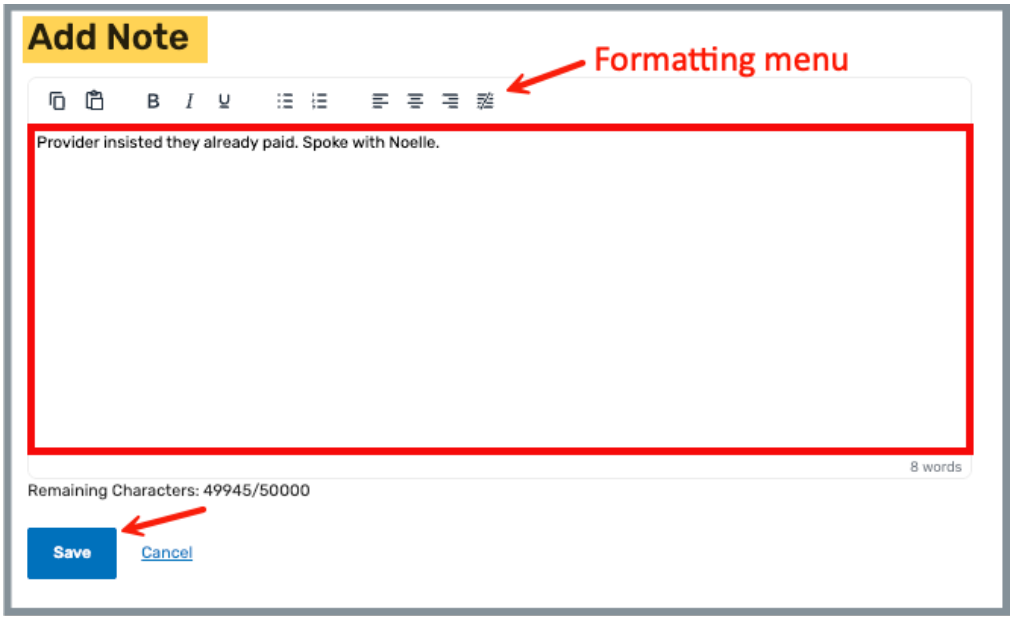


Figure 14: Add Note

6.5.2 Type note in blank field.

Note: Use the formatting bar to format the note, if desired

6.5.3 Click **Save**.

Note: **Save** is disabled until there are words in the **Add Note** field.

6.5.4 View the new note on the **Notes** page. See *Figure 15, New Note.*

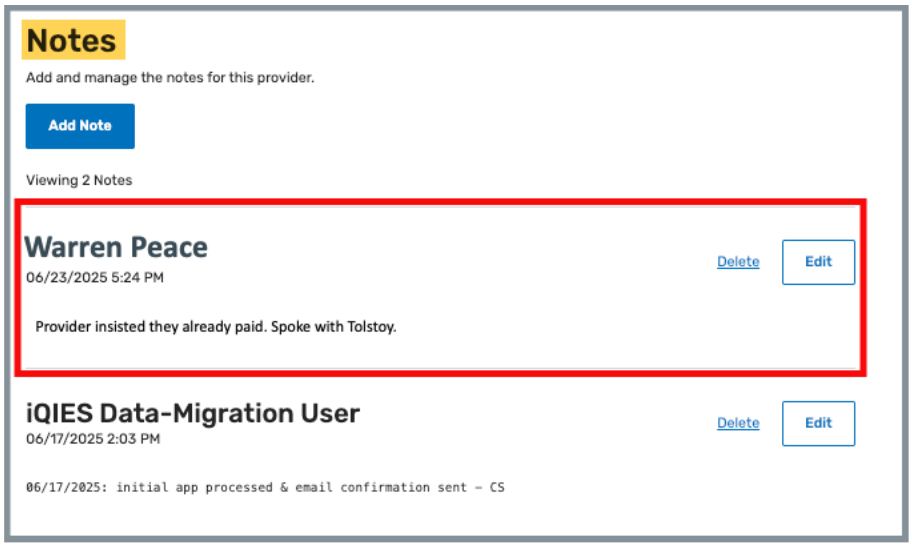


Figure 15: New Note

6.6 Locked Facility

Purpose: To stop financial transactions with a facility.

Notes:

- A locked provider's status cannot be changed by a user.
- No financial transactions can be made with this facility until their status can be updated, including disbursements.
- Contact the CLIA Service Desk to update a locked facility.

A locked facility shows the **Locked** badge. See *Figure 16, Locked Badge.*

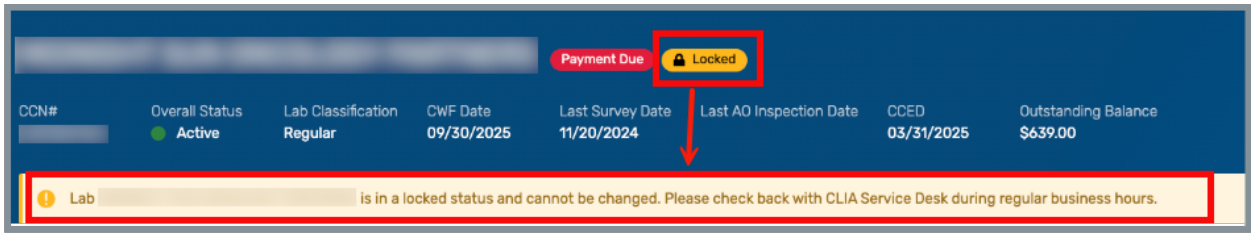


Figure 16: Locked Badge

7. Payments: Facility Accounting Functions

7.1 Payments Overview

Purpose: An overview of all payments made.

Click **PAYMENTS** on the left menu. The **Payments** page opens. See *Figure 17, Payments Overview* and *Table 7, Payments Overview Detailed Callout*.

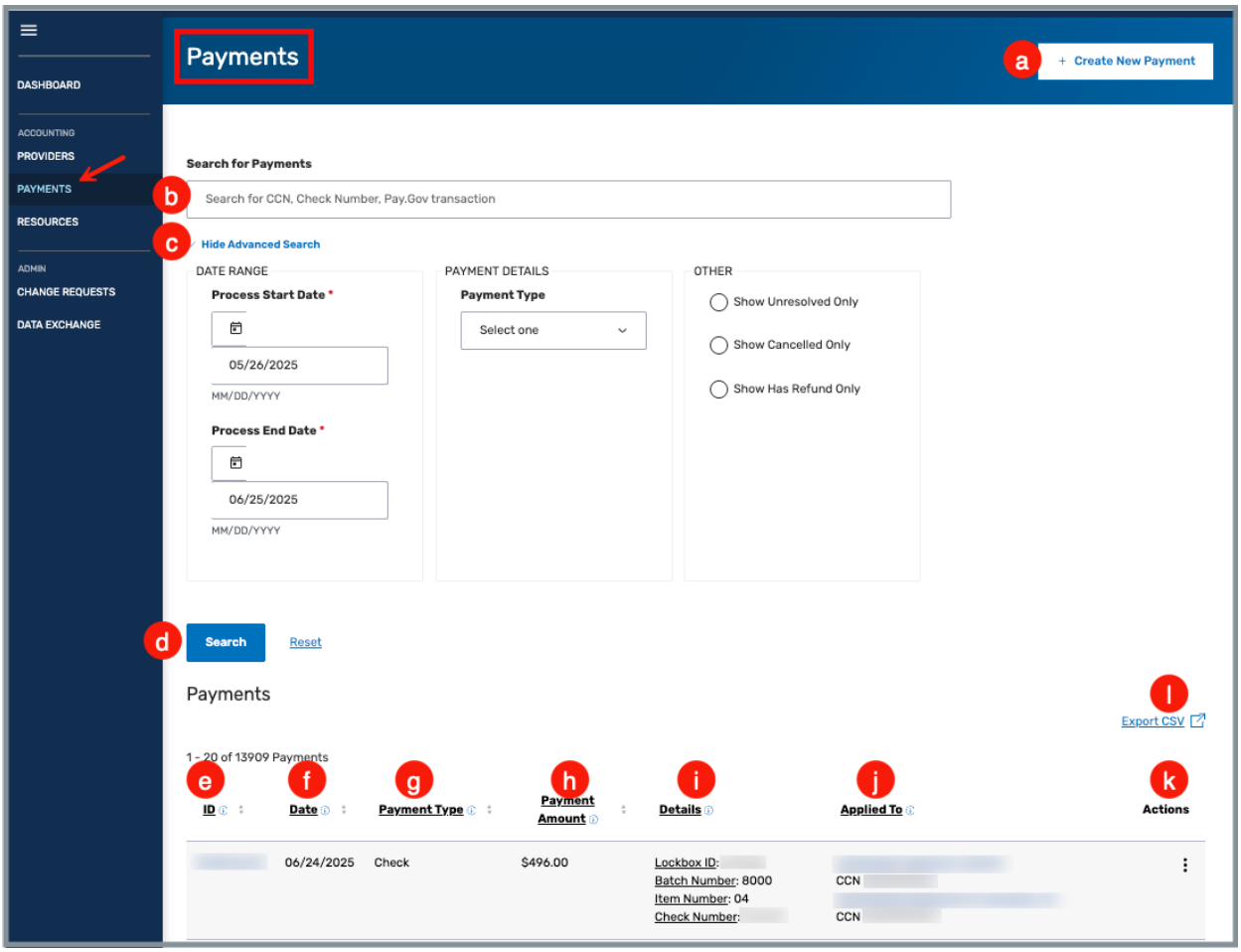


Figure 17: Payments Overview

Table 7: Payments Overview Detailed Callout

No.	Section Name	Description
a	**Create New Payment**	Click to create a new payment. The **Create New Payments** page opens. See Create a New Payment for more details.
b	**Search for Payments**	Search for a payment by **CCN**, **Check Number**, **Pay Gov transaction**
c	**Show/Hide Advanced Search**	Click caret to show or hide advanced search. Advanced search includes date range, payment type, unresolved/canceled/refund.
d	**Search**	Click **Search** or **Enter** on the keyboard to search for a payment.
e	**ID**	System ID. Click the ID to view the **Payment History** page. See Payment History for more details.
f	**Date**	Payment Date
g	**Payment Type**	Type of payment: **Check**, **Credit/ACH**, **Treasury**, **OFM**, **FedWire**, **IPAC**
h	**Payment Amount**	Payment amount
i	**Details**	Additional information about the payment, e.g., **Transaction Number**
j	**Applied To**	Facility and facility's CCN. Click the facility name to view **Providers Detail** page.
k	**Actions**	Select **View** from the **Actions** menu to view the **Payment History** page. See Payment History for more details.
l	**Export CSV**	Click to export a CSV of all payments searched. **Note**: The CSV downloads to the **Downloads** folder on the user's computer.

7.2 Payment History

Purpose: Provides payment history details and gives information on viewing facility payment details including how to reverse, refund, or transfer payments.

Note: Get to the **Payment History** page from the **Payments** page.

See *Figure 18, Payment History* and *Table 8, Payment History Detailed Callout* for an overview of the **Payment History** page.

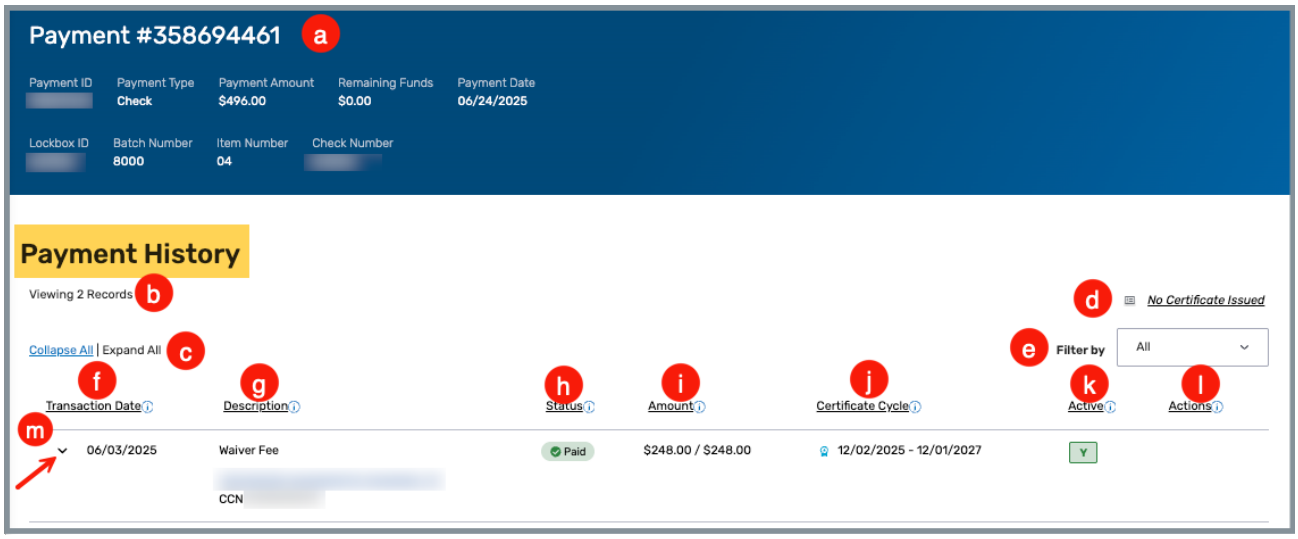


Figure 18: Payment History

Table 8: Payment History Detailed Callout

No.	Section Name	Description
a	**Payment Details**	Details about the payments associated with specific check or credit/ACH payment.
b	**[Number of] Records**	The number of payment records
c	**Collapse/Expand All**	Click to open or close transaction details
d	Certificate	Indicates whether a certificate was issued for the effective date attached to the fee
e	**Filter by**	Filter by **All**, **This Payment**
f	**Transaction Date**	Date the fee was created or updated
g	**Description**	Fee type
h	**Status**	Status of payment
i	**Amount**	Amount paid/Amount billed
j	**Certificate Cycle**	Beginning/end date for fee, if applicable. **Note**: Blue badge next to dates indicates a pending certificate.
k	**Active**	Indicates whether the fee is active (**Y**) or inactive (**N**)
l	**Actions**	Available actions
m	Caret to show additional details	Click caret to show additional payment details. See *Figure 19, Additional Payment Details* and *Table 9, Additional Payment Details Detailed Callout***.**

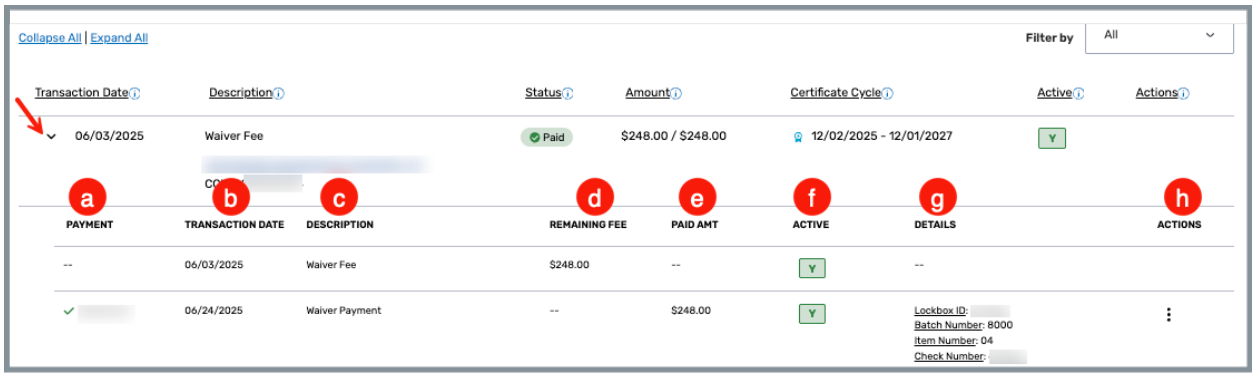


Figure 19: Additional Payment Details

Table 9: Additional Payment Details Detailed Callout

No.	Section Name	Description
a	**PAYMENT**	Payment ID
b	**TRANSACTION DATE**	Date of transaction
c	**DESCRIPTION**	Fee type: 1. **Registration Fee** 2. **Compliance Survey Fee** 3. **Compliance Certificate Fee** 4. **Validation Survey Fee** 5. **Accreditation Certificate Fee** 6. **Rebill Fees**
d	**REMAINING FEE**	Remaining fee to be paid
e	**PAID AMT**	Paid amount
f	**ACTIVE**	Indicates whether the fee is active (**Y**) or inactive (**N**)
g	**DETAILS**	Additional information about the payment, e.g., **Transaction Number**
h	**ACTIONS**	Actions that can be taken on the payment. Choices include: Reverse Disbursement, Refund Disbursement, Transfer Disbursement, Refund Overpayment, Transfer Overpayment.

7.3 Reverse Disbursement

Purpose: To reverse disbursements when payments have accidentally been given to an incorrect facility, for example.

Notes:

- Reverse disbursement allows an authorized user to move money that has been applied to a facility to a state where the money is now unassigned.
- Unassigned money can then be applied to any facility.

7.3.1 Click **Reverse Disbursement** under the **Actions** menu on the **Payment History** page. See *Figure 20, Reverse Disbursement.* The **Reverse Disbursement** pop-up window opens.

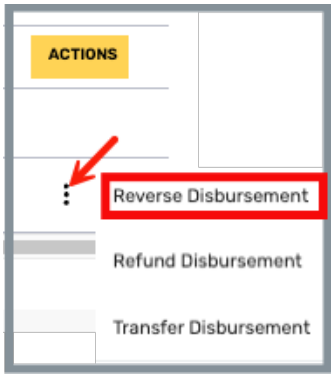


Figure 20: Reverse Disbursement

7.3.2 Click **Yes** to continue to reverse the disbursement. See *Figure 21, Reverse Disbursement Pop-Up Window*.

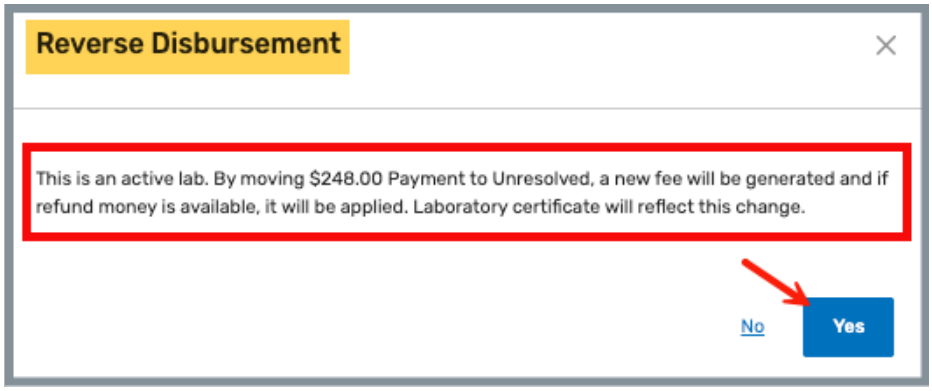


Figure 21: Reverse Disbursement Pop-Up Window

7.3.3 Verify the green notification banner appears. See *Figure 22, Payment Has Been Unresolved Notification Banner.*

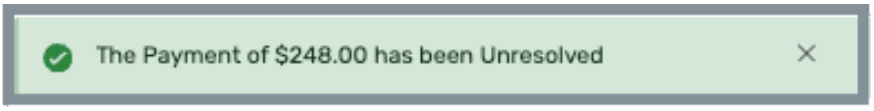


Figure 22: Payment Has Been Unresolved Notification Banner

7.4 Refund Disbursement

Purpose: To refund a payment to the facility when a facility requests the return of the money.

Notes:

- Usually done in conjunction with the State Agency
- Authorized users can refund the facility's payment back to the lab

7.4.1 Click **Refund Disbursement** under the **Actions** menu on the **Payment History** page. See *Figure 23, Refund Disbursement.* The **Refund Disbursement** pop-up window opens.

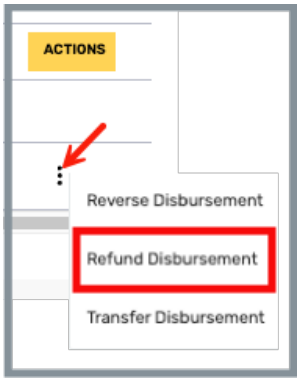


Figure 23: Refund Disbursement

7.4.2 Type notes in the **Notes** field. See *Figure 24, Refund Disbursement Pop-Up Window*.

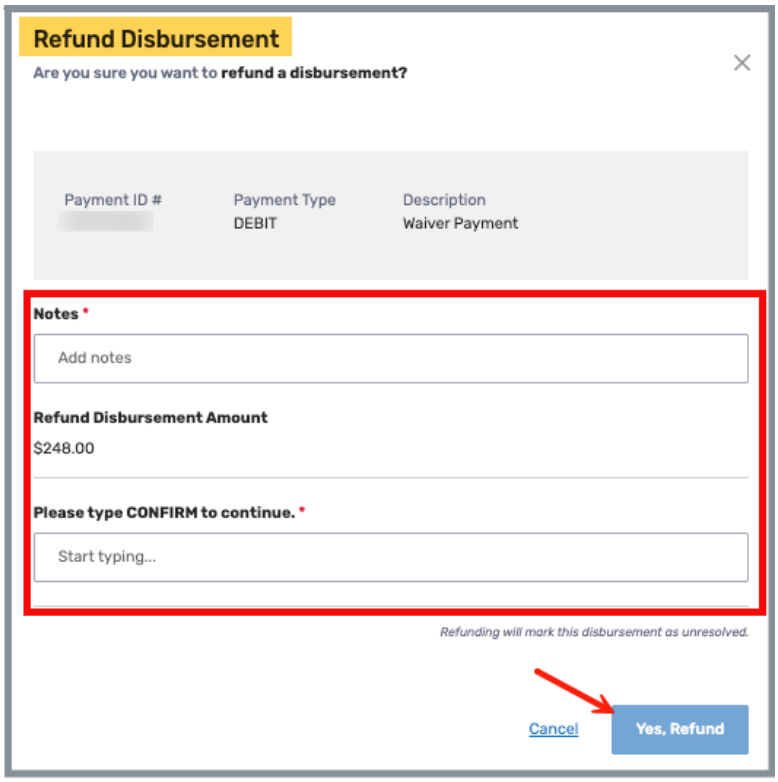


Figure 24: Refund Disbursement Pop-Up Window

7.4.3 Type **Confirm** in the **Confirm** field.

Note: **Confirm** is not case sensitive.

7.4.4 Click **Yes, Refund**.

Note: **Yes, Refund** is disabled until all required fields are completed.

7.4.5 Verify the green notification banner appears. See *Figure 25, Refund Disbursement Successful Green Notification Banner.*

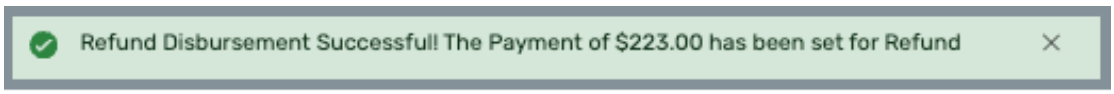


Figure 25: Refund Disbursement Successful Green Notification Banner

7.5 Transfer Disbursement

Purpose: To money that has been applied to one facility's bill and send it to another facility.

Notes:

- Usually done for businesses that own multiple facilities and have overpayments applied to other facilities that are under their purview.
- Once transferred, the source facility's bill returns to **Unpaid** status and the target facility's bill becomes either **Paid** or **Partially Paid**, when the owed amount is not fulfilled by the transferred amount.

7.5.1 Click **Transfer Disbursement** under the **Actions** menu on the **Payment History** page. See *Figure 26, Transfer Disbursement*. The **Transfer Disbursement** page opens.

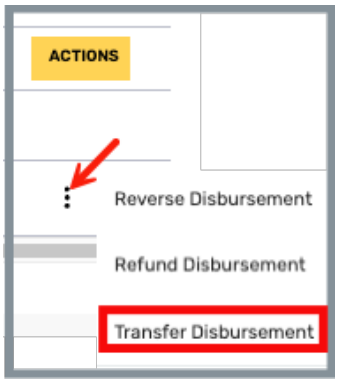


Figure 26: Transfer Disbursement

7.5.2 Type CCN or facility name under **Search for Providers**. See *Figure 27, Transfer Search.*

Note: Click the caret next to **Show Advanced Search** to search on more specific details.

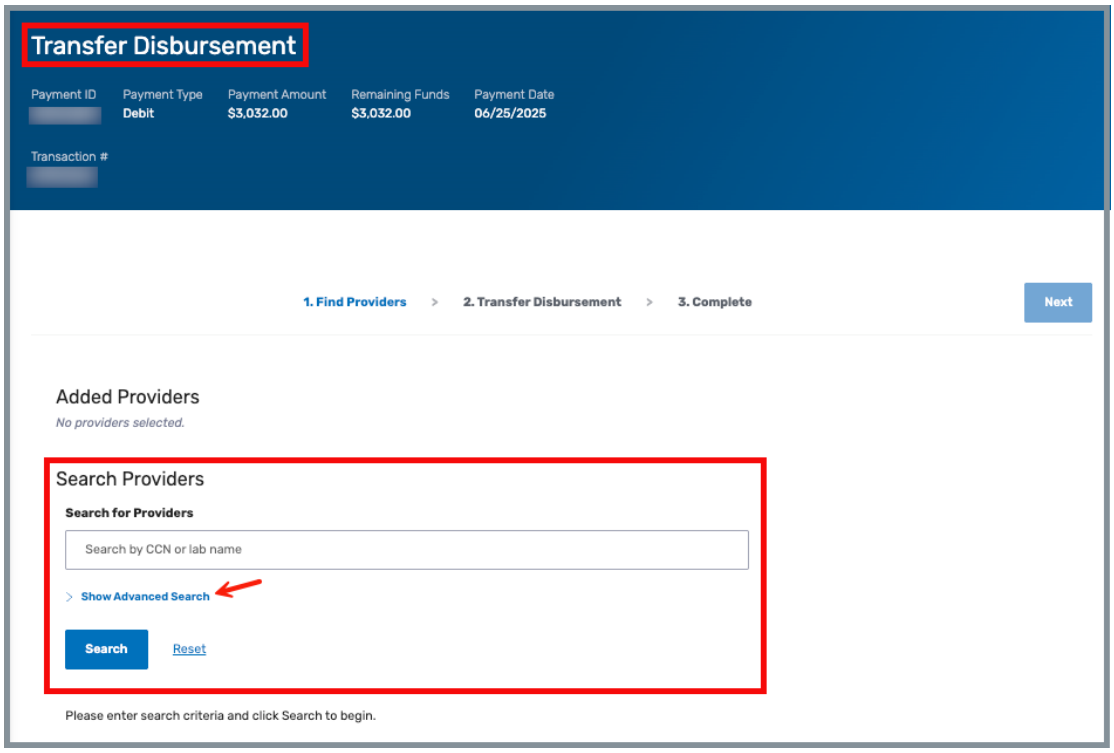


Figure 27: Transfer Search

7.5.3 Click **Search** or **Enter** on keyboard. The search results are shown.

7.5.4 Click **Add** under **Actions** to add the facility for the transfer. See *Figure 28, Add Facility for Transfer.* The facility is added to the **Added Providers** list.

Note: More than one facility can be added.

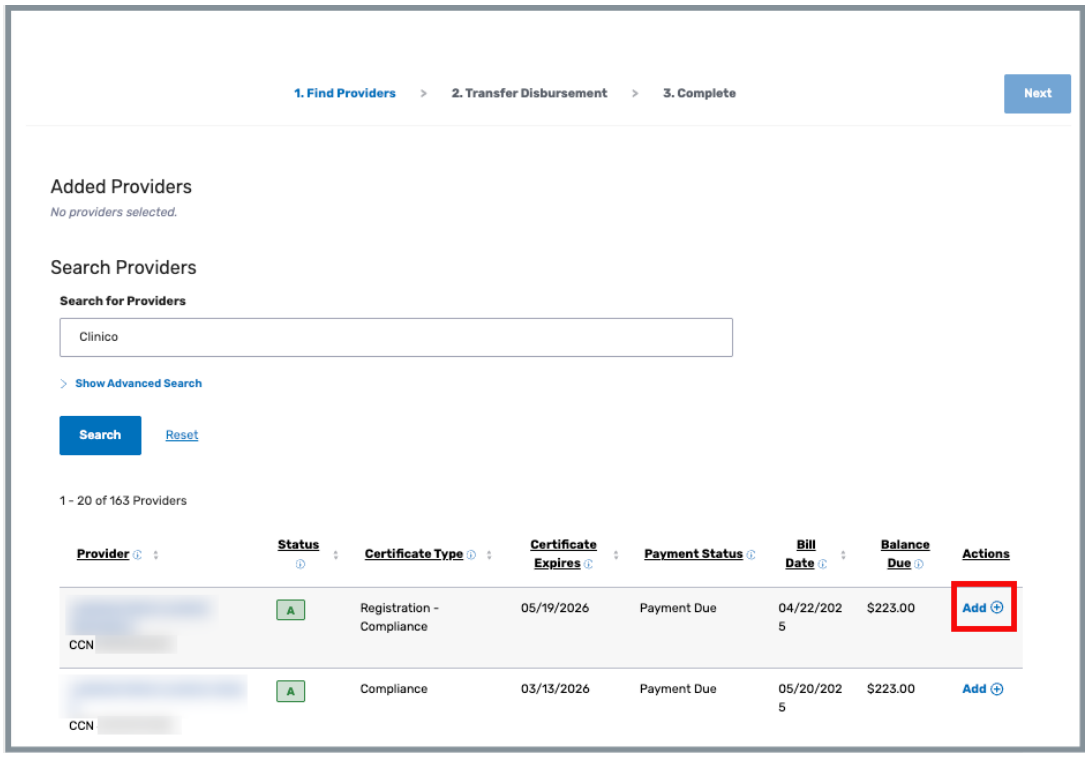


Figure 28: Add Facility for Transfer

7.5.5 Click **Next**. See *Figure 29, Added Providers.* The **Transfer Disbursement** page opens.

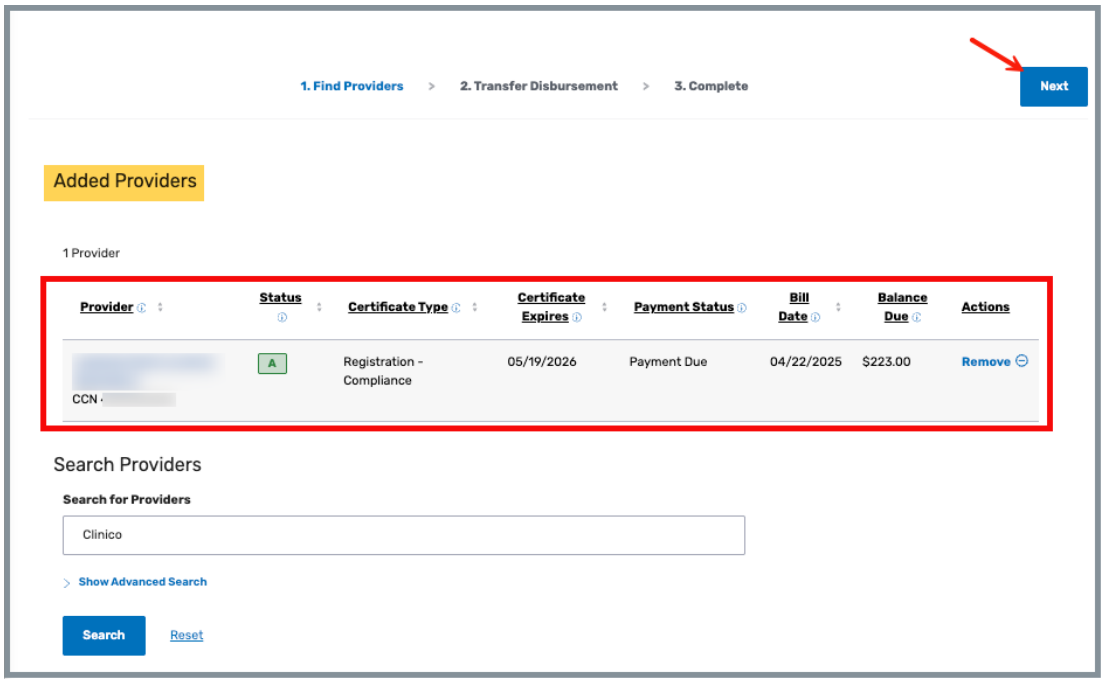


Figure 29: Added Providers

7.5.6 Click **Transfer Disbursement**. See *Figure 30, Transfer Disbursement.* The **Transfer Disbursement** Pop-Up window opens.

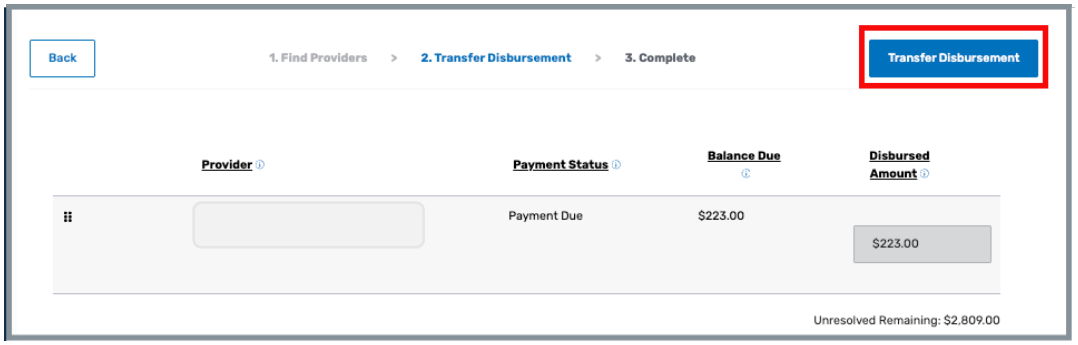


Figure 30: Transfer Disbursement

7.5.7 Click **Yes, Transfer**. See *Figure 31, Yes, Transfer.*

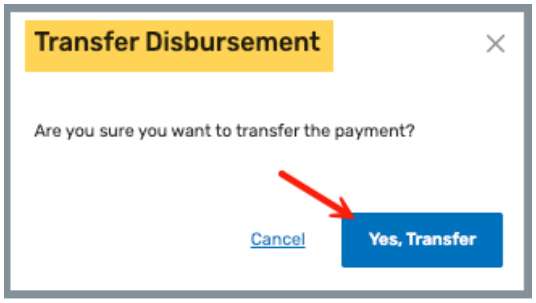


Figure 31: Yes, Transfer

7.5.8 Verify green notification banner appears. See *Figure 32, Disbursement Has Been Transferred Banner.*

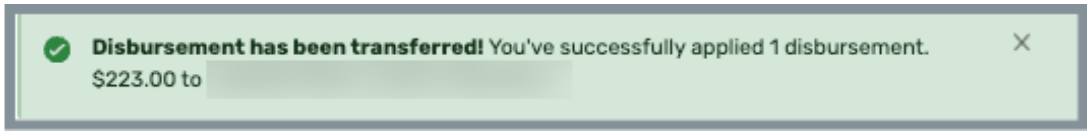


Figure 32: Disbursement Has Been Transferred Banner

7.6 Reverse Overpayment

Purpose: To reverse a facility's overpayment.

7.6.1 Click **Reverse Overpayment** under the **Actions** menu on the **Payment History** page. See *Figure 33, Reverse Overpayment.* The **Reverse Overpayment** pop-up window opens.

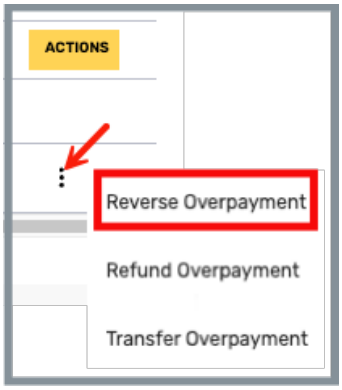


Figure 33: Reverse Overpayment

7.6.2 Click **Yes** to continue to reverse the disbursement. See *Figure 34, Reverse Overpayment Pop-Up Window*.

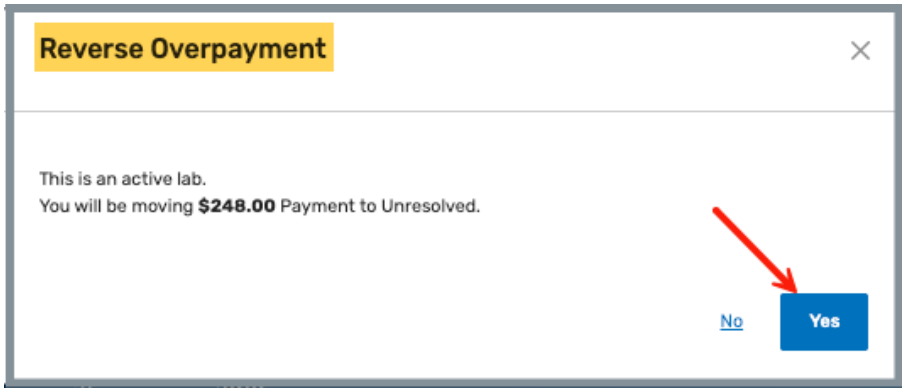


Figure 34: Reverse Overpayment Pop-Up Window

7.6.3 Verify the green notification banner appears. See *Figure 35, Green Overpayment Reversed Notification Banner.*

Figure 35: Green Overpayment Reversed Notification Banner

7.7 Refund Overpayment

Purpose: To refund a facility's overpayment.

Note: If a facility has an overpayment in their account:

a. An authorized user can refund the overpayment to the facility upon request.

b. The system automatically refunds any overpayment that is over six (6) months old to the associated lab.

7.7.1 Click **Refund Overpayment** under the **Actions** menu on the **Payment History** page. See *Figure 36, Refund Overpayment.* The **Refund Overpayment** pop-up window opens.

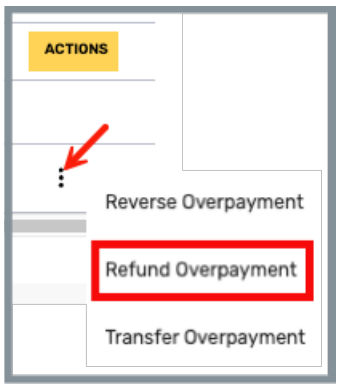


Figure 36: Refund Overpayment

7.7.2 Click **Yes**, **Refund** to continue to reverse the disbursement. See *Figure 37, Refund Overpayment Pop-Up Window*.

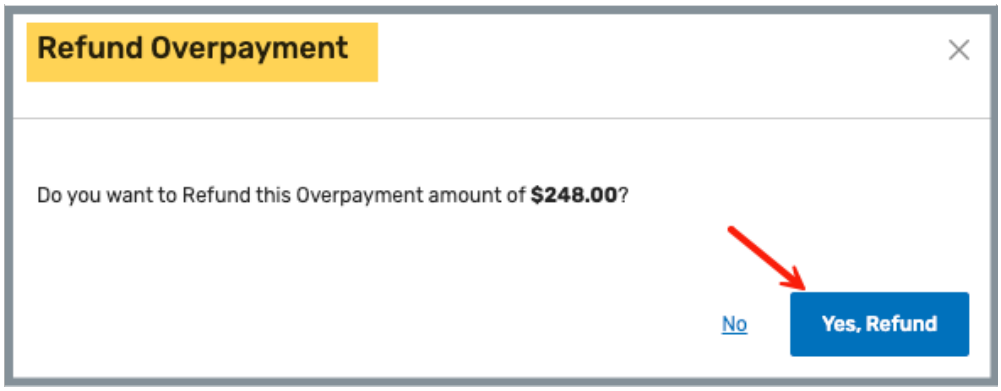


Figure 37: Refund Overpayment Pop-Up Window

7.7.3 Verify the green notification banner appears. See *Figure 38, Green Overpayment Refunded Notification Banner.*

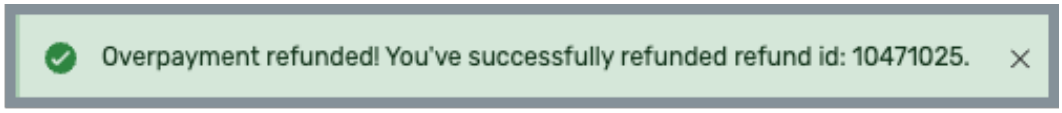


Figure 38: Green Overpayment Refunded Notification Banner

7.8 Transfer Overpayment

Purpose: Transfer overpayments to other facilities

Note: A **Notice of Overpayment** is shown in the **Billing Inquiry.**

7.8.1 Click **Transfer Overpayment** under the **Actions** menu on the Payment History page. See *Figure 39, Transfer Overpayment.* The **Transfer Overpayment** pop-up window opens.

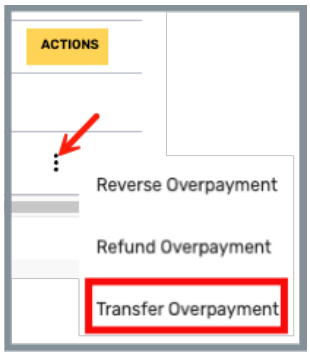


Figure 39: Transfer Overpayment

7.8.2 Click **Yes** to continue to reverse the overpayment. See *Figure 40, Transfer Overpayment Pop-Up Window*.

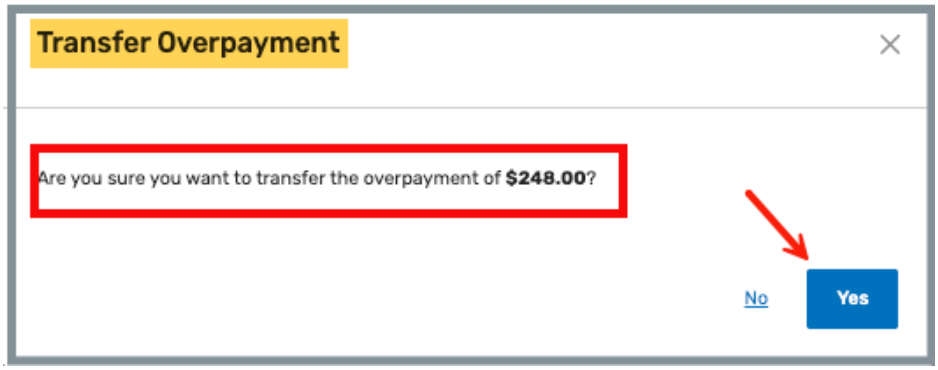


Figure 40: Transfer Overpayment Pop-Up Window

7.8.3 Verify the green notification banner appears. See *Figure 41, Refund Disbursement Successful Green Notification Banner.*

Figure 41: Refund Disbursement Successful Green Notification Banner

8. Payments: Facility Actions

8.1 Generate Fee Coupon

Purpose: To request a notice to clinical laboratories that indicates the amount due for CLIA fees.

Notes:

- The facility must be active and have an open bill to generate a fee coupon.
- Fee coupons are not available for terminated facilities.

8.1.1 Go to the **Facility Details** page. See *Figure 42, Facility Details Page*.

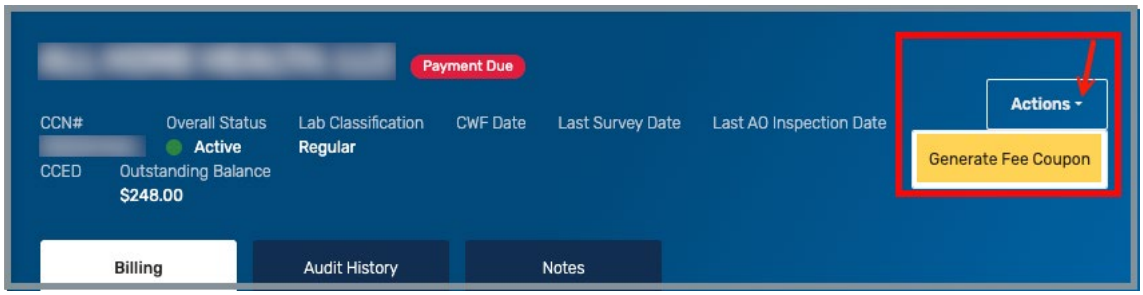


Figure 42: Facility Details Page

8.1.2 Click **Generate Fee Coupon**. The **Generate Fee Coupon** pop-up window opens. See *Figure 43, Generate Fee Coupon Pop-Up Window.*

Note: Click the checkbox next to **Check if there is No Charge** when there is no charge for the replacement certificate.

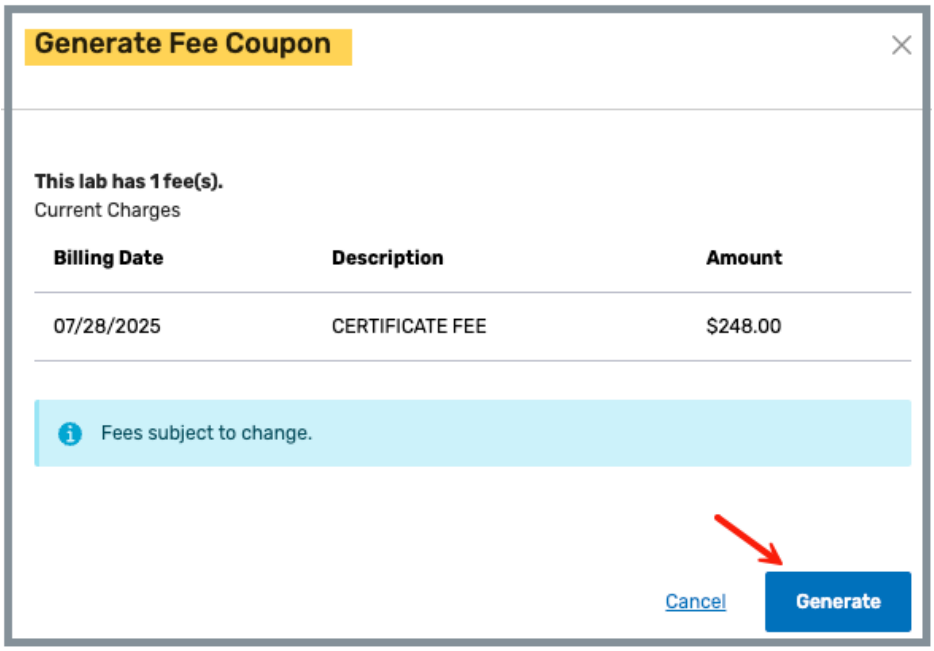


Figure 43: Generate Fee Coupon Pop-Up Window

8.1.3 Click **Generate**.

8.1.4 Verify the green notification banner appears. See *Figure 44, Green Fee Coupon Generated Notification Banner.*

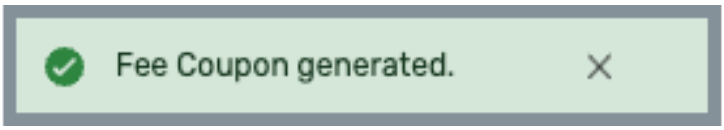


Figure 44: Green Fee Coupon Generated Notification Banner

8.2 Replacement Certificates

Purpose: To request a new certificate issued by CMS when an existing CLIA certificate needs to be reissued without any changes.

Notes:

- Only available for facilities that are active and do not have an already existing request for a replacement certificate.
- All replacement certificates have the same charge regardless of certificate type.
- Facilities can opt to issue a replacement certificate at no charge, but no certificate can be sent until the facility has paid all open bills.

Replacement Certificate

a. Click **Generate Replacement Certificate** from the **Actions** drop-down menu on the **Facility Details** page. The **Generate Replacement Certificate** pop-up window opens. See *Figure 45, Generate Replacement Certificate Pop-Up Window*.

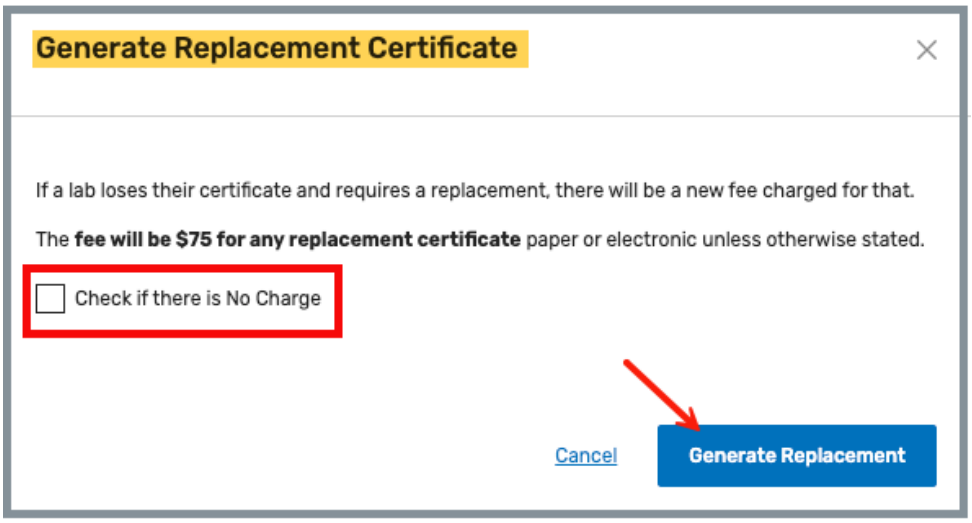


Figure 45: Generate Replacement Certificate Pop-Up Window

b. Click **Generate Replacement**.

Note: Click the checkbox next to **Check if there is No Charge** when there is no charge for the replacement certificate.

c. Verify the green notification banner appears. See *Figure 46, Green Replacement Certificate Fee Generated Notification Banner*.

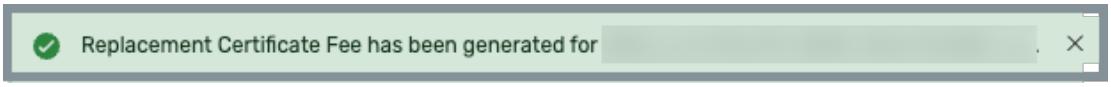


Figure 46: Green Replacement Certificate Fee Generated Notification Banner

Revised Certificate

Notes:

- Revised Certificates are only available for labs that are active and don't have an already existing request for a revised/replacement certificate.
- Revised certificate fees vary on Certificate Type.
- Facilities can opt to issue a replacement certificate at no charge, but no certificate can be sent until the facility has paid all open bills.

a. Click **Generate Revised Certificate** from the **Actions** drop-down menu on the **Facility Details** page. See *Figure 47, Generate Revised Certificate.* The **Generate Revised Certificate** pop-up window opens. See *Figure 48, Generate Revised Certificate Pop-Up Window*.

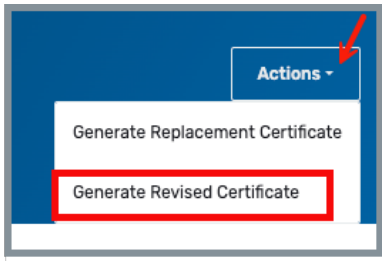


Figure 47: Generate Revised Certificate

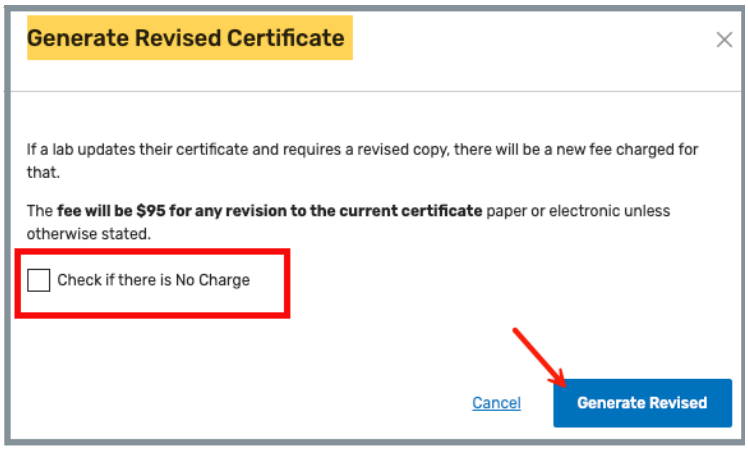


Figure 48: Generate Revised Certificate Pop-Up Window

b. Click **Generate Revised**.

Note: Click the checkbox next to **Check if there is No Charge** when there is no charge for the revised certificate.

c. Verify the green notification banner appears. See *Figure 49, Green Revised Certificate Fee Generated Notification Banner*.

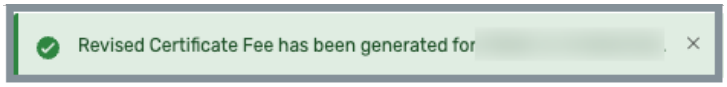


Figure 49: Green Revised Certificate Fee Generated Notification Banner

9. Payments: Accounting Functions

9.1 Create a New Payment

Purpose: To create a new payment for disbursement.

9.1.1 Click **Create New Payment** on the **Payments** page. See *Figure 50, Create New Payment.* The **Create New Payments** window opens.

Figure 50: Create New Payment

9.1.2 Fill out the information. See *Figure 51, Add Payment.*

Notes:

- Do not include commas in **Payment Amount**.
- **Payment Type** includes: **Treasury**, **OFM**, **Fed Wire**, **IPAC**.
- Click **Add Additional Payment** to add an additional payment.

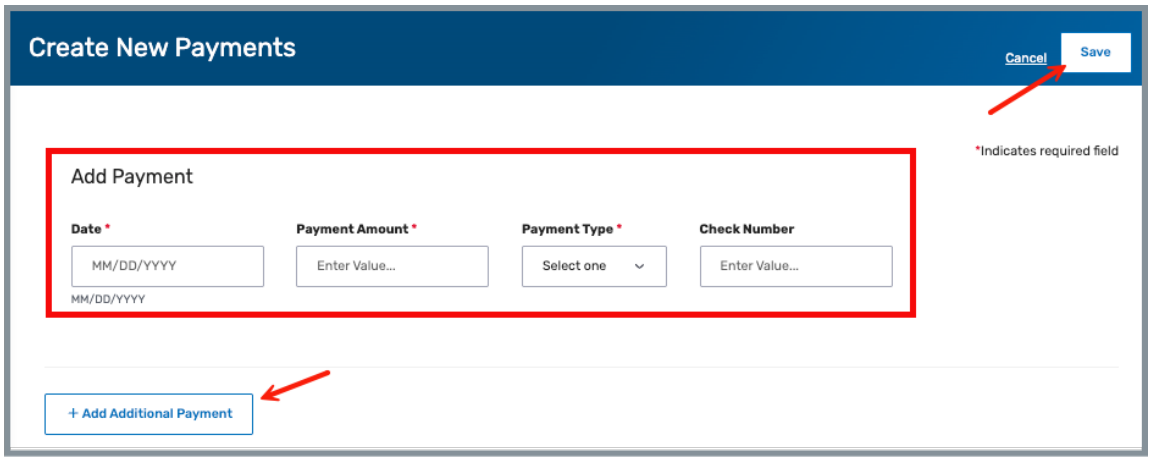


Figure 51: Add Payment

9.1.3 Click **Save**.

9.1.4 Verify the green notification banner appears and payment is noted on **Payments** page. See *Figure 52, Successfully Created Unresolved Payments Green Notification Banner.*

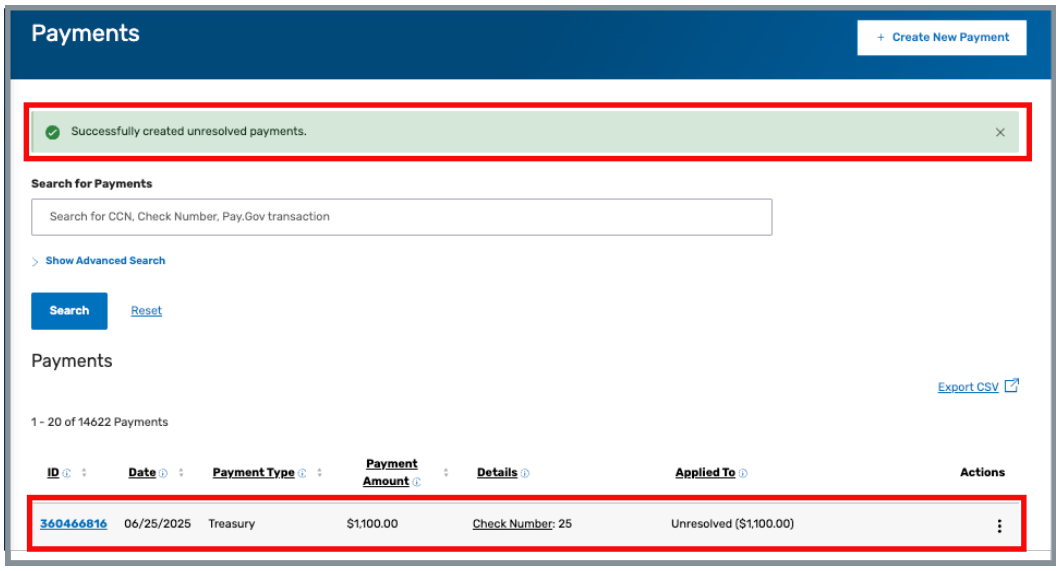


Figure 52: Successfully Created Unresolved Payments Green Notification Banner

9.2 Disburse Payments

Purpose: To apply payments from unresolved records to facility accounts.

9.2.1 Select **Disburse Payment** from the **Actions** drop-down menu on the **Payments** page. See *Figure 53, Disburse Payment.* The **Disburse Payment** page opens.

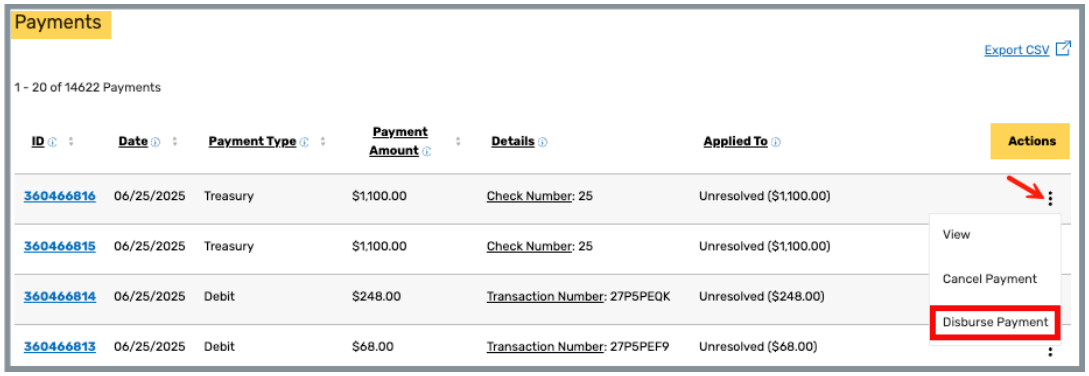


Figure 53: Disburse Payment

9.2.2 Type CCN or facility name under **Search for Providers**. See *Figure 54, Disburse Payment.*

Note: Click the caret next to **Show Advanced Search** to search on more specific details.

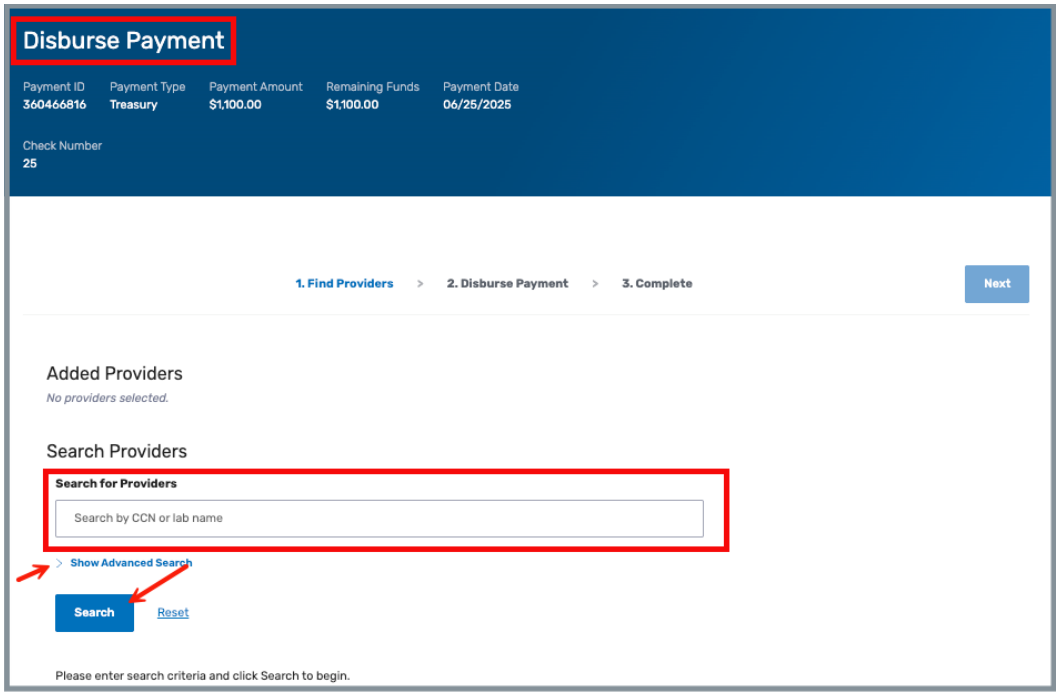


Figure 54: Disburse Payment

9.2.3 Click **Search** or **Enter** on keyboard. The search results are shown.

9.2.4 Click **Add** under **Actions** to add the facility for the transfer. See *Figure 55, Added Facility for Transfer.* The facility is added to the **Add Providers** list.

Notes:

- More than one facility can be added.
- A facility must have an Active (**A**) or Other (**T**) status to be added.

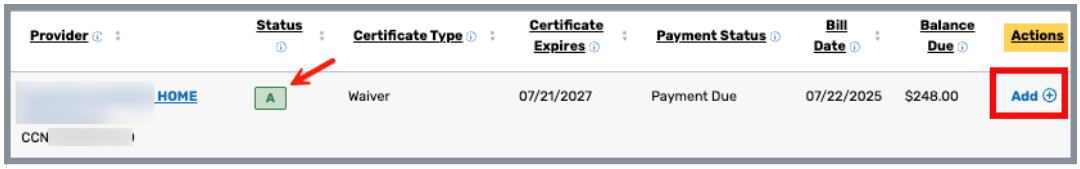


Figure 55: Add Facility for Transfer

9.2.5 Click **Next**. See *Figure 56, Added Providers.* The **Disburse Payment** page opens.

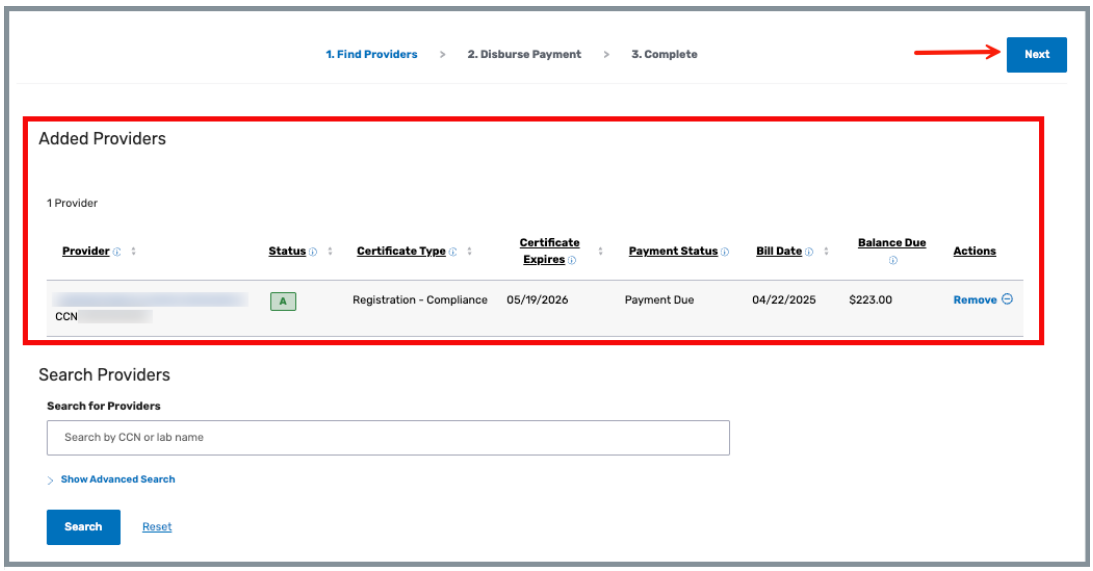


Figure 56: Added Providers

9.2.6 Verify information. See *Figure 57, Disburse Payment.*

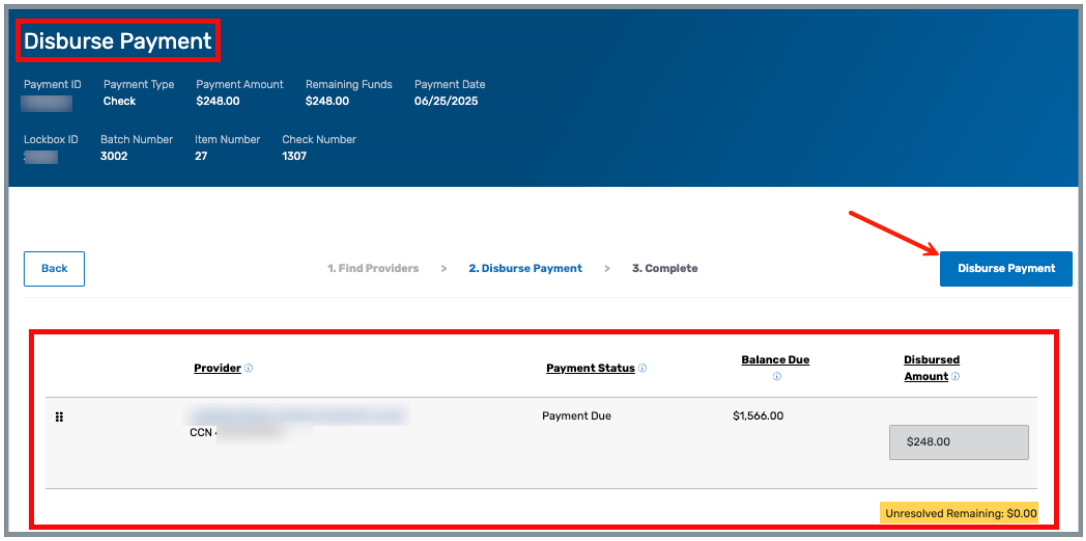


Figure 57: Disburse Payment

9.2.7 Click **Disburse Payment**. The **Disburse Payment** pop-up window opens.

9.2.8 Click **Yes, Disburse**. See *Figure 58, Yes, Disburse.*

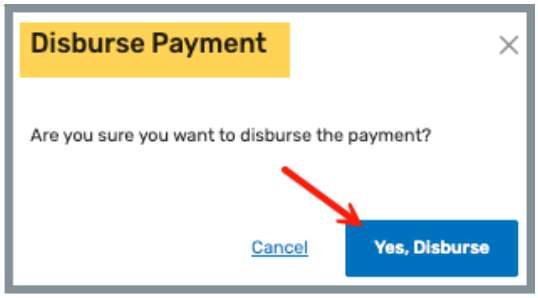


Figure 58: Yes, Disburse

9.2.9 Verify green notification banner appears and the **Updated Provider Details** are correct. See *Figure 59, Payment Has Been Disbursed Green Notification Banner.*

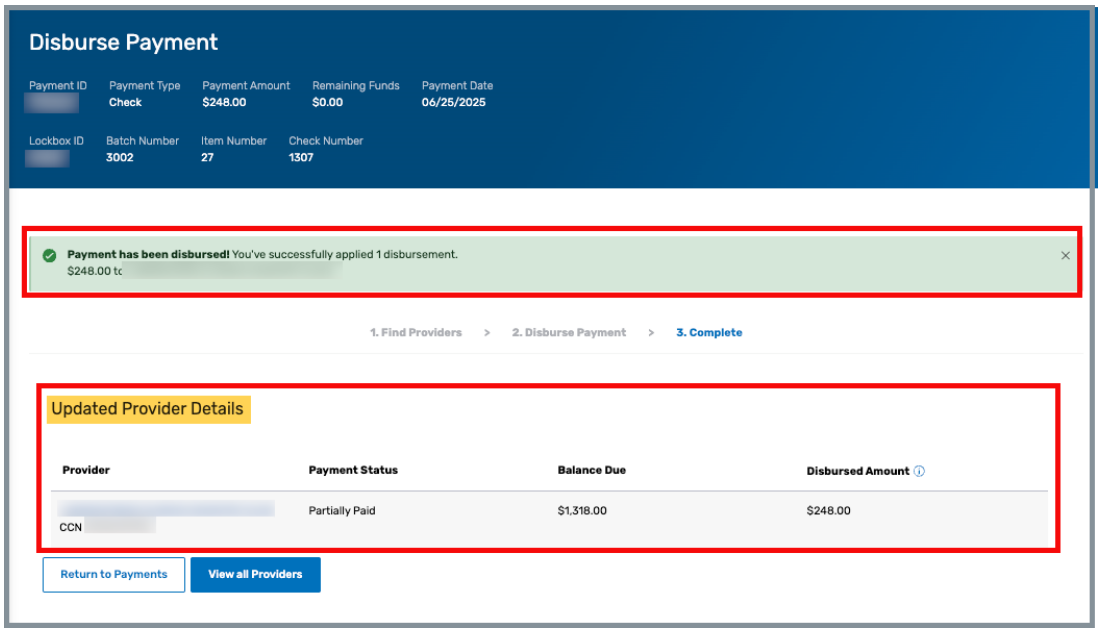


Figure 59: Payment Has Been Disbursed Green Notification Banner

Note: Disbursals that have additional monies left over are shown as **Overpayments** on the facility.

9.3 Disburse Payments to Multiple Facilities

Purpose: To disburse a single payment to multiple facilities.

9.3.1 Select **Disburse Payment** from the **Actions** drop-down menu on the **Payments** page. See *Figure 60, Disburse Payment.* The **Disburse Payment** page opens.

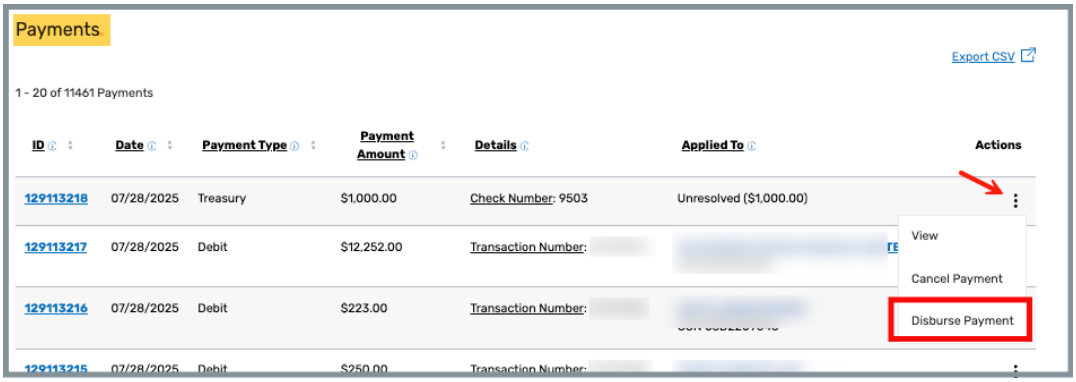


Figure 60: Disburse Payment

9.3.2 Type CCN or facility name under **Search for Providers**. See *Figure 61, Disburse Payment.*

Note: Click the caret next to **Show Advanced Search** to search on more specific details.

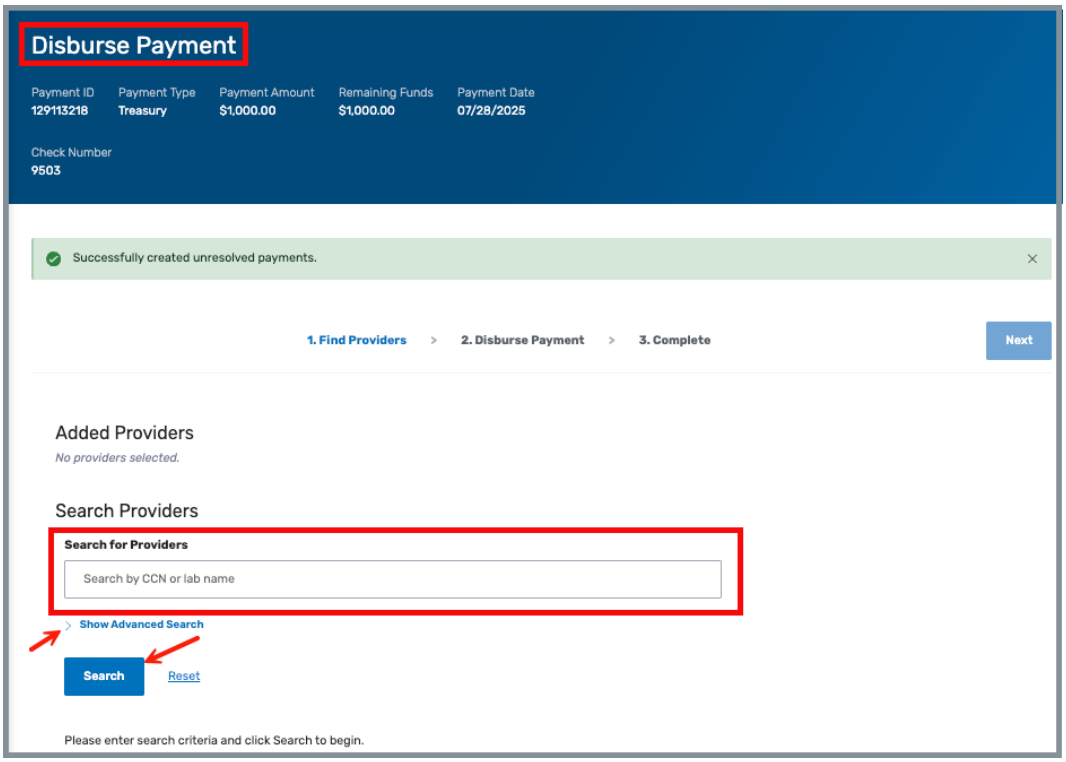


Figure 61: Disburse Payment

9.3.3 Click **Search** or **Enter** on keyboard. The search results are shown.

9.3.4 Click **Add** under **Actions** to add the facility for the transfer. See *Figure 62, Added Facility for Transfer.* The facility is added to the **Add Providers** list.

Note: A facility must have an Active (**A**) or Other (**T**) status to be added.

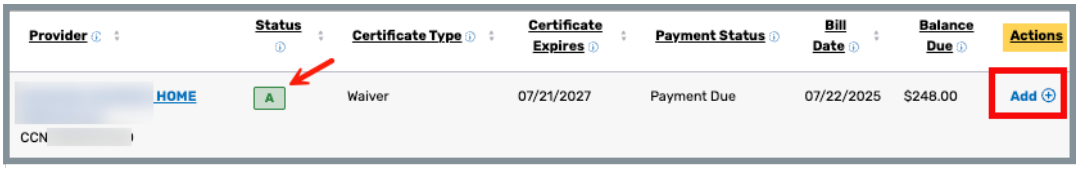


Figure 62: Add Facility for Transfer

9.3.5 Search for an additional facility.

9.3.6 Click **Add** under **Actions** to add an additional facility for the transfer.

9.3.7 Add additional facilities as desired. See *Figure 63, Added Providers.*

Note: Click **Remove** under the **Actions** column to remove a facility added by mistake.

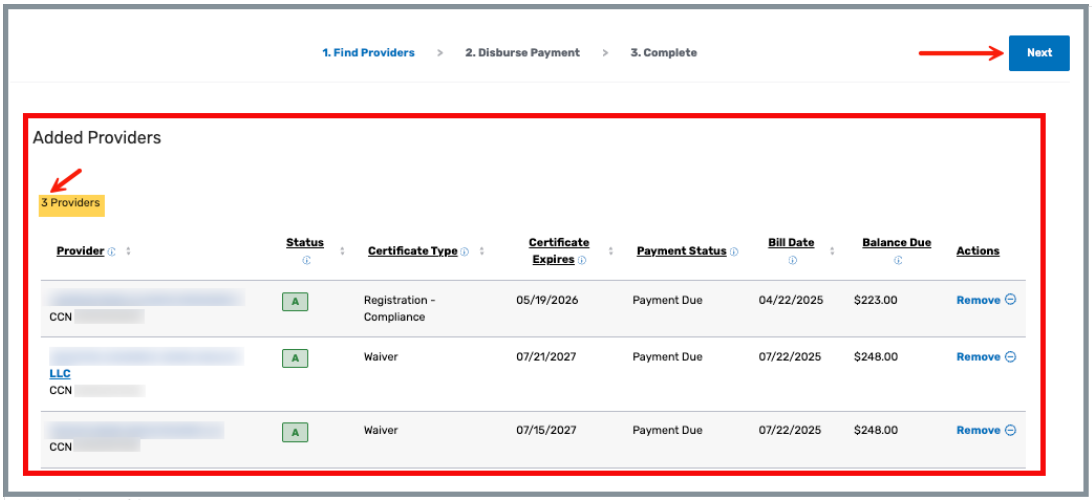


Figure 63: Added Providers

9.3.8 Click **Next**. The **Disburse Payment** page opens. See *Figure 64, Disburse Payment* and *Table 10, Disburse Payment Detailed Callout*.

Notes:

- Payments are automatically disbursed in order, beginning with the first facility on the list. Each facility receives the amount needed to clear its balance, drawn from the available disbursement total. This process continues sequentially until the funds are exhausted. If the disbursement amount is insufficient, some facilities may receive no payment.
- There may be unresolved funds remaining. See Unresolved Payments for more information.
- Facilities can be reordered on the list to determine the sequence in which disbursements are made. See Disburse Payment Detailed Callout table below for details.
- Disbursements are allocated based on the amount owed by each facility.

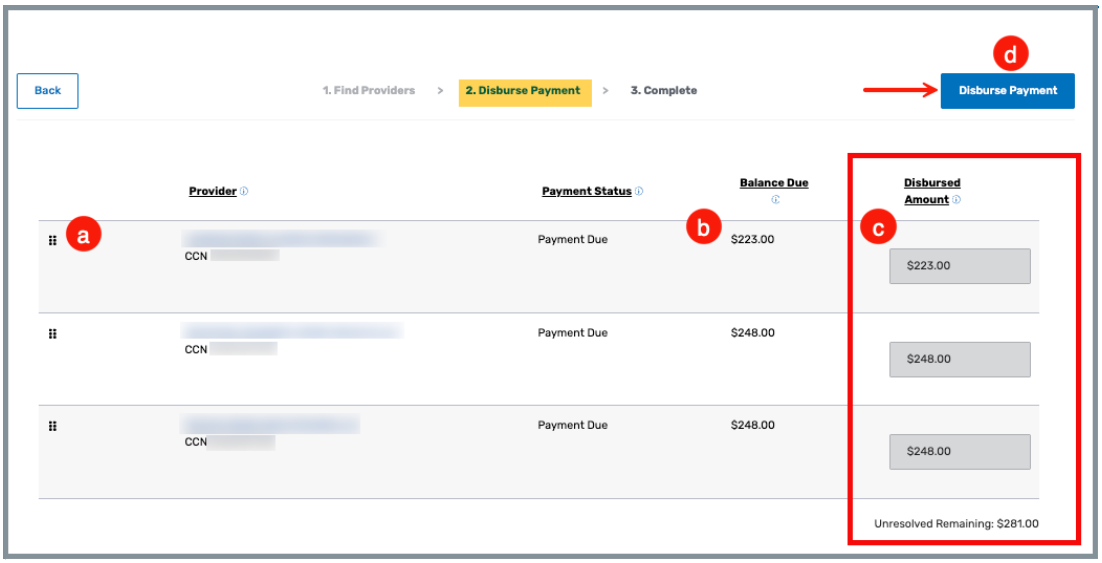


Figure 64: Disburse Payment

Table 10: Disburse Payment Detailed Callout

No.	Section Name	Description
a	⠿	Click to drag and move the facility to a higher or lower spot on the list.
b	**Balance Due**	Facility's balance due to CLIA
c	**Disbursed Amount**	The amount disbursed from the unresolved payment to the facility
d	**Disburse Payment**	Click to disburse payment as shown

9.3.9 Verify information.

9.3.10 Click **Disburse Payment**. The **Disburse Payment** pop-up window opens.

9.3.11 Click **Yes, Disburse**. See *Figure 65, Yes, Disburse.*

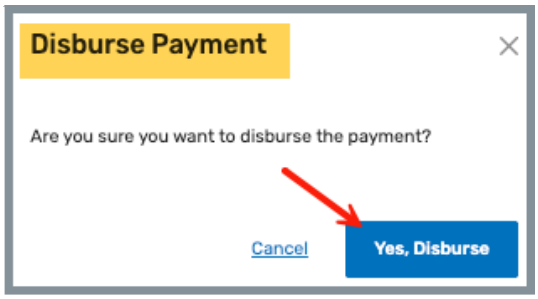


Figure 65: Yes, Disburse

9.3.12 Verify green notification banner appears and the **Updated Provider Details** are correct. See *Figure 66, Payment Has Been Disbursed Green Notification Banner.*

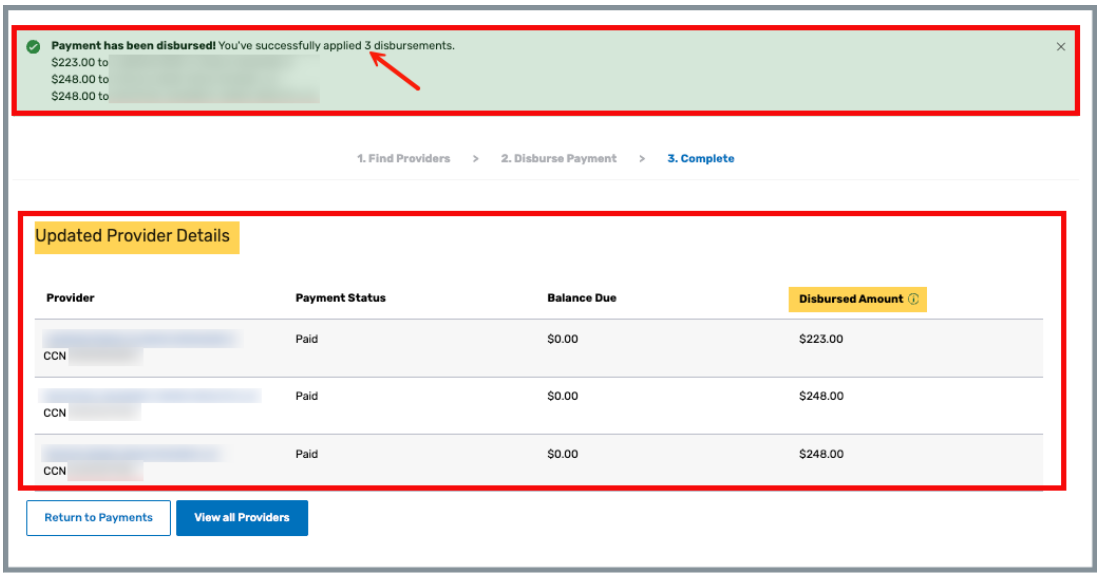


Figure 66: Payment Has Been Disbursed Green Notification Banner

9.4 Unresolved Payments

Purpose: To apply payments from unresolved records to facility accounts.

9.4.1 Search for Unresolved payments

a. Click **Payment** on the left menu. The **Payments** window opens.

b. Click the caret next to **Show Advanced Search**. See *Figure 67, Show Unresolved Payments*.

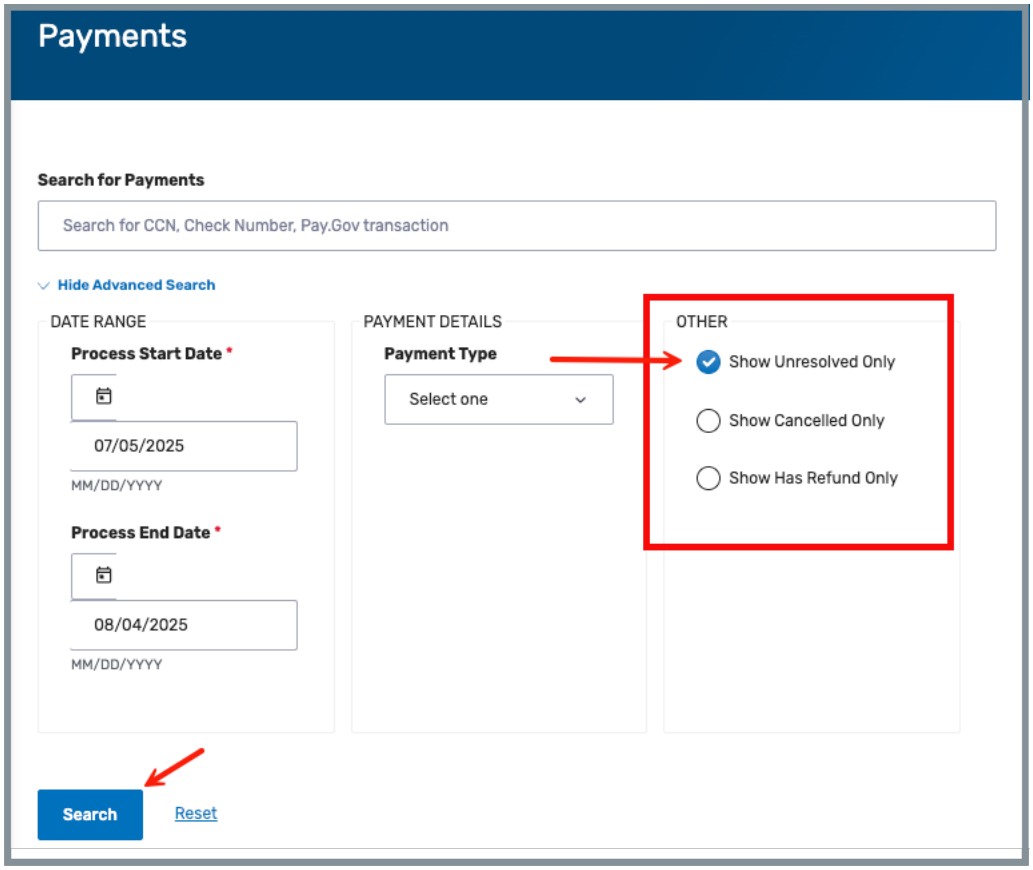


Figure 67: Show Unresolved Payments

c. Click **Show Unresolved Only** under **OTHER**.

9.4.2 View Unresolved Payments

a. Click **View** under **Actions** to view unresolved payments. See *Figure 68, View Unresolved Payments.* The **Payment History** page for the unresolved payment opens.

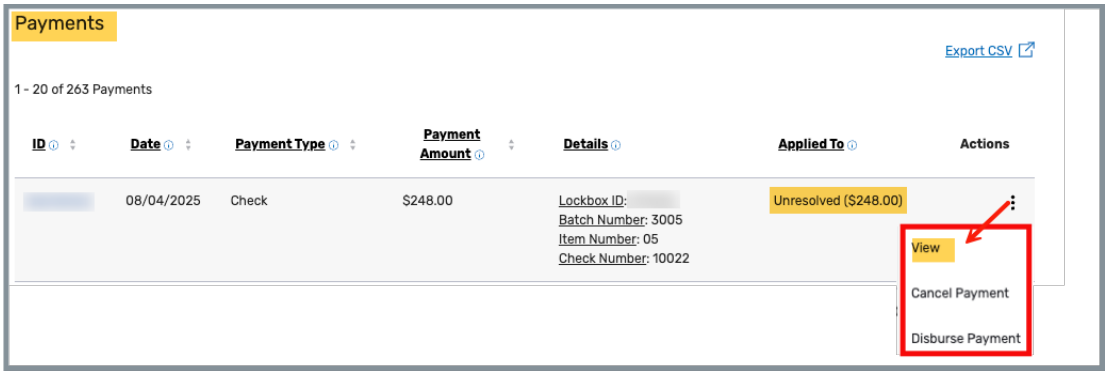


Figure 68: View Unresolved Payments

b. Review details. Select **Disburse Payment** or **Cancel Payment** from the **Actions** drop-down menu. See *Figure 69, Unresolved Payment History.*

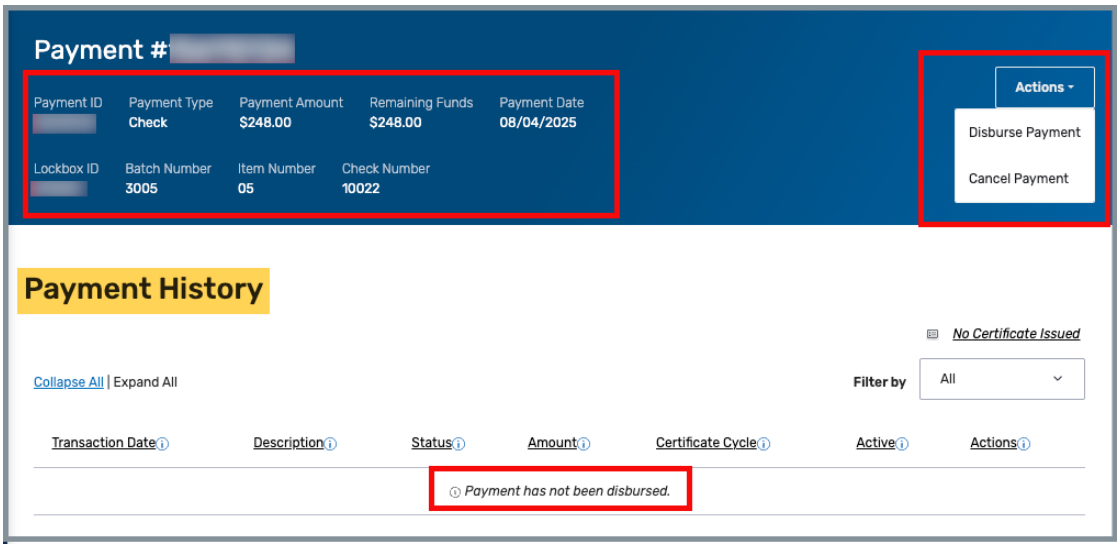


Figure 69: Unresolved Payment History

9.4.3 Create Unresolved Money

Purpose: Unresolved money is created when monies are removed from a facility or when monies are disbursed and there are additional monies remaining after disbursement.

Review **Disburse Payments** for details on how to create unresolved money.

9.4.4 Delete Unresolved Money

Review **Cancel Payment** for details on how to cancel unresolved money.

9.5 Cancel Payment

Purpose: To cancel a payment because of a bad check or credit card payment.

Note: It is necessary to move the money to unresolved prior to canceling payment. Follow steps below.

9.5.1 Reverse disbursement from lab ledger. See Reverse Disbursement.

Note: Refund Overpayment when an overpayment is showing. See Refund Overpayment.

9.5.2 Click **Cancel Payment** under the **Actions** menu on the **PAYMENTS** page. See *Figure 70, Cancel Payment.* The **Cancel Payment** pop-up window opens.

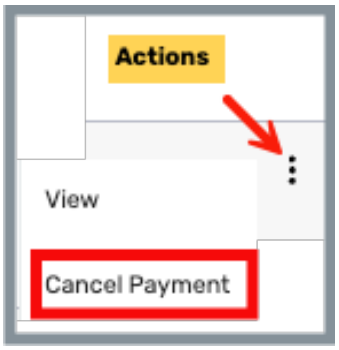


Figure 70: Cancel Payment

9.5.3 Select a **Cancel Payment Reason** from the drop-down list. See *Figure 71, Cancel Payment Pop-Up Window*.

Note: **Cancel Payment Reason** selections are:

- **Bad Check**
- **Insufficient Funds**
- **Stop Payment Other**

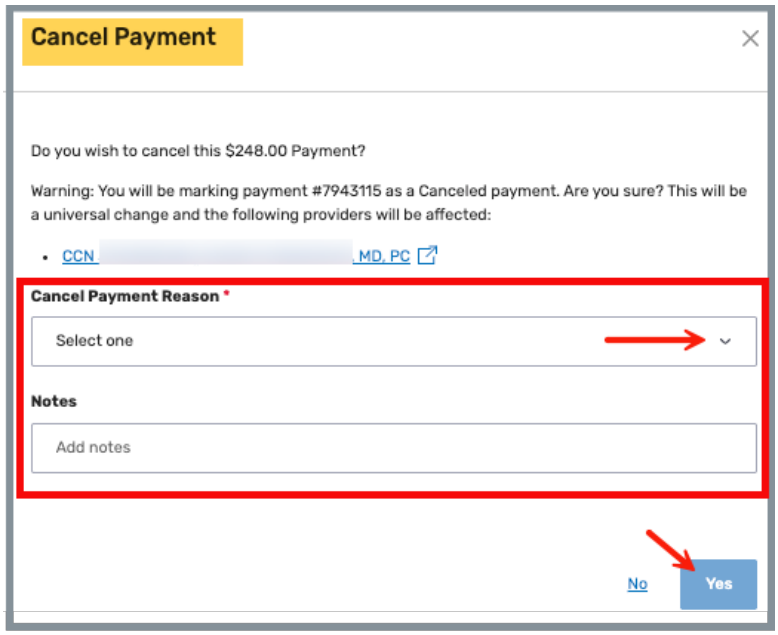


Figure 71: Cancel Payment Pop-Up Window

9.5.4 Add a note if desired in the **Notes** field.

9.5.5 Click **Yes**. The **Payments** page opens.

Note: **Yes** is disabled until all required fields are completed.

9.5.6 Verify the green notification banner appears with confirmation the payment was canceled and that there are no payments that match the search criteria. See *Figure 72, Payment Canceled Green Notification Banner.*

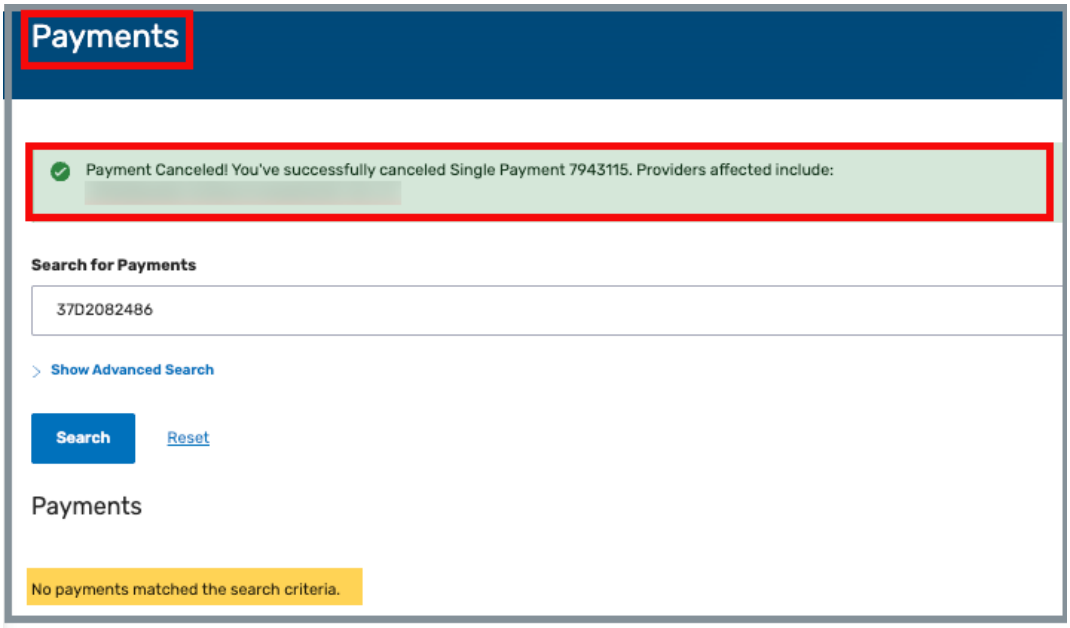


Figure 72: Payment Canceled Green Notification Banner

10. Resources

Purpose: To look up information on facilities, payments, terms, or fees.

10.1 View Resources

Click **RESOURCES** on the left menu to get to the **Resources** page. See *Figure 73, Resources.*

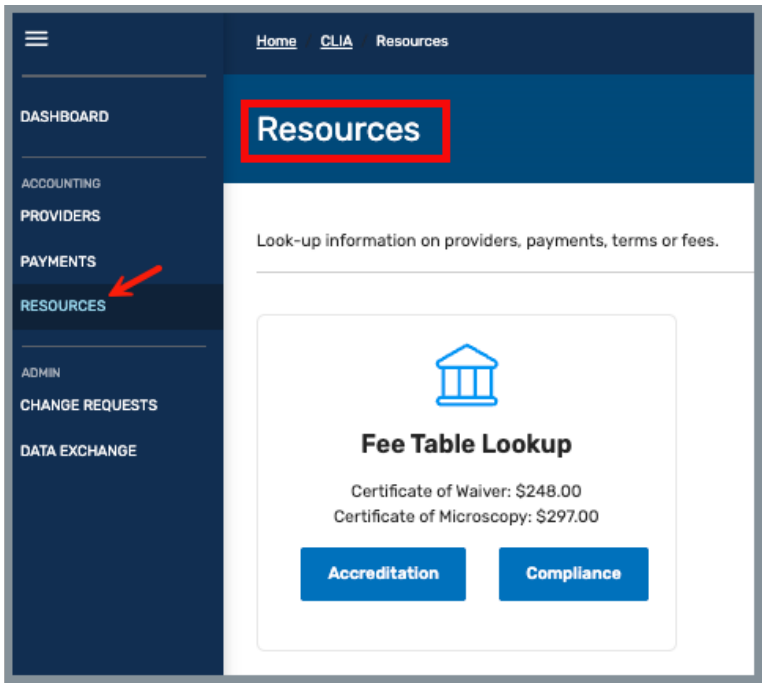


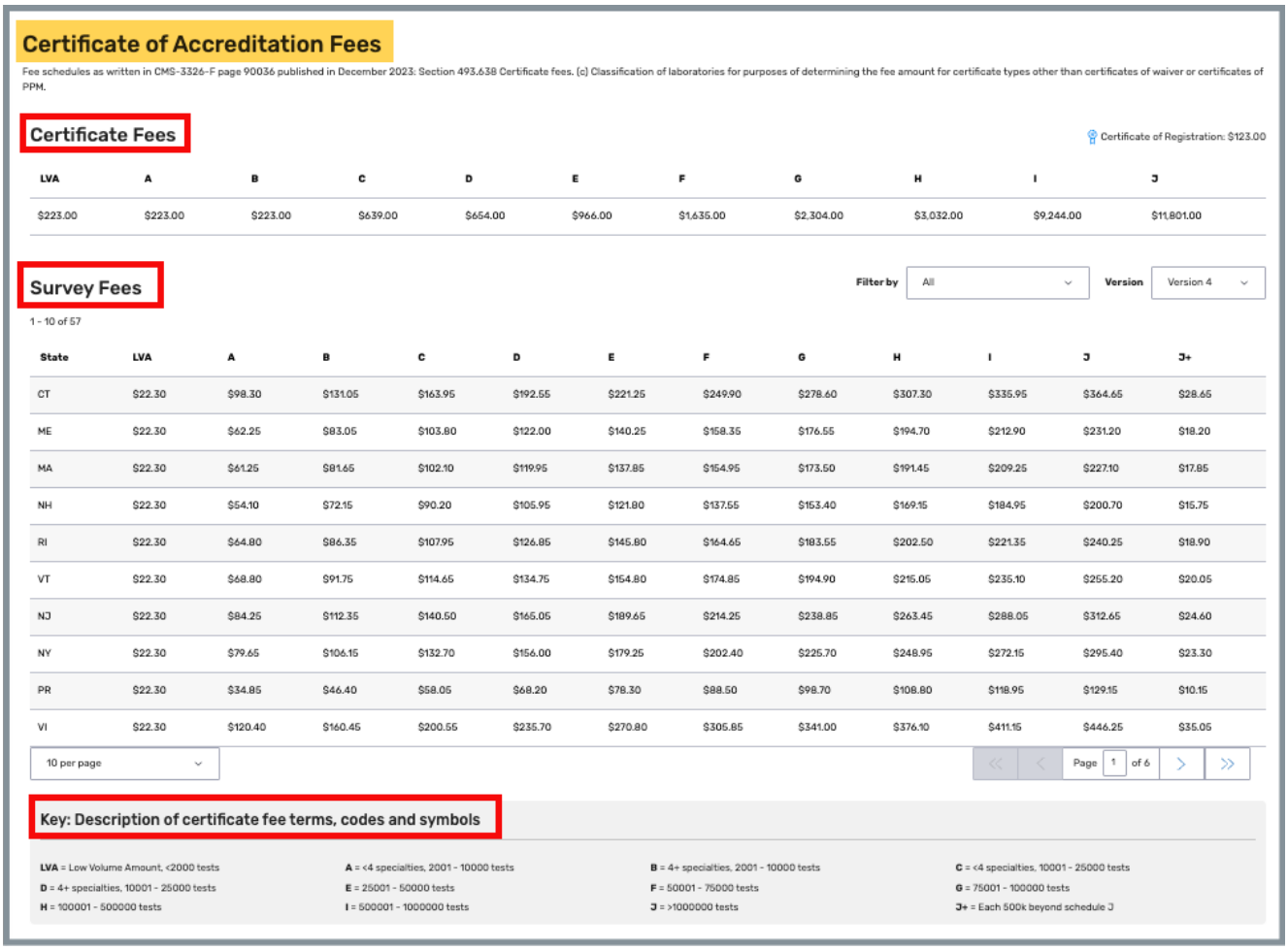
Figure 73: Resources

10.2 Accreditation

Purpose: The **Accreditation Fees** chart shown is based on volume of testing that has been reported by these facilities.

Click **Accreditation** to view the **Certificate of Accreditation Schedule Fees** per state and level, including **Certificate** and **Survey Fees**. See *Figure 74, Certificate of Accreditation Fees.*

Note: Survey Fees can be filtered by state and version.



Certificate of Accreditation Fees

Fee schedules as written in CMS-3326-F page 90036 published in December 2023: Section 493.638 Certificate fees. (c) Classification of laboratories for purposes of determining the fee amount for certificate types other than certificates of waiver or certificates of PPM.

Certificate Fees

Certificate of Registration: $123.00

LVA	A	B	C	D	E	F	G	H	I	J
$223.00	$223.00	$223.00	$639.00	$654.00	$966.00	$1,635.00	$2,304.00	$3,032.00	$9,244.00	$11,801.00

Survey Fees

Filter by All Version Version 4

1 - 10 of 57

State	LVA	A	B	C	D	E	F	G	H	I	J	J+
CT	$22.30	$98.30	$131.05	$163.95	$192.55	$221.25	$249.90	$278.60	$307.30	$335.95	$364.65	$28.65
ME	$22.30	$62.25	$83.05	$103.80	$122.00	$140.25	$158.35	$176.55	$194.70	$212.90	$231.20	$18.20
MA	$22.30	$61.25	$81.65	$102.10	$119.95	$137.85	$154.95	$173.50	$191.45	$209.25	$227.10	$17.85
NH	$22.30	$54.10	$72.15	$90.20	$105.95	$121.80	$137.55	$153.40	$169.15	$184.95	$200.70	$15.75
RI	$22.30	$64.80	$86.35	$107.95	$126.85	$145.80	$164.65	$183.55	$202.50	$221.35	$240.25	$18.90
VT	$22.30	$68.80	$91.75	$114.65	$134.75	$154.80	$174.85	$194.90	$215.05	$235.10	$255.20	$20.05
NJ	$22.30	$84.25	$112.35	$140.50	$165.05	$189.65	$214.25	$238.85	$263.45	$288.05	$312.65	$24.60
NY	$22.30	$79.65	$106.15	$132.70	$156.00	$179.25	$202.40	$225.70	$248.95	$272.15	$295.40	$23.30
PR	$22.30	$34.85	$46.40	$58.05	$68.20	$78.30	$88.50	$98.70	$108.80	$118.95	$129.15	$10.15
VI	$22.30	$120.40	$160.45	$200.55	$235.70	$270.80	$305.85	$341.00	$376.10	$411.15	$446.25	$35.05

10 per page Page 1 of 6

Key: Description of certificate fee terms, codes and symbols

LVA = Low Volume Amount, <2000 tests
A = <4 specialties, 2001 - 10000 tests
B = 4+ specialties, 2001 - 10000 tests
C = <4 specialties, 10001 - 25000 tests
D = 4+ specialties, 10001 - 25000 tests
E = 25001 - 50000 tests
F = 50001 - 75000 tests
G = 75001 - 100000 tests
H = 100001 - 500000 tests
I = 500001 - 1000000 tests
J = >1000000 tests
J+ = Each 500k beyond schedule J

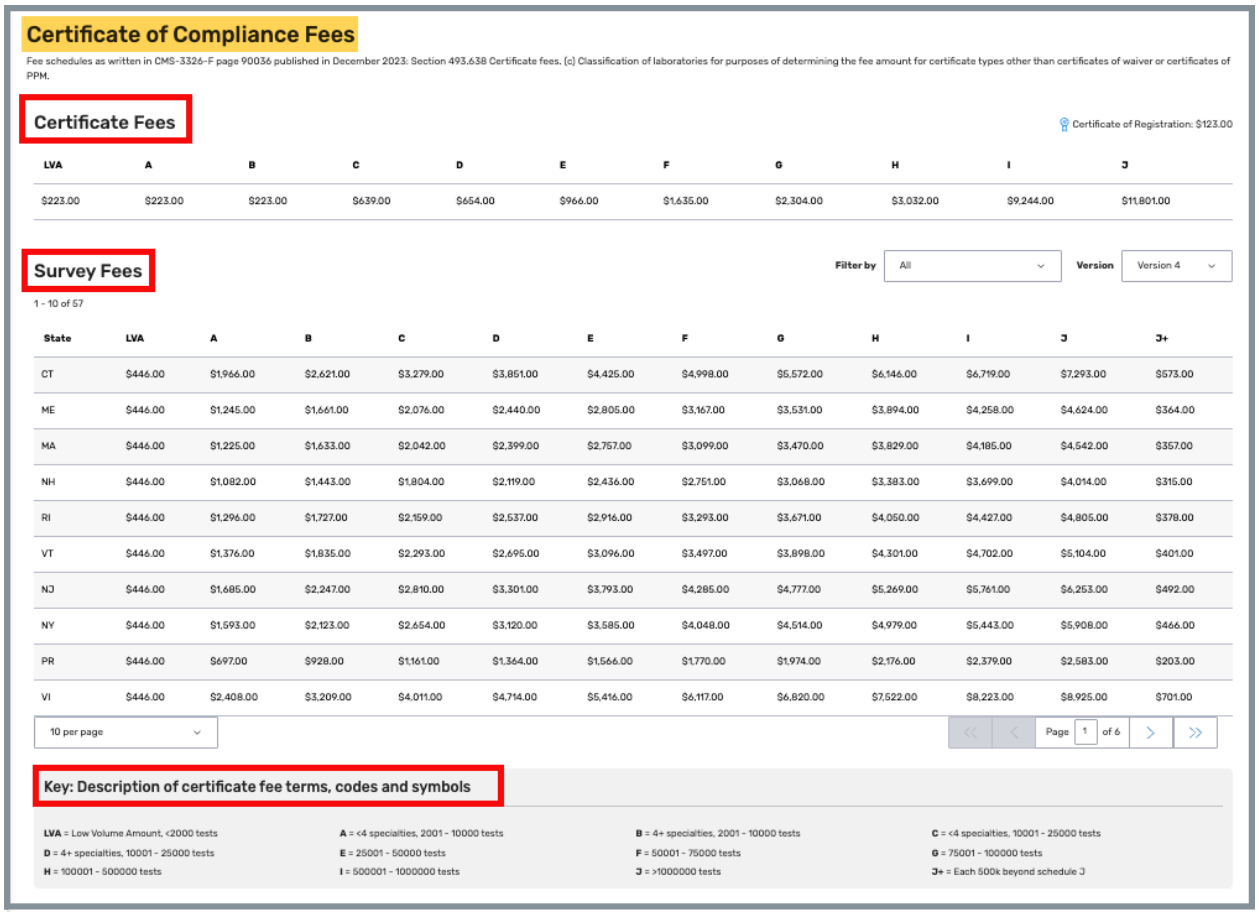
Figure 74: Certificate of Accreditation Fees

10.3 Compliance

Purpose: The **Compliance Fees** chart shown is based on volume of testing that has been reported by these facilities.

Click **Compliance** to view the **Certificate of Compliance Schedule Fees** per state and level, including **Certificate** and **Survey Fees**. See *Figure 75, Certificate of Compliance Fees.*

Note: Survey Fees can be filtered by state and version.



Certificate of Compliance Fees

Fee schedules as written in CMS-3326-F page 90036 published in December 2023: Section 493.638 Certificate fees. (c) Classification of laboratories for purposes of determining the fee amount for certificate types other than certificates of waiver or certificates of PPM.

Certificate Fees

Certificate of Registration: $123.00

LVA	A	B	C	D	E	F	G	H	I	J
$223.00	$223.00	$223.00	$639.00	$654.00	$966.00	$1,635.00	$2,304.00	$3,032.00	$9,244.00	$11,801.00

Survey Fees

Filter by All Version Version 4

1 - 10 of 57

State	LVA	A	B	C	D	E	F	G	H	I	J	J+
CT	$446.00	$1,966.00	$2,621.00	$3,279.00	$3,851.00	$4,425.00	$4,998.00	$5,572.00	$6,146.00	$6,719.00	$7,293.00	$573.00
ME	$446.00	$1,245.00	$1,661.00	$2,076.00	$2,440.00	$2,805.00	$3,167.00	$3,531.00	$3,894.00	$4,258.00	$4,624.00	$364.00
MA	$446.00	$1,225.00	$1,633.00	$2,042.00	$2,399.00	$2,757.00	$3,099.00	$3,470.00	$3,829.00	$4,185.00	$4,542.00	$357.00
NH	$446.00	$1,082.00	$1,443.00	$1,804.00	$2,119.00	$2,436.00	$2,751.00	$3,068.00	$3,383.00	$3,699.00	$4,014.00	$315.00
RI	$446.00	$1,296.00	$1,727.00	$2,159.00	$2,537.00	$2,916.00	$3,293.00	$3,671.00	$4,050.00	$4,427.00	$4,805.00	$378.00
VT	$446.00	$1,376.00	$1,835.00	$2,293.00	$2,695.00	$3,096.00	$3,497.00	$3,898.00	$4,301.00	$4,702.00	$5,104.00	$401.00
NJ	$446.00	$1,685.00	$2,247.00	$2,810.00	$3,301.00	$3,793.00	$4,285.00	$4,777.00	$5,269.00	$5,761.00	$6,253.00	$492.00
NY	$446.00	$1,593.00	$2,123.00	$2,654.00	$3,120.00	$3,585.00	$4,048.00	$4,514.00	$4,979.00	$5,443.00	$5,908.00	$466.00
PR	$446.00	$697.00	$928.00	$1,161.00	$1,364.00	$1,566.00	$1,770.00	$1,974.00	$2,176.00	$2,379.00	$2,583.00	$203.00
VI	$446.00	$2,408.00	$3,209.00	$4,011.00	$4,714.00	$5,416.00	$6,117.00	$6,820.00	$7,522.00	$8,223.00	$8,925.00	$701.00

10 per page Page 1 of 6

Key: Description of certificate fee terms, codes and symbols

LVA = Low Volume Amount, <2000 tests
A = <4 specialties, 2001 - 10000 tests
B = 4+ specialties, 2001 - 10000 tests
C = <4 specialties, 10001 - 25000 tests
D = 4+ specialties, 10001 - 25000 tests
E = 25001 - 50000 tests
F = 50001 - 75000 tests
G = 75001 - 100000 tests
H = 100001 - 500000 tests
I = 500001 - 1000000 tests
J = >1000000 tests
J+ = Each 500k beyond schedule J

Figure 75: Certificate of Compliance Fees

11. Change Requests

Change Requests Overview

Purpose: The Production Change Request (PCR) feature allows authorized users to execute data changes against the production database in a controlled environment.

Note: **Change Request** is only for the CLIA Admin user role.

Click **CHANGE REQUESTS** on the left menu to get to the **Change Requests** page. See *Figure 76, Change Requests* and *Table 11, Change Requests Detailed Callout*.

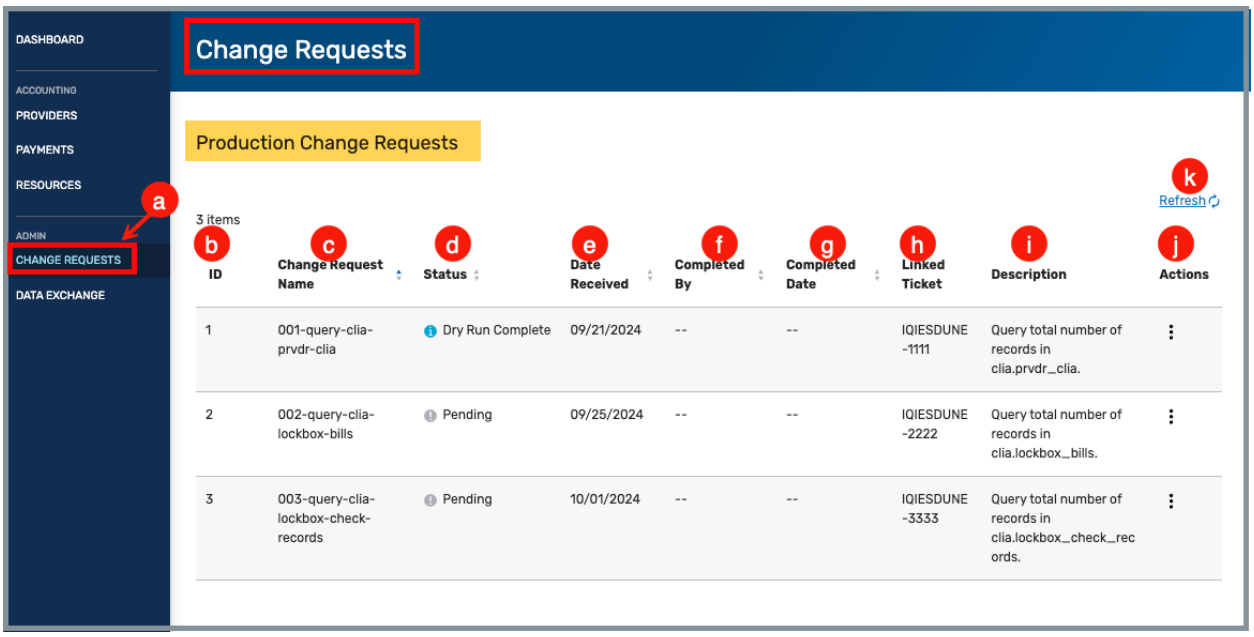


Figure 76: Change Requests

Table 11: Payments Overview Detailed Callout

No.	Section Name	Description
a	**CHANGE REQUESTS**	Click to get to **Change Requests** page.
b	**ID**	The ID of the PCR
c	**Change Request Name**	The PCR Name
d	**Status**	The status of the PCR
e	**Date Received**	The date the request was received

No.	Section Name	Description
f	**Completed By**	Who completed the request
g	**Completed Date**	The date the request was received
h	**Linked Ticket**	The ticket number (internal)
i	**Description**	Description of the request
j	**Actions**	Actions that are possible to take for each request. **Note**: Not all requests have all actions: Cancel Request Dry Run View Log and Commit
k	**Refresh**	Click to refresh page

Cancel Request

Purpose: To remove the script from the system.

a. Select **Cancel Request** from the **Actions** drop-down menu. The **Confirm Cancellation of Request [Request Name]** pop-up window opens. See *Figure 77, Confirm Cancellation of Request Pop-Up Window*.

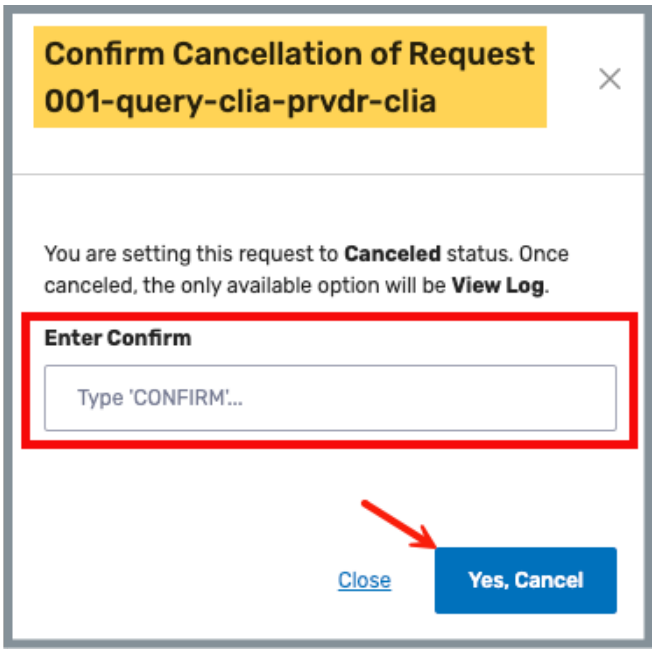
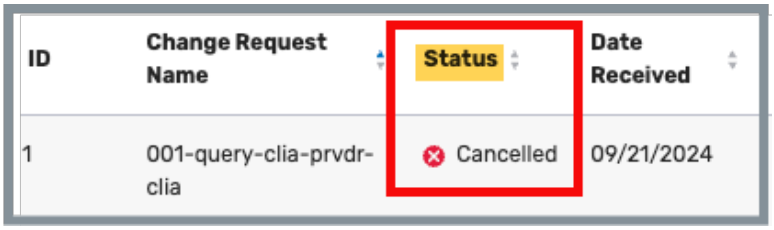


Figure 77: Confirm Cancellation of Request Pop-Up Window

b. Type **CONFIRM**.

c. Click **Yes, Cancel**.

d. Verify the **Status** is **Cancelled**. See *Figure 78, Verify Cancelled Status.*



ID	Change Request Name	Status	Date Received
1	001-query-clia-prvdr-clia	Cancelled	09/21/2024

Figure 78: Verify Cancelled Status

Dry Run

Purpose: To simulate the script running in the production database.

Notes:

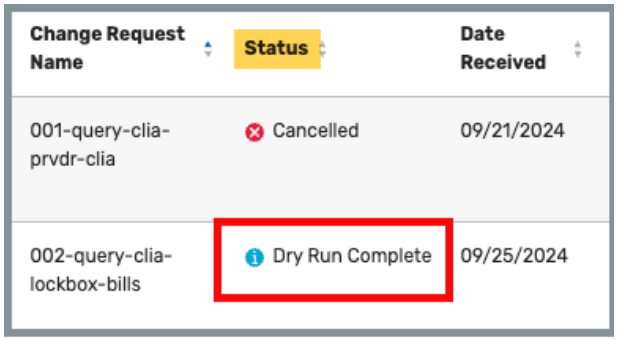
- All changes made by the script are encapsulated within parameters that prevent any permanent modifications to the system.
- Developers can review the script's output by examining the associated logs to determine whether it performed as expected.

a. Select **Dry Run** from the **Actions** drop-down menu.

   Note: The dry run takes place in the background.

b. Verify the **Status** is **Dry Run Complete**. See *Figure 79, Dry Run Complete Status.*

   Note: It may be necessary to refresh the screen to view the updated status.



Change Request Name	Status	Date Received
001-query-clia-prvdr-clia	Cancelled	09/21/2024
002-query-clia-lockbox-bills	Dry Run Complete	09/25/2024

Figure 79: Dry Run Complete Status

View Log and Commit

Purpose: To view the log after a dry run and if log results are correct, commit the PCR.

Note: Once changes are committed to the database, they cannot be undone. The only way to reverse them is by submitting a new PCR.

a. Select **View Log and Commit** from the **Actions** drop-down menu. The **Change Request** window opens. See *Figure 80, Change Request Window*.

Figure 80: Change Request Window

b. Verify **ID** and **Name**.

c. Click **Commit**. The **Confirm Commit of Request [Name]** pop-up window opens. See *Figure 81, Confirm Commit of Request [Name] Pop-Up Window*.

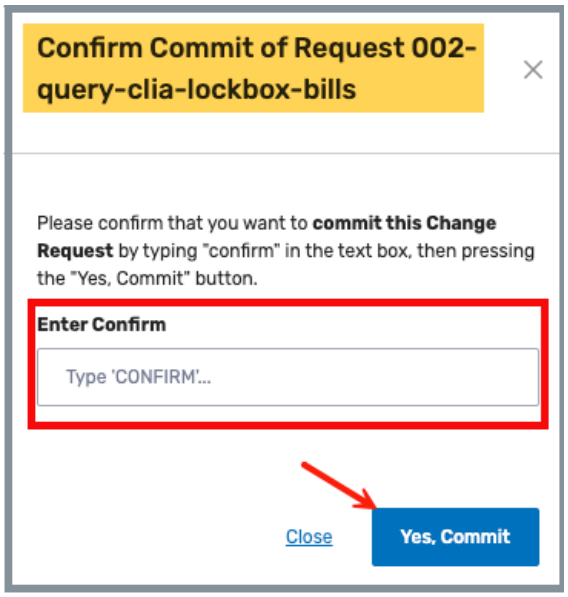
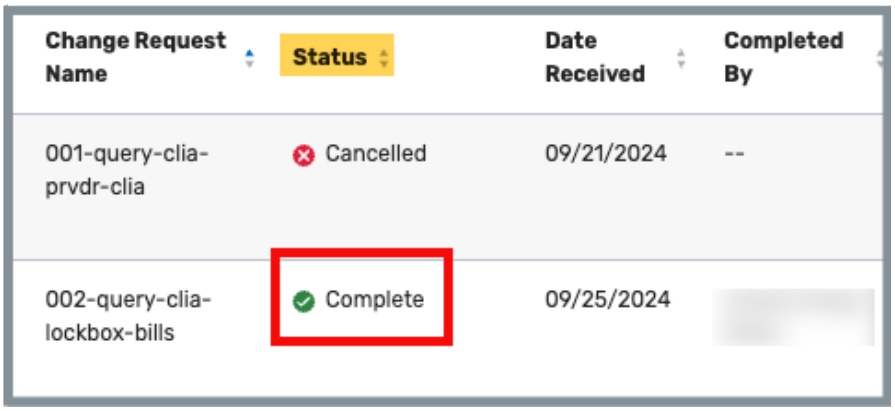


Figure 81: Confirm Commit of Request [Name] Pop-Up Window

d. Type **CONFIRM**.

e. Click **Yes, Commit**.

f. Verify the **Status** is **Complete**. See *Figure 82, Complete Status.*



Change Request Name	Status	Date Received	Completed By
001-query-clia-prvdr-clia	Cancelled	09/21/2024	--
002-query-clia-lockbox-bills	Complete	09/25/2024	

Figure 82: Complete Status

12. Data Exchange

12.1 Overview

CLIA **Data Exchange** is a single source of information where authorized users can get access to various CLIA operational documents that are being generated on a daily or weekly basis.

Note: Not all CLIA user roles have access to the information.

12.2 Roles

Refer to the User Roles Matrix for details on CLIA role permissions.

12.3 Working Files

12.3.1 Click **DATA EXCHANGE** on the left menu to access CLIA data files. See *Figure 83, Data Exchange.*

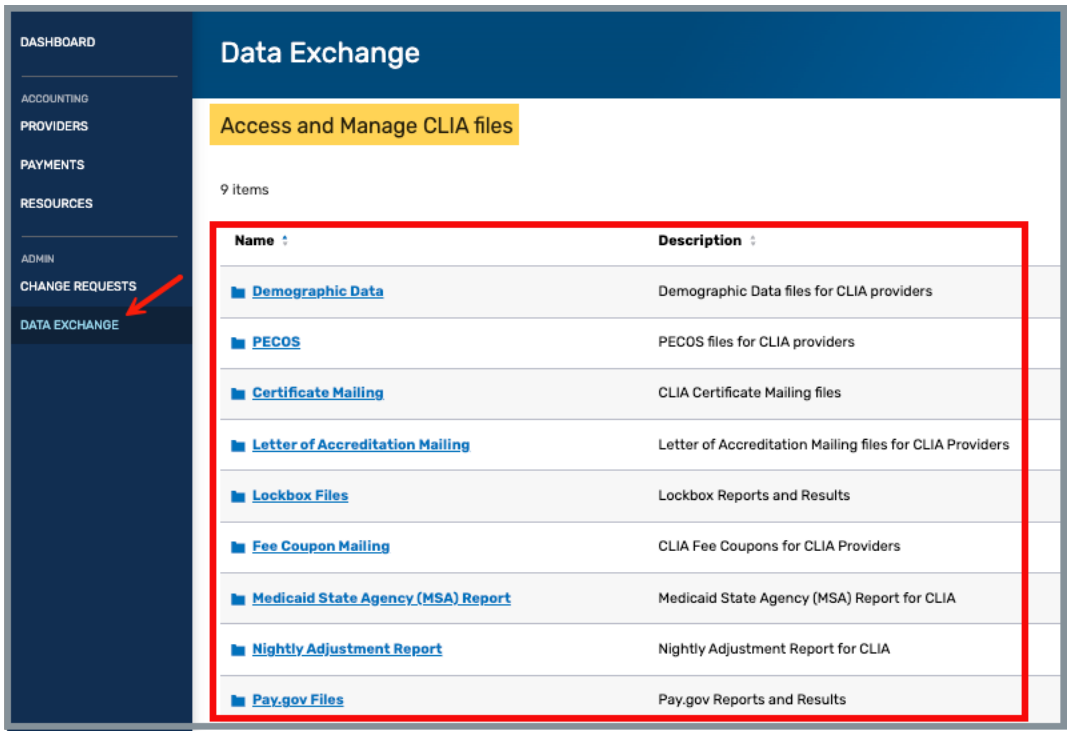


Figure 83: Data Exchange

12.3.2 Click any link in the **Name** column to see the files for that data. The corresponding page with files opens. See *Figure 84, Example of Files* and *Table 12, Example of Files Detailed Callout*.

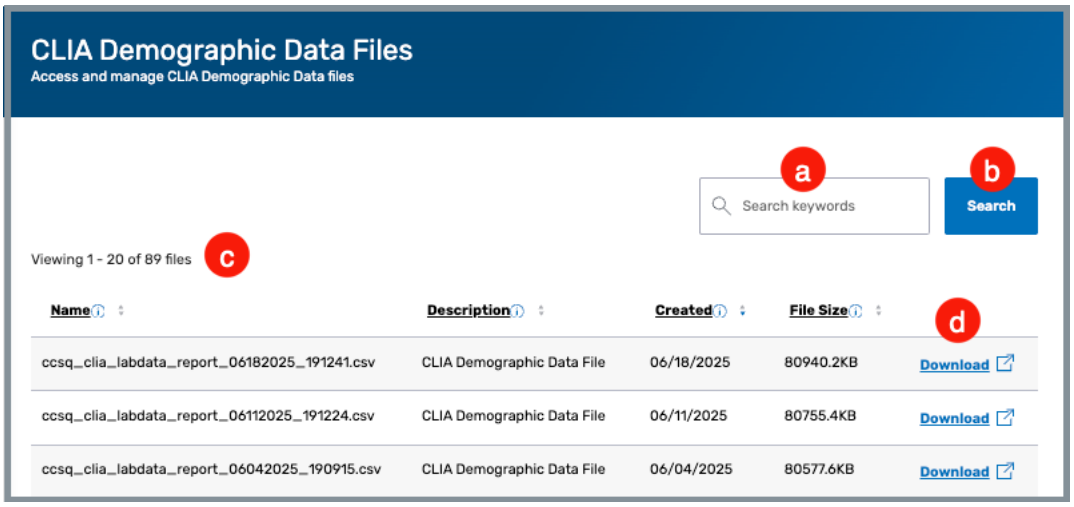


Figure 84: Example of Files

Table 12: Example of Files Detailed Callout

No.	Section Name	Description
a	**Search keywords**	Type keywords to search through list of files
b	**Search**	Click **Search** or **Enter** on the keyboard to search for a specific file.
c	**Viewing [#] files**	The number of files on the page and the number of total files
d	**Download**	Click to export the file. **Note**: The file downloads to the **Downloads** folder on the user's computer.

12.4 File Creation Schedule

Review *Table 13, File Scheduled Send or Generated Time*.

Table 13: File Scheduled Send or Generated Time

File Name	Scheduled Send or Generated Time
Demographic Data	8AM ET Wednesdays
PECOS	1AM ET Mondays
Certificate Mailing	12PM ET Wednesdays
Letter of Accreditation Emails	1PM ET Wednesdays, sent via iQAN
Letter of Accreditation PDFs	7AM ET Wednesdays
Lockbox Files	5PM ET Weekdays
Fee Coupon Mailing	6AM ET Wednesdays
Medicaid State Agency (MSA) Report	4AM ET Saturday mornings
Nightly Adjustment Report	1AM Weeknights. Weekend data is included in Monday night's report
Pay.Gov Files	5PM ET Weekdays