



## **Centers for Medicare & Medicaid Services**

# **Internet Quality Improvement & Evaluation System (iQIES)**

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## **Clinical Laboratory Improvement Amendments (CLIA) Accounting System User Manual**

**Version 1.1  
January 7, 2026**

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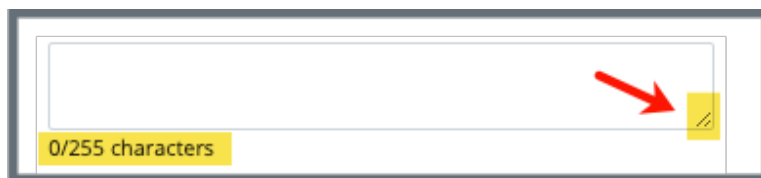
# 1. Introduction

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*.

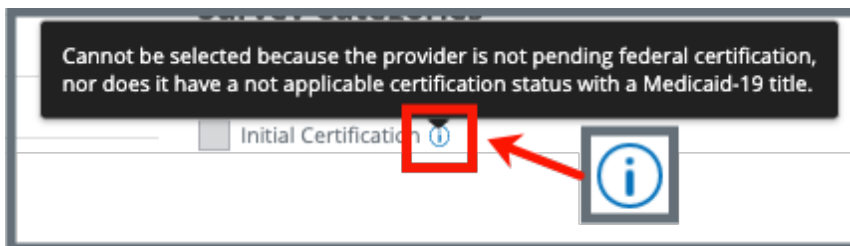


**Figure 2: Notification Banner**

**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](mailto:LabExcellence@cms.hhs.gov)

**iQIES Technical Support:** Contact the iQIES Service Center:  
**Phone:** 888-477-7876 (select Option 1)  
**Email:** [iQIES@cms.hhs.gov](mailto:iQIES@cms.hhs.gov)

**CCSQ Support Central:** Create a new ticket or track an existing ticket:  
[https://cmsqualitysupport.servicenowservices.com/ccsq\\_support\\_central](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

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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

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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 Billing Lead Admin**

Authorized CLIA administrators can access the CLIA Billing Lead Admin portal and accounting functionality.

## 4. Getting Started

### 4.1 Log in to iQIES

4.1.1 Go to [iqies.cms.gov](https://iqies.cms.gov). See *Figure 4, iQIES Log In*.

**Log In**

All required fields are marked with an asterisk (\*)

**User ID \***

**Password \***

☐ I have read the full privacy and security notice below and consent to its terms and conditions regarding usage and information collection.

**Log In** [Forgot your user ID or password?](#)

*Figure 4: iQIES Log In*

4.1.2 Type **User ID**.

4.1.3 Type **Password**.

4.1.4 Check privacy and security checkbox.

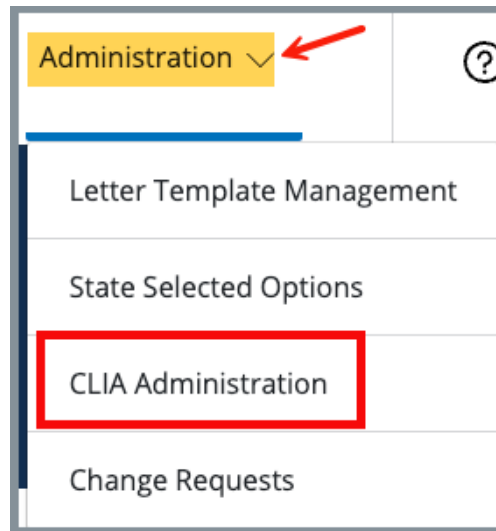
4.1.5 Click **Log In**.

**Notes:**

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

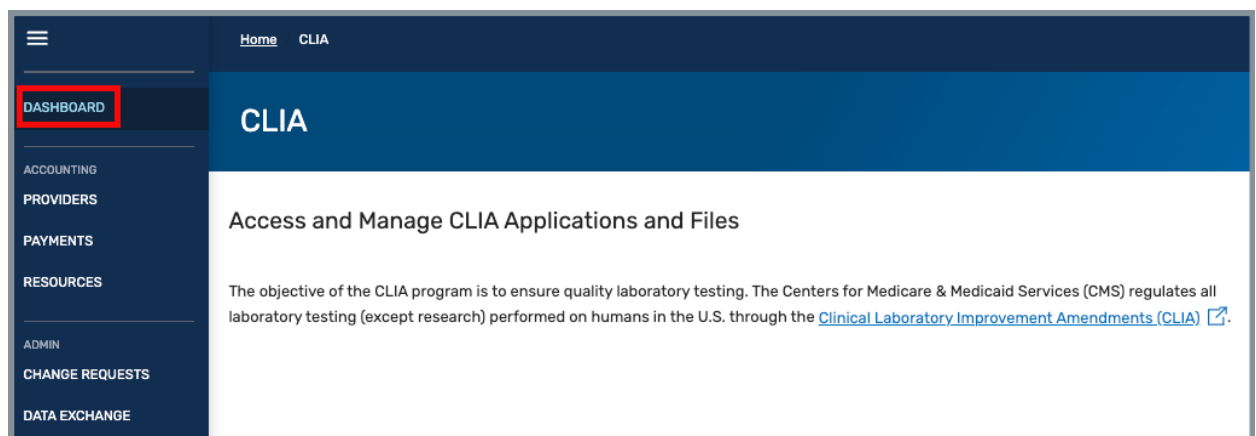
## 4.2 Access CLIA

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*.

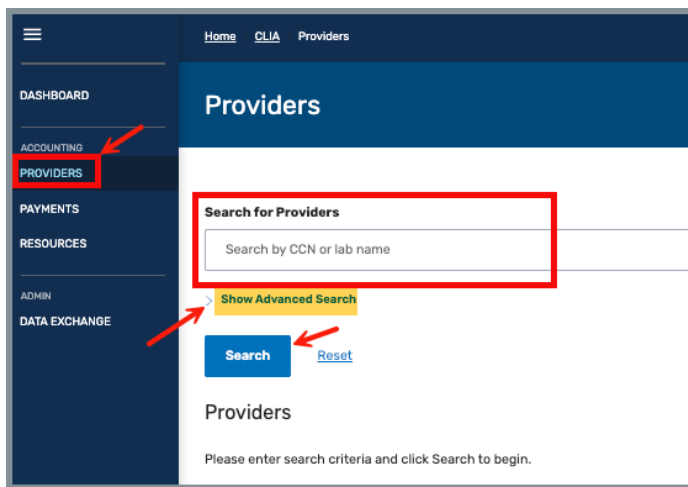


*Figure 6: CLIA Dashboard*

## 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.

Hide Advanced Search

ADDRESS

Primary Address

Address City

State County Zip

Select one

OTHER

☐ Exclude Terminated Laboratories

Search Reset

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.

Search for Providers **a**

noelle

> Show Advanced Search **b**

Search Reset

Providers

1 Provider **c**

**d** Provider ⓘ

**e** Status ⓘ

**f** Certificate Type ⓘ

**g** Certificate Expires ⓘ

**h** Payment Status ⓘ

**i** Bill Date ⓘ

**j** Balance Due ⓘ

**k** Actions ⓘ

CCN

**l** Export CSV

Provider	Status	Certificate Type	Certificate Expires	Payment Status	Bill Date	Balance Due	Actions
CCN	A	Waiver	06/16/2027	Paid	06/17/2025	\$0.00	⋮

Figure 9: Search Results



**Table 2: Search Results Detailed Callout**

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

No.	Section Name	Description
k	Actions	<p>Click the vertical ellipsis under the <b>Actions</b> menu for the following selections:</p> <p><b>Note:</b> Available selections are based on user role.</p> <ul style="list-style-type: none"> <li>• <b>View</b> View the payment history.</li> <li>• <b>Generate Fee Coupon</b> Select <b>Generate Fee Coupon</b> 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. <b>Note:</b> Available for facilities that have a <b>Payment Due</b>. When there is no payment due, the option does not appear.</li> <li>• <b>Revised Certificate</b> 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. <ul style="list-style-type: none"> <li>○ Change of Facility Name</li> <li>○ Change of Facility Address</li> <li>○ Change of Facility Director</li> <li>○ Change of Facility Approved Specialties / Subspecialties</li> </ul> </li> <li>• <b>Replacement Certificate</b> Select to send a replacement certificate. There is no cost or charge for the replacement.</li> </ul>
l	Export CSV	<p>Click to export a CSV of all facilities searched.</p> <p><b>Note:</b> The CSV downloads to the <b>Downloads</b> folder on the user's computer.</p>

## 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 <a href="#">Search</a> page.
b	Facility Name and CCN	Facility name and CCN
c	Facility Name and Payment Status Badge	Facility name and <a href="#">Payment Status</a> badge. <b>Note:</b> A <b>Locked</b> facility status is shown as a <b>Locked</b> 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 <b>CCN, Overall Status, Lab Classification, CWF Date, Last Survey Date, Last AO Inspection Date, CCED</b> and <b>Outstanding Balance</b> , when information is available. Badge shows current payment status.

No.	Section Name	Description
e	<b>Billing</b> Tab	Default landing tab. See <a href="#">Billing Tab</a> for further information.
f	<b>Audit History</b> Tab	See <a href="#">Audit History Tab</a> for further information.
g	<b>Notes</b> Tab	See <a href="#">Notes Tab</a> 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.

The screenshot displays the 'Billing' tab interface. At the top, there are three tabs: 'Billing' (highlighted in yellow), 'Audit History', and 'Notes'. Below the tabs, the 'Certificate Inquiry' section is visible, showing 'Viewing 1 Certificate'. It contains a table with columns: 'Cert Status', 'Certificate', 'Class Code', 'Effective Date', 'Expiration Date', 'Mailed Date', and 'Active'. A red circle 'a' points to the 'Cert Status' column header. The table shows one row with values: Pending, Waiver, Regular, 06/17/2025, 06/16/2027, and a green 'A' button. Below this is the 'Billing Inquiry' section, showing 'Viewing 1 Record'. It includes a 'Collapse All | Expand All' link and a 'Filter by' dropdown menu (labeled 'd') set to 'All'. A red circle 'c' points to a 'No Certificate Issued' message. A red circle 'b' points to the table headers: 'Transaction Date', 'Description', 'Status', 'Amount', 'Certificate Cycle', 'Active', and 'Actions'. The table shows one row with values: 06/17/2025, Waiver Fee, Paid (green circle), \$248.00 / \$248.00, 06/17/2025 - 06/16/2027, and a green 'Y' button.

**Figure 11: Billing Tab**

**Table 4: Billing Tab Detailed Callout**

No.	Section	Header	Description
a	<b>Certificate Inquiry</b>		
		<b>Cert Status</b>	Certificate status
		<b>Certificate</b>	Certificate application type <ul style="list-style-type: none"> <li>• Registration</li> <li>• Accreditation</li> <li>• Compliance</li> <li>• Waiver</li> <li>• PPMP</li> </ul>

No.	Section	Header	Description
		<b>Class Code</b>	Certificate facility classification code Facilities can have one of the following classification codes: <ul style="list-style-type: none"> <li>• Regular</li> <li>• Exempt</li> <li>• VA</li> </ul>
		<b>Effective Date</b>	Certificate effective date
		<b>Expiration Date</b>	Certificate expiration date
		<b>Mailed Date</b>	Date the Certificate was mailed to the lab/owner
		<b>Active</b>	Whether the facility is an active facility (A) or a Terminated/Expired facility (T)
<b>b</b>	<b>Billing Inquiry</b>		
		<b>Transaction Date</b>	Date the fee was created/updated
		<b>Description</b>	Describes the fee type. Facilities can have the following fee types. <ul style="list-style-type: none"> <li>• Registration Fee</li> <li>• Waiver Fee</li> <li>• PPM Fee</li> <li>• Compliance Survey Fee</li> <li>• Compliance Cert Fee</li> <li>• Validation Survey Fee</li> <li>• Accreditation Cert Fee</li> <li>• Rebill Fee</li> <li>• Revisit Fee</li> <li>• Complaint Fee</li> <li>• PT Desk Review Fee</li> <li>• Adding Survey Specialties Fee</li> <li>• Replacing Cert Fee</li> <li>• Revised Cert Fee</li> </ul>

No.	Section	Header	Description
		<b>Status</b>	Type of status: <b>Paid, Rebill, Unpaid, Partial Payment, Overpayment</b>
		<b>Amount</b>	Shows amount paid/fee amount
		<b>Certificate Cycle</b>	Beginning/end date for fee, if applicable. <b>Note:</b> 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.
		<b>Active</b>	Indicates whether the fee is active ( <b>Y</b> ) or inactive ( <b>N</b> )
		<b>Actions</b>	Billing ledger actions are available when the bills meet the system's criteria. This only applies to bills that are active (A). <b>Actions</b> can be: <b>Disbursements</b> (i.e. money paid by the facility for a bill). <ul style="list-style-type: none"> <li>• <a href="#">Refund Disbursement</a></li> <li>• <a href="#">Reverse Disbursement</a></li> <li>• <a href="#">Transfer Disbursement</a></li> </ul>
<b>c</b>	No Certificate Issued		Indicates no certificate issued for the effective date attached to the fee.
<b>d</b>	<b>Filter by</b>		Filter by <b>All, Latest, None</b>

## 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.

The screenshot shows the 'Audit History' tab interface. It includes a header with the title 'Audit History'. Below the header, there are two main sections: 'Event Type' (a) and 'Search History' (b). The 'Event Type' section has a dropdown menu labeled 'Select' (c). The 'Search History' section has a text input field labeled 'Search by keyword'. Below these sections, there is a 'Show Advanced Search' link (d) and a 'Search' button (e). To the right of the 'Search' button is a 'Reset' link (f). In the top right corner, there is an 'Export CSV' link (g). The main content area displays a table of audit events. The table has five columns: 'Date' (h), 'Event Type/Source' (i), 'User' (j), 'Before' (k), and 'After' (l). The table shows three rows of data. The first two rows are for 'Billing - Disbursement Created' events, and the third row is for a 'Fee Coupon Email Sent' event.

Date	Event Type/Source	User	Before	After
06/20/2025	Billing - Disbursement Created <i>BillingProcessPayGov</i>	iQIES CLIA-Billing User	{"auditCode":"00","updatedBy":-2,"paymentAmount":0,"paymentStatusCode":"08","lockboxCheckRecordId":null}	{"user":{"userId":-4,"billId":6645495,"auditCode":"00","auditDate":null,"updatedBy":-4,"checkRecordId":341658683,"paymentAmount":248,"paymentStatusCode":"01"}}
06/19/2025	Billing - Disbursement Created <i>BillingProcessPayGov</i>	iQIES CLIA-Billing User	{"auditCode":"00","updatedBy":-2,"paymentAmount":0,"paymentStatusCode":"08","lockboxCheckRecordId":null}	{"user":{"userId":-4,"billId":6645495,"auditCode":"00","auditDate":null,"updatedBy":-4,"checkRecordId":337898282,"paymentAmount":248,"paymentStatusCode":"01"}}
06/18/2025	Fee Coupon Email Sent <i>FeeCouponEmail</i>	iQIES System User	{}	{"user":{"userId":-1,"userName":"iQIES System User"},"billCode1":"1","billCode2":null,"billAmount1":248,"billAmount2":0,"feeCouponUrl":"https://prod3-iqies.hcqs.org/api/clia/v1/public/assets/CLIA-Fee-Coupon-45D2325645-2025-06-17.pdf","paymentAmount1":0,"paymentAmount2":0,"recipientEmail":"admin@noellephillips.com","transactionCode1":0,"transactionCode2":null,"paymentKeyNumber1":0,"paymentKeyNumber2":null,"paymentStatusDate1":"2025-06-17","paymentStatusDate2":null,"accountingTypeCode1":"01","accountingTypeCode2":null,"certificateEffectiveDate1":"2025-06-17","certificateEffectiveDate2":null}}

**Figure 12: Audit History Tab**



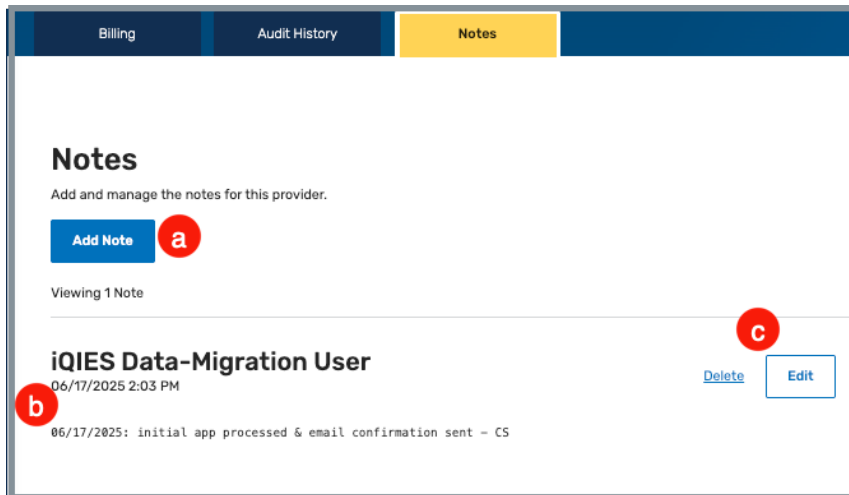
**Table 5: Audit History Tab Detailed Callout**

No.	Section Name	Description
a	Event Type	<p>Select the caret to view all <b>Event Types</b>. Check the box next to any <b>Event Type</b> desired.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• More than one selection can be checked</li> <li>• Click the caret to close the drop-down menu</li> </ul>
b	Search History	Type keyword to search information in history.
c	Show Advanced Search	<p>Click caret next to <b>Show Advanced Search</b> to view <b>Advanced Search</b>. Search by date range or event source.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• More than one selection can be checked</li> <li>• Click the caret to close the drop-down menu</li> <li>• Click <b>Hide Advanced Search</b> to close <b>Advanced Search</b></li> </ul>
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	<p>Click to export a CSV of all facilities searched.</p> <p><b>Note:</b> The CSV downloads to the <b>Downloads</b> folder on the user's computer.</p>

## 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**

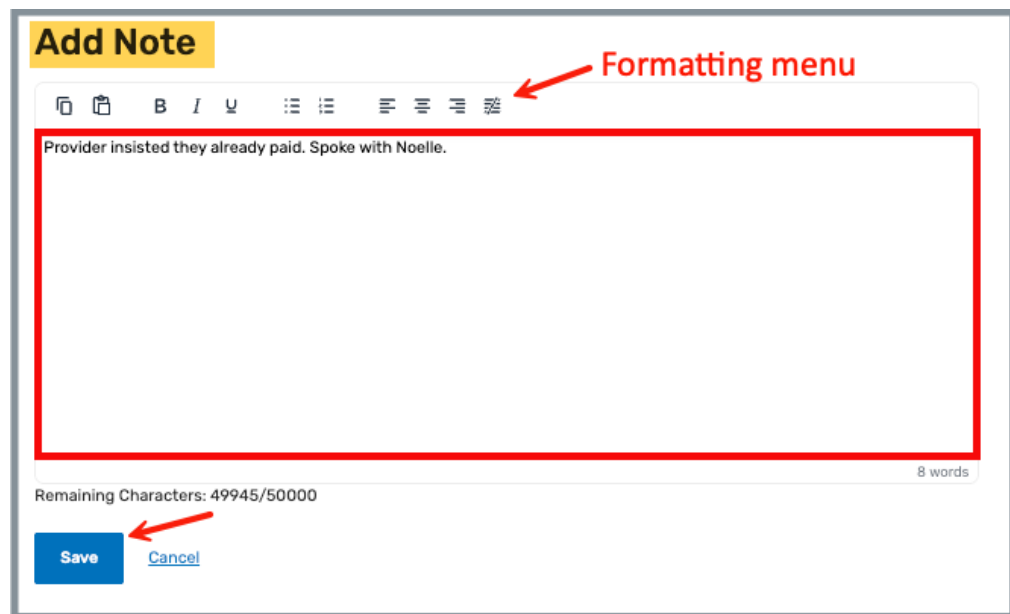
**Table 6: Notes Tab Detailed Callout**

No.	Section Name	Description
a	<b>Add Note</b>	Add a note. See <a href="#">Add Note</a> .
b	<b>User Name/Note</b>	Shows user name of note writer, date/time the note was written, and note written
c	<b>Delete/Edit</b>	<p>Delete or edit the note.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>Only the CLIA Billing Lead Admin user role can delete or edit other users' notes.</li> <li>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.</li> <li>Click <b>Edit</b> to edit a note.</li> <li>Click <b>Delete</b> to delete a note. A pop-up confirmation window asks to confirm the deletion.</li> </ul>

## 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*.

**Notes**

Add and manage the notes for this provider.

[Add Note](#)

Viewing 2 Notes

**Warren Peace**

06/23/2025 5:24 PM

Provider insisted they already paid. Spoke with Tolstoy.

[Delete](#) [Edit](#)

**iQIES Data-Migration User**

06/17/2025 2:03 PM

06/17/2025: initial app processed & email confirmation sent - CS

[Delete](#) [Edit](#)

*Figure 15: New Note*

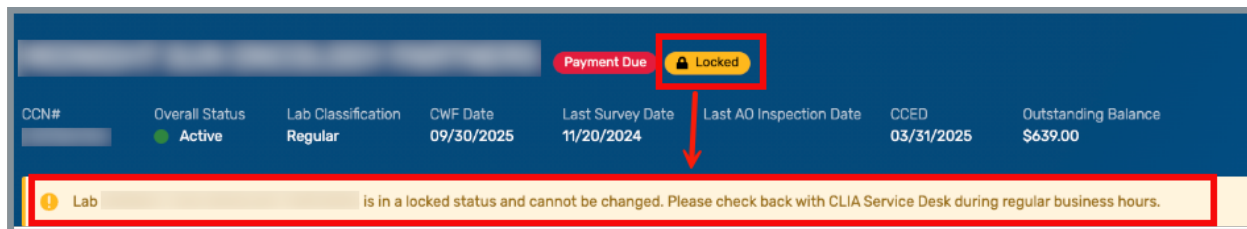
## 6.6 Locked Facility

**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*.

The screenshot shows the 'Payments' page interface. On the left is a dark blue sidebar menu with options: DASHBOARD, ACCOUNTING, PROVIDERS, PAYMENTS (highlighted with a red arrow and callout 'b'), RESOURCES, ADMIN, CHANGE REQUESTS, and DATA EXCHANGE. The main content area has a blue header with 'Payments' (callout 'a') and a '+ Create New Payment' button. Below the header is a 'Search for Payments' section with a search bar (callout 'b') and a 'Hide Advanced Search' link (callout 'c'). The search filters are divided into three columns: 'DATE RANGE' with 'Process Start Date' (05/26/2025) and 'Process End Date' (06/25/2025), both with MM/DD/YYYY format; 'PAYMENT DETAILS' with a 'Payment Type' dropdown (callout 'h') set to 'Select one'; and 'OTHER' with three radio buttons: 'Show Unresolved Only', 'Show Cancelled Only', and 'Show Has Refund Only'. At the bottom of the search filters are a blue 'Search' button (callout 'd') and a 'Reset' link. Below the search filters is a table titled 'Payments' showing '1 - 20 of 13909 Payments'. The table has columns: ID (callout 'e'), Date (callout 'f'), Payment Type (callout 'g'), Payment Amount (callout 'h'), Details (callout 'i'), Applied To (callout 'j'), and Actions (callout 'k'). The first row of data shows a payment on 06/24/2025 for \$496.00, type 'Check'. To the right of the table is an 'Export CSV' link (callout 'l') with a download icon.

**Figure 17: Payments Overview**

*Table 7: Payments Overview Detailed Callout*

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

**Payment #358694461** a

Payment ID	Payment Type	Payment Amount	Remaining Funds	Payment Date
	Check	\$496.00	\$0.00	06/24/2025

Lockbox ID	Batch Number	Item Number	Check Number
	8000	04	

### Payment History

Viewing 2 Records b

[Collapse All](#) | [Expand All](#) c

[Transaction Date](#) f [Description](#) g [Status](#) h [Amount](#) i [Certificate Cycle](#) j [Filter by](#) e [Active](#) k [Actions](#) l

d m No Certificate Issued

Transaction Date	Description	Status	Amount	Certificate Cycle	Active	Actions
06/03/2025	Waiver Fee CCN	Paid	\$248.00 / \$248.00	12/02/2025 - 12/01/2027	Y	

**Figure 18: Payment History**



**Table 8: Payment History Detailed Callout**

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

Transaction Date	Description	Status	Amount	Certificate Cycle	Active	Actions
06/03/2025	Waiver Fee	Paid	\$248.00 / \$248.00	12/02/2025 - 12/01/2027	Y	
06/03/2025	Waiver Fee		\$248.00		Y	
06/24/2025	Waiver Payment		\$248.00		Y	Lockbox ID: 8000 Batch Number: 04 Item Number: 04 Check Number: 04

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. <b>Registration Fee</b> 2. <b>Compliance Survey Fee</b> 3. <b>Compliance Certificate Fee</b> 4. <b>Validation Survey Fee</b> 5. <b>Accreditation Certificate Fee</b> 6. <b>Rebill Fees</b>
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., <b>Transaction Number</b>
h	ACTIONS	Actions that can be taken on the payment. Choices include: <a href="#">Reverse Disbursement</a> , <a href="#">Refund Disbursement</a> , <a href="#">Transfer Disbursement</a> , <a href="#">Refund Overpayment</a> , <a href="#">Transfer Overpayment</a> .

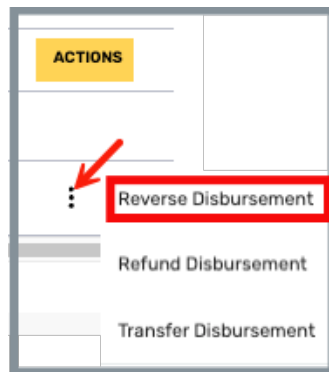
## 7.3 Reverse Disbursement

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

**Notes:**

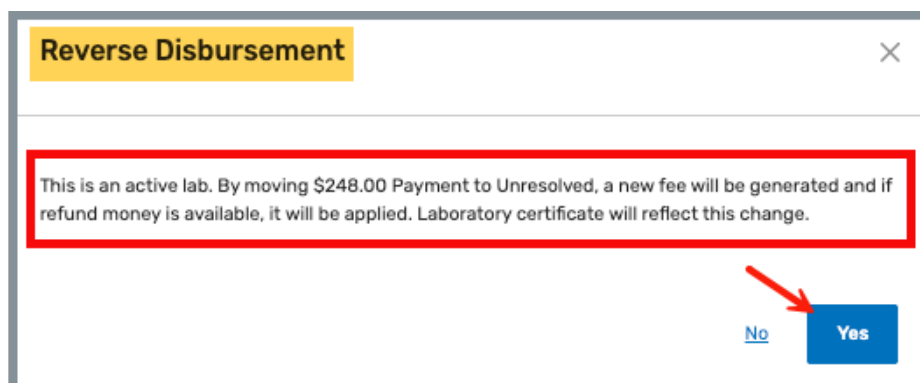
- Reverse disbursement allows an authorized user to move money that has been applied to a facility to a state where the money is now unassigned.
- Unassigned money can then be applied to any facility.

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.



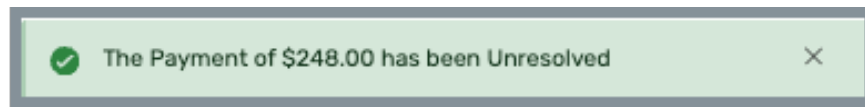
*Figure 20: Reverse Disbursement*

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***

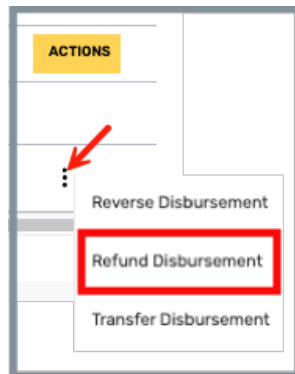
## 7.4 Refund Disbursement

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

**Notes:**

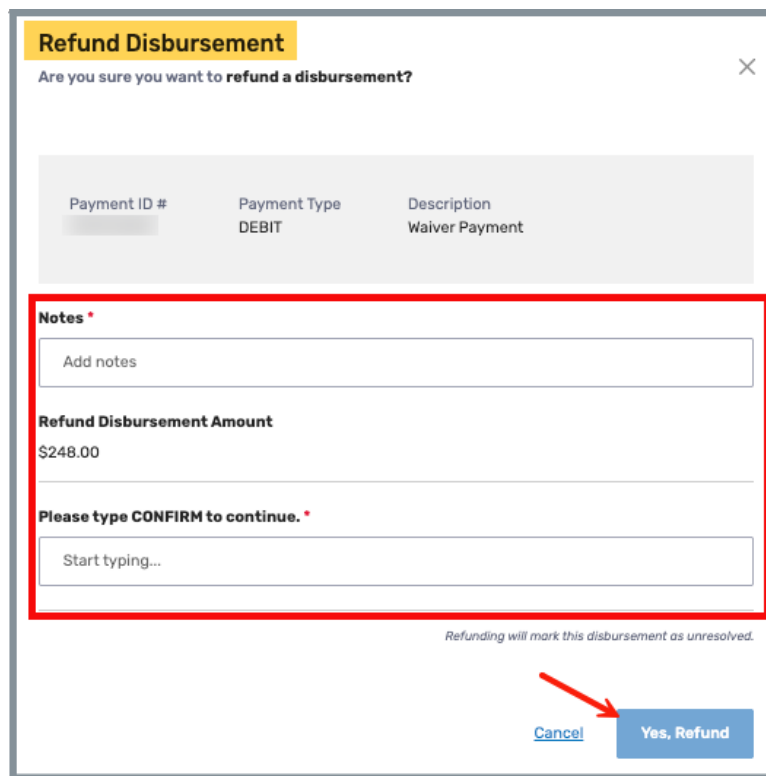
- Usually done in conjunction with the State Agency
- Authorized users can refund the facility's payment back to the lab

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*.



The image shows a 'Refund Disbursement' pop-up window. At the top, it asks 'Are you sure you want to refund a disbursement?'. Below this is a table with three columns: 'Payment ID #', 'Payment Type', and 'Description'. The 'Payment Type' is 'DEBIT' and the 'Description' is 'Waiver Payment'. Below the table is a 'Notes' section with a text input field labeled 'Add notes'. Below the notes is the 'Refund Disbursement Amount' of '\$248.00'. Below that is a confirmation prompt: 'Please type CONFIRM to continue.' with a text input field labeled 'Start typing...'. At the bottom right, there are two buttons: 'Cancel' and 'Yes, Refund'. A red arrow points to the 'Yes, Refund' button. A small note at the bottom right of the window states: 'Refunding will mark this disbursement as unresolved.'

Payment ID #	Payment Type	Description
	DEBIT	Waiver Payment

**Notes \***

Add notes

**Refund Disbursement Amount**

\$248.00

**Please type CONFIRM to continue. \***

Start typing...

Refunding will mark this disbursement as unresolved.

[Cancel](#) [Yes, Refund](#)

*Figure 24: Refund Disbursement Pop-Up Window*

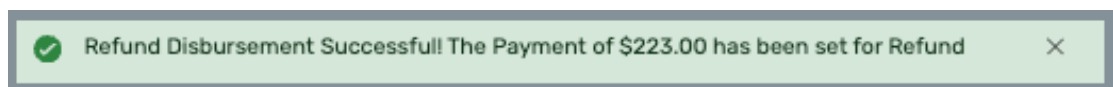
7.4.3 Type **Confirm** in the **Confirm** field.

**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*

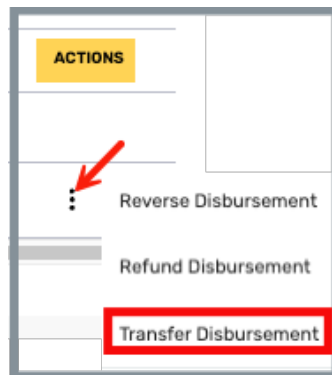
## 7.5 Transfer Disbursement

**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.

**Transfer Disbursement**

Payment ID	Payment Type	Payment Amount	Remaining Funds	Payment Date
	Debit	\$3,032.00	\$3,032.00	06/25/2025

Transaction #

1. Find Providers > 2. Transfer Disbursement > 3. Complete

Next

**Added Providers**  
No providers selected.

**Search Providers**

**Search for Providers**

Search by CCN or lab name

> [Show Advanced Search](#)

**Search** [Reset](#)

Please enter search criteria and click Search to begin.

**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.



1. Find Providers > 2. Transfer Disbursement > 3. Complete Next

**Added Providers**  
No providers selected.

**Search Providers**  
Search for Providers  
Clinico

> [Show Advanced Search](#)

Search [Reset](#)

1 - 20 of 163 Providers

Provider ⓘ	Status ⓘ	Certificate Type ⓘ	Certificate Expires ⓘ	Payment Status ⓘ	Bill Date ⓘ	Balance Due ⓘ	Actions
CCN	A	Registration - Compliance	05/19/2026	Payment Due	04/22/2025	\$223.00	<span>Add ⓘ</span>
CCN	A	Compliance	03/13/2026	Payment Due	05/20/2025	\$223.00	<span>Add ⓘ</span>

**Figure 28: Add Facility for Transfer**

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

1. Find Providers > 2. Transfer Disbursement > 3. Complete Next

**Added Providers**

1 Provider

Provider ⓘ	Status ⓘ	Certificate Type ⓘ	Certificate Expires ⓘ	Payment Status ⓘ	Bill Date ⓘ	Balance Due ⓘ	Actions
CCN	A	Registration - Compliance	05/19/2026	Payment Due	04/22/2025	\$223.00	<span>Remove ⓘ</span>

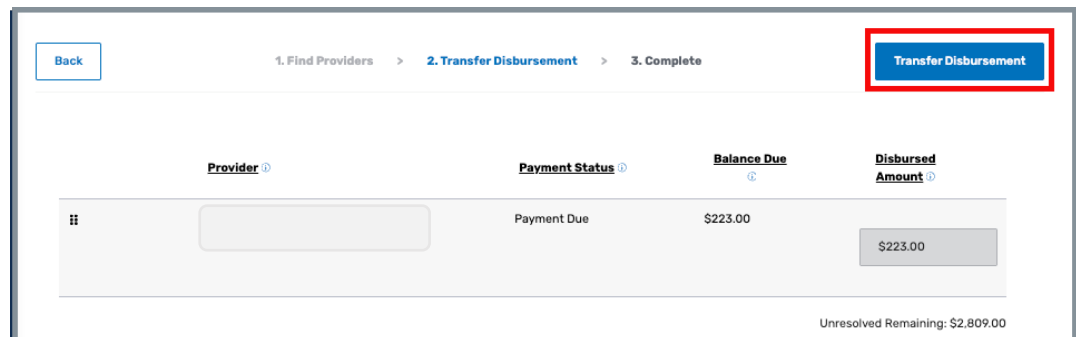
**Search Providers**  
Search for Providers  
Clinico

> [Show Advanced Search](#)

Search [Reset](#)

**Figure 29: Added Providers**

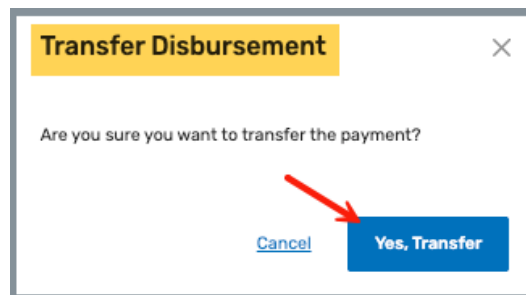
7.5.6 Click **Transfer Disbursement**. See *Figure 30, Transfer Disbursement*. The **Transfer Disbursement** Pop-Up window opens.



The screenshot shows a web interface for transferring disbursements. At the top, there is a navigation bar with a 'Back' button and a progress indicator showing three steps: '1. Find Providers', '2. Transfer Disbursement' (which is the current step), and '3. Complete'. A blue button labeled 'Transfer Disbursement' is highlighted with a red rectangle in the top right corner. Below the navigation bar is a table with the following columns: 'Provider', 'Payment Status', 'Balance Due', and 'Disbursed Amount'. The table contains one row with a provider icon, a text input field, the status 'Payment Due', a balance of '\$223.00', and a disbursed amount of '\$223.00'. At the bottom right of the table, it says 'Unresolved Remaining: \$2,809.00'.

*Figure 30: Transfer Disbursement*

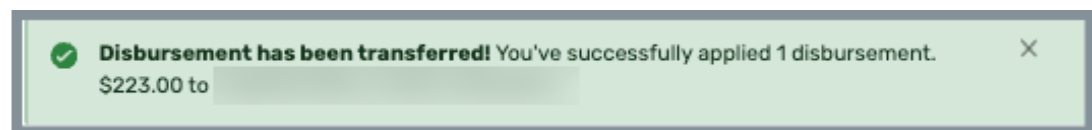
7.5.7 Click **Yes, Transfer**. See *Figure 31, Yes, Transfer*.



The screenshot shows a pop-up window titled 'Transfer Disbursement' with a close button (X) in the top right corner. The window contains the text 'Are you sure you want to transfer the payment?'. At the bottom, there are two buttons: 'Cancel' and 'Yes, Transfer'. A red arrow points to the 'Yes, Transfer' button.

*Figure 31: Yes, Transfer*

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



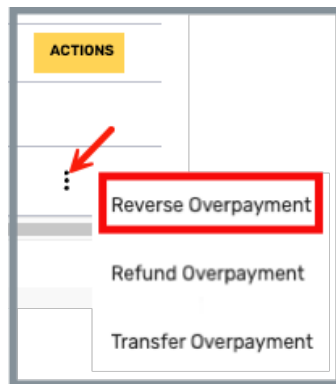
The screenshot shows a green notification banner with a checkmark icon on the left and a close button (X) on the right. The text inside the banner reads: 'Disbursement has been transferred! You've successfully applied 1 disbursement. \$223.00 to [redacted]'.

*Figure 32: Disbursement Has Been Transferred Banner*

## 7.6 Reverse Overpayment

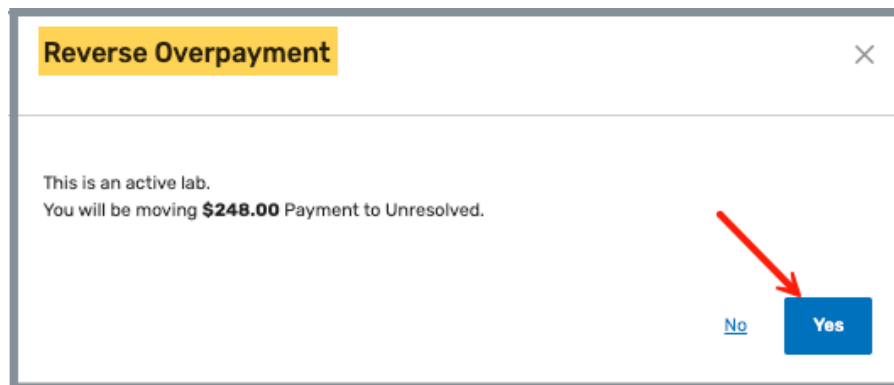
**Purpose:** To reverse a facility's overpayment.

- 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*

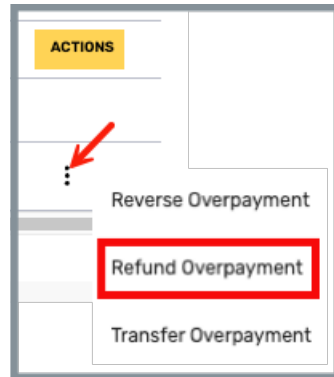
## 7.7 Refund Overpayment

**Purpose:** To refund a facility's overpayment.

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

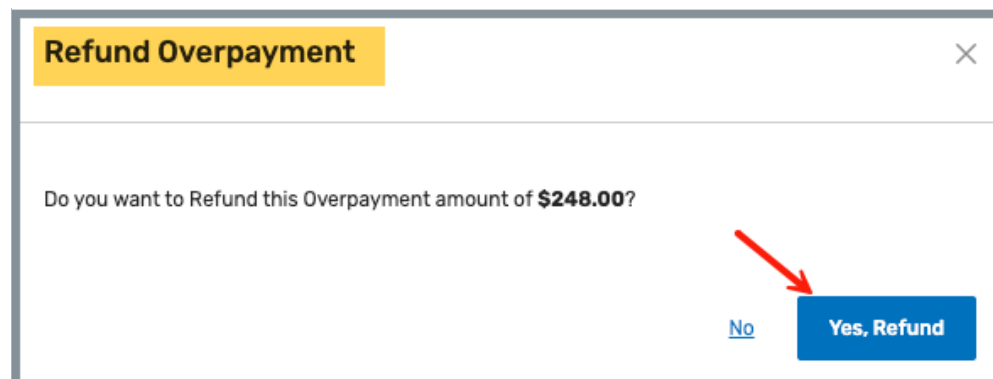
- a. An authorized user can refund the overpayment to the facility upon request.
- b. The system automatically refunds any overpayment that is over six (6) months old to the associated lab.

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.



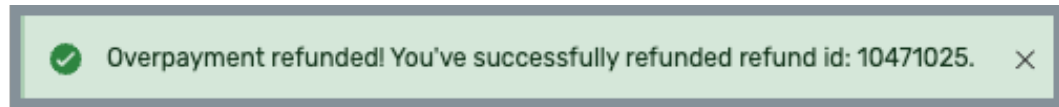
*Figure 36: Refund Overpayment*

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*.



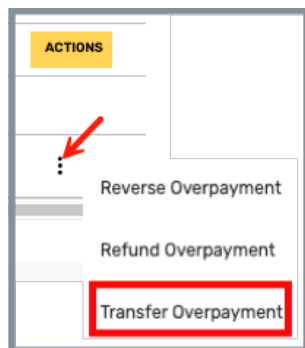
***Figure 38: Green Overpayment Refunded Notification Banner***

## 7.8 Transfer Overpayment

**Purpose:** Transfer overpayments to other facilities

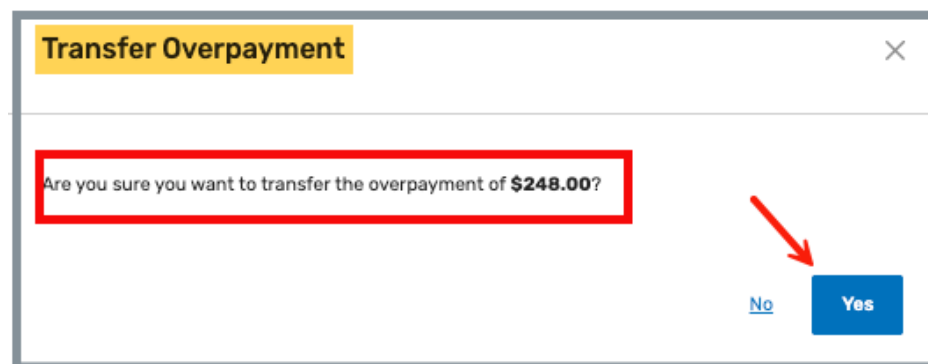
**Note:** A **Notice of Overpayment** is shown in the **Billing Inquiry**.

- 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

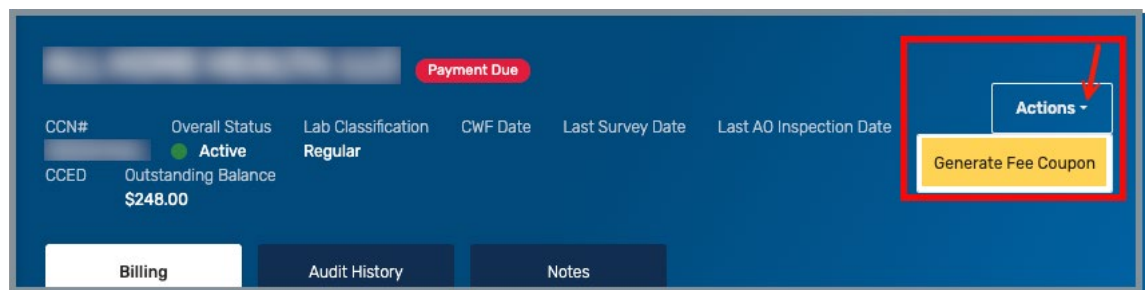
### 8.1 Generate Fee Coupon

**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.

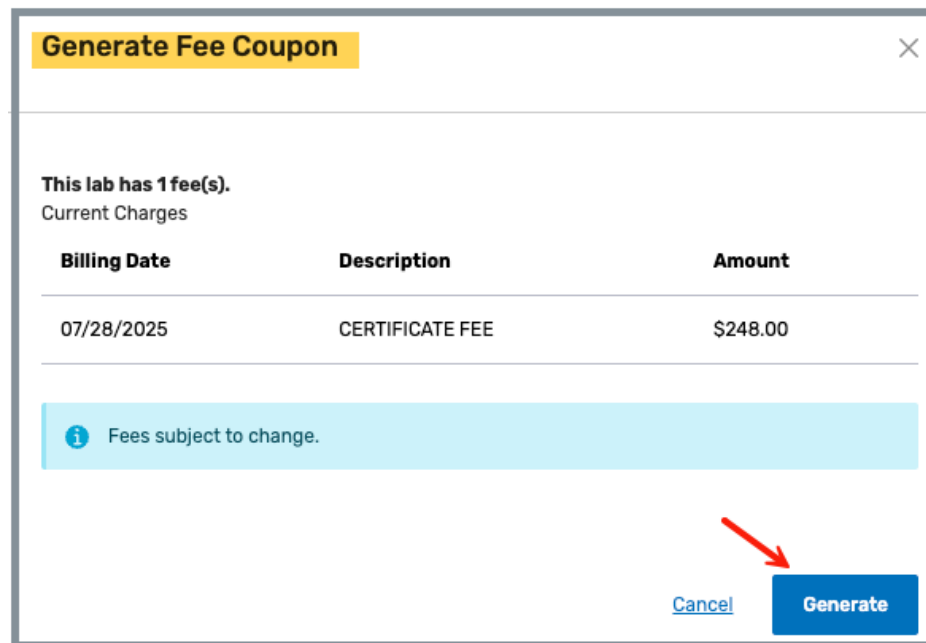
8.1.1 Go to the **Facility Details** page. See *Figure 42, Facility Details Page*.



*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.



**Generate Fee Coupon** [X]

**This lab has 1 fee(s).**  
Current Charges

Billing Date	Description	Amount
07/28/2025	CERTIFICATE FEE	\$248.00

*[Information icon]* Fees subject to change.

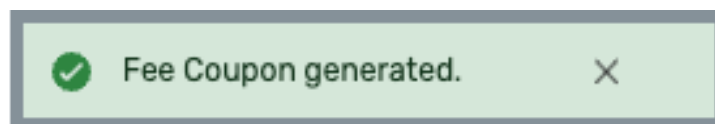
[Cancel](#) **Generate**

A red arrow points to the **Generate** button.

*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

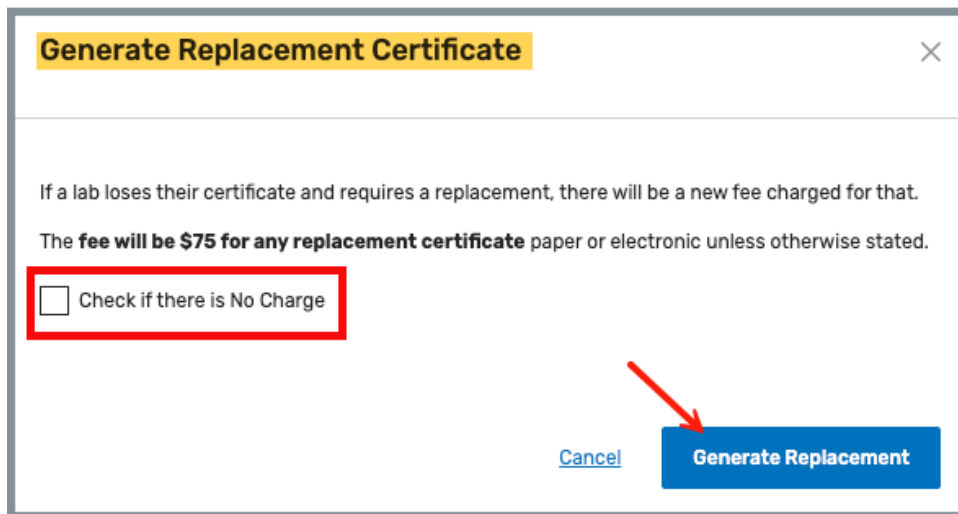
**Purpose:** To request a new certificate issued by CMS when an existing CLIA certificate needs to be reissued without any changes.

**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*.

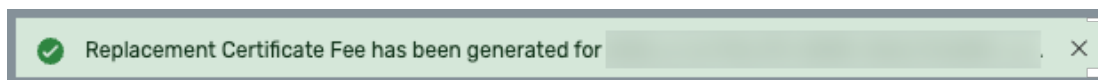


*Figure 45: Generate Replacement Certificate Pop-Up Window*

- 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*.

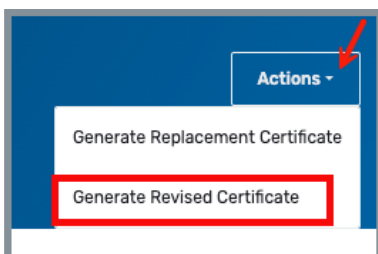


*Figure 46: Green Replacement Certificate Fee Generated Notification Banner*

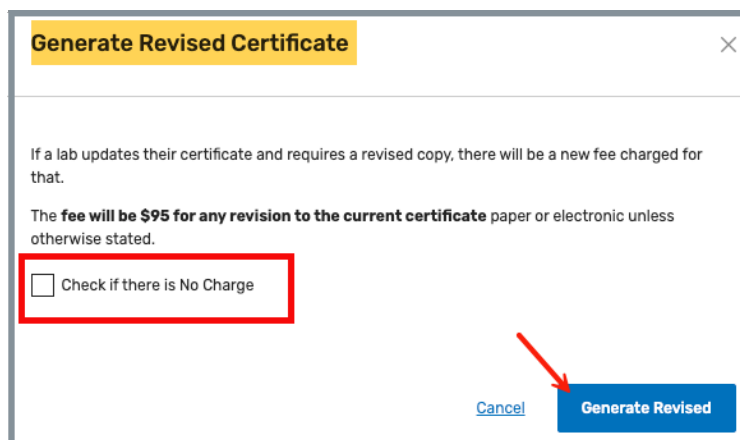
## Revised Certificate

### 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*

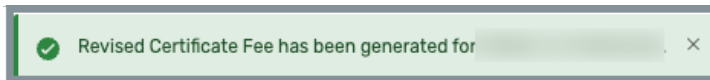


*Figure 48: Generate Revised Certificate Pop-Up Window*

- 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.

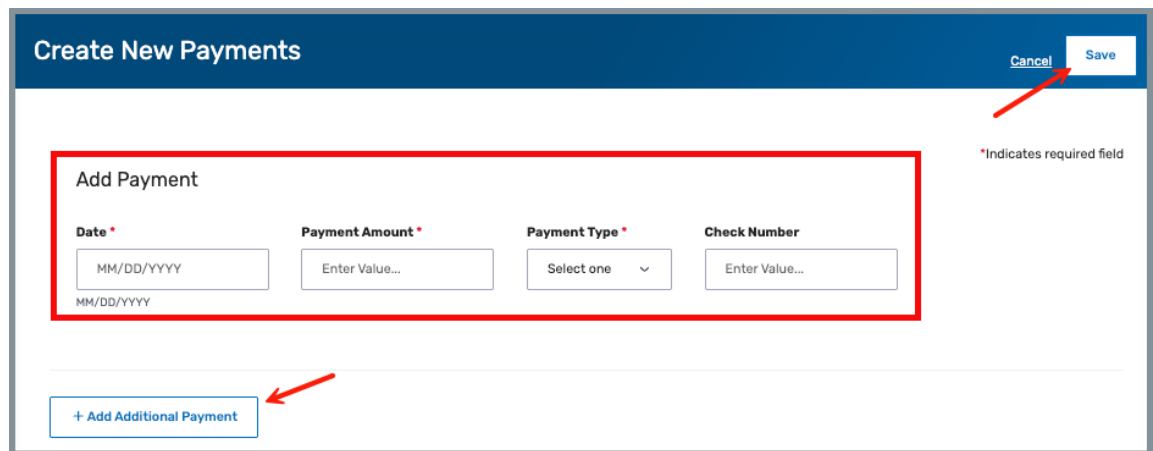


*Figure 50: Create New Payment*

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

**Notes:**

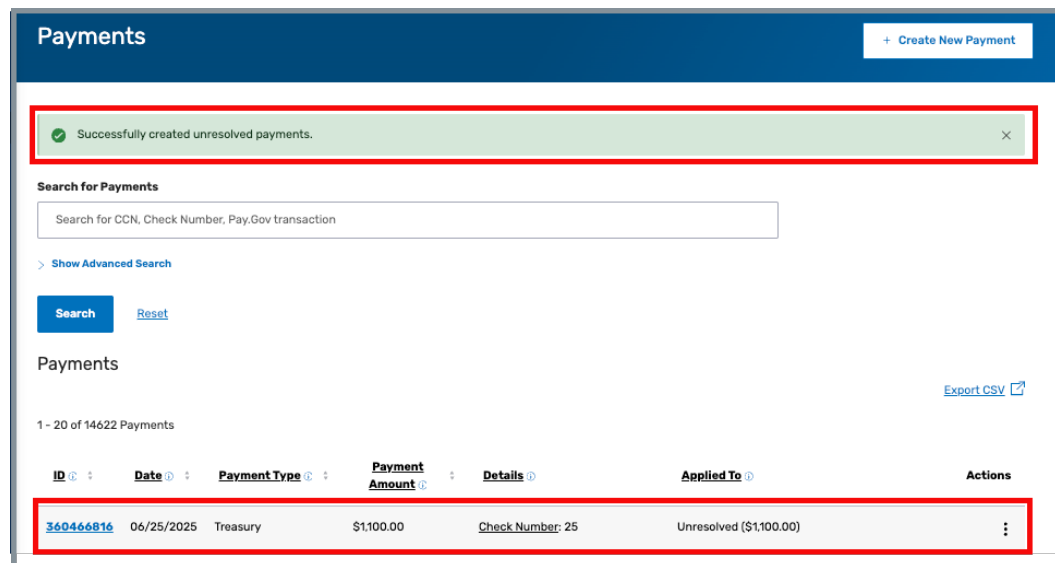
- Do not include commas in **Payment Amount**.
- **Payment Type** includes: **Treasury, OFM, Fed Wire, IPAC**.
- Click **Add Additional Payment** to add an additional payment.

A screenshot of a 'Create New Payments' window. The window has a dark blue header with the title 'Create New Payments' and two buttons, 'Cancel' and 'Save', on the right. Below the header is a white form area. Inside the form, there is a section titled 'Add Payment' which is enclosed in a red rectangular box. This section contains four input fields: 'Date' (with a red asterisk and a placeholder 'MM/DD/YYYY'), 'Payment Amount' (with a red asterisk and a placeholder 'Enter Value...'), 'Payment Type' (with a red asterisk and a dropdown menu showing 'Select one'), and 'Check Number' (with a placeholder 'Enter Value...'). Below the 'Add Payment' section, there is a button labeled '+ Add Additional Payment' which is also highlighted with a red rectangular box. A red arrow points from the 'Save' button in the header to the 'Add Payment' section, and another red arrow points from the '+ Add Additional Payment' button to the right. A small text note '\*Indicates required field' is located to the right of the form.

*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*.



The screenshot displays the 'Payments' page in a web application. At the top, there is a blue header bar with the title 'Payments' and a button '+ Create New Payment'. Below the header, a green notification banner with a checkmark icon and the text 'Successfully created unresolved payments.' is highlighted with a red border. Underneath the banner is a search section titled 'Search for Payments' with a text input field and buttons for 'Search' and 'Reset'. A link for 'Show Advanced Search' is also present. Below the search section, the word 'Payments' is displayed, followed by a link 'Export CSV'. A table of payments is shown, with the first row highlighted by a red border. The table has columns for ID, Date, Payment Type, Payment Amount, Details, Applied To, and Actions.

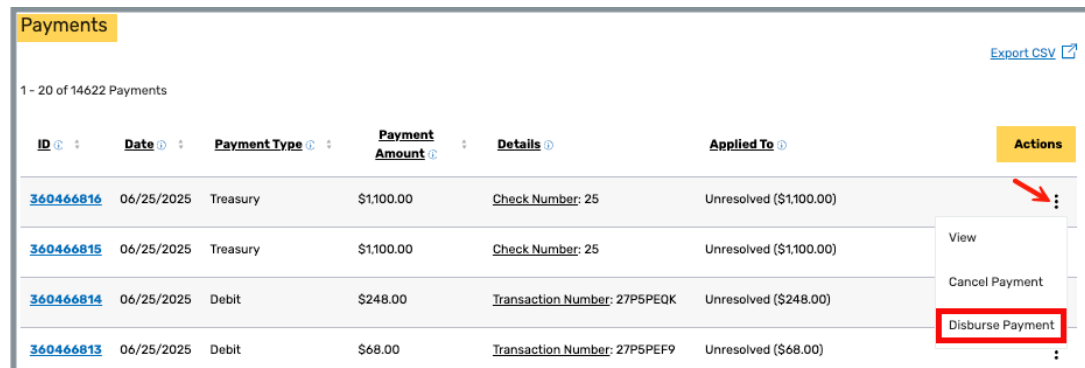
ID	Date	Payment Type	Payment Amount	Details	Applied To	Actions
360466816	06/25/2025	Treasury	\$1,100.00	Check Number: 25	Unresolved (\$1,100.00)	

*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.



Payments

1 - 20 of 14622 Payments

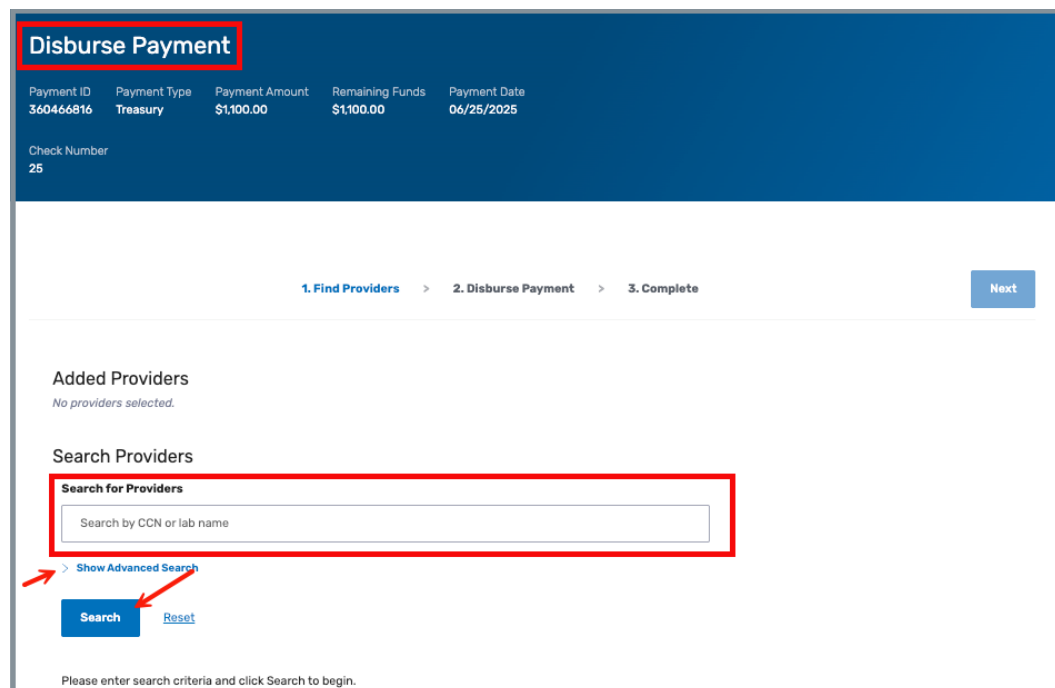
Export CSV

ID	Date	Payment Type	Payment Amount	Details	Applied To	Actions
<a href="#">360466816</a>	06/25/2025	Treasury	\$1100.00	Check Number: 25	Unresolved (\$1100.00)	View Cancel Payment <b>Disburse Payment</b>
<a href="#">360466815</a>	06/25/2025	Treasury	\$1100.00	Check Number: 25	Unresolved (\$1100.00)	
<a href="#">360466814</a>	06/25/2025	Debit	\$248.00	Transaction Number: 27P5PEQK	Unresolved (\$248.00)	
<a href="#">360466813</a>	06/25/2025	Debit	\$68.00	Transaction Number: 27P5PEF9	Unresolved (\$68.00)	

*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.



**Disburse Payment**

Payment ID	Payment Type	Payment Amount	Remaining Funds	Payment Date
360466816	Treasury	\$1100.00	\$1100.00	06/25/2025

Check Number  
25

1. Find Providers > 2. Disburse Payment > 3. Complete

Next

Added Providers  
No providers selected.

Search Providers

Search for Providers

Search by CCN or lab name

> Show Advanced Search

Search Reset

Please enter search criteria and click Search to begin.

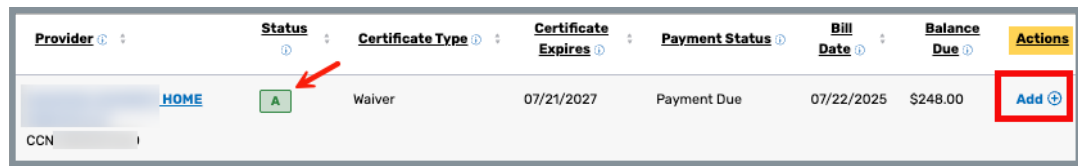
*Figure 54: Disburse Payment*

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:**

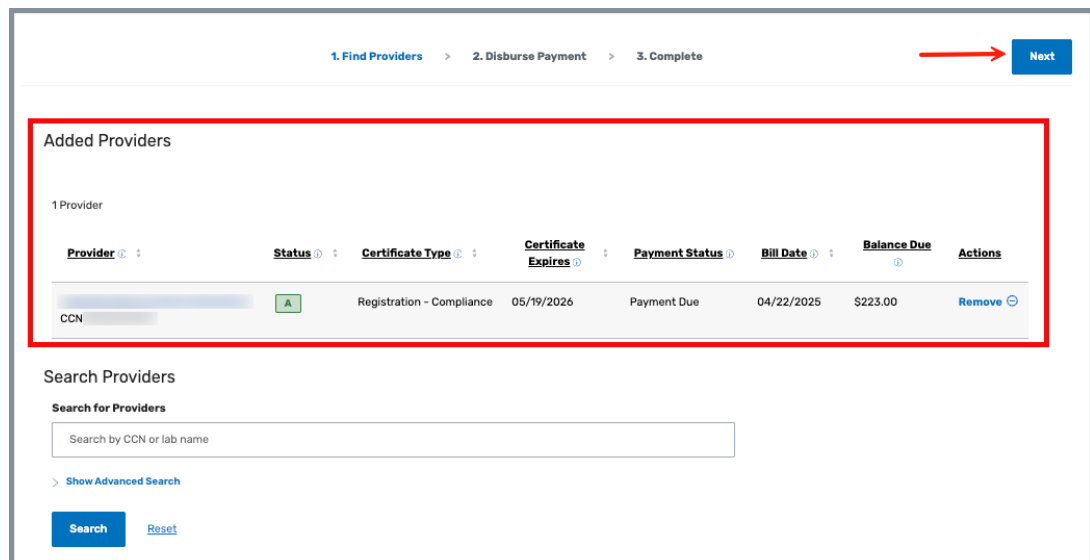
- More than one facility can be added.
- A facility must have an Active (**A**) or Other (**T**) status to be added.



Provider	Status	Certificate Type	Certificate Expires	Payment Status	Bill Date	Balance Due	Actions
HOME CCN	A	Waiver	07/21/2027	Payment Due	07/22/2025	\$248.00	Add

*Figure 55: Add Facility for Transfer*

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



1. Find Providers > 2. Disburse Payment > 3. Complete

**Next**

**Added Providers**

1 Provider

Provider	Status	Certificate Type	Certificate Expires	Payment Status	Bill Date	Balance Due	Actions
HOME CCN	A	Registration - Compliance	05/19/2026	Payment Due	04/22/2025	\$223.00	Remove

**Search Providers**

Search for Providers

Search by CCN or lab name

> Show Advanced Search

**Search** [Reset](#)

*Figure 56: Added Providers*

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

The screenshot shows the 'Disburse Payment' screen. At the top, a blue header bar contains the title 'Disburse Payment' in a red box. Below the header, payment details are listed: Payment ID, Payment Type (Check), Payment Amount (\$248.00), Remaining Funds (\$248.00), and Payment Date (06/25/2025). Below this, Lockbox ID, Batch Number (3002), Item Number (27), and Check Number (1307) are displayed. A navigation bar includes a 'Back' button and a progress indicator: '1. Find Providers > 2. Disburse Payment > 3. Complete'. A red arrow points to a 'Disburse Payment' button in the top right corner. Below the navigation bar, a table is shown with columns: Provider, Payment Status, Balance Due, and Disbursed Amount. The table contains one row for a provider with CCN, showing a 'Payment Due' status, a balance due of \$1,566.00, and a disbursed amount of \$248.00. A red box highlights the table area. At the bottom right, a yellow box indicates 'Unresolved Remaining: \$0.00'.

Provider	Payment Status	Balance Due	Disbursed Amount
CCN	Payment Due	\$1,566.00	\$248.00

*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*.

The screenshot shows a 'Disburse Payment' pop-up window. The title bar is yellow with the text 'Disburse Payment' and a close button (X). The main content area contains the question 'Are you sure you want to disburse the payment?'. Below the question, there are two buttons: a blue 'Yes, Disburse' button and a blue 'Cancel' button. A red arrow points to the 'Yes, Disburse' button.

*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*.

The screenshot displays the 'Disburse Payment' interface. At the top, a blue header contains the title 'Disburse Payment'. Below this, a table shows payment details: Payment ID, Payment Type (Check), Payment Amount (\$248.00), Remaining Funds (\$0.00), and Payment Date (06/25/2025). Another row shows Lockbox ID, Batch Number (3002), Item Number (27), and Check Number (1307).

A green notification banner with a checkmark icon states: 'Payment has been disbursed! You've successfully applied 1 disbursement. \$248.00 to'. This banner is highlighted with a red border.

Below the banner, a progress bar shows three steps: '1. Find Providers', '2. Disburse Payment', and '3. Complete'. The 'Disburse Payment' step is currently active.

The 'Updated Provider Details' section is highlighted with a red border. It contains a table with the following data:

Provider	Payment Status	Balance Due	Disbursed Amount ⓘ
CCN	Partially Paid	\$1,318.00	\$248.00

At the bottom of this section are two buttons: 'Return to Payments' and 'View all Providers'.

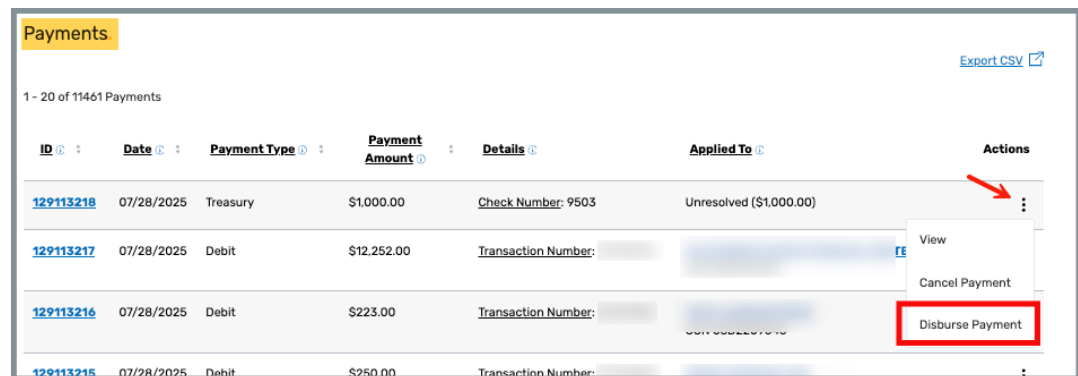
*Figure 59: Payment Has Been Disbursed Green Notification Banner*

**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.



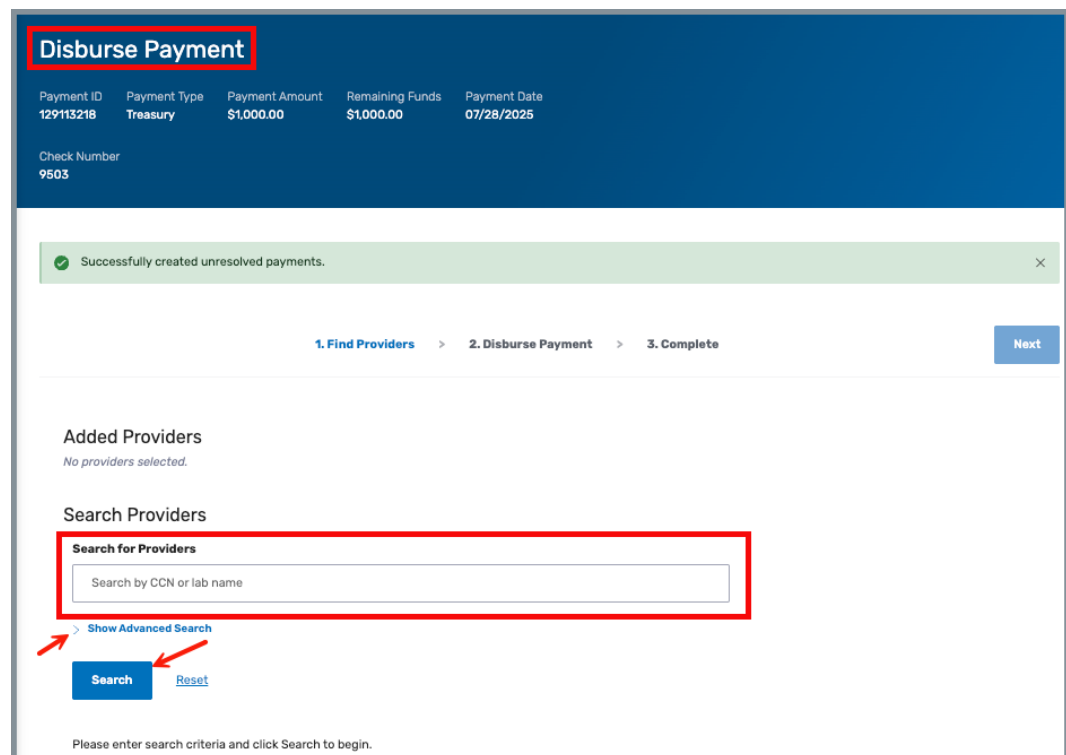
The screenshot shows the 'Payments' page with a table of payment records. The table has columns for ID, Date, Payment Type, Payment Amount, Details, Applied To, and Actions. The first row is highlighted, and the 'Actions' dropdown menu is open, showing options: View, Cancel Payment, and Disburse Payment (which is highlighted with a red box). A red arrow points to the 'Actions' column header.

ID	Date	Payment Type	Payment Amount	Details	Applied To	Actions
<a href="#">129113218</a>	07/28/2025	Treasury	\$1,000.00	Check Number: 9503	Unresolved (\$1,000.00)	⋮ View Cancel Payment <b>Disburse Payment</b>
<a href="#">129113217</a>	07/28/2025	Debit	\$12,252.00	Transaction Number: [REDACTED]	[REDACTED]	⋮
<a href="#">129113216</a>	07/28/2025	Debit	\$223.00	Transaction Number: [REDACTED]	[REDACTED]	⋮
<a href="#">129113215</a>	07/28/2025	Debit	\$250.00	Transaction Number: [REDACTED]	[REDACTED]	⋮

*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.

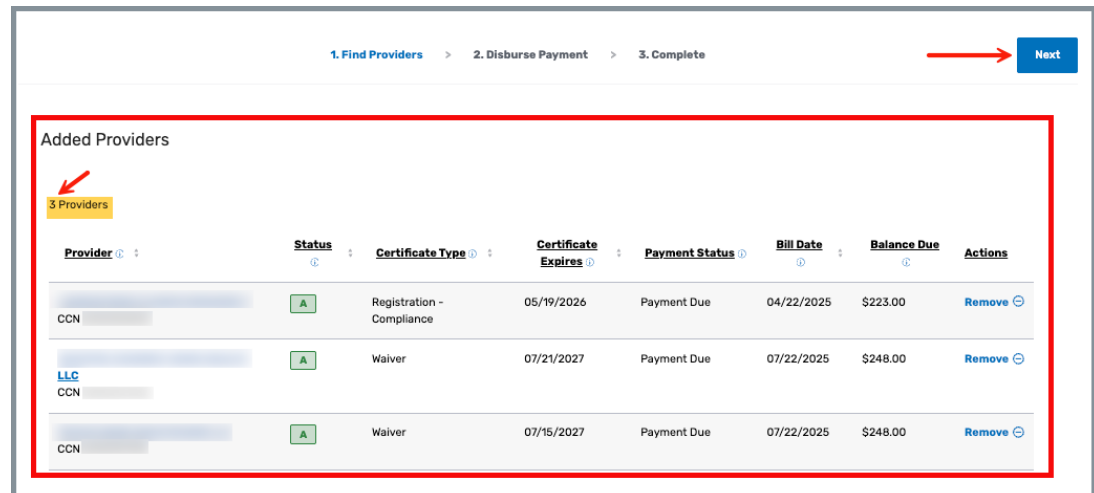
Provider ⓘ	Status ⓘ	Certificate Type ⓘ	Certificate Expires ⓘ	Payment Status ⓘ	Bill Date ⓘ	Balance Due ⓘ	Actions
HOME	A	Waiver	07/21/2027	Payment Due	07/22/2025	\$248.00	Add ⓘ
CCN ⓘ							

**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.



1. Find Providers > 2. Disburse Payment > 3. Complete Next

**Added Providers**

3 Providers

Provider	Status	Certificate Type	Certificate Expires	Payment Status	Bill Date	Balance Due	Actions
CCN	A	Registration - Compliance	05/19/2026	Payment Due	04/22/2025	\$223.00	Remove
LLC CCN	A	Waiver	07/21/2027	Payment Due	07/22/2025	\$248.00	Remove
CCN	A	Waiver	07/15/2027	Payment Due	07/22/2025	\$248.00	Remove

*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.

Back 1. Find Providers > 2. Disburse Payment > 3. Complete Disburse Payment

Provider	Payment Status	Balance Due	Disbursed Amount
CCN	Payment Due	\$223.00	\$223.00
CCN	Payment Due	\$248.00	\$248.00
CCN	Payment Due	\$248.00	\$248.00

Unresolved Remaining: \$281.00

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*.

Disburse Payment

Are you sure you want to disburse the payment?

Cancel 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*.

The screenshot displays a green notification banner at the top with a checkmark icon and the text: "Payment has been disbursed! You've successfully applied 3 disbursements." Below the banner, a progress bar shows three steps: "1. Find Providers", "2. Disburse Payment", and "3. Complete". Below the progress bar, a section titled "Updated Provider Details" contains a table with four columns: "Provider", "Payment Status", "Balance Due", and "Disbursed Amount". The table lists three providers, all with a "Paid" status and a "Balance Due" of "\$0.00". The "Disbursed Amount" for each provider is "\$223.00", "\$248.00", and "\$248.00" respectively. At the bottom of the table, there are two buttons: "Return to Payments" and "View all Providers".

Provider	Payment Status	Balance Due	Disbursed Amount
CCN	Paid	\$0.00	\$223.00
CCN	Paid	\$0.00	\$248.00
CCN	Paid	\$0.00	\$248.00

*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

- Click **Payment** on the left menu. The **Payments** window opens.
- Click the caret next to **Show Advanced Search**. See *Figure 67, Show Unresolved Payments*.

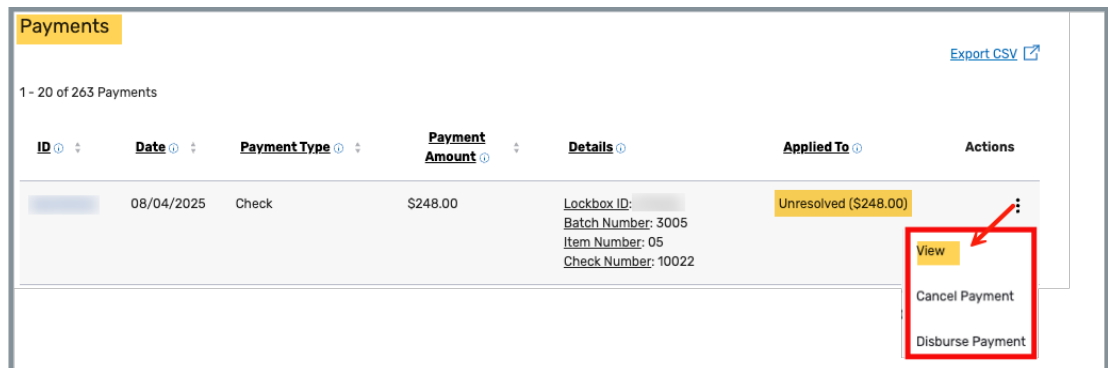
The screenshot shows the 'Payments' window with a search interface. At the top is a search bar labeled 'Search for Payments' with the placeholder text 'Search for CCN, Check Number, Pay.Gov transaction'. Below this is a section titled 'Hide Advanced Search' with a caret icon. Under this section, there are two main areas: 'DATE RANGE' and 'PAYMENT DETAILS'. The 'DATE RANGE' section includes 'Process Start Date' and 'Process End Date', each with a calendar icon and a date field (07/05/2025 and 08/04/2025 respectively). The 'PAYMENT DETAILS' section includes a 'Payment Type' dropdown menu. To the right of these is an 'OTHER' section containing three radio button options: 'Show Unresolved Only' (which is selected), 'Show Cancelled Only', and 'Show Has Refund Only'. A red box highlights the 'OTHER' section. A red arrow points from the 'Payment Type' dropdown to the 'OTHER' section. Another red arrow points to the 'Search' button at the bottom left of the form.

*Figure 67: Show Unresolved Payments*

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

### 9.4.2 View Unresolved Payments

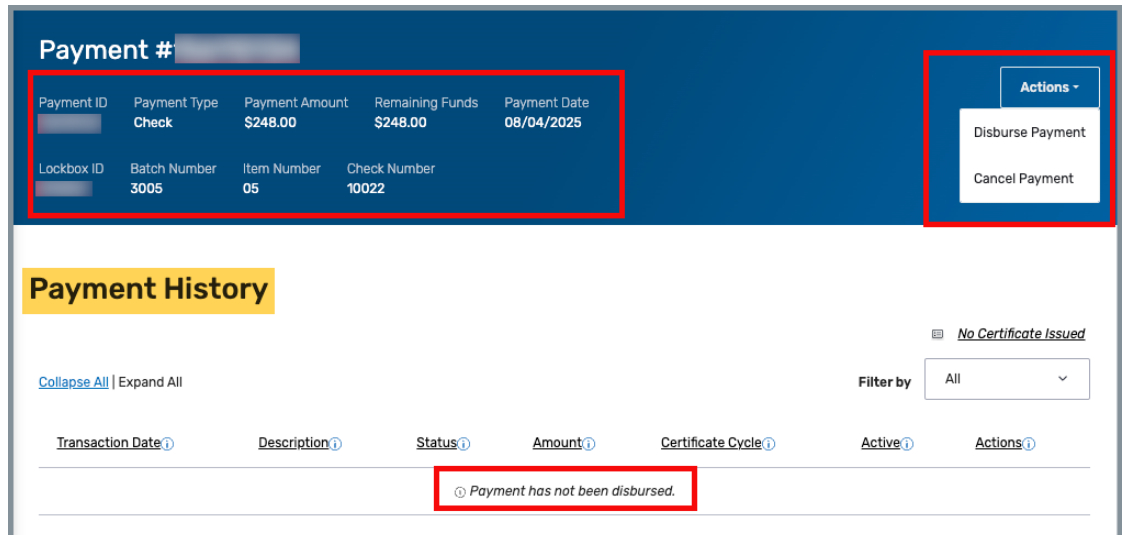
- Click **View** under **Actions** to view unresolved payments. See *Figure 68, View Unresolved Payments*. The **Payment History** page for the unresolved payment opens.



ID	Date	Payment Type	Payment Amount	Details	Applied To	Actions
	08/04/2025	Check	\$248.00	Lockbox ID: Batch Number: 3005 Item Number: 05 Check Number: 10022	Unresolved (\$248.00)	View Cancel Payment Disburse Payment

*Figure 68: View Unresolved Payments*

- Review details. Select [Disburse Payment](#) or [Cancel Payment](#) from the **Actions** drop-down menu. See *Figure 69, Unresolved Payment History*.



Payment ID	Payment Type	Payment Amount	Remaining Funds	Payment Date
	Check	\$248.00	\$248.00	08/04/2025

Lockbox ID	Batch Number	Item Number	Check Number
	3005	05	10022

Transaction Date	Description	Status	Amount	Certificate Cycle	Active	Actions
		ⓘ Payment has not been disbursed.				

*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

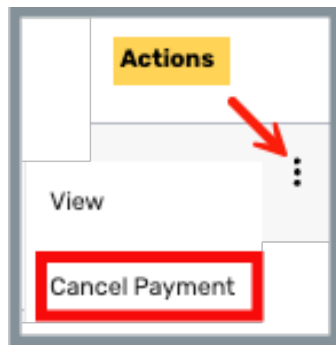
**Purpose:** To cancel a payment because of a bad check or credit card payment.

**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.

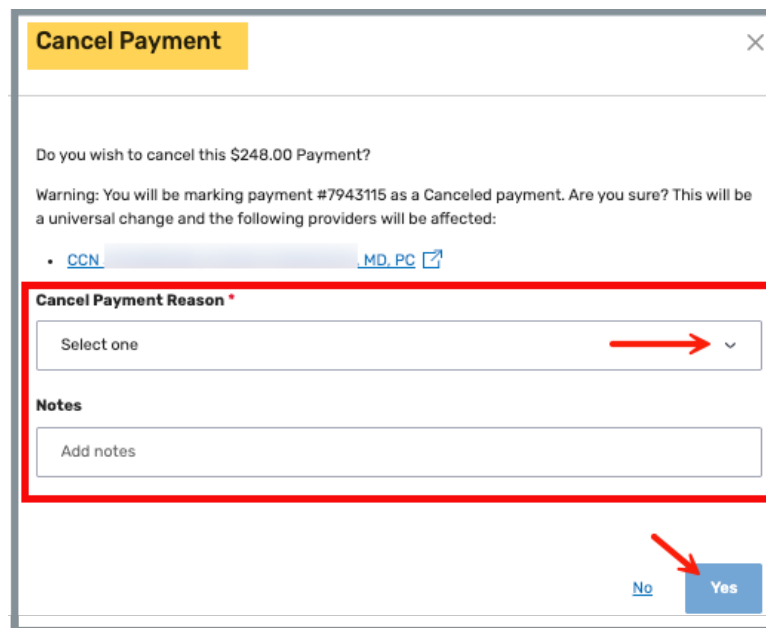


*Figure 70: Cancel Payment*

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**



The image shows a 'Cancel Payment' pop-up window. At the top, there's a yellow header with the title 'Cancel Payment' and a close button (X). Below the header, the text asks: 'Do you wish to cancel this \$248.00 Payment?'. A warning message follows: 'Warning: You will be marking payment #7943115 as a Canceled payment. Are you sure? This will be a universal change and the following providers will be affected:'. Below the warning, there's a list of providers: '• CCN .MD.PC' with a small icon. A red rectangle highlights the 'Cancel Payment Reason' section, which includes a dropdown menu labeled 'Select one' with a red arrow pointing to it, and a 'Notes' field with the placeholder text 'Add notes'. At the bottom right, there are two buttons: 'No' and 'Yes', with a red arrow pointing to the 'Yes' button.

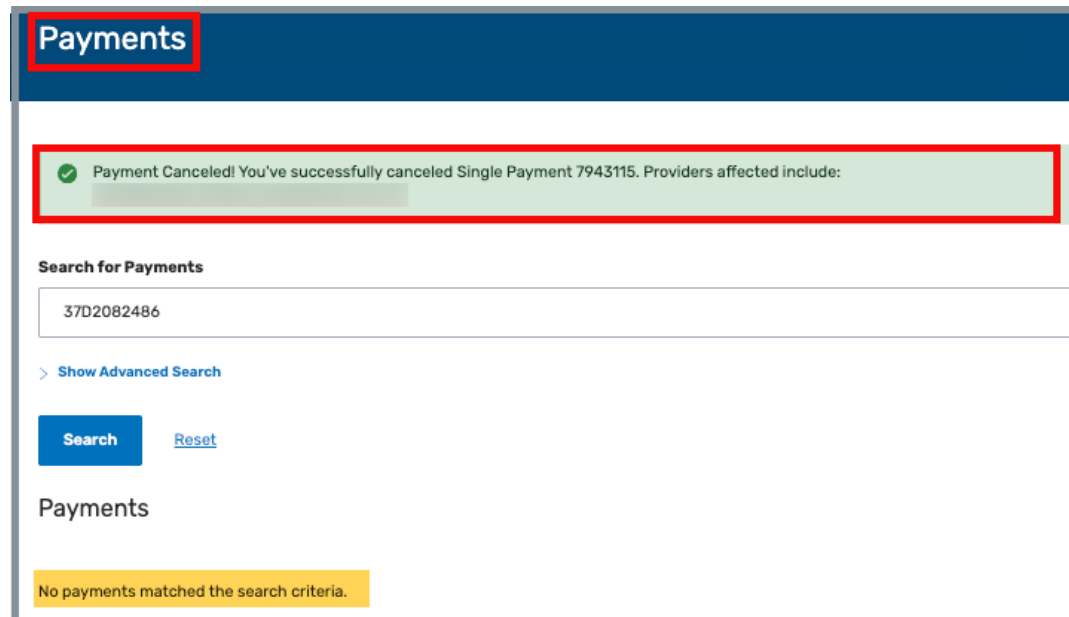
*Figure 71: Cancel Payment Pop-Up Window*

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*.



The screenshot displays the 'Payments' interface. At the top, a dark blue header contains the word 'Payments' in white, which is highlighted with a red rectangular box. Below the header, a green notification banner with a white checkmark icon and text is highlighted with a red rectangular box. The text reads: 'Payment Canceled! You've successfully canceled Single Payment 7943115. Providers affected include:'. Below the notification, the 'Search for Payments' section is visible. It includes a search input field containing the text '37D2082486'. Below the input field is a link '> Show Advanced Search'. There are two buttons: a blue 'Search' button and a blue 'Reset' link. Below these is the heading 'Payments'. At the bottom of the search results area, a yellow message box states 'No payments matched the search criteria.'

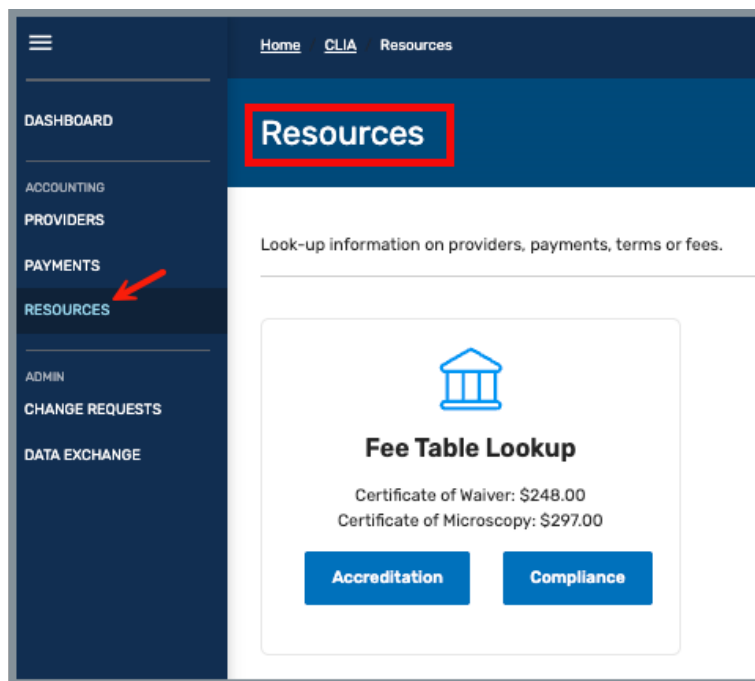
**Figure 72: Payment Canceled Green Notification Banner**

## 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*





# 11. Change Requests

## Change Requests Overview

**Purpose:** The **Production Change Requests (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 Billing Lead 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*.

ID	Change Request Name	Status	Date Received	Completed By	Completed Date	Linked Ticket	Description	Actions
1	001-query-clia-prvdr-clia	i Dry Run Complete	09/21/2024	--	--	IQIESDUNE-1111	Query total number of records in clia.prvdr_clia.	⋮
2	002-query-clia-lockbox-bills	i Pending	09/25/2024	--	--	IQIESDUNE-2222	Query total number of records in clia.lockbox_bills.	⋮
3	003-query-clia-lockbox-check-records	i Pending	10/01/2024	--	--	IQIESDUNE-3333	Query total number of records in clia.lockbox_check_rec ords.	⋮

*Figure 76: Change Requests*

*Table 11: Payments Overview Detailed Callout*

No.	Section Name	Description
a	CHANGE REQUESTS	Click to get to <b>Change Requests</b> 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

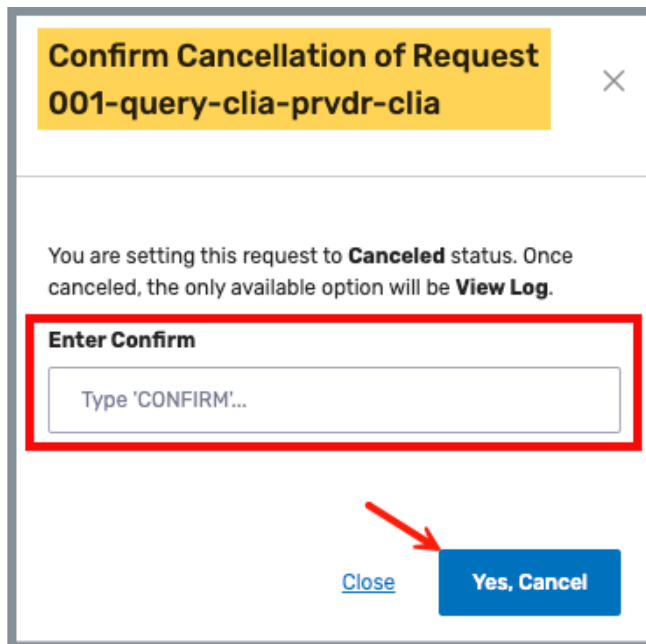


No.	Section Name	Description
f	Completed By	Who completed the request
g	Completed Date	The date the request was received
h	Linked Ticket	The ticket number (internal)
i	Description	Description of the request
j	Actions	Actions that are possible to take for each request. <b>Note:</b> Not all requests have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

## Cancel Request

**Purpose:** To remove the script from the system.

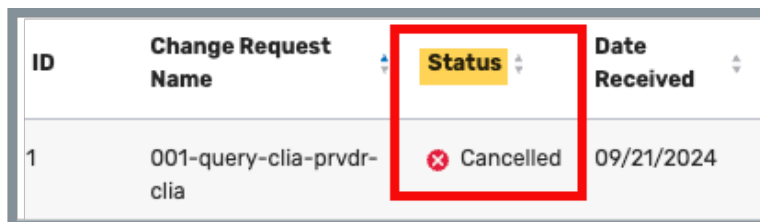
- a. Select **Cancel Request** from the **Actions** drop-down menu. The **Confirm Cancellation of Request [Request Name]** pop-up window opens. See *Figure 77, Confirm Cancellation of Request Pop-Up Window*.



The image shows a pop-up window titled "Confirm Cancellation of Request 001-query-clia-prvdr-clia". The window has a yellow header bar with the title and a close button (X). Below the header, there is a message: "You are setting this request to **Canceled** status. Once canceled, the only available option will be **View Log**." Below this message is a red-bordered box labeled "Enter Confirm" containing a text input field with the placeholder text "Type 'CONFIRM'...". At the bottom of the window, there is a blue button labeled "Yes, Cancel" and a blue link labeled "Close". A red arrow points to the "Yes, Cancel" button.

*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*.



The image shows a table with four columns: ID, Change Request Name, Status, and Date Received. The first row has the following data: ID 1, Change Request Name 001-query-clia-prvdr-clia, Status Cancelled (indicated by a red X icon), and Date Received 09/21/2024. The Status column header and the Status cell for the first row are highlighted with a red border.

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

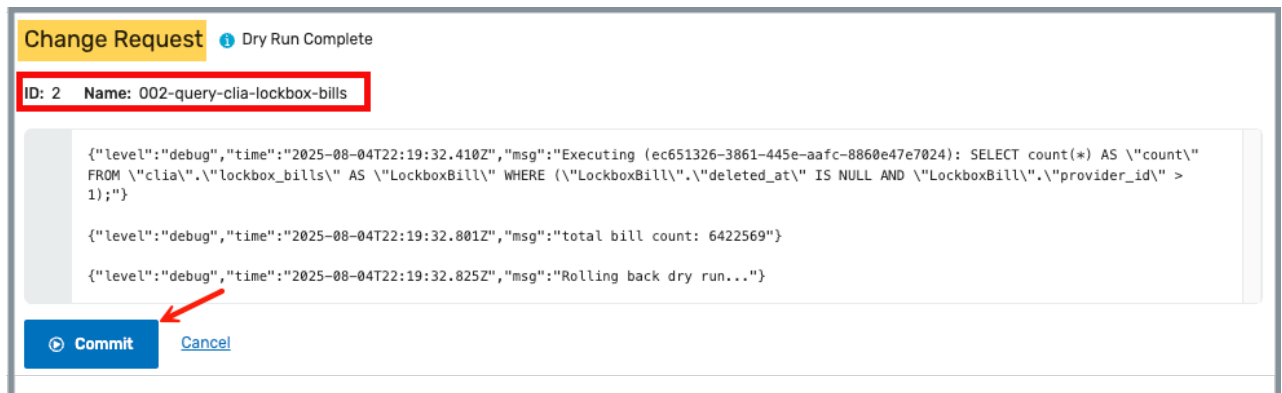
**Figure 79: Dry Run Complete Status**

## View Log and Commit

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

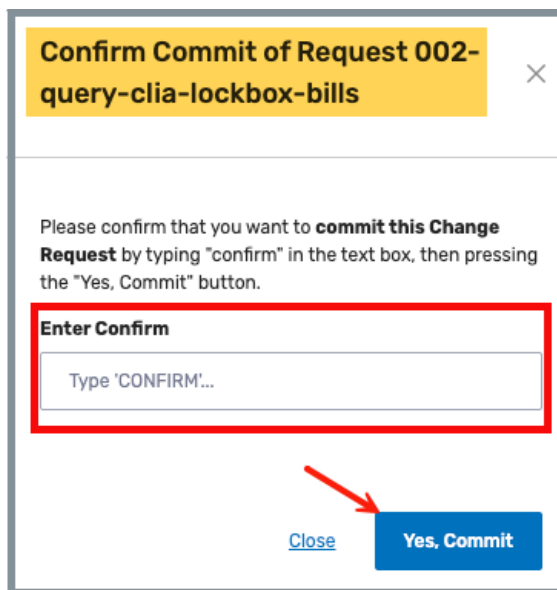
**Note:** Once changes are committed to the database, they cannot be undone. The only way to reverse them is by submitting a new PCR.

- 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*.



A pop-up window titled "Confirm Commit of Request 002-query-clia-lockbox-bills" with a close button (X) in the top right corner. The main text reads: "Please confirm that you want to **commit this Change Request** by typing 'confirm' in the text box, then pressing the 'Yes, Commit' button." Below this is a section labeled "Enter Confirm" containing a text input field with the placeholder text "Type 'CONFIRM'...". At the bottom, there are two buttons: a blue "Close" button and a blue "Yes, Commit" button. A red arrow points from the text input field to the "Yes, Commit" button.

*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.

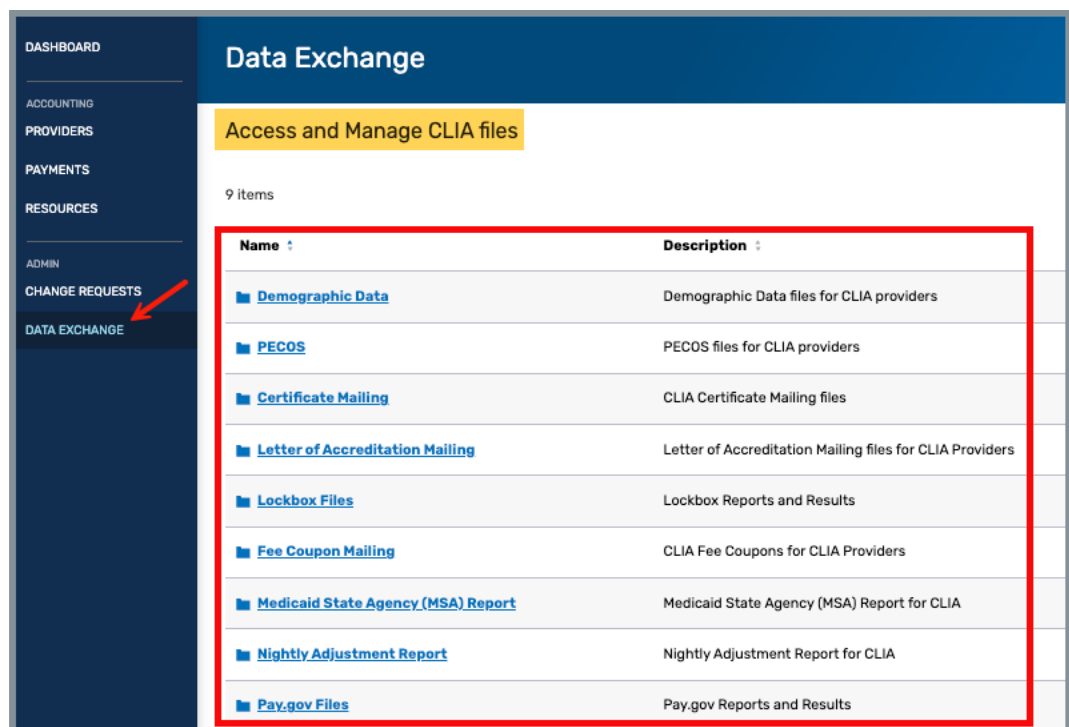
**Note:** Not all CLIA user roles have access to the information.

### 12.2 Roles

Refer to the [User Roles Matrix](#) for details on CLIA role permissions.

### 12.3 Working Files

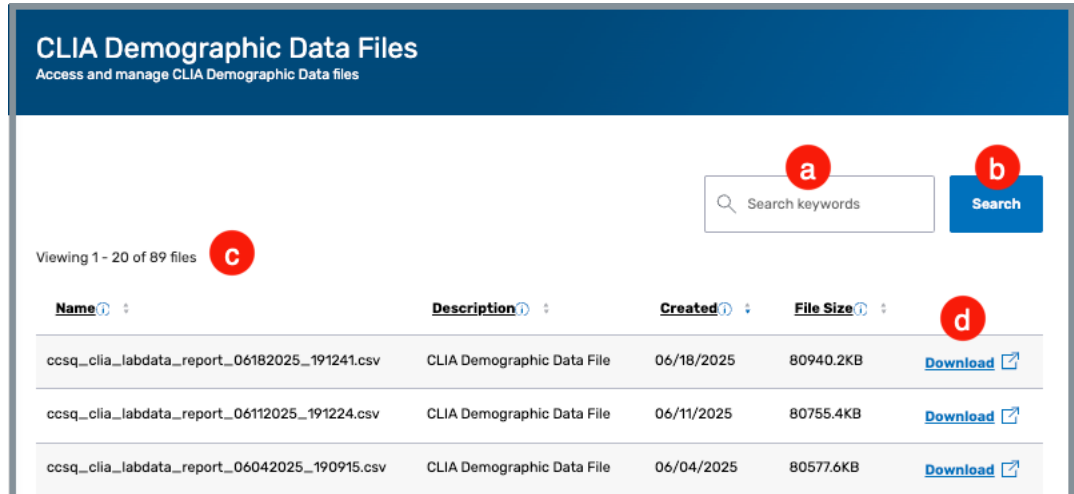
- 12.3.1 Click **DATA EXCHANGE** on the left menu to access CLIA data files. See *Figure 83, Data Exchange*.



Data Exchange	
Access and Manage CLIA files	
9 items	
Name	Description
<a href="#">Demographic Data</a>	Demographic Data files for CLIA providers
<a href="#">PECOS</a>	PECOS files for CLIA providers
<a href="#">Certificate Mailing</a>	CLIA Certificate Mailing files
<a href="#">Letter of Accreditation Mailing</a>	Letter of Accreditation Mailing files for CLIA Providers
<a href="#">Lockbox Files</a>	Lockbox Reports and Results
<a href="#">Fee Coupon Mailing</a>	CLIA Fee Coupons for CLIA Providers
<a href="#">Medicaid State Agency (MSA) Report</a>	Medicaid State Agency (MSA) Report for CLIA
<a href="#">Nightly Adjustment Report</a>	Nightly Adjustment Report for CLIA
<a href="#">Pay.gov Files</a>	Pay.gov Reports and Results

*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	<b>Search keywords</b>	Type keywords to search through list of files
b	<b>Search</b>	Click <b>Search</b> or <b>Enter</b> on the keyboard to search for a specific file.
c	<b>Viewing [#] files</b>	The number of files on the page and the number of total files
d	<b>Download</b>	Click to export the file. <b>Note:</b> The file downloads to the <b>Downloads</b> 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