



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Clinical Laboratory Improvement Amendments (CLIA) Demographics User Manual

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 character limits. The character limit appears in the lower left corner of the field. 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*.

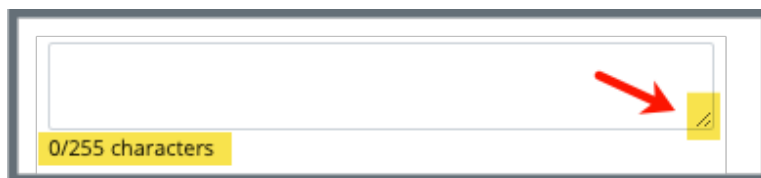


Figure 1: Expandable Field

- 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. Additional characters narrow the search results. Select the correct result to open it.

- Review any notification banners. Some banners contain links to additional information; others identify required tasks. See *Figure 2, Notification Banner* and *Table 1, Notification Banner Color Descriptions*.

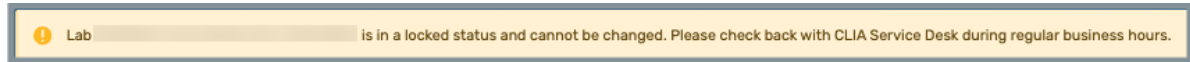


Figure 2: Notification Banner

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 which 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 provide additional information. Look for the information icon. See *Figure 3, Tool Tip Icon*.

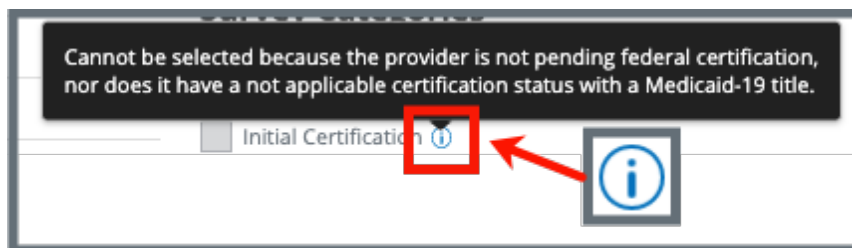


Figure 3: Tool Tip Icon

- 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 Demographics Overview

This manual explains how to add and update certification information for CLIA facilities and upload the CMS-116 form.

The CLIA Demographics application is used to collect, maintain, and manage information about laboratories participating in the CLIA program. The application serves as the central location for recording and updating laboratory demographic information, including facility details, contact information, ownership records, certification data, and other administrative information. Maintaining accurate demographic information helps support CLIA program operations and ensures authorized users have access to current laboratory records.



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 116 State Data Liaison (in conjunction with SAGU)

State agency users who create and submit CLIA 116 applications for labs in their state.

CLIA 116 State Approver (in conjunction with SAGU)

State agency users who review CLIA 116 applications for labs in their state, publishing, rejecting, returning to draft or archiving them.

CLIA 116 CMS Admin (in conjunction with CMSGU)

Provides administrative access to CLIA Demographics and Lab Intake.

CLIA 116 CMS Full Access (in conjunction with CMSGU)

CMS users who create and review CLIA-116 applications nationwide and may change a laboratory classification.

CLIA Proficiency Testing Admin (in conjunction with CMSGU)

CMS users who maintain CLIA proficiency testing programs and analytes, upload and cancel result files, and export proficiency testing data.

4. Search for a CLIA Facility

Purpose: To search for a facility.

- 4.1 Select **CLIA Search** from the **Survey & Certification** drop-down menu. See *Figure 4, CLIA Search*. The **CLIA Search** page opens.

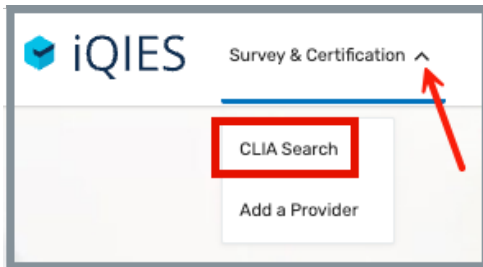


Figure 4: CLIA Search

- 4.2 Type the **CCN** or **Facility Name** under **Search for CLIA Facilities**. See *Figure 5, Search for a Facility*.

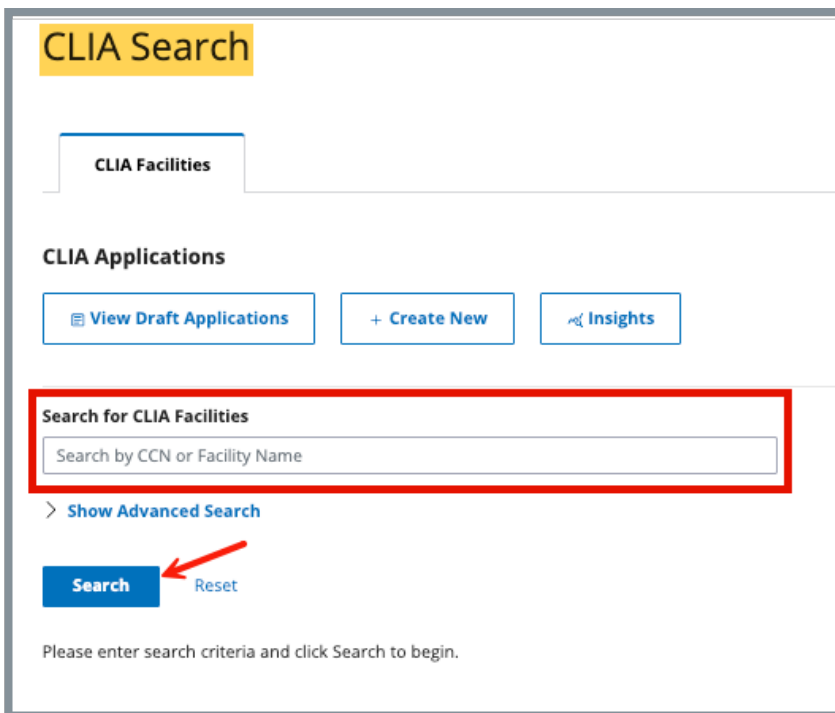


Figure 5: Search for a Facility

4.3 Click **Search**. A list of matches opens under **Search**.

Notes:

- Click **Show Advanced Search** to search for a facility by address, state, country, or ZIP code, director, specialties, or other items. See *Figure 6, Advanced Search*.

Hide Advanced Search

LOCATION

Address Type
Select one

Street Address City

State County Code

ZIP Code

LAB DIRECTOR

Director Last Name

Director First Name

Phone Number

OTHER

☐ Show only VA Labs

☐ Show only Exempt Labs

☐ Show only Federal Jurisdictional Labs

☐ Exclude Terminated Laboratories

☐ Multiple Sites Search

Certificate Type
Select...
Select one or more

Federal Tax ID

Search Reset

Figure 6: Advanced Search

- Click **Hide Advanced Search** to close advanced search.

4.4 Click the facility name to open the facility **Basic Information** page.

Note: The **Basic Information** page opens in the same tab.

4.5 See *Figure 7, 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.

CLIA Facilities | CLIA Surveys | CLIA Intakes | CLIA Enforcements | CLIA CMPTS Cases | CLIA Intake Parties

CLIA Applications

[View Draft Applications](#) | [+ Create New](#) | [Insights](#)

Search for CLIA Facilities **a**

Surgery

> [Show Advanced Search](#) **b**

Search | [Reset](#)

11 - 20 of 8597 CLIA Labs **c**

d Facility	e CCN	f Certificate Type	g Director Name	h Certification Status
305 PLASTIC SURGERY DORAL 4 LLC 10305 NW 58 ST 4TH FLOOR, DORAL, FL 33178	10D2299823	Waiver	978865153 1402431743	● Active
314 SURGERY CENTER LLC 2840 CLARK AVE, SAINT LOUIS, MO 63103	26D2272064	Compliance	55252049 1174049335	● Active
32ND STREET OUTPATIENT SURGERY CENTER 2501 N 32ND STREET, PHOENIX, AZ 85008	03D1077106	Waiver	962240529 3. 3161126033	● Inactive

Figure 7: Search Results

Table 2: Search Results Detailed Callout

No.	Section Name	Description
a	Search for CLIA Facilities	Type search criteria by facility name or CCN.
b	Show/Hide Advanced Search	Click caret to show or hide advanced search. Facilities can be searched by address, state, country, ZIP code, director, specialty, and other criteria. Terminated laboratories can be excluded from the results.
c	Number of facilities returned from search	The number of facilities returned from the search criteria
d	Facility	Lab name and facility address
e	CCN	Facility CMS Certification Number (CCN)
f	Certificate Type	The type of certificate the facility has requested: Accreditation, Compliance, Registration-

No.	Section Name	Description
		Accreditation, Registration-Compliance, PPMP, Waiver.
g	Director Name	The name of the facility's director
h	Certification Status	The facility's current certification status: Active / Inactive

5. Create a New Draft Application

Purpose: To create a new draft application.

5.1 Click **+ Create New**. The application **Basic Information** page opens. See *Figure 8, Application Basic Information*.

Important Notes:

- Upload the CMS-116 form to automatically complete applicable fields in the draft application. Click **Upload 116** on the application **Basic Information** page. Review **Upload Attachments** step for details on uploading the form.
- Review all populated fields and complete any missing information.
- The draft application can be completed manually by following the steps in this manual.

Notes:

- The red notification banner shows the validation errors. These are removed when all the details on the left menu are complete.
- A CCN is assigned when the application has been reviewed and approved.

Federal Certification Status	Lab Status	CCN	Certificate Type	Initial Application Date
--	--	--	--	--

Validation errors (8):

- `basicInformation.facilityName`: Facility Name is required
- `basicInformation.federalTaxId`: Federal Tax Identification Number is required
- `basicInformation.emailAddress`: Email Address is required
- `basicInformation.phoneNumber`: Phone Number is required
- `basicInformation.facilityAddress.addressLine1`: Address Line 1 is required

[Show 3 more](#)

Basic Information

All required fields are marked with an asterisk (*)

Facility Name *

Federal Tax Identification Number *

Email Address *

Email Address 2

Email Address 3

Phone Number *

Ext.

Fax Number

Email Address for CLIA Fee Coupons

Email to receive fee coupon information only.

Email Address for Fee Coupons

Facility Address

Facility address (physical location – no P.O. Boxes)

☐ International Based Address

Address 1 *

Address 2

City *

State/Province *

Select one

County *

Select County

Zip Code *

Initial Application Dates

Received Date	Original Effective Date	Published Date	Signed Date
--	--	--	--

v1.0.0

Figure 8: Application Basic Information

5.2 Fill out the information.

5.3 Click **Save as Draft**. See *Figure 9, Save as Draft*.

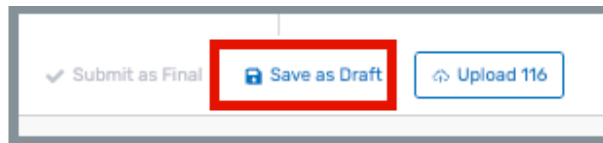


Figure 9: Save as Draft

Notes:

- Information entered remains available while the application is open. Select **Save as Draft** to save the information to iQIES.
- **Submit as Final** is disabled until the entire draft application is completed.
- Review [Attachments](#) to upload the CMS-116 form.
- The radio circle next to **Basic Information** on the left menu turns green when all information on the Basic Information page is complete.

6. View a Draft Application

Purpose: To view a draft application.

Note: Available actions depend on the application's status and the user's assigned privileges.

Click **View Draft Applications** on the **CLIA Search** page. The CLIA 116 Drafts page opens with a list of draft applications. See *Figure 10, Draft Applications* and *Table 3, Draft Applications Detailed Callout*.

The screenshot displays the 'CLIA 116 Drafts' page. At the top, a breadcrumb trail (a) shows 'Home / CLIA Providers / CLIA / Draft Applications'. A yellow header bar contains 'CLIA 116 Drafts'. On the right, a 'Search All Providers' link (b) is visible. Below this is a 'Search Drafts' section (d) with a search input field (c) labeled 'Search by name...', a 'Search' button, and a 'Reset' link. A link to 'Show Advanced Search' (e) is also present. Below the search section, it indicates '1 - 5 of 35 Drafts' (f). The main content is a table (g) with columns: Facility Name, Date Received, Effective Date, Application Type, Status, State/Region, and Actions (h). The table lists five draft applications, with the first two being 'Draft' status and the third being 'Ready For Review'. The bottom of the page features a pagination control showing 'Page 1 of 7'.

Facility Name	Date Received	Effective Date	Application Type	Status	State/Region	Actions
Singy Center for Advanced Medical Directives	09/21/2026			Draft		Actions
The Singy Institute for Higher Laboratory Learning	09/21/2026			Draft	MO	Actions
The Singy Institute for Precision Diagnostics	09/18/2026		Waiver	Ready For Review	MO	Actions
t	09/08/2026			Draft		Actions
	09/02/2026			Draft		Actions

Figure 10: Draft Applications

Table 3: Draft Applications Detailed Callout

No.	Section Name	Description
a	Breadcrumbs	Click to return to CLIA Demographics Search page
b	Search All Providers	Click to return to CLIA Demographics Search page
c	Search Drafts	Search by facility name
d	Search	Click to perform search
e	Show/Hide Advanced Search	Click caret to show or hide advanced search. Filter facilities by archived or rejected status.
f	Number of drafts returned from search	The number of drafts returned from the search criteria
g	Draft Information	Displays Facility Name, Date Received, Effective Date, Application Type, Status, State/Region, and Actions
h	Actions	Displays View or Archive for drafts. Displays View, Archive, Publish, Reject, Return to Draft or Ready for Review for drafts that are ready to review.

7. Insights

Purpose: To view all lab change activity to see what was updated, when it happened, and why it was updated.

- 7.1 Click **Insights** on the landing page. See *Figure 11, Insights*. The **Insights** page opens.

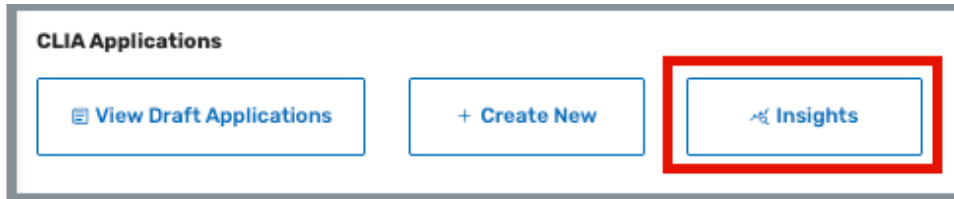


Figure 11: Insights

- 7.2 Click **Launch**. See *Figure 12, Launch*. The **Global Audit History** page opens. See *Figure 13, Global Audit History* and *Table 4, Global Audit History Detailed Callout*.

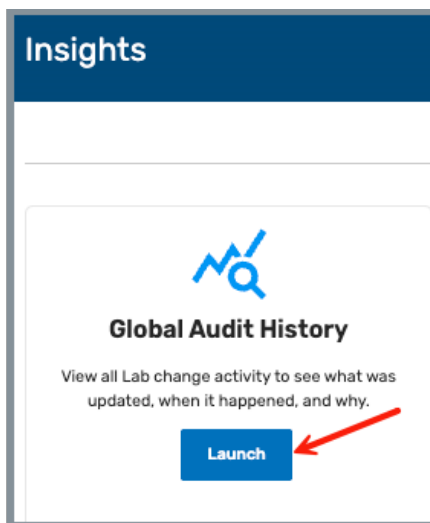


Figure 12: Launch

Global Audit History

Search Insights

a

Search

b

Filters

c

Export CSV

d

Viewing 1 - 20 of 4135 Events

e

Facility

f

State

g

Date

h

Event Type/Source

i

User

j

Before

k

After

The Singy Institute for Higher Laboratory Learning	VA	09/21/2026	Demographics Edit Lock Updated DemographicsProviderUpdate	Pat CLIA_Admin_Singy	isEditing: true editingUser: 24134 lastEditedAt: 2026-09-21T23:04:25.202Z	isEditing: false lastEditedAt: 2026-09-21T23:04:42.389Z
The Singy Institute for Higher Laboratory Learning	VA	09/21/2026	Demographics Edit Lock Updated DemographicsProviderUpdate	Pat CLIA_Admin_Singy	isEditing: false lastEditedAt: 2026-09-21T22:50:57.971Z	isEditing: true editingUser: 24134 lastEditedAt: 2026-09-21T22:52:12.120Z
The Singy Institute for Higher Laboratory Learning	VA	09/21/2026	Demographics Edit Lock Updated DemographicsProviderUpdate	Pat CLIA_Admin_Singy	isEditing: true editingUser: 24134 lastEditedAt: 2026-09-21T22:50:33.834Z	isEditing: false lastEditedAt: 2026-09-21T22:50:57.971Z
The Singy Institute for Higher Laboratory Learning	VA	09/21/2026	Demographics Edit Lock Updated DemographicsProviderUpdate	Pat CLIA_Admin_Singy	isEditing: false lastEditedAt: 2026-09-21T22:49:06.020Z	isEditing: true editingUser: 24134 lastEditedAt: 2026-09-21T22:50:33.834Z

Figure 13: Global Audit History

Table 4: Global Audit History Detailed Callout

No.	Section Name	Description
a	Search for CLIA Facilities	Type search criteria by facility name
b	Search	Click to search by specific facility name
c	Filters	Click to filter information by state, date range, type or source. See <i>Figure 14, Filters</i> .
d	Export CSV	Click to automatically download a CSV file
e	Facility	Facility name
f	State	Facility state
g	Date	Date of the event
h	Event Type/Source	Type and source of audit event
i	User	Name of user responsible
j	Before	State of data before event
k	After	State of data after event

Filters ×

State

Select one ▼

Date Range
Start Date *

📅 09/21/2024
MM/DD/YYYY

End Date *

📅 09/21/2026
MM/DD/YYYY

Event Type

Select ▼

Event Source

Select ▼

[Reset Filters](#)

➔ **Apply Filters**

Figure 14: Filters

8. Lab Director & Affiliations

Purpose: To add a lab director along with their affiliation.

8.1 Add Lab Director

8.1.1 Click **Lab Director & Affiliations** on the left menu. The **Lab Directors & Affiliations** page opens. See *Figure 15, Lab Directors & Affiliations*.

DRAFT

Validation errors (2):

- labDirector.firstName: First Name is required
- labDirector.lastName: Last Name is required

Lab Director & Affiliations

All required fields are marked with an asterisk (*)

View and manage Lab Director affiliations with other CLIA-certified laboratories. Search iQIES for [affiliated directors here](#).

First Name *	Middle Initial	Last Name *

Lab Director's Phone Number	Director Credentials
(111) 111-1111	Select one

Director Affiliation

If the director of this laboratory serves as director for additional laboratories that are separately certified, please complete the following:

No current affiliations

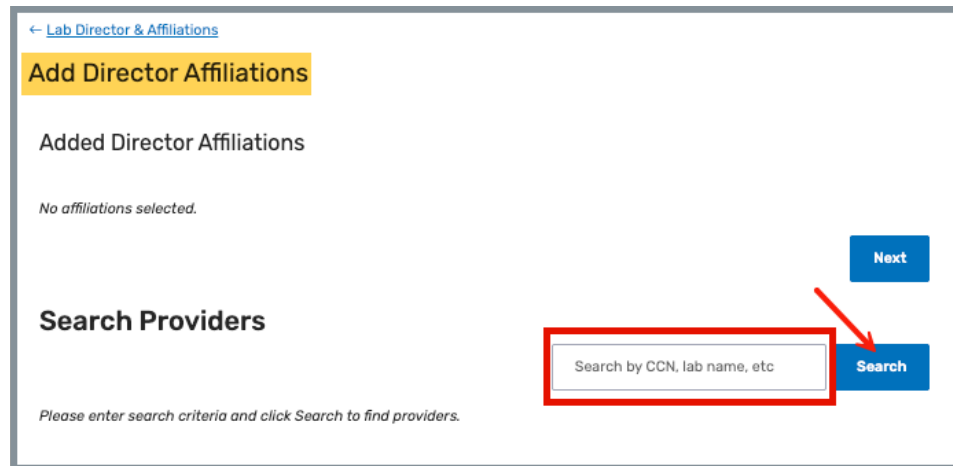
[+ Add Affiliation](#)

Figure 15: Lab Directors & Affiliations

8.1.2 Fill out the information.

8.2 Add Affiliation

8.2.1 Click **+ Add Affiliation** to add a director affiliation. The **Add Director Affiliations** page opens. See *Figure 16, Add Director Affiliations*.



← [Lab Director & Affiliations](#)

Add Director Affiliations

Added Director Affiliations

No affiliations selected.

Search Providers

Search by CCN, lab name, etc

Please enter search criteria and click Search to find providers.

Next

Search

Figure 16: Add Director Affiliations

8.2.2 Type CCN, lab name, or other details in the **Search** field.

8.2.3 Click **Search**. A list of providers opens under the **Search** field. See *Figure 17, Search Providers* and *Table 5, Search Providers Detailed Callout*.

← [Lab Director & Affiliations](#)

Add Director Affiliations

Added Director Affiliations

Adding 1 affiliation

Provider ⓘ ⌵	Certificate Type ⓘ ⌵	Director Name ⓘ ⌵	Actions
360 PHLEBOTOMY DBA 360 ONSITE LABORATORY, THE CCN 15D2307936	Waiver	2345802134 3. 472278412	Remove ⓘ a

Next **b**

Search Providers

Viewing 1 – 20 of 76 providers

c
 d

Provider ⓘ ⌵	Certificate Type ⓘ ⌵	Director Name ⓘ ⌵	Actions
360 PHLEBOTOMY DBA 360 ONSITE LABORATORY, THE CCN 15D2307936	Waiver	2345802134 3. 472278412	Added
ALAMO RANCH PHLEBOTOMY LLC CCN 45D2331375	Waiver	3958629447 3781491978	Add + e
ALLSTIX MOBILE PHLEBOTOMY SERVICES, LLC CCN 11D2286496	Waiver	1971519091 1517510790	Add +

Figure 17: Search Providers

Table 5: Search Providers Detailed Callout

No.	Section Name	Description
a	Actions	Click to remove a provider/facility
b	Next	Click after updating the director affiliation. The Lab Director & Affiliations page reopens.
c	Search field	Type provider/facility name in search field
d	Search	Click to search for provider/facility
e	Add +	Click to add provider/facility. Provider/facility appears on the top of the page and Added appears in the Actions column.

8.2.4 Click **Add** to add the provider/facility.

Notes:

- More than one provider/facility can be added
- Click **Remove** to remove a provider/facility

8.2.5 Click **Next** to return to the **Lab Director & Affiliations** page.

9. Certificate

Purpose: To manage certificates for the supplier/provider.

- 9.1 Click **Certificate** on the left menu. The **Certificate** page opens. See *Figure 18, Certificate*.

CCN #--
DRAFT

Validation errors (1):
• certificate.applicationType: Application Type is required

Certificate

Manage certificates for this supplier.

Application Type

- ☐ Certificate of Waiver
- ☐ Certificate for Provider Performed Microscopy Procedures (PPM)
- ☐ Certificate of Compliance
- ☐ Certificate of Accreditation

Certificates

No certificates found.

[Export CSV](#)

Figure 18: Certificate

- 9.2 Click the radio button next to the certificate.

Notes:

- Only one radio button can be selected.
- Select either the **Certificate of Compliance** or the **Certificate of Accreditation** to start the lab's certification process with a certificate of registration. There must be a qualified lab director to start this process.
- The **Certificate of Accreditation** opens a left menu item: [Accreditation Org Info](#).

- 9.3 Click **Export CSV** to download a CSV of certificates.

10. Accreditation Org Info

Purpose: Indicate the accrediting organization(s) that granted the laboratory's CLIA accreditation or the organization(s) to which the laboratory has applied for CLIA accreditation.

Notes:

- This left menu item only appears when **Certificate of Accreditation** has been selected under **Certificate**.
- The **Confirmed**, **Confirmed Date**, **Remarks**, **Remarks Date**, and **AO Survey Date information** becomes available after the CLIA facility has been published.

10.1 Click **Accreditation Org Info** on the left menu. The **Accreditation Org Info** page opens. See *Figure 19, Accreditation Org Info*.

Lab Accreditation Information

Accrediting Organization Affiliation

Certificate of Accreditation (Sections 2 Type of Certificate Requested on the CMS-116 form) indicate which of the following organization(s) the laboratory is accredited by for CLIA purposes, or for which the lab has applied for accreditation for CLIA purposes.

- ☐ The Joint Commission
- ☐ ACHC
- ☐ AABB
- ☐ CAP
- ☐ COLA
- ☐ ASHI
- ☐ A2LA

Accrediting Organization Details

Enter and manage Accrediting Organization (AO) affiliations, confirmations and remarks.

AO Affiliations

Accreditation Organization	Confirmed	Confirmed Date	Remarks	Remarks Date	AO Survey Date
v1.0.0					

Figure 19: Accreditation Org Info

10.2 Select organizations. Organization details appear under **Accrediting Organization Details**. See *Figure 20, Accrediting Organization Details*.

Notes:

- More than one organization can be selected.
- Click caret next to AO name to review details on AO survey dates.
- The confirmed, remarks and AO Survey Date fields become available after the CLIA Facility has been Published.

Accrediting Organization Details

Enter and manage Accrediting Organization (AO) affiliations, confirmations and remarks.

AO Affiliations

Accreditation Organization	Confirmed	Confirmed Date	Remarks	Remarks Date	AO Survey Date
> The Joint Commission	☒	09/21/2026	13 - Multiple to Sing	09/21/2026	09/21/2026 MM/DD/YYYY
> CAP	☒	09/21/2026	40 - VLOA Adverse	09/21/2026	09/21/2026 MM/DD/YYYY

Figure 20: Accrediting Organization Details

11. Lab Details

Purpose: Review laboratory type, location, hours, and time format.

11.1 Click **Lab Details** on the left menu. The **Lab Details** page opens. See *Figure 21, Lab Details*.

Higher Laboratory Learning
CCN #--
DRAFT

- ✓ Basic Information
- ✓ Lab Director & Affiliations
- ✓ Certificate
- ✓ Accreditation Org Info
- Lab Details**
- Multiple Sites
- Specialties
- Ownership
- Attachments

Go to Survey Letters

Go to Survey Attachments

SETTINGS

Lab Actions

Lab Audit History

Notes

Lab Details

All required fields are marked with an asterisk *

Type of Laboratory

Select the one most descriptive of facility type.

Type of Laboratory *

Independent

Is the laboratory located within a CMS-certified health care facility?

☐ Yes ☒ No

Cross Reference Provider

Select Cross Reference Provider

Hours of Laboratory Testing

List times during which laboratory testing is performed in HH:MM format

☒ Other ☐ Testing 24/7 ☐ 8:00AM - 5:00PM ☐ 9:00AM - 5:00PM

Time Format

Show times with 24-hour clock ☒

☒	Monday	08:00	17:00
☒	Tuesday	08:00	17:00
☒	Wednesday	08:00	17:00
☒	Thursday	08:00	17:00
☒	Friday	08:00	17:00
☐	Saturday	Closed	
☐	Sunday	Closed	

Figure 21: Lab Details

11.2 Fill out the information.

Note: Different fields may open depending on selections.

12. Multiple Sites

Purpose: Provide information about additional lab sites.

12.1 Click **Multiple Sites** on the left menu. The **Multiple Sites** page opens. See *Figure 22, Multiple Sites*.

Note: Select **Yes** for **Multiple Sites**, then select at least one applicable site type. The **Add Additional Site** action becomes available after those selections are made.

The screenshot shows the 'Multiple Sites' page. On the left is a dark blue sidebar with the following menu items: 'Go to CLIA Surveys', 'The Singy Institute for Higher Laboratory Learning', 'CCN #--', 'DRAFT', 'Basic Information' (checked), 'Lab Director & Affiliations' (checked), 'Certificate' (checked), 'Accreditation Org Info' (checked), 'Lab Details' (checked), 'Multiple Sites' (selected), 'Specialties', 'Ownership', and 'Attachments'. At the bottom of the sidebar is 'Go to Survey Letters' with a checkmark icon. The main content area has a yellow header 'Multiple Sites' and a note 'All required fields are marked with an asterisk *'. Below this are four question boxes: 'Multiple Sites *' (Is this application applying for a single site CLIA certificate to cover multiple testing locations? with 'No' selected), 'Temporary / Mobile Site *' (Is this a laboratory that is not at a fixed location and moves between testing sites? with 'No' selected), 'Public Health (Non-profit / Government) *' (Is this a not-for-profit or Federal, State, or local government laboratory engaged in limited public health testing? with 'No' selected), and 'Hospitals *' (Is this a hospital with several laboratories located at contiguous buildings on the same campus? with 'No' selected). Below these is a 'Number of Sites' input field with the value '0'. At the bottom is an 'Additional Sites' section showing '0 Entries', a 'Show all sites (including removed)' button, and a '+ Add Additional Site' button. A message 'No additional sites added' is displayed below the list.

Figure 22: Multiple Sites

12.2 Update the radio buttons.

12.3 Type the number of sites.

Note: The number of sites must be 2 or greater for a multiple-site lab.

12.4 Click **+Add Additional Site** to add additional sites. The **Add Additional Site** window opens.

12.5 Fill out the information. See *Figure 23, Add Additional Site*.

← [Back to Multiple Sites](#)

Add Additional Site

Added Sites

No sites added yet.

New Site

Add Site Add Site

All required fields are marked with an asterisk (*)

☐ Same as Primary Site / Home Base Address

Facility Name *

Address * **Address Line 2** **City *** **State/Province ***

County * **Zip/Postal Code *** **Zip Extension**

Phone * **Fax**

NPI **VIN Number** **Active Status *** **Status Date ***

MM/DD/YYYY

Tests Performed

TESTS PERFORMED/SPECIALTY/SUB-SPECIALTY

Done

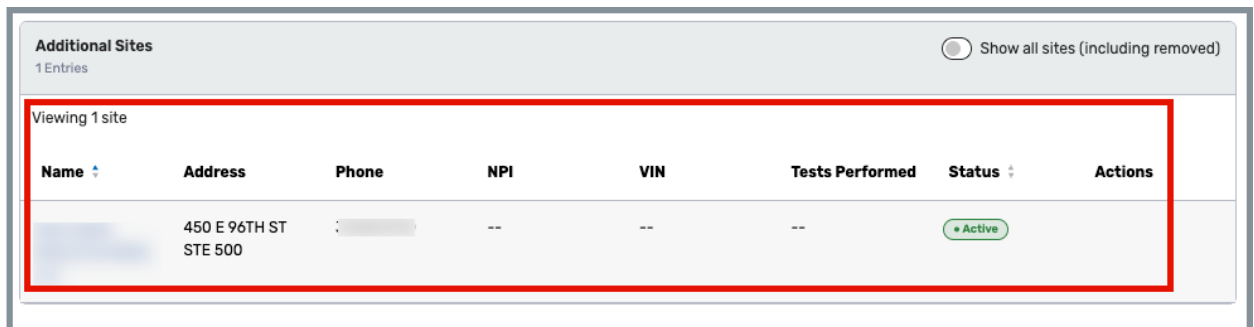
Figure 23: Add Additional Site

12.6 Click **Done**. The **Multiple Sites** page opens with the updated information.

Notes:

- Click **Add Site** to add more than one site.
- **Done** is disabled until required information is completed.

12.7 Verify each **Additional Site** is shown under **Additional Sites**. See *Figure 24, Additional Sites*.



The screenshot shows a web interface titled "Additional Sites" with a toggle switch for "Show all sites (including removed)". Below the title, it says "1 Entries". A red rectangle highlights the table area. The table has a header row with columns: Name, Address, Phone, NPI, VIN, Tests Performed, Status, and Actions. The first row of data shows a site with a blurred name, address "450 E 96TH ST STE 500", a blurred phone number, and NPI, VIN, and Tests Performed fields all containing "--". The Status column shows a green "Active" button.

Name	Address	Phone	NPI	VIN	Tests Performed	Status	Actions
[Blurred]	450 E 96TH ST STE 500	[Blurred]	--	--	--	Active	

Figure 24: Additional Sites

13. Testing Information

Purpose: To review testing information for the supplier/provider.

Testing information will be available soon.

14. Specialties

Purpose: To review metrics used to categorize laboratories, determine their biennial user fees, and schedule regulatory oversight or surveys.

Note: **Specialties** is available for all laboratory types.

14.1 Click **Specialties** on the left menu. The **Specialties** page opens. See *Figure 25, Specialties*.

Notes:

- Waiver and PPMP laboratories have a **History** tab only
- Compliance and Accredited laboratories have **Application**, **Survey**, and **History** tabs

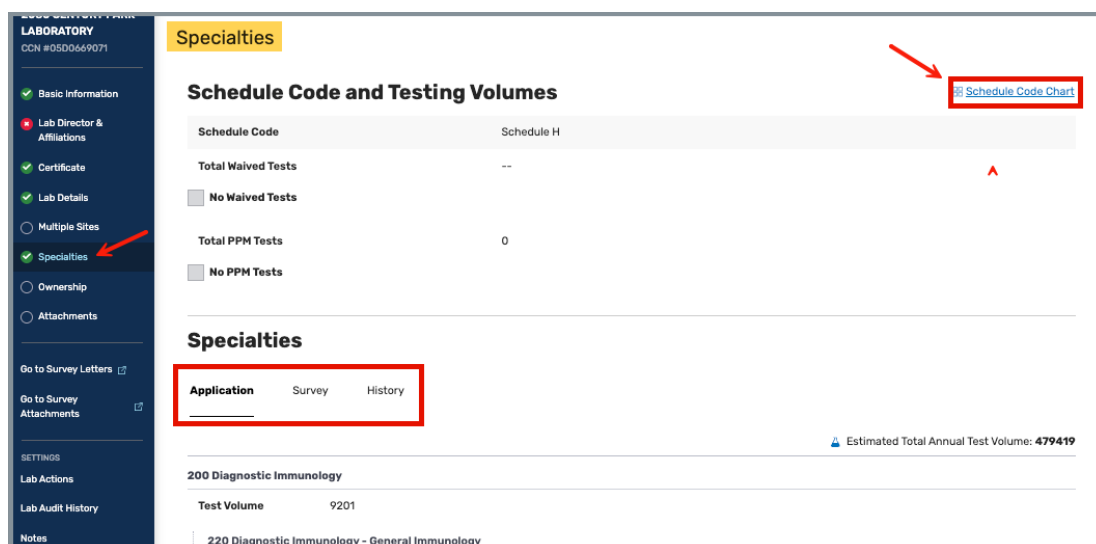


Figure 25: Specialties

14.2 Review the specialty information on the available tabs.

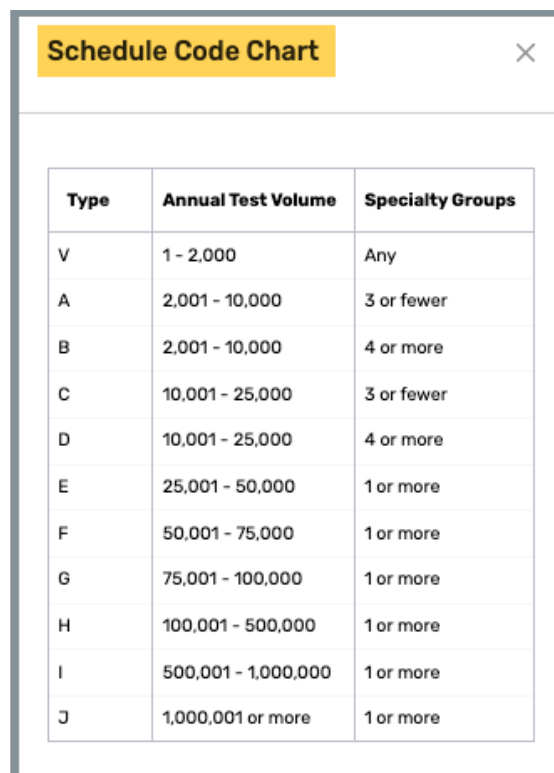
Notes:

- Application** tab Identifies specialties and subspecialties performed by the laboratory
- Survey** tab Supports specialty additions, updates, and closures for Compliance and Accredited laboratories
- History** tab Provides a read-only record of specialty activity, including effective and expiration dates

14.3 Access the appropriate tab to view or maintain specialty information.

Notes:

- Specialty selections, test volumes, and accrediting organization information, when applicable, determine the laboratory's testing profile and **Schedule Code**.
- The **Schedule Code** is system-derived from annual test volume and, for applicable volume bands, the number of specialty groups. Users cannot directly enter or edit the **Schedule Code**.
- Select **Schedule Code Chart** to view information about **Schedule Code** determination. See *Figure 26, Schedule Code Chart*.



Type	Annual Test Volume	Specialty Groups
V	1 - 2,000	Any
A	2,001 - 10,000	3 or fewer
B	2,001 - 10,000	4 or more
C	10,001 - 25,000	3 or fewer
D	10,001 - 25,000	4 or more
E	25,001 - 50,000	1 or more
F	50,001 - 75,000	1 or more
G	75,001 - 100,000	1 or more
H	100,001 - 500,000	1 or more
I	500,001 - 1,000,000	1 or more
J	1,000,001 or more	1 or more

Figure 26: Schedule Code Chart

15. Ownership

Purpose: To review facility ownership.

15.1 Click **Ownership** on the left menu. The **Ownership** page opens. See *Figure 27, Ownership*.

The screenshot shows the 'Ownership' form in the CMS iQIES CLIA Demographics system. The left sidebar contains a menu with 'Ownership' highlighted by a red arrow. The main content area is titled 'Ownership' and includes a note: 'All required fields are marked with an asterisk *'. The form is divided into several sections:

- Type of Ownership ***: A dropdown menu with 'Select one' and an 'Other' text input field.
- Foreign Government**: A section asking 'Does this facility have partial or full ownership by a foreign entity or foreign government?' with radio buttons for 'Yes' and 'No' (selected).
- Federal Jurisdiction**: A section asking 'Is this facility a Federal Jurisdiction lab?' with radio buttons for 'Yes' and 'No' (selected).
- Class Code ***: A dropdown menu with 'Regular' selected.
- Owner Information**: A section with fields for 'First Name *', 'Middle Initial', and 'Last Name *'. Below these is a 'Phone Number *' field with a placeholder '(111) 111-1111'.

The version number 'v1.0.0' is displayed at the bottom right of the form.

Figure 27: Ownership

15.2 Fill out the information.

Note: Both **Foreign Government** and **Federal Jurisdiction** default to **No**.

16. Attachments

Purpose: To review attachment history and upload or download the CMS-116 form.

16.1 Access Attachments

Click **Attachments** on the left menu. The **Attachments** page opens. See *Figure 28, Attachments*.

Notes:

- Available CMS-116 forms are shown under **116 Documents**
- Any uploaded supporting attachments are shown under **Supporting Attachments**

Home / CLIA Providers / CLIA / The Singy Institute for Higher L...

Submit as Final Save as Draft Upload 116 Cancel

Federal Certification Status Lab Status CCN Certificate Type Initial Application Date 2026-09-21

Attachments

This page contains a history of attachments for the facility's CMS-116 application and supporting documentation. To download the latest version of the CMS-116 form [click here](#).

Date Range

116 Documents

Name : Uploaded : Scanned Approved Actions

No CMS-116 forms have been uploaded for this lab.

Supporting Attachments

Type Status

All Active

Name : Category : Uploaded : Date Received : Actions

No supporting attachments have been uploaded for this lab.

Figure 28: Attachments

16.2 Upload Attachments

- 16.2.1 Click **Upload 116** on the top menu. The **Upload CMS-116 Form** pop-up window opens. See *Figure 29, Upload CMS-116 Form Pop-Up Window* and *Table 6, Upload CMS-116 Form Pop-Up Window Detailed Callout*.

Upload CMS-116 Form

The CMS-116 form is the Clinical Laboratory Improvement Amendments application that establishes or updates a laboratory's record with CMS. Select the reason for this upload – it must match the change type checked on page 2 of the form.

WARNING: Scanning can overwrite values you have entered when those fields are read from the form. Fields not read from the form, notes and attachments will be preserved.

Drop file to attach, or [browse](#)

PDF, JPEG, PNG, TIFF (max 50 MB)

☒ Scan upload and pre-fill demographics fields

Reason For Change *

Initial application

File Name

Date Received

09/22/2026

Description

[Cancel](#) **Upload**

Figure 29: Upload CMS-116 Form Pop-Up Window

Table 6: Upload CMS-116 Form Pop-Up Window Detailed Callout

No.	Section Name	Description
a	Drop file to attach, or browse	Drag the file to attach or click browse to browse for the file. Note: Only PDF, JPEG, PNG, and TIFF files can be uploaded.
b	Scan upload...	The system automatically scans the upload and fills in the demographic fields. Notes: • This checkbox defaults to checked. • Be aware that information scanned from the CMS-116 may replace previously entered information when the values do not match.
c	Reason For Change	Select from the list when there is an existing CMS-116 uploaded. Note: Reason For Change defaults to Initial application when there is no existing CMS-116 form uploaded.
d	File Name	File name is automatically updated once the file is attached.
e	Date Received	Date Received defaults to the current date and can be edited.
f	Description	Type an optional description
g	Upload	Click to upload document

16.2.2 Add CMS-116 form or supporting document.

16.2.3 Fill out the information.

16.2.4 Click **Upload**.

16.2.5 Verify document was successfully uploaded. See *Figure 30, Scan Results*.

Note: Review [Attachment Failed](#) when the document did not successfully upload.

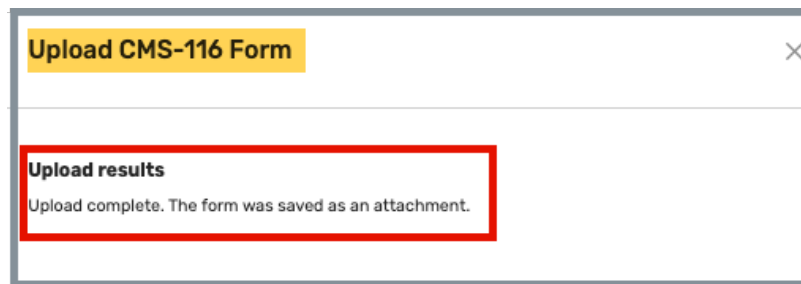


Figure 30: Scan Results

16.2.6 Review any necessary fields. See *Figure 31, Scan Results With Fields To Review*.

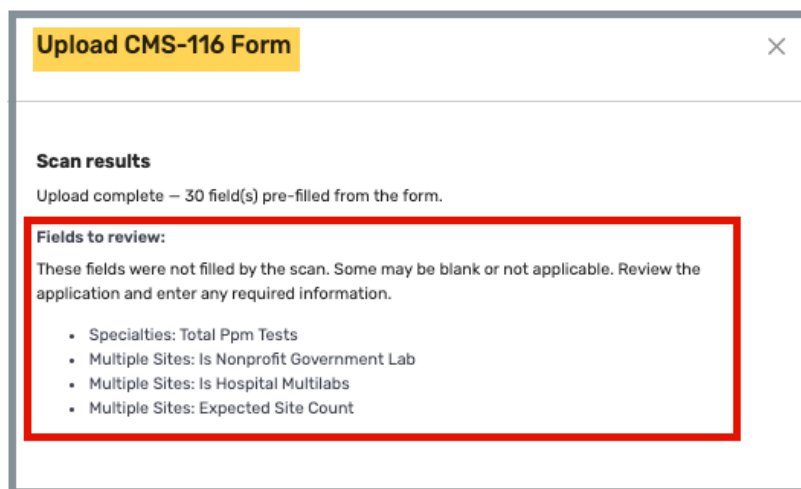


Figure 31: Scan Results With Fields To Review

16.2.7 Verify the document is uploaded and attached. See *Figure 32, Correctly Uploaded Attachment*.

Attachments

This page contains a history of attachments for the facility's CMS-116 application and supporting documentation. To download the latest version of the CMS-116 form [click here](#).

116 Documents

Viewing 2 CMS-116 forms

Date Range:

Name	Uploaded	Scanned	Approved	Actions
Singy I4HLL CMS-116 Current	09/22/2026 Pat CLIA_Admin_Singy	—	—	⋮
Singy IFHL CMS Form 116 Original Scan failed	09/22/2026 Pat CLIA_Admin_Singy	—	—	⋮

Figure 32: Correctly Uploaded Attachment

16.3 Attachment Failed

Note: A pop-up message explains why an attachment fails. See *Figure 33, Scan Fail Reason*.

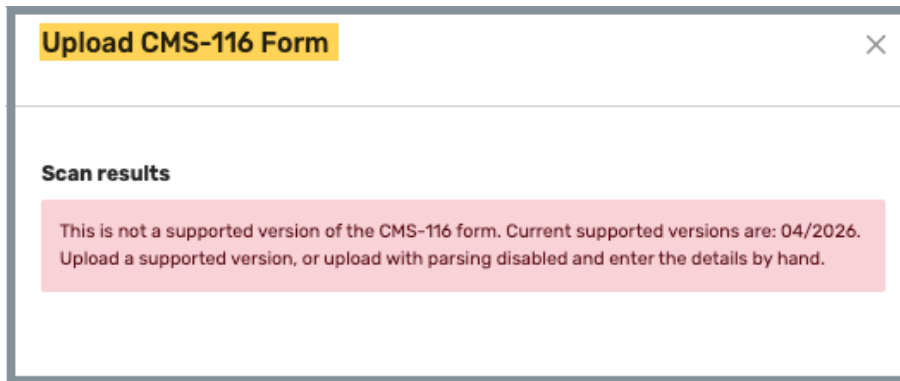


Figure 33: Scan Fail Reason

16.3.1 Review the failed scan. See *Figure 34, Failed Scan*.

Note: The **Scan failed** pink badge is under the attachment name.

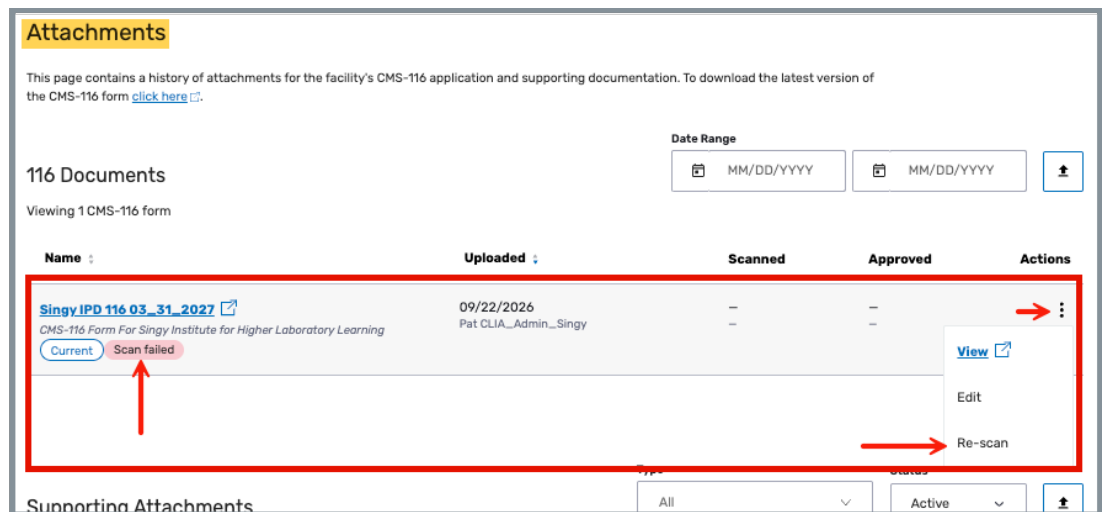


Figure 34: Failed Scan

16.3.2 Select **View**, **Edit**, or **Re-scan** when the document is correct.

Notes:

- Select **View** to view the uploaded document
- Select **Edit** to edit the **Attachment Details**. This does not edit the attachment.
- Select **Re-scan** to rescan the uploaded document. It is not necessary to upload the document again.

16.3.3 Select **Upload Attachment** to upload a corrected document, then follow the instructions in [Upload Attachments](#).

17. Submit as Final

Purpose: To submit the application for review.

- 17.1 Click **Submit as Final** on the top menu. See *Figure 35, Submit as Final*. The **Submit as Final** pop-up window opens. See *Figure 36, Submit as Final Pop-Up Window*.

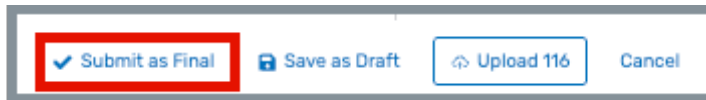


Figure 35: Submit as Final

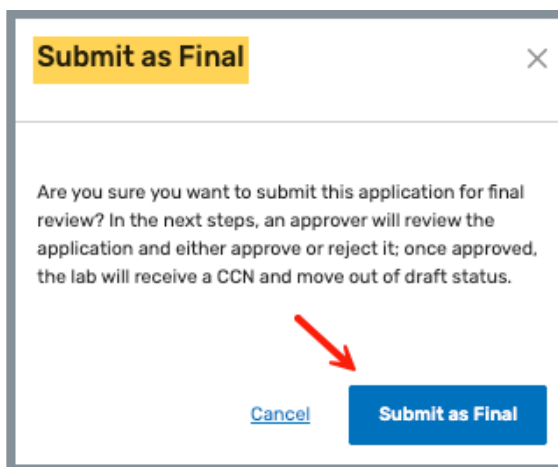


Figure 36: Submit as Final Pop-Up Window

- 17.2 Click **Submit as Final**.
- 17.3 Verify the green notification banner displays **Application Submitted**. *Figure 37, Application Submitted Green Notification Banner*. The application moves to **Ready to Review** status.

Note: The application is submitted for the next workflow action once it is submitted as final. The status is updated on the CLIA 116 Drafts page.

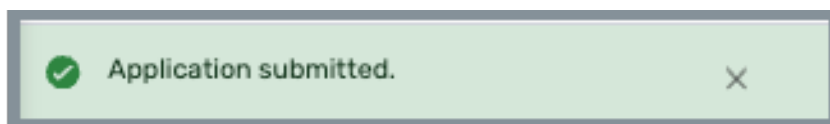


Figure 37: Application Submitted Green Notification Banner

18. Go to Survey Letters

Purpose: To view CLIA survey letters.

Note: This menu option is available only to users with the appropriate role and privileges.

- 18.1.1 Click **Go to Survey Letters** on the left menu. See *Figure 38, Go To Survey Letters*. The **Letters** page associated with the CLIA survey opens in a separate tab. See *Figure 39, Letters Page*.

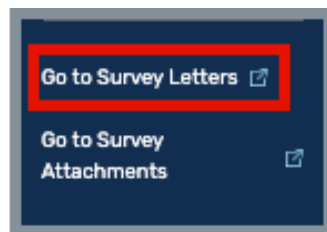


Figure 38: Go To Survey Letters

- 18.1.2 Add or review existing letters.

Note: Review [Letters, Notes, Attachments User Manual](#) for information on adding letters.

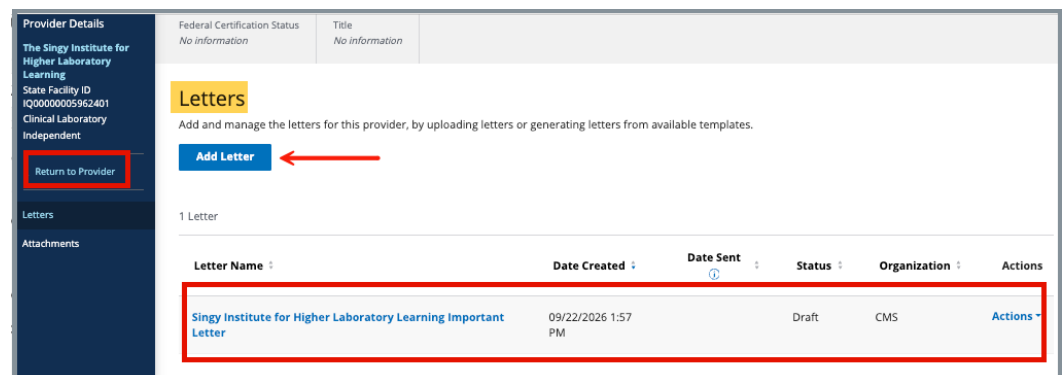


Figure 39: Letters Page

- 18.1.3 Close tab when finished.

19. Go to Survey Attachments

Purpose: To view CLIA survey attachments.

Note: This menu option is available only to users with the appropriate role and privileges.

- 19.1.1 Click **Go to Survey Attachments** on the left menu. See *Figure 40, Go To Survey Attachments*. The **Attachments** page associated with the CLIA survey opens in a separate tab. See *Figure 41, Attachments Page*.

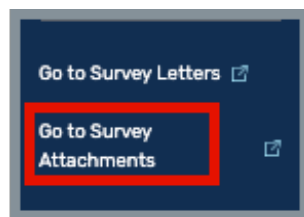


Figure 40: Go To Survey Attachments

- 19.1.2 Add or review existing attachments.

Note: Review [Letters, Notes, Attachments User Manual](#) for information on adding survey attachments.

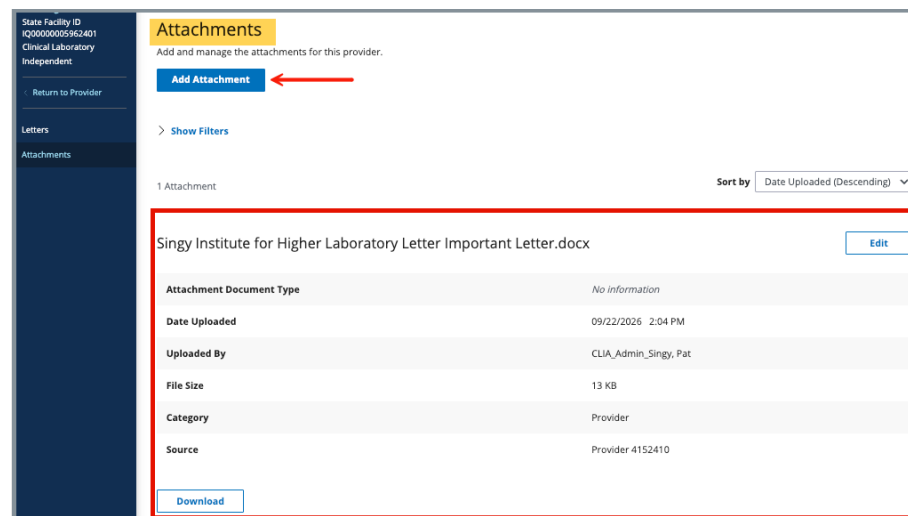


Figure 41: Attachments Page

- 19.1.3 Close tab when finished.

20. Lab Actions

Purpose: To change an application type or laboratory status, generate a fee coupon, or find a lab director.

Note: This menu option and the menu choices are available only to users with the appropriate role and privileges.

Click **Lab Actions** on the left menu. The **Lab Actions** page opens. See *Figure 42, Lab Actions*.

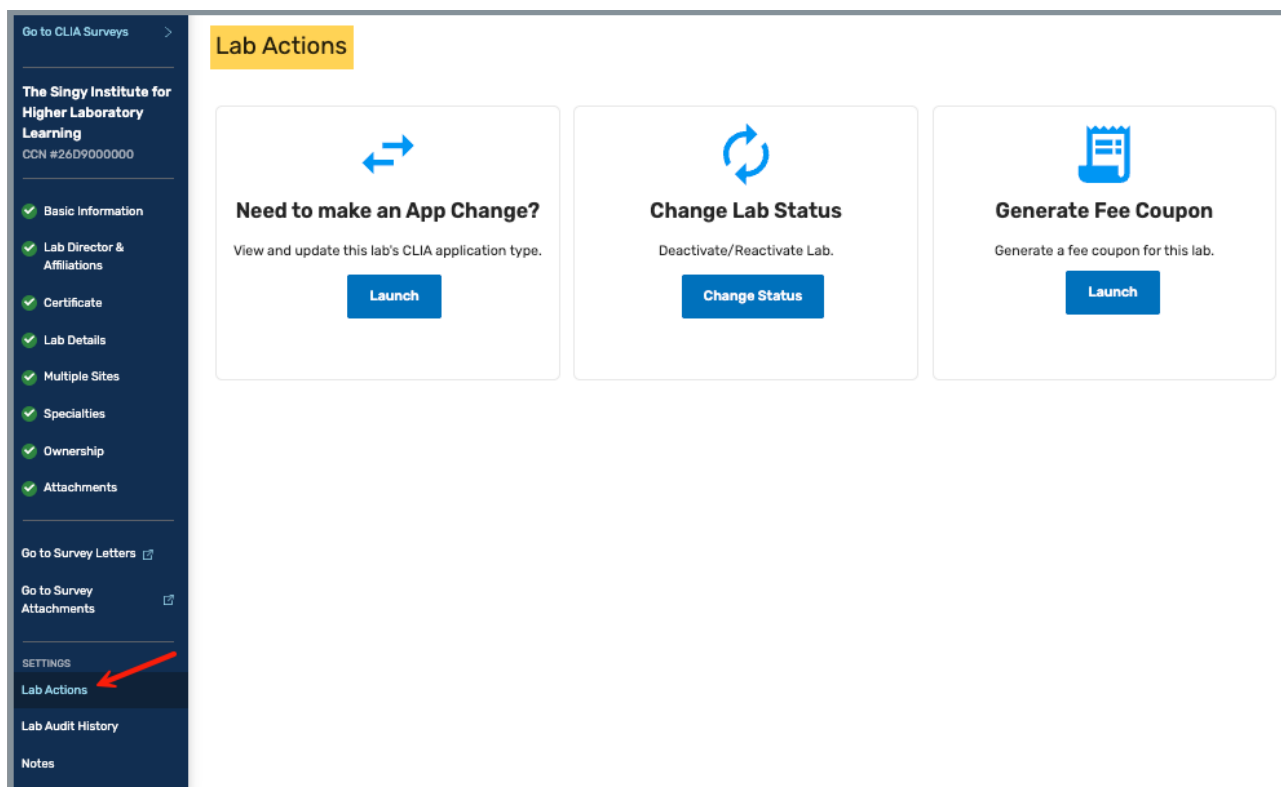


Figure 42: Lab Actions

20.1 Need to make an App Change

20.1.1 Click **Launch** on **Need to make an App Change**. The **Application Type Change** window opens. See *Figure 43, Application Type Change* and *Application Type Change Detailed Callout*.

The screenshot shows the 'Application Type Change' window. At the top left is a back arrow and the text 'Lab Actions'. Below this is a yellow header bar with the text 'Application Type Change'. The main heading is 'Change App Type', followed by the instruction 'Select a new application type and effective date to change this lab's application type.' There are three input fields: 'New App Type' with a dropdown menu (callout 'a'), 'Is this a correction?' with a dropdown menu (callout 'b'), and 'New Effective Date' with a date input field (callout 'c'). Below these fields is a message box (callout 'd') that says 'The new effective date cannot be entered until the fields above have been filled in.' At the bottom left are two buttons: 'Change App Type' (callout 'e') and 'Cancel'. At the bottom right is a section titled 'Laboratory History' (callout 'f') with the text 'No certificates found.' and an 'Export CSV' link with a download icon (callout 'g').

Figure 43: Application Type Change

Table 7: Application Type Change Detailed Callout

No.	Section Name	Description
a	New App Type	Select from Compliance, Waiver, Accreditation , or PPMP
b	Is this a correction?	Select Yes or No
c	New Effective Date	Type new effective date in MM/DD/YYYY format
d	Informational Field	Displays information and guidance related to the selected application type, correction status and effective date.
e	Change App Type	Click to change the app type
f	Laboratory History	Shows laboratory certificate history
g	Export CSV	Click to automatically download a CSV file

20.1.2 Fill out information.

20.1.3 Click **Change App Type**. The **Confirm application type change** window opens. See *Figure 44, Confirm Application Type Change*.

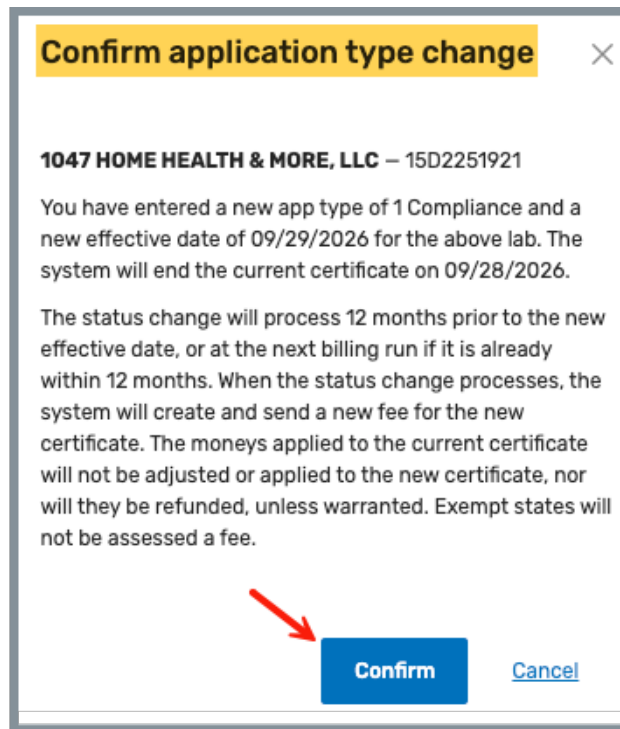


Figure 44: Confirm Application Type Change

20.1.4 Click **Confirm**.

20.1.5 The green notification banner stating the application has been changed appears and the **Laboratory History** is updated. See *Figure 45, Application Type Change Updates*.

Application Type Change

✓

Lab App Type for ' ' has been changed from Waiver to Compliance.

×

Change App Type

Select a new application type and effective date to change this lab's application type.

New App Type *

Select one

Is this a correction? ⓘ

No

New Effective Date

MM/DD/YYYY

MM/DD/YYYY

A status change is pending for this provider. The new application type is 1 Compliance and the new effective date is 09/29/2026.

Change App Type

Cancel App Change

Cancel

Laboratory History

Viewing 3 Certificates

Export CSV ⓘ

Cert Status ⓘ	Certificate ⓘ	Class Code ⓘ	Effective Date ⓘ	Expiration Date ⓘ	Mailed Date ⓘ	Active ⓘ
Current	Waiver	Regular	02/07/2026	02/06/2028	03/03/2026	A
History	Waiver	Regular	02/07/2024	02/06/2026	01/09/2024	A
History	Waiver	Regular	02/07/2022	02/06/2024	03/08/2022	A

Figure 45: Application Type Change Updates

20.2 Change Lab Status

20.2.1 Click **Change Status** on **Change Lab Status**. The **Deactivate / Reactivate Laboratory** window opens. See *Figure 46, Deactivate / Reactivate Laboratory* and *Deactivate / Reactivate Laboratory Detailed Callout*.

Figure 46: Deactivate / Reactivate Laboratory

Table 8: Deactivate / Reactivate Laboratory Detailed Callout

No.	Section Name	Description
a	Lab Status	Select reason from drop-down menu
b	Deactivate Lab	Click to deactivate/reactivate lab
c	Laboratory History	Shows laboratory certificate history
d	Export CSV	Click to automatically download a CSV file

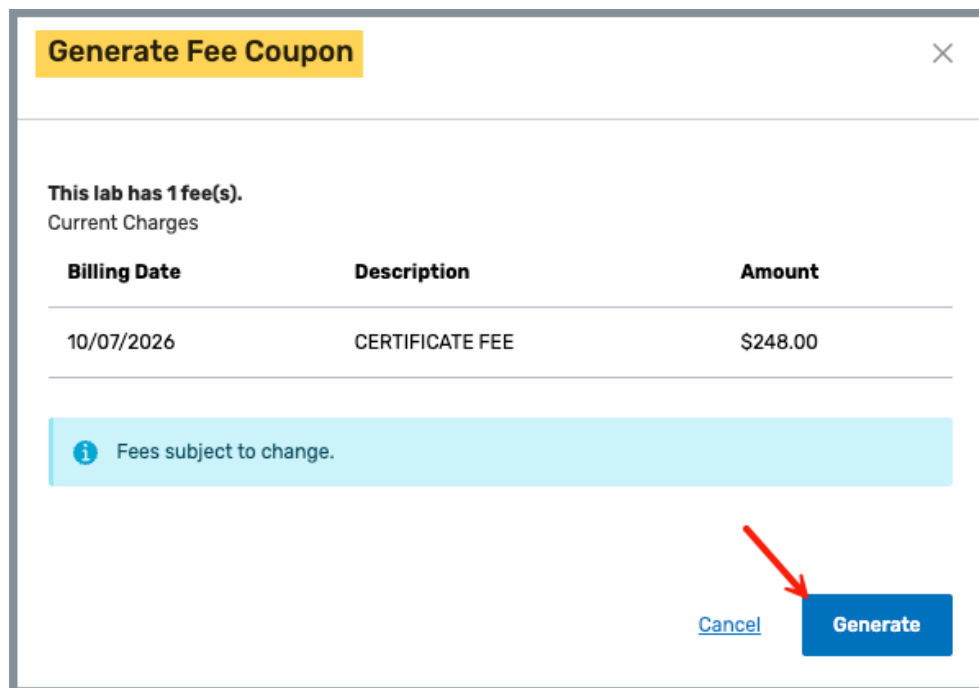
20.2.2 Fill out information.

20.2.3 Click **Deactivate/Reactivate Lab**.

20.2.4 Click **Lab Actions** to return to the **Lab Actions** page.

20.3 Generate Fee Coupons

20.3.1 Click **Launch** on **Generate Fee Coupons**. The **Generate Fee Coupon** window opens. See *Figure 47, Generate Fee Coupon*.



Billing Date	Description	Amount
10/07/2026	CERTIFICATE FEE	\$248.00

Figure 47: Generate Fee Coupon

20.3.2 Fill out information.

20.3.3 Click **Generate**.

20.3.4 Verify that a green notification banner confirms that the fee coupon was successfully generated. See *Figure 48, Green Notification Banner*.

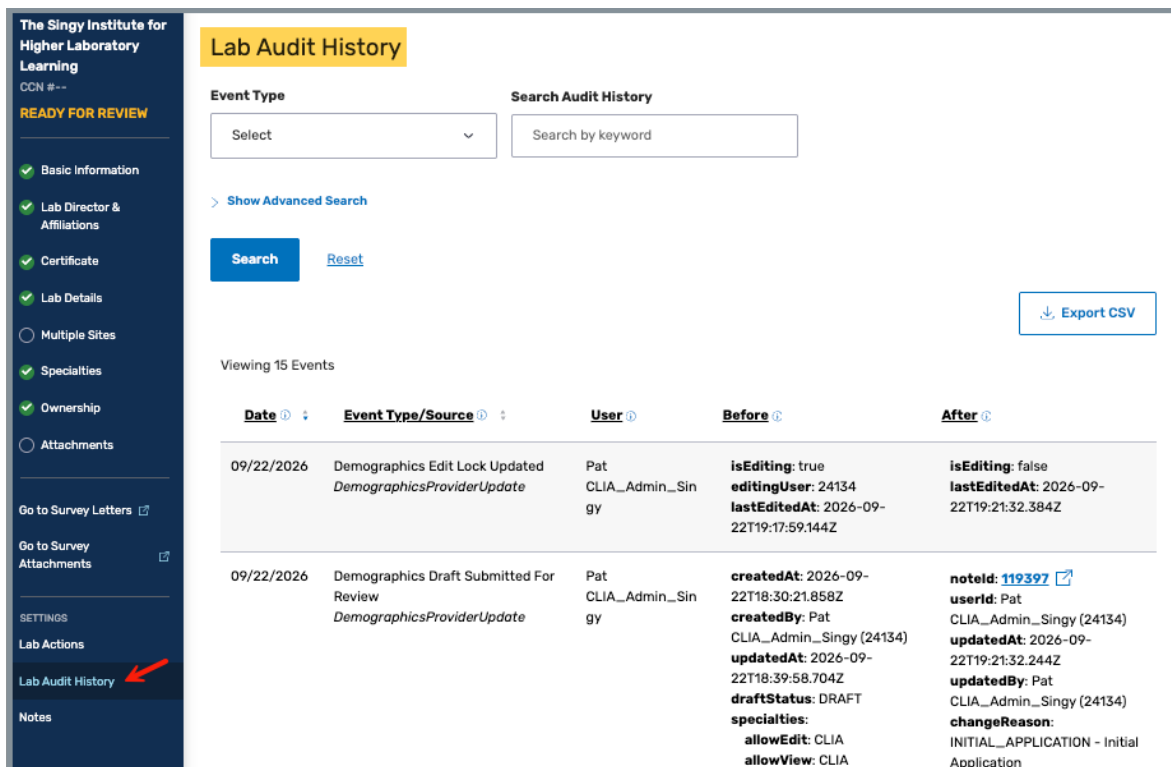


Figure 48: Green Notification Banner

21. Lab Audit History

Purpose: To see the lab audit history by event.

21.1 Click **Lab Audit History** on the left menu. The **Lab Audit History** page opens. See *Figure 49, Lab Audit History*.



The Singy Institute for Higher Laboratory Learning
CCN #--
READY FOR REVIEW

- Basic Information
- Lab Director & Affiliations
- Certificate
- Lab Details
- Multiple Sites
- Specialties
- Ownership
- Attachments

Go to Survey Letters

Go to Survey Attachments

SETTINGS

Lab Actions

Lab Audit History

Notes

Lab Audit History

Event Type:

Search Audit History:

[Show Advanced Search](#)

[Reset](#)

Viewing 15 Events

Date	Event Type/Source	User	Before	After
09/22/2026	Demographics Edit Lock Updated <i>DemographicsProviderUpdate</i>	Pat CLIA_Admin_Singy	isEditing: true editingUser: 24134 lastEditedAt: 2026-09-22T19:17:59.144Z	isEditing: false lastEditedAt: 2026-09-22T19:21:32.384Z
09/22/2026	Demographics Draft Submitted For Review <i>DemographicsProviderUpdate</i>	Pat CLIA_Admin_Singy	createdAt: 2026-09-22T18:30:21.858Z createdBy: Pat CLIA_Admin_Singy (24134) updatedAt: 2026-09-22T18:39:58.704Z draftStatus: DRAFT specialties: allowEdit: CLIA allowView: CLIA	noted: 119397 userId: Pat CLIA_Admin_Singy (24134) updatedAt: 2026-09-22T19:21:32.244Z updatedBy: Pat CLIA_Admin_Singy (24134) changeReason: INITIAL_APPLICATION - Initial Application

Figure 49: Lab Audit History

21.2 Search by **Event Type** or keyword.

Note: Click **Show Advanced Search** to search by date range or event source.

21.3 Click **Export CSV** to download a CSV of events.

22. Notes

Purpose: To review existing notes and add new notes.

22.1 Click **Notes** on the left menu. The **Notes** page opens. See *Figure 50, Notes*.

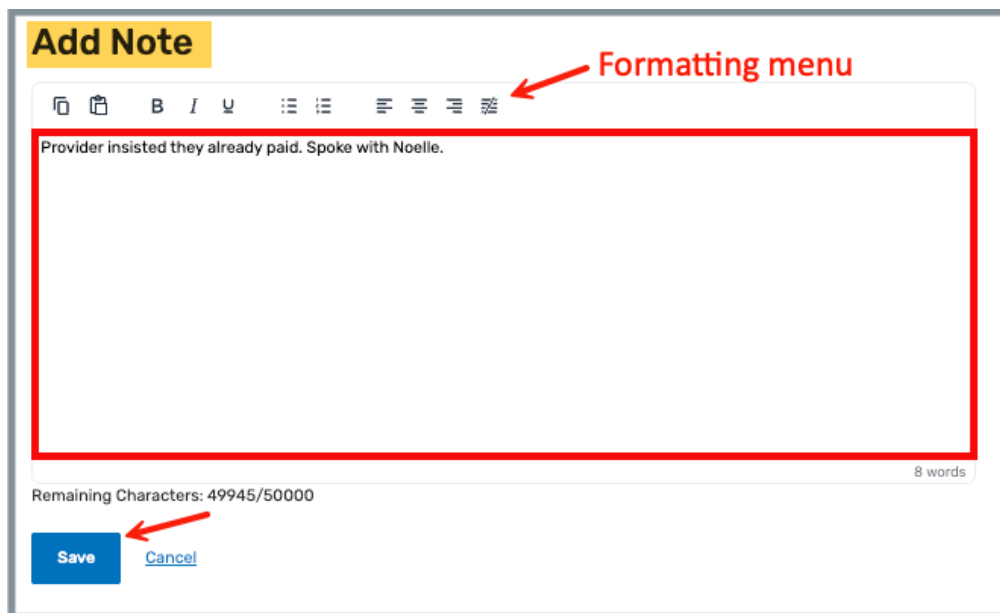
Note: The first time the **Notes** page opens, it opens to **Add Note**.



Figure 50: Notes

22.2 Type note.

Note: Use the formatting menu to format the note. See *Figure 51, Notes Formatting Menu*.

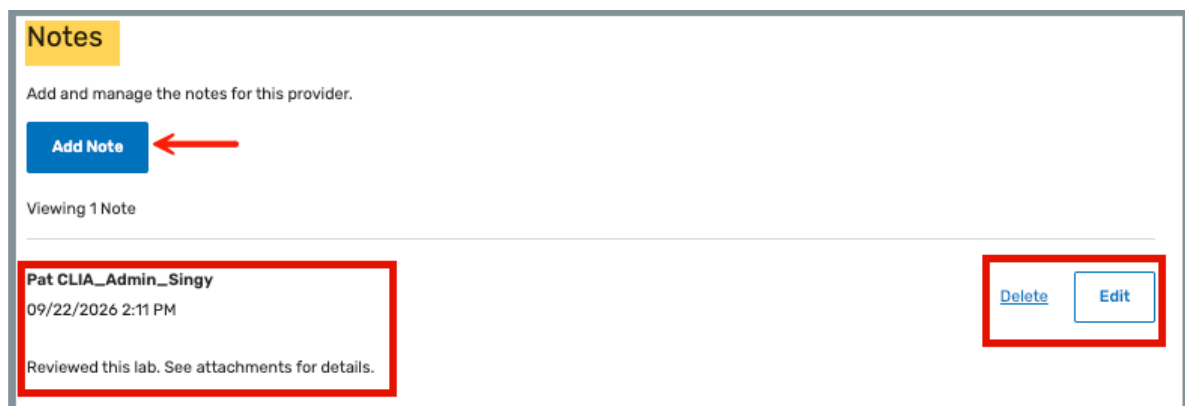


The screenshot shows the 'Add Note' form. At the top, there is a yellow header with the text 'Add Note'. Below this is a formatting menu with icons for bold, italic, underline, bulleted list, numbered list, indent, and link. A red arrow points to this menu with the label 'Formatting menu'. The main text area contains the text 'Provider insisted they already paid. Spoke with Noelle.' and is outlined with a red border. Below the text area, it says 'Remaining Characters: 49945/50000' and '8 words'. At the bottom, there are two buttons: 'Save' (highlighted with a red arrow) and 'Cancel'.

Figure 51: Notes Formatting Menu

- 22.3 Click **Save**. The **Notes** page updates and the note can be viewed, deleted, or edited. See *Figure 52, Updated Notes Page*.

Note: **Save** is disabled until the **Add Note** field contains text.



The screenshot shows the 'Notes' page. At the top, there is a yellow header with the text 'Notes'. Below this, it says 'Add and manage the notes for this provider.' and there is a blue 'Add Note' button (highlighted with a red arrow). Below the button, it says 'Viewing 1 Note'. There is a list of notes, with the first one highlighted by a red border. The note text is 'Pat CLIA_Admin_Singy', '09/22/2026 2:11 PM', and 'Reviewed this lab. See attachments for details.' To the right of the note, there are two buttons: 'Delete' and 'Edit' (both highlighted with a red border).

Figure 52: Updated Notes Page