

What's New in iQIES for CLIA

User Impact & Workflow Guide

A guide to the modules, workflows, and capabilities introduced in iQIES for CLIA, with plain-language notes on what each change means for users and how it compares to the legacy environment.

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How to Use This Guide

This guide summarizes the capabilities introduced in the internet Quality Improvement and Evaluation System (iQIES) for the Clinical Laboratory Improvement Amendments (CLIA) program. The comparison table that follows is organized by module or functional area. For each area it describes what is new in iQIES, what that change means for users in day-to-day work, and how it compares to the legacy environment.

Read across each row to connect a new capability to its practical impact and its legacy counterpart. Items marked **NEW** indicate functionality with no direct equivalent in the legacy Quality Improvement and Evaluation System (QIES) environment. Verify application information before publishing, review super intelligence (SI)-assisted content before relying on it, and follow documented Centers for Medicare & Medicaid Services (CMS) workflows where guidance is provided.

Abbreviations Used in This Guide

Abbreviation	Full Term
SI	Super Intelligence (formerly referred to as Artificial Intelligence per Executive Order 14434)
AO	Accrediting Organization
ASPEN	Automated Survey Processing Environment (legacy system)
CBER	Center for Biologics Evaluation and Research
CLIA	Clinical Laboratory Improvement Amendments
CMP	Civil Money Penalty
CMPTS	Civil Money Penalty Tracking System
CMS	Centers for Medicare & Medicaid Services
CMS-116	CLIA Application for Certification (Form CMS-116)

Abbreviation	Full Term
DPS	Deficient Practice Statement
IDR / IIDR	Informal Dispute Resolution / Independent Informal Dispute Resolution
iQIES	internet Quality Improvement and Evaluation System
NOCN	No CLIA Number
POC	Plan of Correction
PT	Proficiency Testing
QIES	Quality Improvement and Evaluation System
SOD	Statement of Deficiencies
TRF	Transfusion Related Fatality

Note: Per Executive Order 14434, generic references to “artificial intelligence / AI” have been updated to “super intelligence / SI.”

iQIES for CLIA — Module-by-Module Comparison

Area / Module	What's New in iQIES	What This Means for Users	Legacy Comparison
CLIA-116 Applications	End-to-end electronic application management with Draft, Ready for Review, Published, Rejected, and Archived statuses. Built on the updated CLIA-116 form (04/26 version).	Users can create, edit, route, approve, reject, archive, and track applications in one workflow using the current form version.	Application maintenance moves from legacy ASPEN/QIES processes into iQIES.
CLIA Demographics	Dedicated demographics functionality and automatic provider updates from published applications.	Application and provider information are more closely connected. Users should verify application information before publication because published data updates the provider record.	Legacy processes required more separate maintenance activities.
Laboratory Information	Expanded structured data for hours, ownership, sites, specialties, test volumes, director credentials, certificates, accreditation, and related information.	Users will encounter more structured fields and validation when creating or maintaining laboratory records.	iQIES captures more standardized information than the legacy environment.
Application Documents	Electronic attachments, document categorization, SI scanning, data extraction, field population, scan warnings, and validation.	Uploaded CMS-116 documentation can help populate application data. Users should review extracted information and warnings before proceeding.	Reduces reliance on manual document review and data entry.
SI Assistant NEW	Natural-language assistance with source citations, policy guidance, document search, follow-up questions, conversation history, data queries, charts, and downloadable results.	Users can ask questions in plain language and use citations to verify the information returned.	Entirely new functionality with no direct legacy equivalent.
Surveys	Survey search, creation, assignments, notes, attachments, citations, Findings, DPS, SOD, POC, IDR/IIDR, tasking, and audit history.	Survey teams can manage more of the survey lifecycle within one system and record.	Survey work is more centralized than in the legacy environment.

Area / Module	What's New in iQIES	What This Means for Users	Legacy Comparison
Survey Types	Initial Certification, Recertification, Sample Validation, Validation, Complaint, Federal Monitoring, PT Desk Review, and Other Federal Surveys are supported.	Users should select the appropriate survey type at the start of the workflow because downstream processing depends on it.	Survey classifications are incorporated into iQIES workflows.
SI Citation Assistance NEW	SI-generated examples for DPS and Findings with copy/insert capability.	Users can use SI to assist with drafting while remaining responsible for reviewing and validating final citation content.	No equivalent integrated SI drafting capability exists in legacy CLIA/QIES.
Complaints & Intakes	Integrated intake, triage, priority, approvals, allegations, involved parties, narratives, referrals, staff assignments, notes, attachments, tasks, and survey linkage.	Complaint-related activity can remain connected from initial intake through investigation and associated survey work.	Replaces more fragmented legacy complaint processes with integrated workflow management.
Complaint Search	Dedicated CLIA complaint/intake search with facility, status, priority, and advanced filtering.	Users can narrow results using structured criteria rather than navigating records manually.	Expanded centralized searching compared with legacy processes.
Enforcement	Enforcement cases, sanctions, CMPs, appeals, legal actions, settlements, payments, bankruptcy, waivers, offsets, assignments, tasks, and supporting documents.	Enforcement work can be tracked as a case with related actions, staff, documentation, and survey connections.	Consolidates enforcement information and related workflow within iQIES.
TRF	Dedicated Transfusion Related Fatality management including CBER search, reporting, follow-up, documents, statuses, and complaint/intake integration.	Users working with TRFs have a dedicated location for tracking the case and related documentation.	Appears to represent updated iQIES functionality based on available evidence.
NOCN	Confirmed support includes provider-type recognition, provider transfers, and NOCN-specific survey-processing rules.	Users should rely on documented NOCN workflows and avoid assuming additional functionality without CMS guidance.	Available comparison information is limited.

Area / Module	What's New in iQIES	What This Means for Users	Legacy Comparison
Global Search	Search across providers, surveys, complaints/intakes, enforcements, CMPTS, and related CLIA information.	Users can begin with a broader search when they do not know which module contains the record.	Reduces the need to search multiple legacy environments separately.
Administration & Reporting	Dashboards, audit history, administrative reporting, SI usage monitoring, analytics, and operational metrics.	Managers and administrators have more centralized visibility into system activity and usage.	More integrated monitoring and reporting than the legacy environment.
Laboratory Administration	Provider maintenance, certificates, billing, payments, refunds, disbursements, enforcement status, notes, and audit trails.	More provider and administrative tasks can be completed without leaving iQIES.	Consolidates functions previously distributed across legacy processes or systems.

Key Takeaway

iQIES moves CLIA work toward a more integrated environment where applications, providers, surveys, complaints, enforcement activities, documents, search, and administrative functions are connected through shared workflows and records.