



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Inpatient Rehabilitation Facility Patient Assessment Instrument (IRF-PAI) Error Message Reference Guide

Version 2.4

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1. Introduction

This user guide addresses Inpatient Rehabilitation Facility Patient Assessment Instrument (IRF-PAI) error messages and troubleshooting.

2. Troubleshooting – iQIES Service Center

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

Always attempt to determine the nature or source of a particular problem in order to contact the appropriate department for assistance and give detailed information about the issue.

For assistance accessing iQIES: Contact the iQIES Security Officer (SO) for your organization.

For technical support: Contact the iQIES Service Center:

Phone: 800-339-9313

email: iQIES@cms.hhs.gov

Idea Portal: Feedback for future iQIES software development: [CCSQ Support Central](#). Click **Idea Portals**.

For more information on iQIES: Refer to the [QIES Technical Support Office](#) (QTSO) and the [Quality, Safety, & Education Portal](#) (QSEP).

iQIES reference materials include:

- Links to Training Videos for Providers
- Assessment Management User Manual
- Quick Reference Guides
- Onboarding Guide
- Managing User Information

3. Submission ERROR Messages for IRF-PAI Data

During the file submission process, iQIES displays a limited number of error messages. iQIES errors are detailed in [Step 5, Error Messages](#).

Additionally, you may experience error messages, warnings, or failures from other software or hardware components used in association with iQIES. For those situations you should refer to the appropriate vendor-provided documentation.

4. File Processing Error Messages for IRF-PAI Data

An IRF-PAI **Provider Final Validation Report** is automatically generated within 24 hours of successful submission of a file. A file may include one or more records. The Report details the errors, if any, in the submitted records within the file. Go to the **Reports** section in iQIES to view this report.

Each error is noted on the report by its numeric identifier and severity (**Fatal** or **Warning**). The report also includes a brief description of the error and notes the submitted item values that triggered the error.

Notes:

- The **IRF-PAI Submitter Final Validation Report** must be requested by the user who submitted the file.
- Records with fatal errors will be rejected. All fatal errors in a file or record must be corrected and the file or record must be resubmitted.
- All warning errors must be reviewed and corrected if appropriate, to ensure the data uploaded is accurate and complete.
- Providers who submit files for multiple providers receive one **IRF-PAI Provider Final Validation Report** for each provider for which records were submitted in a file.
- Certain fatal errors in the submitted file or one of its records can prevent the system from creating and placing the automatically-generated **IRF-PAI Provider Final Validation Report** in the Provider's folder. To view these errors, the submitter can request the **IRF-PAI Submitter Final Validation Report** in iQIES.

5. Error Messages

This section contains links to the IRF Error Message Reference Guide. This guide lists the error messages in order by **Error ID** followed by **Error Message**. The severity and type of error message are shown. A type of error can help determine the solution. |

The first four explanatory columns are followed by five additional columns explaining the potential cause, tips to correct the error, actions to take, and the last active date. |

- [IRF Error Message Reference Guide \(Providers\)](#)