Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Survey and Certification (S&C) Manage a Provider User Manual

Version 2.0

April 8, 2025

Table of Contents

List of Figures

List of Tables

1. Introduction

This user manual addresses the processes necessary to perform Survey & Certification (S&C) Provider functions in iQIES.

For information on other modules, refer to Reference & Manuals on QTSO.

1.1 Getting Started in S&C – 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.
- Screenshots are dependent on user role and may not be an exact representation.
- 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*.

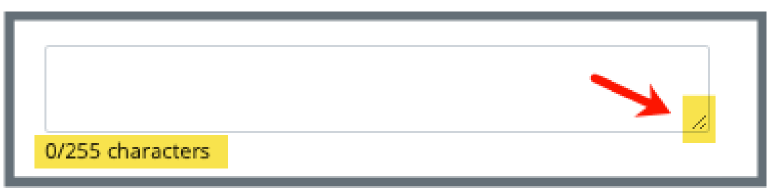

Figure 1: Expandable Field

- iQIES times out after 15 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.* These banners can be closed (X'd out) at any time.

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
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

1.3 Roles and Permissions

iQIES roles allow users to access information pertinent to their area of work. The examples provided in this document pertain to S&C and require a State Agency or Centers for Medicare & Medicaid Services (CMS) role with the capability to view or edit this information.

Permissions are ultimately governed by HARP access privileges. Contact the SO for your organization or the iQIES Service Center for issues relating to access and permissions. Refer to the iQIES User Roles Matrix for detailed information on roles.

For additional help, refer to https://iqies.cms.gov/iqies/help or click the help icon in the top right corner of the screen, see *Figure 4, Help Icon*, for further information.

Figure 4: Help Icon

1.4 My Tasks Landing Page

Purpose: **My Tasks** Landing Page is a tool used to track and display data for individual users. It consolidates information and processes into one area so that the user can see at a glance what actions must be performed.

1.4.1 Log in to iQIES. The landing page displays the **My Tasks** tool. See *Figure 5, My Tasks Landing Page and Table 2, My Tasks Landing Page Detailed Callout*.

Note: The **My Tasks** landing page defaults to **Active tasks**. Click the drop-down menu and select **Closed tasks** to view completed tasks.

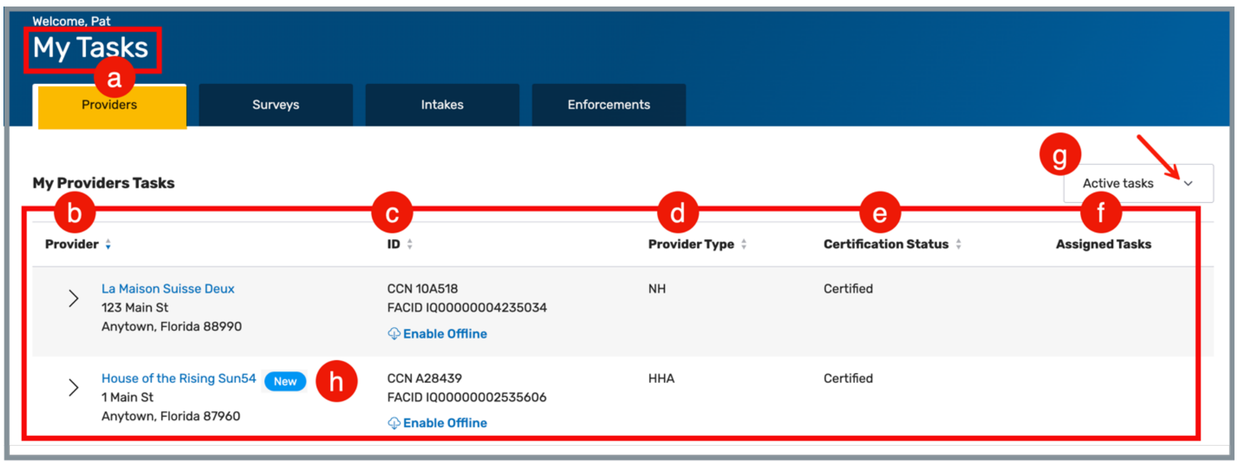

Figure 5: My Tasks Landing Page

Table 2: My Tasks Landing Page Detailed Callout

No.	Name	Description
a	**Providers** tab	Click each tab (**Providers**, **Surveys**, **Intakes, Enforcements**) to review the respective tasks. Not all tabs are available in all user roles.
b	**Provider**	The provider address shows as a link directly under **Provider**. Click the link to go directly to the Provider Basic Information page.

No.	Name	Description
c	**ID**	The provider CCN and FACID are shown. Click **Enable Offline** to enable the survey offline. For more details on how to enable offline, refer to S&C User Manual: Offline.
d	**Provider Type**	Shows the provider type (ASC, HHA, Hospice, Nursing Homes).
e	**Certification Status**	Shows certification status of the provider.
f	**Assigned Tasks**	Lists the assigned tasks.
g	**Active/Closed Tasks**	Toggle between **Active** and **Closed** tasks.
h	**New**	A blue **New** in an oval shape (badge) next to the **Survey ID** in the Survey tab indicates that the survey task's status is **New.**

Notes:

- Click the iQIES logo on the top left of the screen or **Home** to return to the **My Tasks** landing page at any time. See *Figure 6, iQIES Logo*.

Figure 6: iQIES Logo

- If there are no tasks, then a message appears below the selected tab. See *Figure 7, No Active Tasks*, for an example from the **Surveys** tab.

Figure 7: No Active Tasks

1.4.2 Click caret next to the provider name and details open about tasks assigned. See *Figure 8, Task Status Details* and *Table 3, Task Status Details Detailed Callout*.

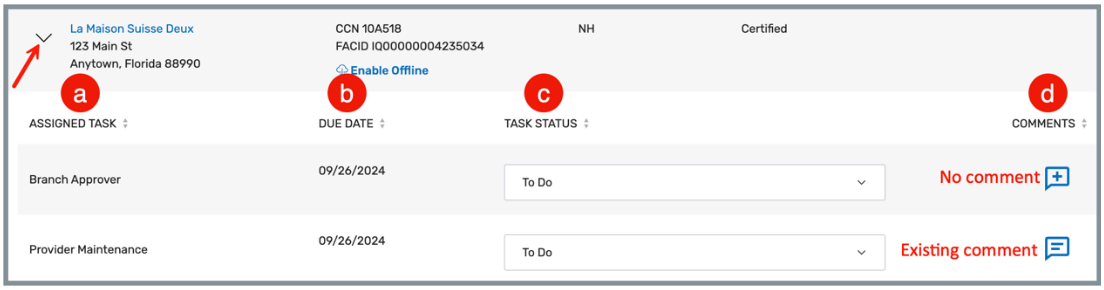

Figure 8: Task Status Details

Table 3: Task Status Details Detailed Callout

No.	Name	Description
a	**ASSIGNED TASK**	The name of the task assigned.
b	**DUE DATE**	The date the task is due, if available.
c	**TASK STATUS**	The task status. Task statuses are: **To Do**, **In Progress**, **Complete**.
d	**COMMENTS**	Comments. A **+** (plus sign) indicates a comment has not been left. See step 1.4.3.

1.4.3 Click the **+** to leave a comment. The side menu opens. See *Figure 9, My Tasks Comments.*

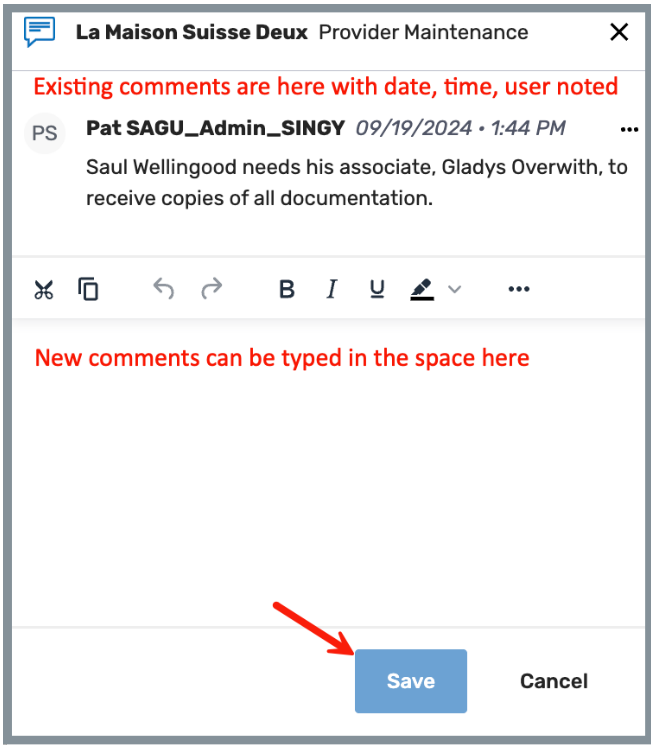

Figure 9: My Tasks Comments

1.4.4 Click **Save** to save comments. The side menu closes.

2. Manage a Provider Overview

A provider is any organization, institution, or individual that provides health care services to Medicare beneficiaries. Physicians, ambulatory surgical centers, and outpatient clinics are some of the providers of services covered under Medicare Part B.

This manual explains how to search, add, approve, or reject a provider, view and download reports, add buildings, multiple locations, branch addresses, operating details, additional contacts and explains certification and licensure and deeming information for Home Health Agencies (HHA), Ambulatory Surgical Centers (ASC), and Hospice provider types.

Contact the iQIES Service Center to delete a provider.

3. Search for a Provider

3.1 Go to **Survey & Certification** at the top of the iQIES home page. Click the arrow to open the drop-down menu.

3.2 Click **Search**. The **Search** screen opens. See *Figure 10, S&C Search*.

Note: The Providers tab is the default landing tab.

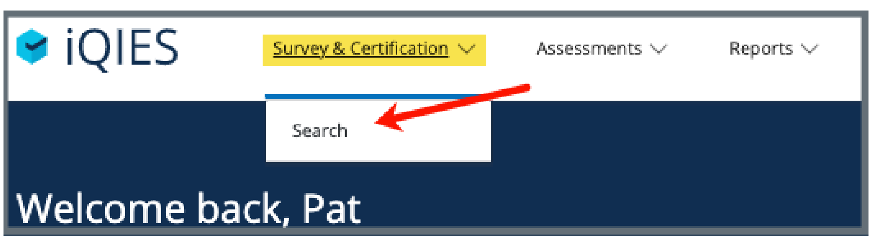

Figure 10: S&C Search

3.3 Select **Provider** or **DBA** (Doing Business As), **CCN** (CMS Certification Number) or **State Facility ID** (FACID) from the drop-down menu under **Search for Surveys**. See *Figure 11, Search*

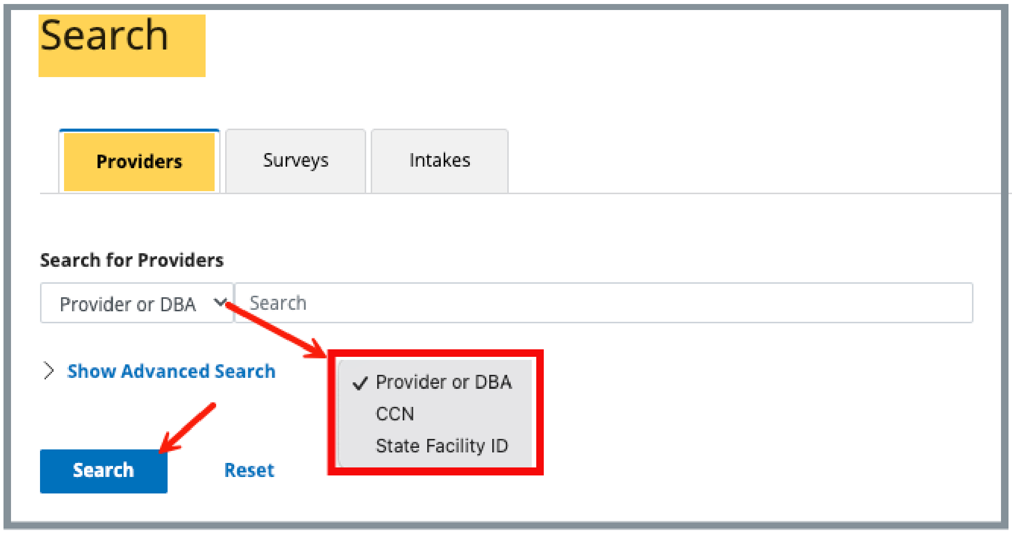

Figure 11: Search

3.4 Type search criteria.

3.5 Click **Search**. The provider information shows below. See *Figure 12, Provider Search Results*.

Note: Click **Show Advanced Search** for a more detailed search. Refer to step 3.7 for details.

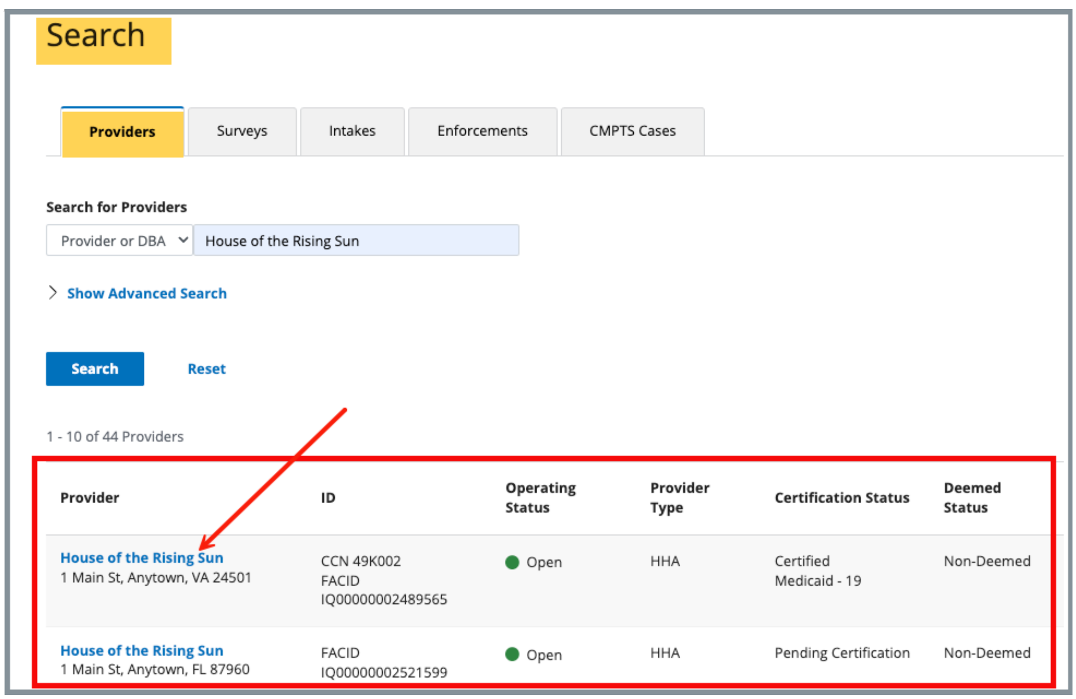

Figure 12: Provider Search Results

3.6 Click desired provider name under **Provider**. The **Provider History** window opens with a list of provider forms, surveys, intakes, and enforcements related to the provider. See *Figure 13, Provider History Page*.

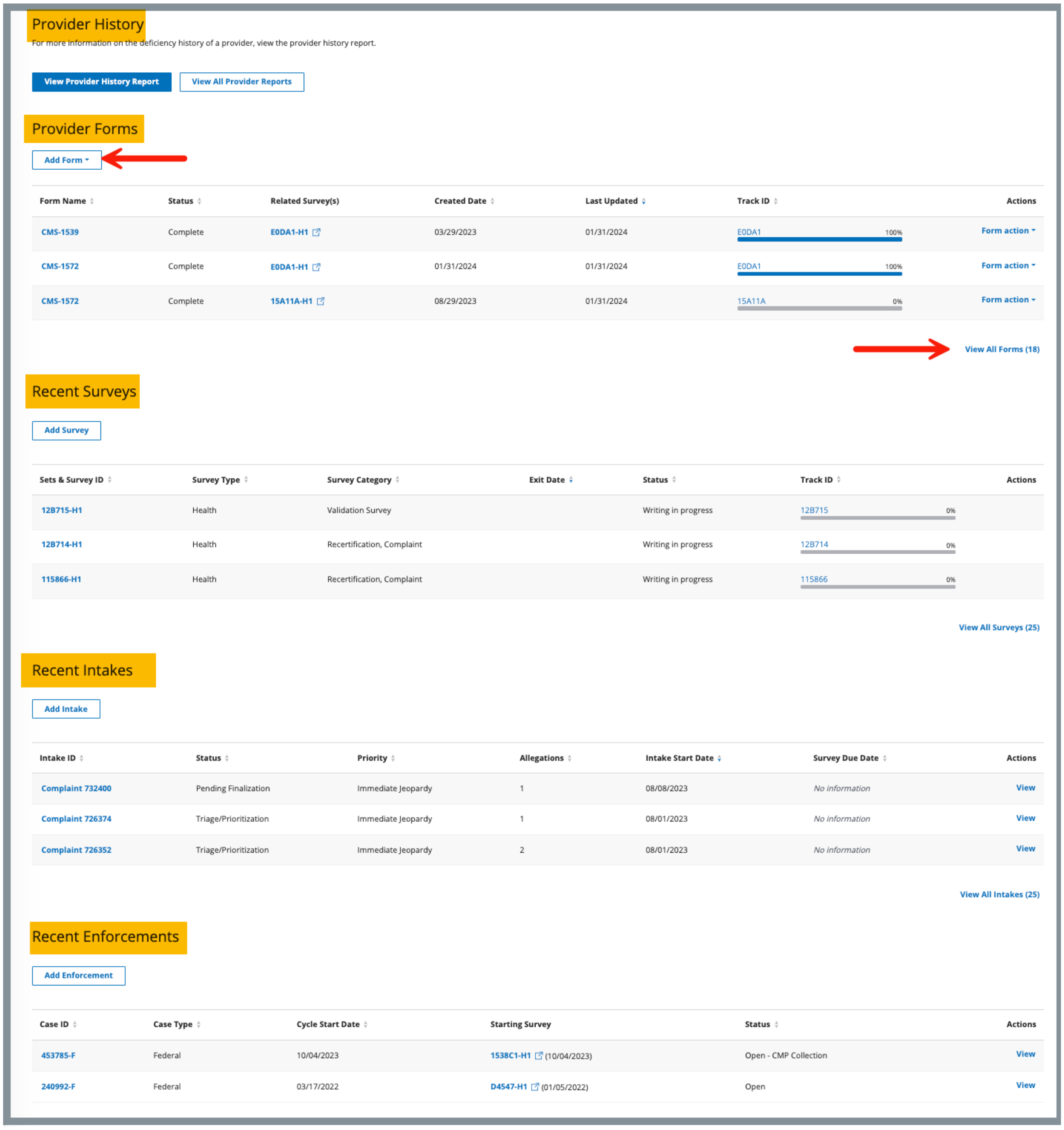

Figure 13: Provider History Page

Notes:

- Click **Add [Form/Survey/Intake/Enforcement]** to add a form, survey, intake, or enforcement directly from the Provider History page.
- Click **View All [Forms, Surveys, Intakes, Enforcements] [#]** at the bottom right of each list to view all the forms, surveys, intakes, or enforcements associated with the provider. The number next to **View All** is the total number of forms, surveys, intakes, or enforcements associated with the provider.

3.7 Click **Show Advanced Search**, if desired, to open the Advanced Search drop-down menu and narrow the search criteria. See *Figure 14, Provider Advanced Search*.

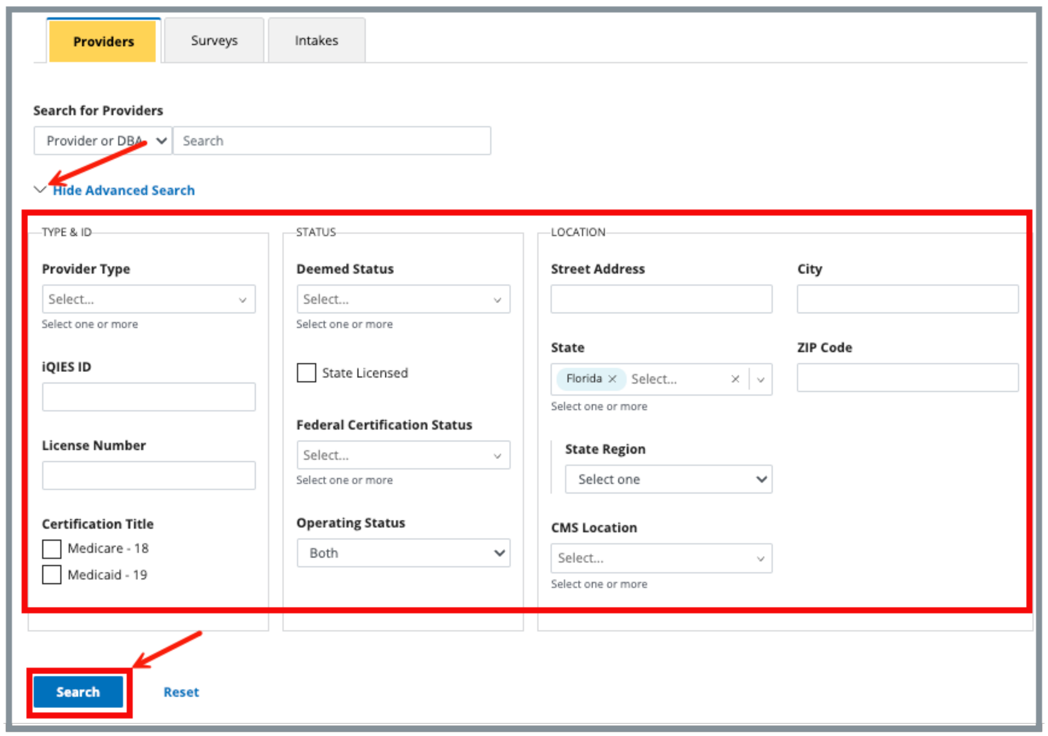

Figure 14: Provider Advanced Search

3.8 Type in desired detailed criteria. Click **Search**. The provider information shows below.

Note: Click **Hide Advanced Search** to close the **Advanced Search** menu.

4. Certification Event

Purpose: To organize certification documents for provider certification.

Note: It may be necessary to refresh the page to update track status when changes are made.

View Certification Progress in Workload Management

View Certification Progress in Survey

View Certification Progress in Provider History Page

4.1 View Certification Progress in Workload Management

4.1.1 Go to the iQIES home page.

4.1.2 Click the **Survey** tab.

4.1.3 View certification status under **Track Status** for each survey in Workload Management.

4.1.4 Click survey number to view details. See *Figure 15, Workload Management Track Status.*

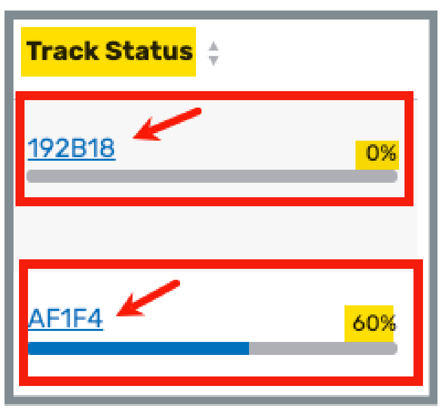

Figure 15: Workload Management Track Status

4.1.5 Click the survey number to view detailed certification status. The track status for the selected survey opens.

4.1.6 Click the carets next to the survey number or **Track Forms** to view additional details. See *Figure 16, Detailed Certification Status.*

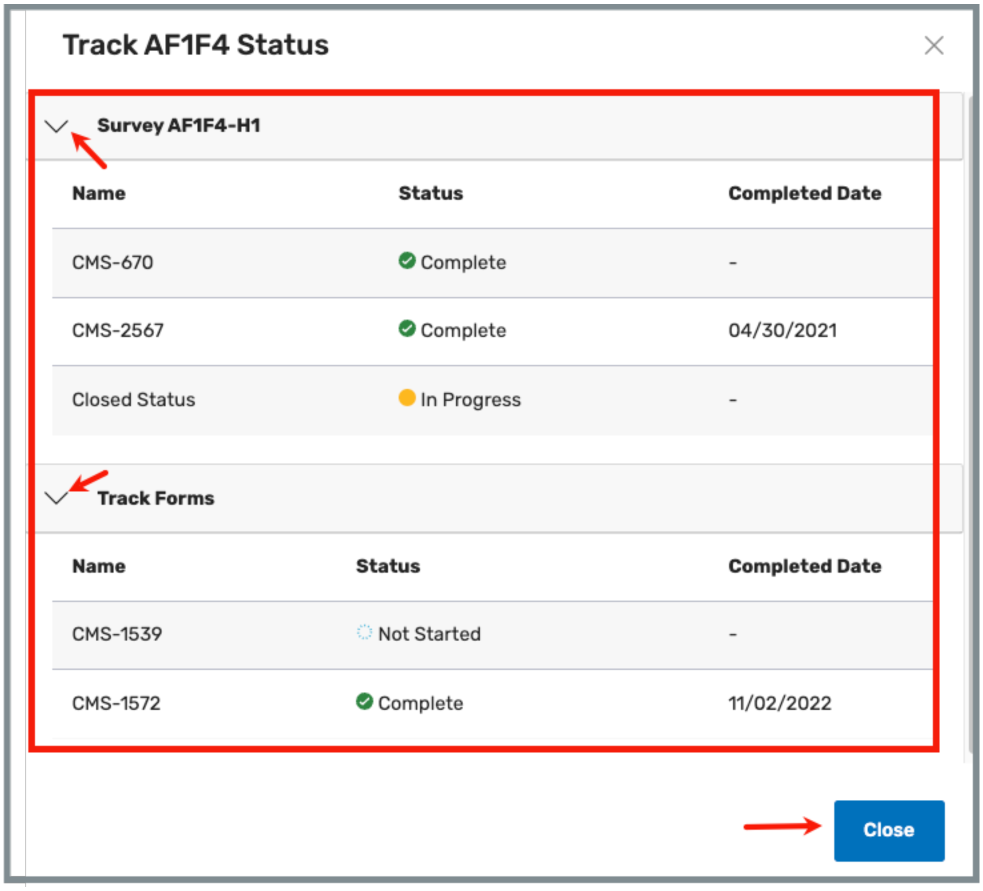

Figure 16: Detailed Certification Status

4.2 View Certification Progress in Survey

Go to the **Survey Basic Information** page. See *Figure 17, Survey Basic Information Page Certification Progress* and *Table 4, Basic Information Page Certification Progress Callout Details.*

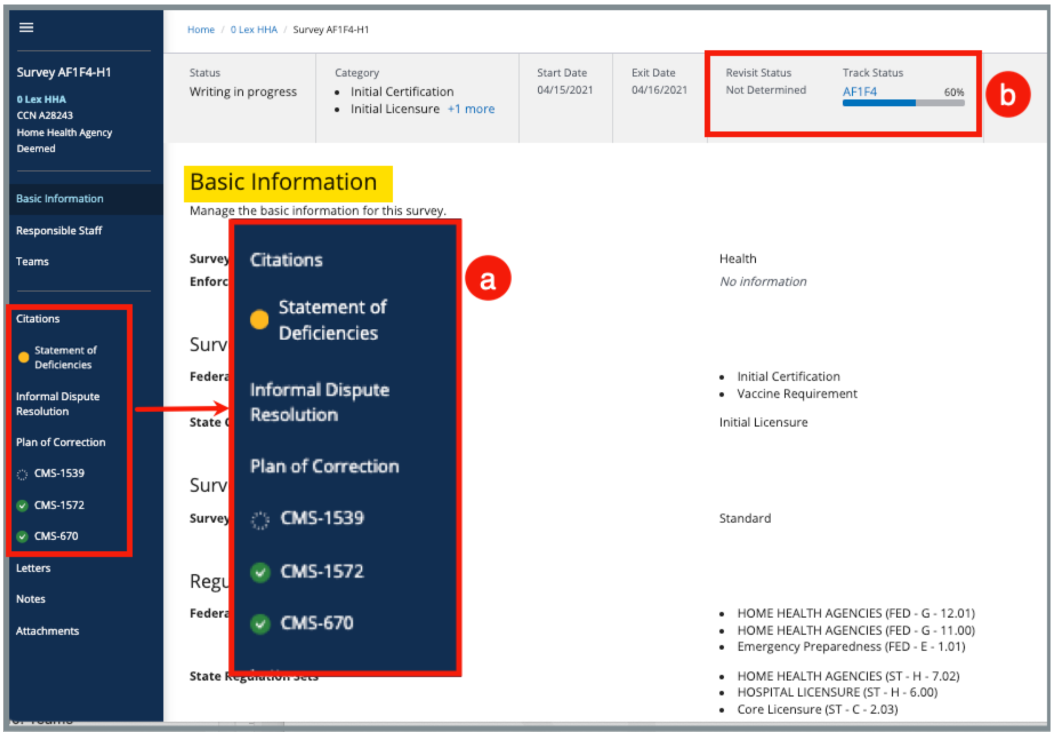

Figure 17: Survey Basic Information Page Certification Progress

Table 4: Survey Basic Information Page Certification Progress Callout Details

Callout	Action	
a	The left menu shows the status at a glance.	
	No fill	**Not Started**: Form or information hasn't been started
	Yellow fill	**In Progress**: Form or information has been started, but it is incomplete
	Green fill	**Complete**: Form or information is complete
b	The grey status bar shows the certification track status. Click survey number under **Track Status** to see detailed information on certification status. See step 4.1.6 for further details.	

4.3 View Certification Progress on Provider History Page

4.3.1 Go to the **Provider History** page. See *Figure 18, Provider History Page Certification Progress*.

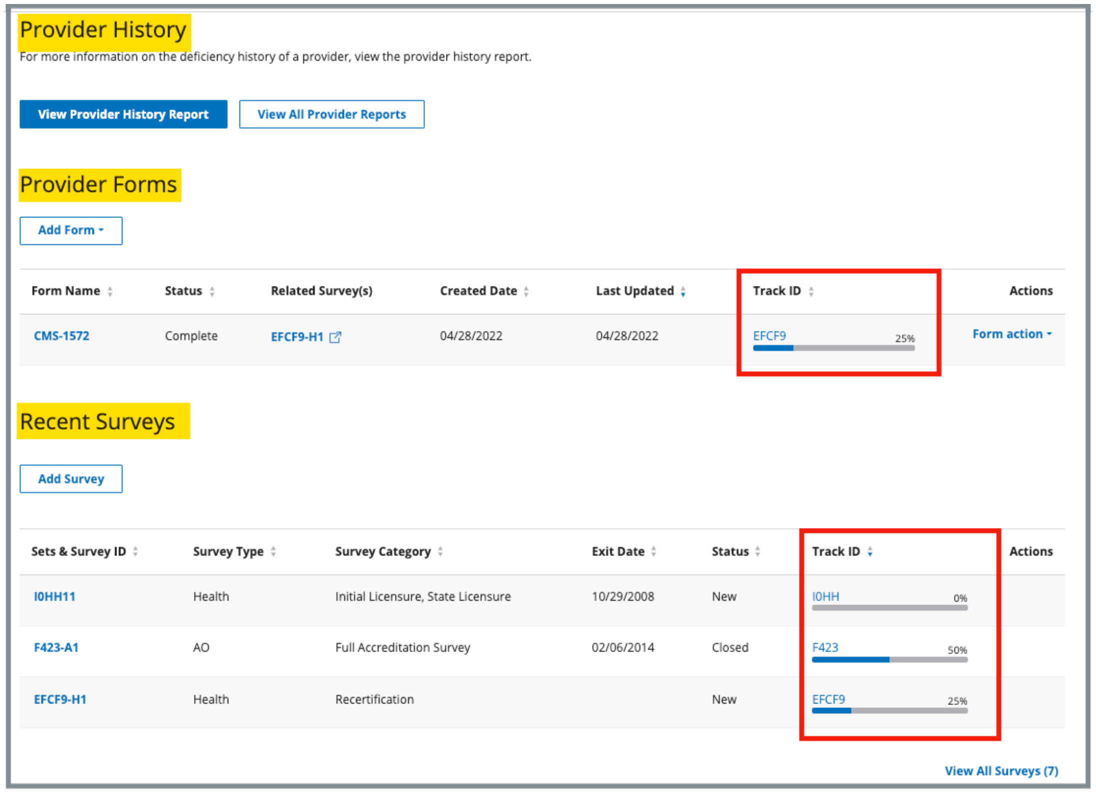

Figure 18: Provider History Page Certification Progress

4.3.2 Click survey number under **Track ID** to see detailed information on certification status. See step 4.1.6 for further details.

5. View Provider Details

Click **View Details** on the **Provider History** page. The **Basic Information** page opens. See *Figure 19, View Details Link*.

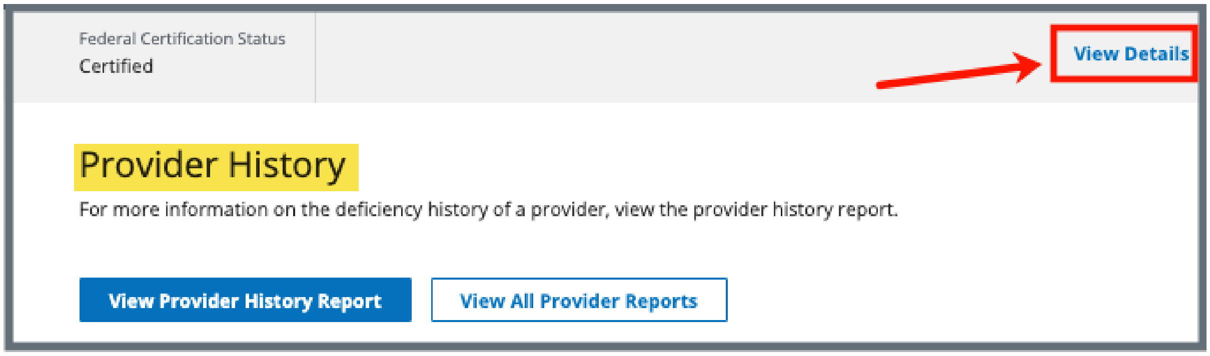

Figure 19: View Details Link

5.1 Click any selection on the left menu (e.g., **Mailing Address**, **Letters**) to go to a different page in iQIES and view further provider information. See *Figure 20, Provider Basic Information Page*.

Note: The left menu varies by provider type. The figure below shows the left menu for an HHA provider. these are the provider attributes that are provider specific:

HHA:	Additional Branch Addresses
ASC:	Locations
Hospice:	Inpatient Locations Multiple Locations
Nursing Homes	Buildings/Wings Performance Bed Summaries

5.2 Click **Return to Provider** to return to the **Provider History** page.

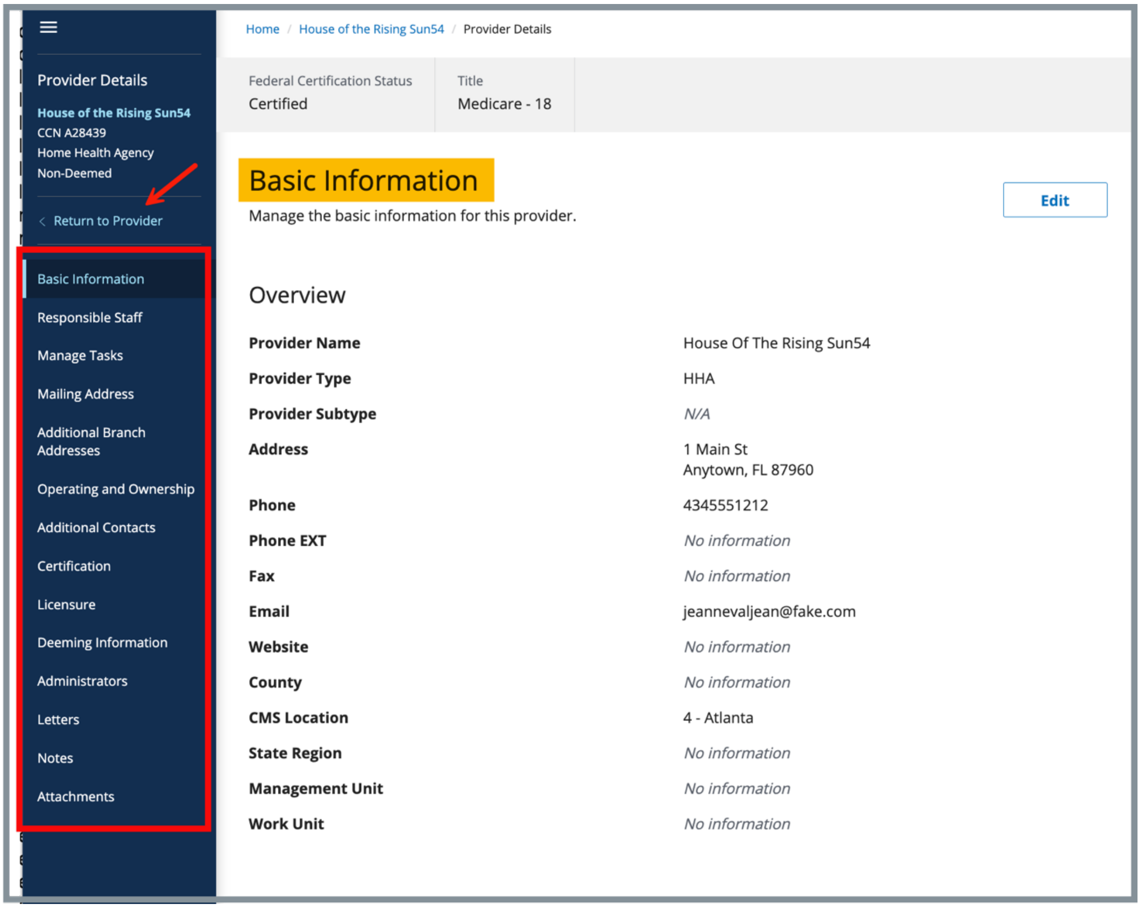

Figure 20: Provider Basic Information Page

6. Add a Provider

New providers are automatically set to **Pending Certification** status.

Review information in the [Certification and Licensure] section to certify a new provider, if necessary**.**

6.1 Click **Add a Provider** from the **Survey & Certification** drop-down menu to add a new provider. See *Figure 21, Add a Provider*. The **Add a Provider** window opens.

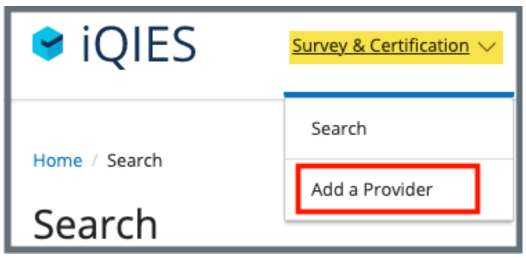

Figure 21: Add a Provider

6.2 Fill out the information. See *Figure 22, Add a Provider Basic Information*.

Notes:

- Greyed out areas cannot be filled out. They are disabled based on the provider's information.
- Check **Same as Legal Business Name** to automatically populate **Doing Business as Name** if both names are the same.
- **Address 1** must be a locatable address. Use **Address 2** for additional details, if necessary. For questions about a locatable address, go to the USPS ZIP Code locator and enter **Street Address**, **City**, and **State** and click **Find**. A new window opens with the locatable address.
- **Address 2** can be a PO Box, but a provider that has a PO Box cannot be a practice location.

6.3 Click **Add Provider** to add the provider. The new **Provider History** page opens and can be viewed and edited.

Notes:

- An iQIES ID is automatically generated.
- New surveys and intakes can now be added.

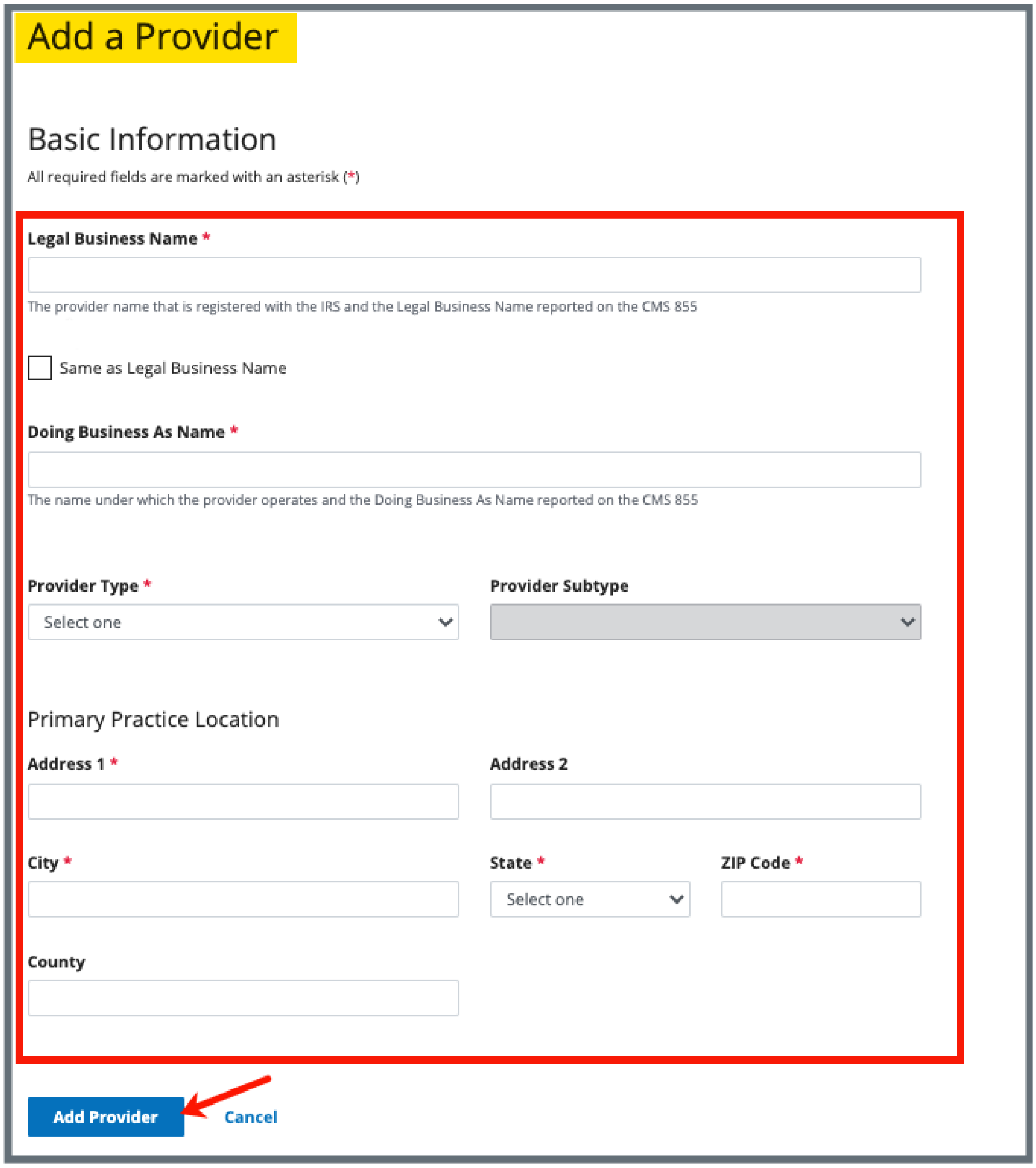

Figure 22: Add a Provider Basic Information

7. Inpatient Care Provided

Purpose: To identify whether the Hospice provides care in an inpatient setting.

Note: Inpatient Care Provided is enabled for Hospice provider type only.

7.1 Click **Edit** on the **Provider Basic Information** page. See *Figure 23, Hospice Provider Details Edit Page*. The **Basic Information** edit page opens.

Figure 23: Hospice Provider Details Edit Page

7.2 Click the **Yes** or **No** radio button under **Inpatient Care Provided**. *See Figure 24, Inpatient Care Provided Radio Buttons*.

Note: Click **Yes** to enable the **Inpatient Locations** selection on the left menu.

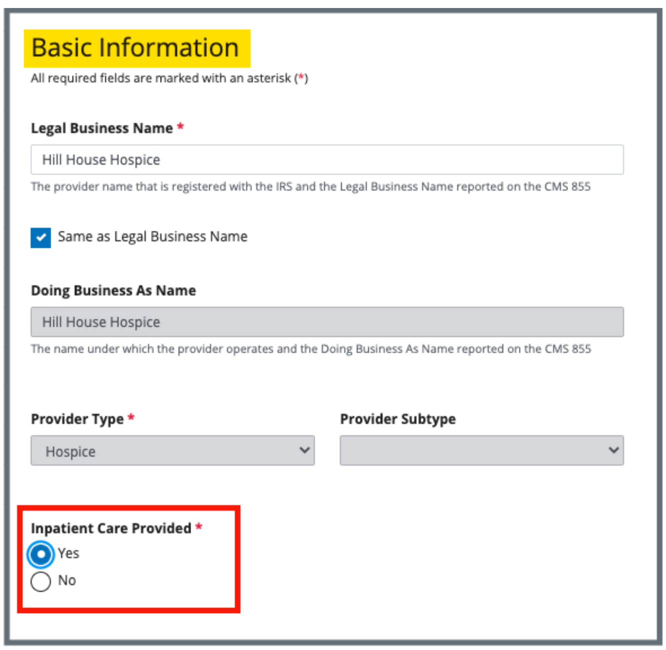

Figure 24: Inpatient Care Provided Radio Buttons

7.3 Click **Save**.

8. Inpatient Locations

Purpose: To add locations and buildings for Life Safety Code surveys.

Notes:

- Inpatient Locations is enabled for Hospice provider type only.
- Inpatient Care Provided must be answered **Yes** to view **Inpatient Locations**.

8.1 Click **Inpatient Locations** on the left menu. See *Figure 25, Inpatient Locations*. The **Inpatient Locations** page opens.

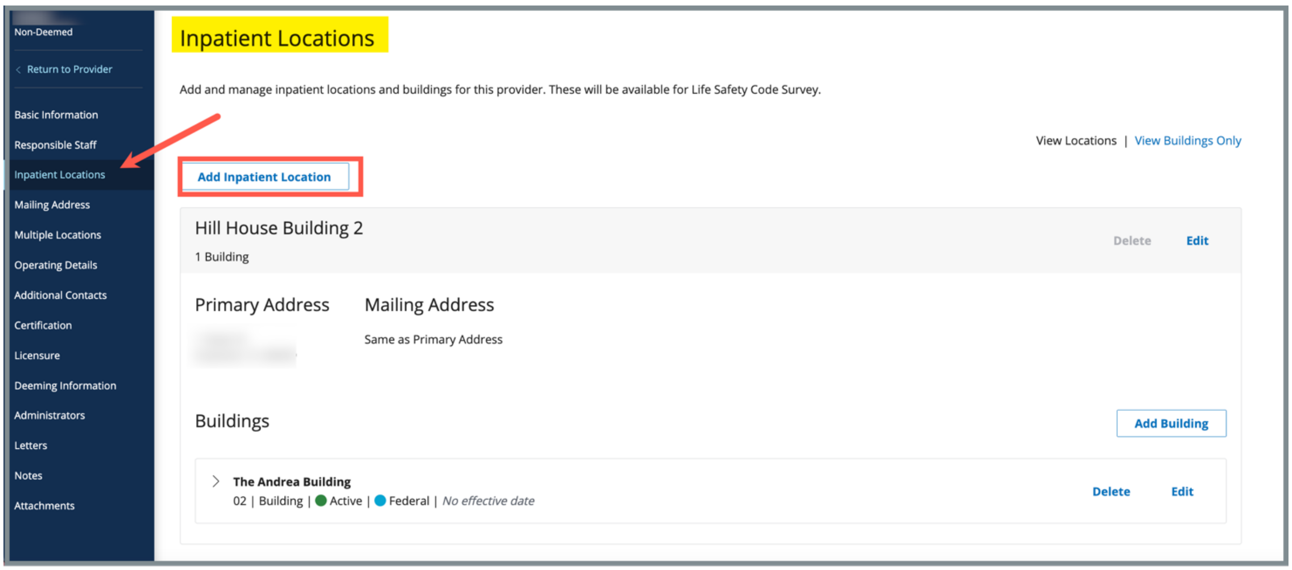

Figure 25: Inpatient Locations

8.2 Click **Add Inpatient Location**. The **Inpatient Location** fields open below. See *Figure 26, Inpatient Locations Fields*.

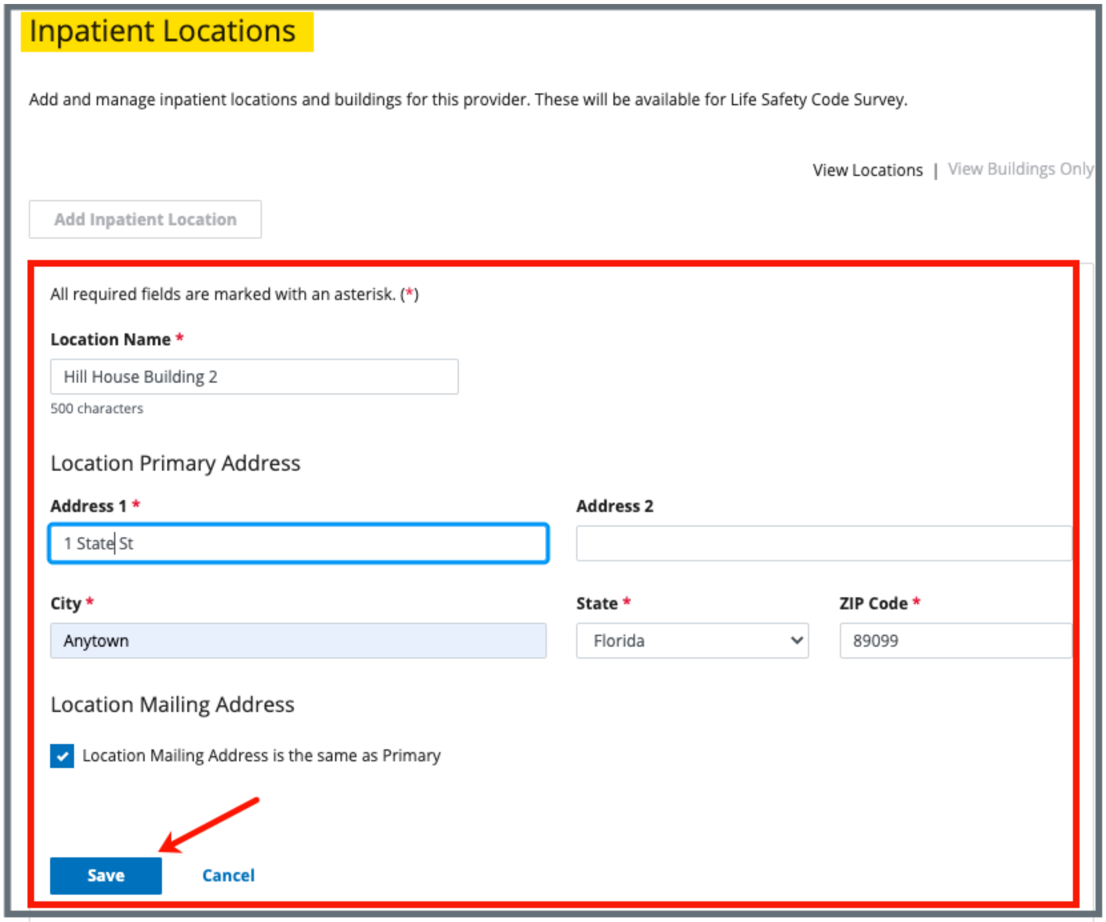

Figure 26: Inpatient Locations Fields

8.3 Fill out the information.

8.4 Click **Save**. The **Inpatient Locations** page populates with the new location. See *Figure 27, Inpatient Locations Information*.

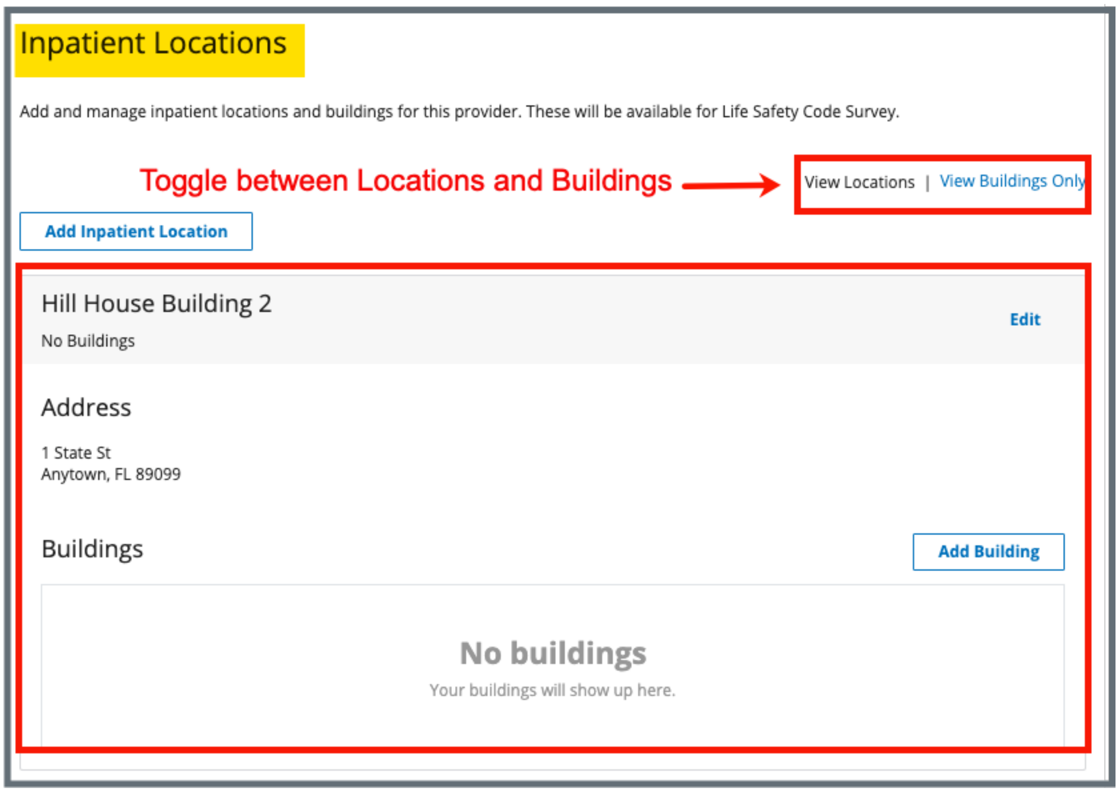

Figure 27: Inpatient Locations Information

Note: Toggle between **View Location** and **View Buildings** to see each view. **View Location** shows the address of the building. **View Buildings** shows information about the buildings.

In the example above, **View Buildings Only** is in blue, so the buildings are what is shown.

A building must be added to create an LSC survey.

8.5 Click **Add Building** to add a building. The **Buildings** fields open below. See *Figure 28, Inpatient Locations Building*.

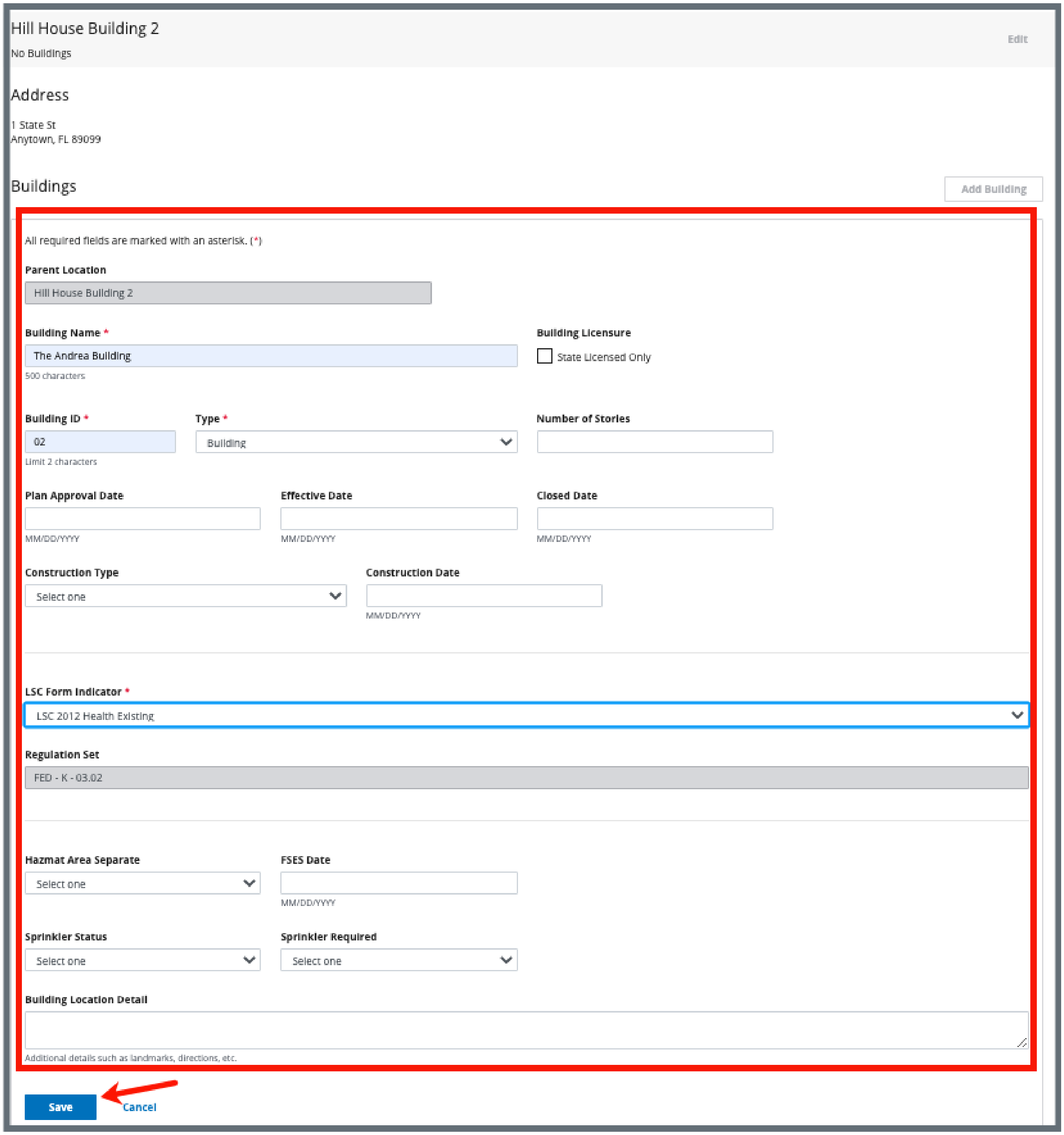

Figure 28: Inpatient Locations Building

8.6 Click **Save**. The **Inpatient Locations** page populates with the new building information. See *Figure 29, Inpatient Locations Buildings Information*.

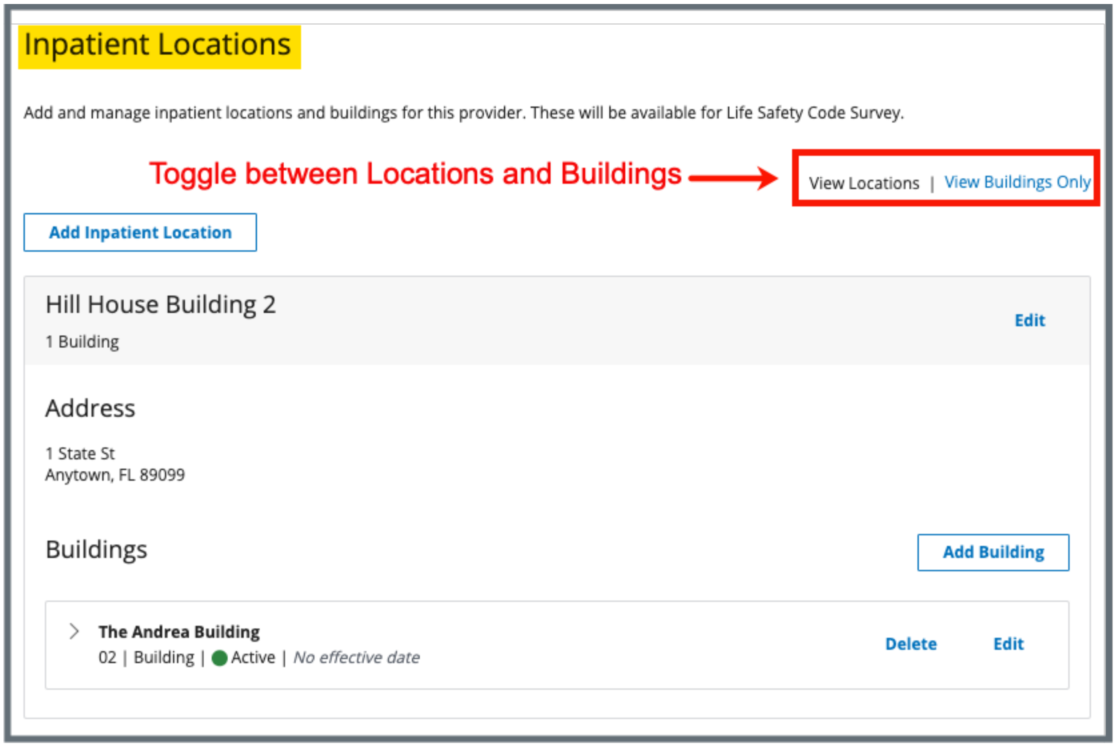

Figure 29: Inpatient Locations Buildings Information

9. Responsible Staff

Purpose: Add new, delete, or view existing staff responsible for the complaint.

Notes:

- Responsible Staff are HARP ID users.
- One SAGU and one CMSGU must be selected as Responsible Staff for an intake of a deemed providers to complete triage when CMS approval is required.
- Adding Responsible Staff ensures that the appropriate individuals receive email notifications throughout the complaint process (approval, reviewing investigation findings).

9.1 Add Responsible Staff

9.1.1 Click **Responsible Staff** on the left menu. The **Responsible Staff** page opens. See *Figure 30, Provider Responsible Staff*.

Note: The **Add Responsible Staff** page opens when there are no existing responsible staff.

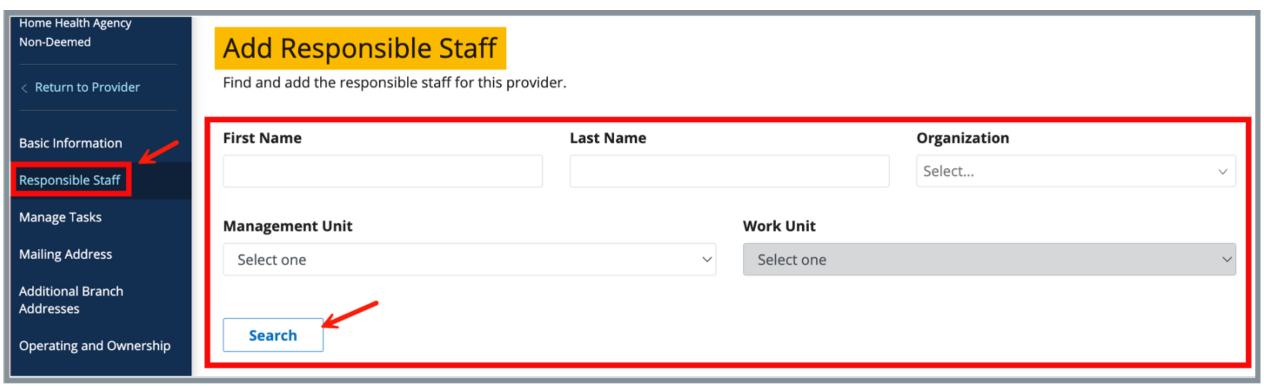

Figure 30: Provider Responsible Staff

9.1.2 Click **Add Staff** when there are existing staff to add additional responsible staff. The **Add Responsible Staff** page opens.

Notes:

- It is only possible to add staff that are in the list of staff members.
- It is not possible to select options that are greyed out.
- Click the arrow next to **Name** to sort names in alphabetical or reverse alphabetical order.

9.1.3 Type last name in text box under **Last Name**.

9.1.4 Select **CMS** or **State** from the **Organization** drop-down menu.

9.1.5 Click **Search**. The search results appear below.

9.1.6 Check the box under **Select** next to the correct name.

9.1.7 Click **Save**.

9.1.8 Verify the staff member appears in the list below **Responsible Staff**.

Note: Click **Add Staff** to add additional Responsible Staff.

9.2 Delete Responsible Staff

9.2.1 Click **Delete** under **Actions** to delete a staff member. A confirmation pop-up window opens.

9.2.2 Click **Delete**. See *Figure 31, Delete a Responsible Staff*.

Figure 31: Delete a Responsible Staff

9.2.3 Verify that the staff member is no longer on the list.

10. Manage Tasks

Purpose: To manage and assign tasks for Nursing Home Responsible Staff.

Note: **Manage Tasks** is enabled for the Nursing Home provider type only.

Click **Manage Tasks** on the left menu. The Manage Tasks screen opens. See *Figure 32, Manage Tasks* and *Table 5, Manage Tasks Detailed Callout*.

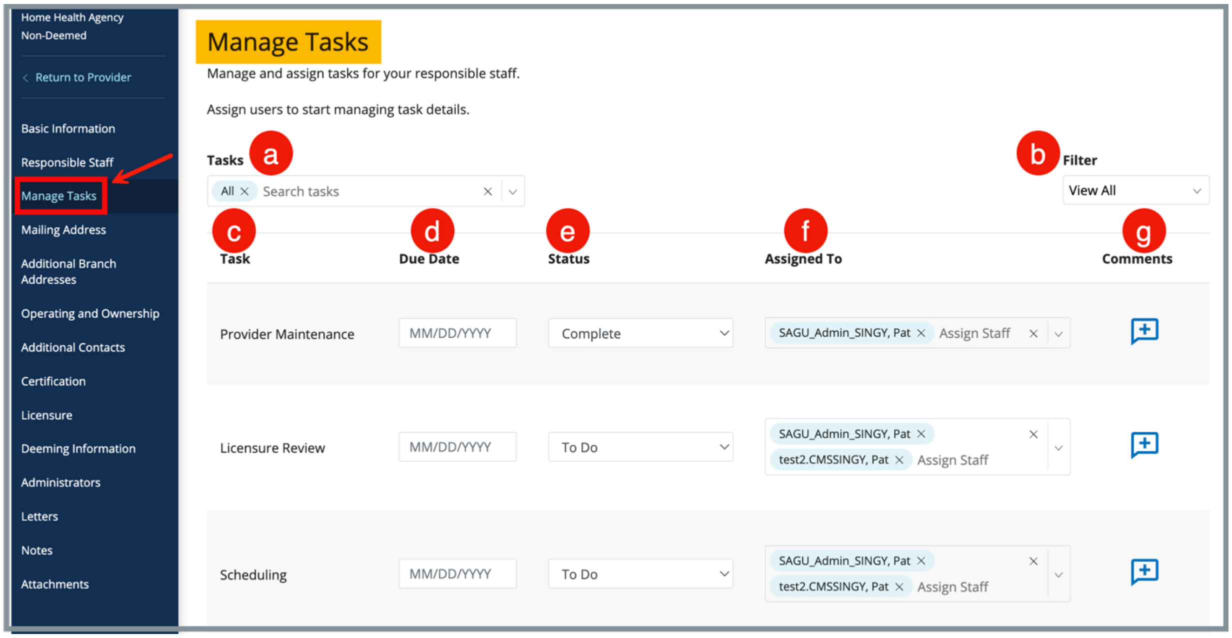

Figure 32: Manage Tasks

Table 5: Manage Tasks Detailed Callout

No.	Description
1	Select individual tasks from the drop-down menu under **Tasks** to assign to the **Responsible Staff** or select **All**
2	Select **View All**, **Assigned**, or **Unassigned** from the drop-down menu. **View All** is the default.
3	Each task that is selected shows under **Task**
4	The **Due Date** of the task
5	The **Status** of the task.
6	The Responsible Staff assigned to the task. More than one Responsible Staff can be assigned the task.
7	Click the **+** icon to add a comment.

11. Buildings/Wings

Purpose: To add and manage locations and buildings for Life Safety Code surveys.

Note: **Buildings/Wings** is enabled for the Nursing Home provider type only.

11.1 View Buildings and Wings

Click **Buildings/Wings** on the left menu. See *Figure 33, Buildings/Wings*. The **Buildings/Wings** page opens.

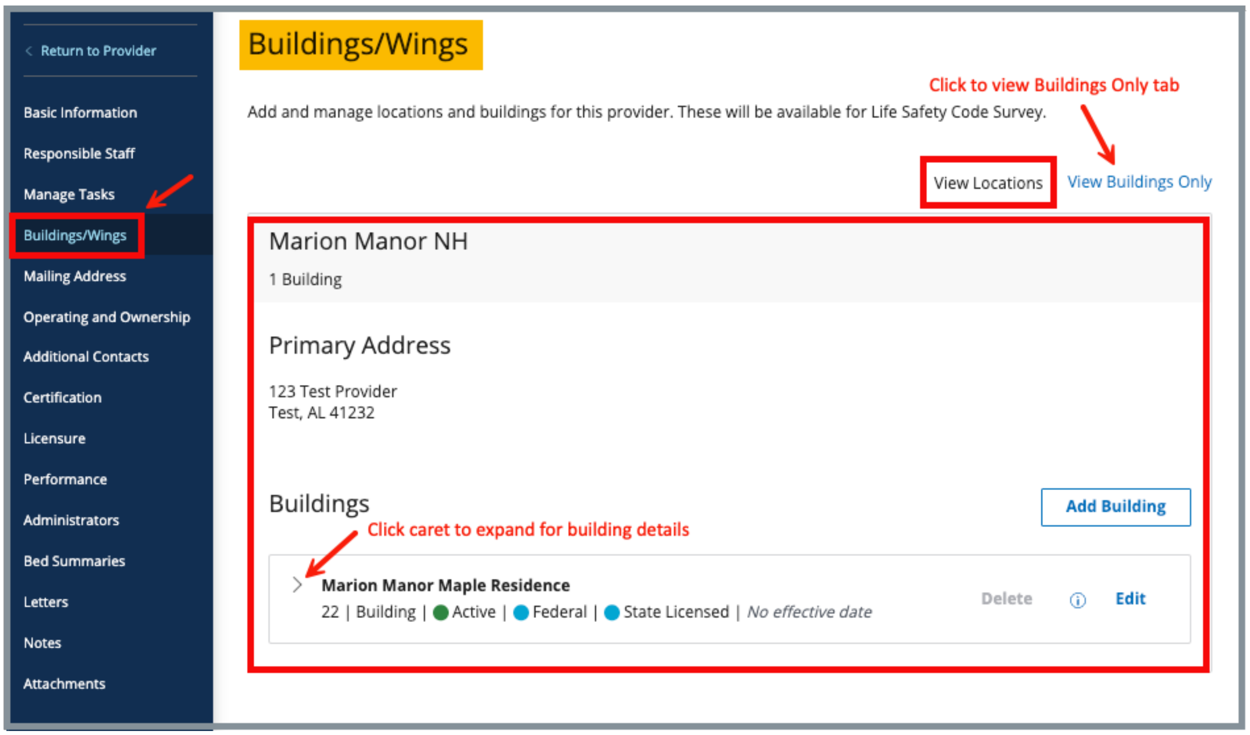

Figure 33: Buildings/Wings

Notes:

- The **Buildings/Wings** page can be viewed for the Location or for the buildings associated with the location. Toggle between **View Location** and **View Buildings Only** to see each view. **View Locations** shows the address of the building. **View Buildings Only** shows information about open and closed buildings. See *Figure 34, View Buildings Only.*
- A building must be added before an LSC survey can be created.

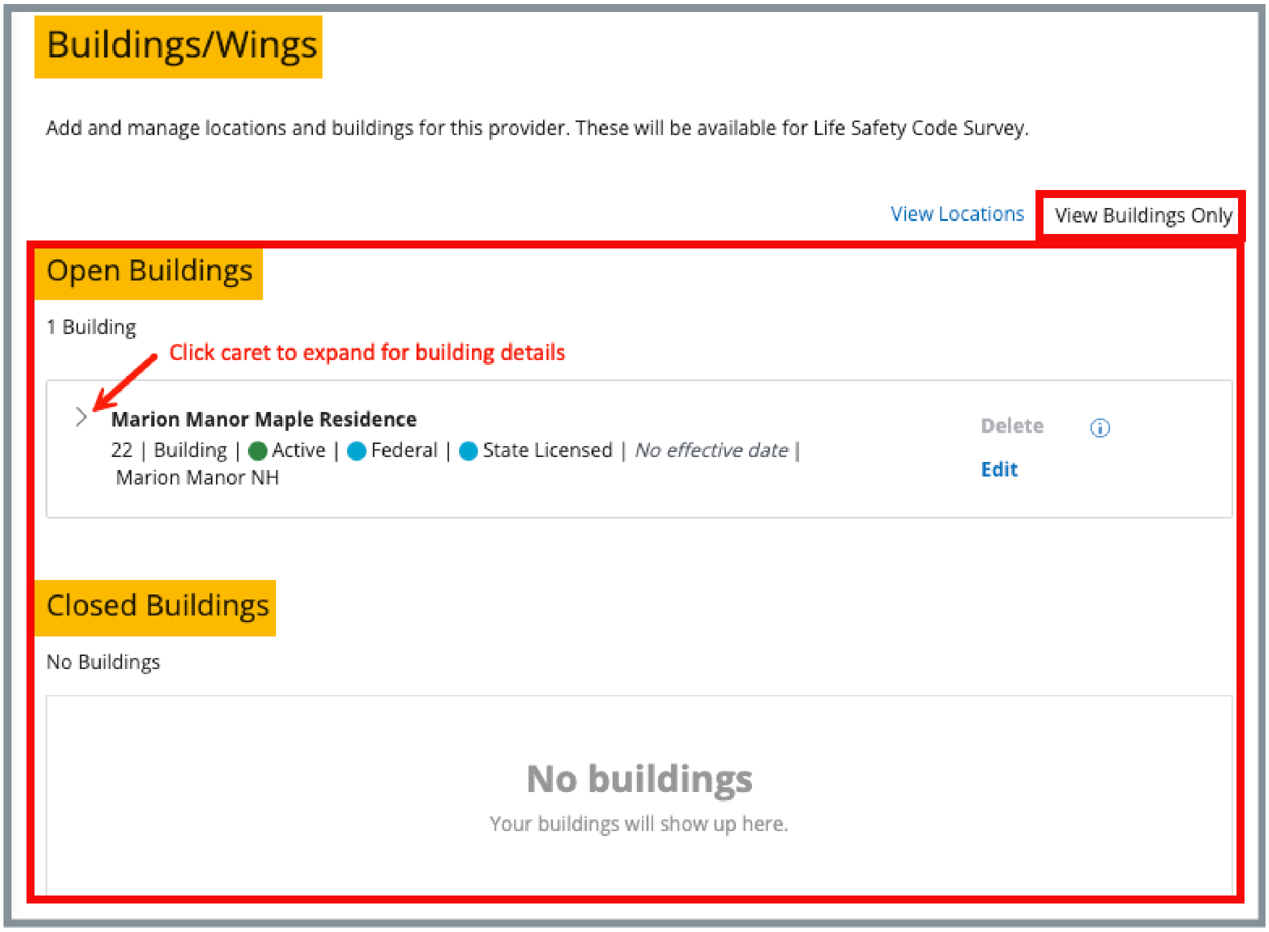

Figure 34: View Buildings Only

11.2 Add a Building

11.2.1 Click **Add Building** on the **View Locations** tab. The **New Building** window opens directly below Buildings. See *Figure 35, Add New Building*.

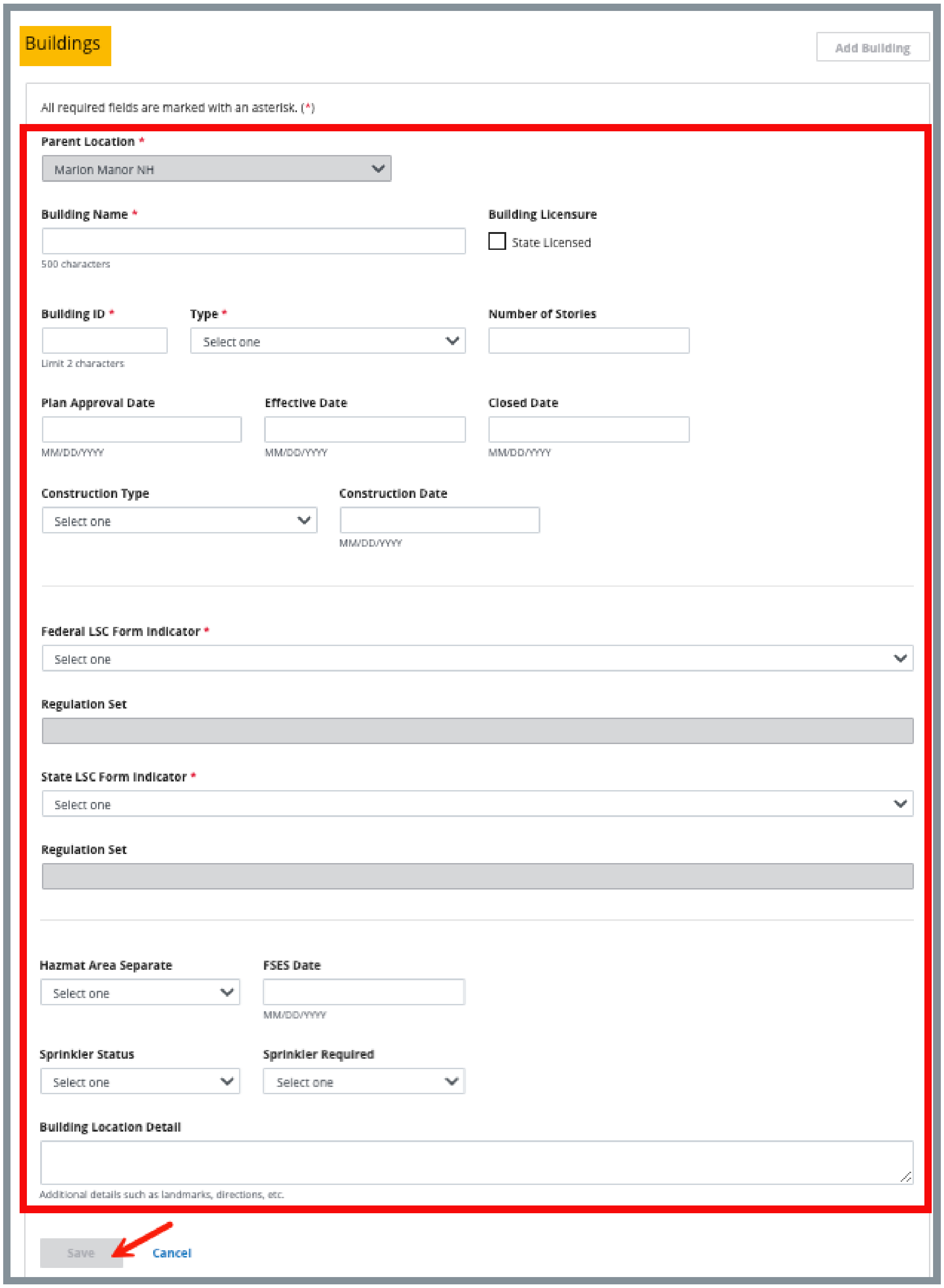

Figure 35: Add New Building

11.2.2 Fill out the information.

Notes:

- The **Building ID** is determined at the state level. The **Building ID** is added to the Statement of Deficiencies and cannot be changed or edited once saved.
- The **LSC Form Indicator** specifies the LSC regulation set that applies to the building.

11.2.3 Click **Save**. The new building information appears in the **Buildings** section. See *Figure 36, New Building Information*.

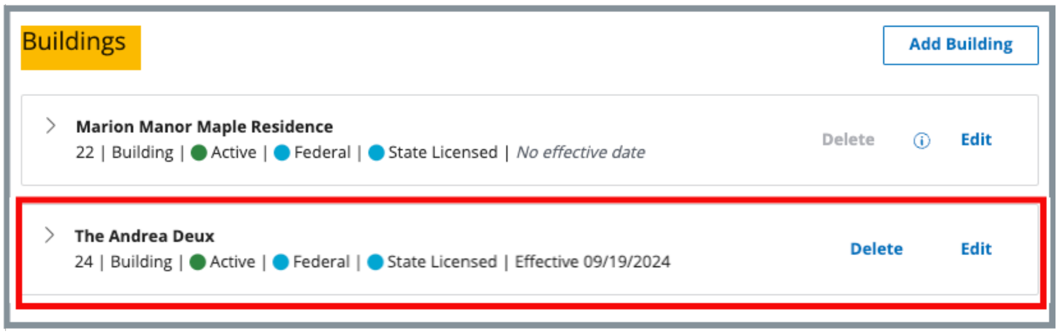

Figure 36: New Buildings Information

Note: Click **Add Building** to add additional buildings.

11.3 Delete a Building

Note: **Delete** is disabled (greyed out) when a citation is associated with a building.

11.3.1 Click **Delete** next to the building that needs to be deleted. A pop-up window opens asking for confirmation of the deletion. See *Figure 37, Delete Building Pop-up Window*.

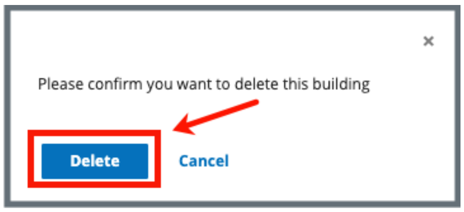

Figure 37: Delete Building Pop-up Window

11.3.2 Click **Delete** again. The building is removed from the **Buildings** list.

11.4 Edit a Building

11.4.1 Click **Edit** next to the building that needs to be edited. The current building information populates below **Buildings** and can be edited.

11.4.2 Click **Save**.

12. Mailing Address

12.1 Add a new mailing address

12.1.1 Click **Mailing Address** on the **Provider Details** window. See *Figure 38, Provider Mailing Address*. The **Mailing Address** window opens.

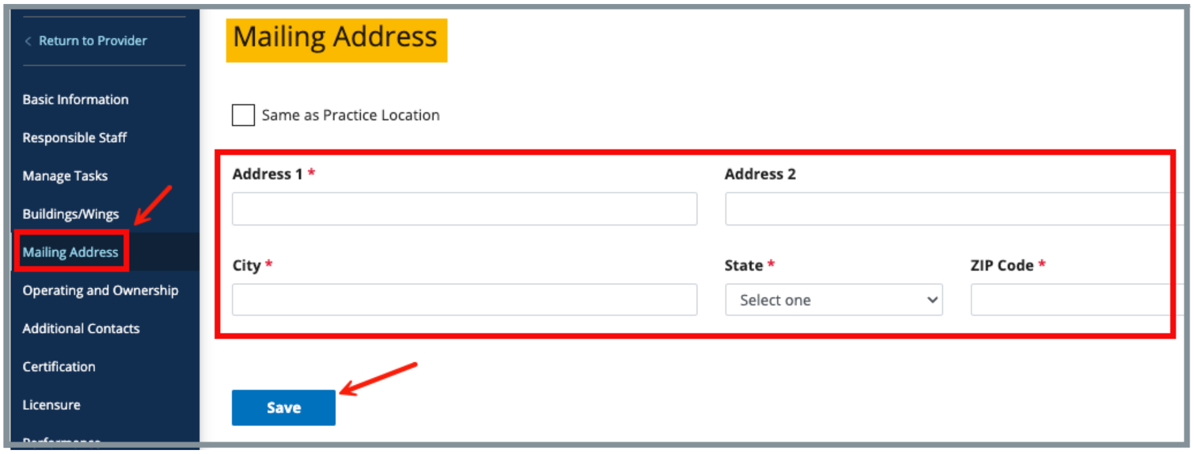

Figure 38: Provider Mailing Address

12.1.2 Fill out the information.

12.1.3 Click **Save**. The **Mailing Address** updates.

12.2 Edit an existing address

12.2.1 Click **Mailing Address** on the **Provider Details** window. The **Mailing Address** window opens

12.2.2 Click **Edit**. See *Figure 39, Edit Mailing Address*.

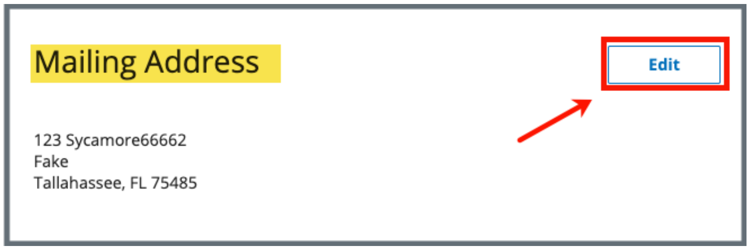

Figure 39: Edit Mailing Address

12.2.3 Fill out the information.

12.2.4 Click **Save**. The Mailing Address is added.

13. Locations

Note: Locations is enabled for the ASC provider type only.

Click **Locations** on the left menu of the **Provider Details** window. See *Figure 40, Locations.* The **Locations** window opens.

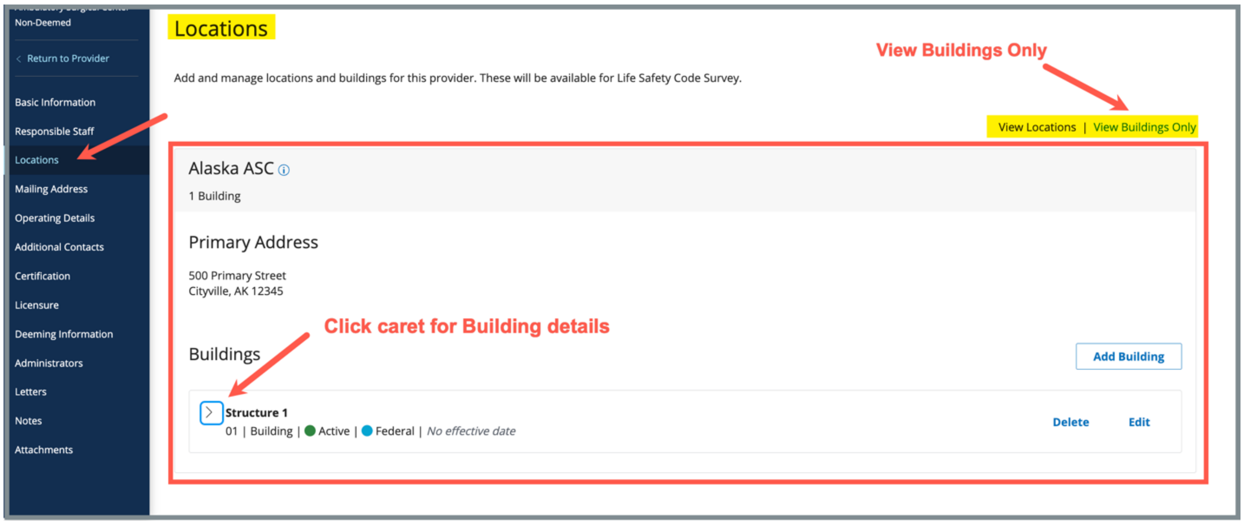

Figure 40: Locations

Notes:

- The **Locations** page can be viewed for the Location or for the buildings associated with the Location. Toggle between **View Location** and **View Buildings Only** to see each view. **View Locations** shows the address of the building. **View Buildings Only** shows information about open and closed buildings.
- In the example above, **View Buildings Only** is in blue, so the buildings are what is shown.
- A building must be added to create an LSC survey.
- ASC providers can have only one location, but they can have multiple buildings associated with that location.

13.1 Add a building

13.1.1 Click **Add Building** on the **View Locations** tab. The **New Building** window opens directly below Buildings. See *Figure 41, New Building*.

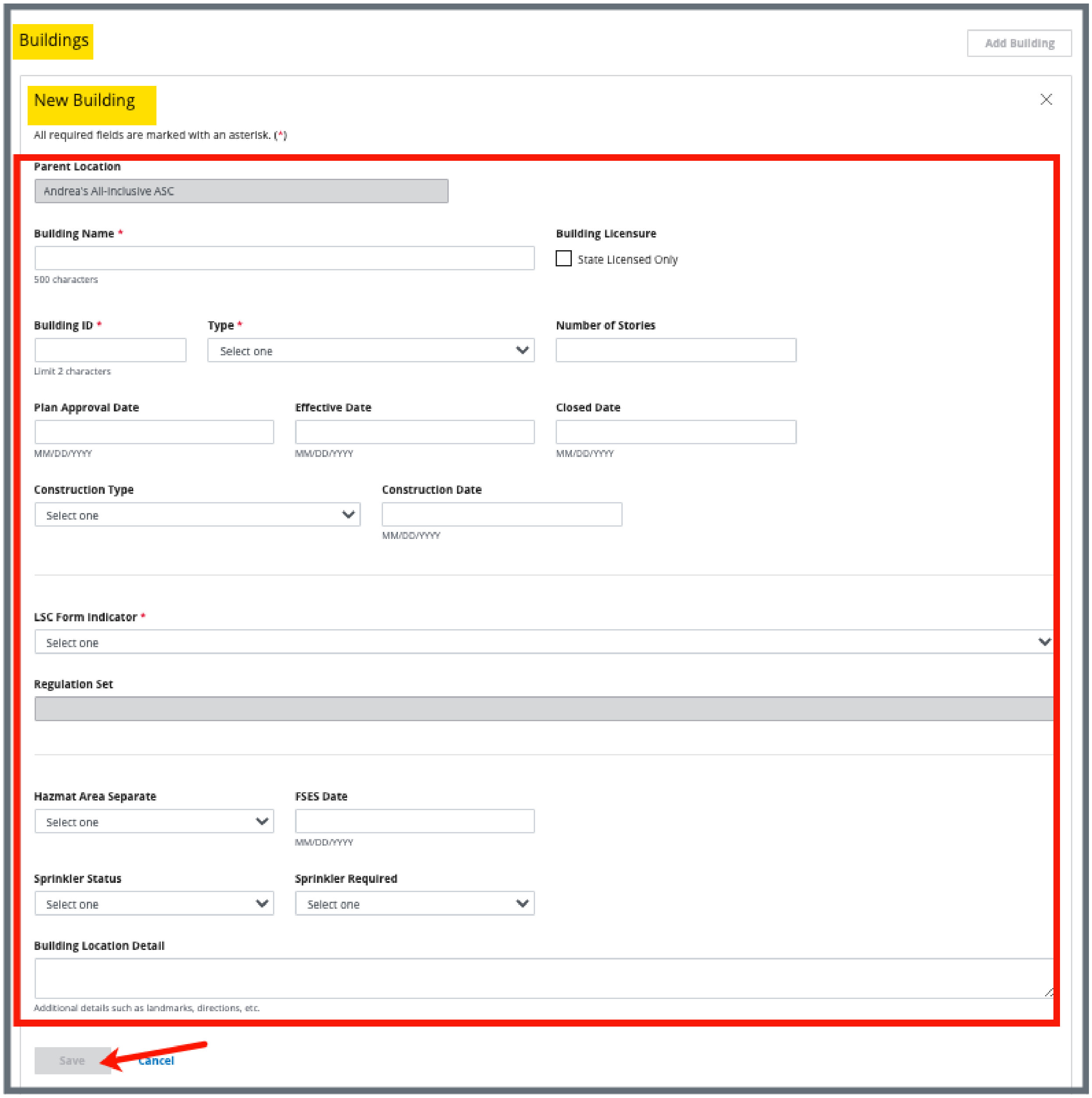

Figure 41: New Building

13.1.2 Fill out the information.

Notes:

- The **Building ID** is determined at the state level. The **Building ID** is added to the Statement of Deficiencies and cannot be changed or edited once saved.
- The **LSC Form Indicator** specifies the LSC regulation set that applies to the building.

13.1.3 Click **Save**. The new building information appears in the **Buildings** section. See *Figure 42, New Building Information*.

Figure 42: New Buildings Information

Note: Click **Add Building** to add additional buildings.

13.2 Delete a building

Note: **Delete** is disabled (greyed out) when a citation is associated with a building.

13.2.1 Click **Delete** next to the building that needs to be deleted. A pop-up window opens asking for confirmation of the deletion. See *Figure 43, Delete Building Pop-up Window*.

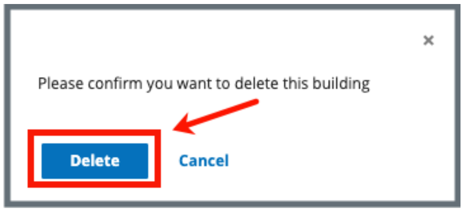

Figure 43: Delete Building Pop-up Window

13.2.2 Click **Delete** again. The building is removed from the **Buildings** list.

13.3 Edit a building

13.3.1 Click **Edit** next to the building that needs to be edited. The current building information populates below **Buildings** and can be edited.

13.3.2 Click **Save**.

14. Multiple Locations

Notes:

- **Multiple Locations** is enabled for the Hospice provider type only.
- Hospice providers can have multiple locations. Multiple locations are not considered as part of the Life Safety Code survey process.

14.1 Add a Location

14.1.1 Click **Multiple Locations** on the left menu of the **Provider Details** window. See *Figure 44, Multiple Locations*. The **Locations** window opens.

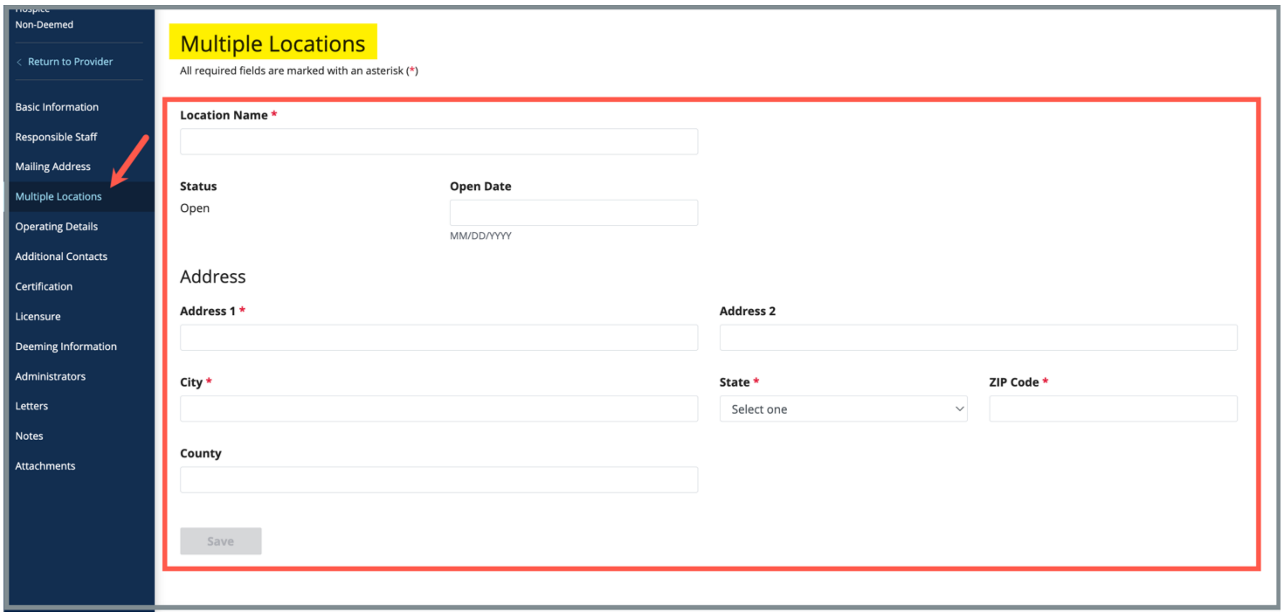

Figure 44: Multiple Locations

14.1.2 Fill out the information.

Notes:

- The **Building ID** is determined at the state level. The **Building ID** is added to the Statement of Deficiencies and cannot be changed or edited once saved.
- The **LSC Form Indicator** specifies the LSC regulation set that applies to the building.

14.1.3 Click **Save**. The new location information appears in the **Multiple Locations** section. See *Figure 45, Multiple Locations Information*.

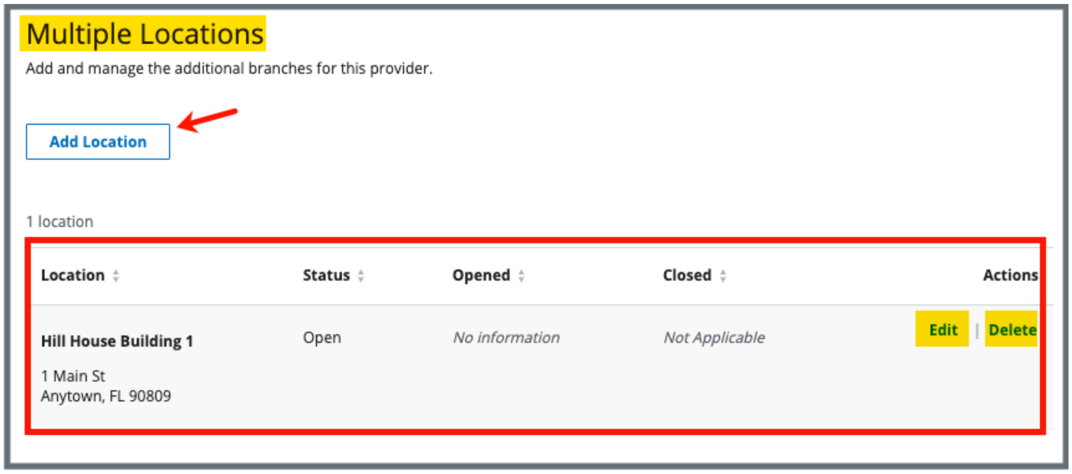

Figure 45: Multiple Locations Information

Note: Click **Add Location** when there is another location to add.

14.2 Delete a Location

Note: A location cannot be deleted if there is a Medicare Branch ID tied to it.

14.2.1 Click **Delete** next to the location that needs to be deleted. A pop-up window opens asking for confirmation of the deletion. See *Figure 46, Delete Location Pop-up Window*.

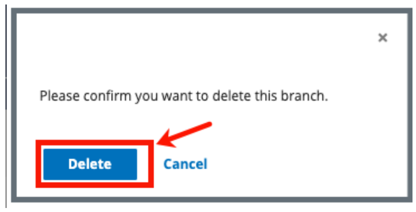

Figure 46: Delete Location Pop-up Window

14.2.2 Click **Delete** again. The location is removed from the **Multiple Locations** list.

14.3 Edit a Building

14.3.1 Click **Edit** next to the location that needs to be edited. The current location information opens and can be edited. See *Figure 47, Edit Multiple Locations*.

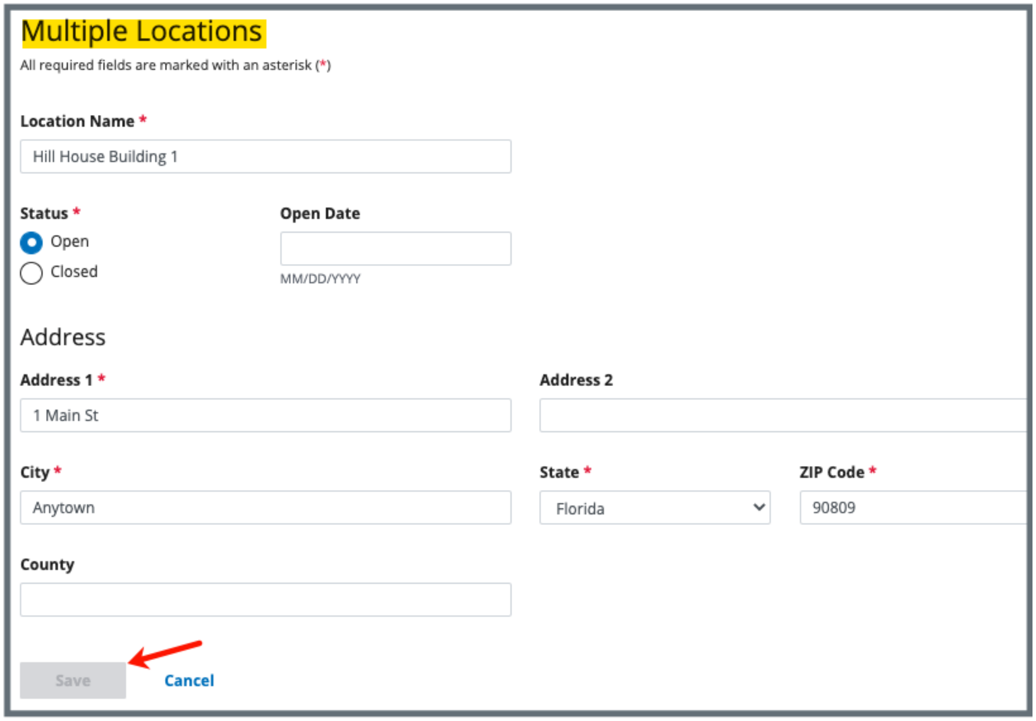

Figure 47: Edit Multiple Locations

14.3.2 Update information.

14.3.3 Click **Save**.

15. Additional Branch Addresses

Note: Additional Branch Addresses is enabled for the HHA provider type only.

Notes:

- All non-Medicaid additional branch addresses are automatically reviewed by CMS. An email is then automatically sent to notify the SAGU of approval/disapproval.
- Medicaid Branch IDs do not need CMS approval.
- Providers must be certified to add an additional branch.
- New branches are assigned Branch CCNs.

15.1 Click **Additional Branch Addresses** on the **Provider Details** window. See *Figure 48, Provider Additional Branch Addresses*. The **Add Branch** window opens if there are no existing additional branches. If there are existing branches, click **Add Branch**.

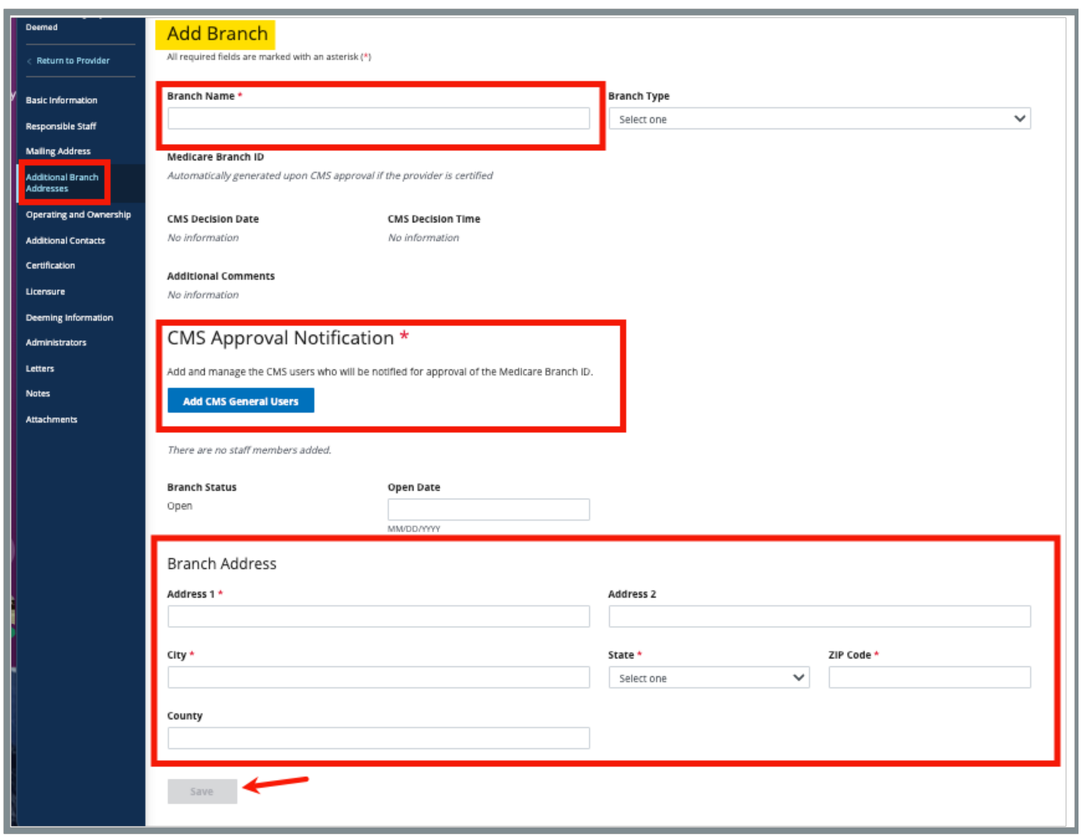

Figure 48: Provider Additional Branch Addresses

15.2 Fill out the information.

15.3 Click **Save**. The **Additional Branch Addresses** updates and the multiple locations update is saved.

Notes:

- There must be a designated CMSGU to approve the additional branch.
- An automatic email is sent to the CMSGU when **Save** is clicked.
- The CMS user then approves or disapproves the additional branch address.
- An automatic email is sent to the SAGU with the decision.
- Once the **Branch ID** is assigned, the additional branch can be edited but no longer be deleted.

16. Operating and Ownership

16.1 Operating Details

16.1.1 Click **Operating and Ownership** on the **Provider Details** window. See *Figure 49, Provider Operating Details*. The **Operating Details** window opens.

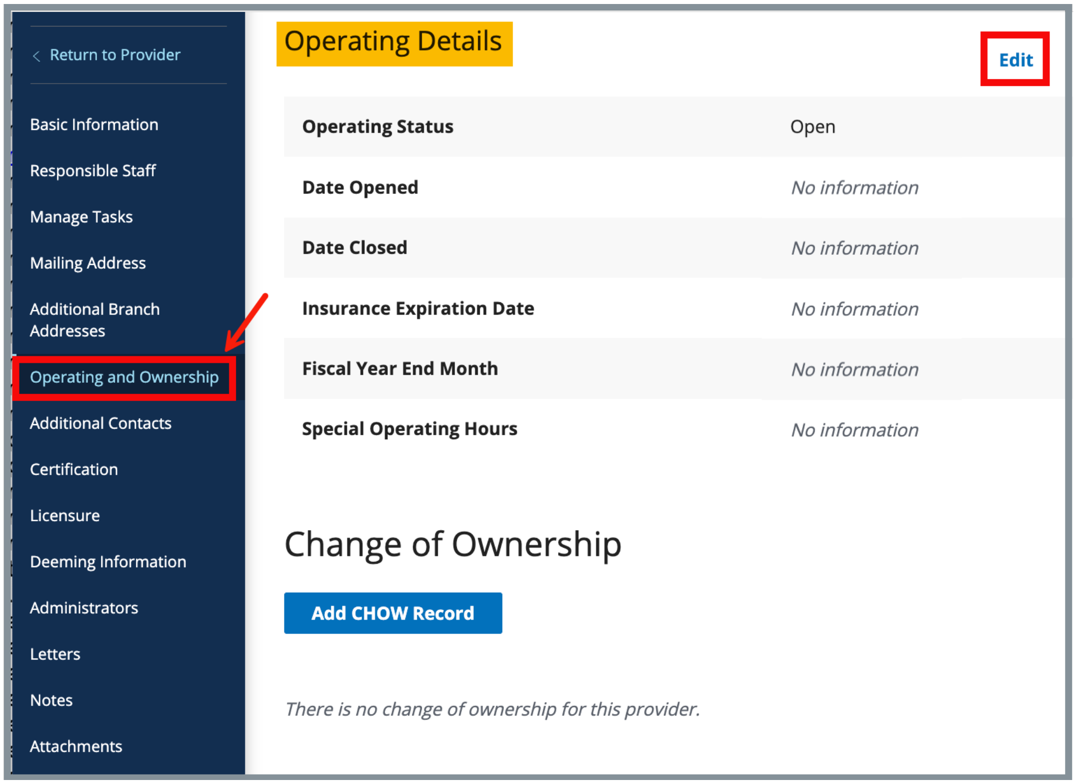

Figure 49: Provider Operating Details

16.1.2 Click **Edit** to make any updates. The editable **Operating Details** page opens.

16.1.3 Update information as needed.

16.1.4 Click **Save**. The **Operating Details** page opens, and the updated information is shown.

16.2 Change of Ownership (CHOW)

16.2.1 Click **Operating and Ownership** on the **Provider Details** window.

16.2.2 Click **Add CHOW Record**. See *Figure 50, Add CHOW Record.* The **Add Change of Ownership** window opens. See *Figure 51, Add Change of Ownership.*

Figure 50: Add CHOW Record

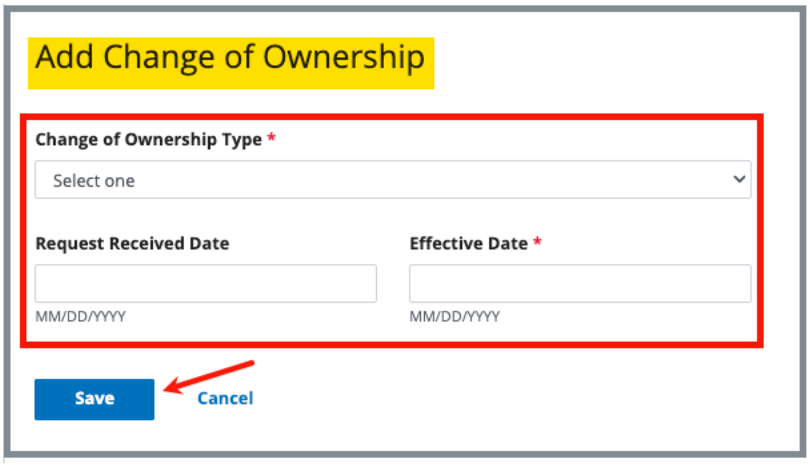

Figure 51: Add Change of Ownership with Assignment

Note: There are two types of ownership:

With Assignment	The owner takes responsibility and ownership of the history of the provider. All prior information is retained and transfers to the new owner, including surveys and CCN.
Without Assignment	The current provider is terminated, and a new provider is created. No surveys or CCN are retained.

With Assignment

a. Select **With Assignment** (see *Figure 52*, *With Assignment*) under **Change of Ownership Type**.

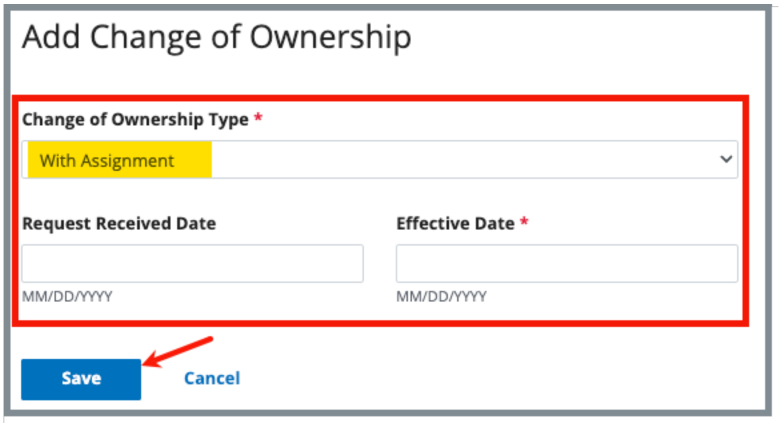

Figure 52: With Assignment

Note: The **Request Received Date** is the date the CHOW recommendation was received from the State Agency.

b. Type **Effective Date** or enter date from pop-up calendar.

c. Click **Save**. The **Operating Details/Change of Ownership** window opens.

d. Verify the CHOW record is correct. See *Figure 53, With Assignment CHOW Record*.

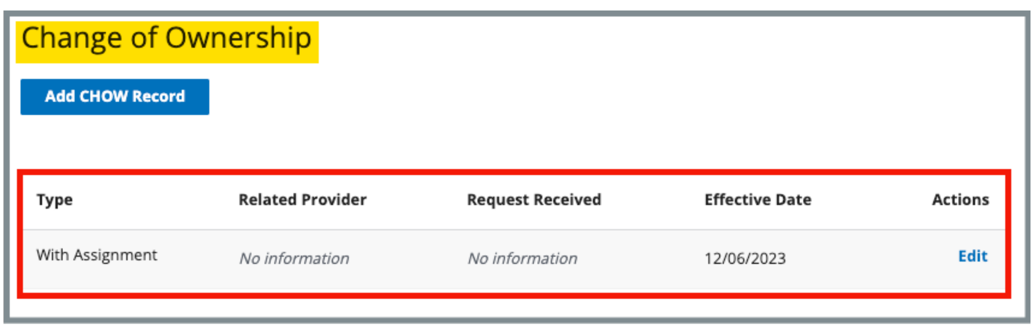

Figure 53: With Assignment CHOW Record

Without Assignment

a. Select **Without Assignment** (see *Figure 54, Without Assignment*) under **Change of Ownership Type**.

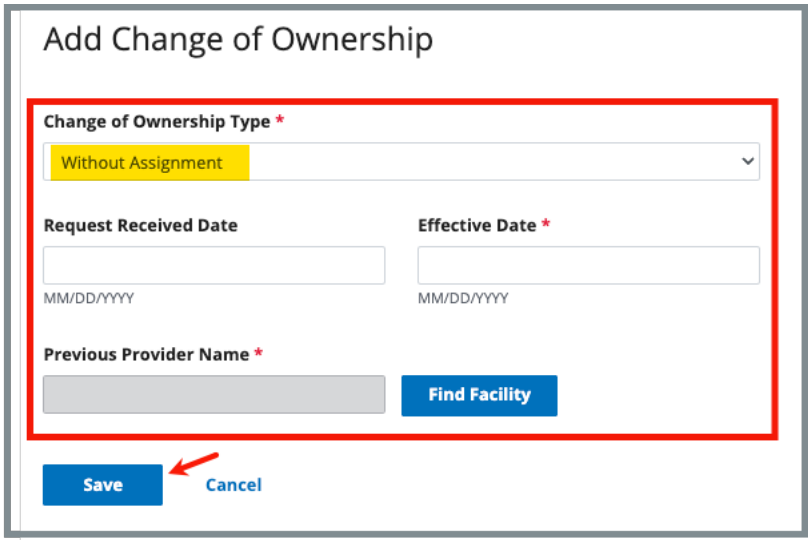

Figure 54: Without Assignment

Note: The **Request Received Date** is the date the CHOW recommendation was received from the State Agency.

b. Type **Effective Date** or enter date from pop-up calendar.

c. Click **Find Facility**. The **Select Related Provider** pop-up window opens. See *Figure 55, Select Related Provider.*

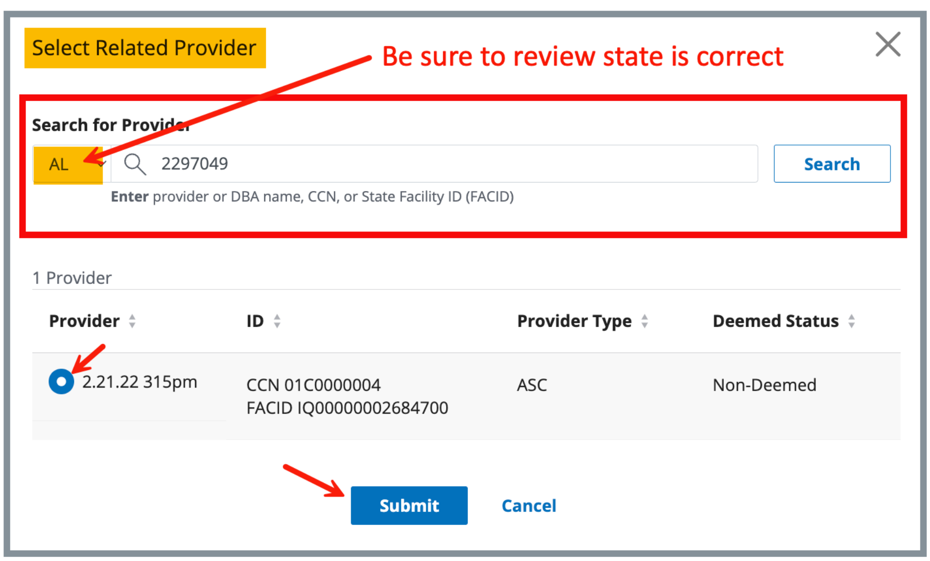

Figure 55: Select Related Provider

d. Select state from the drop-down menu.

e. Type **provider** or **DBA name, CCN,** or **State Facility ID (FACID)** under **Search for Provider**.

f. Click **Search**.

g. Select the radio button next to the correct provider.

h. Click **Submit**. The **Add Change of Ownership** window opens.

i. Click **Save**. The **Operating Details/Change of Ownership** window opens.

j. Verify the CHOW record is correct. See *Figure 56, Without Assignment CHOW Record.*

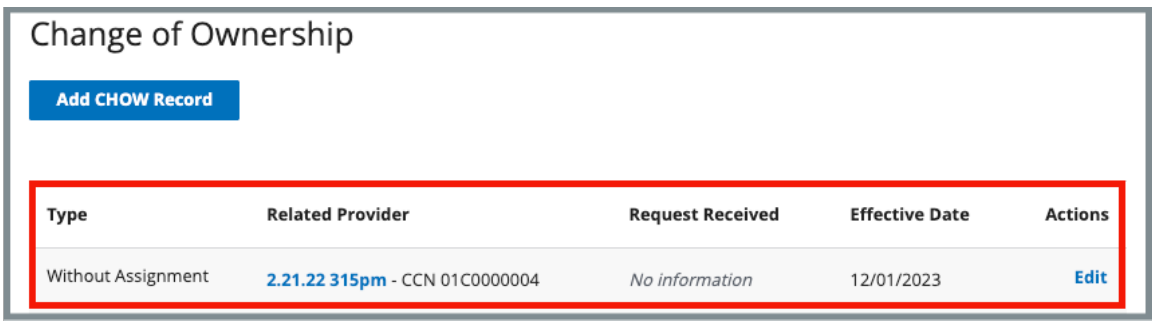

Figure 56: Without Assignment CHOW Record

17. Additional Contacts

Once one additional contact is listed, the **Edit**, **Add Emergency Contact**, and **Add Additional Contact** buttons appear. See *Figure 57, Edit, Add Emergency Contact and Add Additional Contact Buttons*.

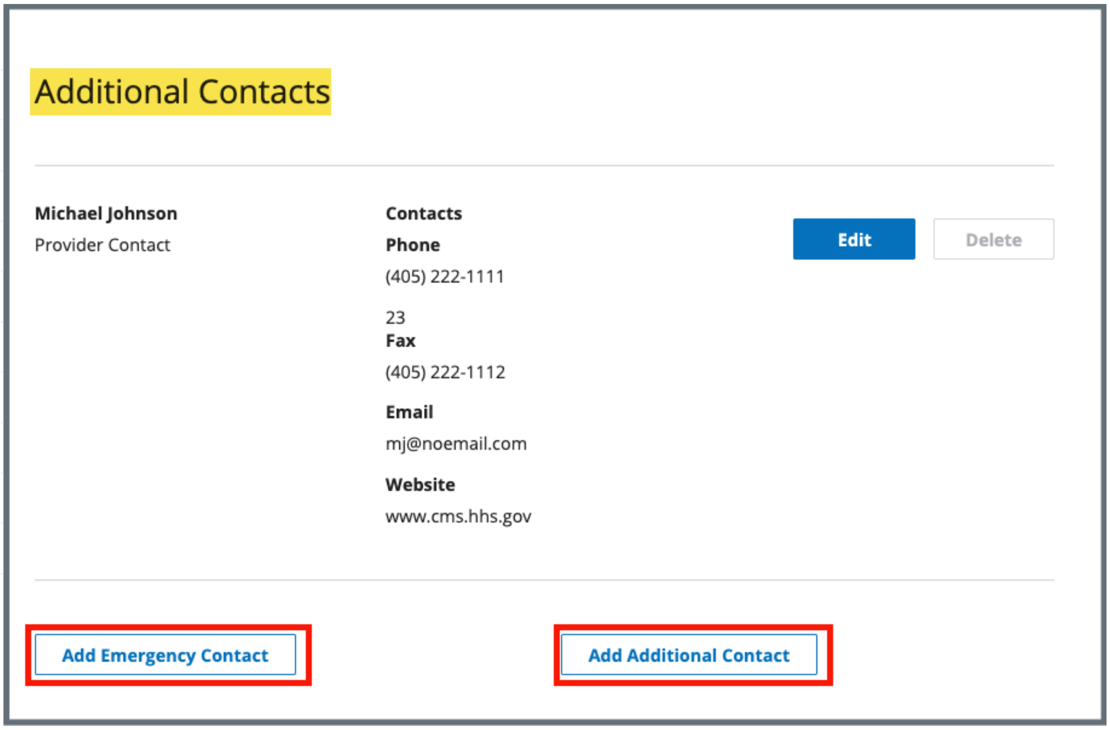

Figure 57: Edit, Add Emergency Contact and Add Additional Contact Buttons

17.1 Add First Additional Contact

17.1.1 Click **Additional Contacts** on the **Provider Details** window. See *Figure 58, Provider Additional Contacts*. The **Additional Contacts** window opens.

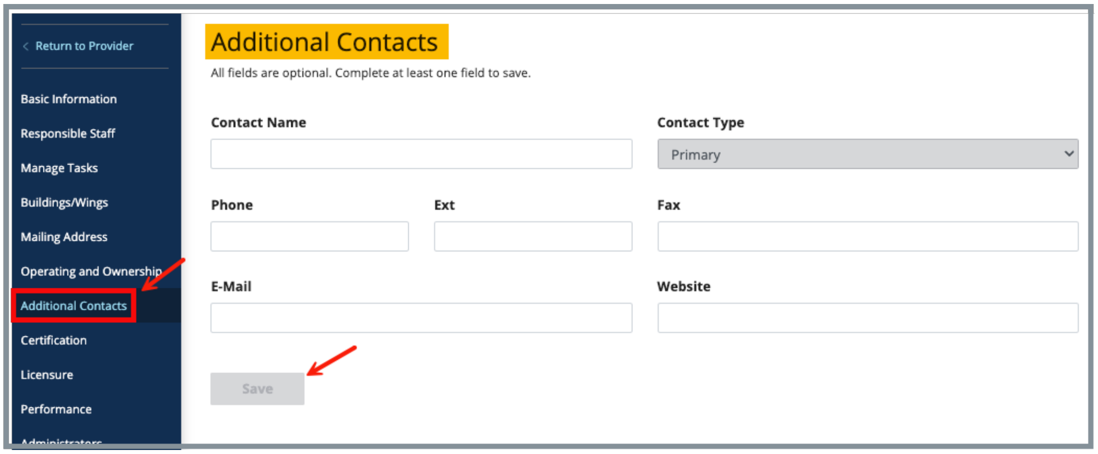

Figure 58: Provider Additional Contacts

17.1.2 Fill out the information.

17.1.3 Click **Save**. The **Additional Contacts** updates and is listed.

17.2 Edit Additional Contacts

17.2.1 Click **Edit** to make any updates. Another **Additional Contacts** page opens and all fields except **Contact Type** can be updated.

17.2.2 Fill out the information.

17.2.3 Click **Save**.

17.3 Add Emergency Contact

17.3.1 Click **Add Emergency Contact** to add an emergency contact. **Another Additional Contacts** page opens and all fields except **Contact Type** can be updated.

17.3.2 Fill out the information.

17.3.3 Click **Save**.

17.4 Add Additional Contact After One Contact has been Added

17.4.1 Click **Add Additional Contact** to add an emergency contact. **Another Additional Contacts** page opens and all fields except **Contact Type** can be updated.

17.4.2 Fill out the information.

17.4.3 Click **Save**.

18. Certification

Notes:

- Certified providers have a unique system-generated CCN assigned. The CCNs are state and provider-specific.
- Only CMS General Users can change the certification status from **Pending** to **Certified** or **Terminated** for a Medicare, Medicare/Medicaid provider.
- Stage Agency users with S&C Provider Administrator or State Agency Admin privileges can certify and terminate Medicaid Title 19.
- The certification date derives from the most recent survey exit date and be editable for non-deemed Providers.
- **Certification Date** is editable for deemed providers when there is no certification survey in iQIES.
- **Certification Changes and CCN transitions**: Users with appropriate privileges can edit and update the **Certification Title**. The system automatically assigns the applicable CCN, and the prior record will be listed in the Certification History table.

18.1 Click **Certification** on the **Provider Details** window. See *Figure 59, Provider Federal Certification Details.* The **Certification** window opens with details on the certification and the certification history.

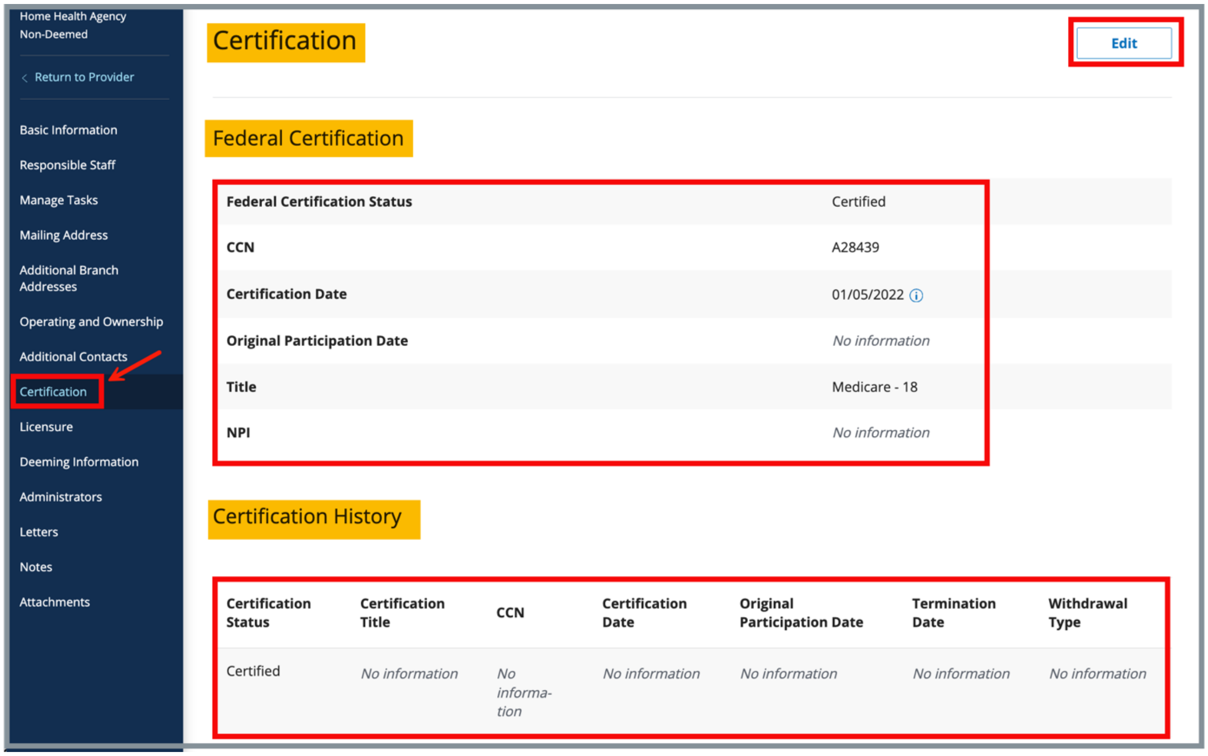

Figure 59: Provider Federal Certification Details

18.2 Click **Edit** to make any updates. The **Certification** page opens with current certification and certification history details.

18.3 Update information as needed.

Note: Once assigned, the CCN cannot be changed.

18.4 Click **Save**. The **Certification** page updates with the edited information.

19. Licensure

19.1 Click **Licensure** on the **Provider Details** window. See *Figure 60, Provider Federal Certification Details*. The **Licensure** window opens.

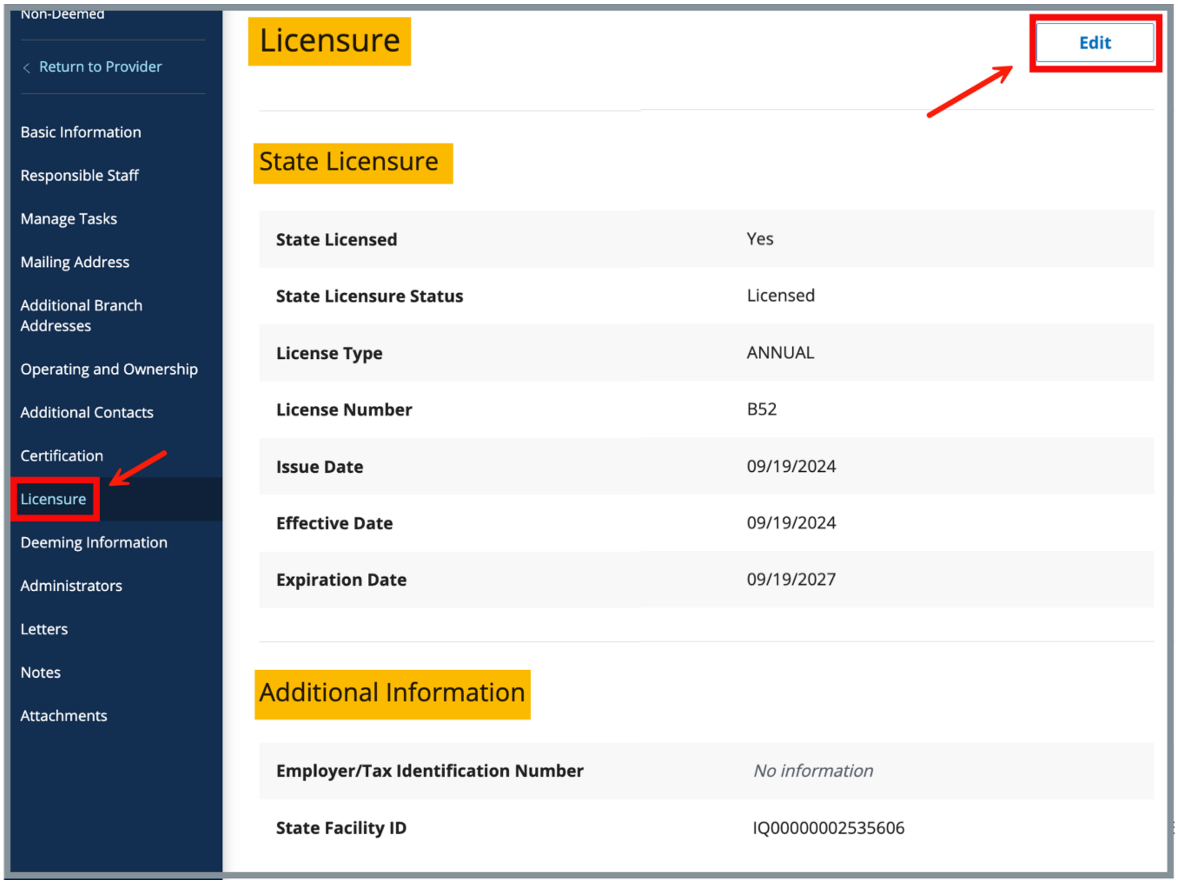

Figure 60: Provider Federal Certification Details

19.2 **Click Edit** to make any updates. The **Licensure** page opens.

19.3 **Update** information as needed.

Note: Once assigned, the CCN cannot be changed.

19.4 **Click Save**. The **Licensure** page updates with the edited information.

20. Deeming Information

A deemed provider is when S&C activities are handled by an Accrediting Organization (AO) instead of the state survey agency.

Only a CMS General User (CMSGU) can certify or terminate a provider.

It is not necessary to add a survey or deeming information to certify a provider.

20.1 View Deeming Information

Click **Deeming Information** on the **Provider Details** window. See *Figure 61, Deeming Information Details.* The **Deeming Information** window opens.

Notes:

- The **Deemed Status** and **Deemed Date** are directly under **Deeming Information**.
- The **State Survey Jurisdiction History** can be tracked, and the provider can be certified as deemed while under SA Jurisdiction.
- CMSGUs and State Agency General Users (SAGU) can update the **Compliance Date** and **Return to AO** date.
- Only the CMSGU can update the **Reason for Change**.
- Existing AOs, if any, are shown under the **Add Accrediting Organization** button.

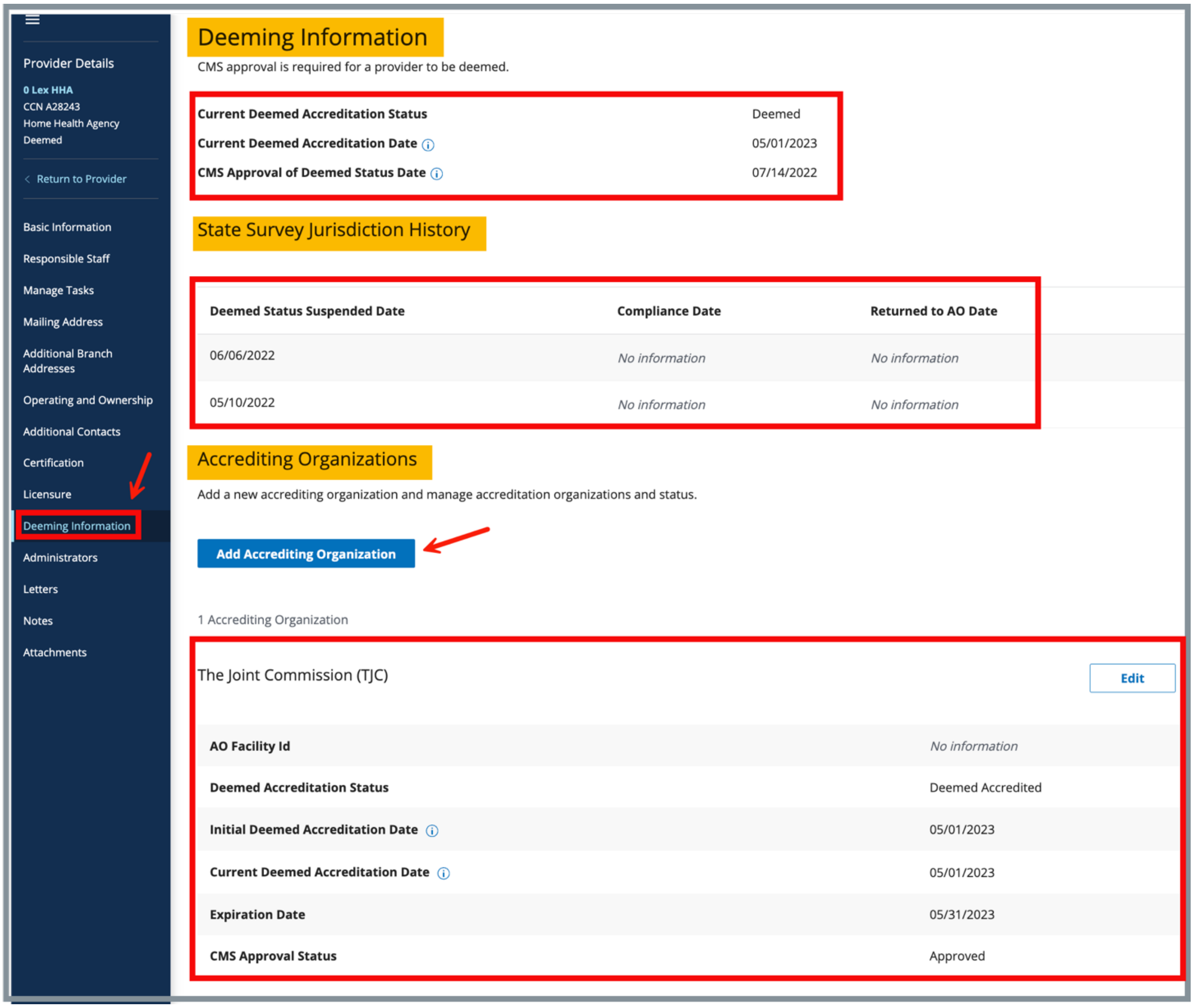

Figure 61: Deeming Information Details

20.2 View State Survey Jurisdiction History

Click **View** under **State Survey Jurisdiction History** to view or edit the Jurisdiction History on the Deeming Information page. The **State Survey Jurisdiction Details** window opens. See *Figure 62, State Survey Jurisdiction Details.*

Note: Only the CMSGU can edit the **State Survey Jurisdiction Details**. All details except for the **Deemed Status Suspended Date** can be edited.

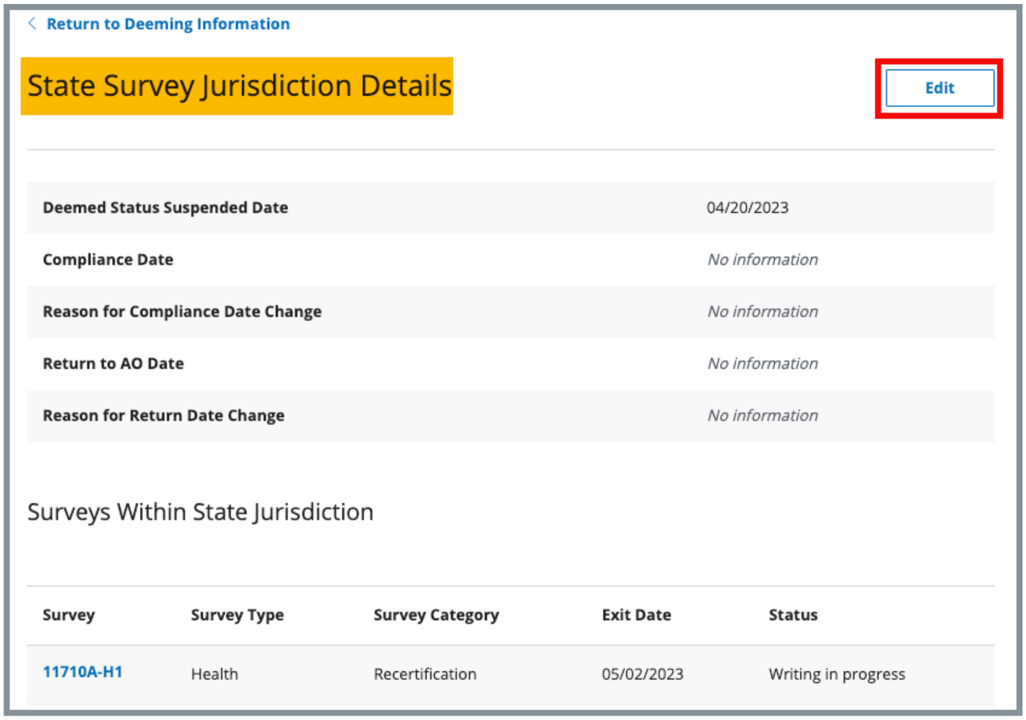

Figure 62: State Survey Jurisdiction Details

20.3 Add Accrediting Organization

20.3.1 Click **Add Accrediting Organization** on the Deeming Information page. The **Add Accrediting Organization** window opens. See *Figure 63, Add Accrediting Organization*.

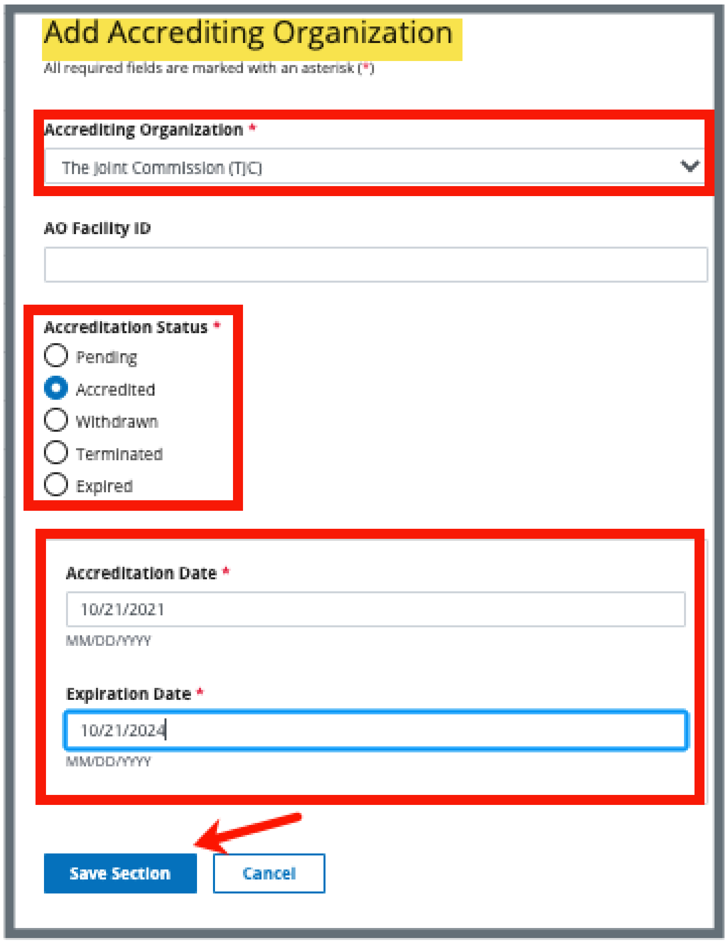

Figure 63: Add Accrediting Organization

20.3.2 Fill out the applicable information.

20.3.3 Click **Save Section** to save the AO. The **Deeming Information** page opens, and the updated AO information is listed below.

Notes:

- Click **Edit** on the **Deeming Information** page to edit any AO information.
- Only CMS General Users can select the approval status and approval date of the accreditation.
- The approval date is the same date as the Accreditation Date.

21. Performance

Note: **Performance** is enabled for the Nursing Home and Hospice provider types only.

21.1 Click **Performance** on the **Provider Details** window. See *Figure 64, Performance*. The **Performance** window opens.

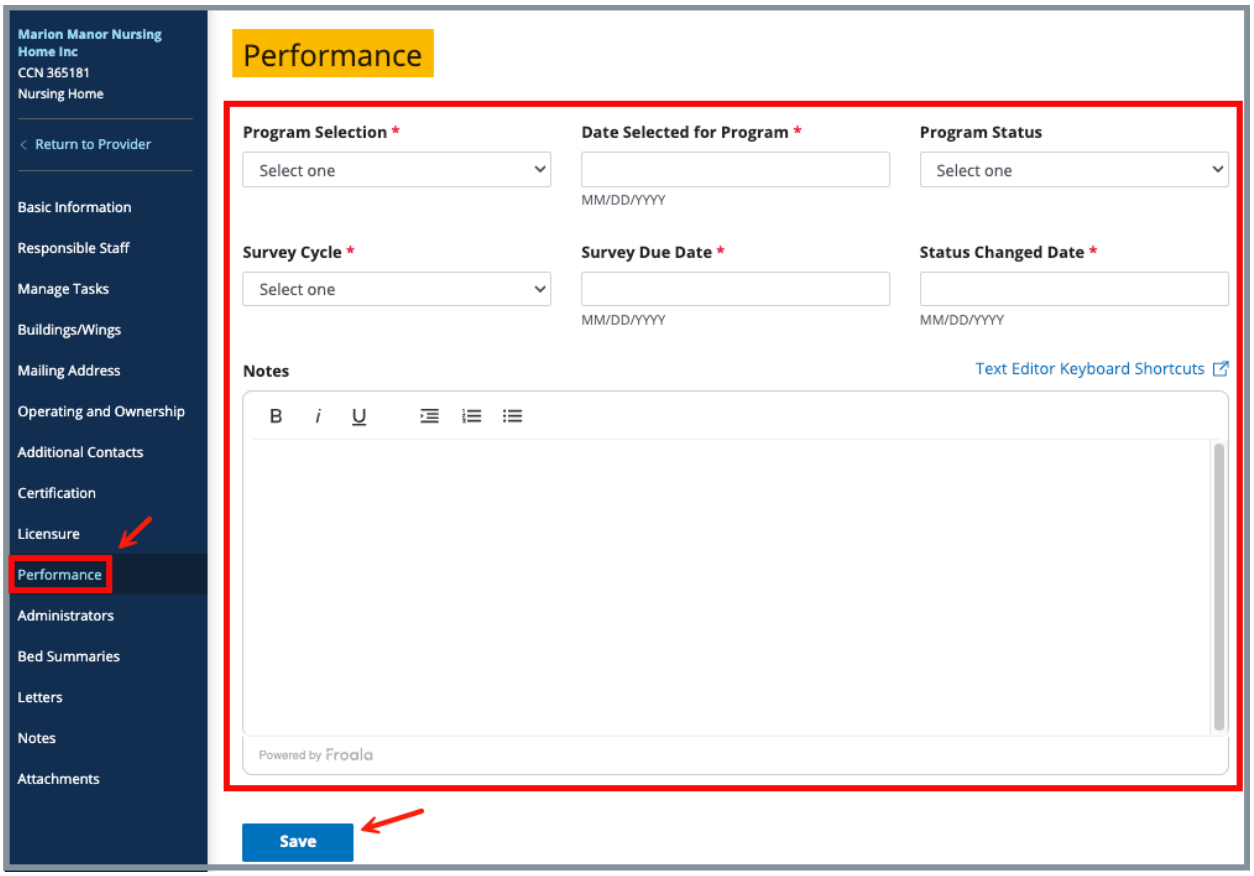

Figure 64: Performance

21.2 Fill out the information.

21.3 Click **Save**. The **Performance** page updates with Performance and Special Focus details. The page can be viewed and edited. See *Figure 65, Performance and Special Focus Details.*

Notes:

- Click **Edit** to edit information, if desired.
- It is not possible to edit or delete a note created by another user.
- The Program Selection cannot be edited.

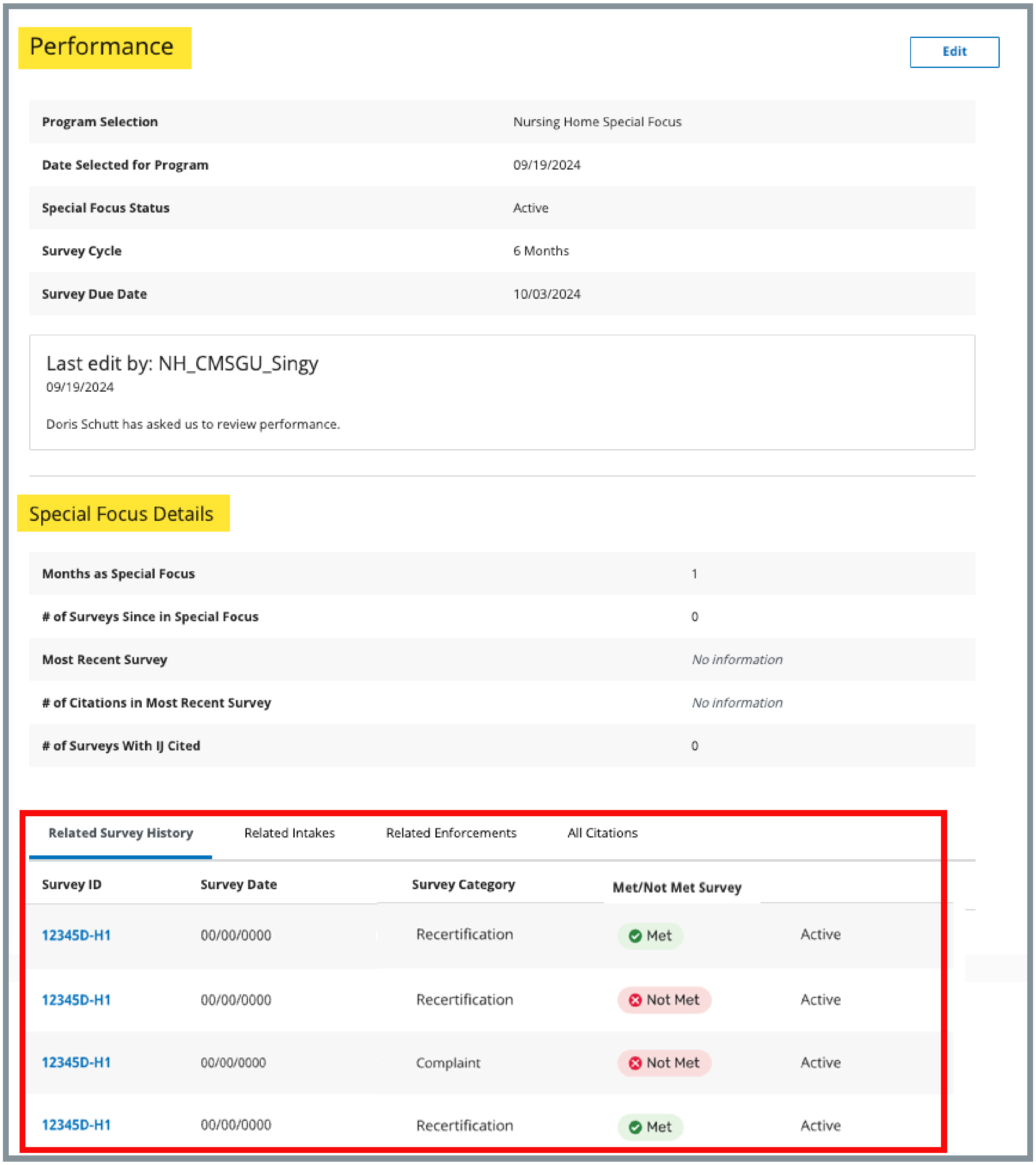

Figure 65: Performance and Special Focus Details

Note: Click each tab under **Special Focus Details** (**Related Survey History**, **Related Intakes, Related Enforcements**, **All Citations**) to view details about the provider performance.

22. Administrators

22.1 Click **Administrators** on the **Provider Details** window. See *Figure 66, Add Administrator*. The **Add Administrator** window opens.

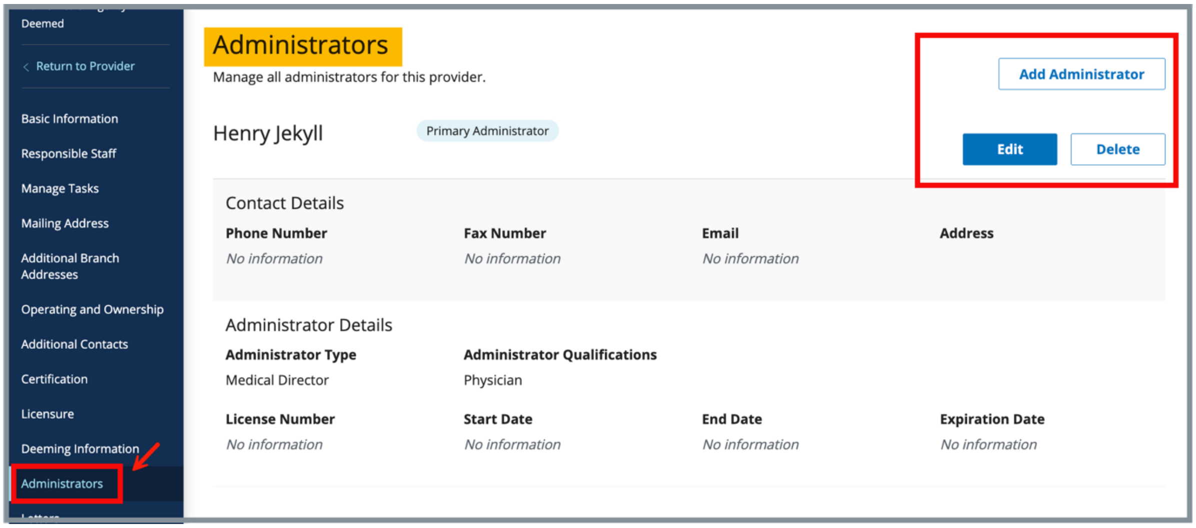

Figure 66: Add Administrator

22.2 Fill out the information.

Notes:

- Only one Administrator can be primary.
- Only the last five administrators, including the current one, can be listed.

22.3 Click **Save**. The **Administrators** page updates with new Administrator. The page can be viewed and edited.

Note: Click **Edit** to edit information, if desired. It is not possible to edit or delete a note created by another user.

22.4 Click **Delete** to delete an administrator. A pop-up window opens and asks for confirmation to delete. Click **Delete** again to confirm removal.

23. Bed Summaries

Purpose: To manage bed summaries for the provider.

Note: **Bed Summaries** is enabled for the Nursing Home provider type only.

23.1 Click **Bed Summaries** on the **Provider Details** window. See *Figure 67, Add Bed Summary*. The **Bed Summaries** window opens.

Note: The first time the **Bed Summaries** window opens, it is called **Add Bed Summary**.

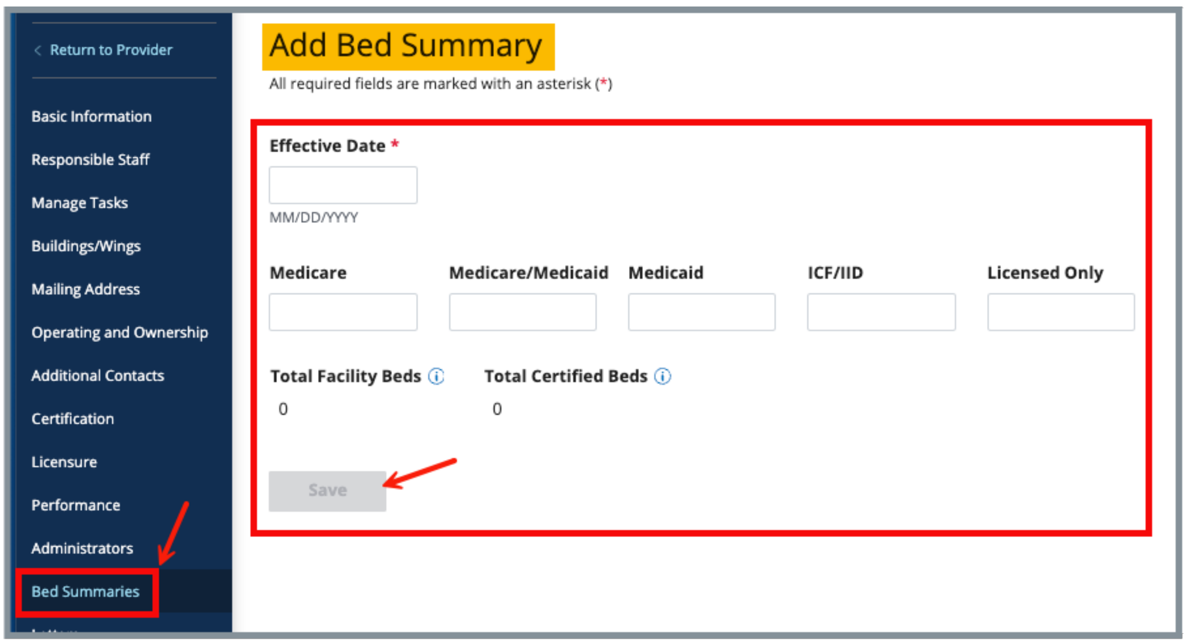

Figure 67: Add Bed Summary

23.2 Fill out the information.

Note: **Total Facility Beds** and **Total Certified Beds** update automatically.

23.3 Click **Save**. The **Bed Summaries** page updates. The page can be viewed and edited. See *Figure 68, Bed Summaries* for a completed form.

Note: Click **Edit** to edit information, if desired.

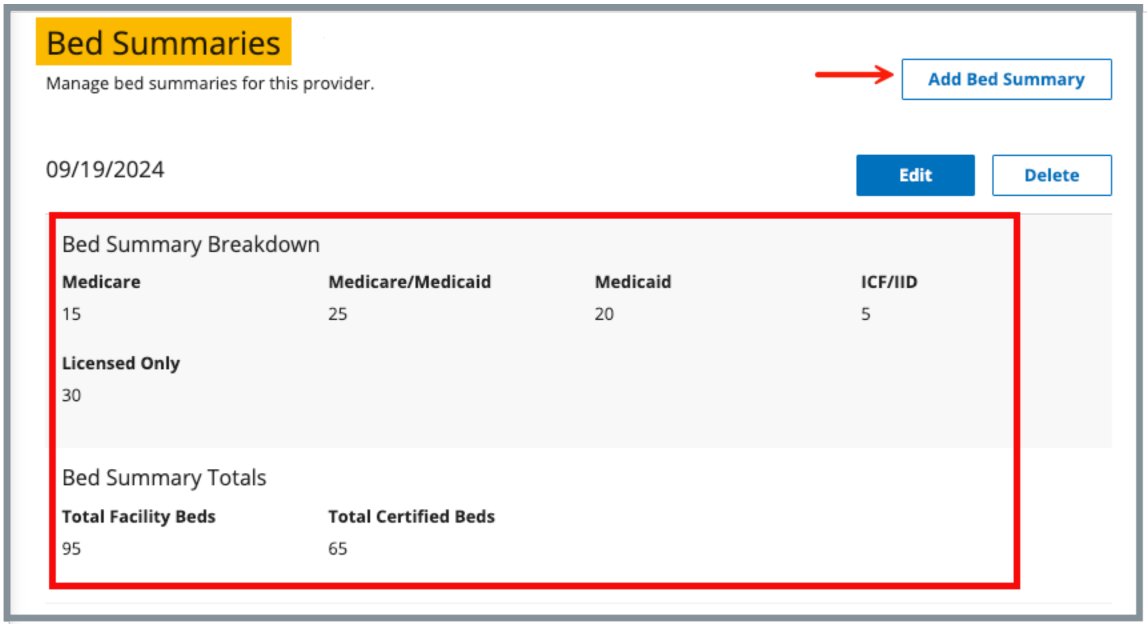

Figure 68: Bed Summaries

23.4 Click **Delete** to delete bed summaries. A pop-up window opens and asks for confirmation to delete. Click **Delete** again to confirm removal.

24 Terminate a Provider

Purpose: To terminate a provider.

Notes:

- The CMSGU user role, Provider Administrator user role and State Agency Admin user role have permission to terminate a provider.
- The CMSGU user role is shown. Other user roles may see slightly different screens.
- A provider must be certified to be terminated.

24.1 Click **Certification** from the **Provider Basic Information** page. See *Figure 69, Certification Left Menu*. The **Certification** page opens.

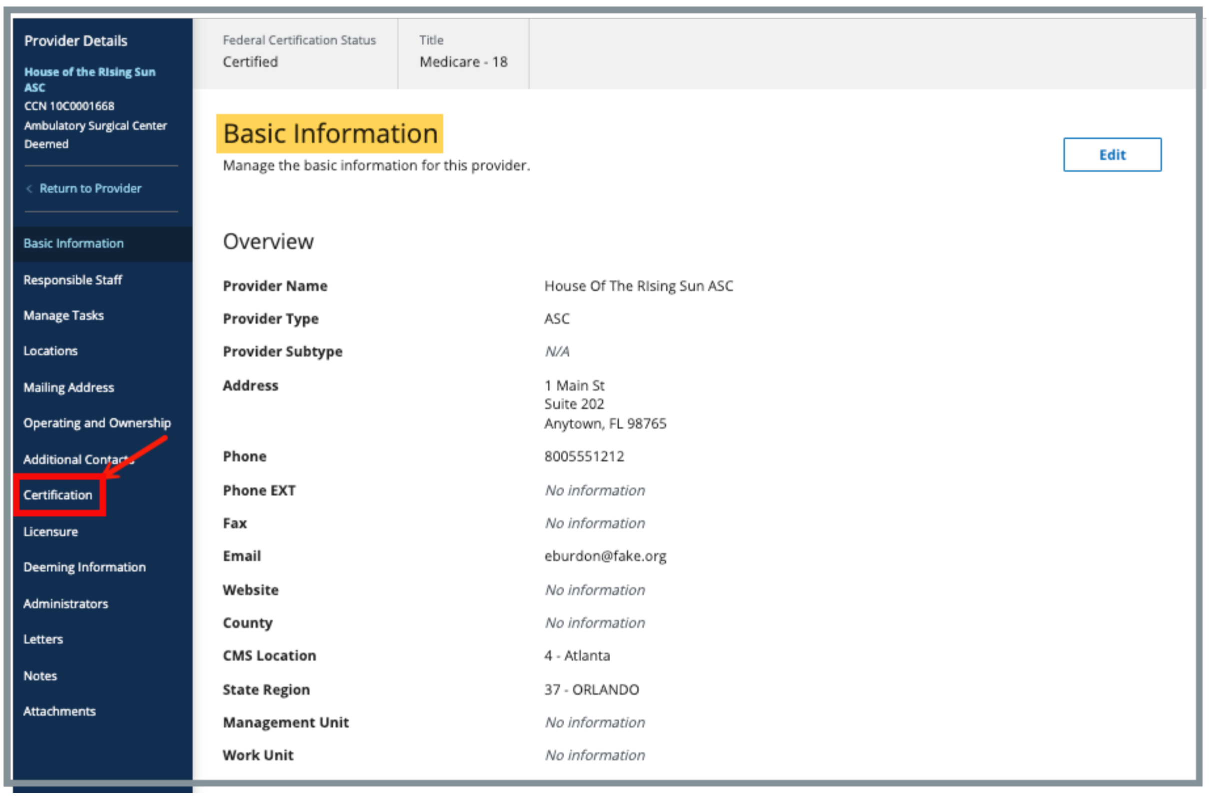

Figure 69: Certification Left Menu

24.2 Click **Edit**. The **Certification** page becomes editable.

24.3 Click **Terminated** under **Federal Certification Status**. See *Figure 70, Federal Certification Status.* Additional fields open under **Federal Certification**.

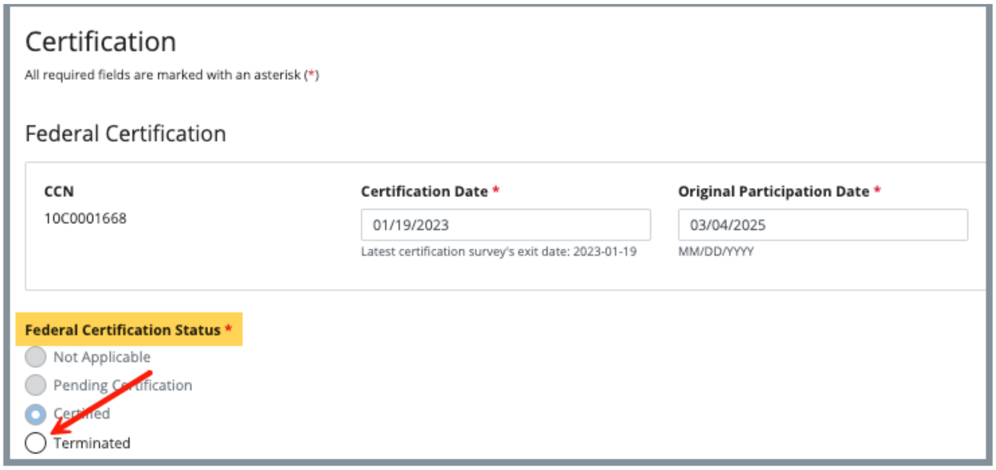

Figure 70: Federal Certification Status

24.4 Select the radio button next to the **Withdrawal Type**: **Involuntary Withdrawal** or **Voluntary Withdrawal.**

24.5 Select the termination date under **Termination Date**. See *Figure 71, Federal Certification Details.*

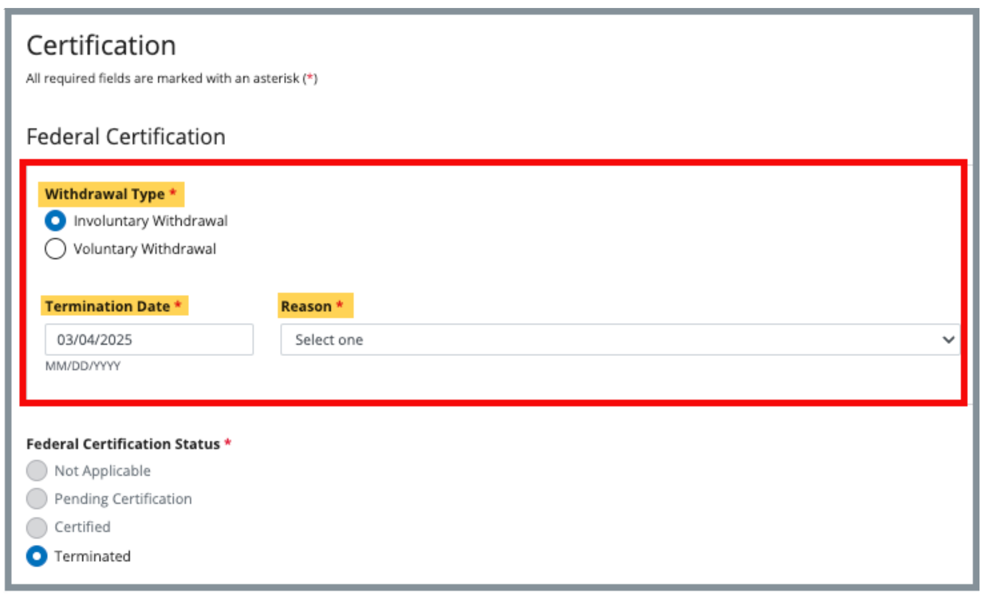

Figure 71: Federal Certification Details

24.6 Select the reason for termination from the drop-down menu under **Reason**. See *Figure 72, Termination Reason.*

Note: There are three reasons for termination:

- Fail to Meet Health/Safety
- Fail to Meet Agreement
- Provider Status Change

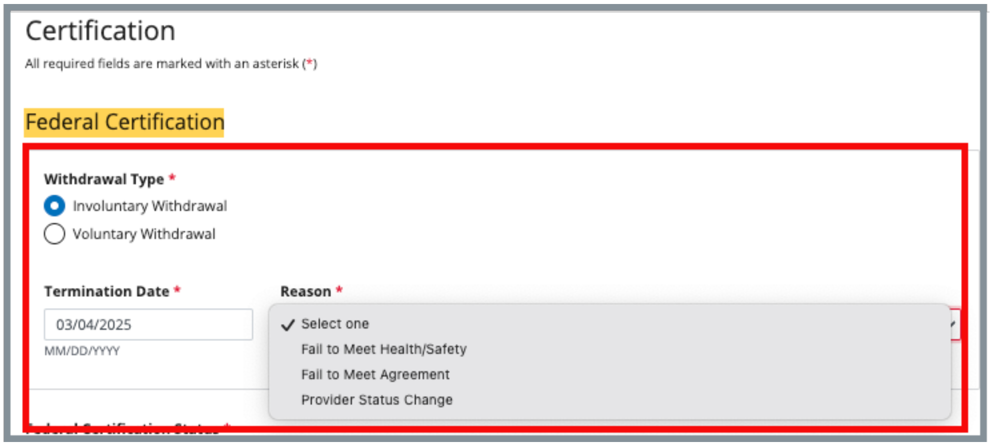

Figure 72: Termination Reason

24.7 Click **Save**. A pop-up window opens to verify whether the certification should be terminated. See *Figure 73, Termination Pop-Up Window*.

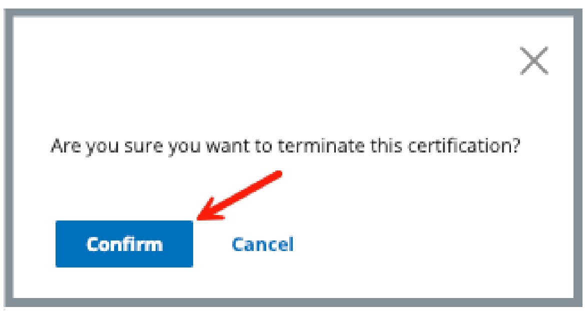

Figure 73: Termination Pop-Up Window

24.8 Click **Confirm**.

24.9 Verify that **Federal Certification Status** is now **Terminated**. See *Figure 74, Federal Certification Status.*

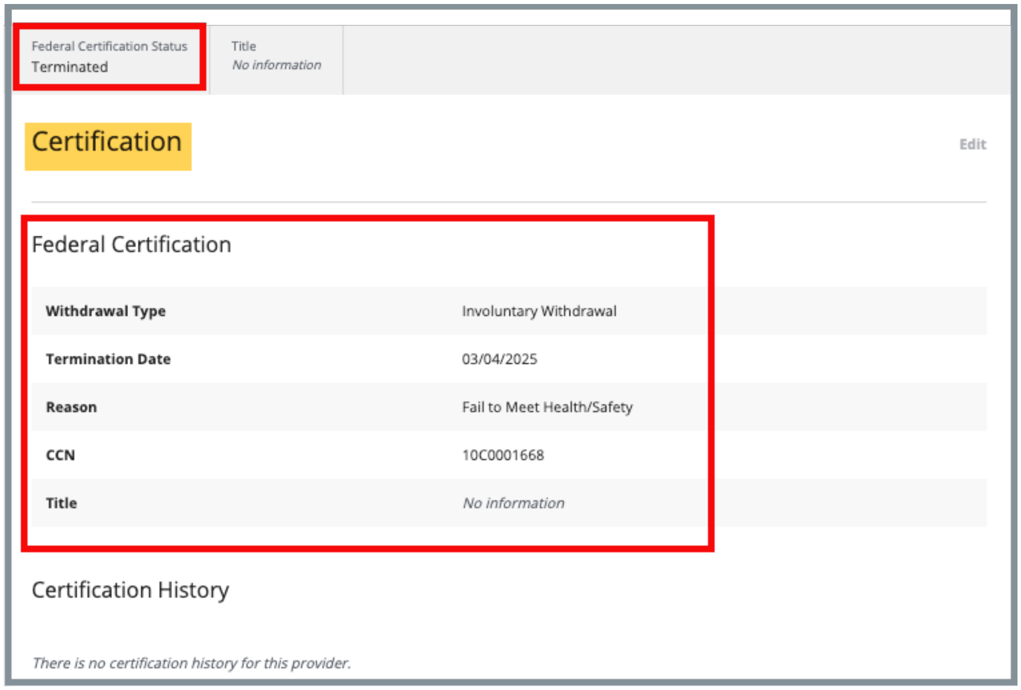

Figure 74: Federal Certification Status

25. Letters

Purpose: To add, upload, generate a letter from an existing template, edit a Letter Overview, delete a letter, or add recipients to a letter. Nonstandardized templates can be edited in the Letters section of the applicable S&C area (providers, surveys, intakes, enforcements).

Note: Letter templates are created in the Letter Template Management section. Review S&C User Manual: Letter Template Management for more information.

25.1Add/Upload a letter

25.1.1 Click **Letters** on the left menu to go to **Letters**. See *Figure 75, Providers Letters.*

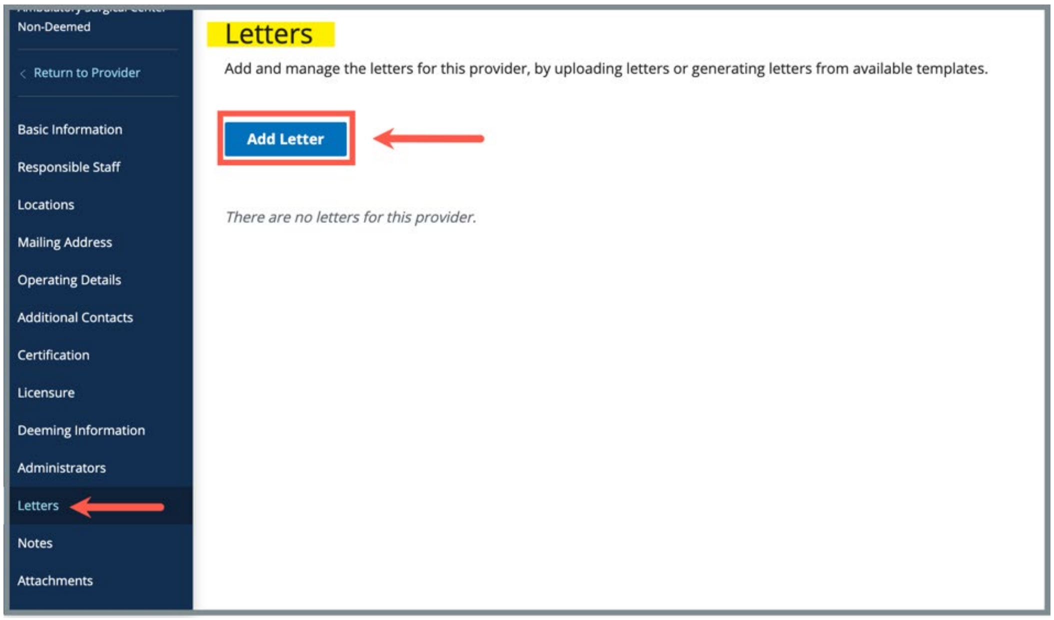

Figure 75: Providers Letters

25.1.2 Click **Add Letter**. The **Letter Overview** window opens. See *Figure 76, Providers Letter Overview*.

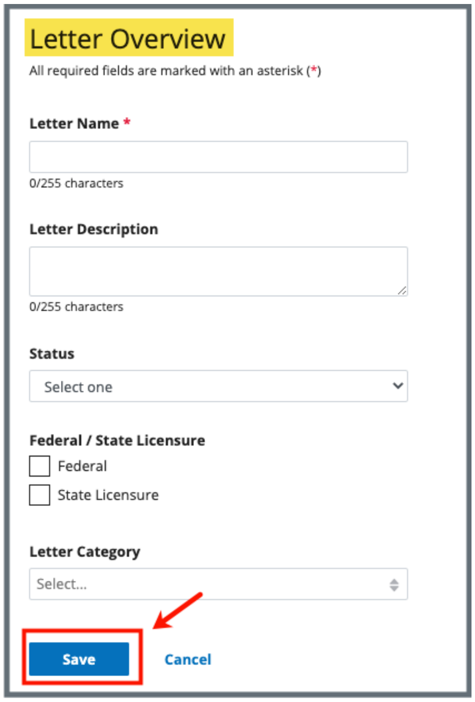

Figure 76: Providers Letter Overview

25.1.3 Fill out the information.

25.1.4 Click **Save**. The information updates in a new screen. See *Figure 77, Letter Attachment and Recipient.*

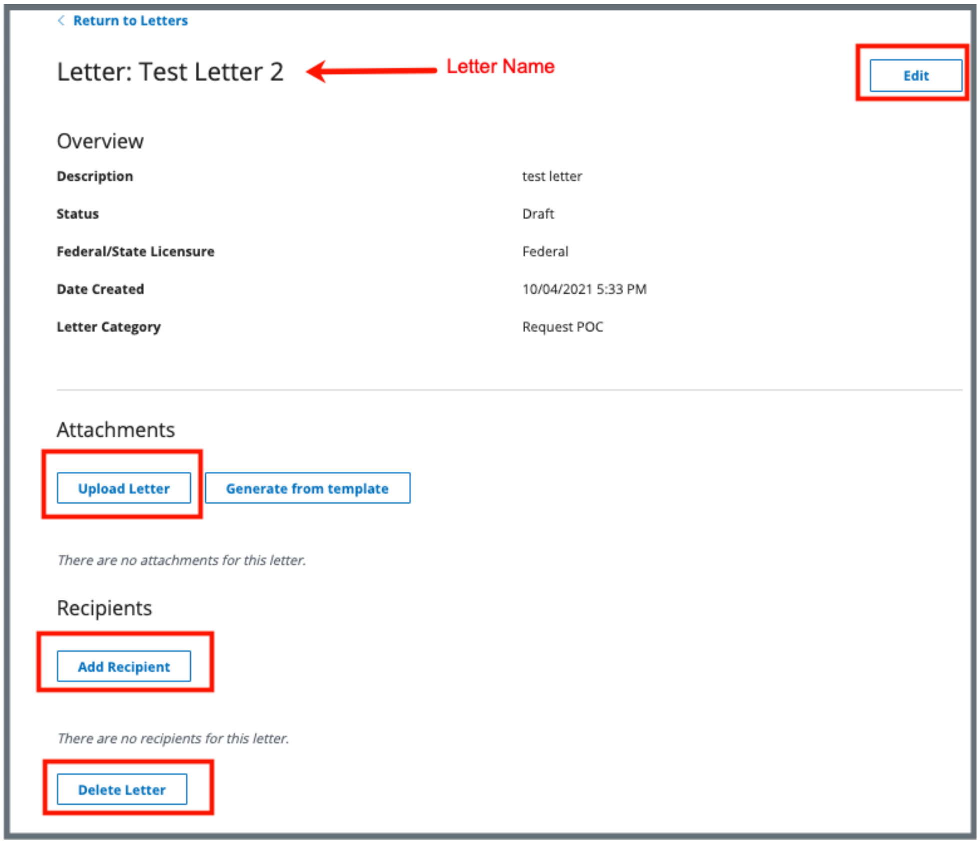

Figure 77: Letter Attachment and Recipient

25.1.5 Scroll down to **Attachments**. Click **Upload Letter** to upload a letter from the computer.

25.1.6 Click **Select File**. The Windows Explorer window pops up. For Mac users, the Finder window pops up.

25.1.7 Select the file to be attached. Click **Open**. The file is attached and ready to be saved.

25.1.8 Type a file description in the **File Description** field, if desired.

25.1.9 Click **Save**. The letter is attached to the survey.

25.2 Generate a letter from an existing template

25.2.1 Click **Add Letter**. The **Letter Overview** page opens.

Note: If there is already an existing letter that can be reused, click **Generate from template** under the **Actions** drop-down menu and go to step 20.2.5.

25.2.2 Type the letter name under **Letter Name**. Add additional information, if desired.

25.2.3 Click **Save**. The **Letter: [Template Name]** page opens.

25.2.4 Click **Generate** from template under **Attachments**. See *Figure 78, Generate from Template.* The **Add Letter** page opens.

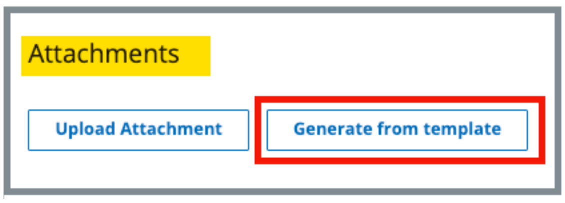

Figure 78: Generate from Template

25.2.5 Click the circle next to the desired template. See *Figure 79, Add Letter Template*.

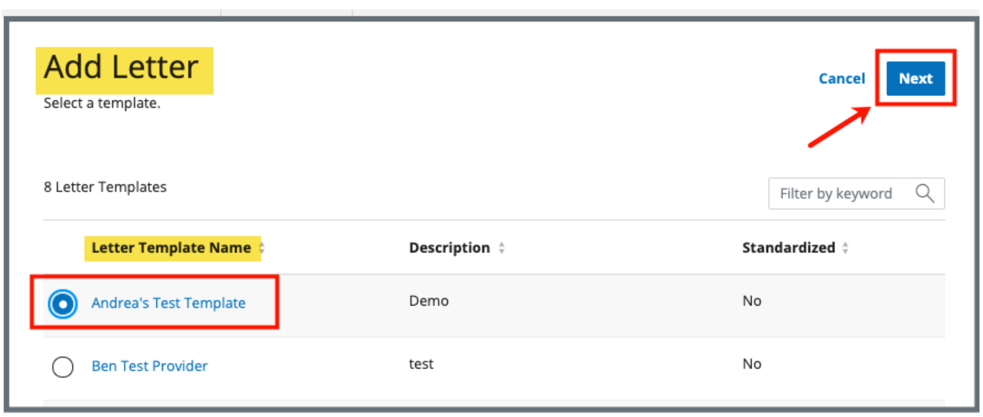

Figure 79: Add Letter Template

25.2.6 Click **Next**. The **Generate attachment from template** page opens.

25.2.7 Update the template as desired. See *Figure 80, Letter Template*.

Notes:

- The template can be modified. Textholders can be removed, words can be edited and updated. Be aware that the text changes apply only to the current letter and not to the template. Refer to Letter Template Management, to edit the original template.
- Standardized templates cannot be modified in the Letters section of any S&C area (providers, surveys, intakes, enforcements). To modify a standardized template, the template owner must edit the template in Letter Template Management.

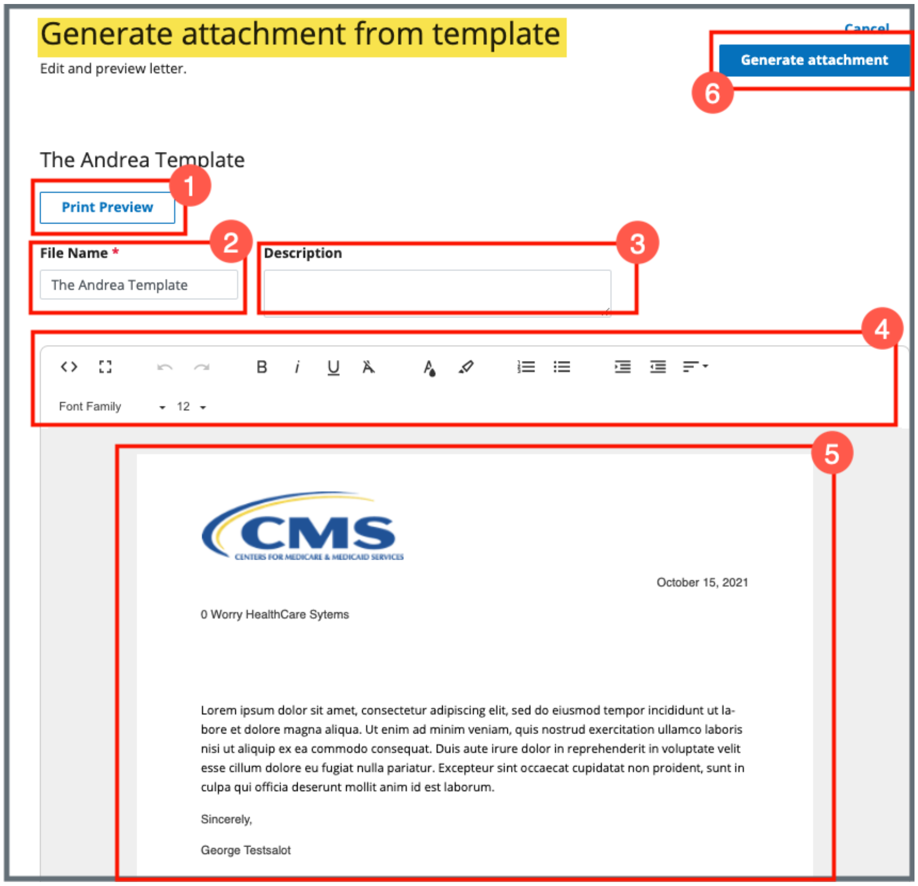

Figure 80: Letter Template

1. **Print Preview**: Click Print Preview to preview the .pdf version of the letter. The letter can be downloaded from Print Preview, if desired.
2. **File Name**: Edit the name, if desired.
3. **Description**: Enter keywords, if desired. Keywords are descriptive words that help the user find the content. For example, the template title might be "Unsubstantiated Claim," and the key words could be federal, minor. Separate the keywords with a comma.
4. **Editor**: The editor allows content to be edited, including formatting, bulleting, etc. See Appendix B, Tips and Tricks for Working in a Template, for up-to-date details on each icon in the editor.
5. **Letter**: Shows how the letter looks. Verify inputs. Make any changes for nonstandardized templates, if desired.
6. **Generate attachment**: Click **Generate attachment** to create a .pdf that attaches to provider/survey/intake/enforcement record.

25.2.8 Click **Generate Attachment** to attach the letter to the record.

25.2.9 Verify the letter is attached under **File Name**. See *Figure 81, Letter Attachment*.

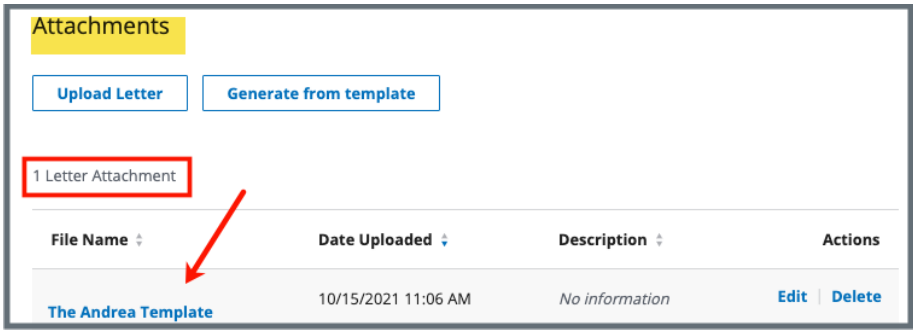

Figure 81: Letter Attachment

25.3 Add recipients to a letter

25.3.1 Click **Add Recipient** to add a recipient. The **Add Recipient** page opens. See *Figure 82, Add Recipient*.

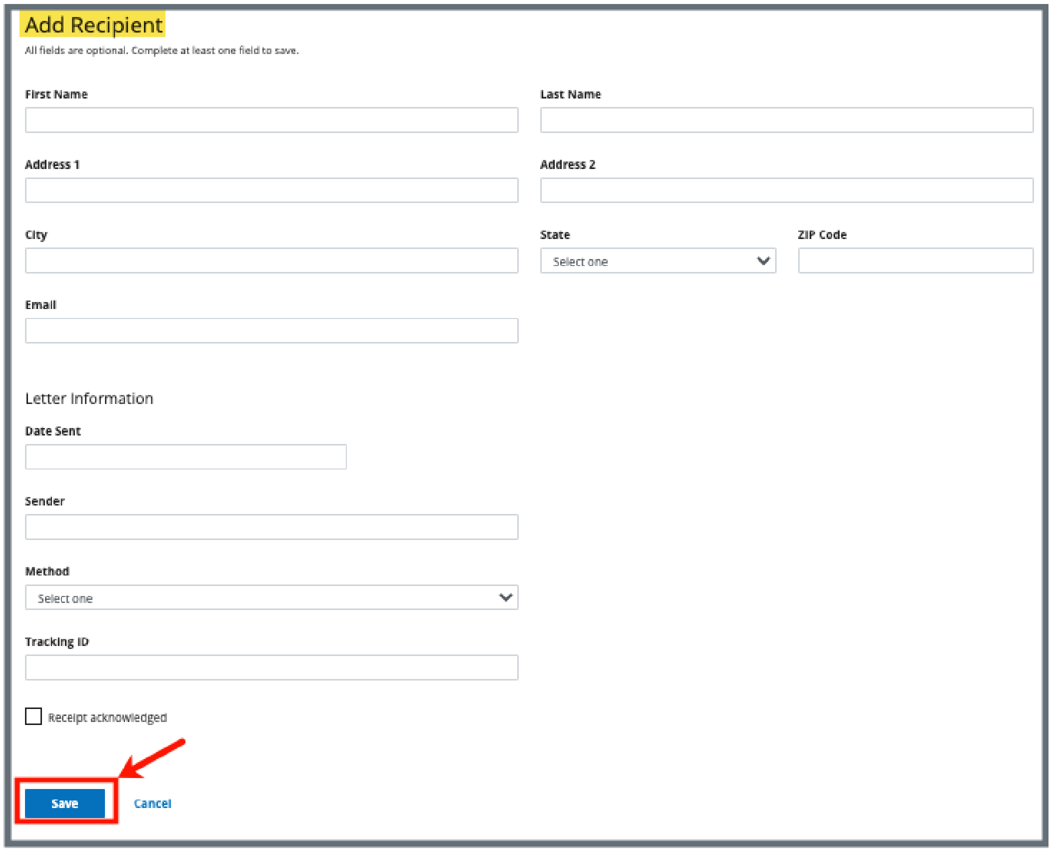

Figure 82: Add Recipient

25.3.2 Fill out the information.

25.3.3 Click **Save**. The **Recipient Information** updates.

25.4 Edit a Letter Overview

25.4.1 Click **Edit Overview** from the **Actions** drop-down menu to edit a **Letter Overview**. See *Figure 83, Edit a Letter Overview*. The **Edit Letter Overview** opens. See *Figure 84, Edit Letter Overview*.

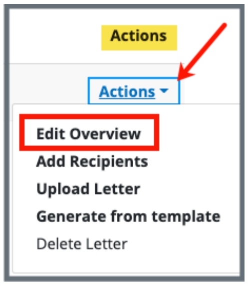

Figure 83: Edit a Letter Overview

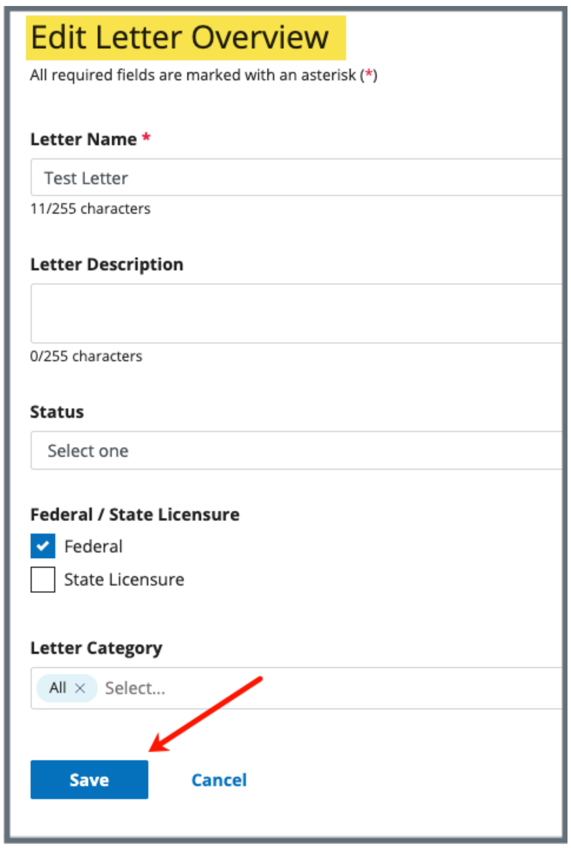

Figure 84: Edit Letter Overview

25.4.2 Update fields.

25.4.3 Click **Save**.

25.5 Delete a Letter

25.5.1 Click **Delete Letter** from the **Actions** drop-down menu to delete a letter. A pop-up note opens. See *Figure 85, Delete Letter Pop-Up Window*.

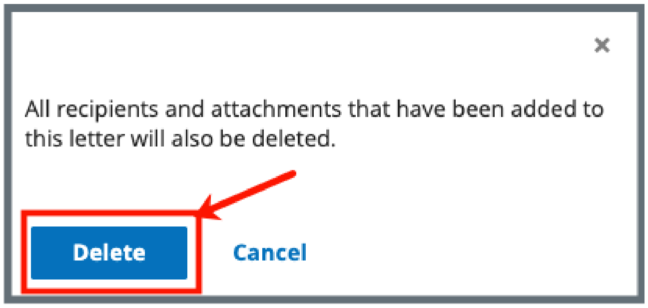

Figure 85: Delete Letter Pop-Up Window

25.5.2 Click **Delete**. The letter is removed from the list.

26. Notes

Purpose: To add or review any notes. For example, notes can be added to give detailed administrator history, etc.

26.1 Click **Notes** on the left menu to view existing notes or add a note. See *Figure 86, Add Note*.

Note: When there are no existing notes, the **Add Note** page opens automatically when **Notes** is selected as in the figure below. When there are existing notes, click **Add Note** to add a new note.

Figure 86: Add Note

26.2 Add a note.

26.3 Click **Save**. The **Notes** window opens with note information. See *Figure 87, Notes*.

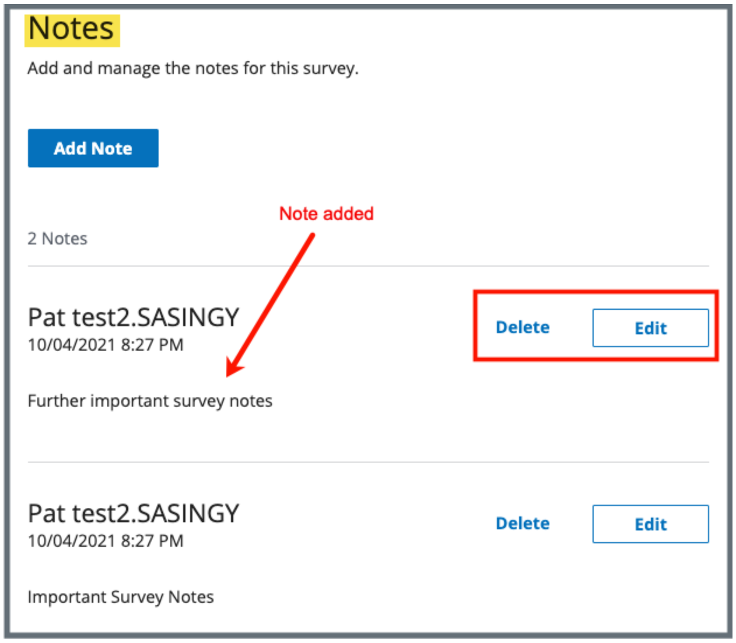

Figure 87: Notes

Note: Click **Edit** to edit information, if desired. It is not possible to edit or delete a note created by another user.

26.4 Click **Delete** to delete a note. A pop-up note opens. See *Figure 88, Delete Note Pop-Up Window*.

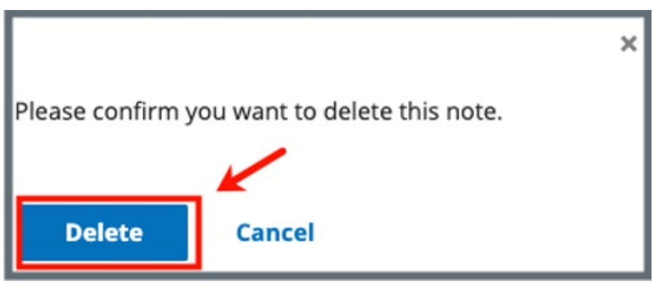

Figure 88: Delete Note Pop-Up Window

26.5 Click **Delete**. The updated **Notes** page opens.

27. Attachments

Note: Only one attachment can be added at a time.

27.1 Click **Attachments** on the left menu. The **Attachments** window opens. See *Figure 89, Attachments*.

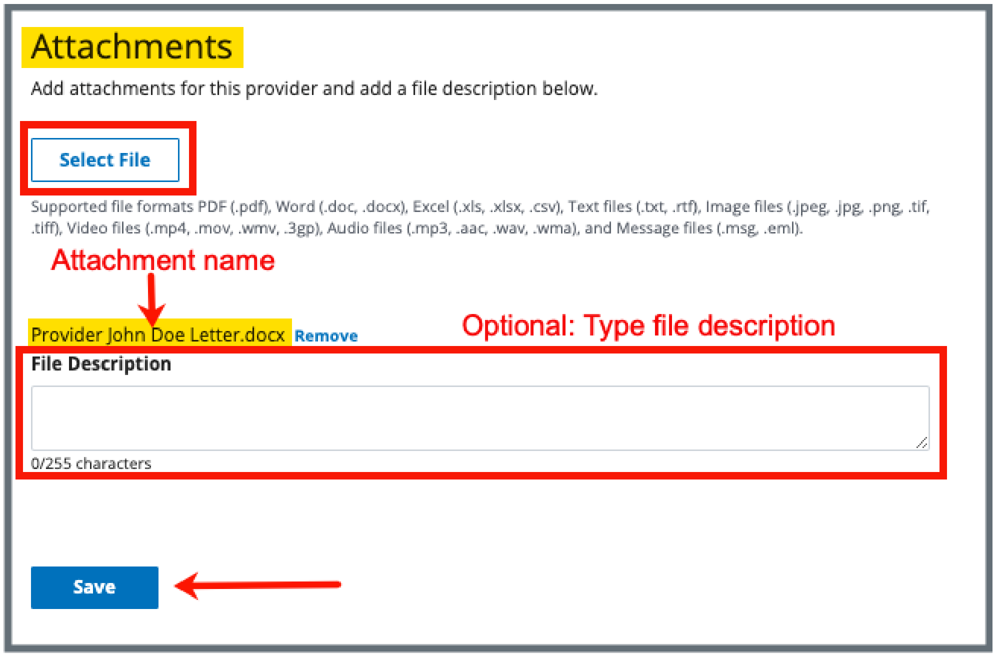

Figure 89: Attachments

27.2 Click **Select File.** The Windows Explorer window pops up. For Mac users, the Finder window pops up.

27.3 Select the file to be attached. Click **Open**.

27.4 Type a file description in the File Description field, if desired.

27.5 Click **Save**. The file is attached to the survey.

Note: Click **Edit** to edit information, or click **Download** to download the document, if desired. See *Figure 90, Edit or Download an Existing Attachment.*

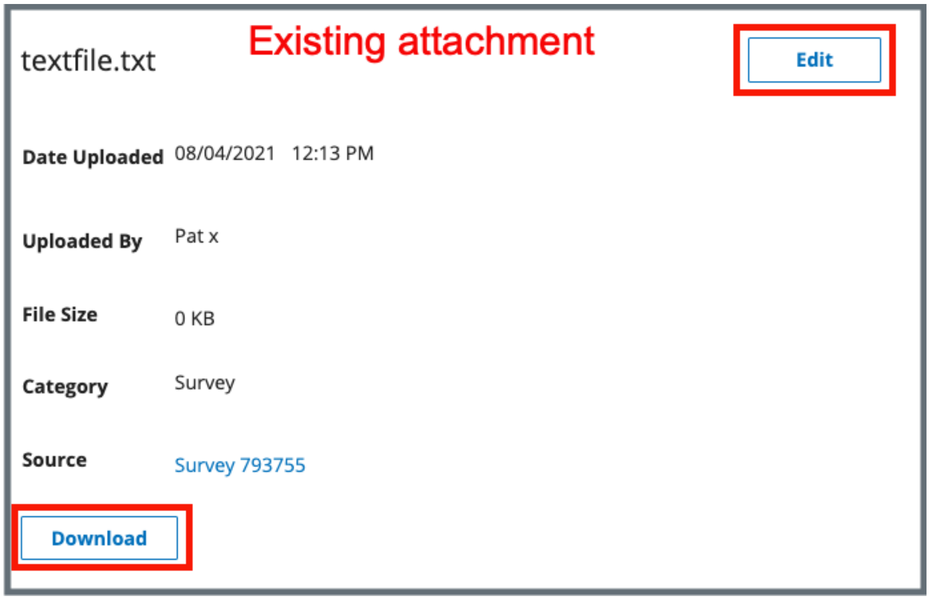

Figure 90: Edit or Download an Existing Attachment

Appendix A: Provider Textholder Text

Each provider, survey, intake, or enforcement area has area-appropriate textholders. Provider Textholders are listed below.

Provider Textholders		
Accrediting Organization (AO)	Custom Text Prompt	Provider Mailing Address
Admin 1st Name	Letter Sent Date	Provider State
Admin Full Name	Medicaid ID Number	Provider State ID (FACID)
Admin Last Name	Provider Address 1 (Street)	Provider State License Number
Admin Salutation	Provider Address 2	Provider Telephone
Admin Short with Salutation	Provider CCN	Provider Type Abbrev
Admin Title	Provider City	Provider Type Full Description
Administrator Email	Provider Doing Business As	Provider Zip
Building ID List	Provider Fax Number	Title (Mapped from Provider Certification & Licensure tab)
Buildings List	Provider Full Address	Today’s Date
Buildings List Open	Provider Legal Name	Today’s Date Full
Accrediting Organization (AO)	Custom Text Prompt	Provider Mailing Address

Appendix B: Tips and Tricks for Working in a Template

The letters template is very similar to working in Google Docs or Microsoft Word. Here are a few tips and tricks to help:

Template Menu

Hover over the template menu to see screen tips on what each of these icons are:

1. Show HTML code
2. Put document in full screen (make it bigger)
3. Undo/Redo
4. Insert an image. A small **Drop image** box opens. Drag and drop a file or click the box and search for the file.
5. Insert a table
6. Insert a horizontal line
7. Insert a page break
8. Highlight text and click to make **bold**
9. Highlight text and click to *italicize*
10. Highlight text and click to underline
11. Clear formatting
12. Highlight text and click to change text color
13. Highlight text and click to highlight text
14. Create a numbered list
15. Create a bulleted list
16. Insert a checklist
17. Indent/Remove indent
18. Alignment: Left, Center, Right, Justified
19. Adjust the line height
20. Select a font
21. Select a font size
22. Help: shows handy shortcuts, keyboard navigation, plugins and version