



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Survey and Certification (S&C) Manage an Enforcement User Manual

Version 2.0

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1. Introduction

This user manual addresses the processes necessary to perform Survey & Certification (S&C) Enforcement 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 [iQIES Onboarding Guide](#) for further information, if necessary.
- All screenshots included in this manual contain only test data. Current screens in iQIES may be different 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*.

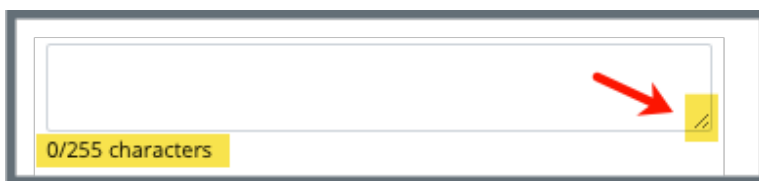


Figure 1: Expandable Field

- 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 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.

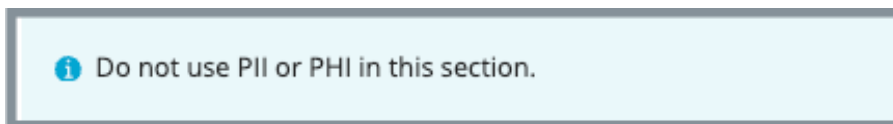


Figure 2: Notification Banner

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 i icon to see the tip. Tool Tips are in iQIES to communicate information. Look for the information icon. See *Figure 3, Tool Tip Icon*.

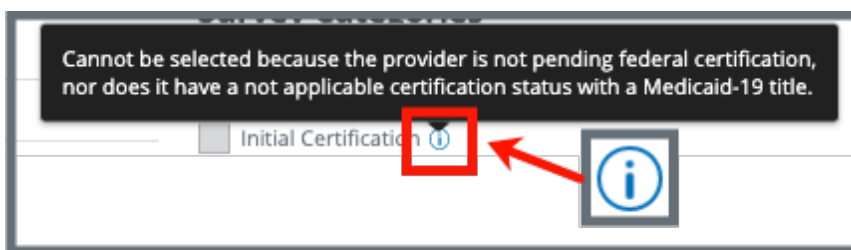


Figure 3: Tool Tip Icon

- 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 **iQIES 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** 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.

Note: **My Tasks** is limited to the State Agency General User and CMS General User roles.

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.

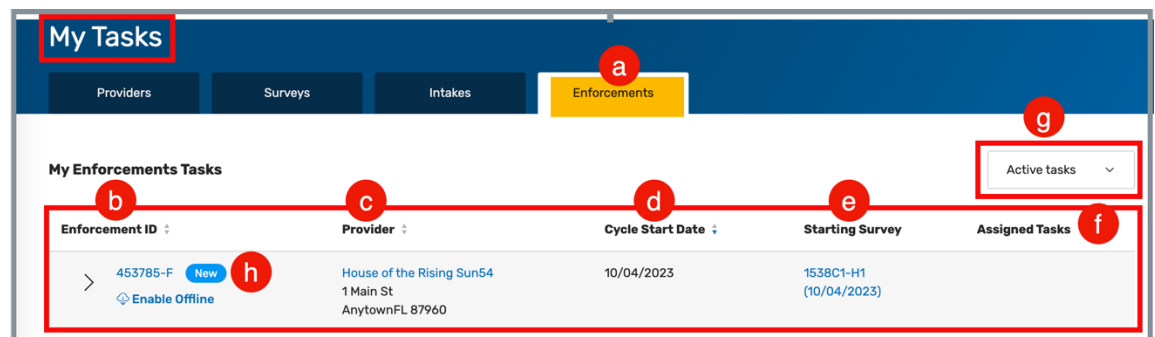


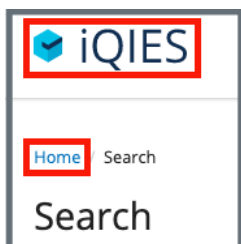
Figure 5: My Tasks Landing Page

Table 2: My Tasks Landing Page Detailed Callout

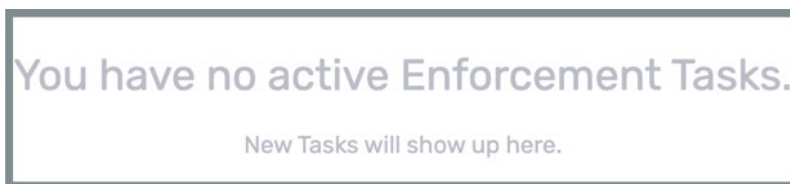
No.	Name	Description
a	Enforcements tab	Click each available tab (Providers, Surveys, Intakes, Enforcements) to review the respective tasks. Not all tabs are available in all user roles. Click Enable Offline to enable the survey offline. For more details on how to enable offline, refer to S&C User Manual: Offline .
b	Enforcement ID	The enforcement ID shows as a link directly under Enforcement ID . Click the link to go directly to the Enforcement Basic Information page. Click the caret next to the enforcement ID to view task status details about the enforcement. See step 1.4.2.
c	Provider	The provider ID and address shows as a link directly under Provider . Click the link to go directly to the Provider Basic Information page.
d	Cycle Start Date	Shows the cycle start date.
e	Starting Survey	Links the starting survey.
f	Assigned Tasks	Lists the assigned tasks, if any.
g	Active/Closed Tasks	Toggle between Active and Closed tasks.
h	New	A blue New in an oval shape (badge) next to the Enforcement ID in the Enforcement tab indicates that the enforcement's task 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*.

**Figure 7: No Active Tasks**

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

My Enforcements Tasks

Active tasks

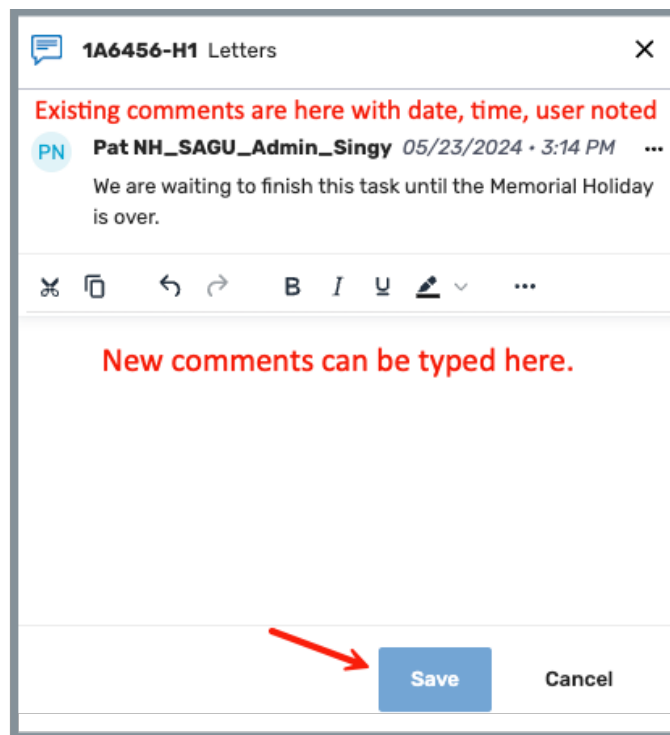
Enforcement ID	Provider	Cycle Start Date	Starting Survey	Assigned Tasks
<div>453785-F</div> <div>New</div> <div>Enable Offline</div>	<div>House of the Rising Sun54</div> <div>1 Main St</div> <div>AnytownFL 87960</div>	<div>10/04/2023</div>	<div>1538C1-H1</div> <div>(10/04/2023)</div>	
<div>a</div> <div>ASSIGNED TASK</div>	<div>b</div> <div>DUE DATE</div>	<div>c</div> <div>TASK STATUS</div>	<div>d</div> <div>COMMENTS</div>	
<div>Case Review</div>	<div>No information</div>	<div>To Do</div>	<div>Existing comment</div>	
<div>Sanction/Remedy Monitoring</div>	<div>No information</div>	<div>To Do</div>	<div>No comment</div>	

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 an Enforcement Overview

An enforcement cannot be implemented until a survey has been submitted for a certified provider.

Contact the [iQIES Service Center](#) to delete an enforcement.

The letter that follows the **Enforcement ID** shows whether the enforcement is a federal (F) or state (S) enforcement. See *Figure 10, Enforcement ID*.



Figure 10: Enforcement ID

3. Search for an Enforcement

Purpose: To search for an enforcement.

- 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** page opens.
- 3.3 Click **Enforcements** tab on the **Search** page.
- 3.4 Select **Case ID**, **Provider** or **DBA** (Doing Business As), **CCN** (CMS Certification Number) or **Survey ID** from the drop-down menu under **Search for Enforcements**. See *Figure 11, Enforcements Search*.

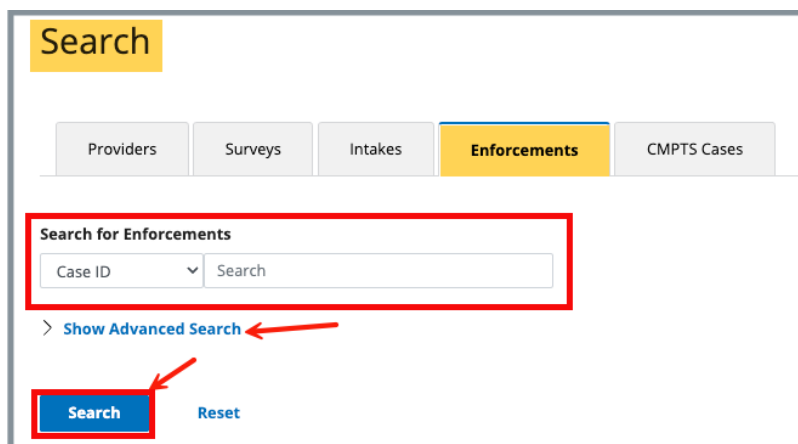
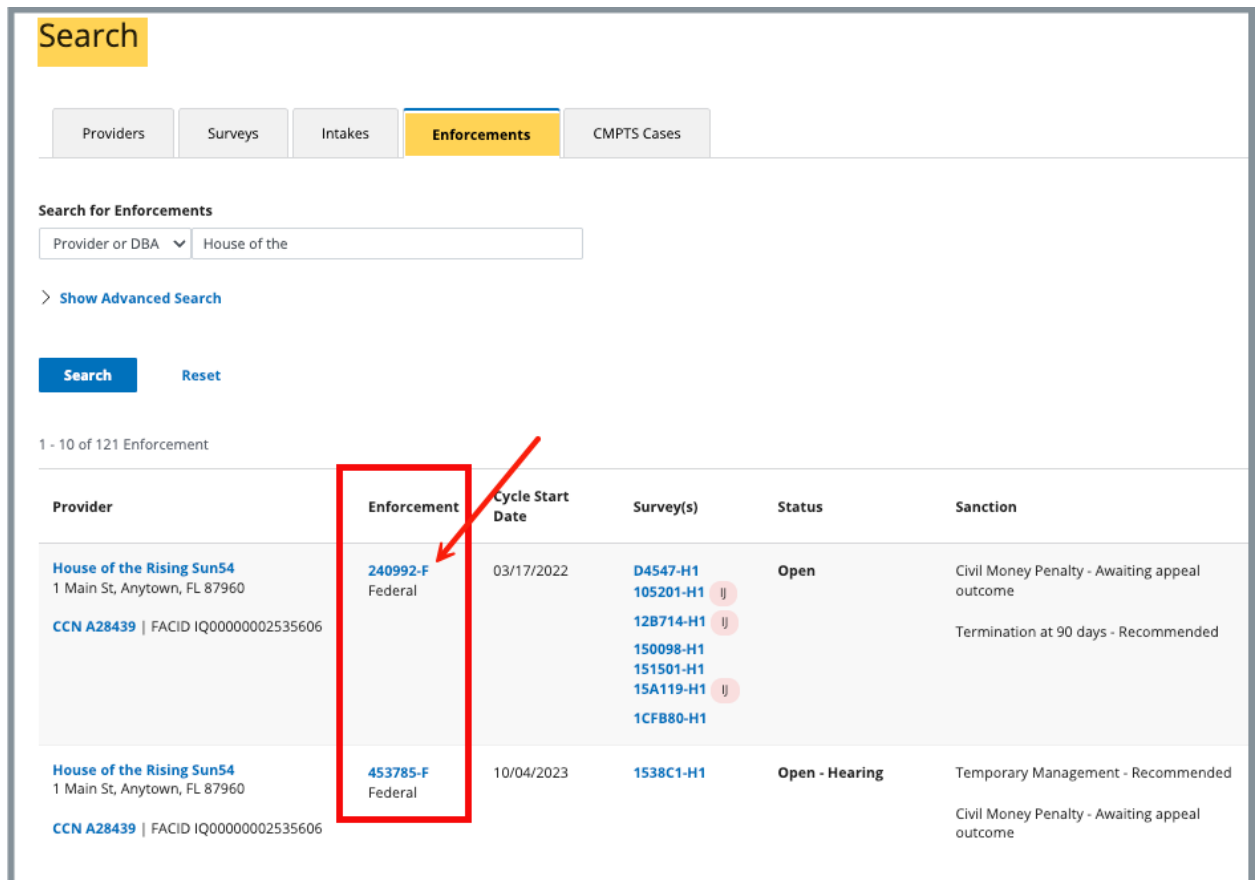


Figure 11: Enforcements Search

Note: Click [Show Advanced Search](#) for a more detailed search. Refer to **Show Advanced Search** for details.

3.5 Type search criteria.

3.6 Click **Search**. The enforcement information shows below. See *Figure 12, Survey Search Results*.



Search

Providers Surveys Intakes **Enforcements** CMPTS Cases

Search for Enforcements

Provider or DBA ▼ House of the

> [Show Advanced Search](#)

Search Reset

1 - 10 of 121 Enforcement

Provider	Enforcement	Cycle Start Date	Survey(s)	Status	Sanction
House of the Rising Sun54 1 Main St, Anytown, FL 87960 CCN A28439 FACID IQ00000002535606	240992-F Federal	03/17/2022	D4547-H1 105201-H1 12B714-H1 150098-H1 151501-H1 15A119-H1 1CFB80-H1	Open	Civil Money Penalty - Awaiting appeal outcome Termination at 90 days - Recommended
House of the Rising Sun54 1 Main St, Anytown, FL 87960 CCN A28439 FACID IQ00000002535606	453785-F Federal	10/04/2023	1538C1-H1	Open - Hearing	Temporary Management - Recommended Civil Money Penalty - Awaiting appeal outcome

Figure 12: Survey Search Results

3.7 Click **Show Advanced Search** to open the **Advanced Search** drop-down menu and narrow the search criteria. See *Figure 13, Enforcements Advanced Search*.

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

Search

Providers Surveys Intakes **Enforcements** CMPTS Cases

Search for Enforcements

Case ID Search

▼ Hide Advanced Search

CATEGORY

Enforcement Type

Select one ▼

STATUS

Enforcement Case Status

Select one ▼

☐ Only show enforcement cases containing IJs

☐ Only show enforcement cases containing an appeal

PROVIDER INFO

Provider Type

Select... ▼

Select one or more

State

Select... ▼

Select one or more

SANCTION

Sanction Type

Select... ▼

Select one or more

Sanction Status In Effect

Select... ▼

Select one or more

START DATE RANGE

Enforcement Start Dates

From

To

SURVEY EXIT DATE RANGE

Dates with IJ Conditions Tags Cited

From

To

Search Reset

Figure 13: Enforcements Advanced Search

- 3.8 Click the enforcement ID to view enforcement basic information. The **Basic Information** window opens with the case status, facility information, key dates, public notices, cycle surveys and citations management information. See *Figure 14, Enforcements Basic Information* and *Table 4, Enforcements Basic Information Detailed Callout* for further information.

Home / Marion Manor Nursing Home Inc / Enforcement 441438-F

Enforcement 441438-F
 Marion Manor Nursing Home Inc
 CCN 365181
 Nursing Home

Basic Information

Responsible Staff
 Manage Tasks
 Nurse Aide Training Ban
 Remedies
 Civil Money Penalty
 Appeal
 Letters
 Notes
 Attachments

Enforcement Status Open	Transferred To RO No information	Last Compliance Date No information	Day 23 (08/28/2024)	3 Calendar Months (11/05/2024)	6 Calendar Months (02/05/2025)	Enforcement Start Date 08/05/2024	Termination Date No information	Termination Outcome No information	Starting Survey 1D53CB-H1 (08/05/2024)
----------------------------	-------------------------------------	--	------------------------	-----------------------------------	-----------------------------------	--------------------------------------	------------------------------------	---------------------------------------	--

Basic Information

Case Status

Type
Federal

Federal Status
Open

Double G Count
3

Federal Case Type
Past Non-Compliance

Additional Status
Health Infection Control

State Status
No information

Facility

Federal Program Participation Status
Certified

Status Date
No information

Key Dates

Due Date for Opportunity to Correct
No information

Cycle Start Date
08/05/2024

Initial Transfer to CMS
No information

Cycle Start to Today
36

Substantial Compliance Date
No information

Cycle Start to Compliance
No information

Public Notices

Request for Term Notice 1
No information

Request for Term Notice 2
No information

Date Notice 1 Appeared
No information

Date Notice 2 Appeared
No information

Cycle Surveys and Citations Management

Surveys All Citations Immediate Jeopardy Intakes

Survey ID	Category	Extent	Exit Date	2567 Date Sent	POC Approval	Substantial Compliance	Highest Cites	IDR	IIDR
1D53CB-H1	Recertification	Standard, Extended	08/05/2024	08/19/2024	08/30/2024		See Details	Requested: 08/29/2024	

View Provider History Report

Figure 14: Enforcements Basic Information

Table 4: Enforcements Basic Information Detailed Callout

No.	Title	Description
a	Grey Menu Bar	Shows detailed information about the enforcement, including status, compliance date, calendar dates, transferred to RO dates, start and termination dates, outcome, and survey information
b	Case Status	Shows type, federal status, double G count, additional status, federal case type and state status
c	Facility	Shows federal program participation status and status date
d	Key Dates	Shows due date for opportunity to correct, initial transfer to CMS, substantial compliance date, cycle start date, cycle start to today, and cycle start to compliance
e	Public Notices	Shows requests for term notices and requests for when date notices appeared
f	Cycle Surveys and Citations Management	See Cycle Surveys and Citations Management for details
g	View Provider History Report	Click to view the Provider History Report

3.9 Cycle Surveys and Citations Management

The Cycle Surveys and Citations Management section provides a list of all information related to survey data and deficiencies for a provider. See *Figure 15, Surveys Tab* and *Table 5, Surveys Tab Detailed Callout*, *Figure 16, All Citations Tab* and *Table 6, All Citations Tab Detailed Callout*, *Figure 17, Immediate Jeopardy Tab* and *Table 7, Immediate Jeopardy Tab Detailed Callout*, and *Figure 18, Intakes Tab* and *Table 8, Intakes Tab Detailed Callout* for details on each tab.

3.9.1 Surveys



Cycle Surveys and Citations Management									
<div> <div>Surveys</div> <div>All Citations</div> <div>Immediate Jeopardy</div> <div>Intakes</div> </div>									
a	b	c	d	e	f	g	h	i	j
Survey ID	Category	Extent	Exit Date	2567 Date Sent	POC Approval	Substantial Compliance	Highest Cites	IDR	IIDR
A8FFF-H1 	Sample Validation, Complaint, Re-Licensure, Licensure Complaint	Standard, Abbreviated, Partial Extended	02/17/2022		02/18/2022				See Details
A9001-H1	Sample Validation	Standard, Abbreviated, Partial Extended	04/06/2021						See Details
DB310-H1 	Re-Licensure, Recertification	Standard, Abbreviated, Partial Extended	04/14/2021	03/23/2022	02/16/2022				See Details

Figure 15: Surveys Tab

Table 5: Surveys Tab Detailed Callout

No.	Title	Description
a	Survey ID	Clickable link to survey. An IJ badge shows when Immediate Jeopardy is attached.
b	Category	Survey category
c	Extent	Survey extents
d	Exit Date	Exit date of the survey
e	2567 Date Sent	Date the 2567 was sent
f	POC Approval	Date of Plan of Correction (POC) approval

No.	Title	Description
g	Substantial Compliance	Has the facility complied with all condition-level requirements
h	Highest Cites	<p>Click See Details for information about the cites.</p> <ul style="list-style-type: none"> Shows the highest Scope and Severity cited in the survey, and lists the tags cited at that level. The Highest Cites calculation applies only to the selected survey. It includes Past Noncompliance tags (Past Noncompliance checkbox selected in Citation Properties) and tags with a Correction Date (X5) equal to the Survey Exit date. It also includes tags with an approved waiver that expires on or before the Survey Exit date. Highest Cites excludes tags with correction dates entered, unless they are PNC tags or tags with a Correction Date equal to the Survey Exit date, both of which are always included. The calculation excludes tags with an approved continuing waiver and tags with an approved temporary waiver that expires after the Survey Exit date. It also excludes FSES tags.
i	IDR	IDR requested date
j	IIDR	IIDR requested date

3.9.2 All Citations

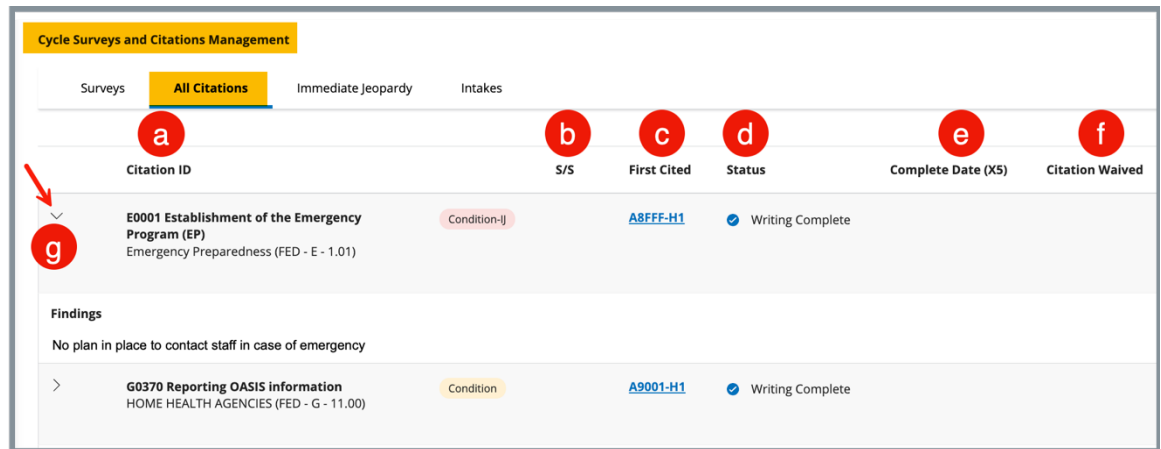


Figure 16: All Citations Tab

Table 6: All Citations Tab Detailed Callout

No.	Title	Description
a	Citation ID	Citation tag and title
b	S/S	Scope/Severity
c	First Cited	Click link to go to survey Basic Information page.
d	Status	Citation status
e	Complete Date (X5)	Citation completion date
f	Citation Waived	Will show Yes or No when citation has been waived or not.
g	Findings	Click caret next to any citation to view citation findings.

3.9.3 Immediate Jeopardy

Cycle Surveys and Citations Management				
Surveys	All Citations	Immediate Jeopardy	Intakes	
a	b	c	d	e
Event ID of IJ Discovery	Discovery Date	Event ID of IJ Removal	Full Removal Date	Citation List
A8FFF-H1	02/04/2022			E0001
DB310-H1	02/14/2022			G0350

Figure 17: Immediate Jeopardy Tab

Table 7: Immediate Jeopardy Tab Detailed Callout

No.	Title	Description
a	Event ID of IJ Discovery	Click link to go to survey Basic Information page for the citation that is in IJ
b	Discovery Date	Date of IJ discovery
c	Event ID of IJ Removal	The survey that correlates with the IJ removal action
d	Full Removal Date	IJ removal date
e	Citation List	Click link to view citation tag details

3.9.4 Intakes

Cycle Surveys and Citations Management					
Surveys	All Citations	Immediate Jeopardy	Intakes		
a	b	c	d	e	f
Intake ID ▾	Status ▾	Priority ▾	Allegations ▾	Intake Start Date ▾	Survey Due Date ▾
Complaint 252172	Pending Finalization View Survey	Immediate Jeopardy	1	04/01/2021	04/05/2021

Figure 18: Intakes Tab

Table 8: Intakes Tab Detailed Callout

No.	Title	Description
a	Intake ID	Intake ID
b	Status	Survey status with a clickable link to survey
c	Priority	Priority level of survey
d	Allegations	Number of allegations
e	Intake Start Date	Intake start date
f	Survey Due Date	Survey due date

4. Add an Enforcement

Purpose: To add an enforcement.

Notes:

- To add a new enforcement, the following conditions must be met:
 - A certified provider
 - A survey with deficiencies with locked citations that has not been added to a different enforcement. Only one survey can be designated as the starting survey.
- The **Starting Survey** is the survey used to create an enforcement case. Its exit date is the start of the enforcement cycle.
- Contact the [iQIES Service Center](#) to delete an enforcement.

- 4.1 Click the desired provider record. The **Provider History** page opens. For more information on searching for and accessing a provider, refer to the [Manage a Provider User Manual](#) on QTSO.

Note: It is also possible to click the provider from the **Basic Information** page to open **Provider History**.

- 4.2 Click **Add Enforcement** on the **Provider History** page. See *Figure 19, Add Enforcement*. The **Basic Information** window opens with a list of available surveys.



Figure 19: Add Enforcement

4.3 Select one or more surveys. See *Figure 20, Add Basic Information for a New Enforcement* and *Table 9, Add Basic Information for a New Enforcement Detailed Callout*.

Notes:

- Only one survey can be designated as the starting survey.
- When a survey has **Memo** under the **Deficiency** column, the only citation is the CMS-2567 (initial comments).
- Dates are system generated.

Basic Information

Enter the basic information for this enforcement.

All required fields are marked with an asterisk (*)

Case Status **a**

Type *

☐ Federal ⓘ
 ☐ State ⓘ

Federal Case Type

Select one ▼

Facility **b**

Federal Program Participation Status

Certified

Status Date

No information

Additional Status

☐ Double G
 ☐ Sent to HIPDB
 ☐ Infection Control

Key Dates **c**

Due Date for Opportunity to Correct

MM/DD/YYYY

Cycle Start Date

Invalid date

Cycle Start to Today

0

Initial Transfer to CMS

09/10/2024

Substantial Compliance Date

No information

Cycle Start to Compliance

No information

Public Notices **d**

Request for Term Notice 1

MM/DD/YYYY

Request for Term Notice 2

MM/DD/YYYY

Date Notice 1 Appeared

MM/DD/YYYY

Date Notice 2 Appeared

MM/DD/YYYY

Add Surveys * **e**

Add surveys to this enforcement cycle and indicate the starting survey.

There are no open surveys for this provider.

Cycle Start Date *

MM/DD/YYYY

f

Save Section

Cancel

Figure 20: Add Basic Information for a New Enforcement

Table 9: Add Basic Information for a New Enforcement Detailed Callout

No.	Title	Description
a	Case Status	Shows type, federal status, double G count, additional status, federal case type and state status Double G and Infection Control are for Nursing Homes only.
b	Facility	Shows federal program participation status and status date
c	Key Dates	Shows due date for opportunity to correct, initial transfer to CMS, substantial compliance date, cycle start date, cycle start to today, and cycle start to compliance
d	Public Notices	Shows requests for term notices and requests for when date notices appeared
e	Add Surveys	Add surveys to the enforcement cycle and add the cycle start date
f	Save Section	Click to save information.

4.4 Click **Save Section**. The **Basic Information** window updates.

Notes:

- Click **Edit** on the **Basic Information** page to make edits, if necessary.
- Not all fields are available to all user roles and not all fields are available to all providers.
- The **Transferred to RO** field is only available to SAGUs.

5. Responsible Staff

Purpose: To add new, delete, or view existing staff responsible for the enforcement.

Note: Responsible Staff are HARP ID users.

5.1 Add Responsible Staff

5.1.1 Click **Responsible Staff** on the left menu. The **Responsible Staff** screen opens. See *Figure 21, Enforcements Responsible Staff*.

The screenshot shows the 'Responsible Staff' interface. On the left is a sidebar with navigation links: Home Health Agency Non-Deemed, Basic Information, Responsible Staff (highlighted with a red arrow), Nurse Aide Training Ban, Sanctions, Civil Money Penalty, Appeal, Letters, Notes, and Attachments. The top section displays enforcement details for 'Enforcement 259328-F', including status (Open), start date (12/31/2022), and termination information. The main area is titled 'Responsible Staff' and contains the instruction 'Add and manage the responsible staff for this enforcement.' Below this is a blue 'Add Staff' button. A table titled '1 Staff Member' lists one staff member: TEST-HEIST_AUTO_CMS_General_User38, Pat, associated with the CMS organization and assigned no tasks. The table has columns for Primary, Name, Organization, Assigned Tasks, and Actions.

Primary	Name	Organization	Assigned Tasks	Actions
<input checked="" type="checkbox"/>	TEST-HEIST_AUTO_CMS_General_User38, Pat	CMS	None	Actions

Figure 21: Enforcements Responsible Staff

5.1.2 Click **Add Staff** to add responsible staff. The **Add Responsible Staff** page opens.

5.1.3 Type last name in text box under **Last Name**. Add first name to narrow down the results, if necessary.

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

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

5.1.6 Click **Save**. A green notification banner appears at the top of the screen, verifying the member was successfully added. See *Figure 22, Survey Team Member Successfully Added*.

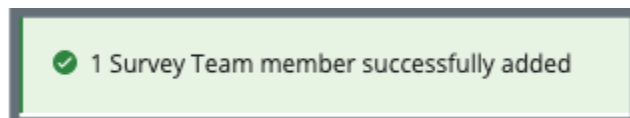


Figure 22: Survey Team Member Successfully Added

Notes:

- The case creator is a default staff member.
- 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.
- Only one staff can be primary.
- Click the arrow next to **Name** to sort names in alphabetical or reverse alphabetical order.

5.1.7 Verify the staff member was added.

5.2 Add and Remove Tasks for Responsible Staff

5.2.1 Click **Edit Tasks** under the **Actions** menu next to the Responsible Staff. See *Figure 23, Edit Tasks*. The **Edit Tasks** pop-up window opens.

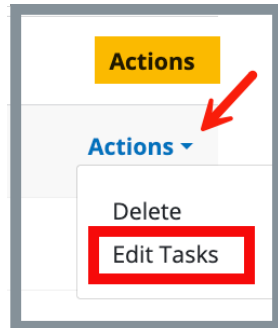


Figure 23: Edit Tasks

5.2.2 Select the checkbox next to any task for the Responsible Staff. See *Figure 24, Edit Tasks Pop-Up Window* (next page).

Notes:

- To remove a task, uncheck the checkbox
- The tasks are noted in alphabetical order

Edit Tasks - cms_gu, Pat

×

Add and remove task(s) for this staff member in this enforcement.

Enforcements

- ☒ Case Review
- ☐ Sanction/Remedy Monitoring
- ☒ Send notices
- ☐ Letters
- ☐ Finalize
- ☒ Awaiting Appeal/Waiver
- ☐ Awaiting CMP Payment
- ☐ Awaiting Hearing
- ☐ Awaiting Hearing Decision
- ☒ Awaiting Owner Doc
- ☒ Awaiting Settlement
- ☒ Awaiting Visit Report
- ☐ Need Case Hard Copies
- ☐ Need DOJ Clearance
- ☐ Need Financial Info
- ☐ Need POC
- ☐ Need Visit
- ☐ None
- ☐ Process CMP Off-Set
- ☐ Requested Info from State
- ☐ Review Survey
- ☐ Send Notice
- ☐ Time Pay/Interest Calc
- ☐ Worker Correcting Letter
- ☐ New Survey Added
- ☐ Awaiting Dismissal
- ☐ Awaiting CMPTS Update
- ☐ Case Sent to RO
- ☐ Request 3rd Revisit
- ☐ Approve 3rd Revisit
- ☐ Deny 3rd Revisit
- ☐ Fed. Program Status Changed
- ☐ Hearing Resolved
- ☐ IJ Situation Added
- ☐ Substantial Compliance Achieved
- ☐ 2567 Revised For Appealed Survey
- ☐ New Visit - Compliance Removed
- ☐ Sub. Compliance removed/Case reopened
- ☐ Remove from National Upload pending
- ☐ Automatic Initial Upload pending
- ☐ CMP Payment Posted By OFM
- ☐ IJ Situation Changed By IDR
- ☐ IJ Situation Removed By IDR

Save

Cancel

Figure 24: Edit Tasks Pop-Up Window

- 5.2.3 Click **Save**. Verify the **Tasks successfully updated** green notification banner is shown. See *Figure 25, Tasks Successfully Updated Green Notification Banner*.

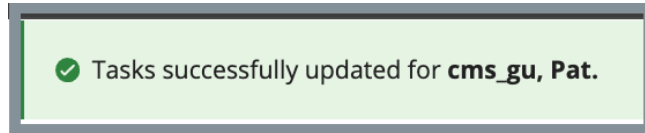


Figure 25: Tasks Successfully Updated Green Notification Banner

- 5.2.4 Verify tasks are updated under Assigned Tasks. See *Figure 26, Assigned Tasks*.

2 Staff Members				
Primary	Name	Organization	Assigned Tasks	Managed
<input checked="" type="checkbox"/>	cms_gu, Pat	CMS	Case Review, Send notices, Awaiting Appeal/Waiver, Awaiting Owner Doc, Awaiting Settlement, Awaiting Visit Report	Not available

Figure 26: Assigned Tasks

5.3 Delete Responsible Staff

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

5.3.2 Click **Delete**. See *Figure 27, Delete a Responsible Staff*.

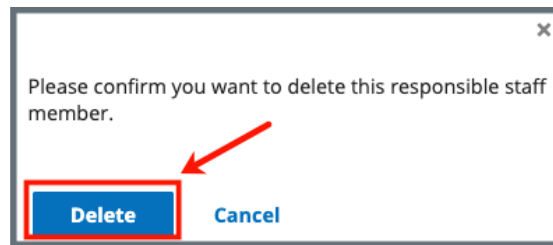


Figure 27: Delete a Responsible Staff

5.3.3 Verify that the **Responsible Staff** is no longer on the list.

6. Manage Tasks

Purpose: To manage and assign tasks for Responsible Staff.

Click **Manage Tasks** on the left menu. The **Manage Tasks** screen opens. See *Figure 28, Manage Tasks*. See *Table 10, Manage Tasks Detailed Callout*.

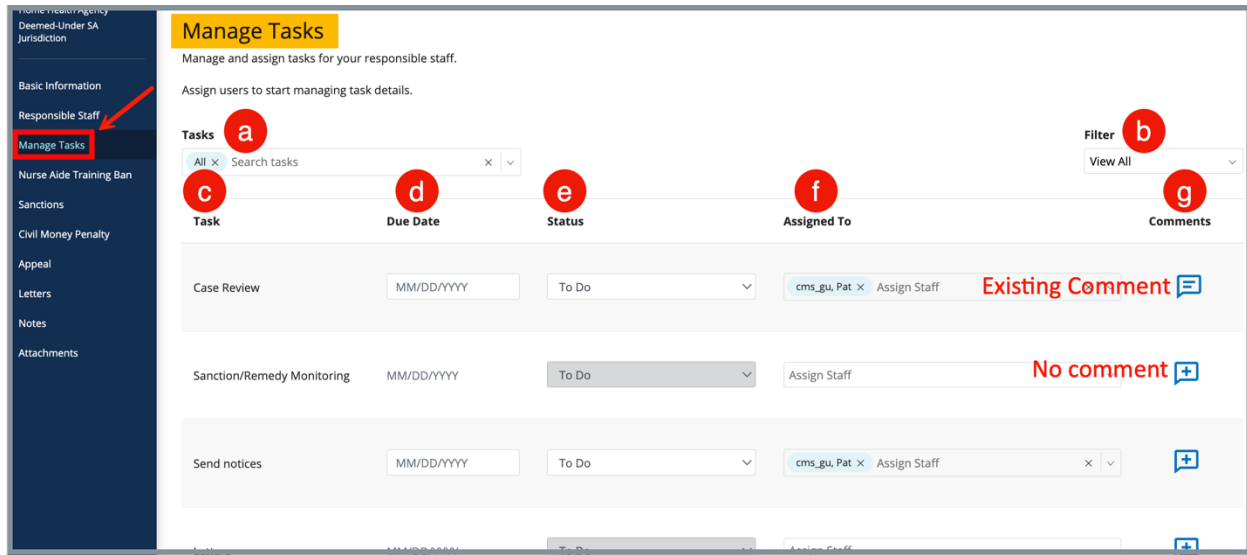


Figure 28: Manage Tasks

Table 10: Manage Tasks Detailed Callout

No.	Description
a	Select individual tasks from the drop-down menu under Tasks to assign to the Responsible Staff or select All
b	Select View All , Assigned , or Unassigned from the drop-down menu. View All is the default.
c	Each task that is selected shows under Task
d	The Due Date of the task
e	The Status of the task.
f	The Responsible Staff assigned to the task. More than one Responsible Staff can be assigned the task.
g	Click the + icon to add a comment. Click the letter icon to view an existing comment or to add a new comment.

7. Nurse Aide Training Ban

Purpose: To document a two-year ban on a Home Health Agency (HHA) that provides nurse aide training and/or competency testing.

Notes:

- Nurse Aide Training Bans are for HHA provider types only.
- A permanent record of the ban remains in the system and is shown on the Nurse Aide Training Ban page.

7.1 Add Nurse Aide Training Ban

7.1.1 Click **Nurse Aide Training Ban** on the left menu. The **Nurse Aide Training Ban** screen opens. See *Figure 29, Nurse Aide Training Ban*.

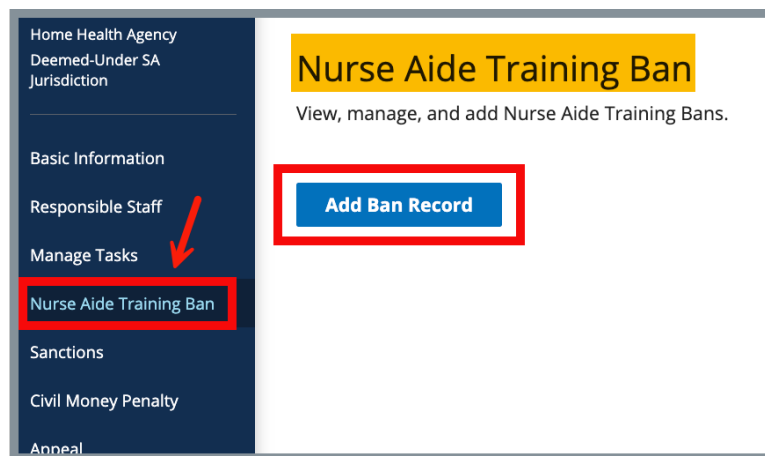


Figure 29: Nurse Aide Training Ban

7.1.2 Click **Add Ban Record**. The **Nurse Aide Training Ban** form opens. See *Figure 30, Nurse Aide Training Ban Form*.

Nurse Aide Training Ban

All required fields are marked with an asterisk (*)

Nurse Aide Training Loss *

☐ No
☐ Yes
☐ Potential
☐ Not Provided

Loss Effective Date

MM/DD/YYYY

End Date

MM/DD/YYYY

Training Ban Notes:

NATCEP

NATCEP Loss Triggers 483.151	Applicable?	Is Primary *
Subject to extended or partially extended survey (substandard care)	<input type="checkbox"/>	<input type="checkbox"/>
Used unqualified HH Aides	<input type="checkbox"/>	<input type="checkbox"/>
termination or termination	<input type="checkbox"/>	<input type="checkbox"/>
CMP of \$5000 or more assessed	<input type="checkbox"/>	<input type="checkbox"/>
Suspension of payment imposed	<input type="checkbox"/>	<input type="checkbox"/>
Temporary manager imposed	<input type="checkbox"/>	<input type="checkbox"/>
Patients transferred	<input type="checkbox"/>	<input type="checkbox"/>
Excluded/Barred from federal programs	<input type="checkbox"/>	<input type="checkbox"/>

State NATCEP

☐ State NATCEP Loss Waiver

Restored Based on CHOW Date

MM/DD/YYYY

Save **Cancel**

Figure 30: Nurse Aide Training Ban Form

7.1.3 Fill out information.

Note: **Loss Effective Date** and **End Date** can only be filled out when **Yes** or **Potential** is selected.

7.1.4 Click **Save**. The form closes and the **Nurse Aid Training Ban** information is shown on the screen.

7.2 View Nurse Aide Ban Notes

Click the caret next to the **Status**, to view **Ban Notes**. See *Figure 31, Nurse Aide Training Ban Notes*.

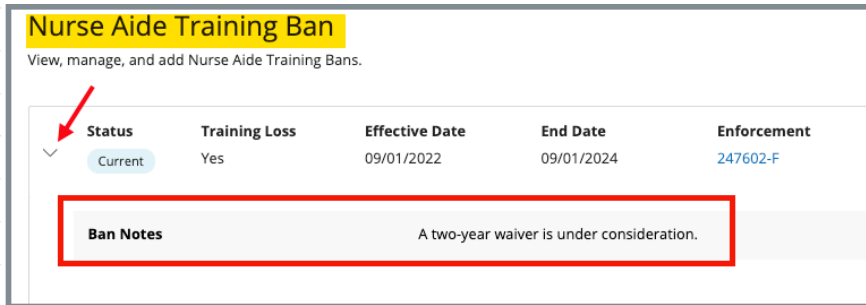


Figure 31: Nurse Aide Training Ban Notes

7.3 Edit a Training Ban

7.3.1 Click **Edit** next to the travel ban that needs to be updated. The **Nurse Aid Training Ban** page opens and can be edited. See *Figure 32, Edit Nurse Aide Training Ban*.

Note: **Status** must be **Current** for a training ban to be in edited.

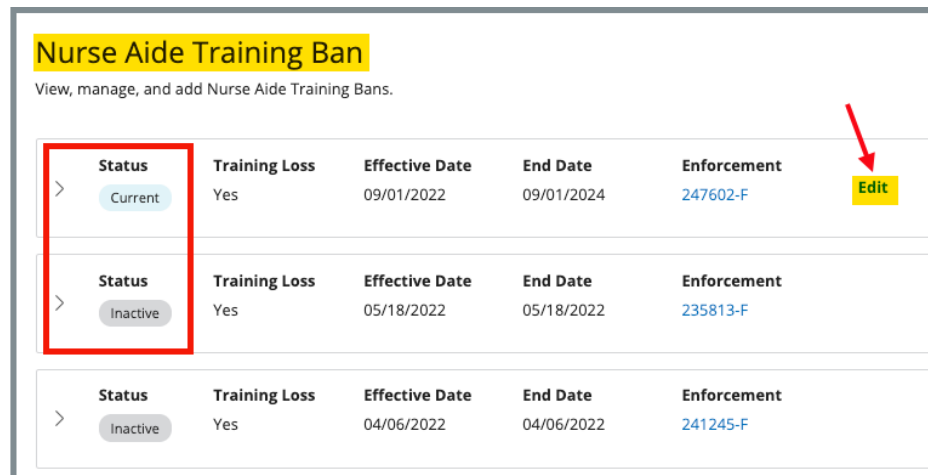


Figure 32: Edit Nurse Aide Training Ban

7.3.2 Click **Save** to save edits.

8. Sanctions

Purpose: To view, add, or manage sanctions and enforcement actions, including Civil Money Penalties (CMP), training, transfer, suspension, terminations, and other remedies.

Notes:

- Sanctions are for ASC, HHA, and Hospice Provider types only.
- The history of a sanction termination can be viewed.

8.1 Add or View a Sanction

8.1.1 Click **Sanctions** on the left menu. The **Sanctions** screen opens. See *Figure 33, Sanctions*.

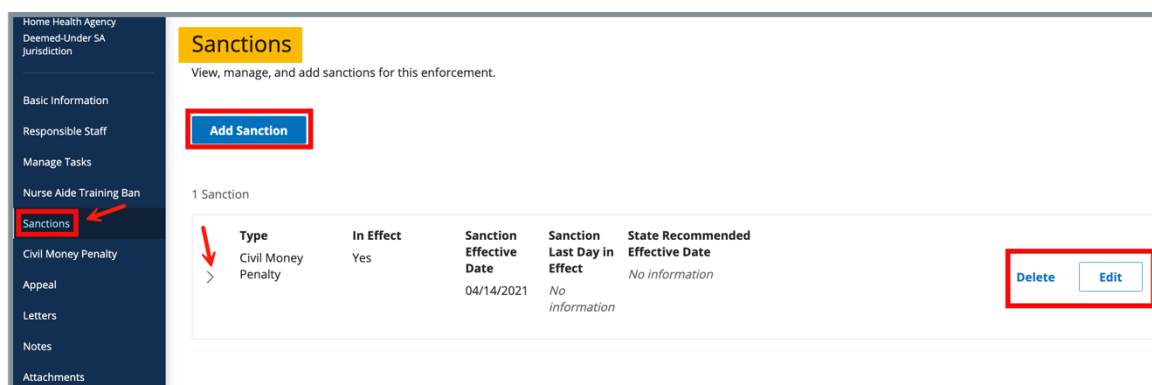


Figure 33: Sanctions

8.1.2 Click **Add Sanction** to add sanctions. The **Add Sanctions** page opens.

Note: Click any sanction to view.

8.1.3 Select **Type** from drop-down menu. See *Figure 34, Add Sanction*.

Notes:

- Fields may differ with each sanction.
- Duplicate sanction types cannot be added.

Add Sanction

Add sanctions to impose an enforcement action against this provider.

All required fields are marked with an asterisk (*)

Type *

Select one

This field is required

✓ Select one

- Directed Plan of Correction
- Temporary Management
- Directed Inservice Training
- Civil Money Penalty
- CMS-Approved Alternative or Additional State Remedy
- Suspension of Payment For New Admissions
- Transfer of Patients and Closure of Agency
- Termination at 23 days
- Termination at 90 days
- Termination at 6 Months

State Recommended Effective Date *

MM/DD/YYYY

In Effect

Recommended

Sanction Effective Date

04/14/2021

MM/DD/YYYY

Sanction Last Day in Effect

MM/DD/YYYY

Comments

Type here...

Save **Cancel**

Figure 34: Add Sanction

8.1.4 Fill out the information.

8.1.5 Click **Save**. The **Sanctions** window updates with the new sanction.

8.1.6 Verify the sanction was added.

Note: The **In Effect** selection is always set to **Recommended** for a State Agency General User. Only a CMS General User can change the **In Effect** status.

8.2 Edit a Sanction

8.2.1 Click **Edit** on the **Sanctions** page. The **Edit Sanction** page opens. See *Figure 35, Edit Sanction*.

Edit Sanction

All required fields are marked with an asterisk (*)

Type *

Civil Money Penalty

State Recommended Effective Date *

09/11/2024

MM/DD/YYYY

Revised State Recommended Date

09/16/2024

MM/DD/YYYY

In Effect

Recommended

Sanction Effective Date

04/14/2021

MM/DD/YYYY

Sanction Last Day in Effect

MM/DD/YYYY

Comments

Type here...

Save **Cancel**

Figure 35: Edit Sanction

8.2.2 Edit form.

Notes:

- Only a CMS General User can change the **In Effect** status
- Select **Warning** if the imposition notice states that a sanction may be imposed
- Outcome selections vary depending on **Sanction Type**

8.2.3 Click **Save**. The updated sanction shows on the **Sanction** page.

8.3 Delete a Sanction

8.3.1 Click **Delete** next to the specific sanction on the **Sanctions** page. The **Delete** pop-up window opens. See *Figure 36, Delete a Sanction Pop-up Window*.

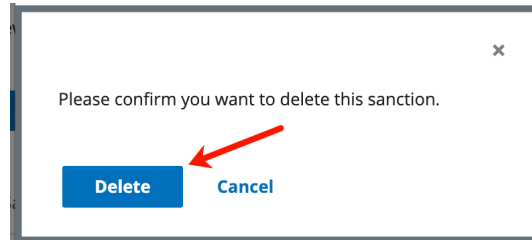


Figure 36: Delete a Sanction Pop-up Window

8.3.2 Click **Delete** to confirm the deletion.

Note: If a sanction is part of an open sanction, it cannot be deleted and the **Delete** option is greyed out.

9. Remedies

Purpose: To view, add, or manage remedies and enforcement actions, including Civil Money Penalties (CMP), training, transfer, suspension, terminations, and other remedies.

Notes:

- Remedies are for the Nursing Homes Provider type only.
- The history of a remedy termination can be viewed.

9.1 Add or View a Remedy

9.1.1 Click **Remedies** on the left menu. The **Remedies** screen opens. See *Figure 37, Remedies*.

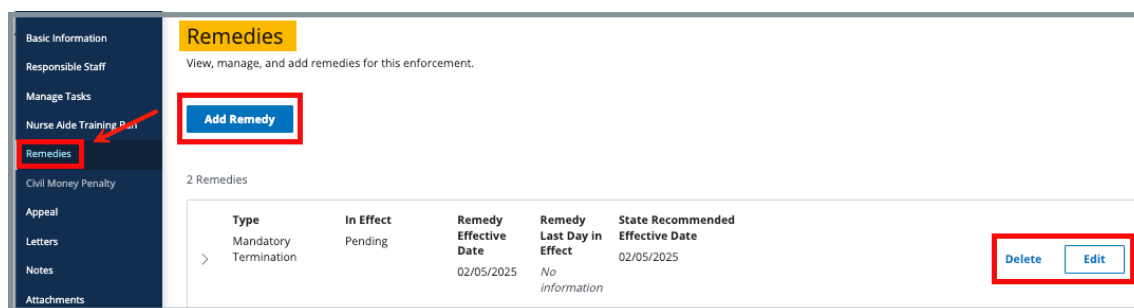


Figure 37: Remedies

9.1.2 Click **Add Remedy** to add a remedy. The **Add Remedy** page opens.

9.1.3 Select **Type** from drop-down menu. See *Figure 38, Add Remedy*.

Notes:

- Fields may differ with each remedy.
- Duplicate remedy types cannot be added.

Add Remedy

Add remedies to impose an enforcement action against this provider.

All required fields are marked with an asterisk (*)

Type *

Select one

- ✓ Select one
- Directed Plan of Correction
- Temporary Management
- Directed Inservice Training
- Civil Money Penalty
- CMS-Approved Alternative or Additional State Remedy
- State Monitoring
- Discretionary Deny Pay for New Admits
- Mand. Deny Pay for New Admits-3 Mo.
- Denial of Payment for All Residents
- Transfer of Residents/Closure of Facility
- Transfer of Residents
- Discretionary Termination
- Mandatory Termination

State Recommended Effective Date

MM/DD/YYYY

In Effect *

☐ Yes

☐ No

☐ Recommended

☐ Awaiting appeal outcome

☐ Pending

Remedy Effective Date

08/05/2024

MM/DD/YYYY

Remedy Last Day in Effect

MM/DD/YYYY

Comments

Type here...

Save **Cancel**

Figure 38: Add Remedy

9.1.4 Fill out the information.

9.1.5 Click **Save**. The **Remedies** window updates with the new remedy.

9.1.6 Verify the remedy was added.

Note: The **In Effect** selection is always set to **Recommended** for a State Agency General User. Only a CMS General User can change the **In Effect** status.

9.2 Edit a Remedy

9.2.1 Click **Edit** on the **Remedies** page. The **Edit Remedy** page opens. See *Figure 39, Edit Remedy*.

Edit Remedy

All required fields are marked with an asterisk (*)

Type *

Mandatory Termination

State Recommended Effective Date

02/05/2025

MM/DD/YYYY

Revised State Recommended Date

MM/DD/YYYY

In Effect *

☒ Yes

☐ No

☐ Recommended

☐ Awaiting appeal outcome

☐ Pending

Remedy Effective Date *

02/05/2025

MM/DD/YYYY

Remedy Last Day in Effect

MM/DD/YYYY

Comments

Type here...

Save **Cancel**

Figure 39: Edit Remedy

9.2.2 Edit form.

Notes:

- Only a CMS General User can change the **In Effect** status
- Select **Warning** if the imposition notice states that a remedy may be imposed
- Outcome selections vary depending on **Remedy Type**

9.2.3 Click **Save**. The updated remedy shows on the **Remedies** page.

9.3 Delete a Remedy

9.3.1 Click **Delete** next to the specific remedy on the **Remedies** page. The **Delete** pop-up window opens. See *Figure 40, Delete a Remedy Pop-up Window*.

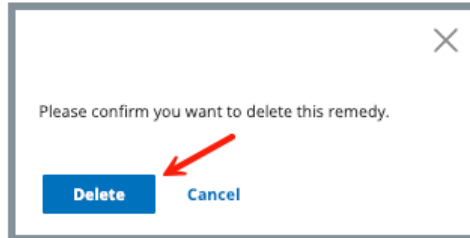


Figure 40: Delete a Remedy Pop-up Window

9.3.2 Click **Delete** to confirm the deletion.

Note: If a remedy is part of an open remedy, it cannot be deleted and the **Delete** option is greyed out.

10. Civil Money Penalty

The Civil Money Penalty is covered in the [CMP/CMPTS manual](#).

11. Appeal

Purpose: To add or manage survey and enforcement remedy appeal and court hearing information.

Note: Only one appeal can be added.

11.1 Add an Appeal

11.1.1 Click **Appeal** on the left menu. The **Add Appeal** screen opens. See *Figure 41, Add Appeal*.

Add Appeal
Add an appeal and hearing case to this enforcement.

All required fields are marked with an asterisk (*)

Appeal Type *

☐ Medicare
☐ Medicaid
☐ Licensure

Acknowledged to Facility Date
MM/DD/YYYY

Initial Hearing Request Received by
Select one

Initial Request Received Date
MM/DD/YYYY

Forwarded to Departmental Appeals Board Date
MM/DD/YYYY

Appealed Surveys *

Select	Survey ID	Survey Category	Start Date	Exit Date
<input checked="" type="checkbox"/>	DB310-H1	Recertification, Re-Licensure	03/02/2021	04/14/2021

Appealed Sanctions *
Select...

Save

Figure 41: Add Appeal

11.1.2 Fill out as much information as possible.

11.1.3 Click **Save**. The **Appeal** window updates with the new appeal. See *Figure 42, Appeal*.

Appeal Edit

Appeal Type Medicare

Acknowledged to Facility 09/16/2021

Initial Hearing Request Received by Departmental Appeals Board

Initial Request Received Date 09/17/2021

Appealed Sanctions

- Directed Inservice Training

Appealed Surveys

Add Survey

> 98377-H1 (12/31/2020) Edit Remove

Legal Actions

Add Legal Action

There are no legal actions for this appeal.

Injunction Edit

Sought Federal Injunction No

Figure 42: Appeal

11.2 Edit an Appeal

11.2.1 Click **Edit**, to edit the appeal.

11.2.2 Click **Add Survey** under **Appealed Surveys** to add additional surveys. The **Add Survey to Appeal** page opens.

Note: Only available surveys are shown.

11.3 Add Legal Action

11.3.1 Click **Add Legal Action** to add legal action. See *Figure 43, Add Legal Action*.

Add Legal Action

All required fields are marked with an asterisk (*)

Appeal Details

Appealed To * **Appealed By *** **Appeal Date ***

Hearing Details

Government Attorney

☐ Use Existing

☒ Add New

Attorney Name *

Attorney ID *

Docket/Case Number

Begin Date

Outcome

Settle/Withdraw Date

Final Decision Date

Save **Cancel**

Figure 43: Add Legal Action

11.3.2 Fill out as much information as possible.

Note: Select **Use Existing** under **Government Attorney** to select from a list of attorneys that were previously entered.

11.3.3 Click **Save**. The **Appeal** page updates with **Legal Action** information.

11.3.4 Click **Edit** to edit the injunction. The **Edit Injunction** page opens.

11.3.5 Click **Sought Federal Injunction** box. See *Figure 44, Edit Injunction*. The **Injunction Granted Date** and **Last Date of Injunction** then open and can be edited.

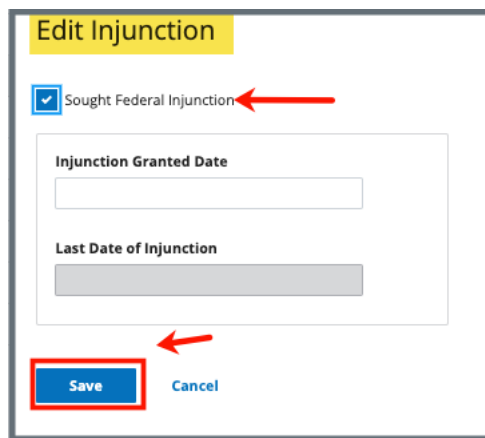


Figure 44: Edit Injunction

11.3.6 Click **Save**. The **Appeal** page updates with Injunction information.

12. 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.

12.1 Add/Upload a letter

12.1.1 Click **Letters** on the left menu to go to **Letters**. See *Figure 45, Enforcements Letters*.

Enforcement NYYSK8-F	Enforcement Status	Transferred To	Starting Survey	Enforcement Start Date	Termination Date	Termination Outcome
Open - CMP Collection	RO	No information	Z6D711 (04/09/2015)	04/09/2015	No information	No information

Letters

Add and manage the letters for this enforcement, by uploading letters or generating letters from available templates.

[Add Letter](#)

1 Letter

Letter Name	Date Created	Status	Actions
Enforcement Notification Letter	06/07/2023 1:09 PM	No information	Actions

Figure 45: Enforcements Letters

12.1.2 Click **Add Letter**. The **Letter Overview** window opens. See *Figure 46, Enforcements Letter Overview*.

Letter Overview

All required fields are marked with an asterisk (*)

Letter Name *

0/255 characters

Letter Description

0/255 characters

Status

Select one

Federal / State Licensure

☐ Federal

☐ State Licensure

Letter Category

Select...

Save **Cancel**

Figure 46: Enforcements Letter Overview

12.1.3 Fill out the information.

12.1.4 Click **Save**. The information updates in a new screen. See *Figure 47, Letter Attachment and Recipient*.

< Return to Letters

Letter: Test Letter 2 ← Letter Name Edit

Overview

Description	test letter
Status	Draft
Federal/State Licensure	Federal
Date Created	10/04/2021 5:33 PM
Letter Category	Request POC

Attachments

Upload Letter Generate from template

There are no attachments for this letter.

Recipients

Add Recipient

There are no recipients for this letter.

Delete Letter

Figure 47: Letter Attachment and Recipient

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

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

12.1.7 Select the file to be attached.

12.1.8 Click **Open**. The file is attached and ready to be saved.

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

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

12.2 Generate a letter from an existing template

12.2.1 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 11.2.5.

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

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

12.2.4 Click **Generate from template** under **Attachments**. See *Figure 48, Generate from Template*. The **Select a template** page opens.

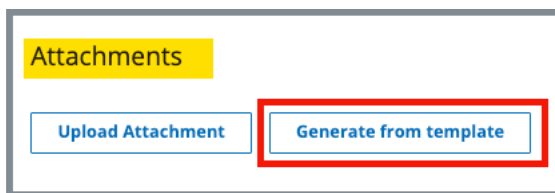


Figure 48: Generate from Template

12.2.5 Click the circle next to the desired template. See *Figure 49, Add Letter Template*.

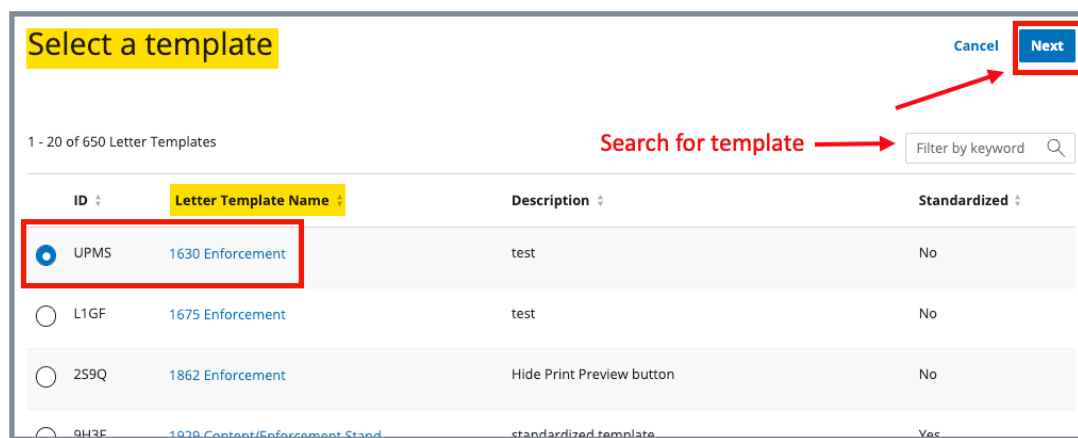


Figure 49: Add Letter Template

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

12.2.7 Update the template as desired. See *Figure 50, Letter Template*.

Notes:

- The template can be modified. Textholders can be removed, words can be edited and updated. See [Appendix B, Enforcement Textholder Text](#) for a list of textholders. 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**.

The screenshot shows a web interface titled "Generate attachment from template" with a yellow header. Below the header is a "Cancel" button and a "Generate attachment" button (callout 6). The main area is labeled "Edit and preview letter." and contains the text "1630 Enforcement".

Callout 1 points to a "Print Preview" button. Callout 2 points to the "File Name *" input field, which contains "1630 Enforcement". Callout 3 points to the "Description" input field. Callout 4 points to a rich text editor toolbar with various formatting options. Callout 5 points to the main text area of the editor, which contains placeholder text (Lorem ipsum).

Figure 50: 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 A, Tips and Tricks for Working in a Template](#), for 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.

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

12.2.9 Verify the letter is attached under **File Name**. See *Figure 51, Letter Attachment*.

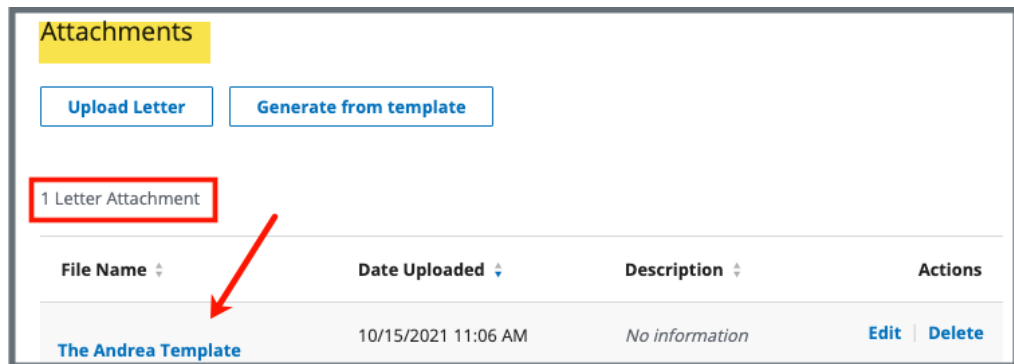


Figure 51: Letter Attachment

12.3 Add recipients to a letter

12.3.1 Click **Add Recipient** to add a recipient. The **Add Recipient** page opens. See *Figure 52, Add Recipient*.

Add Recipient

All fields are optional. Complete at least one field to save.

First Name

Last Name

Address 1

Address 2

City

State

ZIP Code

Email

Letter Information

Date Sent

Sender

Method

Tracking ID

☐ Receipt acknowledged

Save Cancel

Figure 52: Add Recipient

12.3.2 Fill out the information.

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

12.4 Edit a Letter Overview

- 12.4.1 Click **Edit Overview** from the **Actions** drop-down menu to edit a **Letter Overview**. See *Figure 53, Edit a Letter Overview*. The **Edit Letter Overview** opens. See *Figure 54, Edit Letter Overview*.

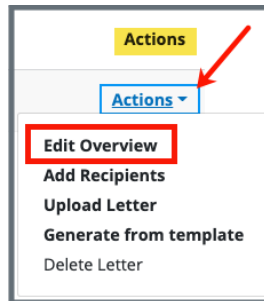
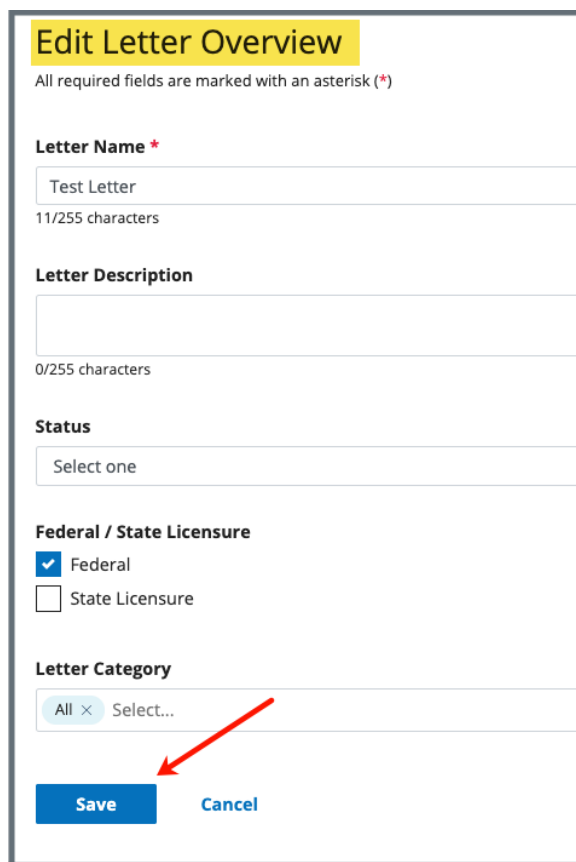


Figure 53: Edit a Letter Overview



Edit Letter Overview

All required fields are marked with an asterisk (*)

Letter Name *

Test Letter

11/255 characters

Letter Description

0/255 characters

Status

Select one

Federal / State Licensure

☒ Federal

☐ State Licensure

Letter Category

All × Select...

Save Cancel

Figure 54: Edit Letter Overview

- 12.4.2 Update fields.
- 12.4.3 Click **Save**.

12.5 Delete a Letter

- 12.5.1 Click **Delete Letter** from the **Actions** drop-down menu to delete a letter. A pop-up note opens. See *Figure 55, Delete Letter Pop-Up Window*.

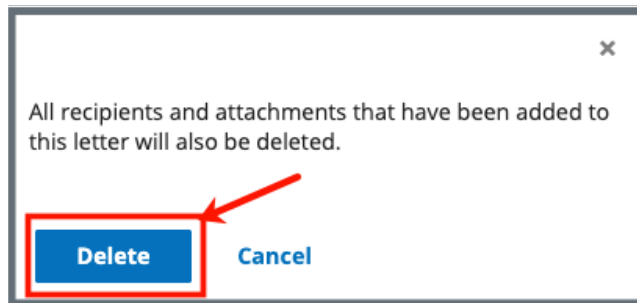


Figure 55: Delete Letter Pop-Up Window

- 12.5.2 Click **Delete**. The letter is removed from the list.

13. Notes

Purpose: To view or add notes for an enforcement.

- 11.1 Click **Notes** on the left menu to view existing notes or add a note. See *Figure 56, Enforcements Add Note*.

Note: When there are no existing notes, the **Add Note** page opens when **Notes** is selected on the left menu.

Enforcement Status	Transferred To	Starting Survey	Enforcement Start Date	Termination Date	Termination Outcome
Open - CMP Collection	RO No information	Z6D711 (04/09/2015)	04/09/2015	No information	No information

Notes
Add and manage the notes for this enforcement.

Add Note

1 Note

Pat cmsgu_fl
06/07/2023 1:15 PM

Delete Edit

This note indicates that an enforcement letter was sent out on 6/7/23.

Figure 56: Enforcements Add Note

- 11.2 Add a note.
- 11.3 Click **Save**. The **Notes** window opens with note information.
- Note:** Click **Edit** to edit information, if desired. It is not possible to edit or delete a note created by another user.
- 11.4 Click **Delete** to delete a note. A pop-up note opens. See *Figure 57, Delete Note Pop-Up Window*.

Please confirm you want to delete this note.

Delete Cancel

Figure 57: Delete Note Pop-Up Window

- 11.5 Click **Delete**. The updated **Notes** page opens.

14. Attachments

Purpose: To view or add an attachment to an enforcement.

Notes:

- Only one attachment can be added at a time.
- Attachments can only be deleted by the user who uploaded the attachment. Contact the [iQIES Service Center](#) to delete any other attachments.

12.1 Click **Attachments** on the left menu. The **Attachments** window opens. See *Figure 58, Enforcements Attachments*.

Figure 58: Enforcements Attachments

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

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

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

12.5 Click **Save**. The file is attached to the enforcement.

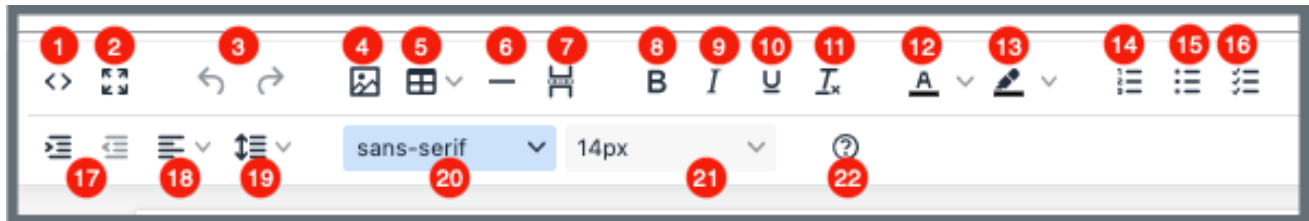
Note: Click **Edit** to edit information, if desired.

Note: Click **Download** to download the document, if desired.

Appendix A: 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 | 16. Insert a checklist |
| 2. Put document in full screen (make it bigger) | 17. Indent/Remove indent |
| 3. Undo/Redo | 18. Alignment: Left, Center, Right, Justified |
| 4. Insert an image. A small Drop image box opens. Drag and drop a file or click the box and search for the file. | 19. Adjust the line height |
| 5. Insert a table | 20. Select a font |
| 6. Insert a horizontal line | 21. Select a font size |
| 7. Insert a page break | 22. Help: shows handy shortcuts, keyboard navigation, plugins and version |
| 8. Highlight text and click to make bold | |
| 9. Highlight text and click to <i>italicize</i> | |
| 10. Highlight text and click to <u>underline</u> | |
| 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 | |

Appendix B: Enforcement Textholder Text

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

Enforcement Textholders		
Accrediting Organization (AO)	Admin 1 st Name	Admin Full Name
Admin Last Name	Admin Salutation	Admin Short with Salutation
Admin Title	Administrator Email	All CMPs
Building ID List	Buildings List	Buildings List Open
CMP Collection Number	CMP First CMS Notice Date	Changes from IDR
Changes from IDR (No Status)	Custom Text Prompt	Cycle Start + 3 Months
Cycle Start + 6 Months	Date Facility out of Compliance	Federal CMP Amount Due
Federal CMP(s)	Latest Denial of Payment Remedy	Letter Sent Date
Medicaid ID Number	NATCEP/Nurse Aide Training Ban Last Loss Date	NATCEP/Nurse Aide Training Ban Loss Date
Next Licensure Letter Remedies	Per Day CMP(s)	Per Instance CMP(s)
Provider Address 1 (Street)	Provider Address 2	Provider CCN
Provider City	Provider Doing Business As Name	Provider Fax Number
Provider Full Address	Provider Legal Name	Provider Mailing Address

Enforcement Textholders		
Provider State	Provider State ID (FACID)	Provider State License Number
Provider Telephone	Provider Type Abbrev	Provider Type Full Description
Provider Zip	Recommended Federal CMP(s)	Remedies with State Recommended Effective Date
Remedy List	Remedy List – All Federal	Remedy List – In Effect
Remedy List – Not in Effect	Remedy List – Pending	Remedy List – Recommended
Survey High Citations	Title (Mapped from Provider Certification & Licensure tab)	Today's Date
Today's Date Full		