Centers for Medicare & Medicaid Services

# Internet Quality Improvement Evaluation System (iQIES)

# Outcome and Assessment Information Set (OASIS) Error Message Reference Guide

**Version 2.4**

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# Table of Contents

# 1.   Introduction

This user guide addresses Outcome and Assessment Information Set (OASIS) error messages and troubleshooting.

# 2.   Troubleshooting – iQIES Service Center

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

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

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

**For technical support**:   Contact the iQIES Service Center:

**Phone**:  800-339-9313
**email**:    iQIES@cms.hhs.gov

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

iQIES reference materials include:

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

# 3.   Submission ERROR Messages for OASIS Data

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

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

# 4.  File Processing Error Messages for OASIS Data

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

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

**Notes**:

- The **OASIS Submitter Final Validation Report** must be requested by the user who submitted the file.

- Records with fatal errors will be rejected.  All fatal errors in a record must be corrected and resubmitted.

- All warning errors should be reviewed and corrected if appropriate, to ensure the data uploaded is accurate and complete.

- Providers who submit files for multiple providers receive one **OASIS Agency Final Validation Report** for each provider for which records were submitted in a file.

- Certain severe fatal errors in the submitted file or one of its records can prevent the system from creating and placing the automatically generated **OASIS Agency Final Validation Report** in the agency's folder. To view these errors, the submitter can request the **OASIS Submitter Final Validation Report** in iQIES.

# 5.    OASIS Error Messages

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

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

- [OASIS Error Message Guide (Providers)](#)
- [OASIS Error Message Guide (Vendors)](#)