



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

**Survey and Certification (S&C)
CMP/CMPTS**

User Manual

Version 2.1

July 14, 2025

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1. Introduction

This user manual addresses how to view, manage, and add Civil Money Penalty (CMP) and sanction information for both State Agency General Users (SAGU) and CMS General Users (CMSGU), and Civil Money Penalty Tracking System (CMPTS) cases for CMSGU.

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*.

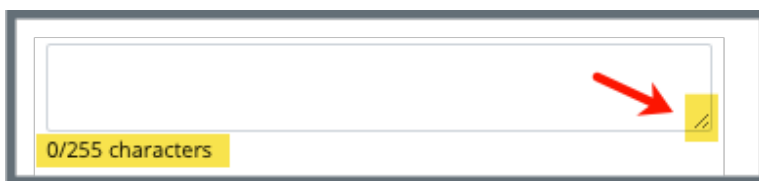


Figure 1: Expandable Field

- iQIES times out after 30 minutes of nonuse and reverts to the login page.
 - iQIES remains up and active as long as it is in use.
 - iQIES gives a five-minute warning before timing out.
 - The session resumes at the last accessed page after reauthentication.
 - Be sure to save data regularly. Pages that require saving are noted in this document, and have a **Save** button on the page.
- 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.

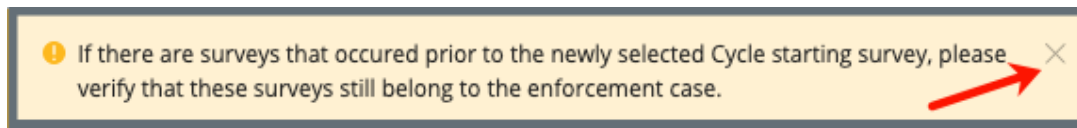


Figure 2: Notification Banner

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 **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*.

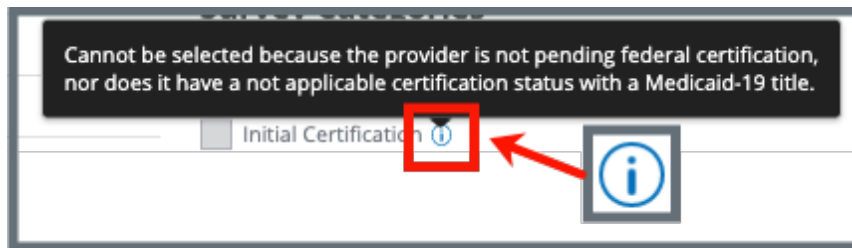


Figure 3: Tool Tip Icon

- 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 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 Security Official (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.

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.

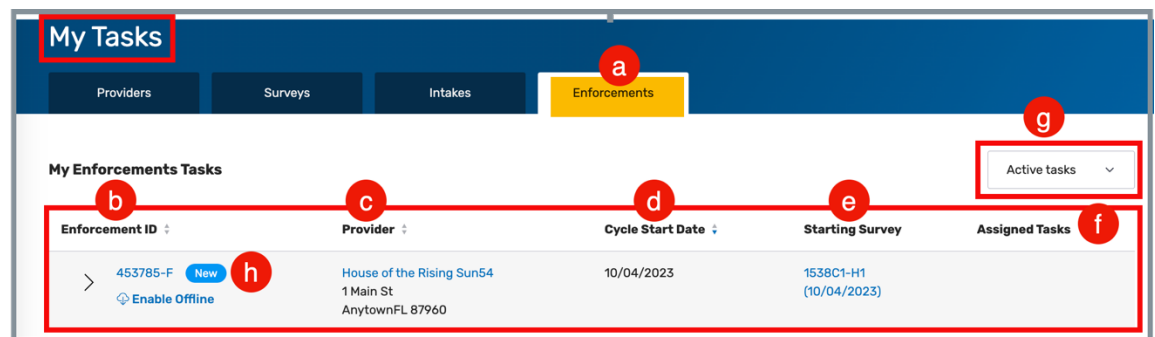


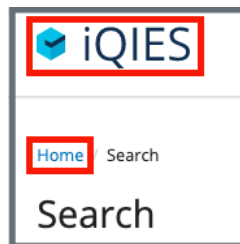
Figure 5: My Tasks Landing Page

Table 2: My Tasks Landing Page Detailed Callout

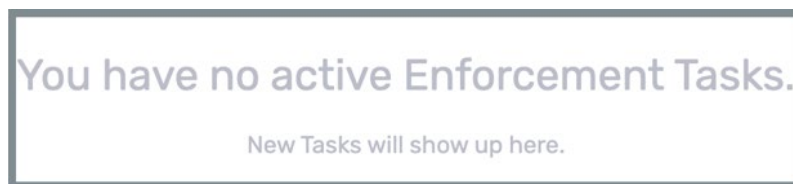
| No. | Name | Description |
|-----|----------------------------|---|
| a | Enforcements tab | Click each available tab (Providers, Surveys, Intakes, Enforcements) to review the respective tasks. Not all tabs are available in all user roles. Click Enable Offline to enable the survey offline. For more 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

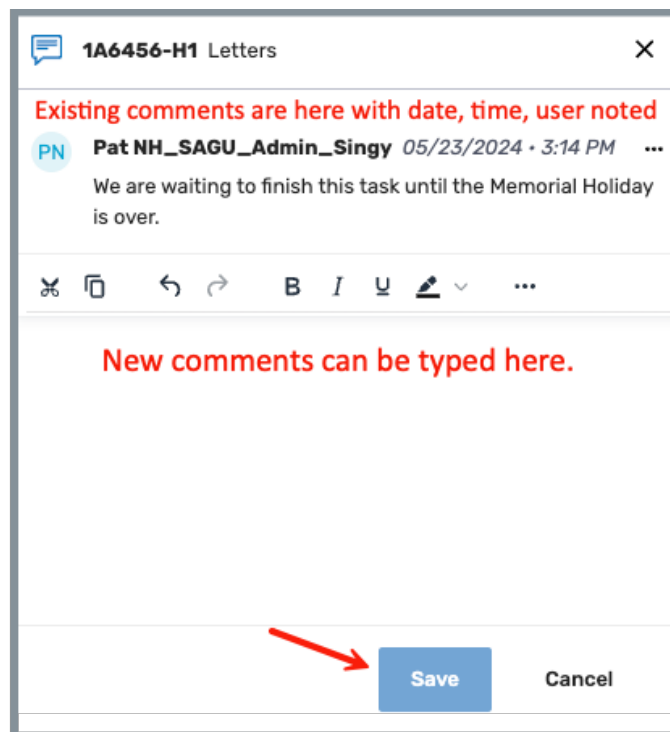
| Enforcement ID | Provider | Cycle Start Date | Starting Survey | Assigned Tasks |
|--|---|------------------|---------------------------|----------------|
| <div>453785-F</div> <div>New</div> <div>Enable Offline</div> | House of the Rising Sun54 1 Main St AnytownFL 87960 | 10/04/2023 | 1538C1-H1 (10/04/2023)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

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. CMP for State Agency General Users

This section shows SAGUs how to view, manage, and add Civil Money Penalty (CMP) and sanction information.

Review the top menu bar for CMP details: **Enforcement Case ID, Outstanding Balance, Next Payment Due, Cycle Start Date** and **CMPTS Case Created**. See *Figure 10, CMPTS Case Menu*.

CMS General User (CMSGU) information is in the next section: [CMP and CMPTS for CMS General Users](#).

Only CMSGUs can delete a CMP.

CMPs are available for:

- Nursing Homes
- Home Health Agencies (HHA)
- Hospices
- CLIA (Clinical Laboratory Improvement Amendment) Laboratories

Enforcement 453785-F

House of the Rising Sun54
CCN A28439
Home Health Agency
Non-Deemed

Home / Search / House of the Rising Sun54 / Enforcement 453785-F

| Enforcement Status | Transferred To RO | Enforcement Start Date | Termination Date | Termination Outcome | Starting Survey |
|--------------------|-------------------|------------------------|------------------|---------------------|--|
| Open | 09/10/2024 | 10/04/2023 | No information | No information | 1538C1-H1 🔗 (10/04/2023) |

Figure 10: CMPTS Case Menu

2.1 Add a CMP

Note: In order to start a CMP there needs to be a survey citing noncompliance.

2.1.1 Open the Basic Information page of the enforcement that needs a CMP.

2.1.2 Click **Civil Money Penalty** in the left menu. The **Add Civil Money Penalty** page opens. See *Figure 11, Add Civil Money Penalty*.

Enforcement 453785-F

House of the Rising Sun54
CCN A28439
Home Health Agency
Non-Deemed

Basic Information

Responsible Staff

Manage Tasks

Nurse Aide Training Ban

Sanctions

Civil Money Penalty

Appeal

Letters

Notes

Attachments

| | | | |
|--------------------|-------------------|------------------------|-------------|
| Enforcement Status | Transferred To RO | Enforcement Start Date | Termination |
| Open | 09/10/2024 | 10/04/2023 | No informa |

Add Civil Money Penalty

All required fields are marked with an asterisk (*)

Survey *

Select one

The survey visit during which the instance was cited

CMP Type *

☐ Per Instance

☐ Per Day

In Effect

Recommended

Imposition Notice Date *

MM/DD/YYYY

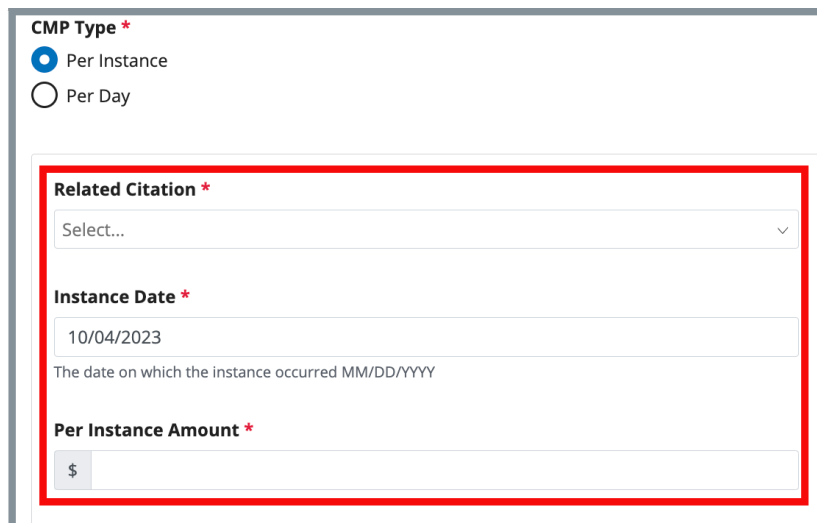
Save **Cancel**

Figure 11: Add Civil Money Penalty

Notes:

- When there are one or more existing CMPs, the **Add Civil Money Penalty** page will list the CMPs. To add a new CMP, click **Add CMP**.
- There is a minimum and maximum CMP **Per Instance** amount or **Per Day** amount. Contact CMS for more information on minimum and maximum amounts, if needed.
- The **In Effect** selection is always set to **Recommended** for a SAGU. Only a CMSGU can change the **In Effect** status.

2.1.3 Fill out the information. A **Survey** must be selected. The **Related Citation** field opens when a survey is selected. See *Figure 12, Related Citation Field*.



The screenshot shows a web form titled "CMP Type *". It has two radio button options: "Per Instance" (selected) and "Per Day". Below this is a section titled "Related Citation *" which is highlighted with a red rectangular border. Inside this section, there is a dropdown menu with "Select..." and a downward arrow. Below the dropdown is a date field labeled "Instance Date *" with the value "10/04/2023" and a small text note "The date on which the instance occurred MM/DD/YYYY". At the bottom of the red box is a field labeled "Per Instance Amount *" with a dollar sign icon and an input area.

Figure 12: Related Citation Field

2.1.4 Click **Save**. The CMP is created, and the **Civil Money Penalty** window opens.

Notes:

- The CMPTS case appears in a search only after CMS generates the CMPTS number.
- Only CMSGUs can generate a CMPTS case number.

2.2 View CMPTS Details

2.2.1 Click the case number to view case details. See *Figure 13, CMPTS Number*. The CMPTS Details page opens. See *Figure 14, CMPTS Details Page*.

| Civil Money Penalty | |
|--|----------------|
| View, manage and add Civil Money Penalty (CMP) and Civil Money Penalty Tracking System (CMPTS) cases for this enforcement. | |
| CMPTS Case | |
| CMPTS Number | Date Generated |
| 2025-04-HHA-045 | 09/18/2024 |

Figure 13: CMPTS Number

| CMPTS Details | | | |
|--|--|--|--|
| Overview CMPTS Number 2025-04-HHA-045 Survey Date 03/17/2022 Date Entered 09/18/2024 | CMS Location CMS Location Contact No information CMS Location Phone Number No information | Facility Facility Name House of the Rising Sun54 Address Name 1 Main St Anytown, FL 87960 Phone Number (434) 555-1212 CCN A28439 | Name of Entity Responsible/Responsible Party No information Provider Type HHA Corporate Name House of the Rising Sun54 |
| Payment Details Scroll down to view | | | |
| <div> <div>Installments & Payments</div> <div>Allocation History</div> <div>Notes</div> <div>Attachments</div> </div> | | | |

Figure 14: CMPTS Details Page

Note: Only CMSGUs can edit details.

2.2.2 Scroll down to review **Payment Details**. There are four tabs: **Installments & Payments**, **Allocation History**, **Notes** and **Attachments**.

Notes:

- The **Installments & Payments** tab shows payment details, outstanding balance, payment method, and installment information. See *Figure 15, Installments & Payments*.
- CMSGU can edit **Due Date** and **Amount Due** only. Office of Financial Management (OFM) can edit **Medicare**, **Medicaid**, **Interest** amounts, **Payment Method**, and **Posted Date** only.
- HHAs do not use multiple installment payments. They have only one installment.

Payment Details

Installments & Payments

Allocation History

Notes

Attachments

Payment Details

Medicare Amount

\$6,300.00

Medicaid Amount

\$3,700.00

Interest

\$0.00

Combined CMP Total

\$10,000.00

Payments Received

\$0.00

Outstanding Balance

Outstanding Medicare

\$6,300.00

Outstanding Medicaid

\$3,700.00

Total Outstanding Balance

\$10,000.00

Installments

4 Installments

Sort by: Due Date

Due Date

Amount Due

Received Date

Payment Received

Collection Status

09/18/2024

\$2,500.00

No information

\$0.00

No information

Medicare

\$0.00

Payment Method

No information

Resource Document

No information

Medicaid

\$0.00

Posted Date

No information

Report Receipt Number

No information

Interest

\$0.00

Figure 15: Installments & Payments

Note: An **Escrow Summary** is available when the **Collection Status** is **In Escrow**. See *Figure 16, Escrow Summary*.

| Installments & Payments | | Allocation History | Notes | Attachments |
|--|--|--|-------|--|
| Payment Details Medicare Amount \$3,150.00 Medicaid Amount \$1,850.00 Interest \$0.00 Combined CMP Total \$5,000.00 Payments Received \$1,000.00 | | Escrow Summary Escrow Collected \$1,600.00 Escrow Interest Accrued <i>No information</i> Principal Returned to Facility \$525.00 Interest Returned to Facility \$0.00 Medicare/Medicaid Escrow Interest Accrued <i>No information</i> Amount Retained \$0.00 Escrow Balance \$0.00 | | Outstanding Balance Outstanding Medicare \$2,650.00 Outstanding Medicaid \$1,850.00 Total Outstanding Balance \$4,500.00 |

Figure 16: Escrow Summary

2.2.3 Click **Allocation History** tab to view the CMP instance or per day that was created in the enforcement. See *Figure 17, Allocation History*.

Payment Details

Installments & Payments

Allocation History

Notes

Attachments

| | | | | | |
|------------|-----------------|-----------------|-----------------|--------------|----------------|
| Date | Medicare Amount | Medicaid Amount | Interest Amount | Total Amount | Status |
| 09/18/2024 | \$6,300.00 | \$3,700.00 | \$0.00 | \$10,000.00 | Additional CMP |

| | | | | | |
|------------|-----------------|-----------------|-----------------|--------------|----------------|
| Date | Medicare Amount | Medicaid Amount | Interest Amount | Total Amount | Status |
| 09/18/2024 | \$6,300.00 | \$3,700.00 | \$0.00 | \$10,000.00 | Additional CMP |

| | | | | | |
|------------|-----------------|-----------------|-----------------|--------------|----------------|
| Date | Medicare Amount | Medicaid Amount | Interest Amount | Total Amount | Status |
| 09/18/2024 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | Additional CMP |

Figure 17: Allocation History

2.2.4 Click **Notes** tab to add a note. See *Figure 18, Add Note*.

Notes:

- Notes can be edited or deleted by the owner.
- Notes are time/date stamped.

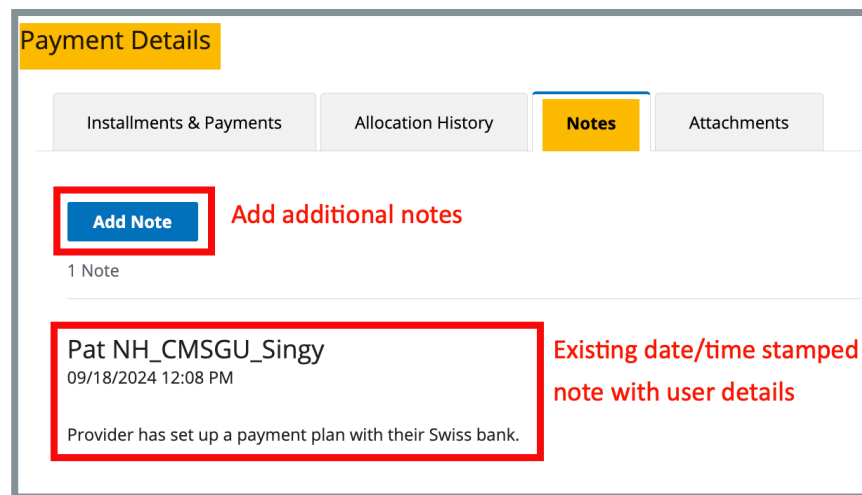


Figure 18: Add Note

- 2.2.5 Type the note. Click **Save**. The note is added to the case.
- 2.2.6 Click **Attachments** tab to view any attachments. If there are no attachments, **No information** is shown in the section.
- Note:** Attachments can only be added by CMSGUs.

3. CMP and CMPTS for CMS General Users

This section shows CMSGUs how to view, manage, and add CMP and CMPTS cases.

SAGU information for CMP is located in the previous section: [CMP for State Agency General Users](#).

Review the top menu bar for CMPTS details: **Enforcement Case ID, Outstanding Balance, Next Payment Due, Cycle Start Date** and **CMPTS Case Created**. See *Figure 19, CMPTS Case Menu Bar*.

CMSGUs cannot receive or enter payments in the CMPTS area.

CMPs are available for:

- Nursing Homes
- HHAs
- Hospices
- CLIA (Clinical Laboratory Improvement Amendment) Laboratories

Enforcement 453785-F

House of the Rising Sun54
CCN A28439
Home Health Agency
Non-Deemed

Home / Search / House of the Rising Sun54 / Enforcement 453785-F

| Enforcement Status | Transferred To RO | Enforcement Start Date | Termination Date | Termination Outcome | Starting Survey |
|--------------------|-------------------|------------------------|------------------|---------------------|--|
| Open | 09/10/2024 | 10/04/2023 | No information | No information | 1538C1-H1 🔗 (10/04/2023) |

Figure 19: CMPTS Case Menu Bar

3.1 Add a CMP

Note: In order to start a CMP there needs to be a survey citing noncompliance.

3.1.1 Open the **Basic Information** page of the enforcement that needs a CMP.

3.1.2 Click **Civil Money Penalty** in the left menu. The **Add Civil Money Penalty** page opens. See *Figure 20, Add Civil Money Penalty*.

The screenshot displays the 'Add Civil Money Penalty' page. On the left, a sidebar lists navigation options: Enforcement 453785-F, House of the Rising Sun54, CCN A28439, Home Health Agency, Non-Deemed, Basic Information, Responsible Staff, Manage Tasks, Nurse Aide Training Ban, Sanctions, **Civil Money Penalty** (highlighted with a red box and arrow), Appeal, Letters, Notes, and Attachments. The main content area has a header with enforcement details: Enforcement Status (Open), Transferred To RO (09/10/2024), Enforcement Start Date (10/04/2023), and Termination (No information). Below the header, a yellow banner reads 'Add Civil Money Penalty'. A note states 'All required fields are marked with an asterisk (*)'. The form contains several sections: 'Survey *' with a dropdown menu (Select one), 'CMP Type *' with radio buttons for 'Per Instance' and 'Per Day', 'In Effect *' with radio buttons for 'Yes', 'No', 'Recommended', and 'Awaiting Appeal Outcome', and 'Imposition Notice Date *' with a date input field (MM/DD/YYYY). A red box highlights the 'Civil Money Penalty' option in the sidebar and the 'Save' button at the bottom right.

Figure 20: Add Civil Money Penalty

Note: When there are one or more existing CMPs, the **Add Civil Money Penalty** page will list the CMPs. To add a new CMP, click **Add CMP**.

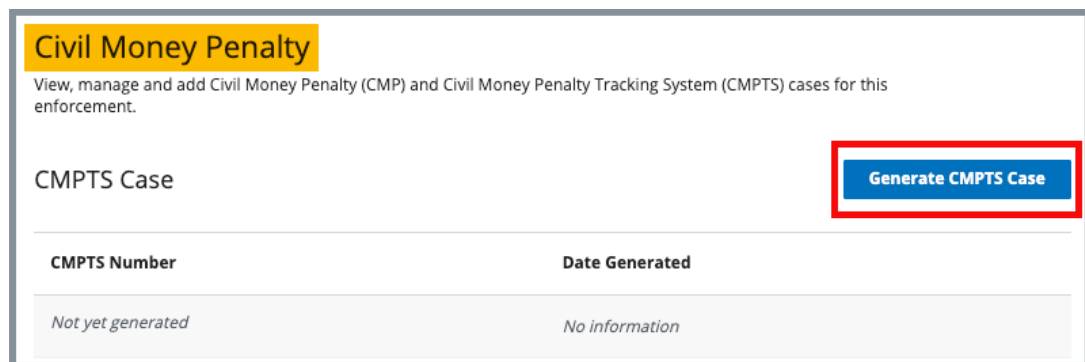
3.1.3 Fill out the information. A **Survey** must be selected. The **Related Citation** field opens when a survey is selected.

Note: CMSGUs must select an option under **In Effect*** to decide whether the sanction is in effect (**Yes**), denied (**No**), **Recommended**, or **Awaiting Appeal Outcome**.

3.1.4 Click **Save**. The CMP is created, and the **Civil Money Penalty** window opens.

Note: The CMPTS case only appears in a search after CMS generates the CMPTS number.

3.1.5 Click **Generate CMPTS Case** to generate a CMPTS number. A CMPTS case number is automatically assigned. See *Figure 21, Generate CMPTS Case*.



The screenshot shows a web interface titled "Civil Money Penalty" in a yellow header. Below the header is a subtitle: "View, manage and add Civil Money Penalty (CMP) and Civil Money Penalty Tracking System (CMPTS) cases for this enforcement." The main content area is labeled "CMPTS Case" and contains a table with two columns: "CMPTS Number" and "Date Generated". The table has one row with the values "Not yet generated" and "No information". A blue button labeled "Generate CMPTS Case" is located in the top right corner of the main content area, highlighted with a red rectangular border.

| CMPTS Number | Date Generated |
|-------------------|----------------|
| Not yet generated | No information |

Figure 21: Generate CMPTS Case

3.2 Search for a CMPTS

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

3.2.2 Click **Search**. The **Search** screen opens. *See Figure 22, S&C Search.*

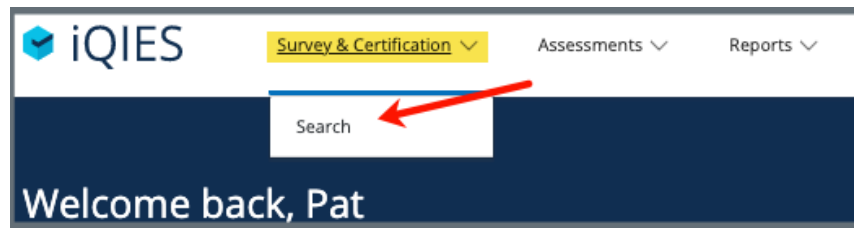


Figure 22: S&C Search

3.2.3 Click the **CMPTS Cases** tab. *See Figure 23, CMPTS Cases Tab.*

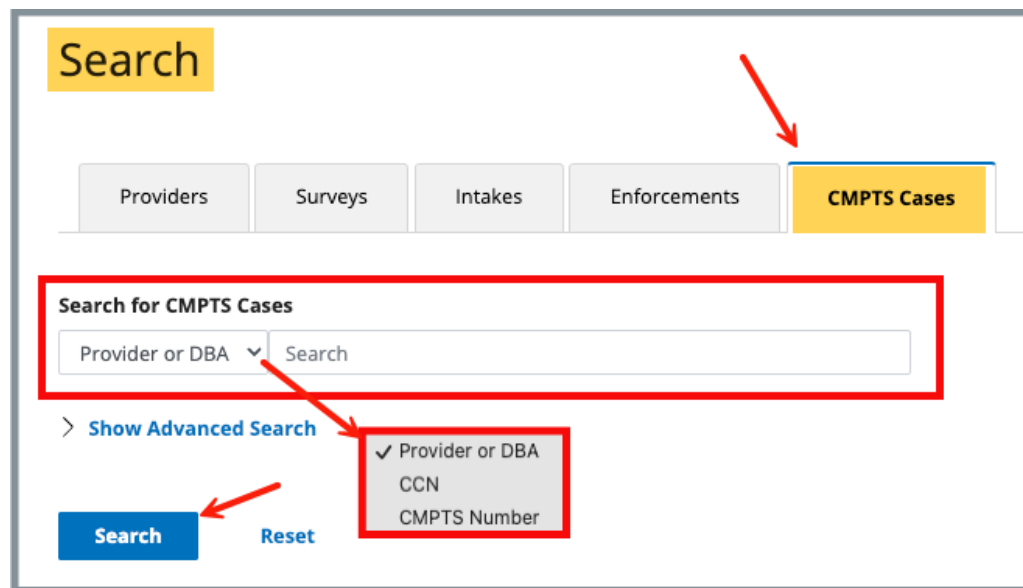


Figure 23: CMPTS Cases Tab

3.2.4 Select **Provider** or **DBA** (Doing Business As), **CCN** (CMS Certification Number) or **CMPTS Number** from the drop-down menu under **Search**.

3.2.5 Type search criteria.

3.2.6 Click **Search**. The CMPTS cases show below. Click **CMPTS Number** on the correct case to go directly to the CMPTS.

Notes:

- Click the Provider name or CCN to go to the **Provider History** page.
- Click **Show Advanced Search** for a more detailed search. Refer to step 3.2.7 for details.

3.2.7 Click **Show Advanced Search**, if desired, to open the **Advanced Search** drop-down menu and narrow the search criteria. See *Figure 24, CMPTS Advanced Search*.

Search

Providers Surveys Intakes Enforcements **CMPTS Cases**

Search for CMPTS Cases

Provider or DBA Search

Hide Advanced Search

PROVIDER DETAILS & LOCATION

Provider Type

Select... ✓

Select one or more

Street Address **City**

State **ZIP Code**

Select... ✓

Select one or more

PAYMENT DETAILS

Fiscal Year

Payment Status

Select... ✓

Select one or more

CMPTS Case Start Dates

From To

CMPTS BALANCE RANGE

Filter Balance Range

☐ By installment amount

☐ By total payment amount

From

\$

To

\$

Search Reset

Figure 24: CMPTS Advanced Search

3.2.8 Type in desired detailed criteria. Click **Search**. The CMPTS cases show below.

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

3.3 Edit CMPTS Details

3.3.1 Click the case number to view case details. The **CMPTS Details** page opens. See *Figure 25, CMPTS Details*.

CMPTS Details

[Edit CMPTS Details](#)

Overview

CMPTS Number
2021-04-HHA-013

Survey Date
09/06/2018

Date Entered
07/30/2021

CMS Location

CMS Location Contact
firstname lastname

CMS Location Phone Number
(123) 123-1234

Facility

Facility Name
CARE ONE HOME HEALTH INC

Address Name
12905 SW 42ND ST, STE 114
MIAMI, FL 33175

Phone Number
(305) 228-0301

CCN
108248

Name of Entity Responsible/Responsible Party
No information

Provider Type
HHA

Corporate Name
Care One Home Health Inc

Payment Details [Scroll down to view](#)

Installments & Payments **Allocation History** **Notes** **Attachments**

Figure 25: CMPTS Details

3.3.2 Click **Edit CMPTS Details**. The editable fields open. See *Figure 26, Edit CMPTS Details*.

CMPTS Details

Overview

CMPTS Number
2021-04-HHA-013

Survey Date
09/06/2018

Date Entered
07/30/2021

CMS Location

First Name *

Last Name *

CMS Location Phone Number *

Facility

Facility Name
CARE ONE HOME HEALTH INC

Address Name
12905 SW 42ND ST, STE 114
MIAMI, FL 33175

Phone Number
(305) 228-0301

CCN
108248

Submit **Cancel**

Figure 26: Edit CMPTS Details

3.3.3 Edit details.

3.3.4 Click **Submit**.

3.4 Payment Details

3.4.1 Scroll down to **Payment Details** on the **CMPTS Details** page. There are four tabs: **Installments & Payments**, **Allocation History**, **Notes**, and **Attachments**.

Notes:

- The **Installments & Payments** tab shows payment details, outstanding balance, payment method, and installment information. See *Figure 27, Installments & Payments*
- To add another installment, click **+ Add Another Installment**. **Due Date** and **Amount Due** fields open and can be filled out.

Payment Details

Installments & Payments | Allocation History | Notes | Attachments

| Payment Details | | Outstanding Balance | |
|--------------------|----------|---------------------------|----------|
| Medicare Amount | \$415.80 | Outstanding Medicare | \$415.80 |
| Medicaid Amount | \$244.20 | Outstanding Medicaid | \$244.20 |
| Interest | \$0.00 | Total Outstanding Balance | \$660.00 |
| Combined CMP Total | \$660.00 | | |
| Payments Received | \$0.00 | | |

Installments

1 Installments Sort by: Due Date

| Due Date | Amount Due | Received Date | Payment Received |
|------------|------------|----------------|------------------|
| 10/29/2021 | \$ 660.00 | No information | \$0.00 |

| Medicare | Medicaid | Interest | Payment Method | Posted Date | Resource Document | Report Receipt Number |
|----------|----------|----------|----------------|----------------|-------------------|-----------------------|
| \$0.00 | \$0.00 | \$0.00 | No information | No information | No information | No information |

[Save Installment](#) [Cancel](#)

Due Date Amount Due [+ Add Another Installment](#)

[Save](#) [Cancel](#)

Figure 27: Installments & Payments

Note: An **Escrow Summary** is available when the **Collection Status** is **In Escrow**. See *Figure 28, Escrow Summary*.

| Installments & Payments | | Allocation History | Notes | Attachments |
|--|--|--|-------|--|
| Payment Details Medicare Amount \$3,150.00 Medicaid Amount \$1,850.00 Interest \$0.00 Combined CMP Total \$5,000.00 Payments Received \$1,000.00 | | Escrow Summary Escrow Collected \$1,600.00 Escrow Interest Accrued <i>No information</i> Principal Returned to Facility \$525.00 Interest Returned to Facility \$0.00 Medicare/Medicaid Escrow Interest Accrued <i>No information</i> Amount Retained \$0.00 Escrow Balance \$0.00 | | Outstanding Balance Outstanding Medicare \$2,650.00 Outstanding Medicaid \$1,850.00 Total Outstanding Balance \$4,500.00 |

Figure 28: Escrow Summary

3.4.2 Click **Edit** on any specific installment to update that installment. The **Due Date**, **Amount Due** and **Collection Status** fields can be updated. See *Figure 29, Installments Edit Tab*.

| Installments | | | | | |
|-------------------|------------|-----------------------|------------------|-----------------------|---|
| 1 Installments | | | | | |
| Sort by: Due Date | | | | | |
| Due Date | Amount Due | Received Date | Payment Received | Collection Status | |
| 10/29/2021 | \$660.00 | <i>No information</i> | \$0.00 | <i>No information</i> | Delete Edit |

Figure 29: Installments Edit Tab

Notes:

- OFM can edit **Medicare**, **Medicaid**, **Interest** amounts, **Payment Method**, and **Posted Date** only.
- Once a payment is added, the **Edit** link under Installments is disabled.
- HHAs do not use multiple installment payments. They have only one installment.
- Reallocation of funds, e.g., a refund, is not done in iQIES.

3.4.3 Click **Collection Status**. A list of statuses opens. See *Figure 30, Installments*.

Note: Fields change depending on **Collection Status**.

| | | | | |
|------------|-------------|---------------|------------------|-------------------|
| Due Date | Amount Due | Received Date | Payment Received | Collection Status |
| 06/19/2024 | \$ 5,936.07 | 06/13/2024 | \$2,551.37 | Select one |

| | | | | | |
|----------|------------|----------------|------------|-----------------------|------------|
| Medicare | \$2,000.00 | Payment Method | Check | Check Number | ABCD123456 |
| Medicaid | \$550.00 | Posted Date | 06/13/2024 | Report Receipt Number | 9876543210 |
| Interest | \$1.37 | | | Deposit Number | 1234567890 |

Save Installment Cancel

Figure 30: Collection Status

3.4.4 Select a status.

3.4.5 Click **Save Installment**. The collection status now shows under **Collection Status**.

Note: **Save Installment** is greyed out until a selection is chosen.

3.4.6 Click **Allocation History** tab to view the per instance or per day CMP that was created in the enforcement. See *Figure 31, Allocation History*.

Payment Details

| | | | |
|-------------------------|---------------------------|-------|-------------|
| Installments & Payments | Allocation History | Notes | Attachments |
|-------------------------|---------------------------|-------|-------------|

| Date | Medicare Amount | Medicaid Amount | Interest Amount | Total Amount | Status |
|------------|-----------------|-----------------|-----------------|--------------|----------------|
| 03/23/2022 | \$1,401.72 | \$823.23 | \$0.00 | \$2,224.95 | Waiver |
| 07/30/2021 | \$6.30 | \$3.70 | \$0.00 | \$10.00 | No information |
| 05/13/2021 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | No information |

Figure 31: Allocation History

Note: When the **Collection Status** is **In Escrow** or **Escrow Reduction**, **In Escrow Date** and **Amount in Escrow** are shown in the **Installments**. See *Figure 32, Escrow Information*.

Installments

4 Installments

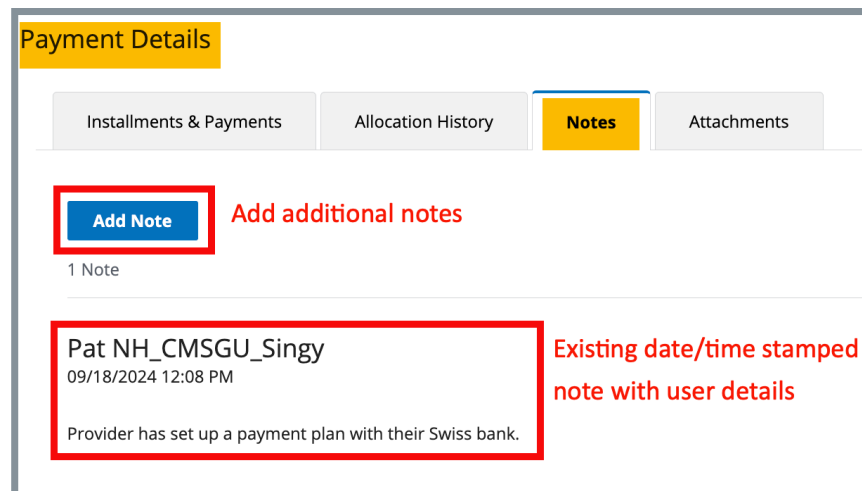
| | | | | | |
|---|------------|------------|----------------|------------------|-------------------|
| > | Due Date | Amount Due | In Escrow Date | Amount In Escrow | Collection Status |
| | 09/18/2024 | \$2,500.00 | 09/25/2024 | \$1,000.00 | In Escrow |

Figure 32: Escrow Information

3.4.7 Click **Notes** tab to add a note. See *Figure 33, Add Note*.

Notes:

- Notes can be edited or deleted by the owner.
- Notes are time/date stamped.



Payment Details

Installments & Payments Allocation History **Notes** Attachments

Add Note Add additional notes

1 Note

Pat NH_CMSGU_Singy
09/18/2024 12:08 PM
Provider has set up a payment plan with their Swiss bank.

Existing date/time stamped note with user details

Figure 33: Add Note

3.4.8 Type the note. Click **Save**. The note is added to the case.

3.4.9 Click **Attachments** tab to add an attachment. See *Figure 34, Add an Attachment*.

- Click **Select File** and browse for the desired file on the computer.
- Type a **File Description**, if desired.
- Click **Save**. The attachment is added to the case.

Payment Details

Installments & Payments Allocation History Notes **Attachments**

Attachments

Add attachments for this cmpts and add a file description below.

Select File

Supported file formats PDF (.pdf), Word (.doc, .docx), Excel (.xls, .xlsx, .csv), Text files (.txt, .rtf), Image files (.jpeg, .jpg, .png, .tif, .tiff), Video files (.mp4, .mov, .wmv, .3gp), Audio files (.mp3, .aac, .wav, .wma), and Message files (.msg, .eml).

File Description

0/255 characters

Save

Figure 34: Allocation History

3.5 Delete a CMP

A CMP cannot be deleted if a payment was received.

3.5.1 Go to the **Civil Money Penalty** page in iQIES. Scroll down to view a list of existing CMPs for the enforcement.

3.5.2 Click **Delete** next to the CMP to be deleted. See *Figure 35, Delete a CMP*. A **Delete** pop-up window opens.

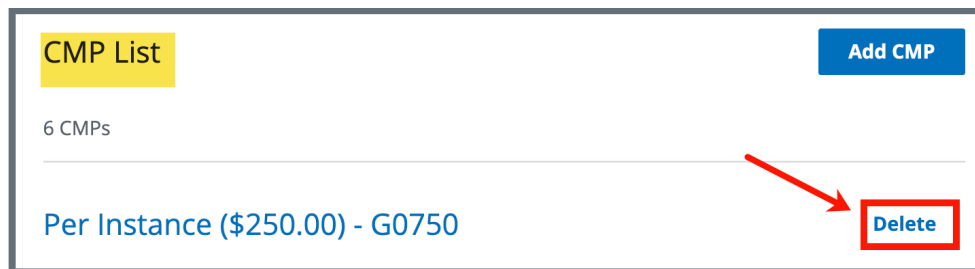


Figure 35: Delete a CMP

3.5.3 Click **Delete**. See *Figure 36, Delete a CMP Pop-Up Window*.

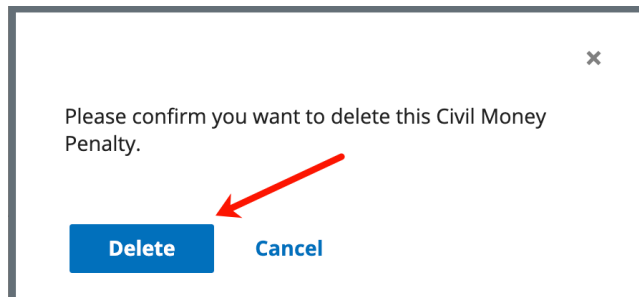


Figure 36: Delete a CMP Pop-Up Window

4. CMP and CMPTS for CMS Office of Financial Management (OFM)

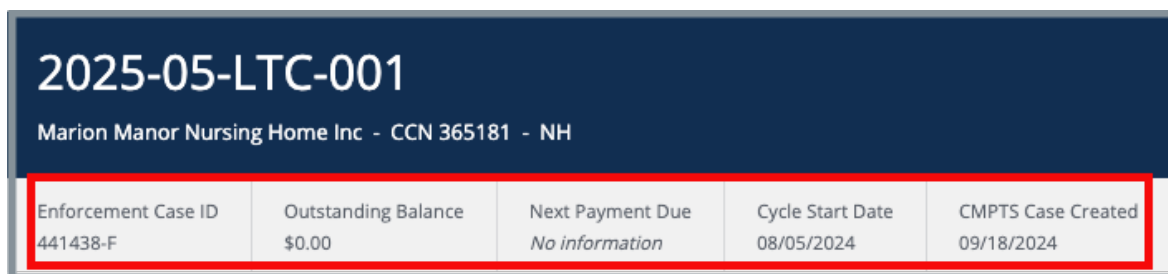
This section shows OFM users how to view and manage CMP and CMPTS cases.

Review the top menu bar for CMPTS details: **Enforcement Case ID**, **Outstanding Balance**, **Next Payment Due**, **Cycle Start Date**, and **CMPTS Case Created** date. See *Figure 37, CMPTS Case Menu Bar Details*.

OFM can edit Received Date, Payment Received, Medicare, Medicaid, Interest, Payment Method, and Posted Date for Installments.

CMPs are available for:

- Nursing Homes
- HHAs
- Hospices
- CLIA (Clinical Laboratory Improvement Amendment) Laboratories



The screenshot shows a dark blue header bar with the case ID '2025-05-LTC-001' and the facility name 'Marion Manor Nursing Home Inc - CCN 365181 - NH'. Below this is a table with five columns: Enforcement Case ID, Outstanding Balance, Next Payment Due, Cycle Start Date, and CMPTS Case Created. The values are 441438-F, \$0.00, No information, 08/05/2024, and 09/18/2024 respectively. A red rectangle highlights the table.

| 2025-05-LTC-001 | | | | |
|---|---------------------|------------------|------------------|--------------------|
| Marion Manor Nursing Home Inc - CCN 365181 - NH | | | | |
| Enforcement Case ID | Outstanding Balance | Next Payment Due | Cycle Start Date | CMPTS Case Created |
| 441438-F | \$0.00 | No information | 08/05/2024 | 09/18/2024 |

Figure 37: CMPTS Case Menu Bar Details

4.1 Search for a CMPTS Case

4.1.1 Go to **Find a CMPTS Case** at the top of the iQIES home page. Click the arrow to open the drop-down menu. *See Figure 38, OFM User Homepage.*

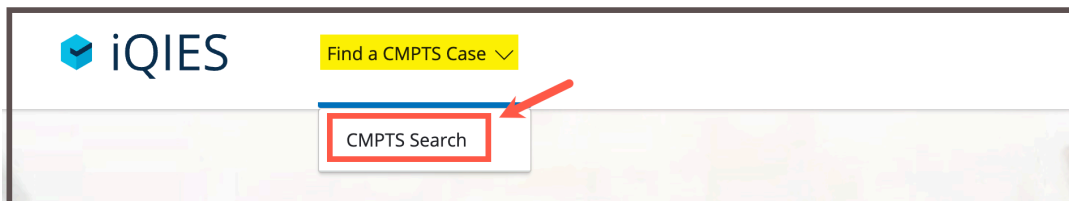


Figure 38: OFM User Homepage

4.1.2 Click **CMPTS Search**. The **Search** screen opens. *See Figure 39, CMPTS Cases Search.*

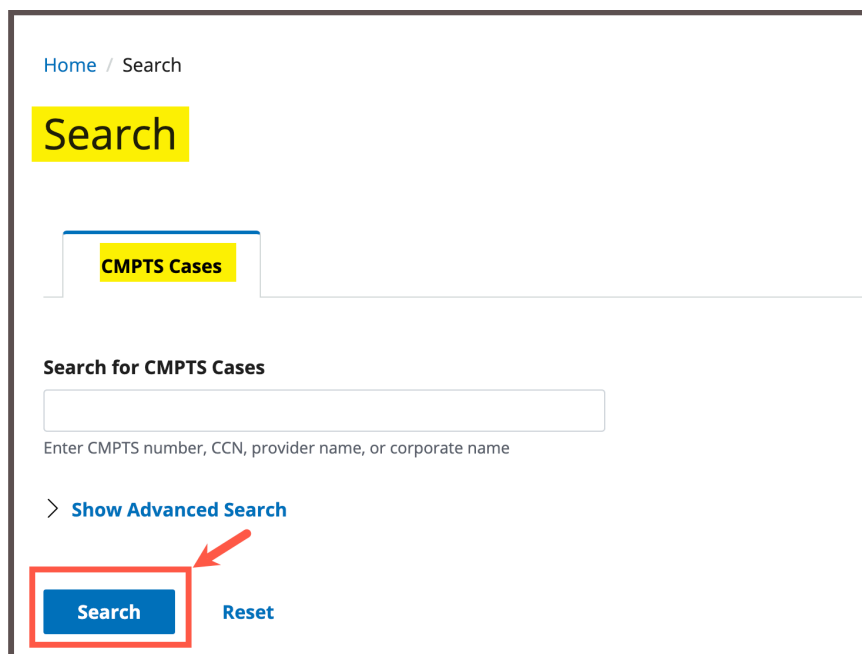


Figure 39: CMPTS Cases Search

- 4.1.3 Type CMPTS number, CCN (CMS Certification Number), provider name, or corporate name.
- 4.1.4 Click **Search**. The CMPTS cases show below. Click **CMPTS Number** on the correct case to go to the CMPTS.
- 4.1.1 Click **Show Advanced Search**, if desired, to open the **Advanced Search** drop-down menu and narrow the search criteria. See *Figure 40, OFM Advanced Search*.

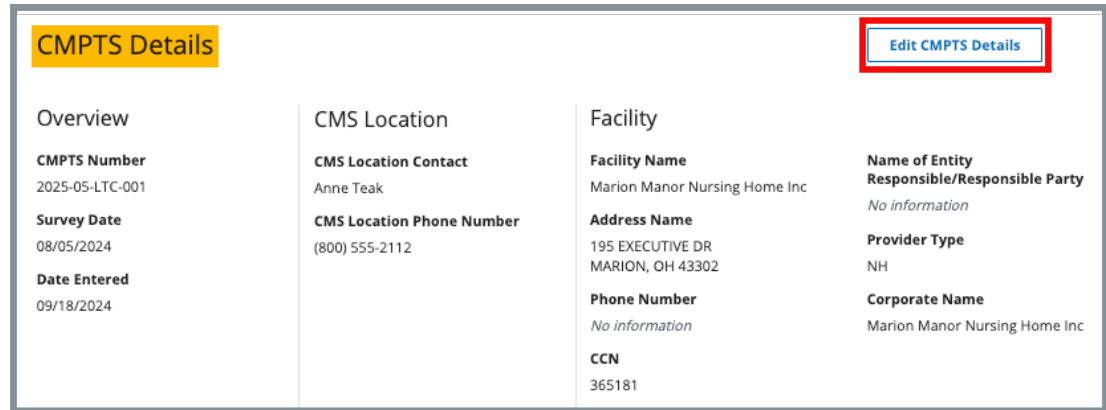
Figure 40: OFM Advanced Search

- 4.1.5 Type in desired detailed criteria. Click **Search**. The CMPTS cases show below.

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

4.2 Review CMPTS Details

4.2.1 Click the case number to view case details. The **CMPTS Details** page opens. See *Figure 41, CMPTS Details Page*.



| Overview | CMS Location | Facility | Name of Entity Responsible/Responsible Party |
|--|--|---|---|
| CMPTS Number 2025-05-LTC-001 | CMS Location Contact Anne Teak | Facility Name Marion Manor Nursing Home Inc | Name of Entity Responsible/Responsible Party No information |
| Survey Date 08/05/2024 | CMS Location Phone Number (800) 555-2112 | Address Name 195 EXECUTIVE DR MARION, OH 43302 | Provider Type NH |
| Date Entered 09/18/2024 | | Phone Number No information | Corporate Name Marion Manor Nursing Home Inc |
| | | CCN 365181 | |

Figure 41: CMPTS Details Page

4.2.2 Click **Edit CMPTS Details** to edit details.

Note: Only the **CMS Location Contact** and **CMS Location Phone Number** can be edited.

4.3 Review Payment Details: Installments & Payments

4.3.1 Scroll down to **Payment Details** on the **CMPTS Details** page. See *Figure 42, Payment Details*.

Payment Details

Installments & Payments

Allocation History

Notes

Attachments

Payment Details

| | |
|--------------------|-------------|
| Medicare Amount | \$6,300.00 |
| Medicaid Amount | \$3,700.00 |
| Interest | \$0.00 |
| Combined CMP Total | \$10,000.00 |
| Payments Received | \$0.00 |

Outstanding Balance

| | |
|---------------------------|-------------|
| Outstanding Medicare | \$6,300.00 |
| Outstanding Medicaid | \$3,700.00 |
| Total Outstanding Balance | \$10,000.00 |

First Payment Due Date *

Number of Installments *

Payment Terms *

Calculate Installments

Figure 42: Payment Details

Note: An **Escrow Summary** is available when the **Collection Status** is **In Escrow**. See *Figure 43, Escrow Summary*.

| Installments & Payments | | Allocation History | Notes | Attachments |
|---|--|---|-------|---|
| Payment Details Medicare Amount \$3,150.00 Medicaid Amount \$1,850.00 Interest \$0.00 Combined CMP Total \$5,000.00 Payments Received \$1,000.00 | | Escrow Summary Escrow Collected \$1,600.00 Escrow Interest Accrued <i>No information</i> Principal Returned to Facility \$525.00 Interest Returned to Facility \$0.00 Medicare/Medicaid Escrow Interest Accrued <i>No information</i> Amount Retained \$0.00 Escrow Balance \$0.00 | | Outstanding Balance Outstanding Medicare \$2,650.00 Outstanding Medicaid \$1,850.00 Total Outstanding Balance \$4,500.00 |

Figure 43: Escrow Summary

4.3.2 Fill out **First Payment Due Date**, **Number of Installments** and **Payment Terms**.

4.3.3 Click **Calculate Installments**. The **Installments** menu opens. See *Figure 44, Installments*.

Note: Type in field to update the **Due Date** or **Amount Due**, if desired.

| First Payment Due Date * | Number of Installments * | Payment Terms * | |
|---|--------------------------|-----------------|-------------------------------|
| 09/25/2024 <small>MM/DD/YYYY</small> | 4 | Every Month | Calculate Installments |

| Installments | | |
|-----------------------|-------------|--|
| Due Date (MM/DD/YYYY) | Amount Due | |
| 09/25/2024 | \$ 2,500.00 | Total Installments \$10,000.00 Combined CMP Total \$10,000.00 Difference \$0.00 |
| 10/25/2024 | \$ 2,500.00 | |
| 11/25/2024 | \$ 2,500.00 | |
| 12/25/2024 | \$ 2,500.00 | |

Save
Cancel

Figure 44: Installments

4.3.4 Click **Save** to update existing records in the **Installments & Payments** section.

Notes:

- HHAs do not use multiple installment payments. They have only one installment.
- Reallocation of funds, e.g., a refund, is not done in iQIES.

4.4 Review Installments: Installments & Payments

4.4.1 Click the caret next to any installment to view detailed installment information. See *Figure 45, Detailed Installment Information*.

Installments
4 Installments

Sort by: Due Date

| Due Date | Amount Due | In Escrow Date | Amount In Escrow | Collection Status | Delete | Edit |
|---|------------|----------------|------------------|-------------------|--------|------|
| 09/18/2024 | \$2,500.00 | No information | \$0.00 | In Escrow | | |
| <div> <div>Final Decision Date</div> <div>No information</div> </div> <div> <div>Medicare Interest</div> <div>\$0.00</div> </div> <div> <div>Medicare Retained</div> <div>\$0.00</div> </div> <div> <div>Medicaid Retained</div> <div>\$0.00</div> </div> <div> <div>Program Use Retained</div> <div>\$0.00</div> </div> <div> <div>Trust Fund Retained</div> <div>\$0.00</div> </div> <div> <div>Principal Returned</div> <div>\$0.00</div> </div> <div> <div>Interest Returned</div> <div>\$0.00</div> </div> | | | | | | |
| 10/25/2024 | \$2,500.00 | No information | \$0.00 | No information | Delete | Edit |
| 11/25/2024 | \$2,500.00 | No information | \$0.00 | No information | Delete | Edit |
| 12/25/2024 | \$2,500.00 | No information | \$0.00 | No information | Delete | Edit |

Figure 45: Detailed Installment Information

4.4.2 Click **Edit** to update. See *Figure 46, Edit Installment*.

Note: Fields change depending on **Collection Status**.

Installments
4 Installments

Sort by: Due Date

| Due Date | Amount Due | Date into Escrow | Amount into Escrow | Collection Status | Delete | Edit |
|---|------------|------------------|--------------------|-------------------|--------|------|
| 09/18/2024 | \$2,500.00 | | \$ | Select one | | |
| <div> <div>Final Decision Date</div> <div></div> </div> <div> <div>Medicaid Interest Accrued</div> <div>\$</div> </div> <div> <div>Medicaid Amount Retained</div> <div>\$</div> </div> <div> <div>Medicare Interest Accrued</div> <div>\$</div> </div> <div> <div>Total Medicare Amount Retained</div> <div>\$</div> </div> <div> <div>Program Use Retained</div> <div>\$</div> </div> <div> <div>Trust Fund Retained</div> <div>\$</div> </div> <div> <div>Date out of Escrow</div> <div></div> </div> <div> <div>Interest returned</div> <div>\$</div> </div> | | | | | | |

Save Installment Cancel

Figure 46: Edit Installment

4.4.3 Update the information as desired.

Note: When the **Collection Status** is **In Escrow** or **Escrow Reduction**, **In Escrow Date** and **Amount in Escrow** are shown in the **Installments**. See *Figure 47, Escrow Information*.

The screenshot shows a web interface with a table titled 'Installments'. Below the title, it says '4 Installments'. The table has five columns: 'Due Date', 'Amount Due', 'In Escrow Date', 'Amount In Escrow', and 'Collection Status'. The first row of data shows a due date of '09/18/2024' and an amount due of '\$2,500.00'. The second row shows an 'In Escrow Date' of '09/25/2024' and an 'Amount In Escrow' of '\$1,000.00'. The 'Collection Status' for this row is 'In Escrow'. The 'In Escrow Date' and 'Amount In Escrow' cells are highlighted with yellow backgrounds and are enclosed in a red rectangular box.

| | Due Date | Amount Due | In Escrow Date | Amount In Escrow | Collection Status |
|---|------------|------------|----------------|------------------|-------------------|
| > | 09/18/2024 | \$2,500.00 | 09/25/2024 | \$1,000.00 | In Escrow |

Figure 47: Escrow Information

4.4.4 Click **Save Installment**.

Note: Click **+ Add Another Installment** to add an additional installment.

4.5 Review Allocation History: Installments & Payments

Click the **Allocation History** tab under **Payment Details** to view allocation amounts and dates. See *Figure 48, Allocation History Tab*.

Note: The **Allocation History** tab is read-only.

| Payment Details | | | | | |
|--|-----------------|-----------------|-----------------|--------------|----------------|
| <div> <div>Installments & Payments</div> <div>Allocation History</div> <div>Notes</div> <div>Attachments</div> </div> | | | | | |
| Date | Medicare Amount | Medicaid Amount | Interest Amount | Total Amount | Status |
| 09/18/2024 | \$6,300.00 | \$3,700.00 | \$0.00 | \$10,000.00 | Additional CMP |
| Date | Medicare Amount | Medicaid Amount | Interest Amount | Total Amount | Status |
| 09/18/2024 | \$6,300.00 | \$3,700.00 | \$0.00 | \$10,000.00 | Additional CMP |
| Date | Medicare Amount | Medicaid Amount | Interest Amount | Total Amount | Status |
| 09/18/2024 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | Additional CMP |
| Date | Medicare Amount | Medicaid Amount | Interest Amount | Total Amount | Status |
| 09/13/2023 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | Additional CMP |
| Date | Medicare Amount | Medicaid Amount | Interest Amount | Total Amount | Status |
| 11/22/2022 | \$6,300.00 | \$3,700.00 | \$0.00 | \$10,000.00 | Initial |

Figure 48: Allocation History Tab

4.6 Review Notes: Installments & Payments

4.6.1 Click the **Notes** tab under **Payment Details**. See *Figure 49, Notes Tab*.

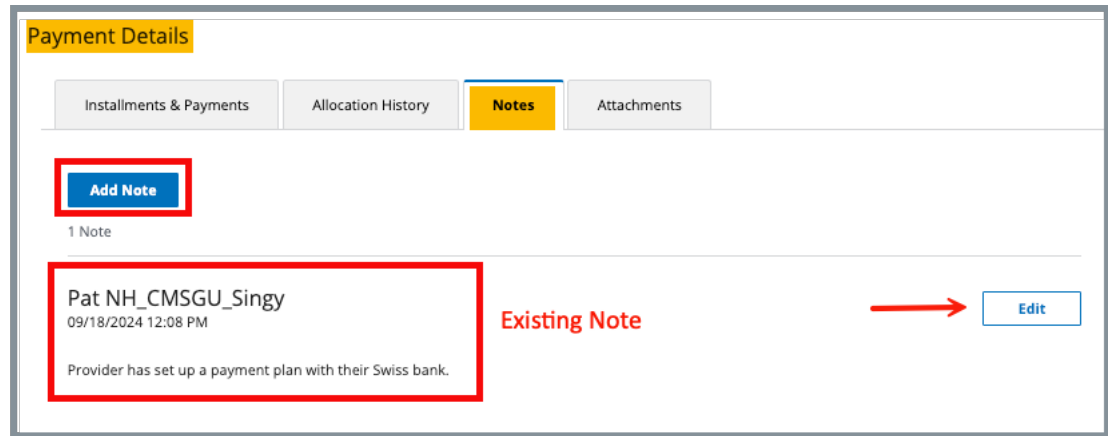


Figure 49: Notes Tab

4.6.2 Click **Add Note**.

Notes:

- The **Notes** tab opens directly to the **Add Note** field when there is no existing note.
- Only the original author can edit a note. **Edit** does not appear for read-only users.

4.6.3 Type the note.

4.6.4 Click **Save**. The note is added to the case.

4.7 Review Attachments: Installments & Payments

4.7.1 Click **Attachments** tab to add an attachment. See *Figure 50, Attachments*.

Payment Details

Installments & Payments Allocation History Notes **Attachments**

Attachments

Add attachments for this cmpts and add a file description below.

Select File

Supported file formats PDF (.pdf), Word (.doc, .docx), Excel (.xls, .xlsx, .csv), Text files (.txt, .rtf), Image files (.jpeg, .jpg, .png, .tif, .tiff), Video files (.mp4, .mov, .wmv, .3gp), Audio files (.mp3, .aac, .wav, .wma), and Message files (.msg, .eml).

File Description

0/255 characters

Save

Figure 50: Attachments

4.7.2 Click **Select File** and browse for the desired file on the computer.

4.7.3 Type a **File Description**, if desired.

4.7.4 Click **Save**. The attachment is added to the case.