



**Centers for Medicare & Medicaid Services**

# **Internet Quality Improvement & Evaluation System (iQIES)**

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

**Version 1.3**

**January 10, 2024**

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# 1. Introduction

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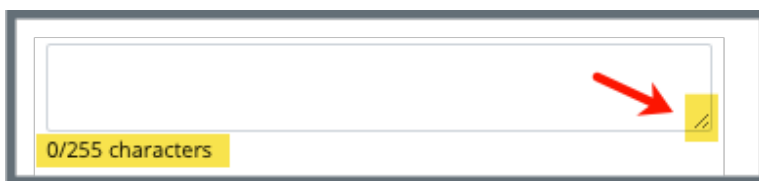
This user manual addresses the processes necessary to perform Survey & Certification (S&C) Provider functions in iQIES.

For information on other modules, refer to [Reference & Manuals](#) on QTSO.

## 1.1 Getting Started in S&C – Important Information to Know

Below is important general information about iQIES.

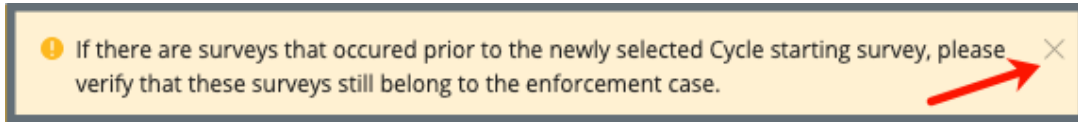
- Log in to iQIES at <https://iqies.cms.gov/> with Health Care Quality Information Systems (HCQIS) Access Roles and Profile ([HARP](#)) login credentials. Refer to the [iQIES Onboarding Guide](#) for further information, if necessary.
- All screenshots included in this manual contain only test data. Current screens in iQIES may differ from what is shown in screenshots below.
- Screenshots are dependent on user role and may not be an exact representation.
- Words highlighted in blue are clickable links.
- A red asterisk (\*) indicates a required field.
- Blank fields may have a limited number of characters allowed in that field. If so, the character limit is shown on the bottom left. The blank fields may also be expanded. Click the two 45° parallel lines and drag to the right to enlarge the box. See *Figure 1, Expandable Field*.



**Figure 1: Expandable Field**

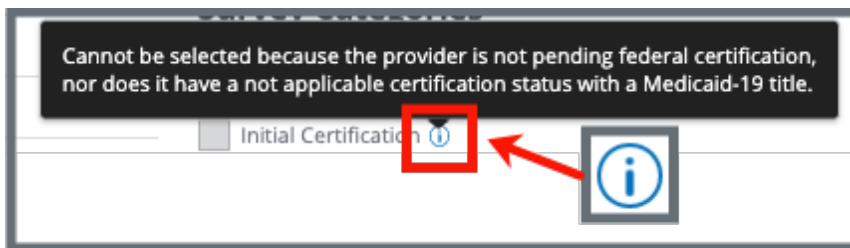
- iQIES times out after 15 minutes of nonuse and reverts to the login page. Be sure to save data regularly. iQIES remains up and active as long as it is in use.
- iQIES uses a smart search. Once three letters/digits are typed in the search bar, results are shown based on the letters/digits entered. The more letters/digits entered, the narrower the search. If any of the results is the correct result, click the result to open.

- Review any yellow/orange notification banners. See *Figure 2, Notification Banner*. These banners can be closed (X'd out) if they do not apply or they are resolved.



*Figure 2: Notification Banner*

- Review any Tool Tips for additional information to perform an action. Hover over the information icon to see the tip. Tool Tips are in iQIES to communicate information. Look for the information icon. See *Figure 3, Tool Tip Icon*.



*Figure 3: Tool Tip Icon*

- Below are the supported browsers for access to iQIES. **Do not use Internet Explorer.** It is not supported. Be sure to keep your browser updated.

For best results, please use the latest version of these browsers:

[Chrome](#)

[Firefox](#)

The latest versions of the browsers below are also supported:

[Microsoft Edge](#)

[Safari](#)

## 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](mailto:iQIES@cms.hhs.gov)

**CCSQ Support Central:** Create a new ticket or track an existing ticket:  
[https://cmsqualitysupport.servicenowservices.com/ccsq\\_support\\_central](https://cmsqualitysupport.servicenowservices.com/ccsq_support_central)

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

**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*

## 2. Manage a Provider Overview

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

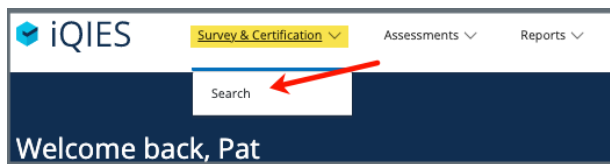
This manual explains how to search, add, approve, or reject a provider, view and download reports, add buildings, multiple locations, branch addresses, operating details, additional contacts and explains certification and licensure and deeming information for Home Health Agencies (HHA), Ambulatory Surgical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

Contact the [iQIES Service Center](#) to delete a provider.

## 3. Search for a Provider

---

- 3.1 Go to **Survey & Certification** at the top of the iQIES home page. Click the arrow to open the drop-down menu.
- 3.2 Click **Search**. The **Search** screen opens. See *Figure 5, S&C Search*.



*Figure 5: S&C Search*

- 3.3 Type **provider** or **DBA (Doing Business As) name**, **CCN** (CMS Certification Number) or **State Facility ID (FACID)**.
- 3.4 Click **Search**. The provider information shows below. See *Figure 6, Search* and *Figure 7, Provider Search Results*.

**Search**

**Providers** Surveys Intakes Enforcements CMPTS Cases

**Search for Providers**

Enter provider or DBA name, CCN, or State Facility ID (FACID)

> [Show Advanced Search](#)

**Search** [Reset](#)

**Figure 6: Search**

**Note:** Click **Show Advanced Search** for a more detailed search. Refer to step 3.5 for details.

Home / Search

**Search**

**Providers** Surveys Intakes Enforcements CMPTS Cases

**Search for Providers**

Enter provider or DBA name, CCN, or State Facility ID (FACID)

> [Show Advanced Search](#)

**Search** [Reset](#)

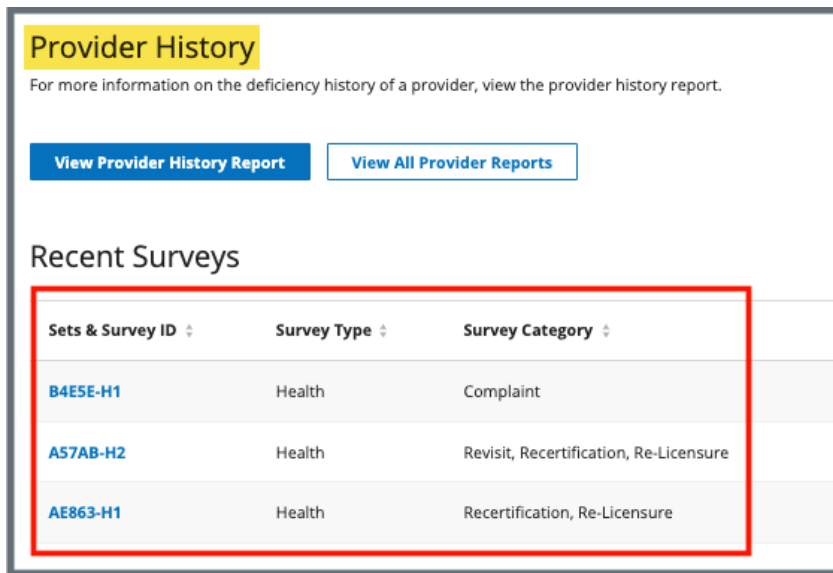
Provider Type: [ASC](#) [HHA](#) Federal Certification Status: [Certified](#) Operating Status: [Open](#)

1 - 20 of 10000+ Providers ⓘ

Provider	ID	Operating Status	Provider Type	Certification Status	Deemed Status
<b>0 Lex HHA</b> 123 sycamore6666, Tallahassee, FL 75485	CCN A28243 FACID IQ0000000201 1158	● Open	HHA	Certified	Under SA Jurisdiction
<b>0 MJ HOME HEALTH AGENCY</b> 1313 Mockingbird Lane - Test 3, Box 1, Baltimore, FL 90210	CCN A28215 FACID HH1234	● Open	HHA	Certified	Under SA Jurisdiction

**Figure 7: Provider Search Results**

3.5 Click desired provider name under **Provider**. The **Provider History** window opens with a list of recent surveys. See *Figure 8, Provider History*.



**Figure 8: Provider History**

**Note:** Click **View All Surveys** to view all the surveys.

- 3.6 Click Show Advanced Search, if desired, to open the Advanced Search drop-down menu and narrow the search criteria. See *Figure 9, Provider Advanced Search*.
- 3.7 Type in desired detailed criteria. Click Search. The provider information shows below.

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

**Search**

**Providers** Surveys Intakes Enforcements CMPTS Cases

**Search for Providers**

Enter provider or DBA name, CCN, or State Facility ID (FACID)

Hide Advanced Search

**TYPE & ID**

**Provider Type**

Select...

Select one or more

**IQIES ID**

**License Number**

**Certification Title**

☐ Medicare - 18

☐ Medicaid - 19

**STATUS**

**Deemed Status**

Select...

Select one or more

☐ State Licensed

**Federal Certification Status**

Select...

Select one or more

**Operating Status**

Both

**LOCATION**

**Street Address**

**City**

**State**

Select...

Select one or more

**ZIP Code**

**CMS Location**

Select...

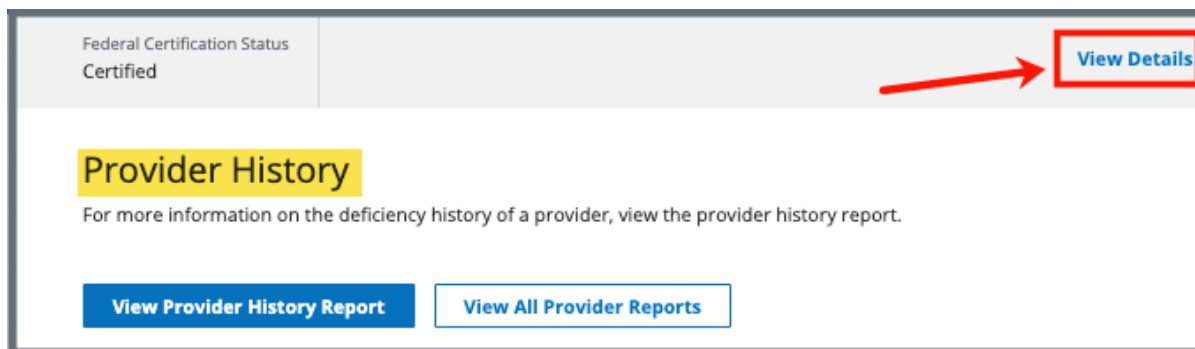
Select one or more

**Search** Reset

**Figure 9: Provider Advanced Search**

## 4. View Provider Details

Click **View Details** on the **Provider History** page. The **Basic Information** page opens. See *Figure 10, View Details Link*.



*Figure 10: View Details Link*

- 4.1 Click any selection on the left menu (e.g., **Mailing Address, Letters**) to view further details. See *Figure 11, Basic Information*.

**Note:** The left menu varies slightly by provider type. The figures below show the left menu for an HHA provider. The differences affect addresses or locations for each provider type. The provider types below show the specific name on the left menu.

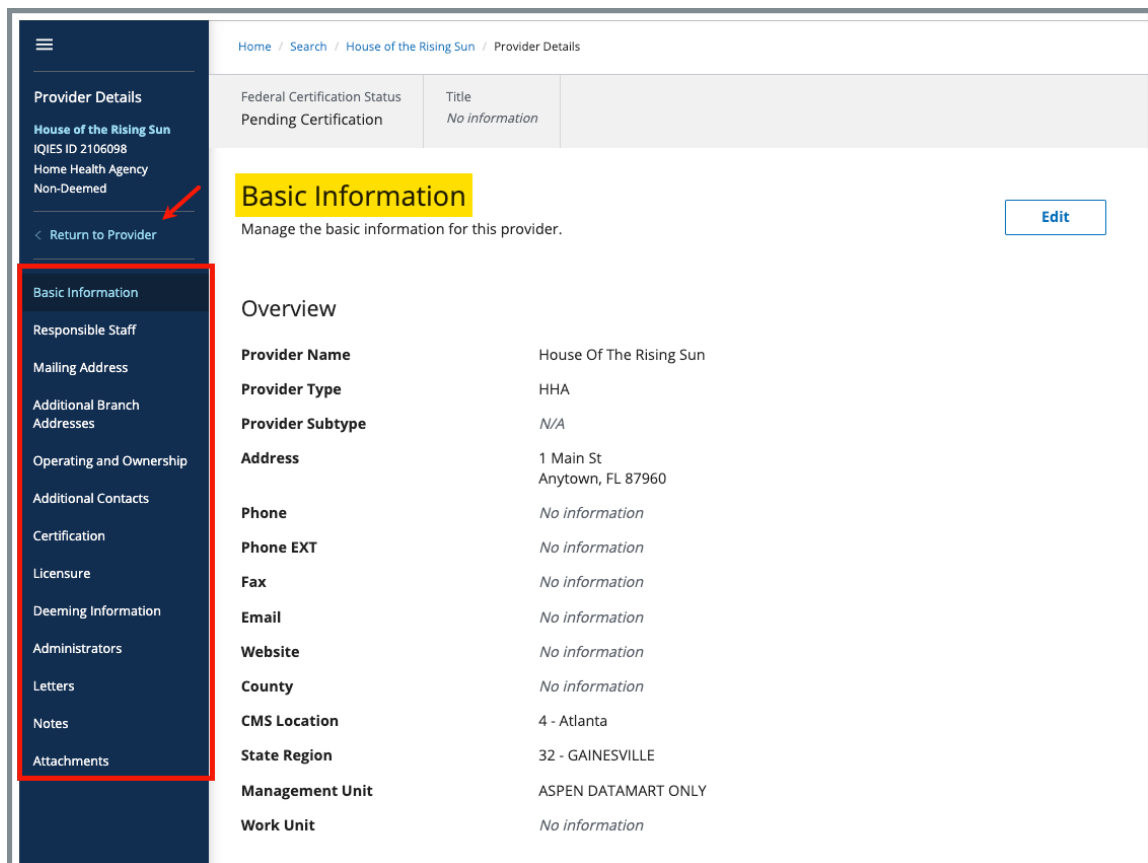
HHA: [Additional Branch Addresses](#)

ASC: [Locations](#)

Hospice: [Inpatient Locations](#)

[Multiple Locations](#)

- 4.2 Click **Return to Provider** to return to the **Provider History** page.



Home / Search / House of the Rising Sun / Provider Details

Federal Certification Status	Title
Pending Certification	No information

### Basic Information

Manage the basic information for this provider. [Edit](#)

#### Overview

<b>Provider Name</b>	House Of The Rising Sun
<b>Provider Type</b>	HHA
<b>Provider Subtype</b>	N/A
<b>Address</b>	1 Main St Anytown, FL 87960
<b>Phone</b>	No information
<b>Phone EXT</b>	No information
<b>Fax</b>	No information
<b>Email</b>	No information
<b>Website</b>	No information
<b>County</b>	No information
<b>CMS Location</b>	4 - Atlanta
<b>State Region</b>	32 - GAINESVILLE
<b>Management Unit</b>	ASPEN DATAMART ONLY
<b>Work Unit</b>	No information

**Figure 11: Basic Information**

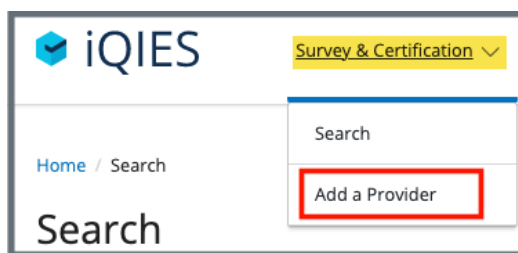
## 5. Add a Provider

---

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

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

- 5.1 Click **Add a Provider** from the **Survey & Certification** drop-down menu to add a new provider. See *Figure 12, Add a Provider*. The **Add a Provider** window opens.



*Figure 12: Add a Provider*

- 5.2 Fill out the information. See *Figure 13, Add a Provider Basic Information*.

**Notes:**

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



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

**Notes:**

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

**Add a Provider**

**Basic Information**

All required fields are marked with an asterisk (\*)

**Legal Business Name \***

The provider name that is registered with the IRS and the Legal Business Name reported on the CMS 855

☐ Same as Legal Business Name

**Doing Business As Name \***

The name under which the provider operates and the Doing Business As Name reported on the CMS 855

**Provider Type \*** **Provider Subtype**

Select one

**Primary Practice Location**

**Address 1 \*** **Address 2**

**City \*** **State \*** **ZIP Code \***

Select one

**County**

**Add Provider** [Cancel](#)

**Figure 13: Add a Provider Basic Information**

## 6. Inpatient Care Provided – Hospice Only

Inpatient Care Provided is for Hospice provider type only.

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

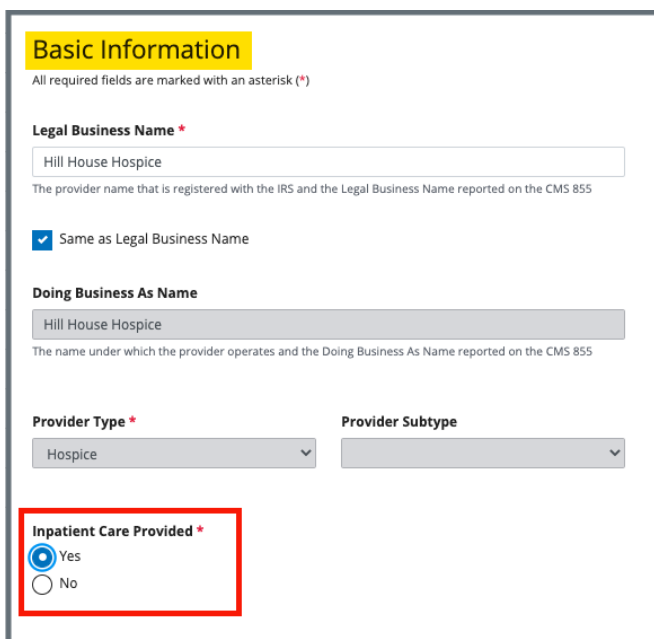
- 6.1 Click **Edit** on the **Provider Basic Information** page. See *Figure 14, Hospice Provider Details Edit Page*. The **Basic Information** edit page opens.



*Figure 14: Hospice Provider Details Edit Page*

- 6.2 Click the **Yes** or **No** radio button under **Inpatient Care Provided**. See *Figure 15, Inpatient Care Provided Radio Buttons*.

**Note:** Click **Yes** to enable the [Inpatient Locations](#) selection on the left menu.



*Figure 15: Inpatient Care Provided Radio Buttons*

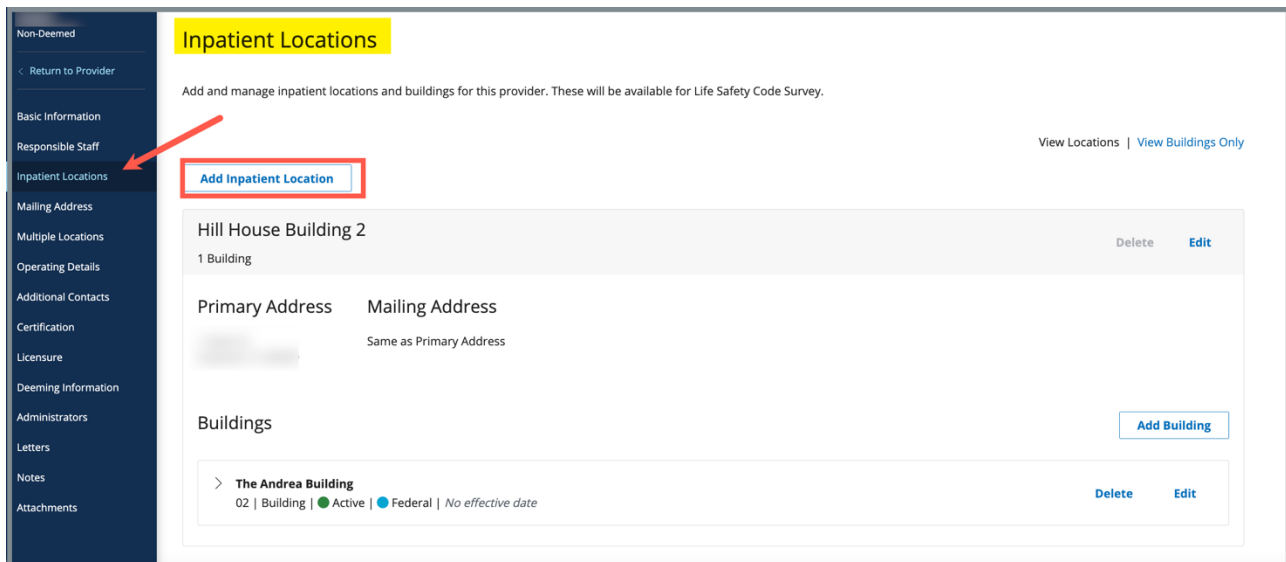
- 6.3 Click **Save**.

## 7. Inpatient Locations – Hospice Only

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

**Note:** [Inpatient Care Provided](#) must be answered **Yes** to view **Inpatient Locations**.

7.1 Click **Inpatient Locations** on the left menu. See *Figure 16, Inpatient Locations*. The **Inpatient Locations** page opens.



**Figure 16: Inpatient Locations**

7.2 Click **Add Inpatient Location**. The **Inpatient Location** fields open below. See *Figure 17, Inpatient Locations Fields*.

**Inpatient Locations**

Add and manage inpatient locations and buildings for this provider. These will be available for Life Safety Code Survey.

[View Locations](#) | [View Buildings Only](#)

[Add Inpatient Location](#)

All required fields are marked with an asterisk. (\*)

**Location Name \***

Hill House Building 2

500 characters

**Location Primary Address**

**Address 1 \***

1 State St

**Address 2**

**City \***

Anytown

**State \***

Florida

**ZIP Code \***

89099

**Location Mailing Address**

☒ Location Mailing Address is the same as Primary

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

**Figure 17: Inpatient Locations Fields**

- 7.3 Fill out the information.
- 7.4 Click **Save**. The **Inpatient Locations** page populates with the new location. See *Figure 18, Inpatient Locations Information*.

**Inpatient Locations**

Add and manage inpatient locations and buildings for this provider. These will be available for Life Safety Code Survey.

**Toggle between Locations and Buildings** → [View Locations](#) | [View Buildings Only](#)

[Add Inpatient Location](#)

**Hill House Building 2** [Edit](#)

No Buildings

**Address**

1 State St  
Anytown, FL 89099

**Buildings** [Add Building](#)

**No buildings**  
Your buildings will show up here.

**Figure 18: Inpatient Locations Information**

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

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

A building must be added to create an LSC survey.

- 7.5 Click **Add Building** to add a building. The **Buildings** fields open below. See *Figure 19, Inpatient Locations Building*.

Hill House Building 2

No Buildings

Edit

Address

1 State St  
Anytown, FL 89099

Buildings

Add Building

All required fields are marked with an asterisk. (\*)

Parent Location

Hill House Building 2

Building Name \*

The Andrea Building

500 characters

Building ID \*

02

Limit 2 characters

Type \*

Building

Building Licensure

☐ State Licensed Only

Number of Stories

Plan Approval Date

MM/DD/YYYY

Effective Date

MM/DD/YYYY

Closed Date

MM/DD/YYYY

Construction Type

Select one

Construction Date

MM/DD/YYYY

LSC Form Indicator \*

LSC 2012 Health Existing

Regulation Set

FED - K - 03.02

Hazmat Area Separate

Select one

FSIS Date

MM/DD/YYYY

Sprinkler Status

Select one

Sprinkler Required

Select one

Building Location Detail

Additional details such as landmarks, directions, etc.

Save

Cancel

Figure 19: Inpatient Locations Building

- 7.6 Click **Save**. The **Inpatient Locations** page populates with the new building information. See *Figure 20, Inpatient Locations Buildings Information*.

The screenshot displays the 'Inpatient Locations' interface. At the top, a yellow header reads 'Inpatient Locations'. Below it, a subtitle states: 'Add and manage inpatient locations and buildings for this provider. These will be available for Life Safety Code Survey.' A red annotation 'Toggle between Locations and Buildings' with an arrow points to a toggle switch. The toggle is currently set to 'View Buildings Only', which is highlighted with a red box. To the left of the toggle is a button labeled 'Add Inpatient Location'. The main content area shows details for 'Hill House Building 2', including '1 Building' and an 'Edit' link. Below this is the 'Address' section with the text '1 State St, Anytown, FL 89099'. The 'Buildings' section contains a list item for 'The Andrea Building' with details '02 | Building | Active | No effective date' and 'Delete' and 'Edit' links. An 'Add Building' button is located to the right of the buildings list.

**Inpatient Locations**

Add and manage inpatient locations and buildings for this provider. These will be available for Life Safety Code Survey.

**Toggle between Locations and Buildings** → View Locations | **View Buildings Only**

**Add Inpatient Location**

**Hill House Building 2** [Edit](#)

1 Building

**Address**

1 State St  
Anytown, FL 89099

**Buildings** [Add Building](#)

> **The Andrea Building**  
02 | Building | ● Active | No effective date [Delete](#) [Edit](#)

*Figure 20: Inpatient Locations Buildings Information*

## 8. Responsible Staff

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

**Notes:** Responsible Staff are HARP ID users.

One SAGU and one CMSGU must be selected as Responsible Staff for an intake of a deemed providers to complete triage when CMS approval is required.

Adding Responsible Staff ensures that the appropriate individuals receive email notifications throughout the complaint process (approval, reviewing investigation findings).

### 8.1 Add Responsible Staff

8.1.1 Click **Responsible Staff** on the left menu. The **Responsible Staff** page opens. See *Figure 21, Provider Responsible Staff*.

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

Provider Details  
Sunshine Clinic Care  
IQIES ID 2333534  
Home Health Agency  
Non-Deemed

Return to Provider

Basic Information  
Responsible Staff  
Mailing Address  
Additional Branch Addresses  
Operating Details

Federal Certification Status  
Pending Certification

Title  
No Information

**Add Responsible Staff**  
Find and add the responsible staff for this provider.

First Name  
Last Name  
Organization  
Select...

Search

1 - 20 of 1444 Staff Members

**Figure 21: Provider Responsible Staff**



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

**Notes:**

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

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

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

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

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

8.1.7 Click **Save**.

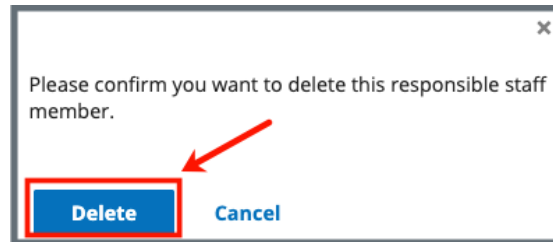
8.1.8 Verify the staff member appears in the list below **Responsible Staff**.

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

## 8.2 Delete Responsible Staff

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

8.2.2 Click **Delete**. See *Figure 22, Delete a Responsible Staff*.



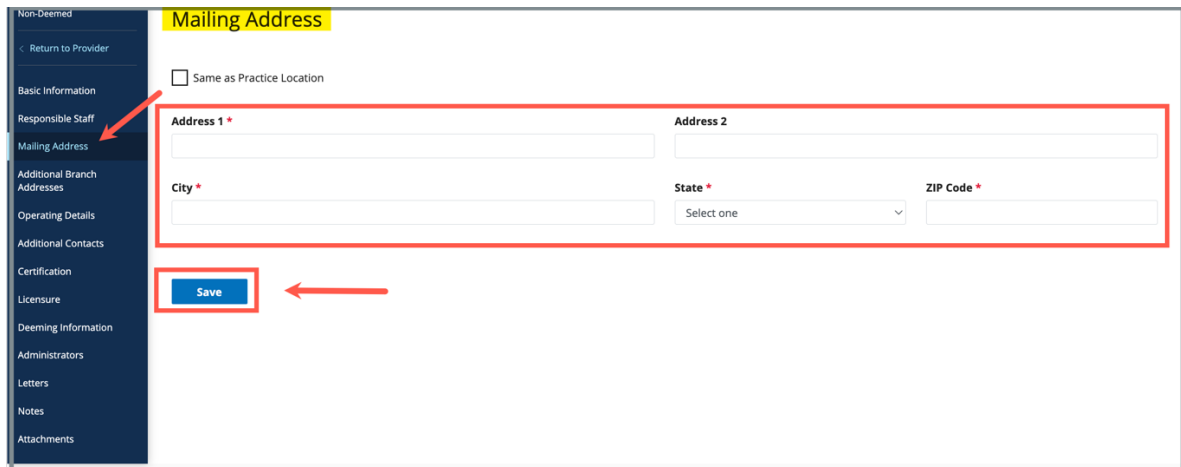
*Figure 22: Delete a Responsible Staff*

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

## 9. Mailing Address

### 9.1 Add a new mailing address

9.1.1 Click **Mailing Address** on the **Provider Details** window. See *Figure 23, Provider Mailing Address*. The **Mailing Address** window opens.



The screenshot shows the 'Mailing Address' form within a sidebar navigation menu. The sidebar includes links for 'Non-Deemed', 'Return to Provider', 'Basic Information', 'Responsible Staff', 'Mailing Address', 'Additional Branch Addresses', 'Operating Details', 'Additional Contacts', 'Certification', 'Licensure', 'Deeming Information', 'Administrators', 'Letters', 'Notes', and 'Attachments'. The 'Mailing Address' form has a title bar 'Mailing Address' and a checkbox 'Same as Practice Location'. Below this are input fields for 'Address 1 \*', 'Address 2', 'City \*', 'State \*' (a dropdown menu with 'Select one'), and 'ZIP Code \*'. A red box highlights the 'Save' button at the bottom left of the form, with a red arrow pointing to it from the right.

*Figure 23: Provider Mailing Address*

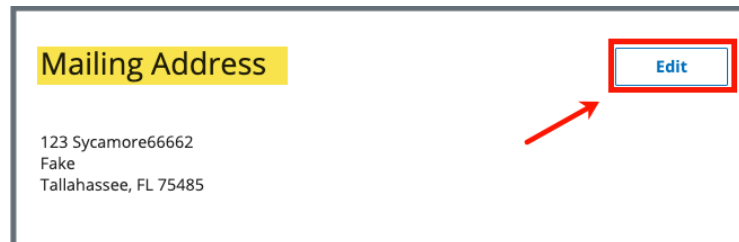
9.1.2 Fill out the information.

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

## 9.2 Edit an existing address

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

9.2.2 Click **Edit**. See *Figure 24, Edit Mailing Address*.



**Figure 24: Edit Mailing Address**

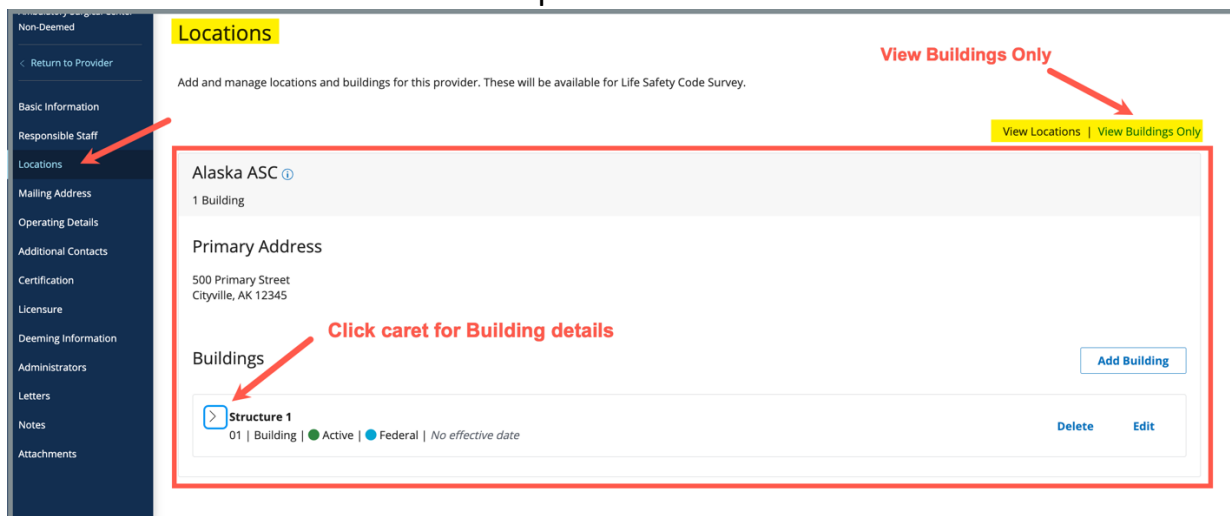
9.2.3 Fill out the information.

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

## 10. Locations

**Locations** is enabled for the ASC provider type only.

Click **Locations** on the left menu of the **Provider Details** window. See *Figure 25, Locations*. The **Locations** window opens.



**Figure 25: Locations**

The **Locations** page can be viewed for the Location or for the buildings associated with the Location. Toggle between **View Location** and **View Buildings** to see each view. **View Location** shows the address of the building. **View Buildings** shows information about the buildings.

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

A building must be added to create an LSC survey.

ASC providers can have only one location, but they can have multiple buildings associated with that location.

## 10.1 Add a building

10.1.1 Click **Add Building**. The **New Building** window opens directly below Buildings. See *Figure 26, New Building*.

**Buildings** Add Building

**New Building** ×

All required fields are marked with an asterisk. (\*)

**Parent Location**  
Andrea's All-Inclusive ASC

**Building Name \***  
500 characters

**Building ID \***  
Limit 2 characters

**Type \***  
Select one

**Building Licensure**  
☐ State Licensed Only

**Number of Stories**

**Plan Approval Date**  
MM/DD/YYYY

**Effective Date**  
MM/DD/YYYY

**Closed Date**  
MM/DD/YYYY

**Construction Type**  
Select one

**Construction Date**  
MM/DD/YYYY

**LSC Form Indicator \***  
Select one

**Regulation Set**

**Hazmat Area Separate**  
Select one

**FSIS Date**  
MM/DD/YYYY

**Sprinkler Status**  
Select one

**Sprinkler Required**  
Select one

**Building Location Detail**  
Additional details such as landmarks, directions, etc.

Save Cancel

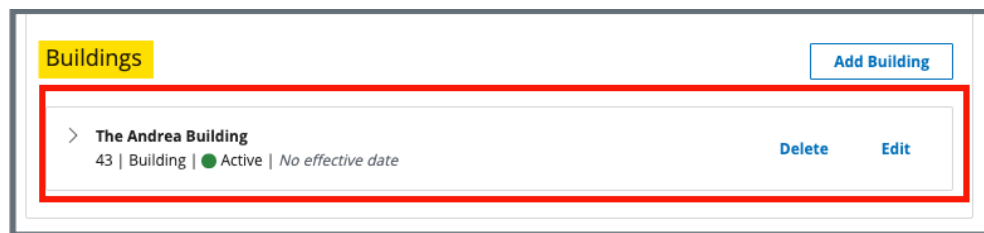
**Figure 26: New Building**

### 10.1.2 Fill out the information.

**Notes:**

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

### 10.1.3 Click **Save**. The new building information appears in the **Buildings** section. See *Figure 27, New Building Information*.



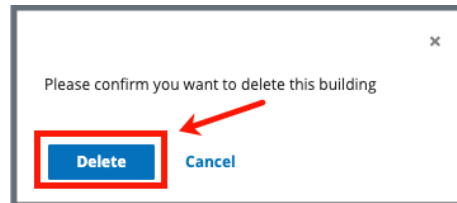
*Figure 27: New Buildings Information*

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

## 10.2 Delete a building

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

10.2.1 Click **Delete** next to the building that needs to be deleted. A pop-up window opens asking for confirmation of the deletion. See *Figure 28, Delete Building Pop-up Window*.



*Figure 28: Delete Building Pop-up Window*

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



## 10.3 Edit a building

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

10.3.2 Click **Save**.

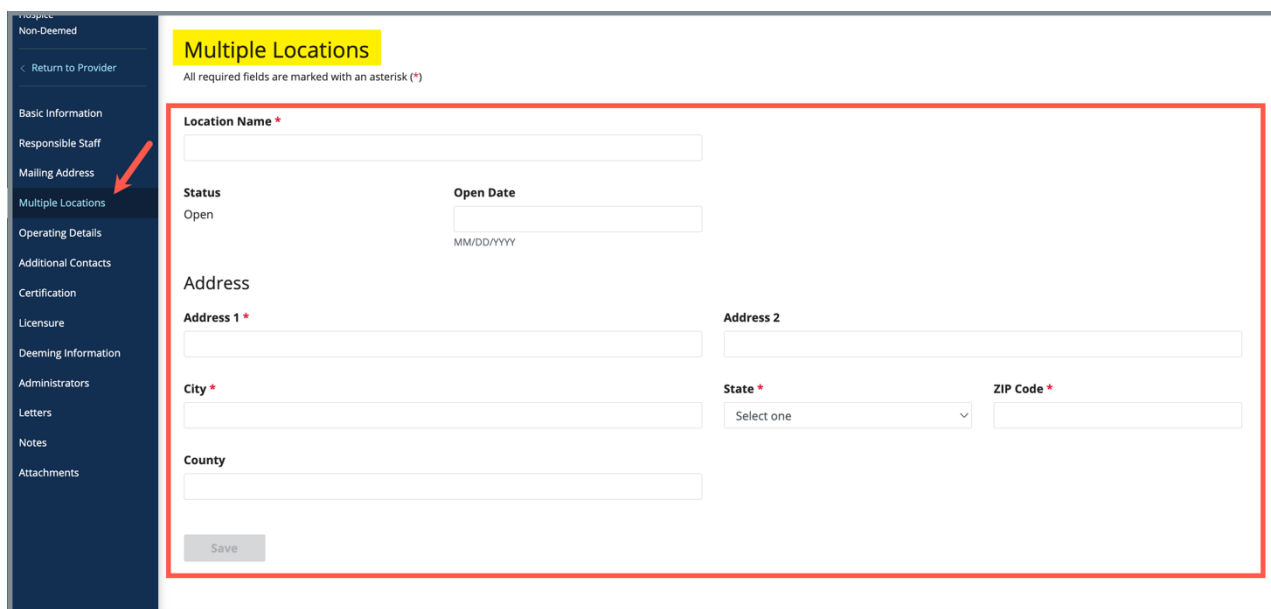
## 11. Multiple Locations

**Multiple Locations** is enabled for the Hospice provider type only.

**Note:** Hospice providers can have multiple locations. Multiple locations are not considered as part of the Life Safety Code survey process.

### 11.1 Add a Location

11.1.1 Click **Multiple Locations** on the left menu of the **Provider Details** window. See *Figure 29, Multiple Locations*. The **Locations** window opens.



The screenshot shows the 'Multiple Locations' form within the 'Provider Details' window. The left sidebar contains a menu with options: 'Return to Provider', 'Basic Information', 'Responsible Staff', 'Mailing Address', 'Multiple Locations' (highlighted with a red arrow), 'Operating Details', 'Additional Contacts', 'Certification', 'Licensure', 'Deeming Information', 'Administrators', 'Letters', 'Notes', and 'Attachments'. The main form area is titled 'Multiple Locations' and includes a note: 'All required fields are marked with an asterisk (\*)'. The form fields are: 'Location Name \*' (text input), 'Status' (dropdown menu with 'Open' selected), 'Open Date' (text input with a date picker icon), 'Address' section containing 'Address 1 \*' (text input), 'Address 2' (text input), 'City \*' (text input), 'State \*' (dropdown menu with 'Select one' and a downward arrow), 'ZIP Code \*' (text input), and 'County' (text input). A 'Save' button is located at the bottom left of the form area.

**Figure 29: Multiple Locations**

11.1.2 Fill out the information.

**Notes:**

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

- 11.1.3 Click **Save**. The new location information appears in the **Multiple Locations** section. See *Figure 30, Multiple Locations Information*.

**Multiple Locations**

Add and manage the additional branches for this provider.

[Add Location](#)

1 location

Location	Status	Opened	Closed	Actions
Hill House Building 1 1 Main St Anytown, FL 90809	Open	No information	Not Applicable	<a href="#">Edit</a>   <a href="#">Delete</a>

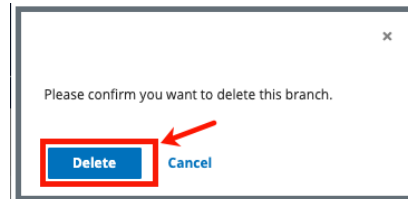
*Figure 30: Multiple Locations Information*

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

## 11.2 Delete a location

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

- 11.2.1 Click **Delete** next to the location that needs to be deleted. A pop-up window opens asking for confirmation of the deletion. See *Figure 31, Delete Location Pop-up Window*.



*Figure 31: Delete Location Pop-up Window*

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

## 11.3 Edit a building

11.3.1 Click **Edit** next to the location that needs to be edited. The current location information opens and can be edited. See *Figure 32, Edit Multiple Locations*.

**Multiple Locations**

All required fields are marked with an asterisk (\*)

**Location Name \***

Hill House Building 1

**Status \***

☒ Open

☐ Closed

**Open Date**

MM/DD/YYYY

**Address**

**Address 1 \***

1 Main St

**Address 2**

**City \***

Anytown

**State \***

Florida

**ZIP Code \***

90809

**County**

**Save** **Cancel**

*Figure 32: Edit Multiple Locations*

11.3.2 Update information.

11.3.3 Click **Save**.

## 12. Additional Branch Addresses

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

### Notes:

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

12.1 Click **Additional Branch Addresses** on the **Provider Details** window. See *Figure 33, Provider Additional Branch Addresses*. The **Add Branch** window opens if there are no existing additional branches. If there are existing branches, click **Add Branch**.

**Add Branch**  
All required fields are marked with an asterisk (\*)

**Branch Name \***

**Branch Type**  
Select one

**Medicare Branch ID**  
Automatically generated upon CMS approval if the provider is certified

**CMS Decision Date**  
No information

**CMS Decision Time**  
No information

**Additional Comments**  
No information

**CMS Approval Notification \***  
Add and manage the CMS users who will be notified for approval of the Medicare Branch ID.  
[Add CMS General Users](#)

There are no staff members added.

**Branch Status**  
Open

**Open Date**  
MM/DD/YYYY

**Branch Address**

**Address 1 \***

**Address 2**

**City \***

**State \***  
Select one

**ZIP Code \***

**County**

[Save](#)

*Figure 33: Provider Additional Branch Addresses*

12.2 Fill out the information.

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

**Notes:**

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

## 13. Operating and Ownership

### 13.1 Operating Details

- 13.1.1 Click **Operating and Ownership** on the **Provider Details** window. See *Figure 34, Provider Operating Details*. The **Operating Details** window opens.

Operating Details	
Operating Status	Open
Date Opened	No information
Date Closed	No information
Insurance Expiration Date	No information
Fiscal Year End Month	No information
Special Operating Hours	No information

### Change of Ownership

[Add CHOW Record](#)

Type	Related Provider	Request Received	Effective Date	Actions
------	------------------	------------------	----------------	---------

*Figure 34: Provider Operating Details*

- 13.1.2 Click **Edit** to make any updates. The editable **Operating Details** page opens.
- 13.1.3 Update information as needed.
- 13.1.4 Click **Save**. The **Operating Details** page opens and the updated information is shown.



## 13.2 Change of Ownership (CHOW)

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

13.2.2 Click **Add CHOW Record**. See *Figure 35, Add CHOW Record*. The **Add Change of Ownership** window opens. See *Figure 36, Add Change of Ownership*.



*Figure 35: Add CHOW Record*

*Figure 36: Add Change of Ownership with Assignment*

**Note:** There are two types of ownership:

**With Assignment**

The owner takes responsibility and ownership of the history of the provider. All prior information is retained and transfers to the new owner, including surveys and CCN.

**Without Assignment**

The current provider is terminated and a new provider is created. No surveys or CCN are retained.

### With Assignment

- Select **With Assignment** (see Figure 37, With Assignment) under **Change of Ownership Type**.

Add Change of Ownership

Change of Ownership Type \*

With Assignment

Request Received Date

Effective Date \*

MM/DD/YYYY

MM/DD/YYYY

Save Cancel

*Figure 37: With Assignment*

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

- Type **Effective Date** or enter date from pop-up calendar.
- Click **Save**. The **Operating Details/Change of Ownership** window opens.
- Verify the CHOW record is correct. See *Figure 38, With Assignment CHOW Record*.

Change of Ownership

Add CHOW Record

Type	Related Provider	Request Received	Effective Date	Actions
With Assignment	No information	No information	12/06/2023	<a href="#">Edit</a>

*Figure 38: With Assignment CHOW Record*

### Without Assignment

- a. Select **Without Assignment** (see *Figure 39, Without Assignment*) under **Change of Ownership Type**.

**Add Change of Ownership**

**Change of Ownership Type \***

Without Assignment

**Request Received Date**

MM/DD/YYYY

**Effective Date \***

MM/DD/YYYY

**Previous Provider Name \***

Find Facility

Save Cancel

*Figure 39: Without Assignment*

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

- b. Type **Effective Date** or enter date from pop-up calendar.
- c. Click **Find Facility**. The **Select Related Provider** pop-up window opens. See *Figure 40, Select Related Provider*.

**Select Related Provider**

**Search for Provider**

AL 2297049 Search

Enter provider or DBA name, CCN, or State Facility ID (FACID)

1 Provider

Provider	ID	Provider Type	Deemed Status
2.21.22 315pm	CCN 01C0000004 FACID IQ00000002684700	ASC	Non-Deemed

Submit Cancel

*Figure 40: Select Related Provider*

- d. Select state from the drop-down menu.
- e. Type **provider** or **DBA name, CCN, or State Facility ID (FACID)** under **Search for Provider**.
- f. Click **Search**.
- g. Select the radio button next to the correct provider.
- h. Click **Submit**. The **Add Change of Ownership** window opens.
- i. Click **Save**. The **Operating Details/Change of Ownership** window opens.
- j. Verify the CHOW record is correct. See *Figure 41, Without Assignment CHOW Record*.

Change of Ownership				
<a href="#">Add CHOW Record</a>				
Type	Related Provider	Request Received	Effective Date	Actions
Without Assignment	<a href="#">2.21.22 315pm</a> - CCN 01C0000004	No information	12/01/2023	<a href="#">Edit</a>

**Figure 41: Without Assignment CHOW Record**

## 14. Additional Contacts

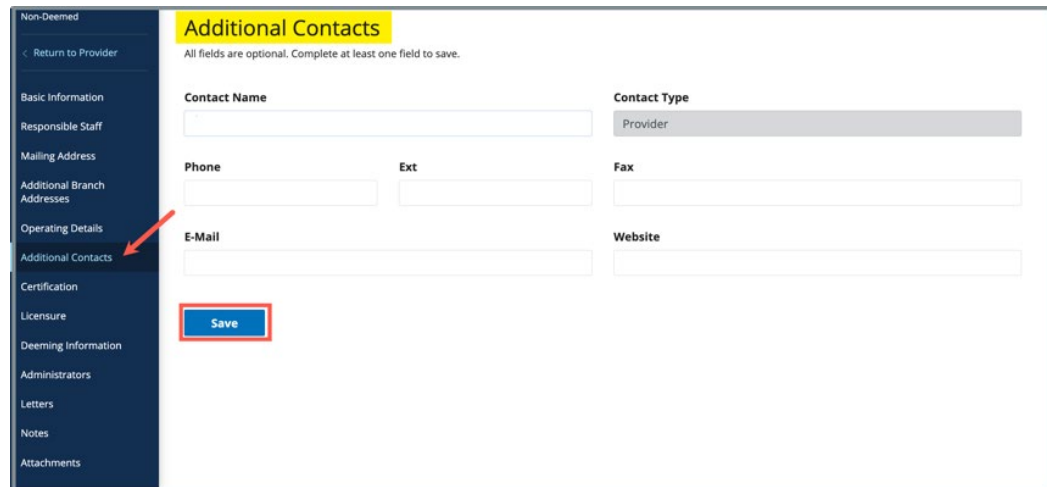
Once one additional contact is listed, the **Edit**, **Add Emergency Contact**, and **Add Additional Contact** buttons appear. See *Figure 42, Edit, Add Emergency Contact and Add Additional Contact Buttons*.

The screenshot displays a web interface titled "Additional Contacts" in a yellow header. Below the header, a contact card for "Michael Johnson" is shown, labeled "Provider Contact". To the right of the name, under the heading "Contacts", are fields for "Phone" (with value "(405) 222-1111"), "Fax" (with value "(405) 222-1112"), "Email" (with value "mj@noemail.com"), and "Website" (with value "www.cms.hhs.gov"). To the right of these fields are two buttons: a blue "Edit" button and a grey "Delete" button. At the bottom of the interface, two buttons are highlighted with red rectangles: "Add Emergency Contact" on the left and "Add Additional Contact" on the right.

*Figure 42: Edit, Add Emergency Contact and Add Additional Contact Buttons*

## 14.1 Add First Additional Contact

- 14.1.1 Click **Additional Contacts** on the **Provider Details** window. See *Figure 43, Provider Additional Contacts*. The **Additional Contacts** window opens.



Non-Deemed

< Return to Provider

Basic Information

Responsible Staff

Mailing Address

Additional Branch Addresses

Operating Details

Additional Contacts

Certification

Licensure

Deeming Information

Administrators

Letters

Notes

Attachments

### Additional Contacts

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

Contact Name

Contact Type

Provider

Phone

Ext

Fax

E-Mail

Website

Save

*Figure 43: Provider Additional Contacts*

- 14.1.2 Fill out the information.
- 14.1.3 Click **Save**. The **Additional Contacts** updates and is listed.

## 14.2 Edit Additional Contacts

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

14.2.2 Fill out the information.

14.2.3 Click **Save**.

## 14.3 Add Emergency Contact

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

14.3.2 Fill out the information.

14.3.3 Click **Save**.

## 14.4 Add Additional Contact After One Contact has been Added

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

14.4.2 Fill out the information.

14.4.3 Click **Save**.

## 15. Certification

---

### Notes:

- At this time, iQIES cannot process Medicare to Medicaid and Medicaid to Medicare certification status changes. Contact the [iQIES Service Center](#) to address these situations.
- Certified providers have a unique system-generated CCN assigned. The CCNs are state and provider-specific.
- Only CMS General Users can change the certification status from **Pending** to **Certified** or **Terminated** for a Medicare, Medicare/Medicaid provider.
- The following criteria must be provided before a provider can be submitted for certification:
  - **Certification Status** is **Pending**
  - **Survey Extents** are selected
  - **Survey Status Dates** are provided
  - Required fields are completed
  - Citations are locked

Refer to [Add a Provider](#), if necessary.

- 15.1 Click **Certification** on the **Provider Details** window. See *Figure 44, Provider Federal Certification Details*. The **Certification** window opens.



The screenshot displays the 'Provider Federal Certification Details' page. On the left, a dark blue sidebar contains a list of menu items: 'Provider Details', 'Basic Information', 'Responsible Staff', 'Mailing Address', 'Additional Branch Addresses', 'Operating and Ownership', 'Additional Contacts', 'Certification' (highlighted with a red box), 'Licensure', and 'Deeming Information'. The main content area has a header with 'Federal Certification Status' (Terminated) and 'Title' (State Licensed). Below this, a yellow box labeled 'Certification' is visible. To the right of this box is an 'Edit' button, which is highlighted with a red box and a red arrow. The main content area also displays the 'Federal Certification' details in a table format:

Withdrawal Type	Involuntary Withdrawal
Termination Date	12/29/2021
Reason	Active
CCN	A28215
Title	0

*Figure 44: Provider Federal Certification Details*

15.2 Click **Edit** to make any updates. The **Certification** page opens.

15.3 Update information as needed.

**Note:** Once assigned, the CCN cannot be changed.

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

## 16. Licensure

---

### Notes:

- At this time, iQIES cannot process Medicare to Medicaid and Medicaid to Medicare certification status changes. Contact the [iQIES Service Center](#) to address these situations.
- Certified providers have a unique system-generated CCN assigned. The CCNs are state and provider-specific.
- Only CMS General Users can change the certification status from **Pending** to **Certified** or **Terminated** for a Medicare, Medicare/Medicaid provider.
- The following criteria must be provided before a provider can be submitted for certification:
  - **Certification Status** is **Pending**
  - **Survey Extents** are selected
  - **Survey Status Dates** are provided
  - Required fields are completed
  - Citations are locked

Refer to [Add a Provider](#), if necessary.

- 16.1 Click **Certification** on the **Provider Details** window. See *Figure 45, Provider Federal Certification Details*. The **Certification** window opens.

The screenshot shows the 'Provider Details' page for '0 MJ HOME HEALTH AGENCY' (CCN A28215). The left sidebar contains a menu with 'Licensure' highlighted. The main content area shows the 'Licensure' section with a yellow header. Below the header is a table with the following data:

Field	Value
Federal Certification Status	Terminated
Title	State Licensed
<b>Licensure</b>	
<b>State Licensure</b>	
State Licensed	Yes
State Licensure Status	No information
License Type	No information
License Number	No information
Issue Date	No information
Effective Date	No information
Expiration Date	No information
<b>Additional Information</b>	
Employer/Tax Identification Number	No information
State Facility ID	HH1234

An 'Edit' button is located in the top right corner of the Licensure section, highlighted with a red box and a red arrow pointing to it.

**Figure 45: Provider Federal Certification Details**

16.2 Click **Edit** to make any updates. The **Certification** page opens.

16.3 Update information as needed.

**Note:** Once assigned, the CCN cannot be changed.

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

## 17. Deeming Information

---

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

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

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

### 17.1 View Deeming Information

Click **Deeming Information** on the **Provider Details** window. See *Figure 46, Deeming Information Details*. The **Deeming Information** window opens.

**Notes:**

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

Basic Information

Locations & Buildings

Operating Details

Additional Contacts

Certification and Licensure

MAC Information

**Deeming Information**

Administrators

Letters

Attachments

## Deeming Information

Regional office approval is required for a provider to be deemed.

Deemed Status	Suspended on 01/23/2019
Current Deemed Date	01/15/2017

### State Survey Jurisdiction History

Deemed Status Suspended Date	Compliance Date	Return to AO Date	
01/23/2019	No information provided	No information provided	<a href="#">View</a>   <a href="#">Edit</a>
10/12/2017	12/12/2017	12/12/2017	<a href="#">View</a>   <a href="#">Edit</a>

### Accrediting Organization

Add and manage accreditation organizations and status.

[Add Accrediting Organization](#)

> The Joint Commission (TJC)	<a href="#">Edit</a>   <a href="#">Delete</a>
∨ Accreditation Commission for Health Care (ACHC)	<a href="#">Edit</a>   <a href="#">Delete</a>

AO Facility ID	No information provided
----------------	-------------------------

Figure 46: Deeming Information Details

## 17.2 View State Survey Jurisdiction History

Click **View** or **Edit** under **State Survey Jurisdiction History** to view or edit the Jurisdiction History on the [Deeming Information](#) page. The **State Survey Jurisdiction Details** window opens. See *Figure 47, State Survey Jurisdiction Details*.

[Return to Deeming Information](#)

### State Survey Jurisdiction Details

[Edit](#)

Deemed Status Suspended Date	01/23/2019
Compliance Date	02/08/2019
Return to AO Date	No information provided
Reason for Return Date Change	Removing Retrun to AO Date because provider decided not to return to the AO.

Surveys Within State Jurisdiction

1 Survey

Survey ID	Survey Type	Survey Category	Exit Date	Status
FFB-H1	Health	Complaint	01/26/2019	New

*Figure 47: State Survey Jurisdiction Details*

### Notes:

- A CMSGU can edit the compliance date and reason for change.
- A SAGU can only enter a compliance date.

## 17.3 Add Accrediting Organization

17.3.1 Click **Add Accrediting Organization** on the [Deeming Information](#) page. The **Add Accrediting Organization** window opens. See *Figure 48, Add Accrediting Organization*.

**Add Accrediting Organization**

All required fields are marked with an asterisk (\*)

**Accrediting Organization \***

The Joint Commission (TJC) ▼

**AO Facility ID**

**Accreditation Status \***

☐ Pending

☒ Accredited

☐ Withdrawn

☐ Terminated

☐ Expired

**Accreditation Date \***

10/21/2021

MM/DD/YYYY

**Expiration Date \***

10/21/2024

MM/DD/YYYY

**Save Section** **Cancel**

*Figure 48: Add Accrediting Organization*

17.3.2 Enter the applicable information.

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

**Notes:**

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



## 18. Administrators

18.1 Click **Administrators** on the **Provider Details** window. See *Figure 49, Add Administrator*. The **Add Administrator** window opens.

The screenshot displays the 'Administrators' page for a provider. The sidebar on the left includes links for Basic Information, Mailing Address, Additional Branch Addresses, Operating Details, Additional Contacts, Certification and Licensure, Deeming Information, **Administrators** (highlighted), Letters, and Attachments. The main content area has a header 'Administrators' with a subtitle 'Manage all administrators for this provider.' Below this, the name 'Jon Valjean' is shown with a 'Primary Administrator' badge. A table of 'Contact Details' lists 'Phone Number', 'Fax Number', 'Email', and 'Address'. The 'Address' is '1 Main St, Anytown, VA 24501'. Below the contact details is the 'Administrator Details' section, which includes 'Administrator Type' (Medical Director), 'Administrator Discipline' (Physician), 'License Number', 'Start Date', 'End Date', and 'Expiration Date'. A red box highlights the 'Add Administrator', 'Edit', and 'Delete' buttons in the top right corner.

*Figure 49: Add Administrator*

18.2 Fill out the information.

**Notes:**

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

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

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

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

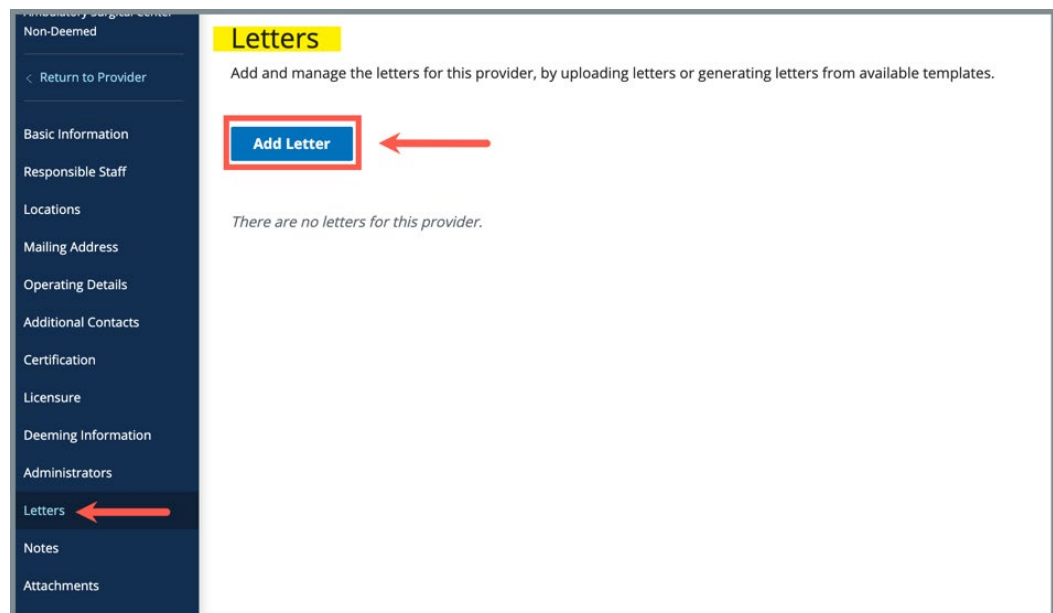
## 19. Letters

**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.

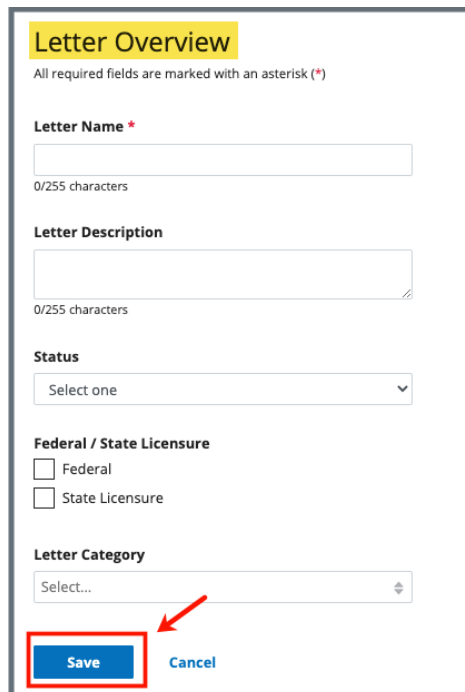
### 19.1 Add/Upload a letter

19.1.1 Click **Letters** on the left menu to go to **Letters**. See *Figure 50, Providers Letters*.



*Figure 50: Providers Letters*

19.1.2 Click **Add Letter**. The **Letter Overview** window opens. See *Figure 51, Providers Letter Overview*.



The screenshot shows a web form titled "Letter Overview" with a yellow header. Below the title, a note states "All required fields are marked with an asterisk (\*)". The form contains several fields: "Letter Name \*" with a text input and "0/255 characters" below it; "Letter Description" with a text input and "0/255 characters" below it; "Status" with a dropdown menu showing "Select one"; "Federal / State Licensure" with two checkboxes, "Federal" and "State Licensure"; and "Letter Category" with a dropdown menu showing "Select...". At the bottom, there are two buttons: "Save" (highlighted with a red box and a red arrow) and "Cancel".

*Figure 51: Providers Letter Overview*

19.1.3 Fill out the information.

19.1.4 Click **Save**. The information updates in a new screen. See *Figure 52, 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 52: Letter Attachment and Recipient**

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

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

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

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

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

## 19.2 Generate a letter from an existing template

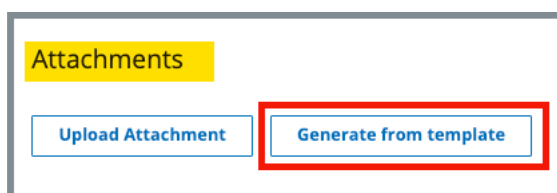
19.2.1 Click **Add Letter**. The **Letter Overview** page opens.

**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 19.2.5.

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

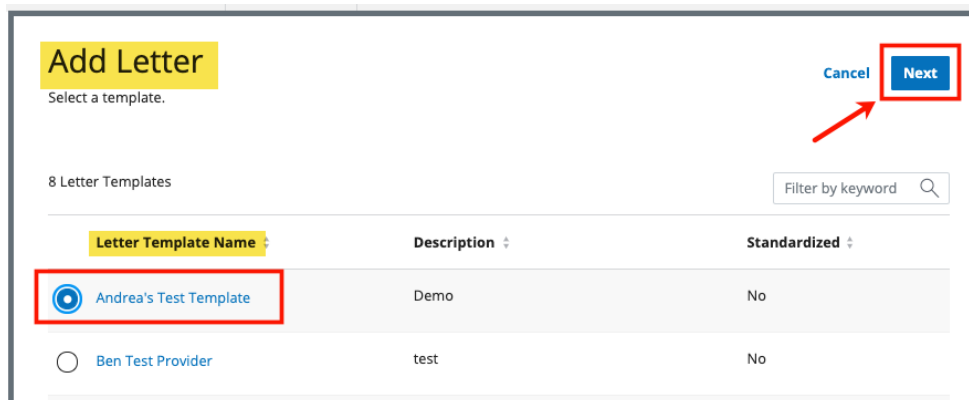
19.2.3 Click **Save**. The **Letter: [Template Name]** page opens.

19.2.4 Click **Generate** from template under **Attachments**. See *Figure 53, Generate from Template*. The **Add Letter** page opens.



*Figure 53: Generate from Template*

19.2.5 Click the circle next to the desired template. See *Figure 54, Add Letter Template*.



*Figure 54: Add Letter Template*

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

19.2.7 Update the template as desired. See *Figure 55, Letter Template*.

**Notes:**

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

**Generate attachment from template**

Edit and preview letter.

**6** Generate attachment

The Andrea Template

**1** Print Preview

**2** File Name \* The Andrea Template

**3** Description

**4** Editor toolbar and preview area

**5** Letter preview

**Letter Content:**

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

October 15, 2021

O Worry HealthCare Sytems

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

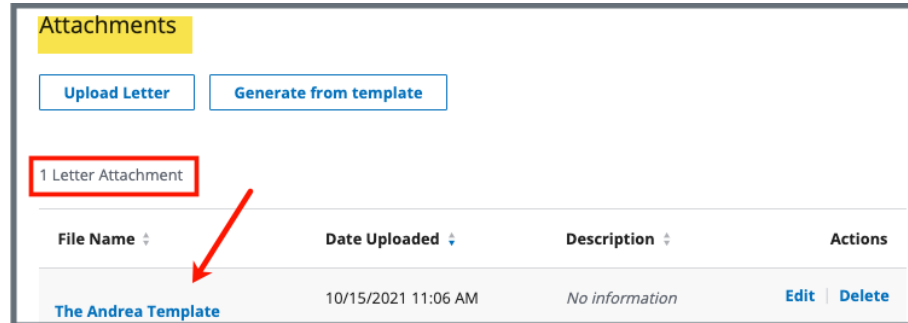
Sincerely,  
George Testsalot

**Figure 55: Letter Template**

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

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

19.2.9 Verify the letter is attached under **File Name**. See *Figure 56, Letter Attachment*.



*Figure 56: Letter Attachment*



## 19.3 Add recipients to a letter

19.3.1 Click **Add Recipient** to add a recipient. The **Add Recipient** page opens. See *Figure 57, 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

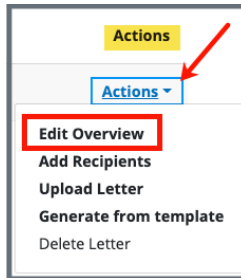
*Figure 57: Add Recipient*

19.3.2 Fill out the information.

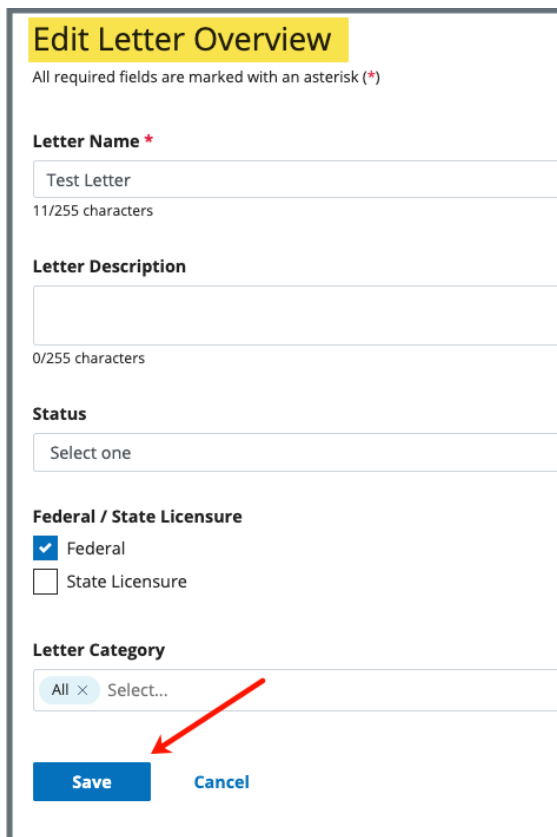
19.3.3 Click **Save**. The **Recipient Information** updates.

## 19.4 Edit a Letter Overview

19.4.1 Click **Edit Overview** from the **Actions** drop-down menu to edit a **Letter Overview**. See *Figure 58, Edit a Letter Overview*. The **Edit Letter Overview** opens. See *Figure 59, Edit Letter Overview*.



*Figure 58: Edit a Letter Overview*

A screenshot of the 'Edit Letter Overview' form. The form has a yellow header bar with the title 'Edit Letter Overview'. Below the header, a note states 'All required fields are marked with an asterisk (\*)'. The form contains several fields: 'Letter Name \*' with a text input field containing 'Test Letter' and a character count '11/255 characters'; 'Letter Description' with a text area and a character count '0/255 characters'; 'Status' with a dropdown menu showing 'Select one'; 'Federal / State Licensure' with two radio buttons, 'Federal' (checked) and 'State Licensure' (unchecked); and 'Letter Category' with a dropdown menu showing 'All x Select...'. At the bottom of the form, there are two buttons: 'Save' (blue) and 'Cancel' (blue). A red arrow points from the 'Save' button to the 'Letter Category' dropdown menu.

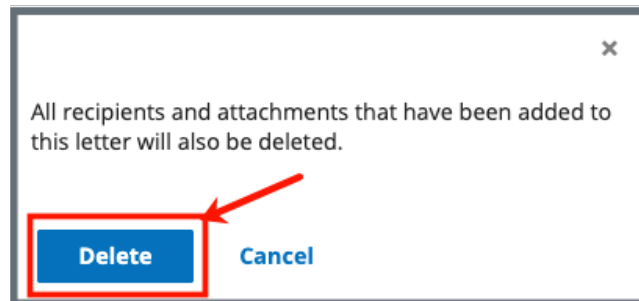
*Figure 59: Edit Letter Overview*

19.4.2 Update fields.

19.4.3 Click **Save**.

## 19.5 Delete a Letter

19.5.1 Click **Delete Letter** from the **Actions** drop-down menu to delete a letter. A pop-up note opens. See *Figure 60, Delete Letter Pop-Up Window*.



*Figure 60: Delete Letter Pop-Up Window*

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

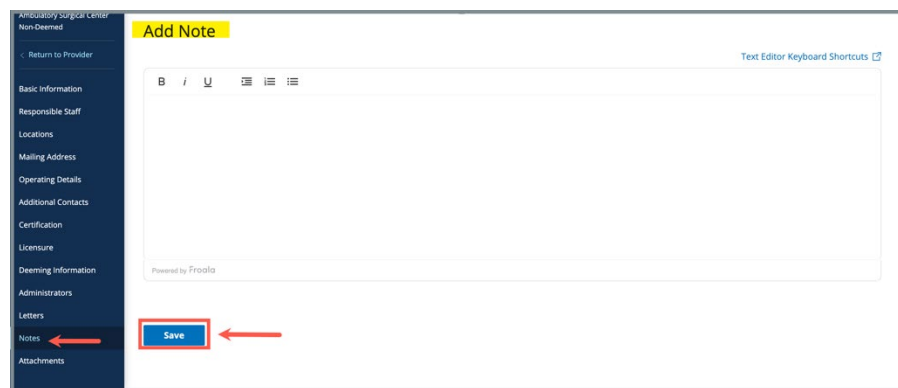
## 20. Notes

---

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

20.1 Click **Notes** on the left menu to view existing notes or add a note. See *Figure 61, Add Note*.

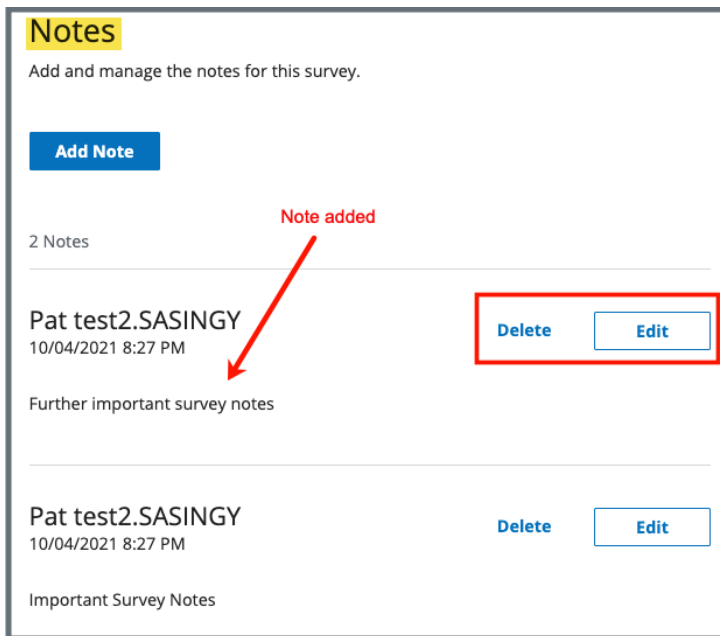
**Note:** When there are no existing notes, the **Add Note** page opens automatically when **Notes** is selected as in the figure below. When there are existing notes, click **Add Note** to add a new note.



*Figure 61: Add Note*

20.2 Add a note.

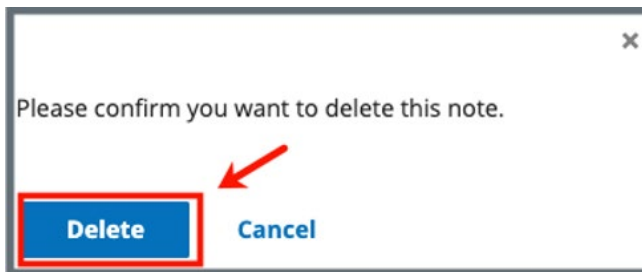
20.3 Click **Save**. The **Notes** window opens with note information. See *Figure 62, Notes*.



**Figure 62: Notes**

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

- 20.4 Click **Delete** to delete a note. A pop-up note opens. See *Figure 63, Delete Note Pop-Up Window*.



**Figure 63: Delete Note Pop-Up Window**

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

## 21. Attachments

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

21.1 Click **Attachments** on the left menu. The **Attachments** window opens. See *Figure 64, Attachments*.

The screenshot shows the 'Attachments' window. At the top, the title 'Attachments' is highlighted in yellow. Below it, a subtitle reads 'Add attachments for this provider and add a file description below.' A red box highlights the 'Select File' button. Below this, a list of supported file formats is provided: 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). A red arrow points from the text 'Attachment name' to the text 'Provider John Doe Letter.docx', which is highlighted in yellow. To the right of this text is a 'Remove' link. Below the attachment name is a 'File Description' field, which is a large text area with a red border. A red arrow points from the text 'Optional: Type file description' to this field. At the bottom left of the window is a blue 'Save' button, with a red arrow pointing to it from the right.

*Figure 64: Attachments*

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

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

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

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

**Notes:**

- Click **Edit** to edit information, if desired. See *Figure 65, Edit or Download an Existing Attachment*.
- Click **Download** to download the document, if desired. See *Figure 65, Edit or Download an Existing Attachment*.

textfile.txt

Existing attachment

Edit

Date Uploaded

08/04/2021 12:13 PM

Uploaded By

Pat x

File Size

0 KB

Category

Survey

Source

[Survey 793755](#)

Download

*Figure 65: Edit or Download an Existing Attachment*

## Appendix A: Provider Textholder Text

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

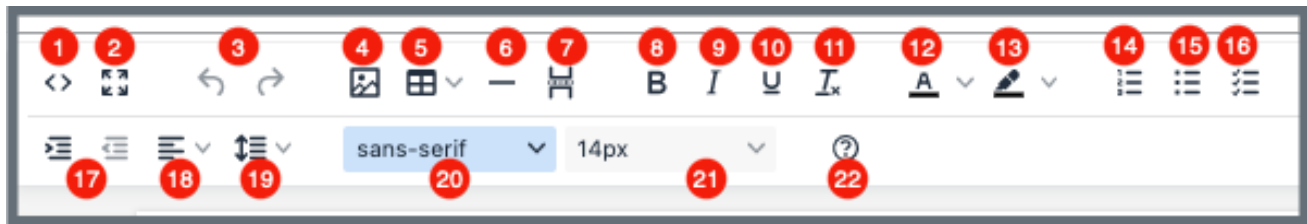
Provider Textholders		
Accrediting Organization (AO)		
Admin 1 <sup>st</sup> Name	Admin Full Name	Admin Last Name
Admin Salutation	Admin Short with Salutation	Admin Title
Administrator Email	Building ID List	Buildings List
Buildings List Open	Custom Text Prompt	
Letter Sent Date	Medicaid ID Number	Provider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



## Appendix B: Tips and Tricks for Working in a Template

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

### Template Menu



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

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