Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

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

Version 1.3

January 10, 2024

Table of Contents

List of Figures

1. Introduction

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

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

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

Below is important general information about iQIES.

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

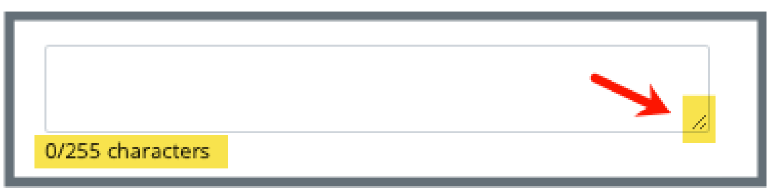

Figure 1: Expandable Field

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

- Review any 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.

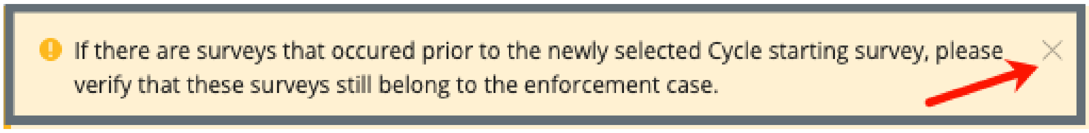

Figure 2: Notification Banner

- 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
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**.
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

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*.

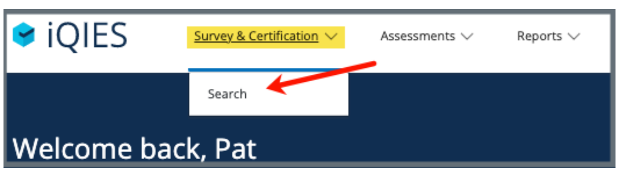

Figure 5: S&C Search

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*.

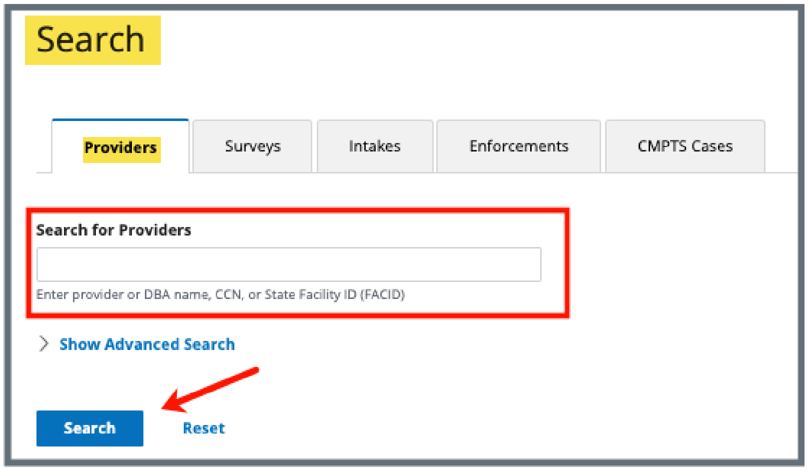

Figure 6: Search

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

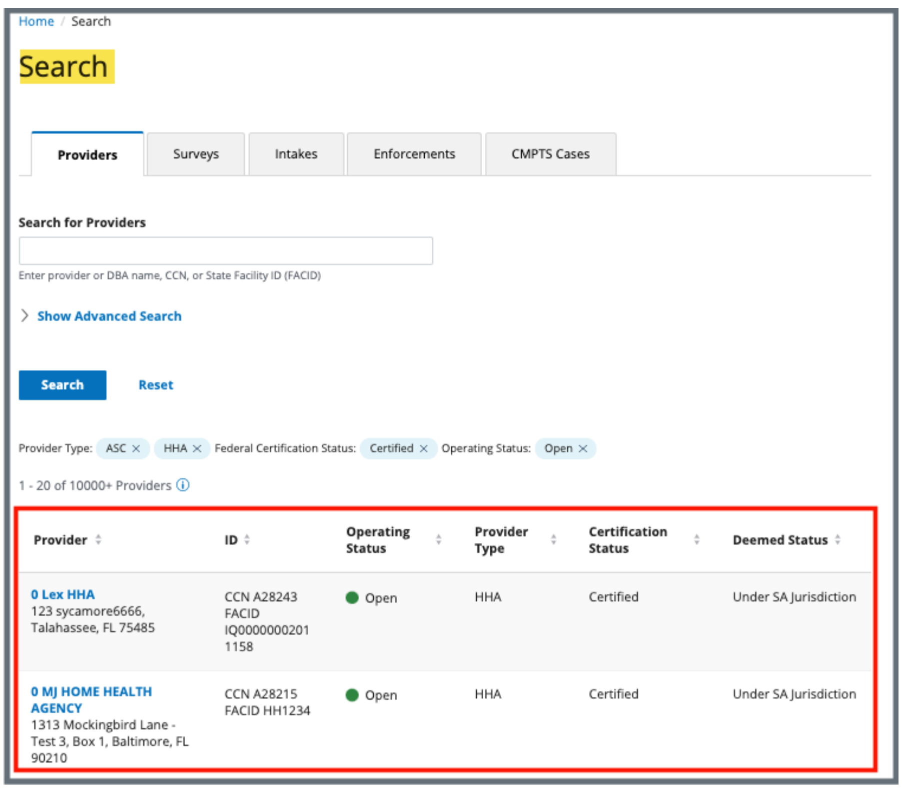

Figure 7: Provider Search Results

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

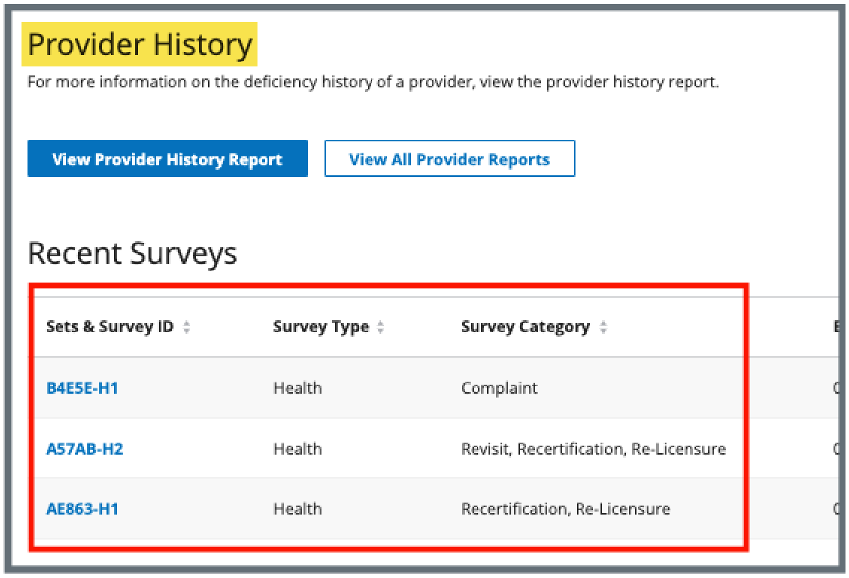

Figure 8: Provider History

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.

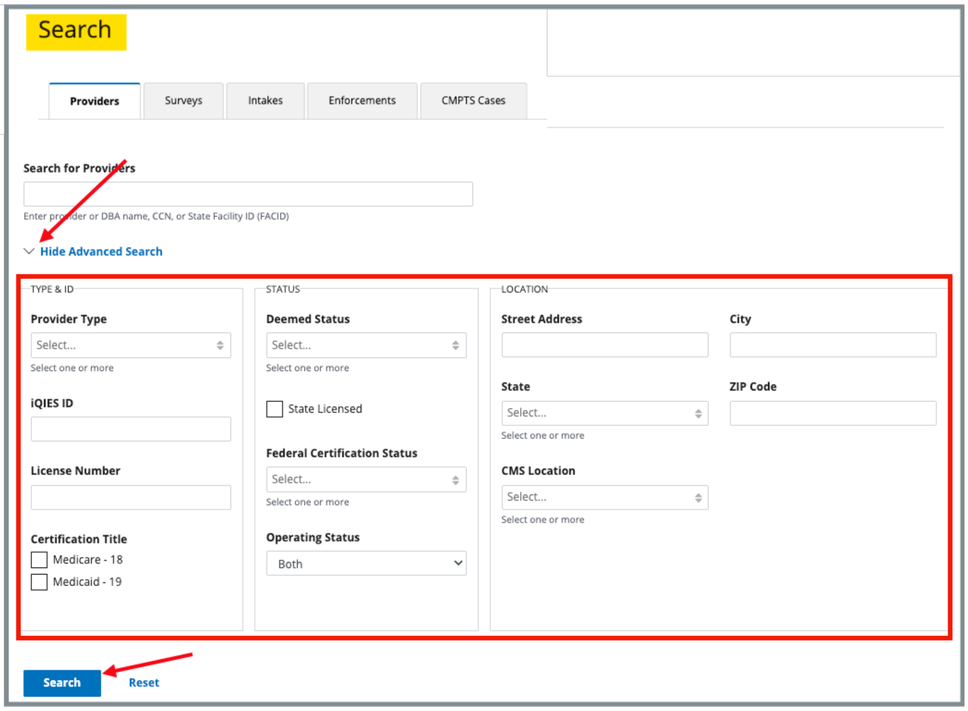

Figure 9: Provider Advanced Search

4. View Provider Details

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

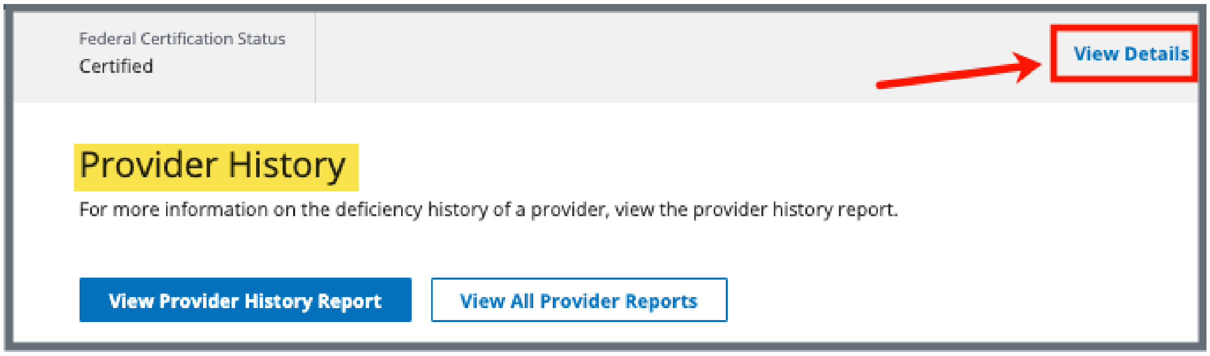

Figure 10: View Details Link

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**.**

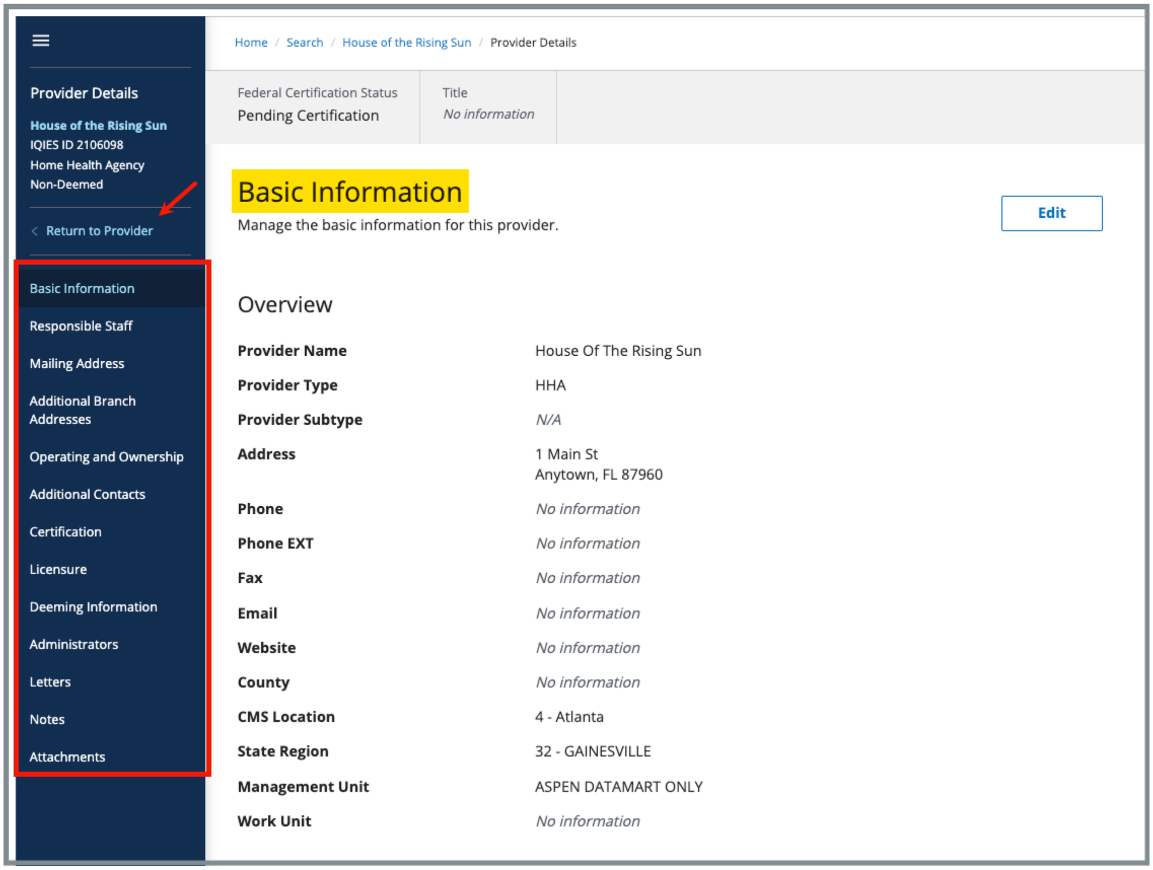

Figure 11: Basic Information

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.

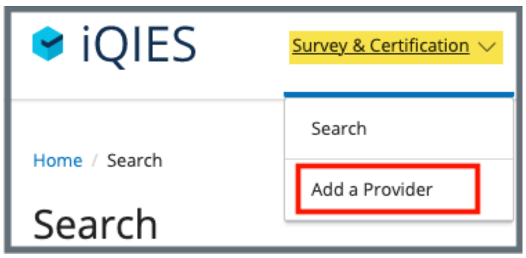

Figure 12: Add a Provider

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.

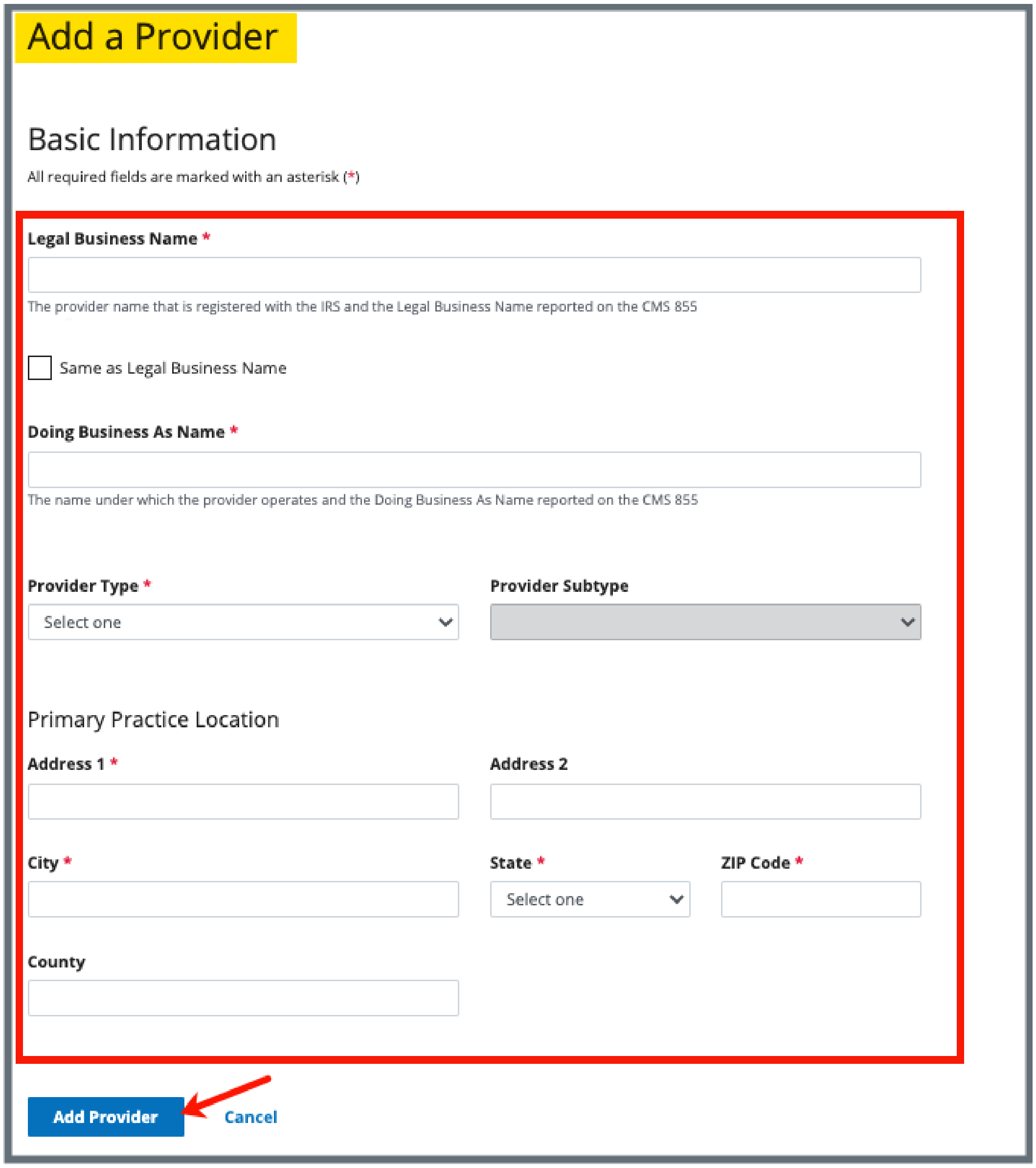

Figure 13: Add a Provider Basic Information

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.

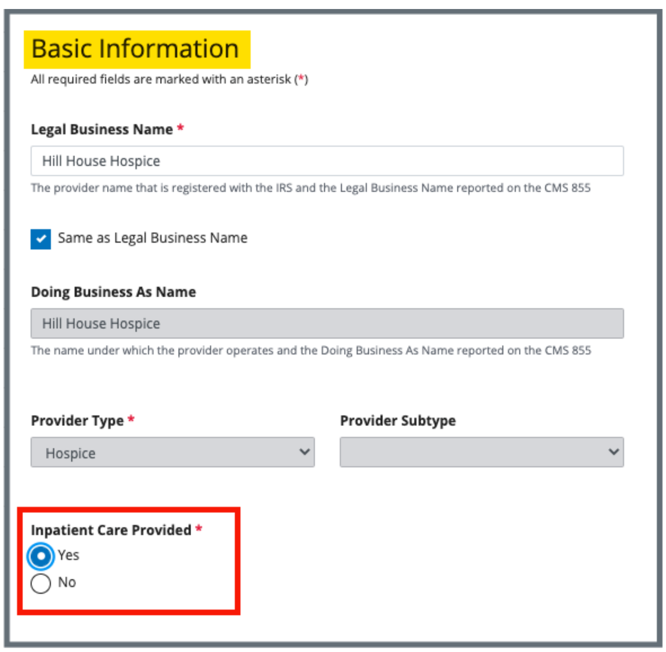

Figure 15: Inpatient Care Provided Radio Buttons

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.

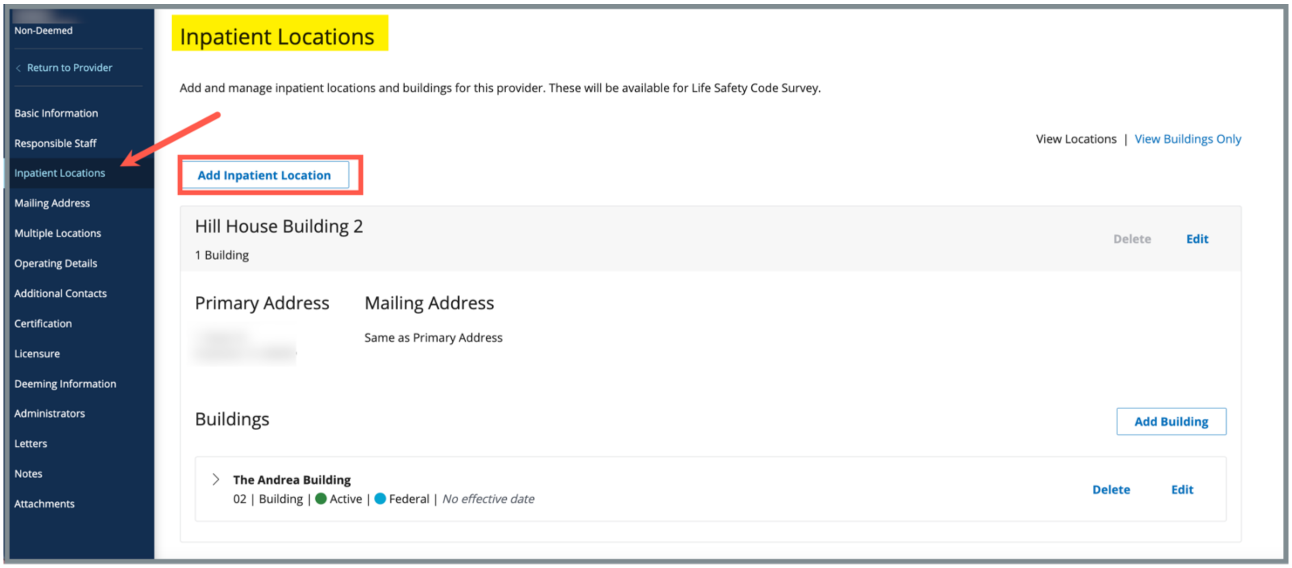

Figure 16: Inpatient Locations

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

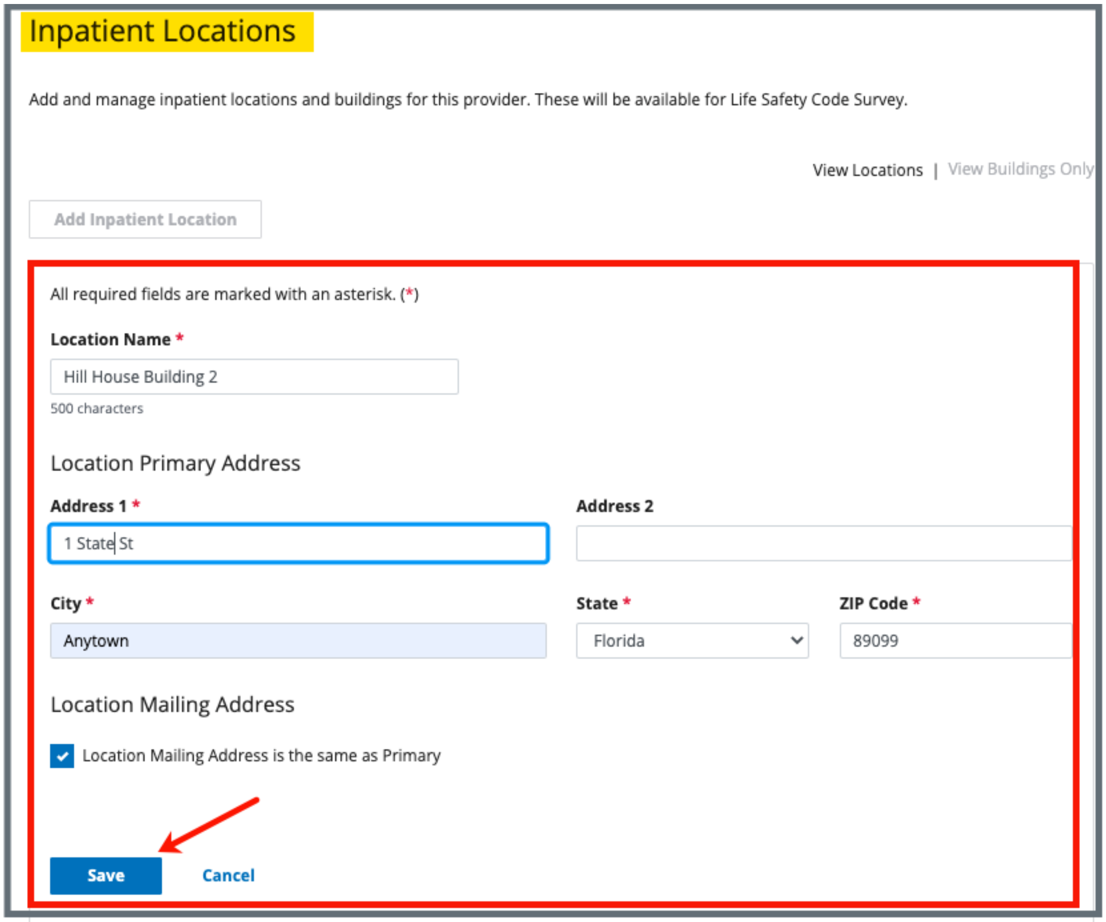

Figure 17: Inpatient Locations Fields

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*.

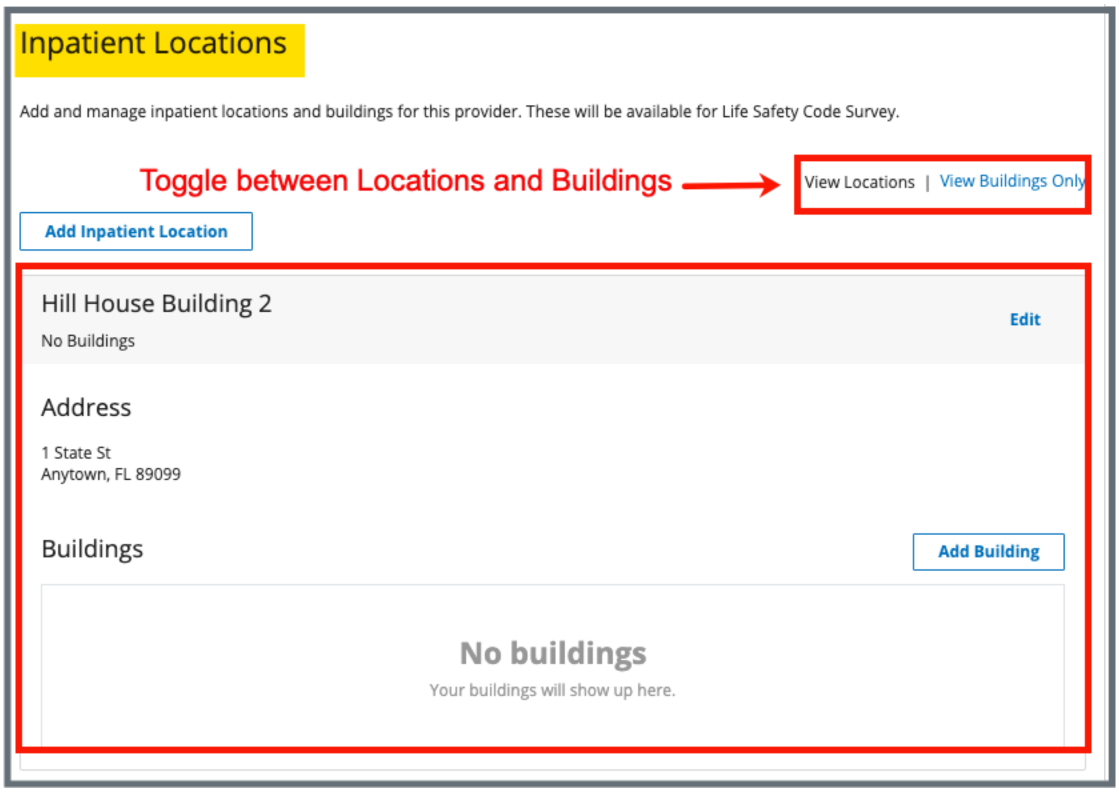

Figure 18: Inpatient Locations Information

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*.

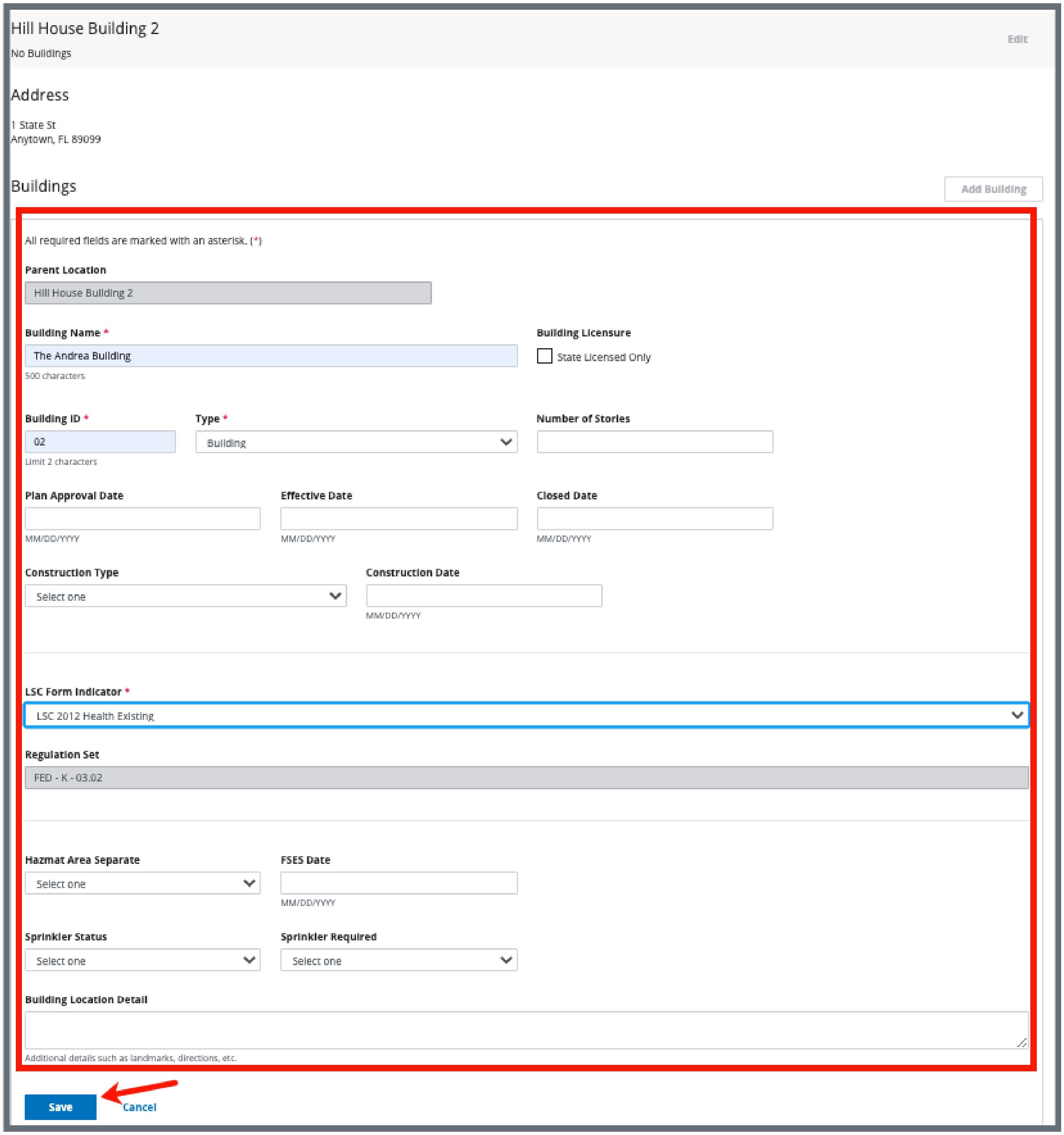

Figure 19: Inpatient Locations Building

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

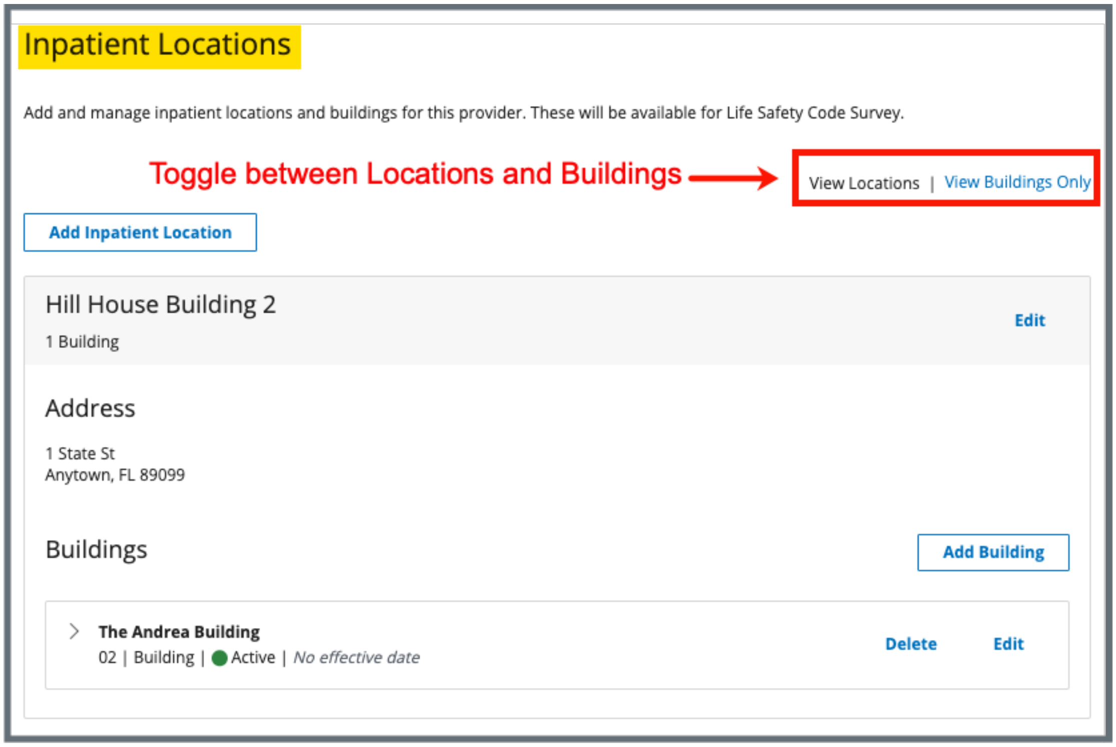

Figure 20: Inpatient Locations Buildings Information

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.

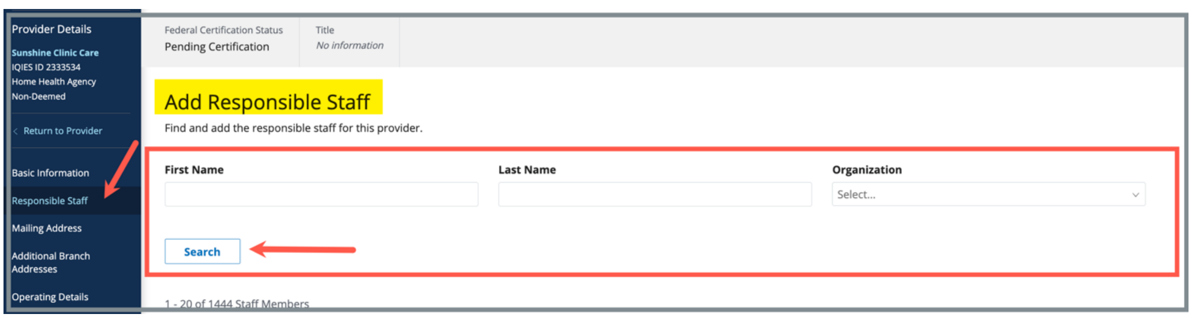

Figure 21: Provider Responsible Staff

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.

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*.

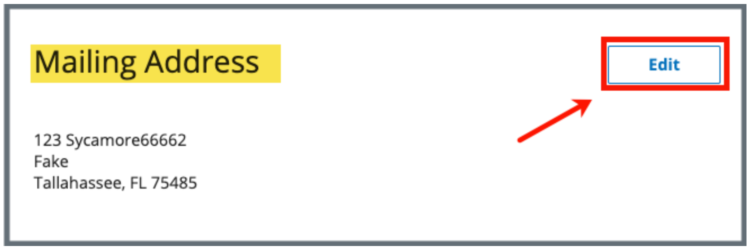

Figure 24: Edit Mailing Address

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.

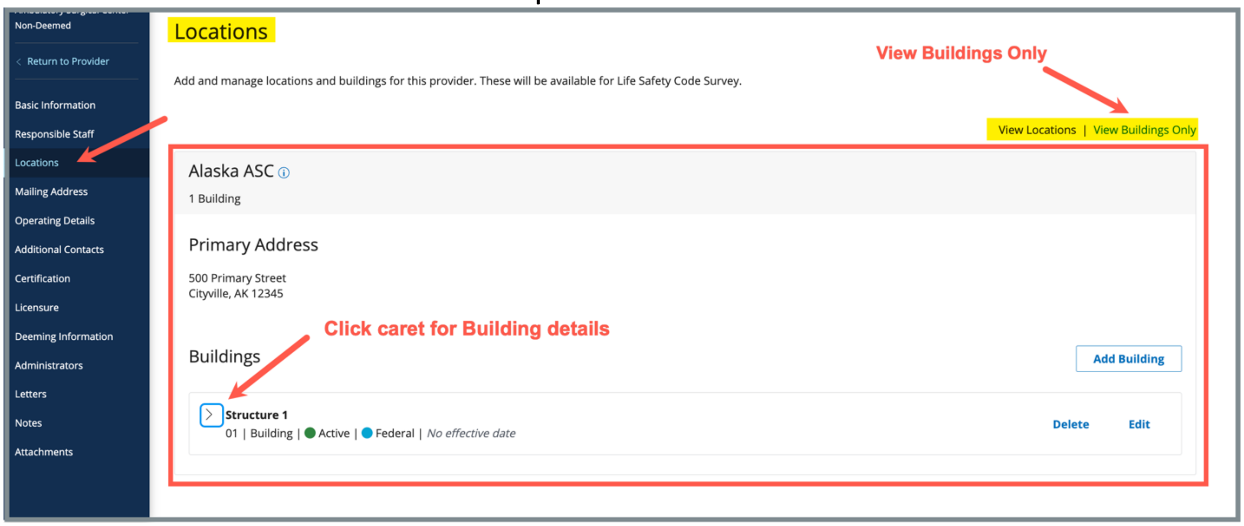

Figure 25: Locations

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*.

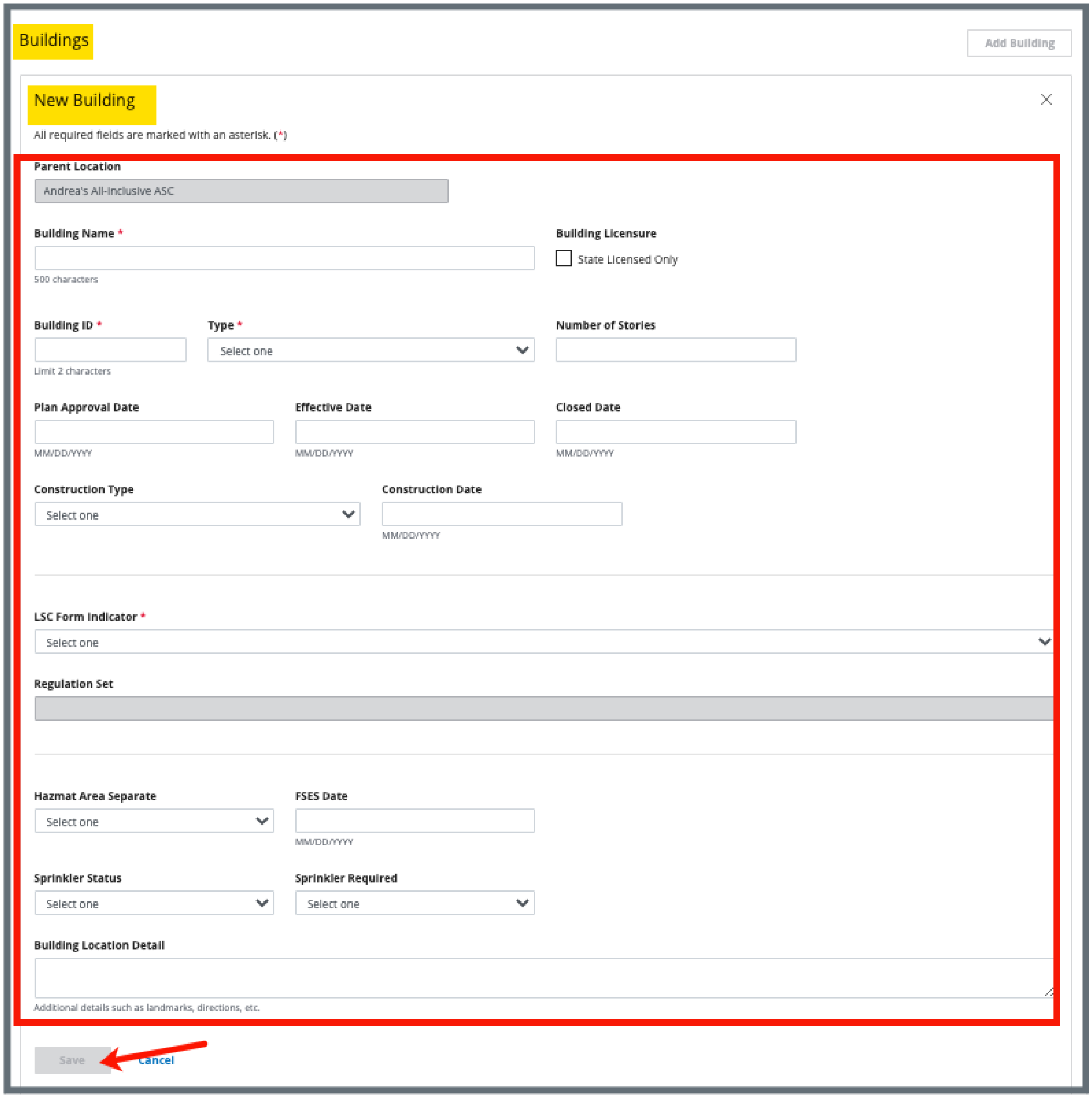

Figure 26: New Building

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*.

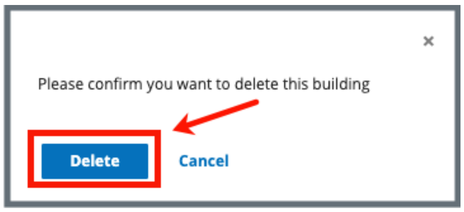

Figure 28: Delete Building Pop-up Window

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.

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*.

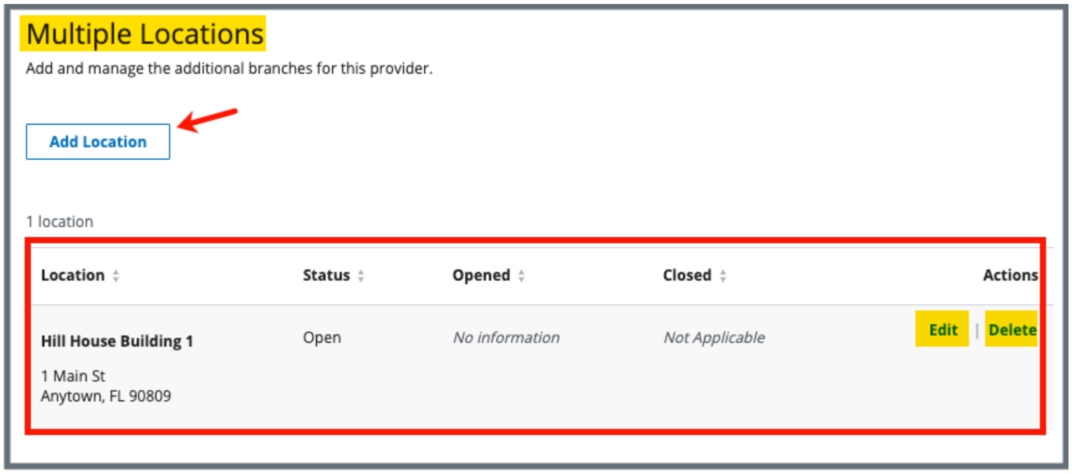

Figure 30: Multiple Locations Information

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*.

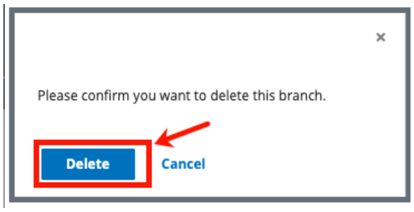

Figure 31: Delete Location Pop-up Window

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*.

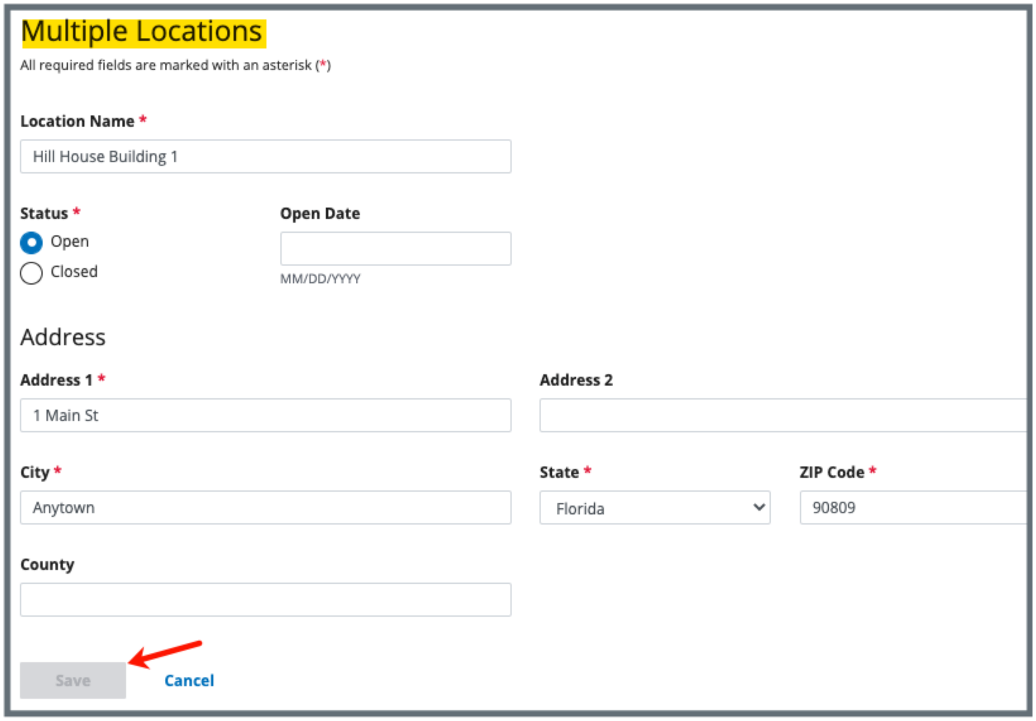

Figure 32: Edit Multiple Locations

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**.

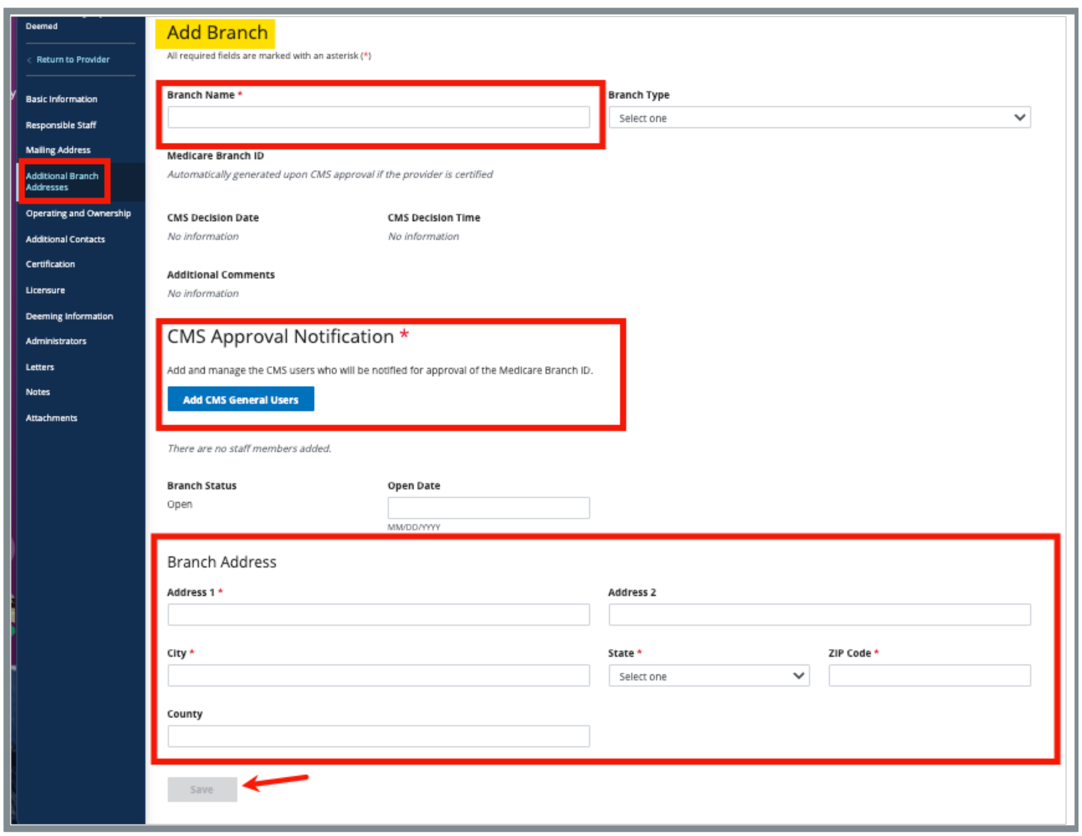

Figure 33: Provider Additional Branch Addresses

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.

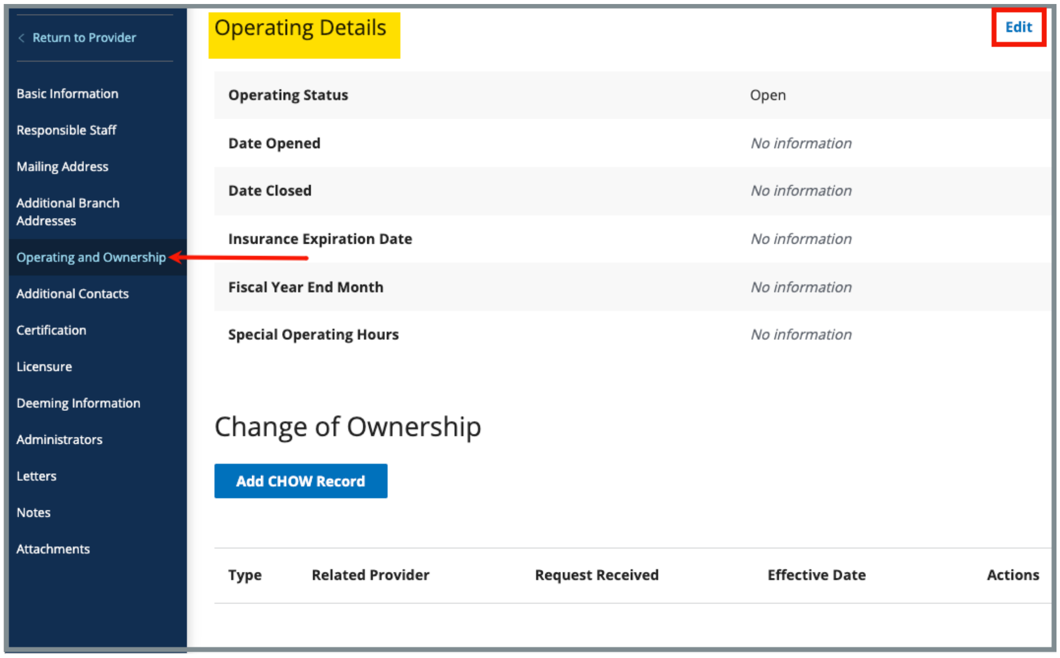

Figure 34: Provider Operating Details

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

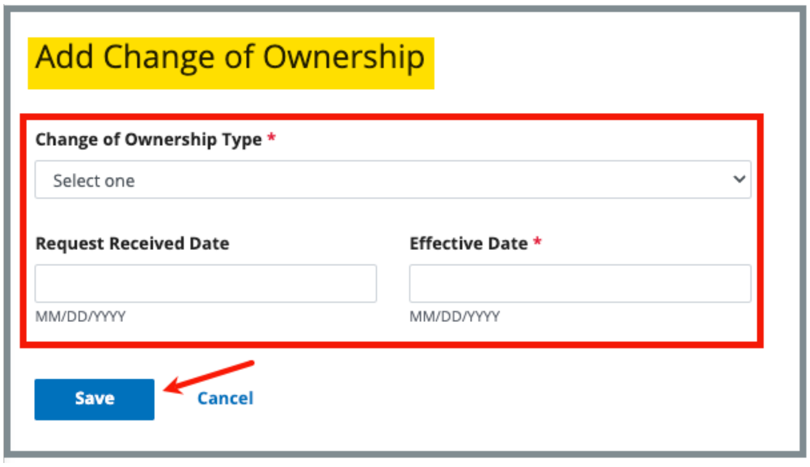

Figure 36: Add Change of Ownership with Assignment

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

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

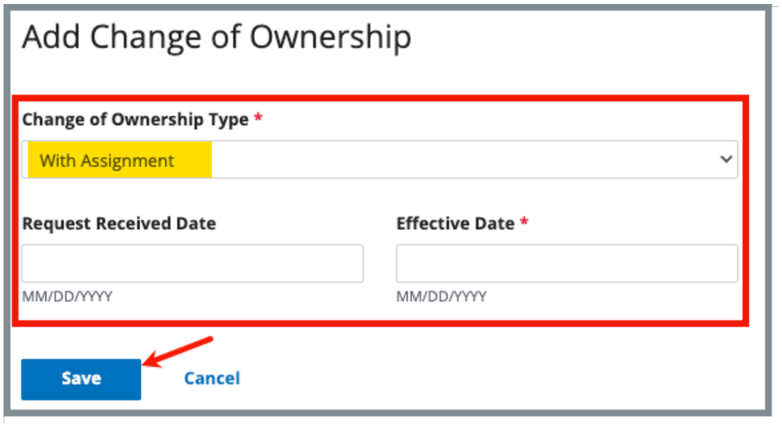

Figure 37: With Assignment

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

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

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

d. Verify the CHOW record is correct. See *Figure 38, With Assignment CHOW Record*.

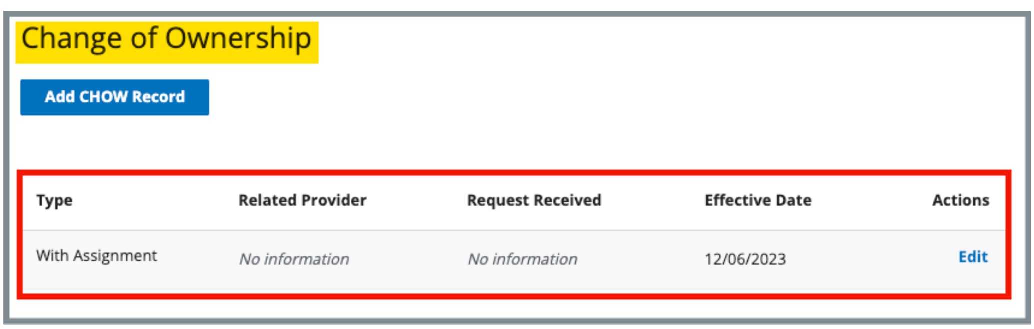

Figure 38: With Assignment CHOW Record

Without Assignment

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

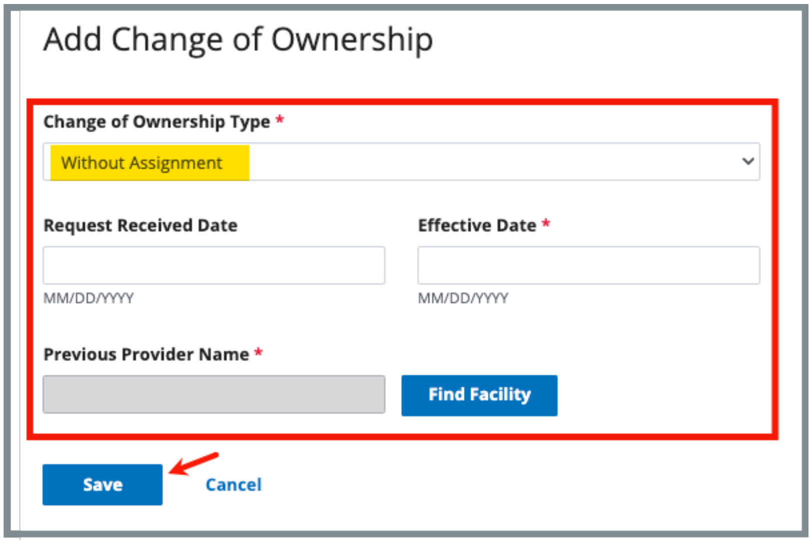

Figure 39: Without Assignment

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.*

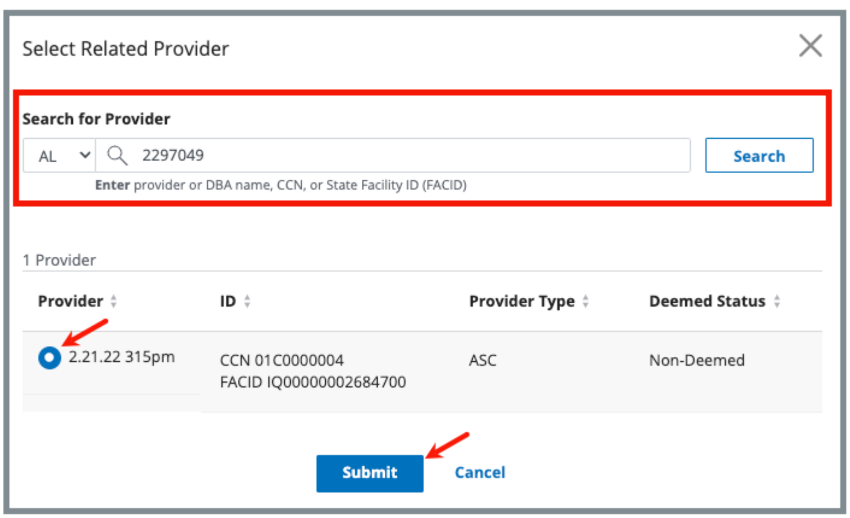

Figure 40: Select Related Provider

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.*

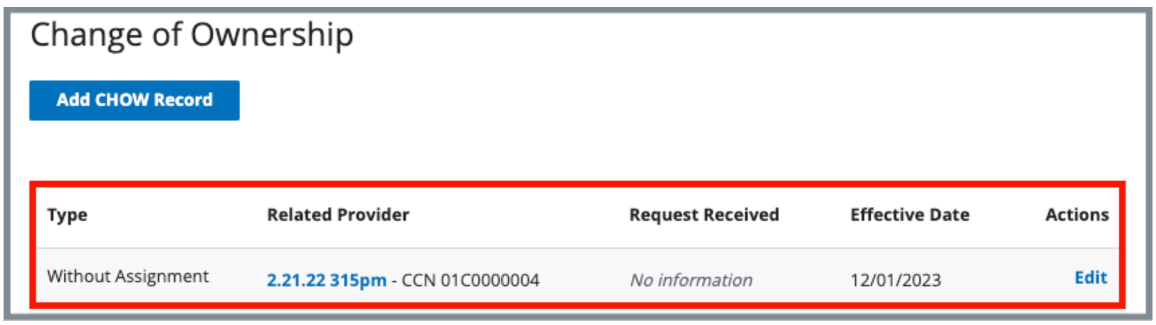

Figure 41: Without Assignment CHOW Record

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*.

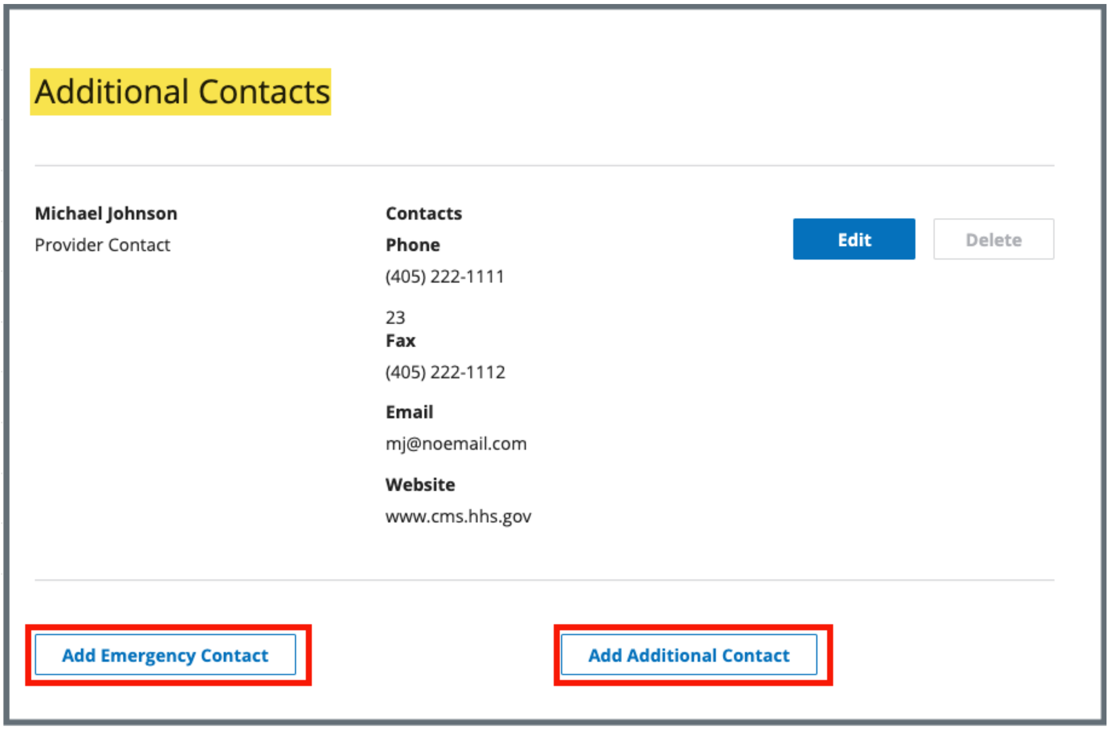

Figure 42: Edit, Add Emergency Contact and Add Additional Contact Buttons

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.

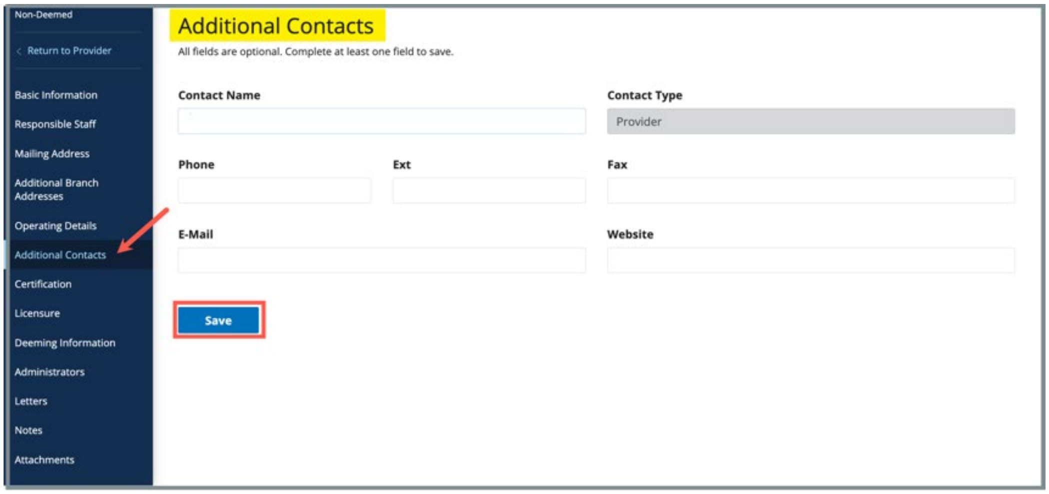

Figure 43: Provider Additional Contacts

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.

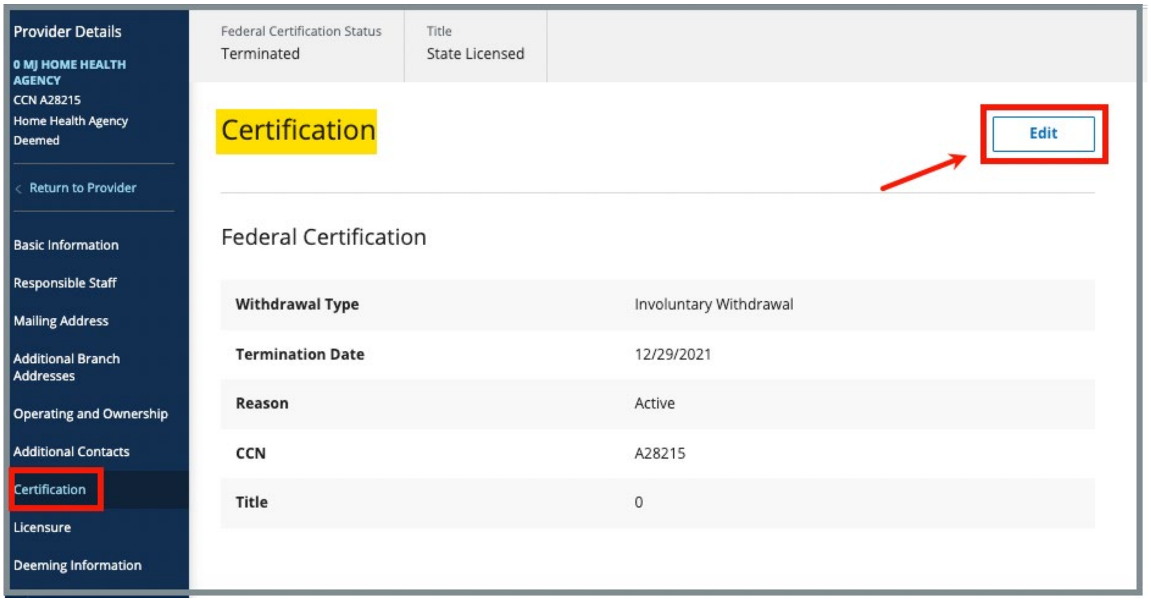

Figure 44: Provider Federal Certification Details

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.

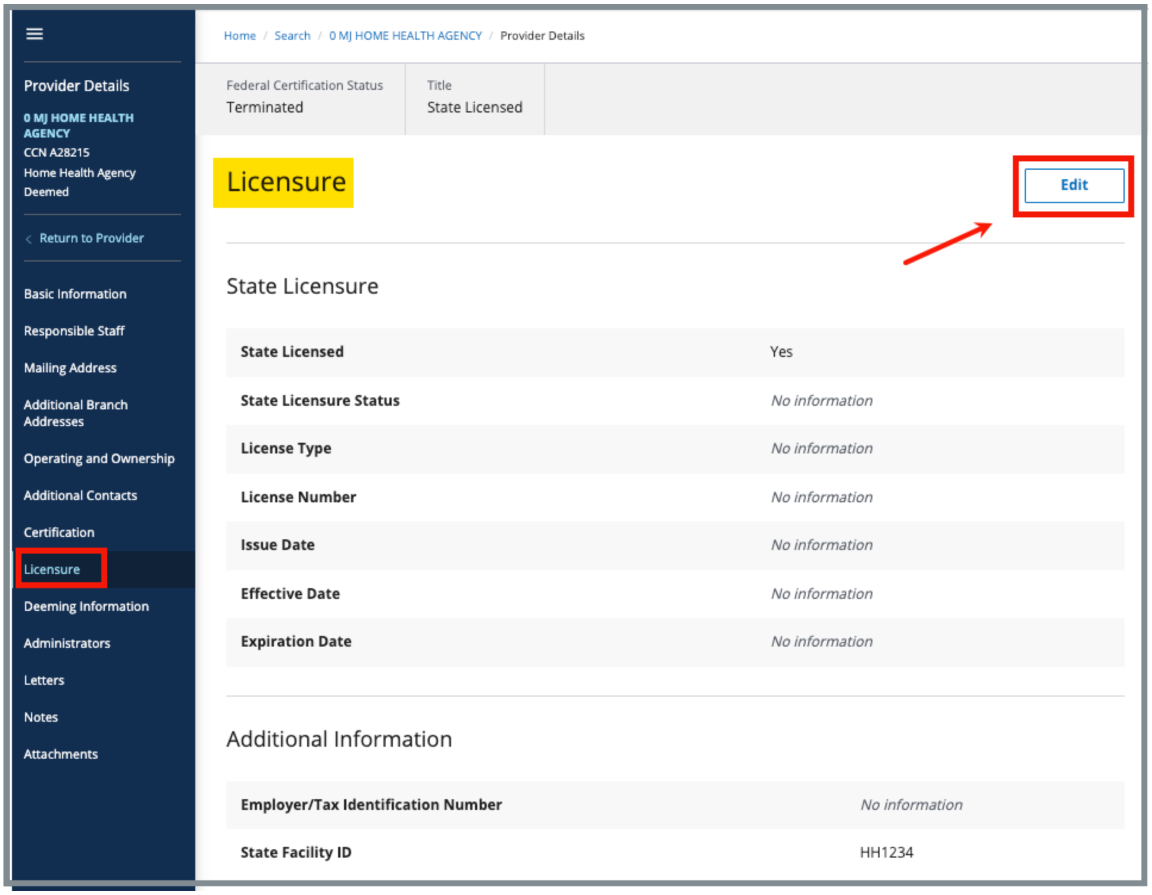

Figure 45: Provider Federal Certification Details

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.

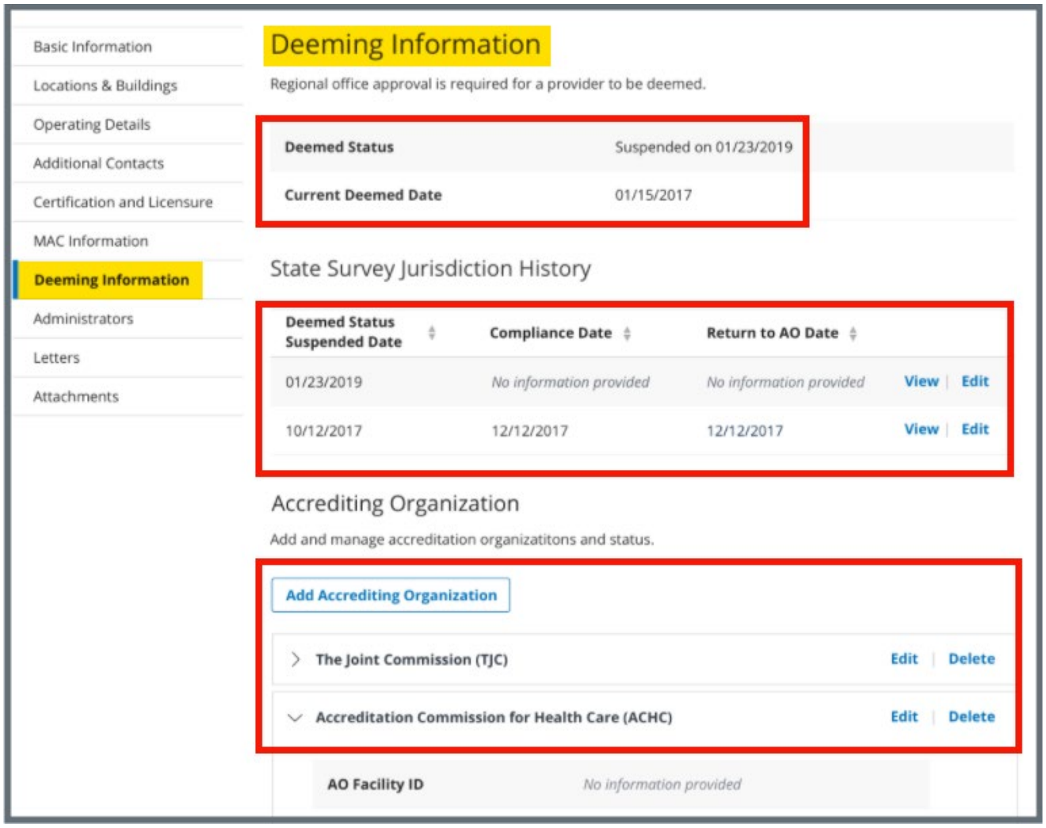

Figure 46: Deeming Information Details

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.*

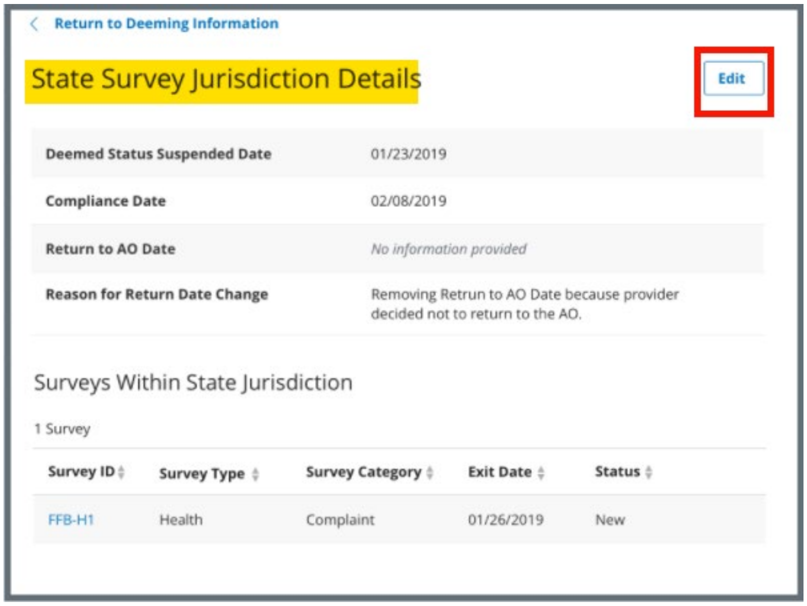

Figure 47: State Survey Jurisdiction Details

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*.

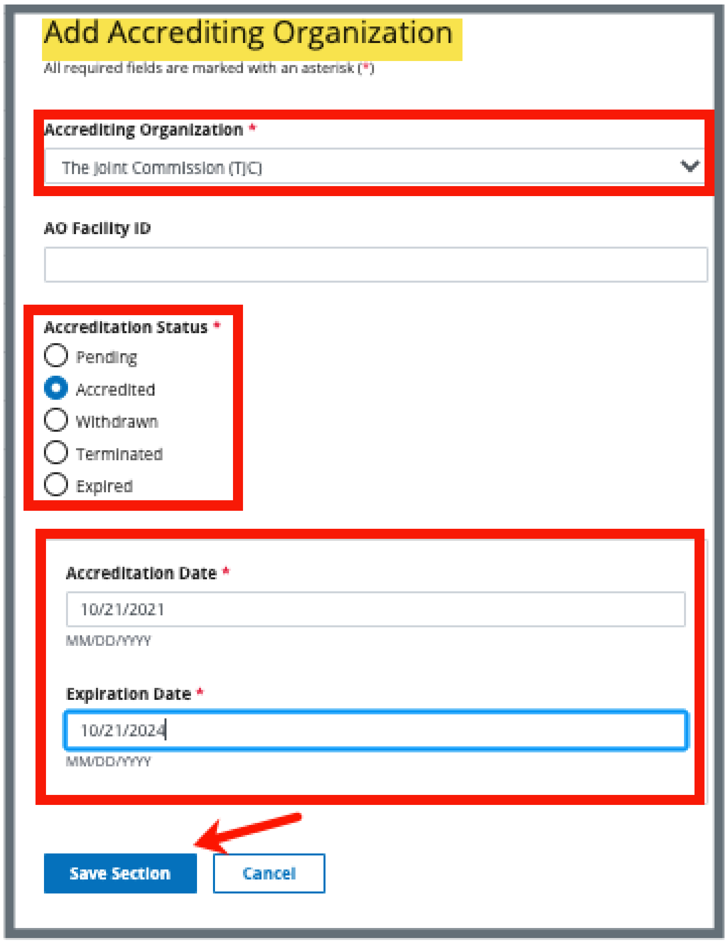

Figure 48: Add Accrediting Organization

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.

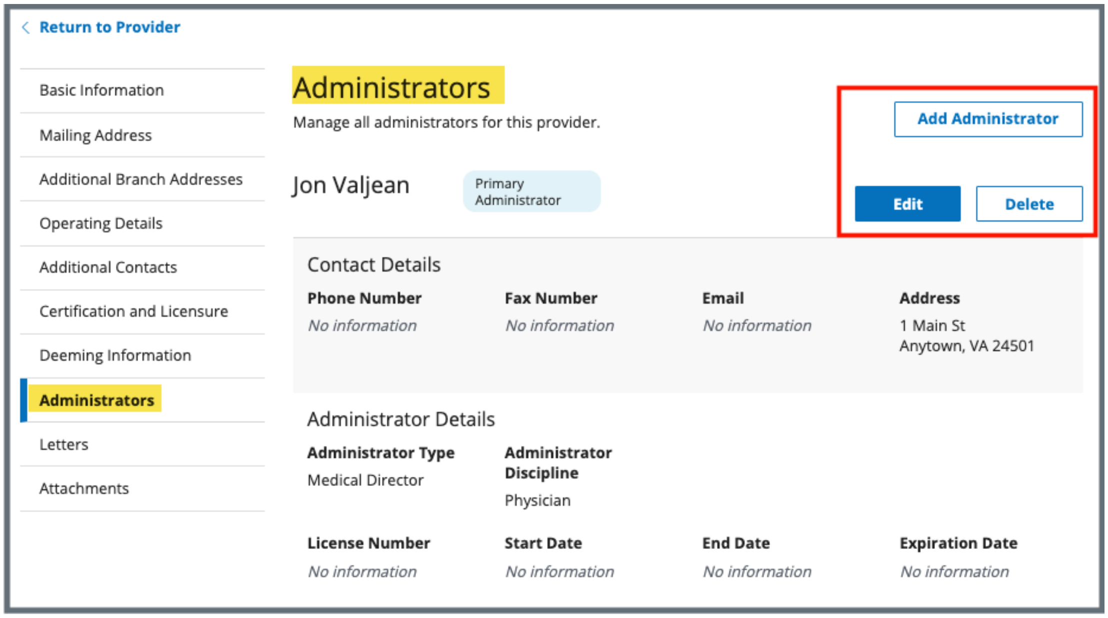

Figure 49: Add Administrator

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.*

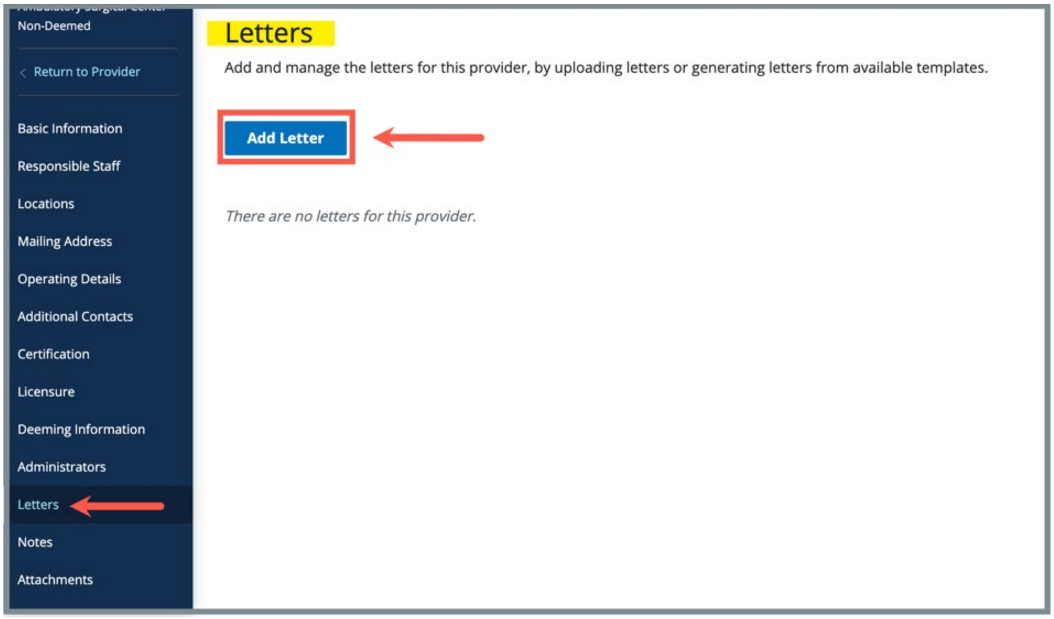

Figure 50: Providers Letters

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

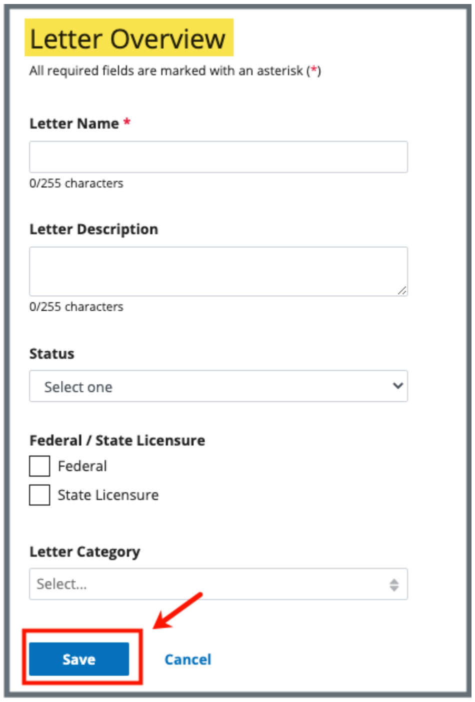

Figure 51: Providers Letter Overview

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.*

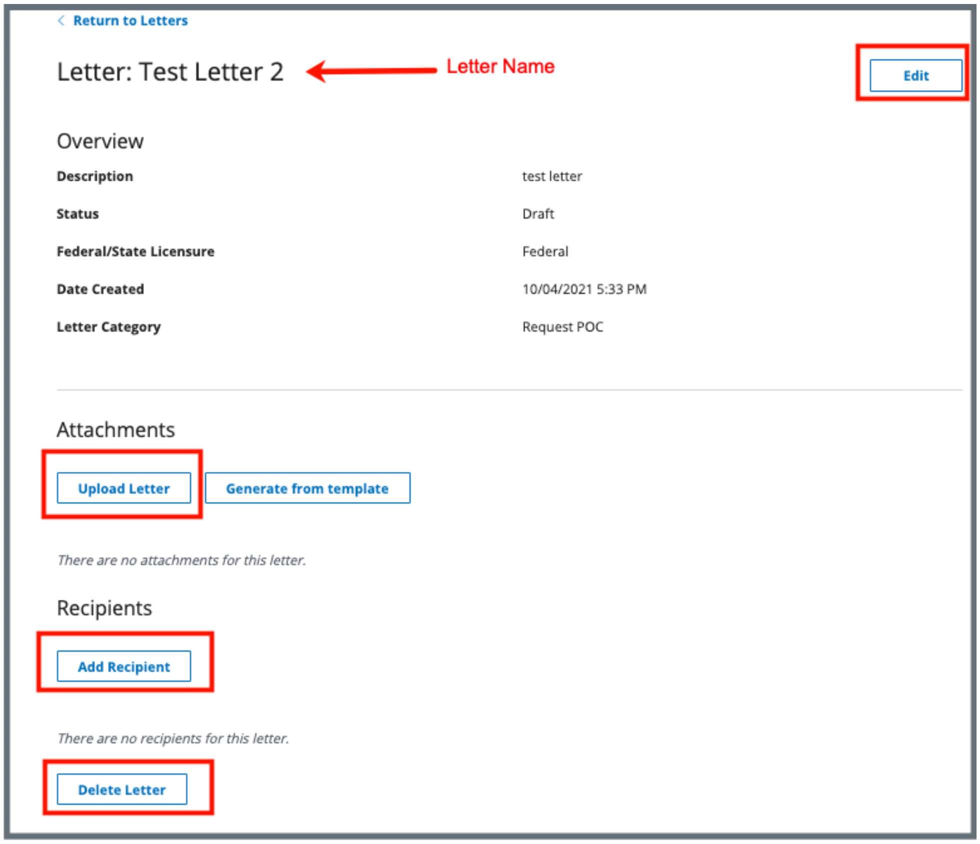

Figure 52: Letter Attachment and Recipient

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.

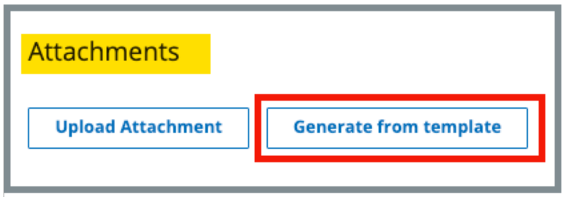

Figure 53: Generate from Template

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

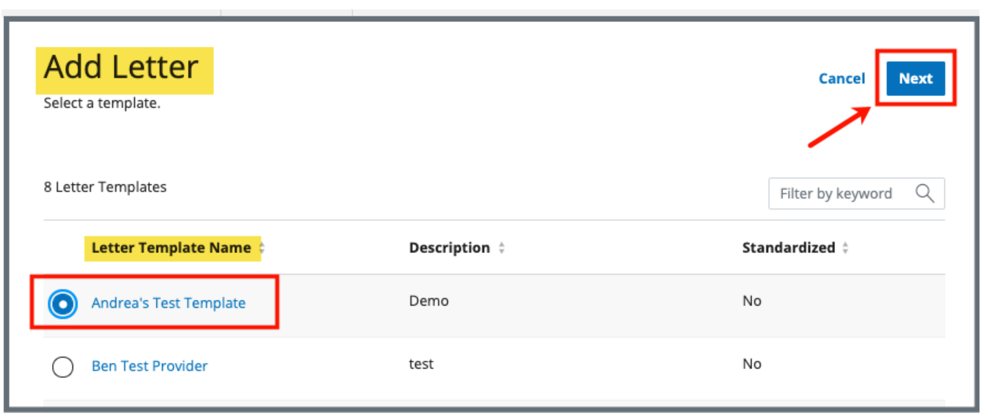

Figure 54: Add Letter Template

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.

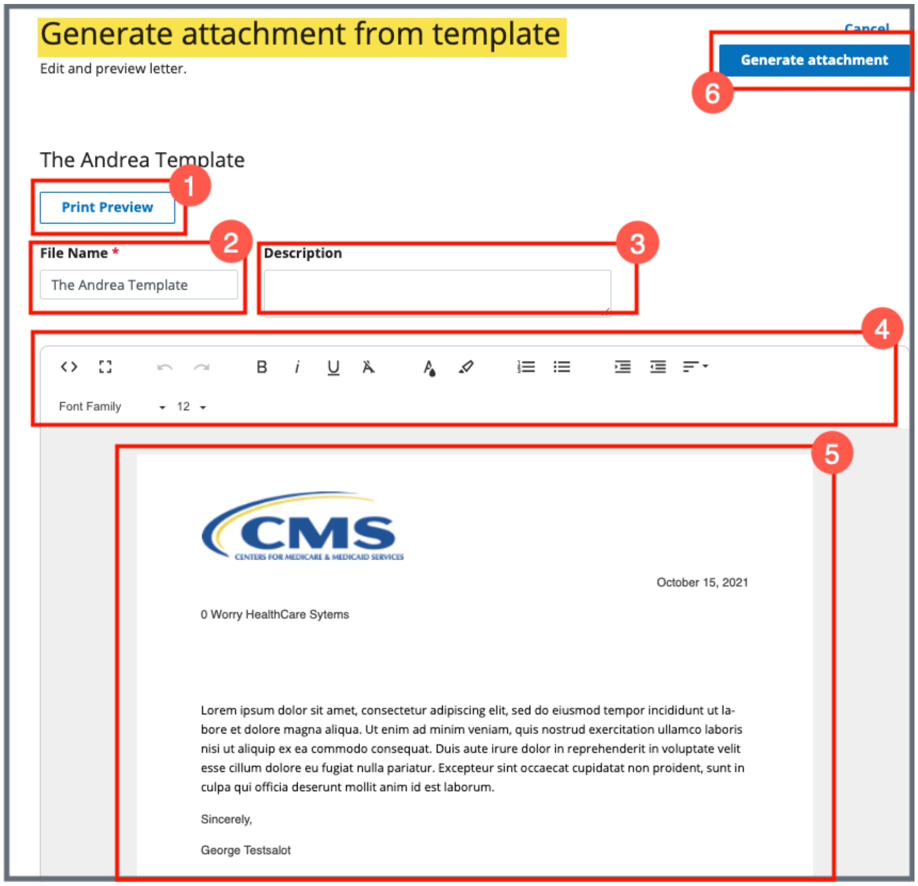

Figure 55: Letter Template

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*.

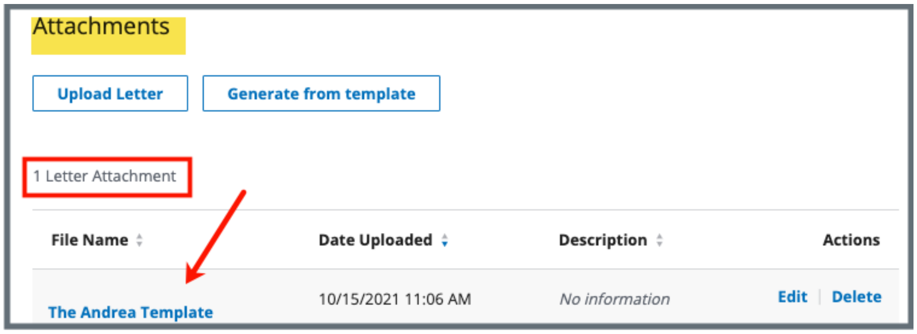

Figure 56: Letter Attachment

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*.

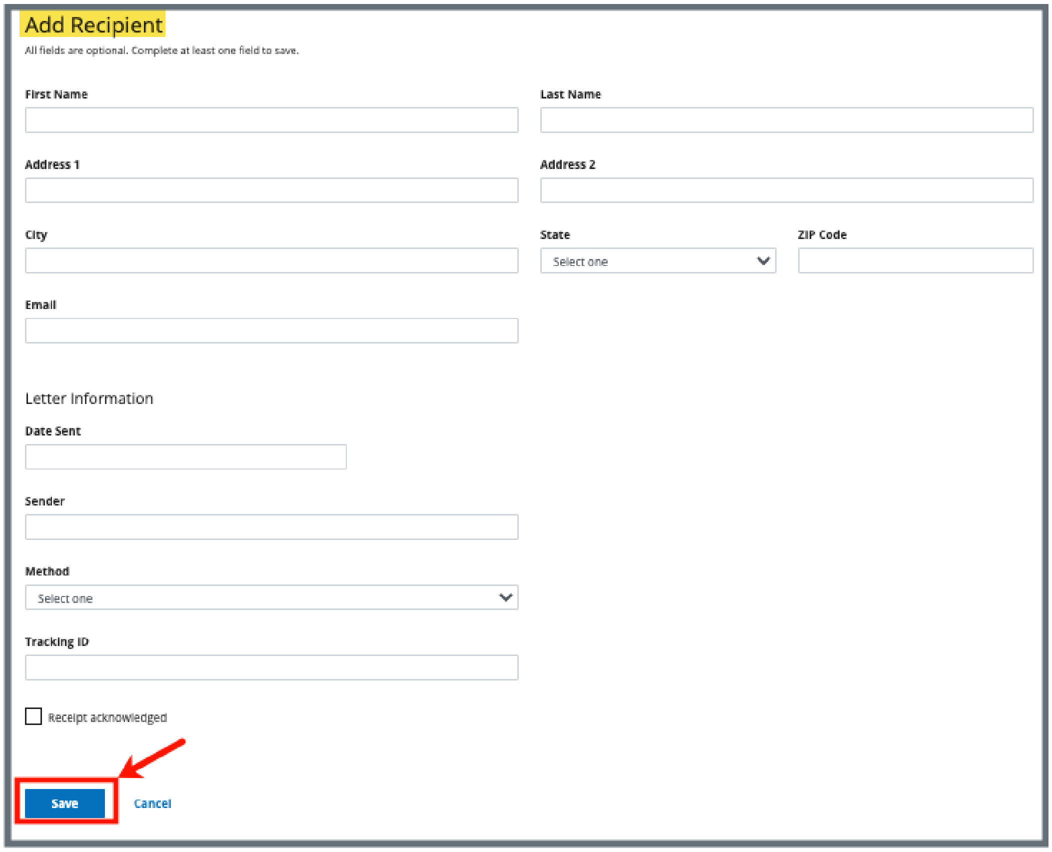

Figure 57: Add Recipient

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*.

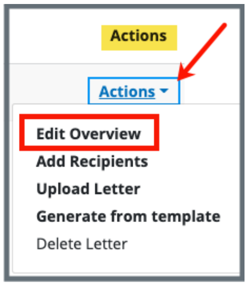

Figure 58: Edit a Letter Overview

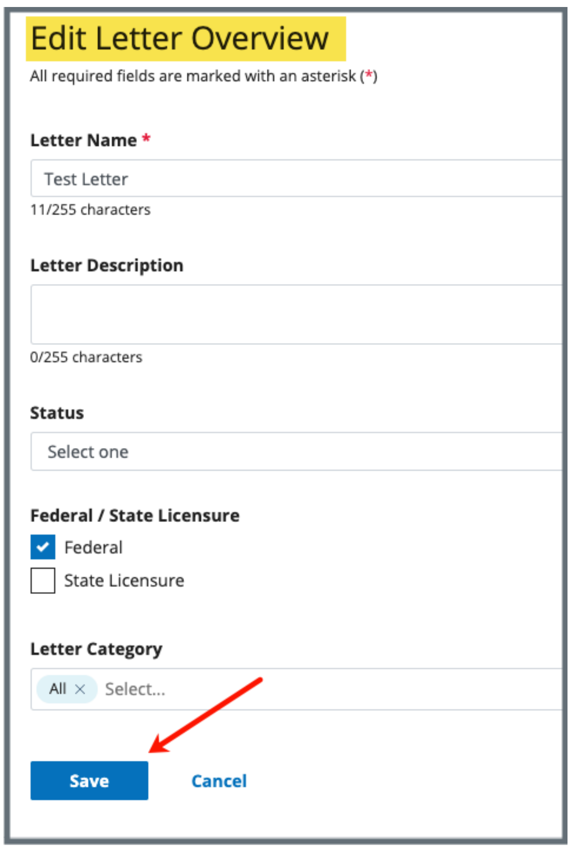

Figure 59: Edit Letter Overview

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*.

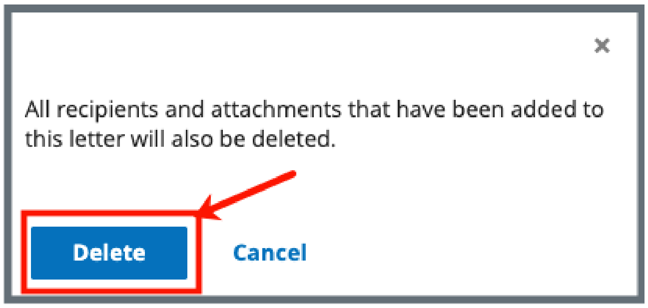

Figure 60: Delete Letter Pop-Up Window

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*.

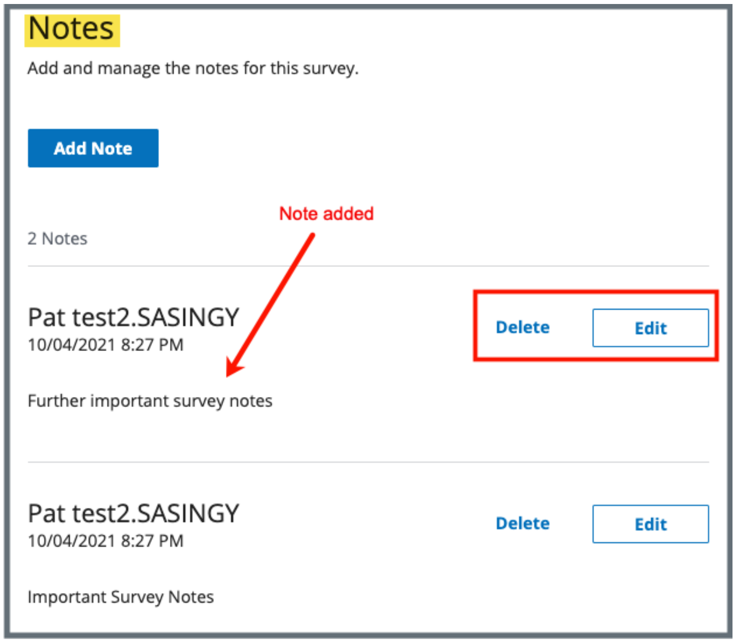

Figure 62: Notes

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*.

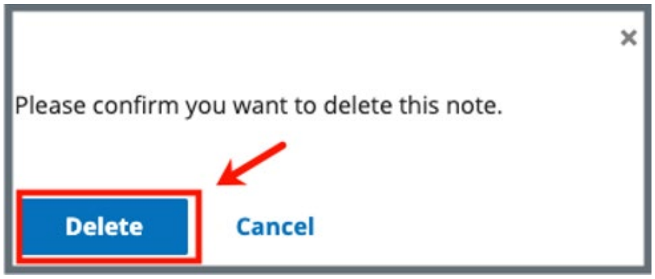

Figure 63: Delete Note Pop-Up Window

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*.

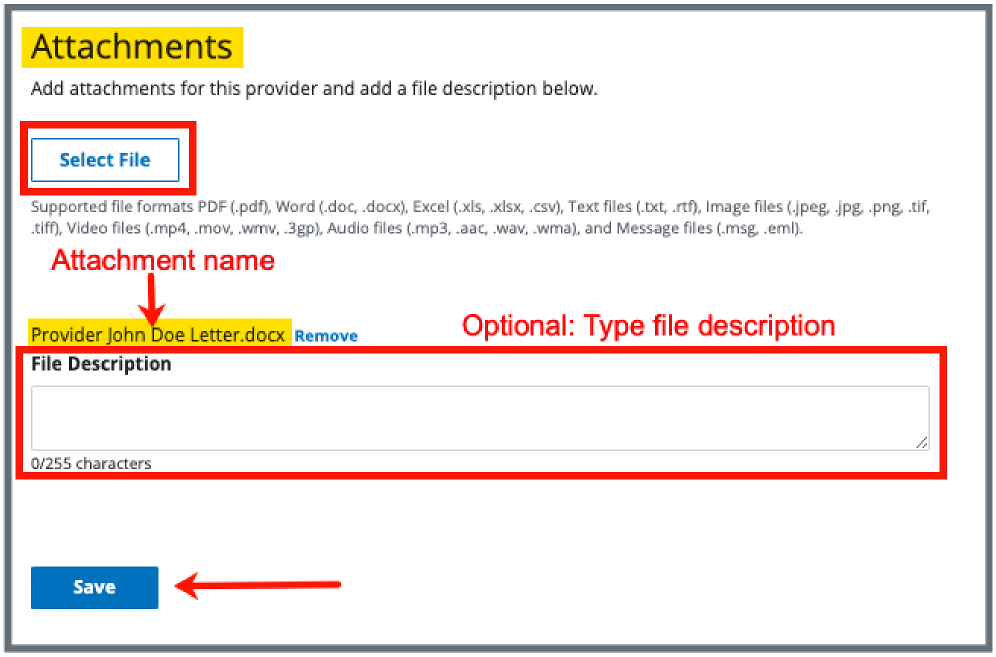

Figure 64: Attachments

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.*

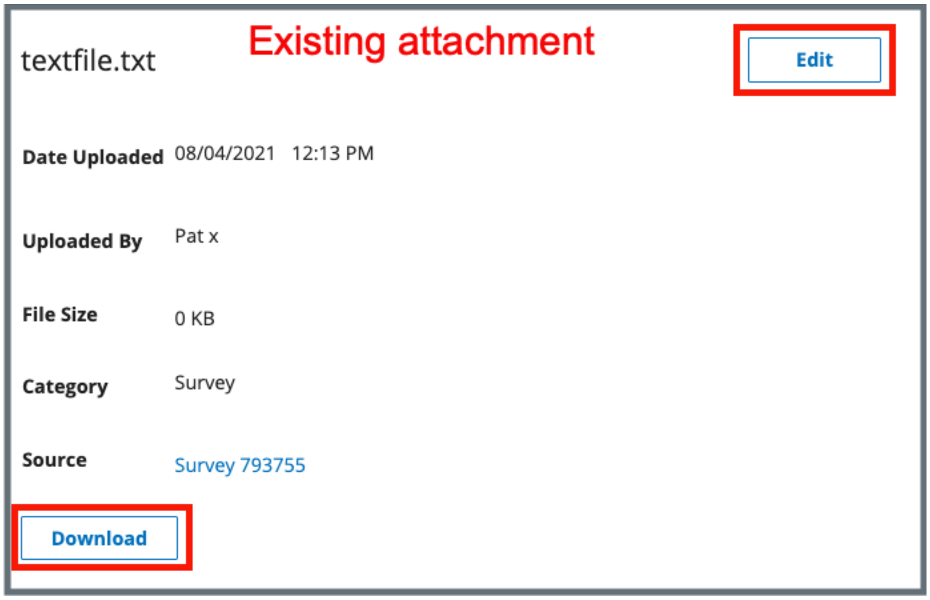

Figure 65: Edit or Download an Existing Attachment

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