Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

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

Version 2.2

October 1, 2025

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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*.

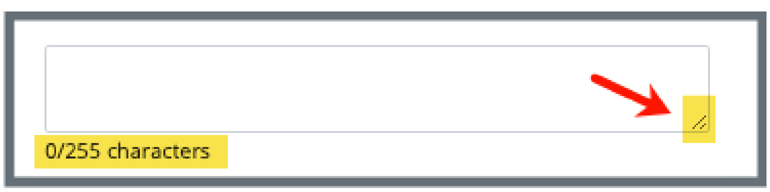

Figure 1: Expandable Field

- iQIES times out after 30 minutes of nonuse and reverts to the login page.
  - iQIES remains up and active as long as it is in use.
  - iQIES gives a five-minute warning before timing out.
  - The session resumes at the last accessed page after reauthentication.
  - Be sure to save data regularly. Pages that require saving are noted in this document, and have a **Save** button on the page.
- iQIES uses a smart search. Once three letters/digits are typed in the search bar, results are shown based on the letters/digits entered. The more letters/digits entered, the narrower the search. If any of the results is the correct result, click the result to open.
- Review any notification banners. Some banners may have links to review further information; others may be a reminder of a task that must be completed. See *Figure 2, Notification Banner* and *Table 1, Notification Banner Color Descriptions.* These banners can be closed (X'd out) at any time.

Figure 2: Notification Banner

Table 1: Notification Banner Color Descriptions

Notification Banner Color	Reason
Green	Action was successful
Blue	Informational only
Yellow	Warning. Review for information.
Red	Stop and review. The banner explains the actions must be taken.

- Review any Tool Tips for additional information to perform an action. Hover over the 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. Be sure to keep your browser updated.

  Chrome
  Edge

1.2 iQIES Service Center

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

Assistance Accessing iQIES:	Contact the iQIES Security Official (SO) for your organization
Technical Support:	Contact the iQIES Service Center: **Phone**: 888-477-7876 (select Option 1) **Email**: iQIES@cms.hhs.gov
CCSQ Support Central:	Create a new ticket or track an existing ticket: https://cmsqualitysupport.servicenowservices.com/ccsq_support_central
Idea Portal:	Feedback for future iQIES software development: CCSQ Support Central. Click **Idea Portals** and select **Idea Portal**.
More information on iQIES:	Refer to the QIES Technical Support Office (QTSO) and the Quality, Safety, & Education Portal (QSEP). Logging in to HARP may be required before accessing some documentation in QTSO and QSEP. iQIES reference materials include: • Links to Training Videos for providers • Assessment Management User Manual • Quick Reference Guides • Onboarding Guide • Managing User Information • Other helpful iQIES material iQIES training materials on QSEP include S&C Foundation Series Videos

1.3 Roles and Permissions

iQIES roles allow users to access information pertinent to their area of work. The examples provided in this document pertain to S&C and require a State Agency or Centers for Medicare & Medicaid Services (CMS) role with the capability to view or edit this information.

Permissions are ultimately governed by HARP access privileges. Contact the SO for your organization or the iQIES Service Center for issues relating to access and permissions. Refer to the iQIES User Roles Matrix for detailed information on roles.

For additional help, refer to https://iqies.cms.gov/iqies/help or click the help icon in the top right corner of the screen, see *Figure 4, Help Icon*, for further information.

Figure 4: Help Icon

1.4 My Tasks Landing Page

Purpose: **My Tasks** Landing Page is a tool used to track and display data for individual users. It consolidates information and processes into one area so it is possible to see at a glance what actions must be performed.

1.4.1 Log in to iQIES. The landing page displays the **My Tasks** tool. See *Figure 5, My Tasks Landing Page* and *Table 2, My Tasks Landing Page Detailed Callout*.

Note: The **My Tasks** landing page defaults to **Active tasks**. Click the drop-down menu and select **Closed tasks** to view completed tasks.

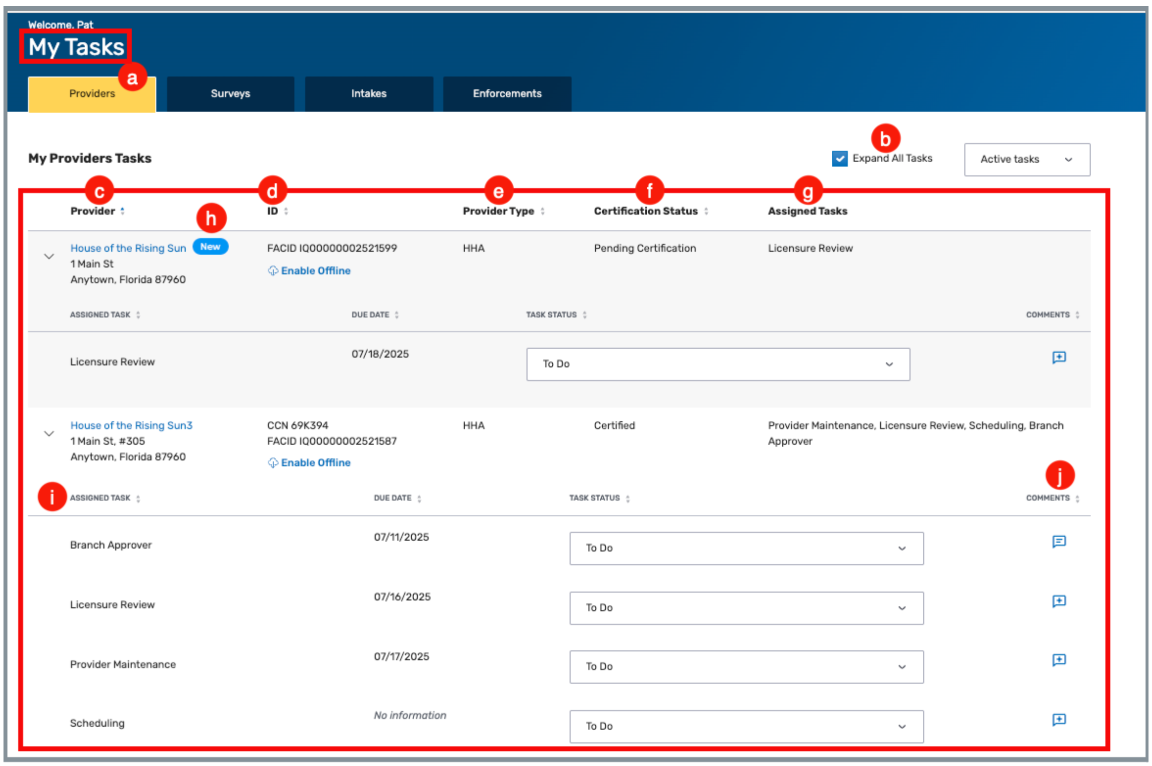

Figure 5: My Tasks Landing Page

Table 2: My Tasks Landing Page Detailed Callout

No.	Name	Description
a	**Providers** tab	Click each tab (**Providers**, **Surveys**, **Intakes, Enforcements**) to review the respective tasks. Not all tabs are available in all user roles. Click **Enable Offline** to enable the survey offline. For more details on how to enable offline, refer to S&C User Manual: Offline.
b	**Expand All Tasks**	This checkbox defaults to checked so users can see tasks assigned to them. Uncheck box to close task detail.
c	**Provider**	The provider address shows as a link directly under **Provider**. Click the link to go directly to the Provider Basic Information page.
d	**ID**	The provider CCN and FACID are shown. Click **Enable Offline** to enable the survey offline. For more details on how to enable offline, refer to S&C User Manual: Offline.
e	**Provider Type**	Shows the provider type (ASC, HHA, Hospice, Nursing Homes).
f	**Certification Status**	Shows certification status of the provider.
g	**Assigned Tasks**	Lists the assigned tasks.
h	**Active/Closed Tasks**	Toggle between **Active** and **Closed** tasks.
i	**New**	A blue **New** in an oval shape (badge) next to the **Survey ID** in the Survey tab indicates that the survey task's status is **New.**
j	**COMMENTS**	Add or review a comment. See Comments for details.

1.4.2 Click **My Tasks** under **Survey & Certification** on the top menu to access My Tasks at any time. See *Figure 6, My Tasks Login*. **My Tasks** landing page opens.

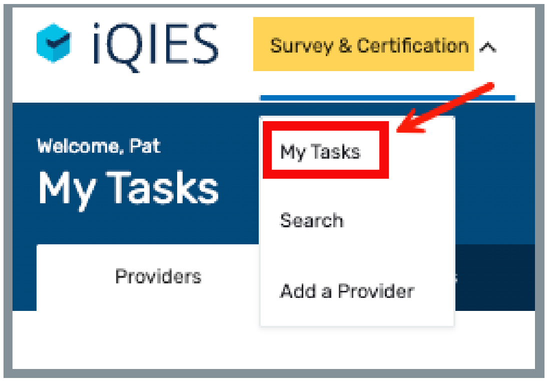

Figure 6: My Tasks Login

Notes:

- Click the iQIES logo on the top left of the screen or **Home** to return to the **My Tasks** landing page at any time. See *Figure 7, iQIES Logo*.

Figure 7: iQIES Logo

- A message appears below the selected tab when there are no tasks. See *Figure 8, No Active Tasks*, for an example from the **Providers** tab.

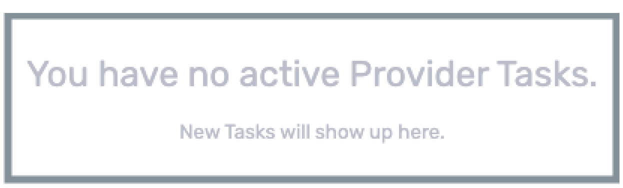

Figure 8: No Active Tasks

1.4.3 **Task Detail**: Tasks are shown by default. See *Figure 9, Task Status Details* and *Table 3, Task Status Details Detailed Callout*.

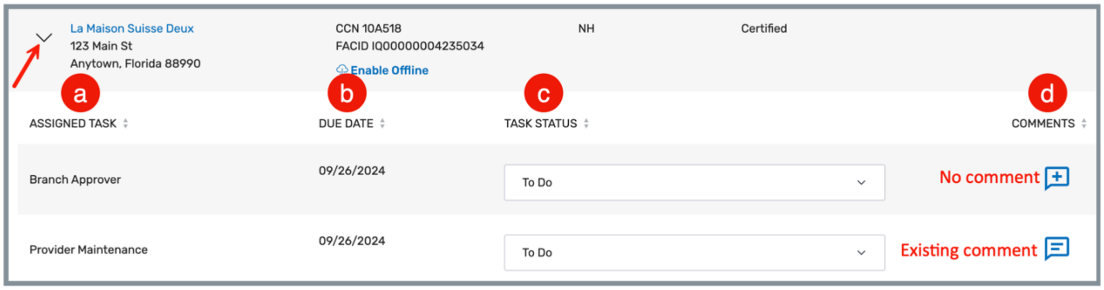

Figure 9: Task Status Details

Table 3: Task Status Details Detailed Callout

No.	Name	Description
a	**ASSIGNED TASK**	The name of the task assigned.
b	**DUE DATE**	The date the task is due, if available.
c	**TASK STATUS**	The task status. Task statuses are: **To Do**, **In Progress**, **Complete**.
d	**COMMENTS**	Comments. A **+** (plus sign) indicates a comment has not been left. See step 1.4.3.

1.4.4 **Comments:** Click the **+** to leave a comment. The side menu opens. See *Figure 10, My Tasks Comments.*

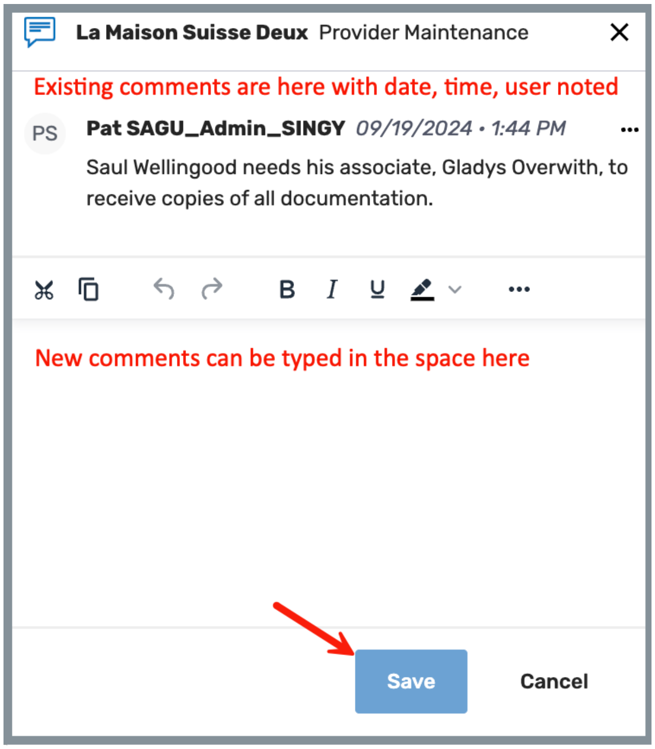

Figure 10: My Tasks Comments

1.4.5 Click **Save** to save comments. The side menu closes.

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), End Stage Renal Disease Centers (ESRD), Hospice, Nursing Homes, and Organ Procurement Organizations (OPO) 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 11, S&C Search*.

Note: The **Providers** tab is the default landing tab.

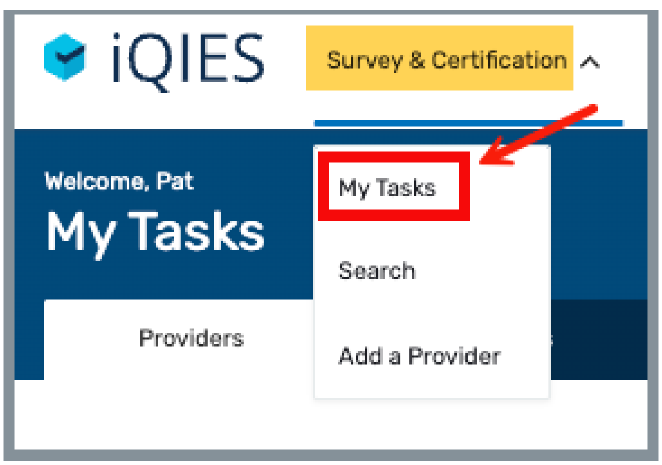

Figure 11: S&C Search

3.3 Select **Provider** or **DBA** (Doing Business As), **CCN** (CMS Certification Number) or **State Facility ID** (FACID) from the drop-down menu under **Search for Surveys**. See *Figure 12, Search*

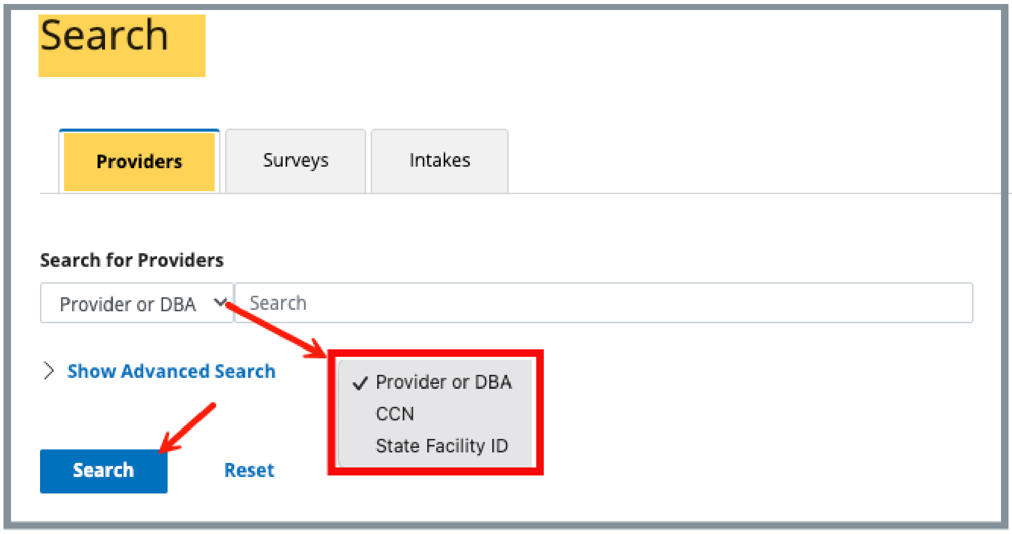

Figure 12: Search

3.4 Type search criteria.

3.5 Click **Search**. The provider information shows below. See *Figure 13, Provider Search Results*.

Note: Click **Show Advanced Search** for a more detailed search. Refer to step 3.7 for details.

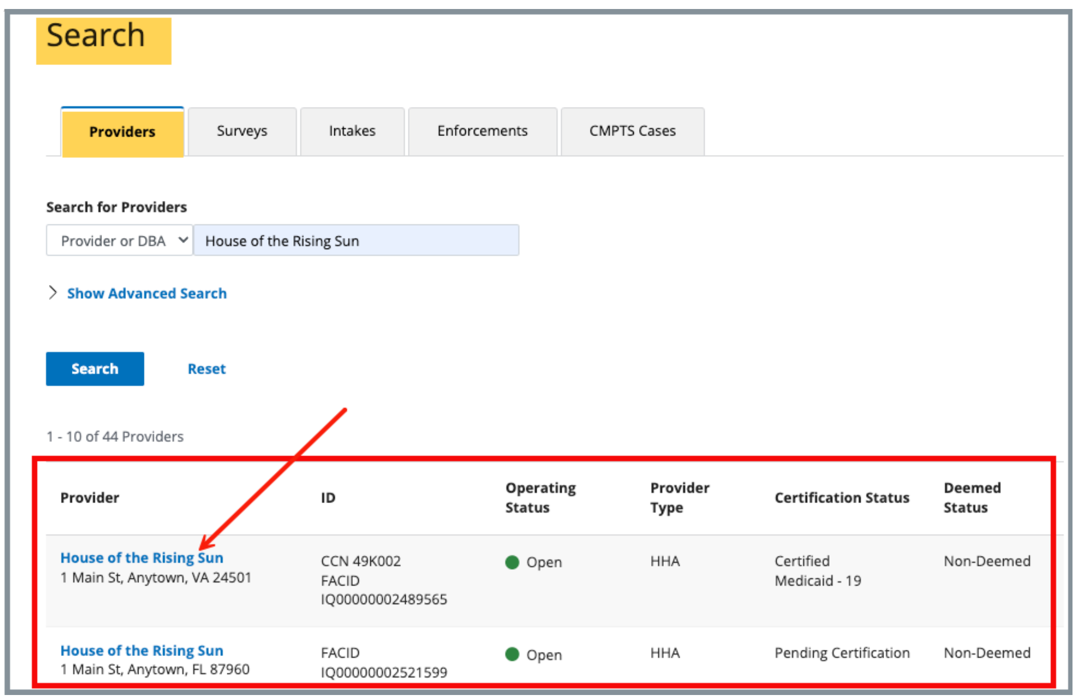

Figure 13: Provider Search Results

3.6 Click desired provider name under **Provider**. The **Provider History** window opens with a list of provider forms, surveys, intakes, and enforcements related to the provider. See *Figure 14, Provider History Page*.

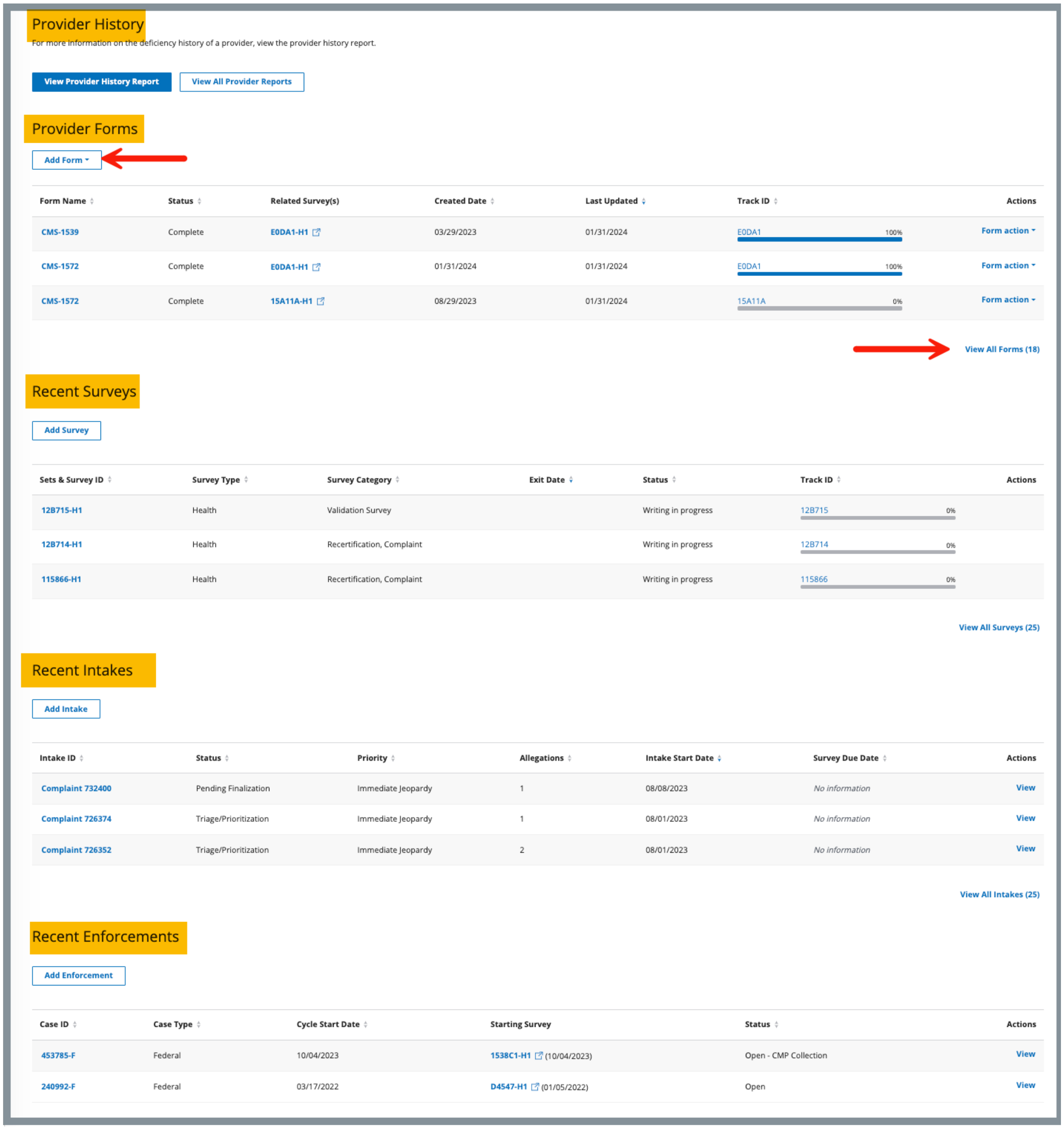

Figure 14: Provider History Page

Notes:

- Click **Add [Form/Survey/Intake/Enforcement]** to add a form, survey, intake, or enforcement directly from the Provider History page.
- Click **View All [Forms, Surveys, Intakes, Enforcements] [#]** at the bottom right of each list to view all the forms, surveys, intakes, or enforcements associated with the provider. The number next to **View All** is the total number of forms, surveys, intakes, or enforcements associated with the provider.

3.7 Click **Show Advanced Search**, if desired, to open the Advanced Search drop-down menu and narrow the search criteria. See *Figure 15, Provider Advanced Search*.

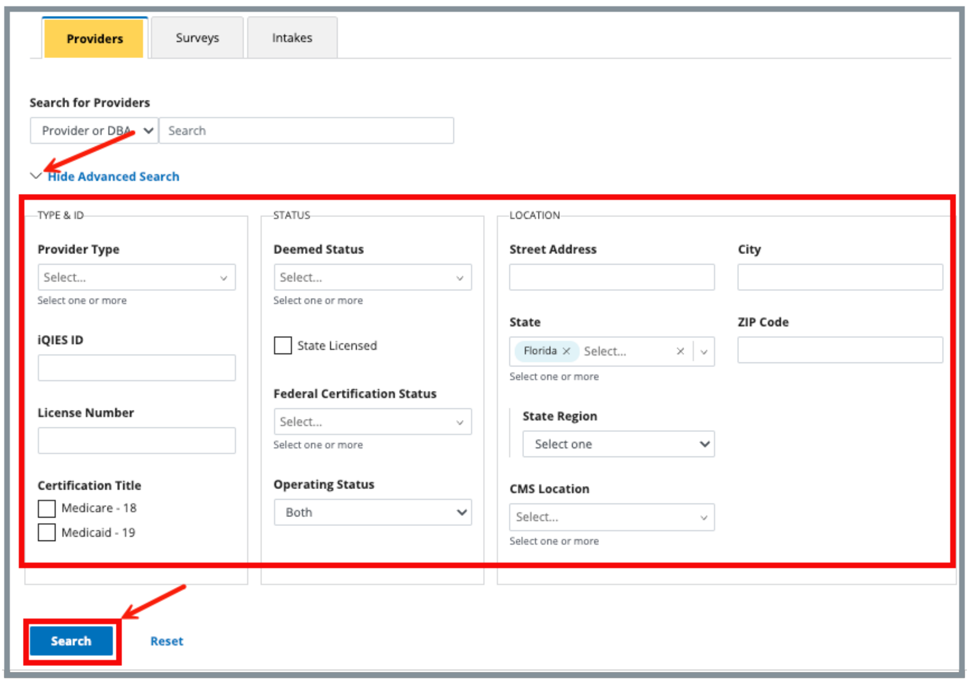

Figure 15: Provider Advanced Search

3.8 Type in desired detailed criteria. Click **Search**. The provider information shows below.

Notes:

- ESRD provider type can be searched by **Provider Subtype**. Select **ESRD** under **Provider Type** and the **Provider Subtype** field opens.
- Click **Hide Advanced Search** to close the **Advanced Search** menu.

4. Certification Event

Purpose: To organize certification documents for provider certification.

Note: It may be necessary to refresh the page to update track status when changes are made.

View Certification Progress in Workload Management

View Certification Progress in Survey

View Certification Progress in Provider History Page

4.1 View Certification Progress in Workload Management

4.1.1 Go to the iQIES home page.

4.1.2 Click the **Survey** tab.

4.1.3 View certification status under **Track Status** for each survey in Workload Management.

4.1.4 Click survey number to view details. See *Figure 16, Workload Management Track Status.*

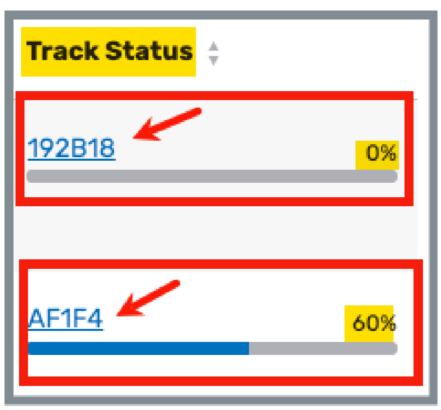

Figure 16: Workload Management Track Status

4.1.5 Click the survey number to view detailed certification status. The track status for the selected survey opens.

4.1.6 Click the carets next to the survey number or **Track Forms** to view additional details. See *Figure 17, Detailed Certification Status.*

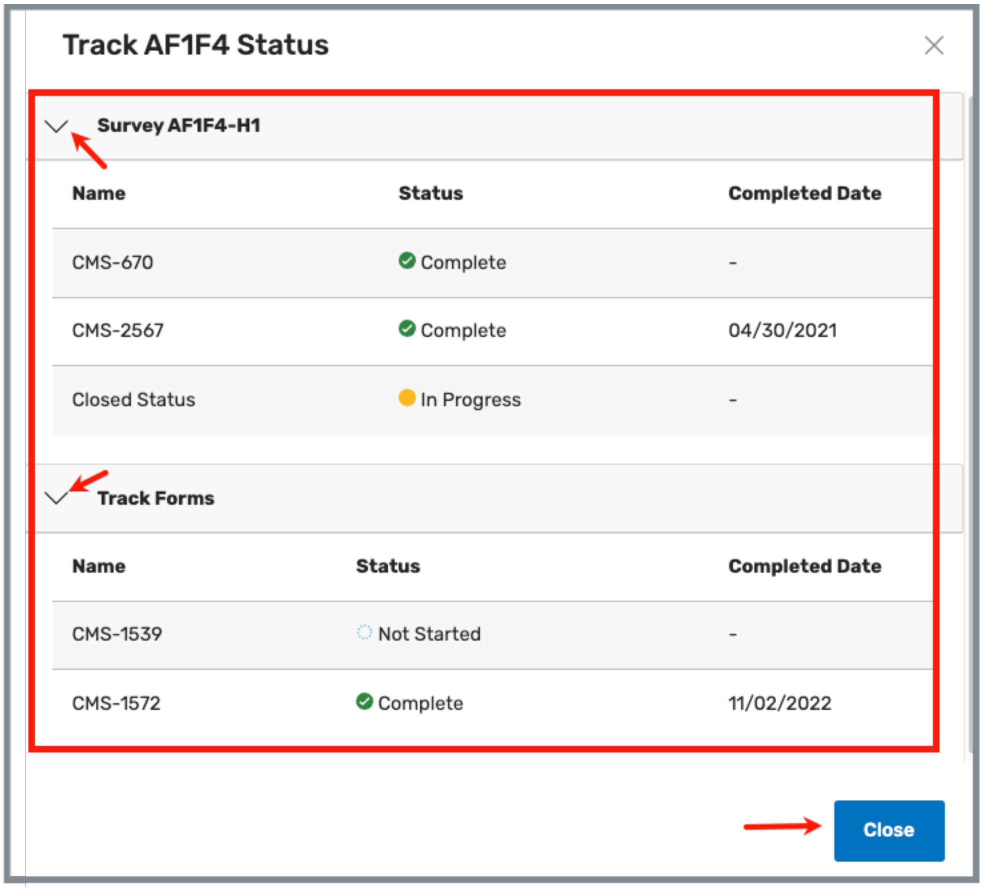

Figure 17: Detailed Certification Status

4.2 View Certification Progress in Survey

Go to the **Survey Basic Information** page. See *Figure 18, Survey Basic Information Page Certification Progress* and *Table 4, Basic Information Page Certification Progress Callout Details.*

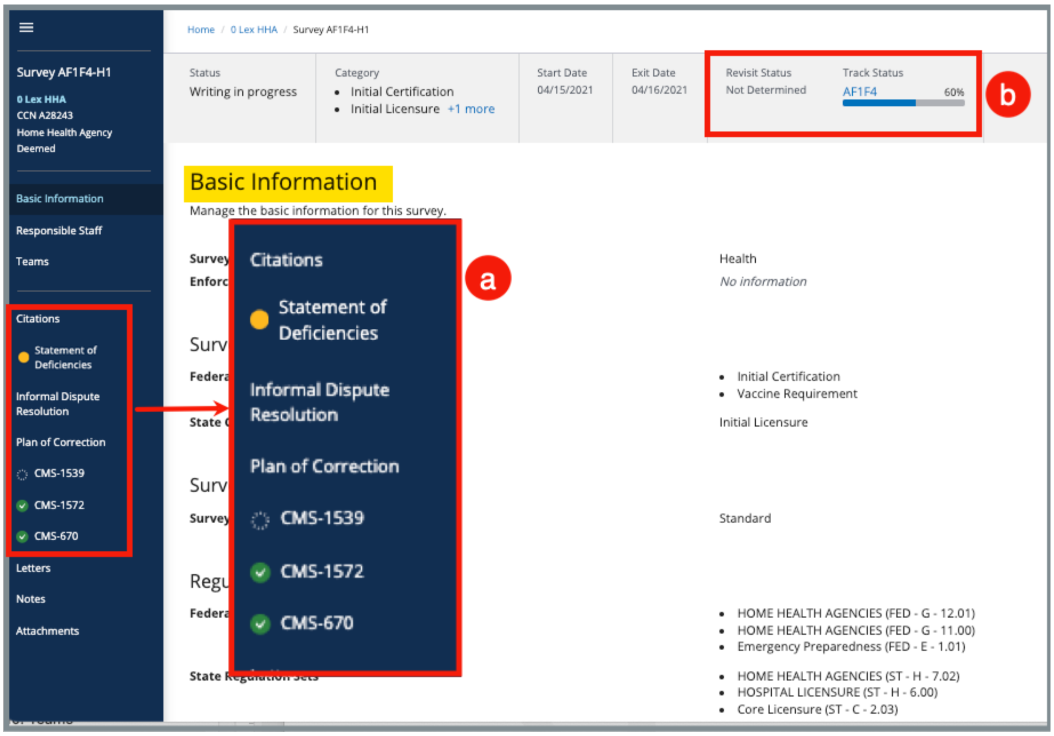

Figure 18: Survey Basic Information Page Certification Progress

Table 4: Survey Basic Information Page Certification Progress Callout Details

<table>
<tr><th>Callout</th><th colspan="2">Action</th></tr>
<tr><td rowspan="4">a</td><td colspan="2">The left menu shows the status at a glance.</td></tr>
<tr><td>No fill</td><td>Not Started: Form or information hasn’t been started</td></tr>
<tr><td>Yellow fill</td><td>In Progress: Form or information has been started, but it is incomplete</td></tr>
<tr><td>Green fill</td><td>Complete: Form or information is complete</td></tr>
<tr><td>b</td><td colspan="2">The grey status bar shows the certification track status. Click survey number under Track Status to see detailed information on certification status. See step 4.1.6 for further details.</td></tr>
</table>

4.3 View Certification Progress on Provider History Page

4.3.1 Go to the **Provider History** page. See *Figure 19, Provider History Page Certification Progress*.

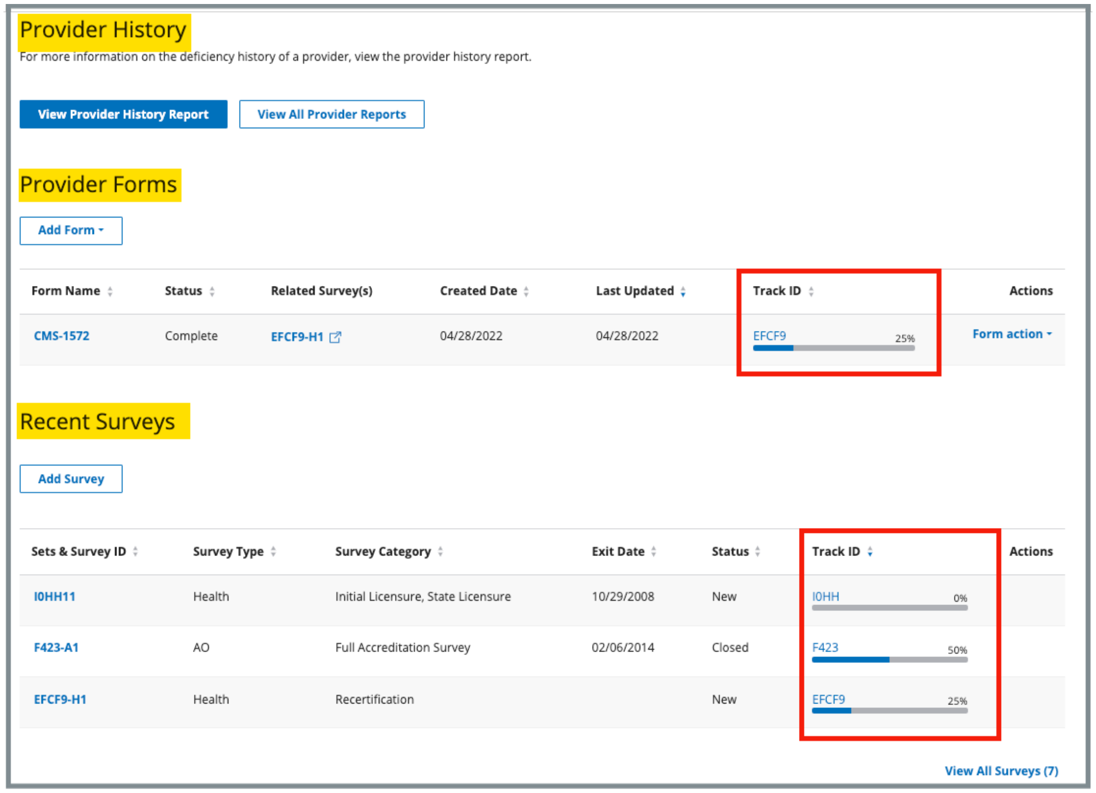

Figure 19: Provider History Page Certification Progress

4.3.2 Click survey number under **Track ID** to see detailed information on certification status. See step 4.1.6 for further details.

5. View Provider Details

Click **View Details** on the **Provider History** page. The **Basic Information** page opens. See *Figure 20, View Details Link*.

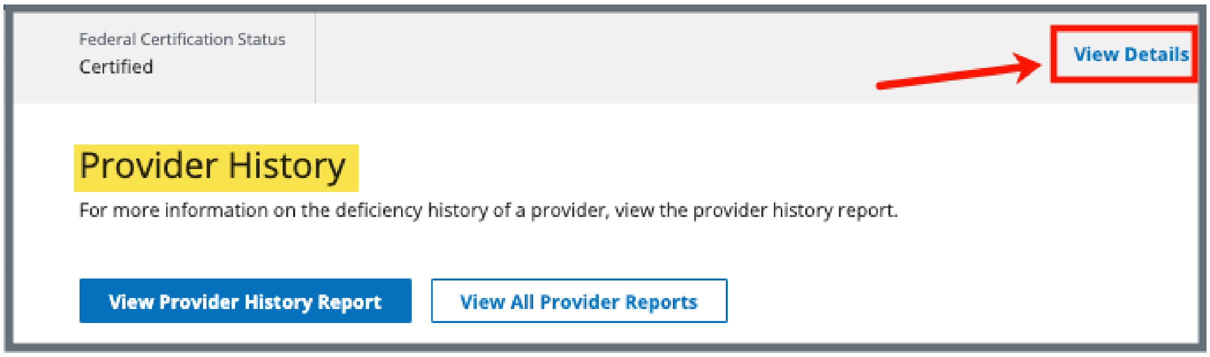

Figure 20: View Details Link

5.1 Click any selection on the left menu (e.g., **Mailing Address**, **Letters**) to go to a different page in iQIES and view further provider information. See *Figure 21, Provider Basic Information Page*.

Note: The left menu varies by provider type. The figure below shows the left menu for an HHA provider. these are the provider attributes that are provider specific:

HHA:	Additional Branch Addresses
ASC:	Locations
ESRD:	Modalities Waivers
Hospice:	Inpatient Locations Multiple Locations
Nursing Homes	Buildings/Wings Performance Bed Summaries

Note: When transitioning OPO provider types from the legacy system, both a **Tier** and a **Donation Service Area** must be assigned. Click **Edit** to update provider details.

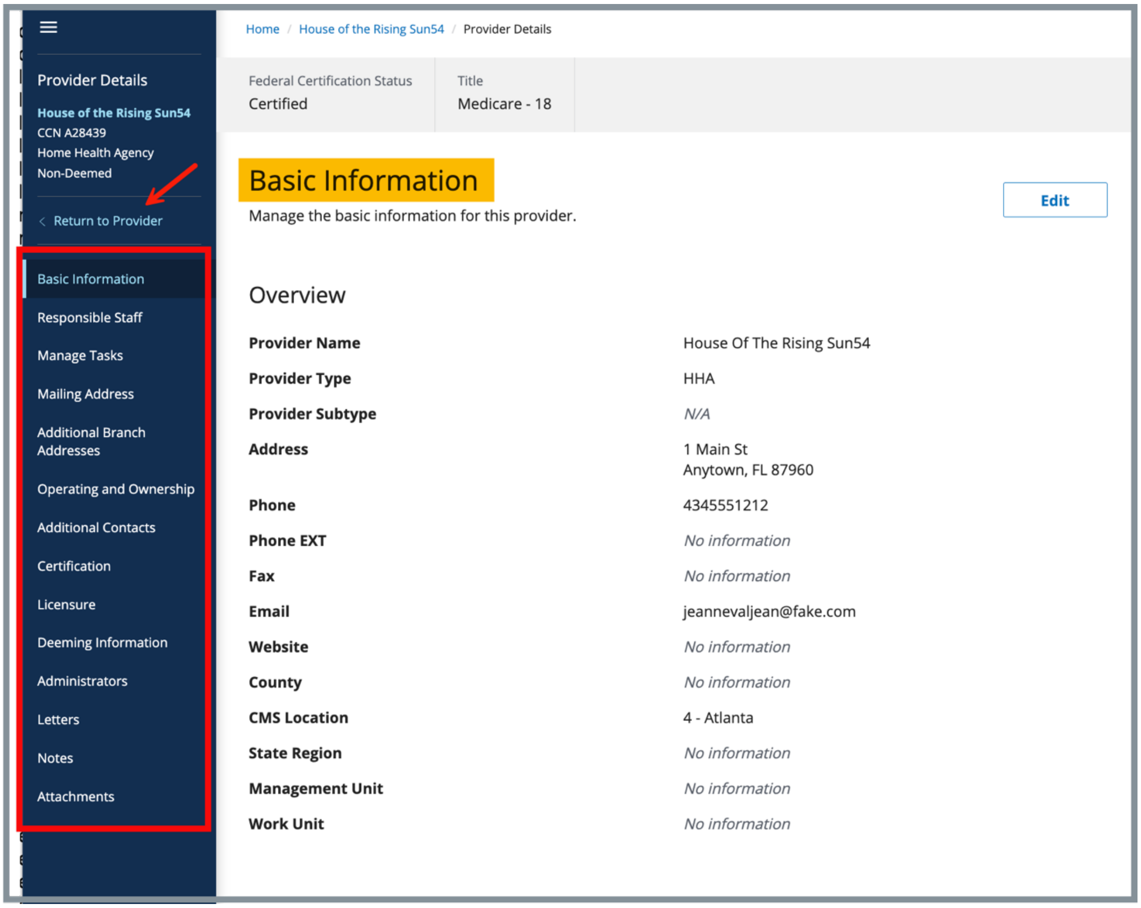

Figure 21: Provider Basic Information Page

5.2 Click **Return to Provider** to return to the **Provider History** page.

6. Add a Provider

Notes:

- New providers are automatically set to **Pending Certification** status.
- Review information in the **Certification and Licensure** section to certify a new provider, if necessary**.**
- It is not possible to add new OPO providers. Contact the Service Center if a new provider needs to be added.

6.1 Click **Add a Provider** from the **Survey & Certification** drop-down menu to add a new provider. See *Figure 22, Add a Provider*. The **Add a Provider** window opens.

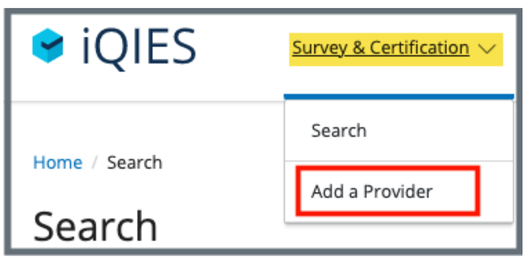

Figure 22: Add a Provider

6.2 Fill out the information. See *Figure 23, 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.
- The system automatically selects a Network ID for ESRD based on the provider's state.

- **OPO** provider types must select a **Tier** (**Tier 1**, **Tier 2**, or **Tier 3**) to add a provider.

6.3 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.
- ESRD provider types require a **Provider Subtype**. When **ESRD** is selected under **Provider Type**, a **Provider Subtype** field opens with a list of facilities from which to choose. See *Figure 24, ESRD Provider Subtype.*

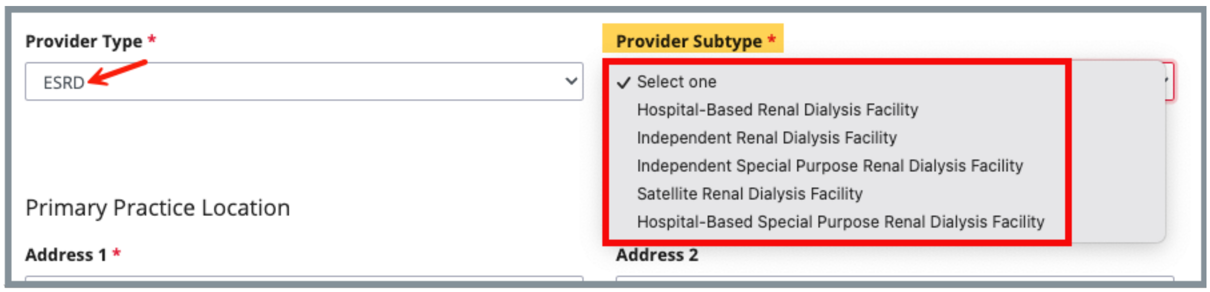

Figure 23: ESRD Provider Subtype

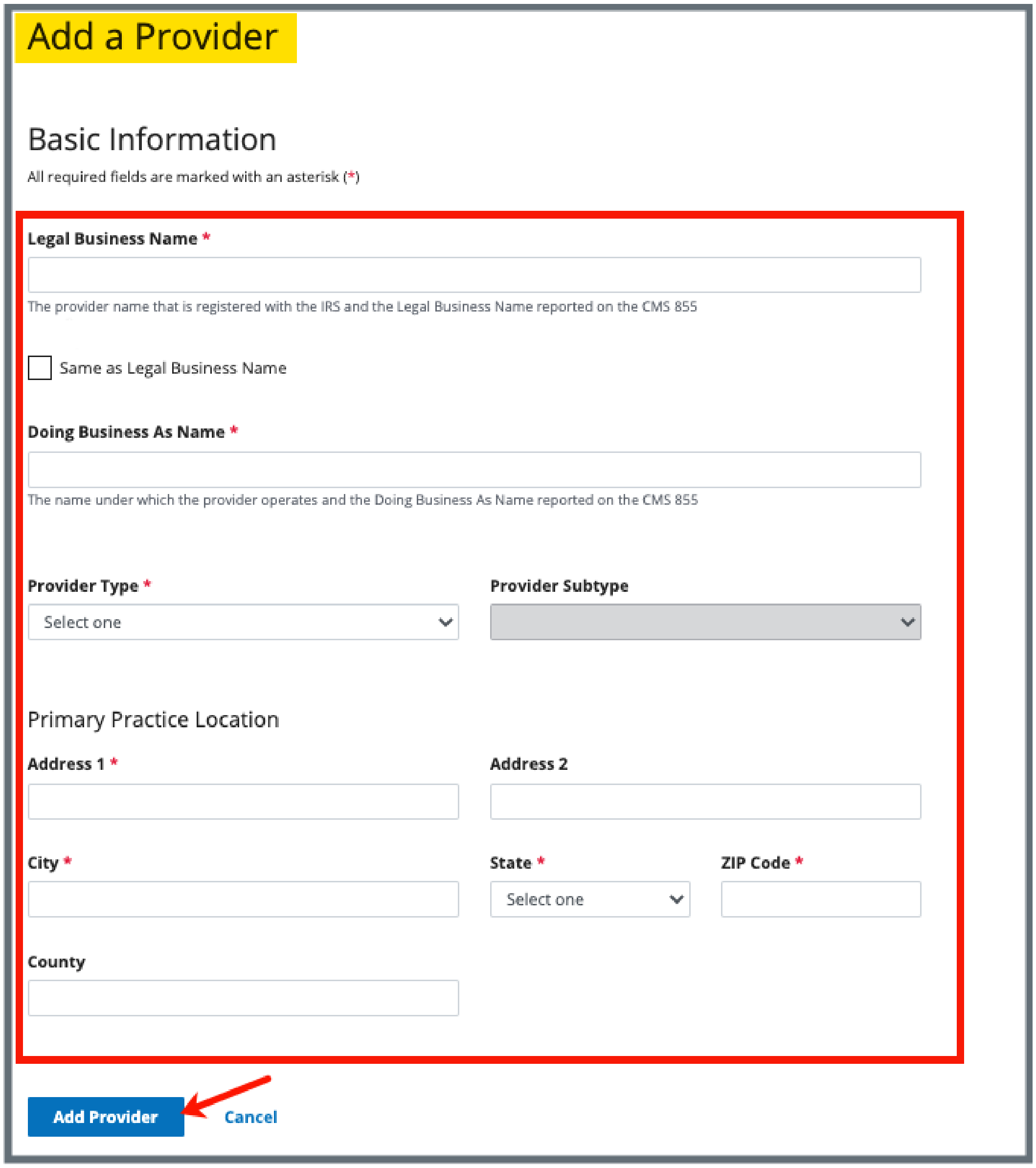

Figure 24: Add a Provider Basic Information

7. Inpatient Care Provided

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

Note: Inpatient Care Provided is enabled for Hospice provider type only.

7.1 Click **Edit** on the **Provider Basic Information** page. See *Figure 25, Hospice Provider Details Edit Page*. The **Basic Information** edit page opens.

Figure 25: Hospice Provider Details Edit Page

7.2 Click the **Yes** or **No** radio button under **Inpatient Care Provided**. *See Figure 26, Inpatient Care Provided Radio Buttons*.

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

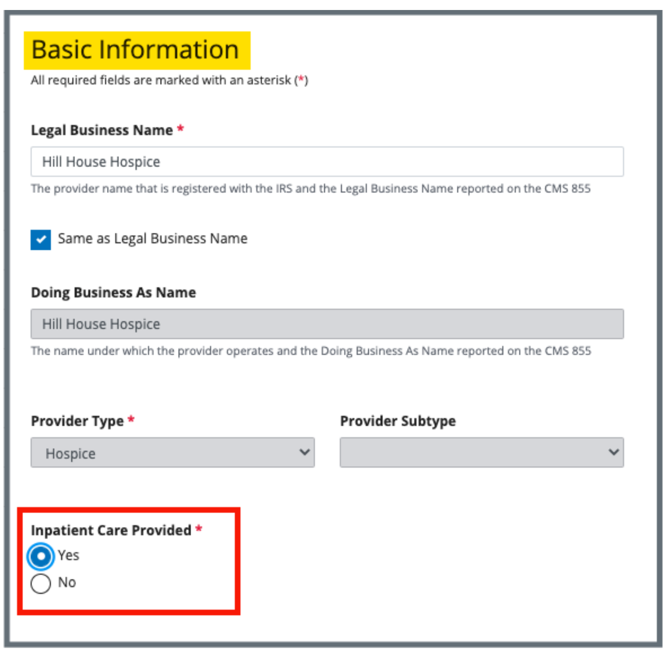

Figure 26: Inpatient Care Provided Radio Buttons

7.3 Click **Save**.

8. Inpatient Locations

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

Notes:

- Inpatient Locations is enabled for Hospice provider type only.
- [Inpatient Care Provided](#) must be answered **Yes** to view **Inpatient Locations**.

8.1 Click **Inpatient Locations** on the left menu. See *Figure 27, Inpatient Locations*. The **Inpatient Locations** page opens.

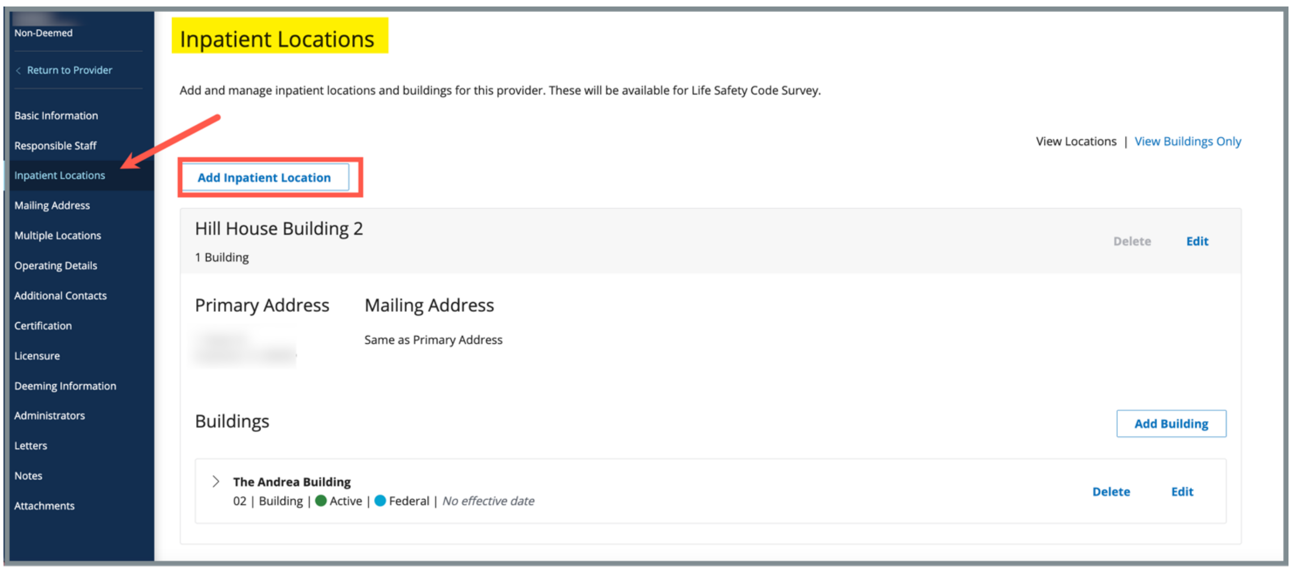

Figure 27: Inpatient Locations

8.2 Click **Add Inpatient Location**. The **Inpatient Location** fields open below. See *Figure 28, Inpatient Locations Fields*.

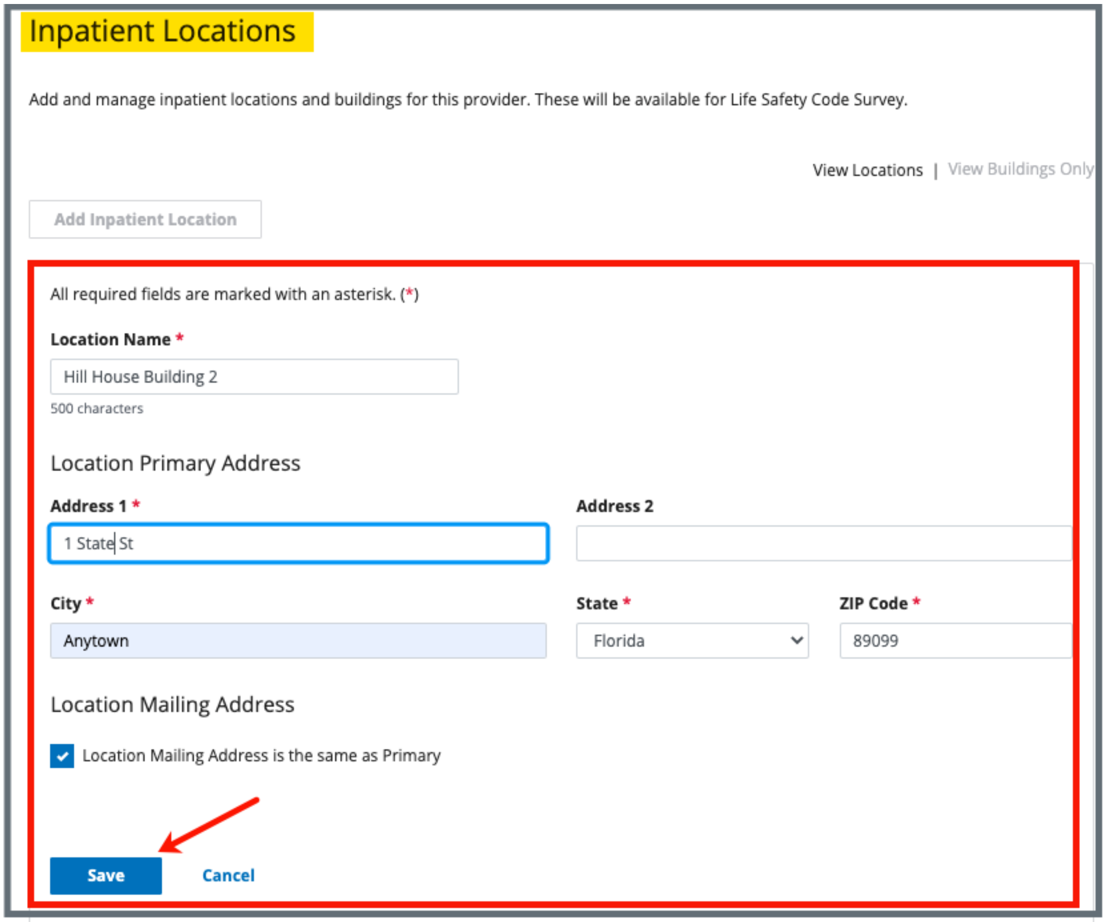

Figure 28: Inpatient Locations Fields

8.3 Fill out the information.

8.4 Click **Save**. The **Inpatient Locations** page populates with the new location. See *Figure 29, Inpatient Locations Information*.

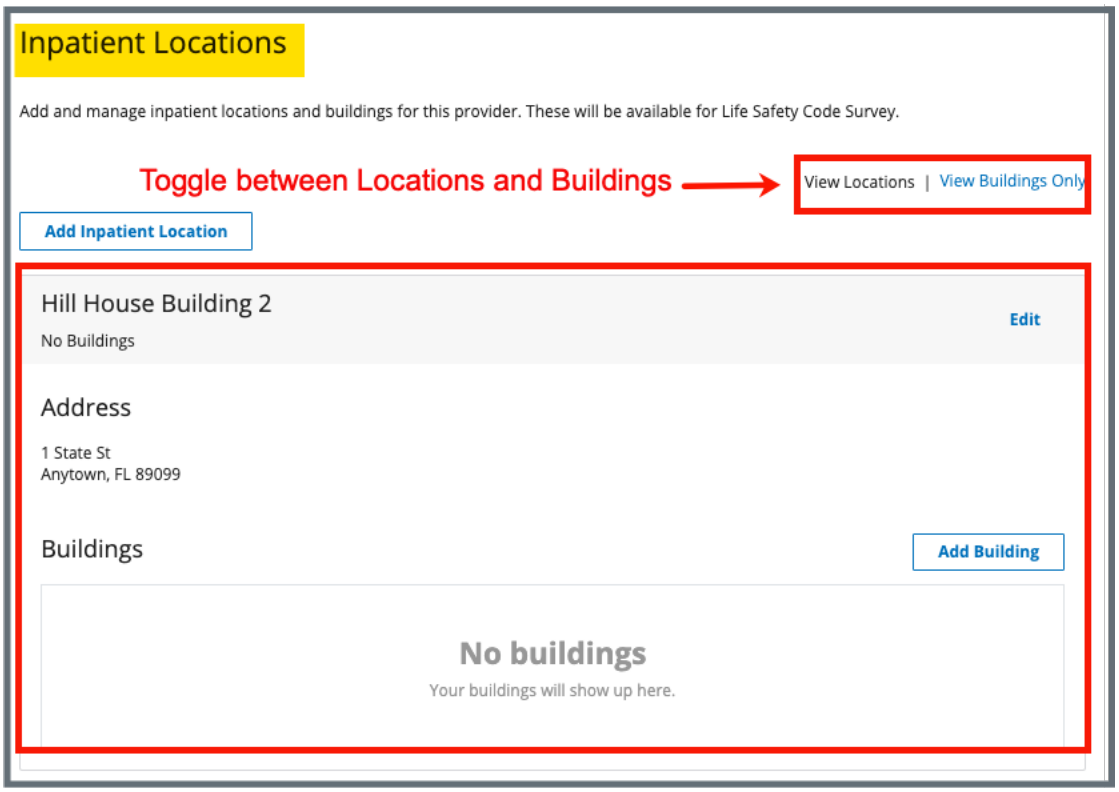

Figure 29: Inpatient Locations Information

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.

8.5 Click **Add Building** to add a building. The **Buildings** fields open below. See *Figure 30, Inpatient Locations Building*.

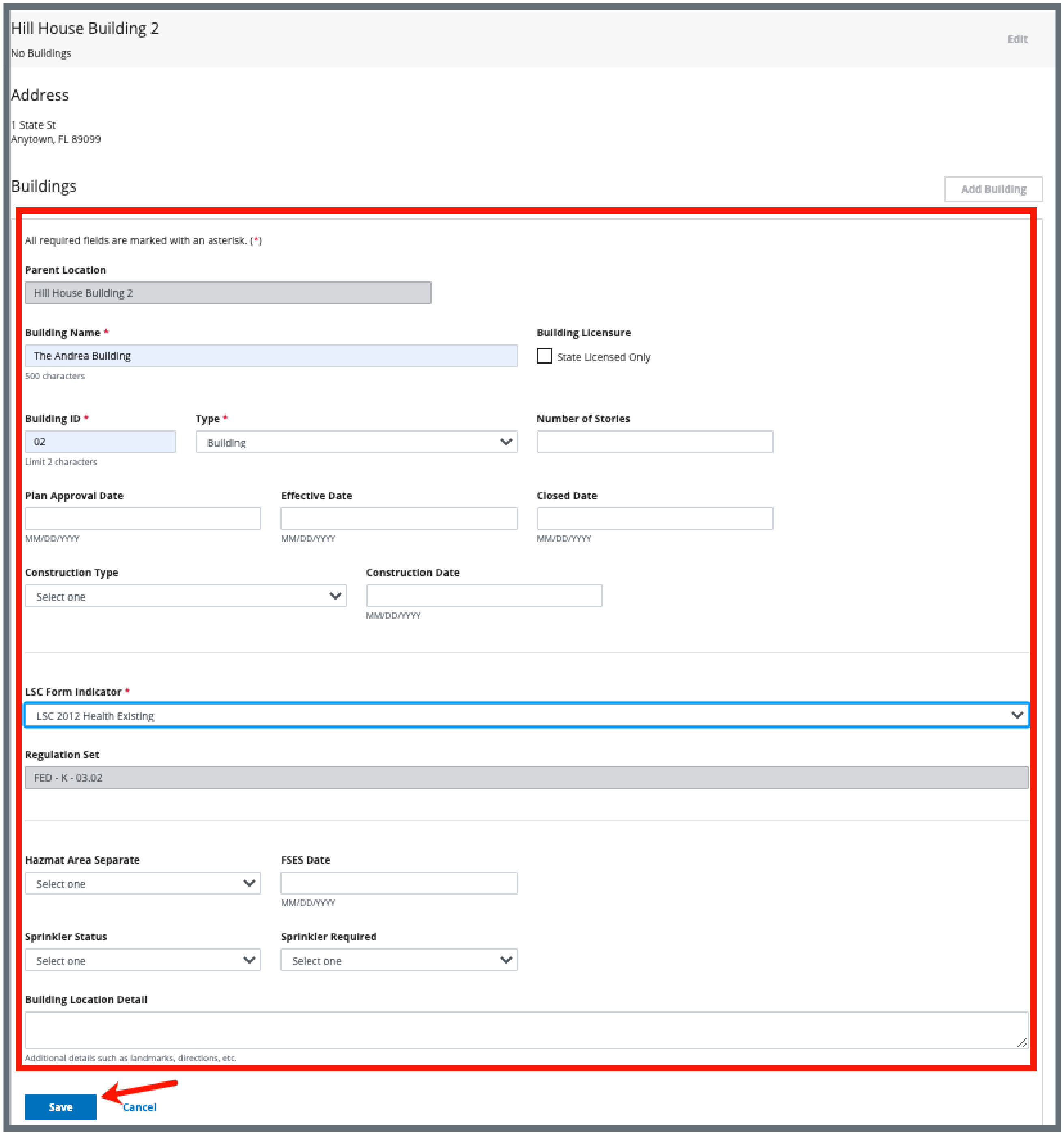

Figure 30: Inpatient Locations Building

8.6 Click **Save**. The **Inpatient Locations** page populates with the new building information. See *Figure 31, Inpatient Locations Buildings Information*.

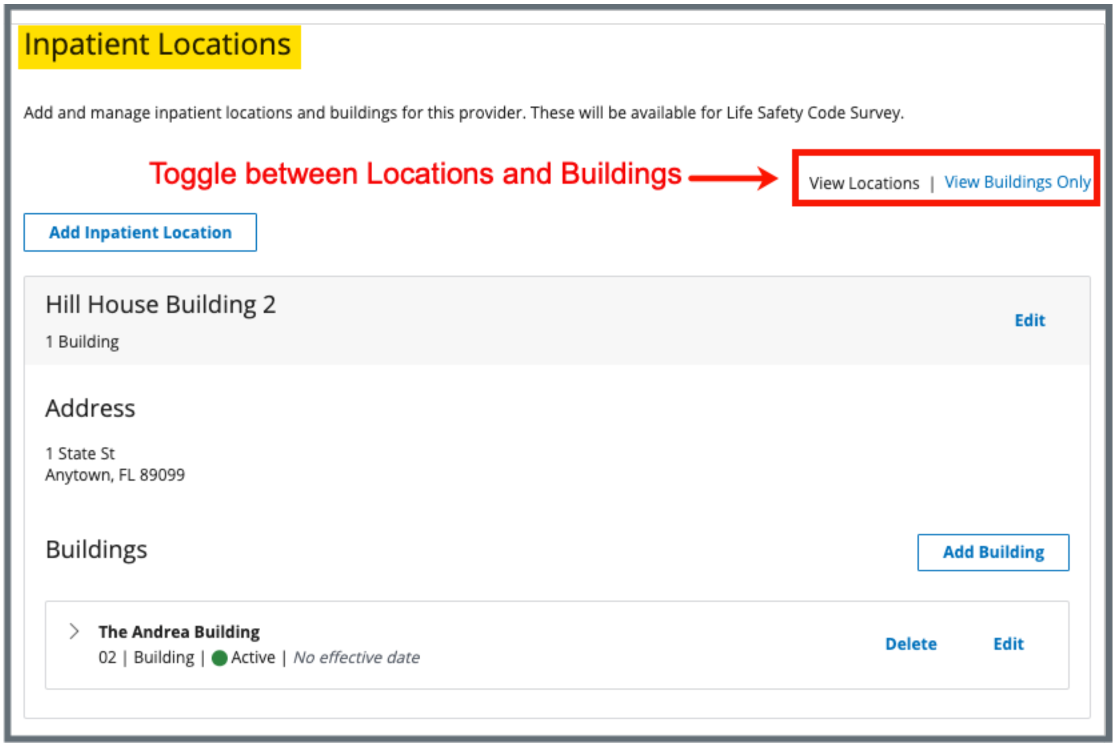

Figure 31: Inpatient Locations Buildings Information

9. 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 provider 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).

9.1 Add Responsible Staff

9.1.1 Click **Responsible Staff** on the left menu. The **Responsible Staff** page opens. See *Figure 32, Provider Responsible Staff*.

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

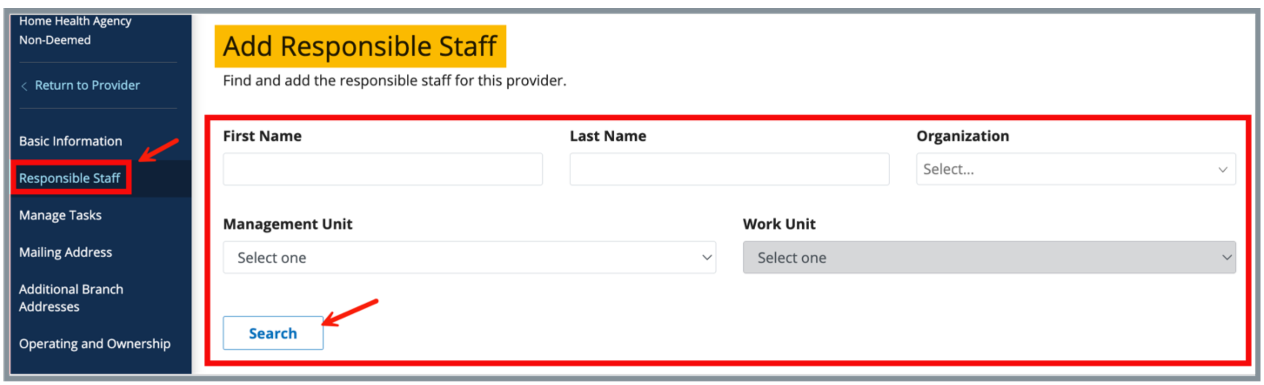

Figure 32: Provider Responsible Staff

9.1.2 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.
- Click the arrow next to **Name** to sort names in alphabetical or reverse alphabetical order.

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

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

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

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

9.1.7 Click **Save**.

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

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

9.2 Delete Responsible Staff

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

9.2.2 Click **Delete**. See *Figure 33, Delete a Responsible Staff*.

Figure 33: Delete a Responsible Staff

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

10. Manage Tasks

Purpose: To manage and assign tasks for Nursing Home Responsible Staff.

Note: **Manage Tasks** is enabled for the Nursing Home provider type only.

Click **Manage Tasks** on the left menu. The Manage Tasks screen opens. See *Figure 34, Manage Tasks* and *Table 5, Manage Tasks Detailed Callout*.

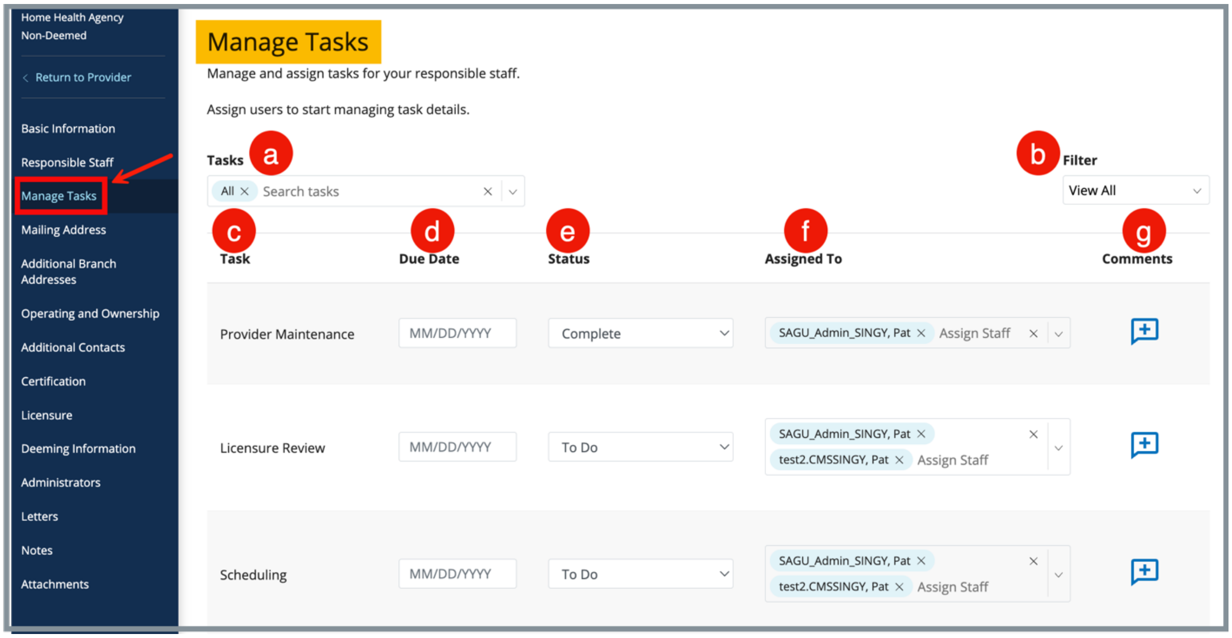

Figure 34: Manage Tasks

Table 5: Manage Tasks Detailed Callout

No.	Description
1	Select individual tasks from the drop-down menu under **Tasks** to assign to the **Responsible Staff** or select **All**
2	Select **View All**, **Assigned**, or **Unassigned** from the drop-down menu. **View All** is the default.
3	Each task that is selected shows under **Task**
4	The **Due Date** of the task
5	The **Status** of the task.
6	The Responsible Staff assigned to the task. More than one Responsible Staff can be assigned the task.
7	Click the **+** icon to add a comment.

11. Buildings/Wings

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

Note: **Buildings/Wings** is enabled for the Nursing Home provider type only.

11.1 View Buildings and Wings

Click **Buildings/Wings** on the left menu. See *Figure 35, Buildings/Wings*. The **Buildings/Wings** page opens.

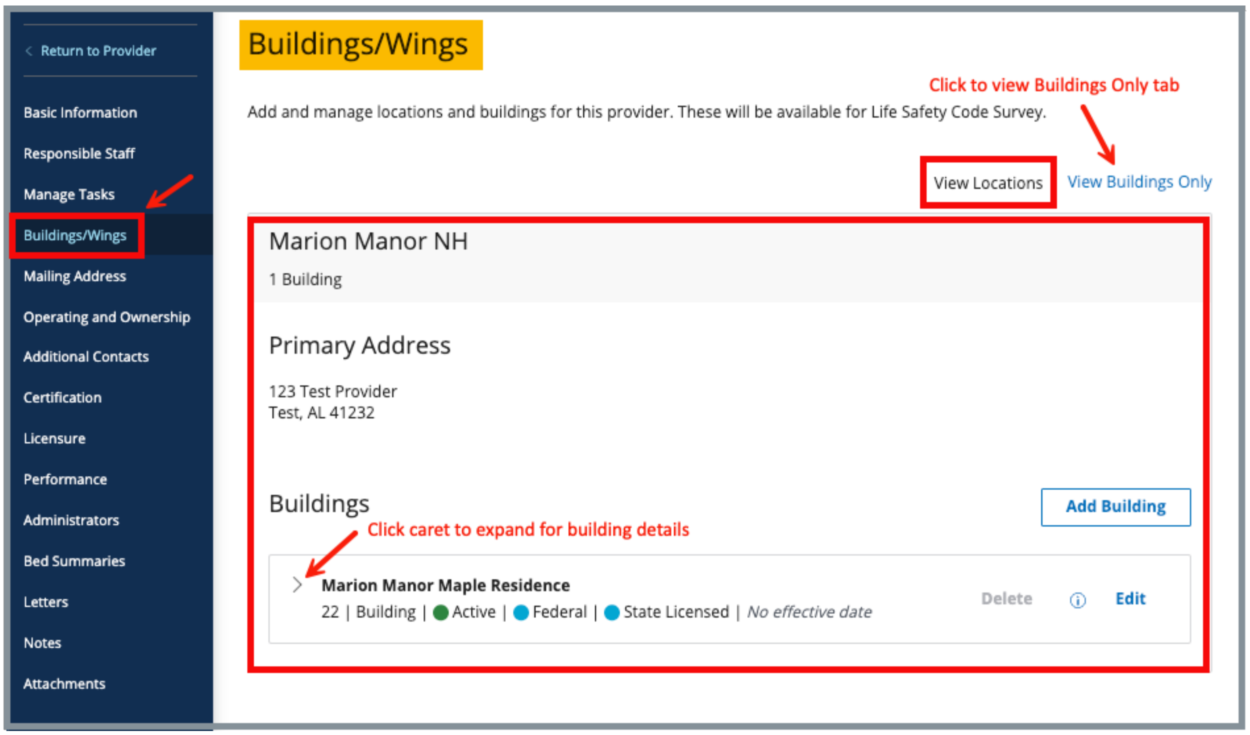

Figure 35: Buildings/Wings

Notes:

- The **Buildings/Wings** page can be viewed for the Location or for the buildings associated with the location. Toggle between **View Location** and **View Buildings Only** to see each view. **View Locations** shows the address of the building. **View Buildings Only** shows information about open and closed buildings. See *Figure 36, View Buildings Only.*
- A building must be added before an LSC survey can be created.

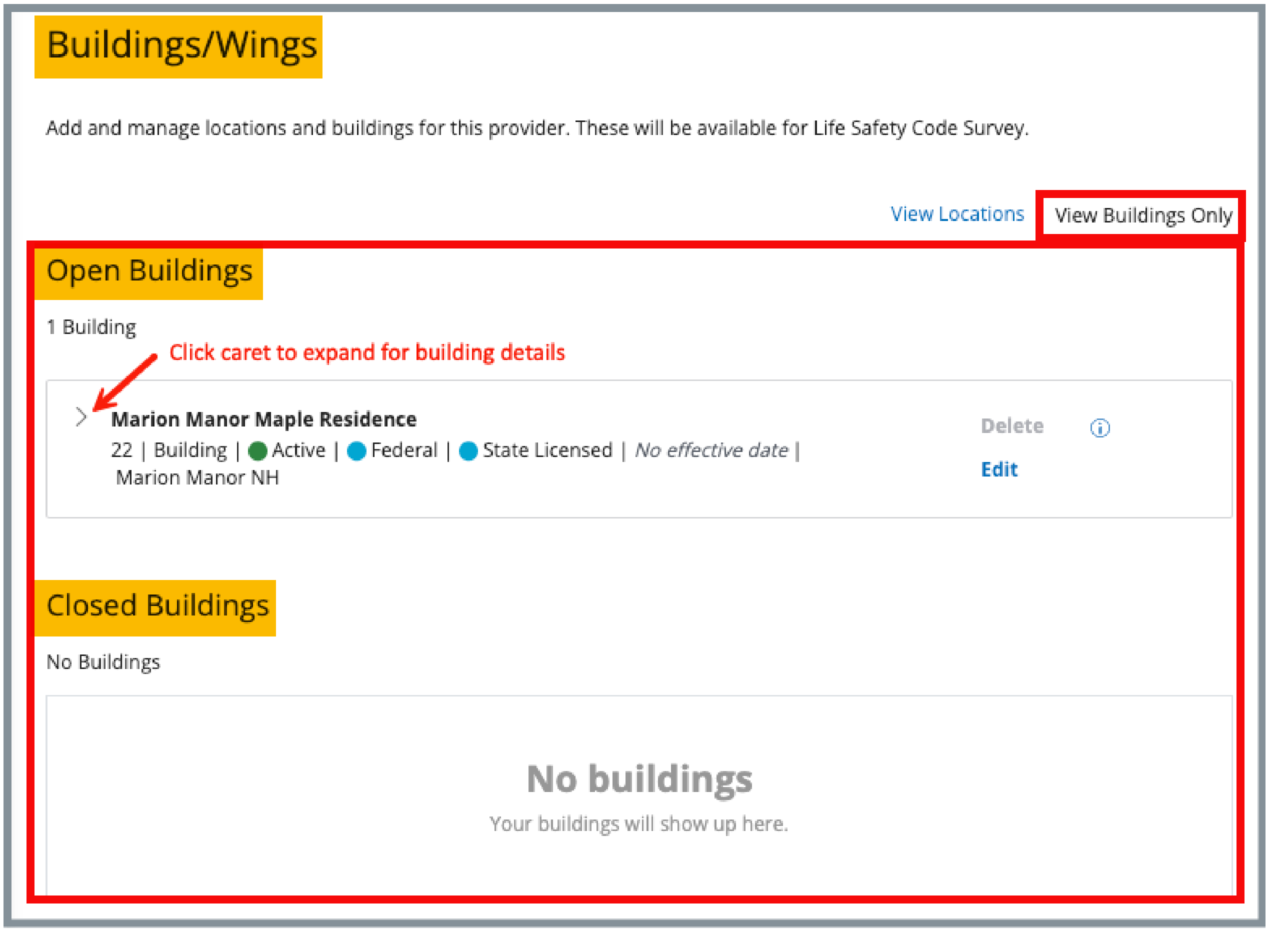

Figure 36: View Buildings Only

11.2 Add a Building

11.2.1 Click **Add Building** on the **View Locations** tab. The **New Building** window opens directly below Buildings. See *Figure 37, Add New Building*.

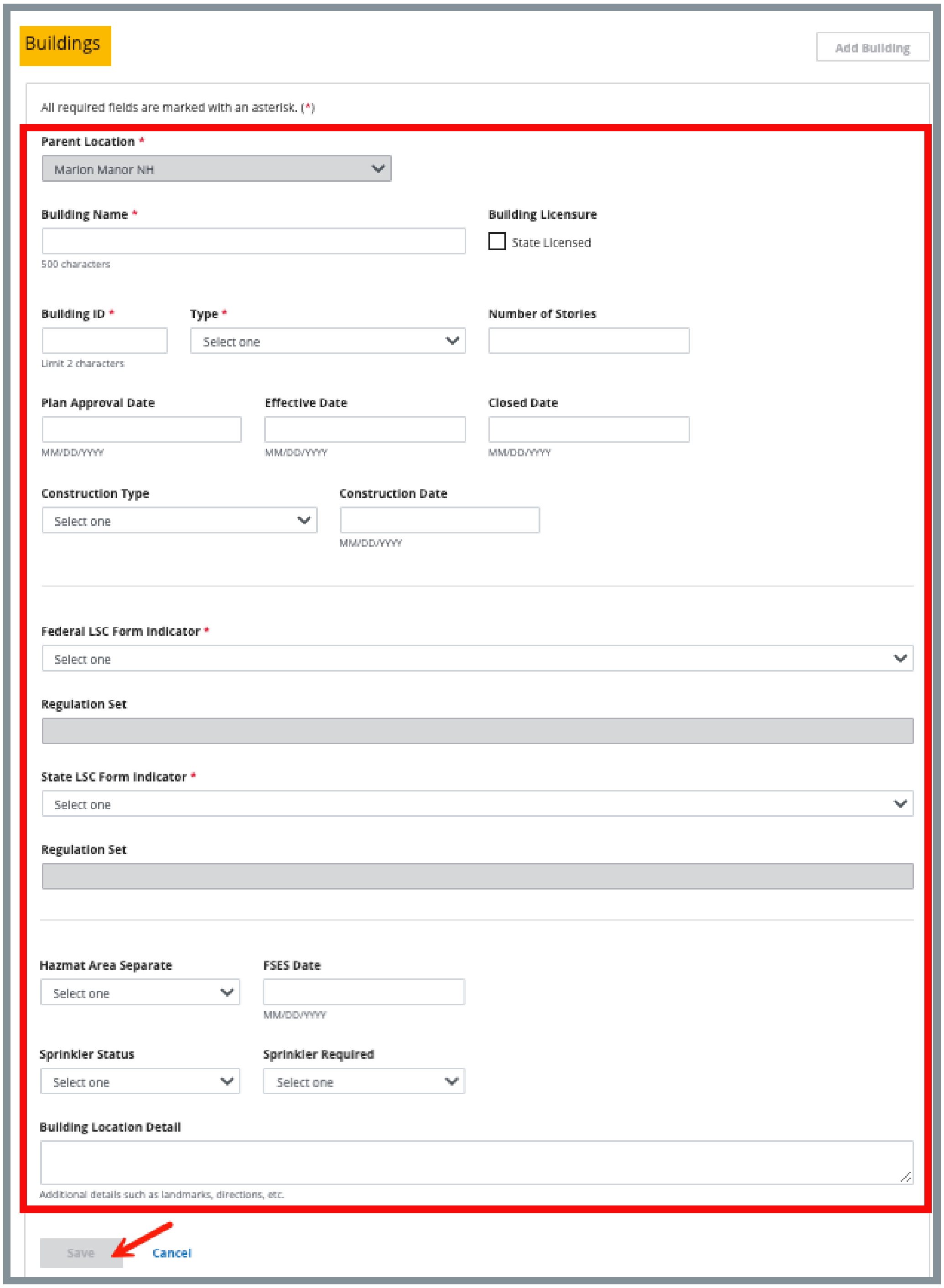

Figure 37: Add New Building

11.2.2 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.

11.2.3 Click **Save**. The new building information appears in the **Buildings** section. See *Figure 38, New Building Information*.

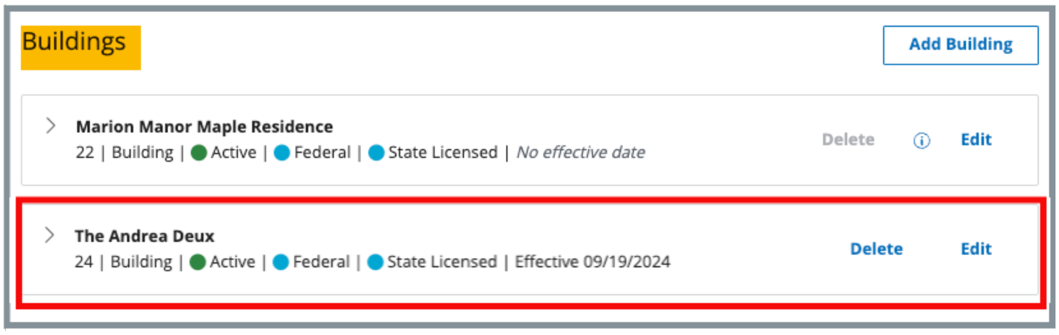

Figure 38: New Buildings Information

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

11.3 Delete a Building

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

11.3.1 Click **Delete** next to the building that needs to be deleted. A pop-up window opens asking for confirmation of the deletion. See *Figure 39, Delete Building Pop-up Window*.

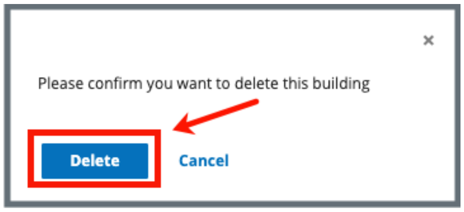

Figure 39: Delete Building Pop-up Window

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

11.4 Edit a Building

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

11.4.2 Click **Save**.

12. Mailing Address

12.1 Add a new mailing address

12.1.1 Click **Mailing Address** on the **Provider Details** window. See *Figure 40, Provider Mailing Address*. The **Mailing Address** window opens.

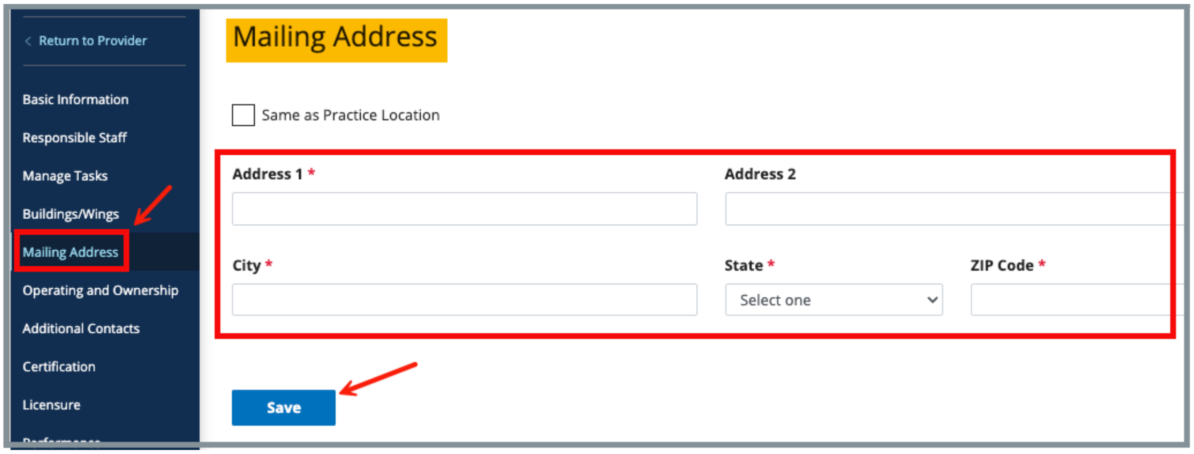

Figure 40: Provider Mailing Address

12.1.2 Fill out the information.

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

12.2 Edit an existing address

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

12.2.2 Click **Edit**. See *Figure 41, Edit Mailing Address*.

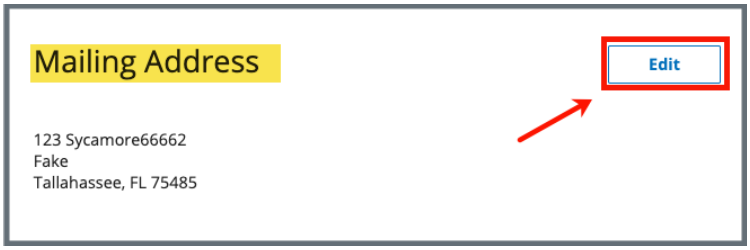

Figure 41: Edit Mailing Address

12.2.3 Fill out the information.

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

13. Locations

Note: Locations is enabled for the ASC provider type only.

Click **Locations** on the left menu of the **Provider Details** window. See *Figure 42, Locations.* The **Locations** window opens.

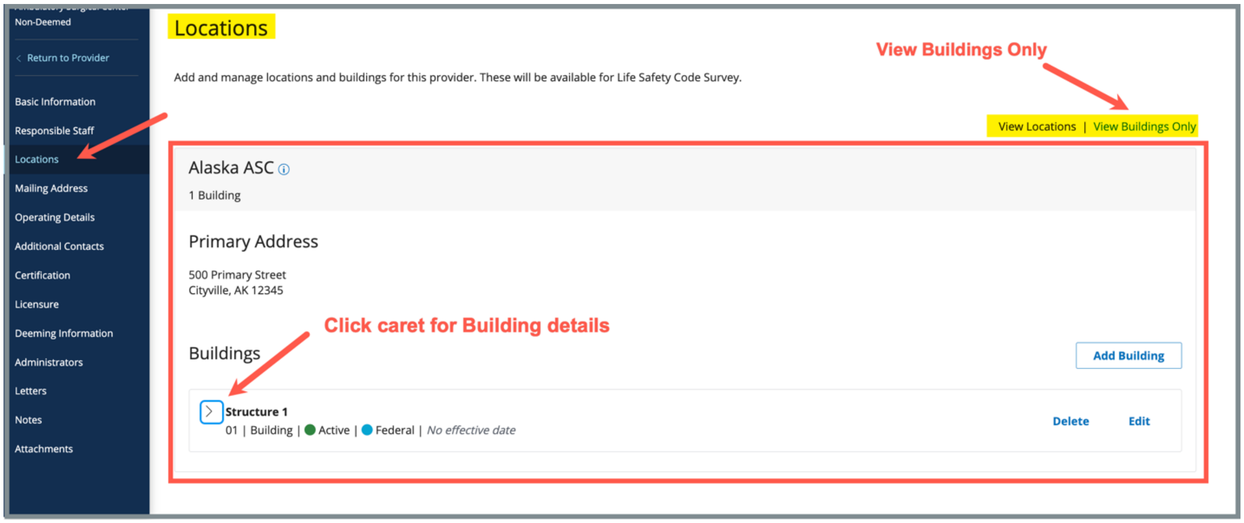

Figure 42: Locations

Notes:

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

13.1 Add a building

13.1.1 Click **Add Building** on the **View Locations** tab. The **New Building** window opens directly below Buildings. See *Figure 43, New Building*.

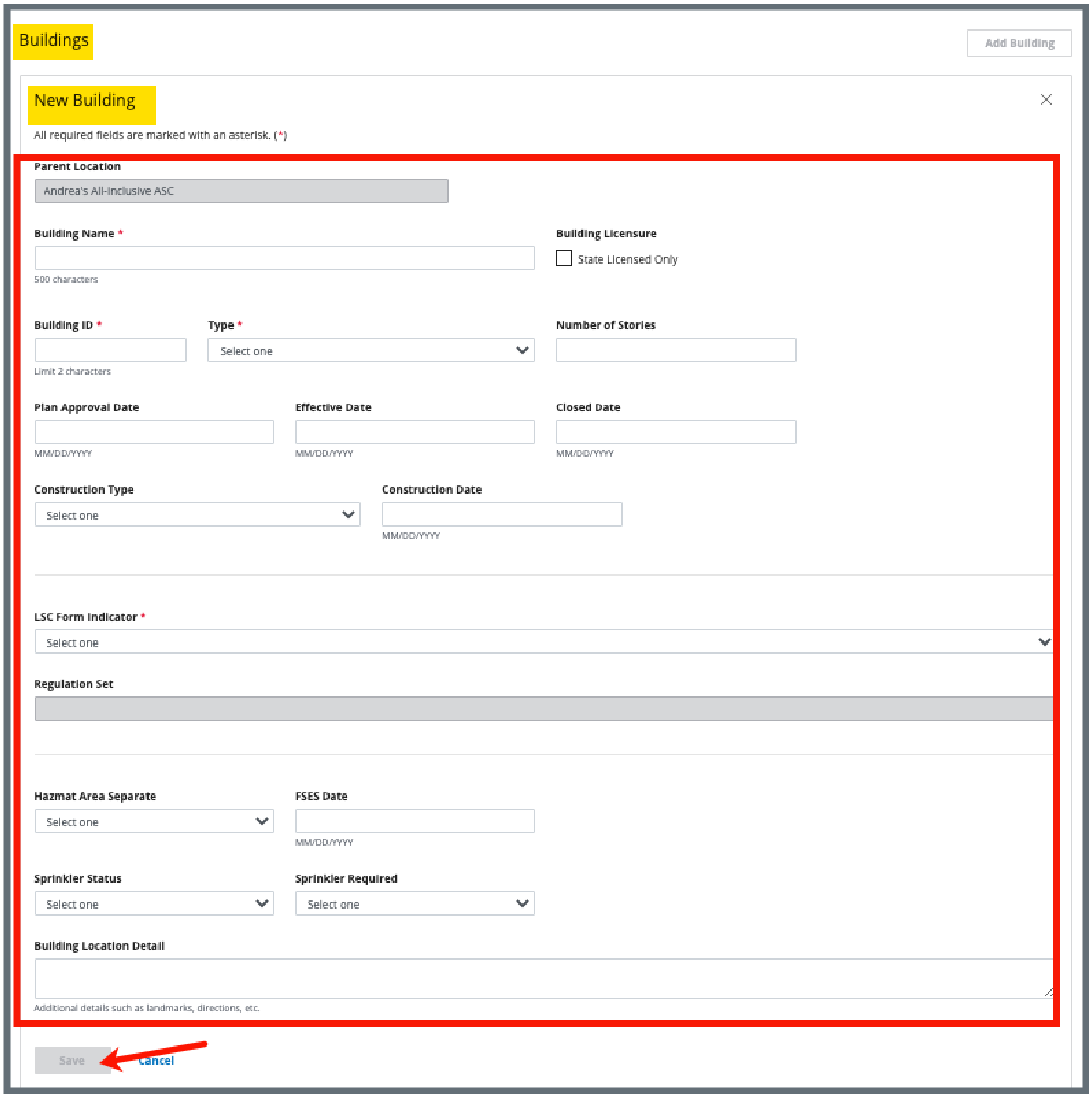

Figure 43: New Building

13.1.2 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.

13.1.3 Click **Save**. The new building information appears in the **Buildings** section. See *Figure 44, New Building Information*.

Figure 44: New Buildings Information

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

13.2 Delete a building

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

13.2.1 Click **Delete** next to the building that needs to be deleted. A pop-up window opens asking for confirmation of the deletion. See *Figure 45, Delete Building Pop-up Window*.

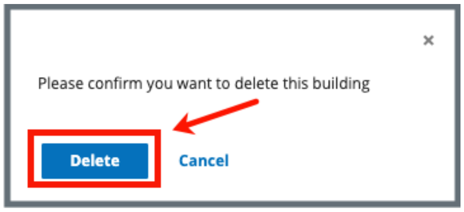

Figure 45: Delete Building Pop-up Window

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

13.3 Edit a building

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

13.3.2 Click **Save**.

14. Multiple Locations

Notes:

- **Multiple Locations** is enabled for the Hospice provider type only.
- Hospice providers can have multiple locations. Multiple locations are not considered as part of the Life Safety Code survey process.

14.1 Add a Location

14.1.1 Click **Multiple Locations** on the left menu of the **Provider Details** window. See *Figure 46, Multiple Locations*. The **Locations** window opens.

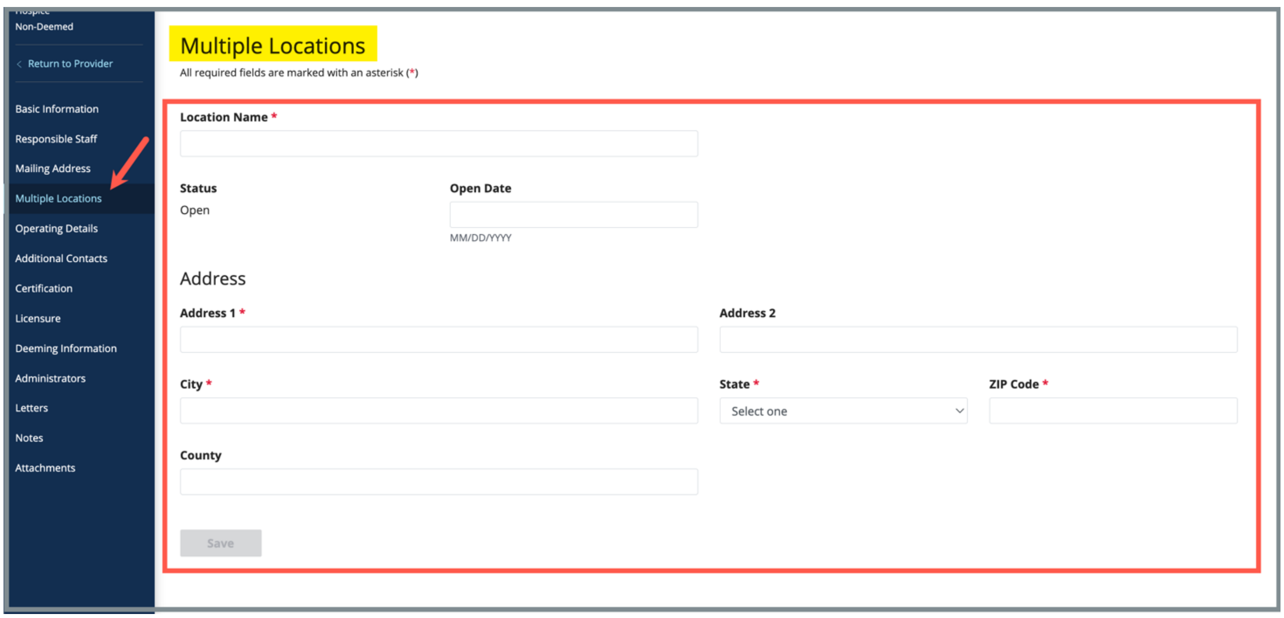

Figure 46: Multiple Locations

14.1.2 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.

14.1.3 Click **Save**. The new location information appears in the **Multiple Locations** section. See *Figure 47, Multiple Locations Information*.

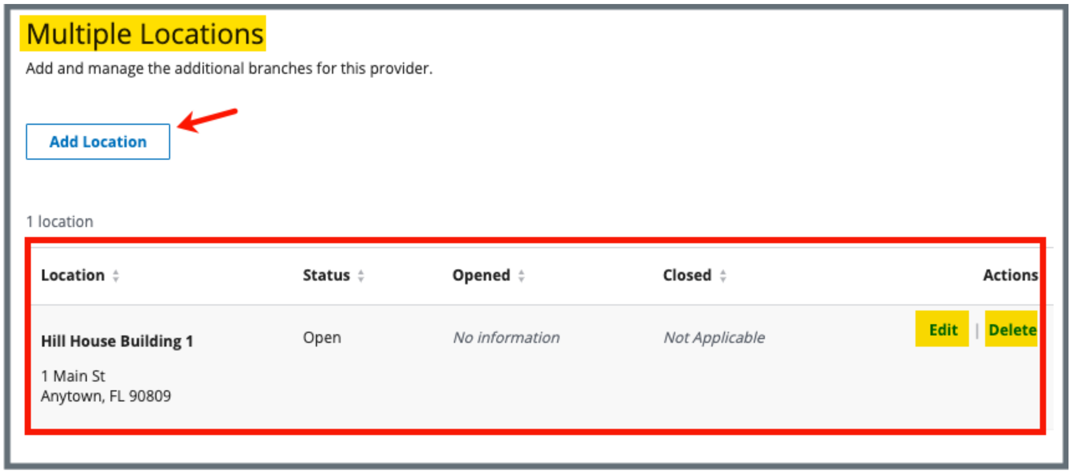

Figure 47: Multiple Locations Information

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

14.2 Delete a Location

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

14.2.1 Click **Delete** next to the location that needs to be deleted. A pop-up window opens asking for confirmation of the deletion. See *Figure 48, Delete Location Pop-up Window*.

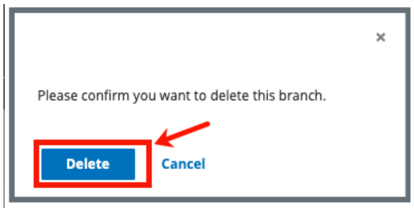

Figure 48: Delete Location Pop-up Window

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

14.3 Edit a Building

14.3.1 Click **Edit** next to the location that needs to be edited. The current location information opens and can be edited. See *Figure 49, Edit Multiple Locations*.

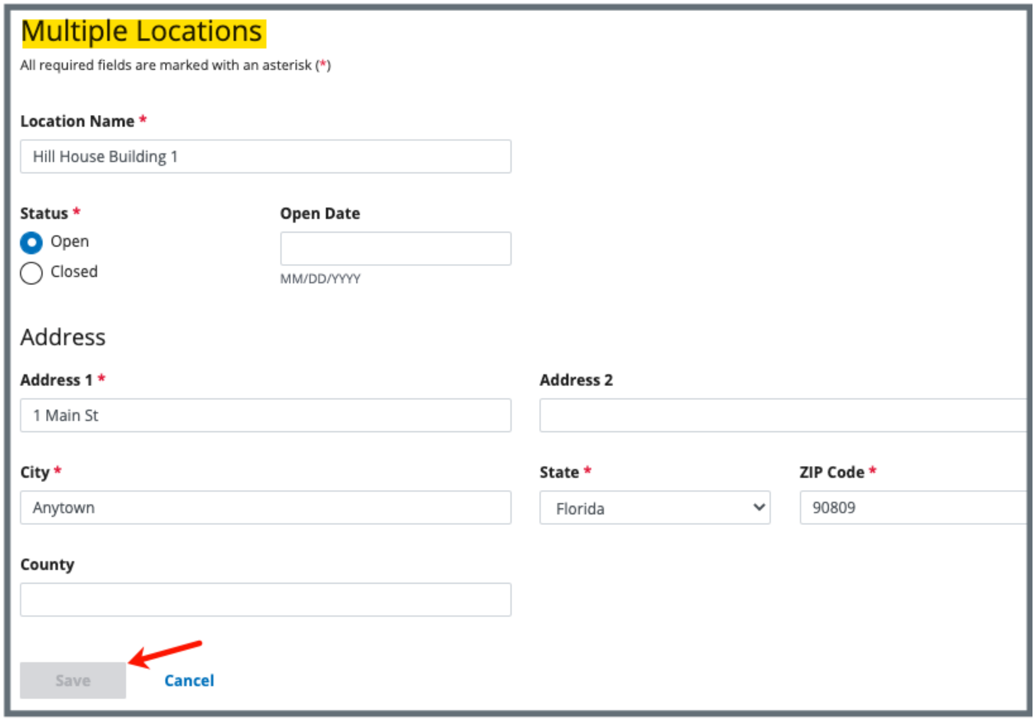

Figure 49: Edit Multiple Locations

14.3.2 Update information.

14.3.3 Click **Save**.

15. Additional Branch Addresses

Note: 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.

15.1 Click **Additional Branch Addresses** on the **Provider Details** window. See *Figure 50, Provider Additional Branch Addresses*. The **Add Branch** window opens if there are no existing additional branches. If there are existing branches, click **Add Branch**.

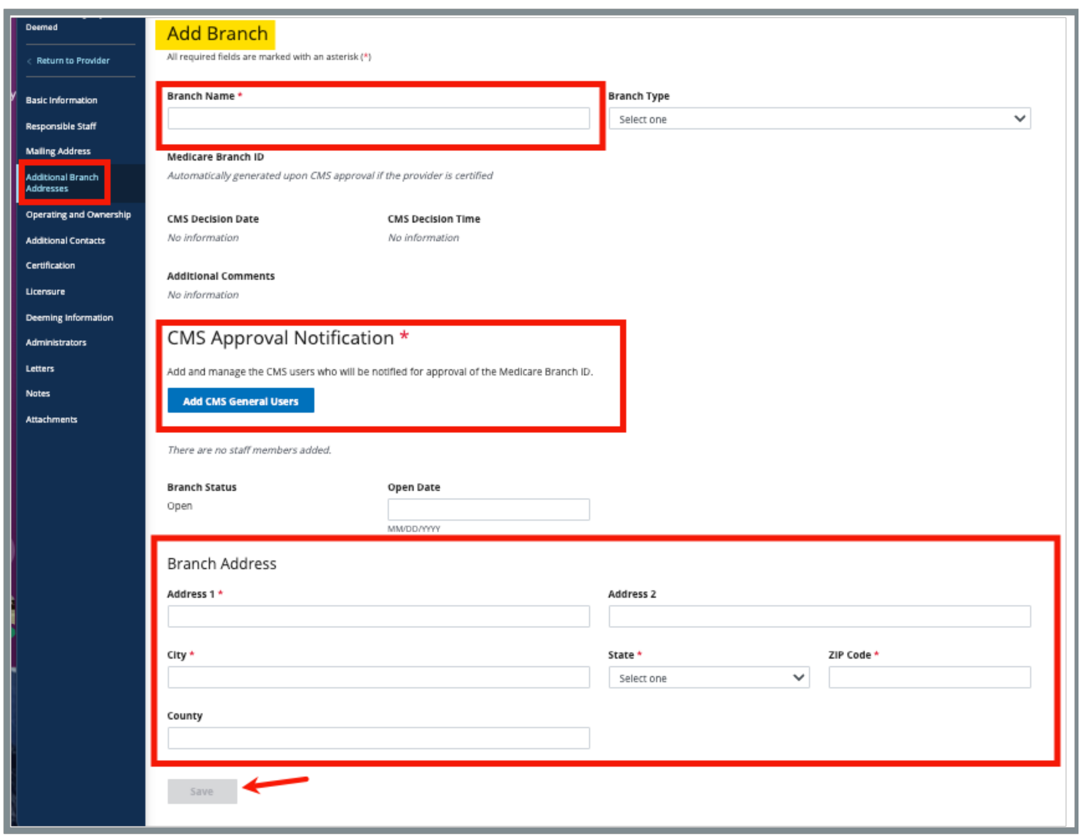

Figure 50: Provider Additional Branch Addresses

15.2 Fill out the information.

15.3 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.

16. Modalities

Note: Modalities is enabled for the ESRD provider type only.

16.1 Click **Modalities** on the left menu of the **Provider Details** window. See *Figure 51, Locations*. The **Modalities** window opens.

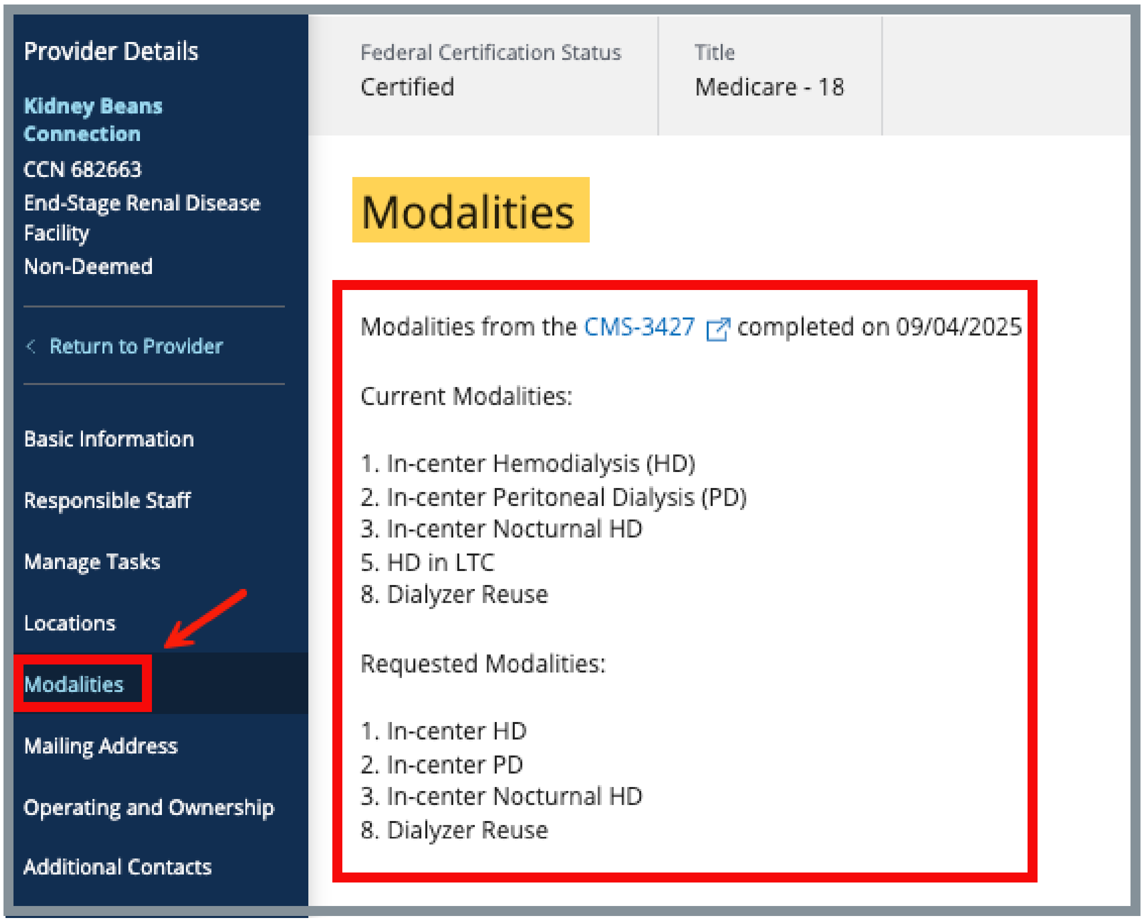

Figure 51: Modalities

16.2 Click **CMS-3427** to view the CMS-3427 form. The form opens in a separate tab.

Note: Modality information found on this page is taken from the most recent completed CMS-3427 form.

17. Operating and Ownership

17.1 Operating Details

17.1.1 Click **Operating and Ownership** on the **Provider Details** window. See *Figure 52, Provider Operating Details*. The **Operating Details** window opens.

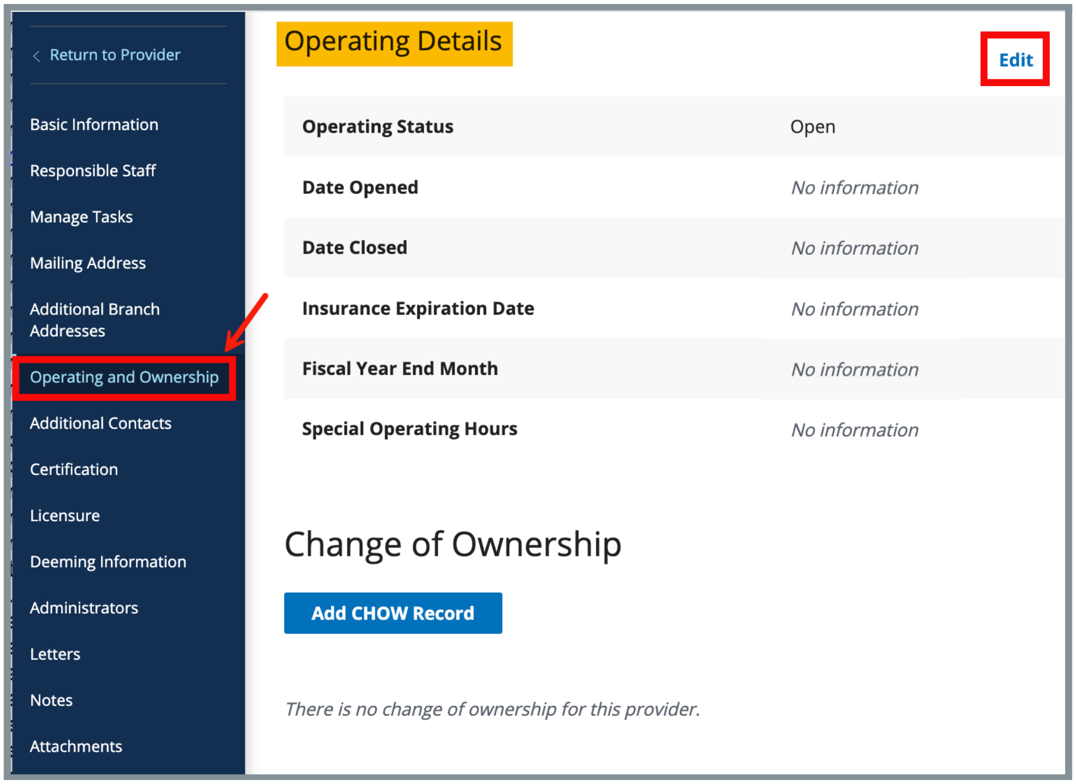

Figure 52: Provider Operating Details

17.1.2 Click **Edit** to make any updates. The editable **Operating Details** page opens.

Notes:

- ESRD provider types show temporary closure reasons, start and stop dates
- ESRD provider types show information from the most recently completed CMS-3427 form.

17.1.3 Update information as needed.

17.1.4 Click **Save**. The **Operating Details** page opens, and the updated information is shown.

17.2 Change of Ownership (CHOW)

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

17.2.2 Click **Add CHOW Record**. See *Figure 53, Add CHOW Record.* The **Add Change of Ownership** window opens. See *Figure 54, Add Change of Ownership.*

Figure 53: Add CHOW Record

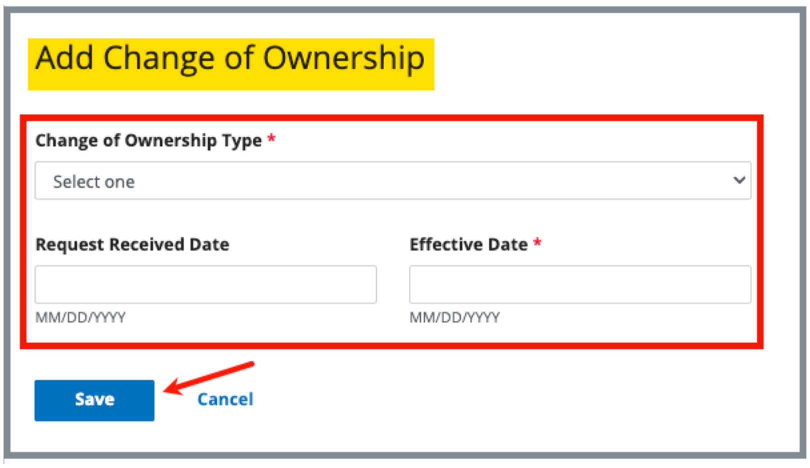

Figure 54: Add Change of Ownership with Assignment

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 55*, *With Assignment*) under **Change of Ownership Type**.

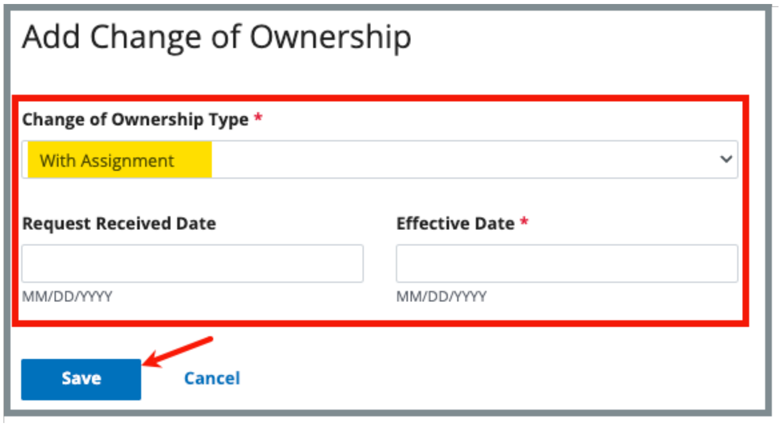

Figure 55: With Assignment

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 56, With Assignment CHOW Record*.

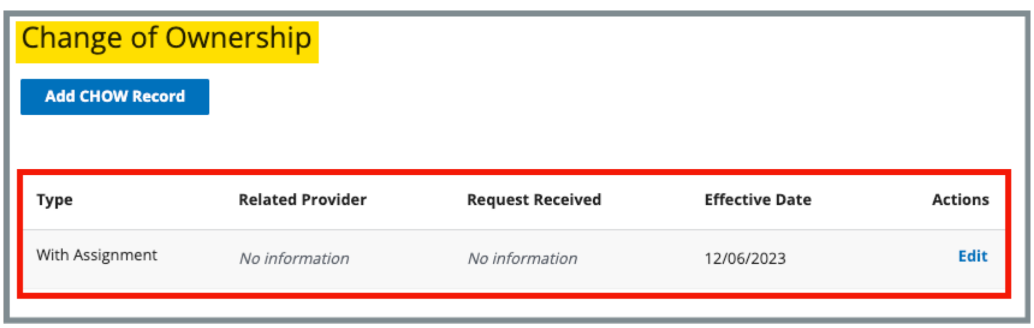

Figure 56: With Assignment CHOW Record

Without Assignment

a. Select **Without Assignment** (see *Figure 57, Without Assignment*) under **Change of Ownership Type**.

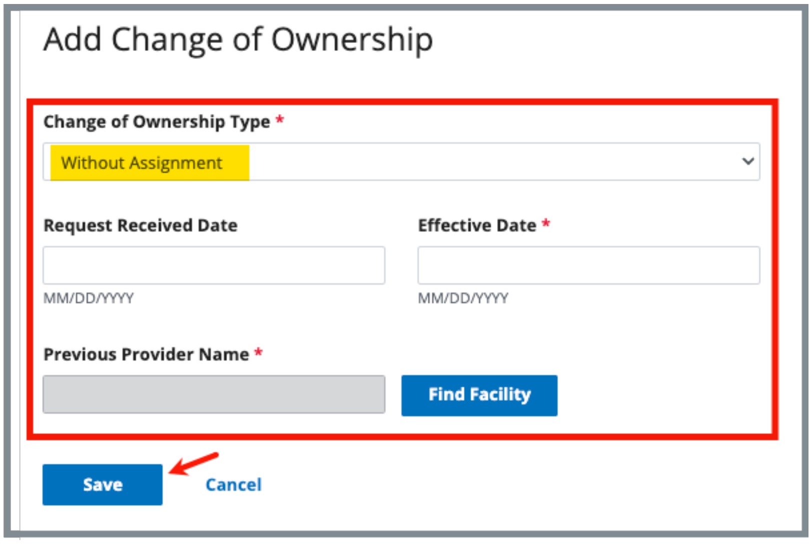

Figure 57: Without Assignment

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 58, Select Related Provider.*

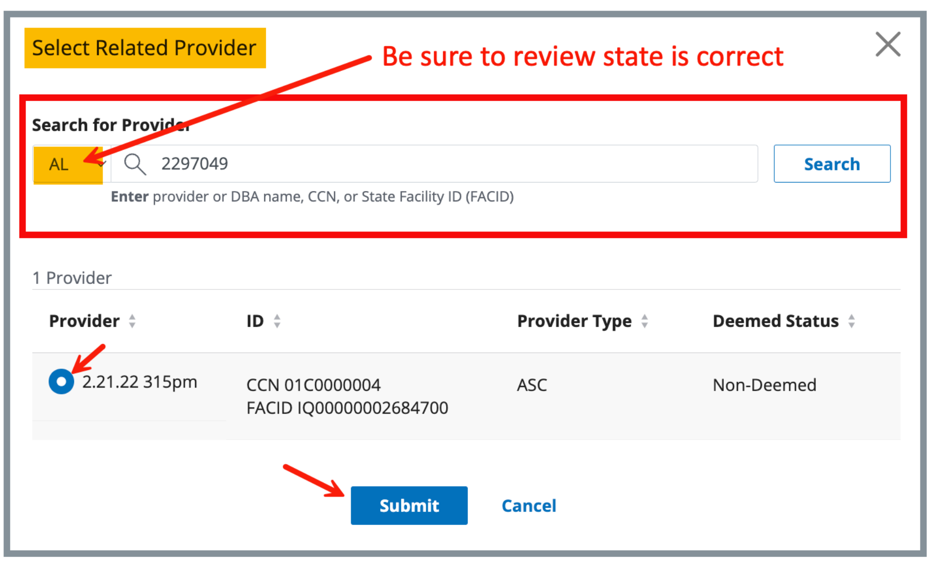

Figure 58: Select Related Provider

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 59, Without Assignment CHOW Record.*

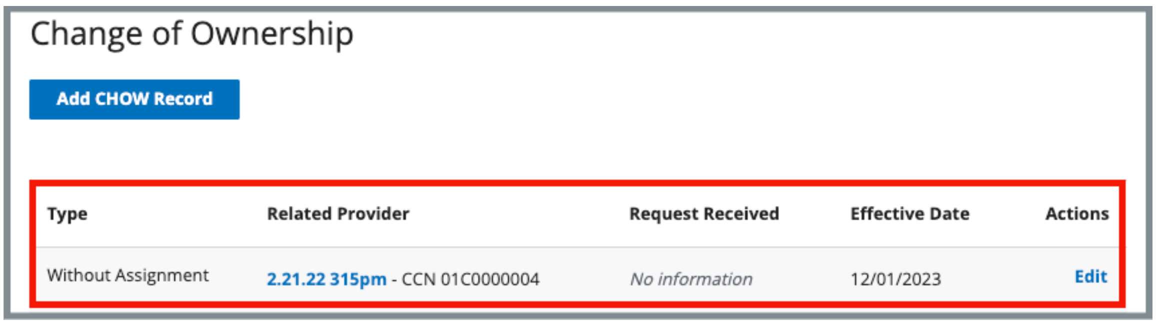

Figure 59: Without Assignment CHOW Record

18. Additional Contacts

Once one additional contact is listed, the **Edit**, **Add Emergency Contact**, and **Add Additional Contact** buttons appear. See *Figure 60, Edit, Add Emergency Contact and Add Additional Contact Buttons*.

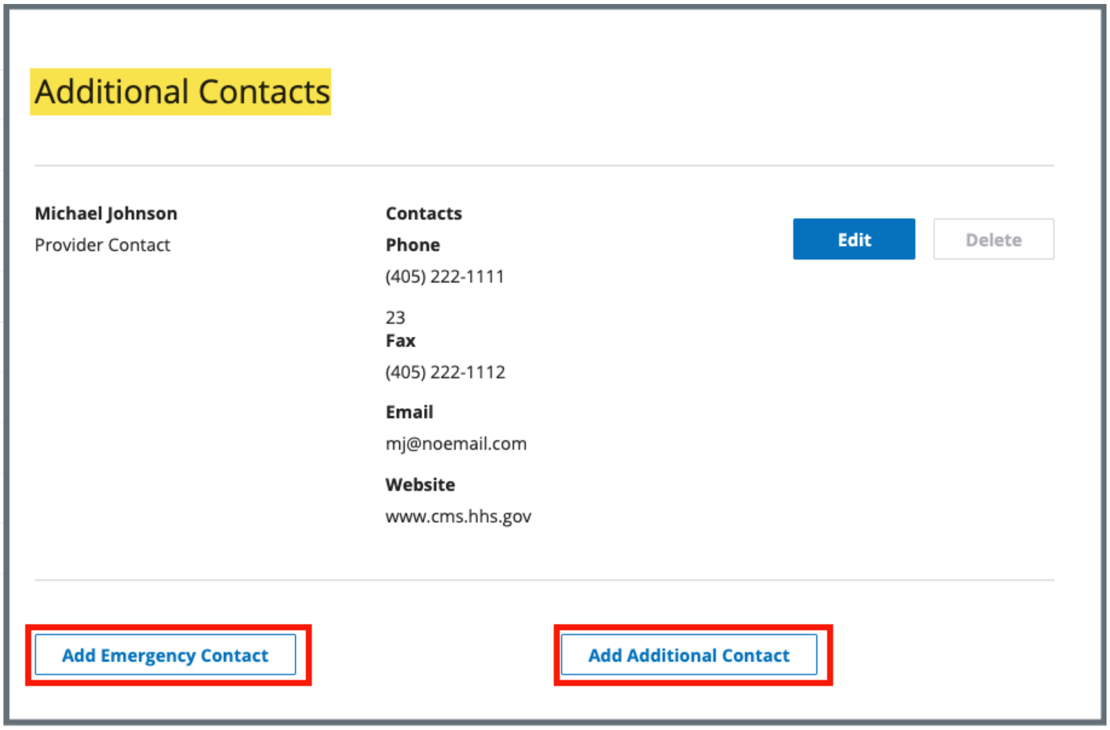

Figure 60: Edit, Add Emergency Contact and Add Additional Contact Buttons

18.1 Add First Additional Contact

18.1.1 Click **Additional Contacts** on the **Provider Details** window. See *Figure 61, Provider Additional Contacts*. The **Additional Contacts** window opens.

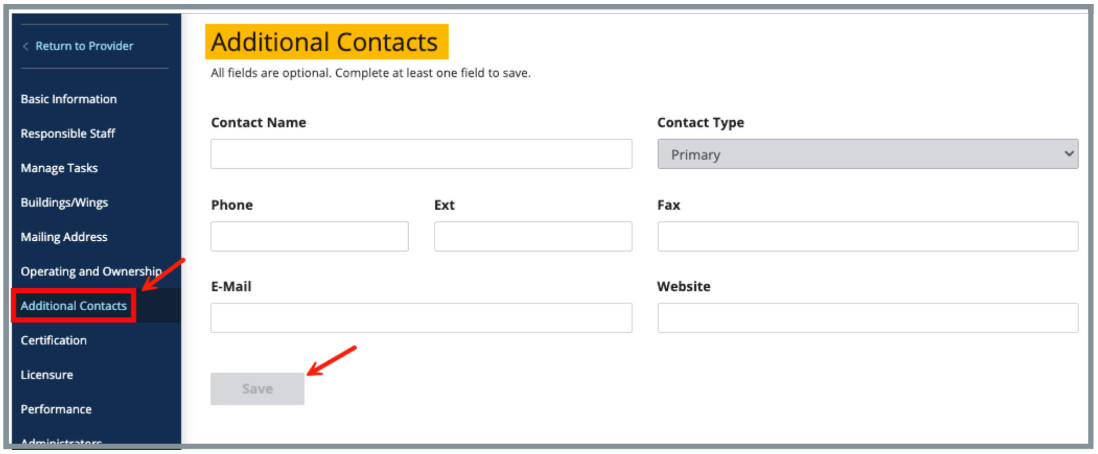

Figure 61: Provider Additional Contacts

18.1.2 Fill out the information.

18.1.3 Click **Save**. The **Additional Contacts** updates and is listed.

18.2 Edit Additional Contacts

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

18.2.2 Fill out the information.

18.2.3 Click **Save**.

18.3 Add Emergency Contact

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

18.3.2 Fill out the information.

18.3.3 Click **Save**.

18.4 Add Additional Contact After One Contact has been Added

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

18.4.2 Fill out the information.

18.4.3 Click **Save**.

19. Certification

Notes:

- 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** for a Medicare, Medicare/Medicaid provider.
- State Agency users with S&C Provider Administrator or State Agency Admin privileges can certify and terminate Medicaid Title 19.
- The certification date derives from the most recent survey exit date and is editable for non-deemed Providers.
- **Certification Date** is editable for deemed providers when there is no certification survey in iQIES.
- **Certification Changes and CCN transitions**: Users with appropriate privileges can edit and update the **Certification Title**. The system automatically assigns the applicable CCN, and the prior record will be listed in the Certification History table.
- ESRDs have an additional status of **Denied Certification.**
- A **Provider Subtype** must be selected for the ESRD provider type during the certification process
- The **Emergency/Vacation** radio button is only for the ESRD SPRDF subtype.
- OPO provider types can view the OPO QCOR Public Report. Click the link on the Certification page. See *Figure 62, OPO QCOR Public Report Link.*

  Note: The **QCOR** page opens in a separate tab.

Figure 62: OPO QCOR Public Report Link

19.1 Click **Certification** on the **Provider Details** window. See *Figure 63, Provider Federal Certification Details.* The **Certification** window opens with details on the certification and the certification history.

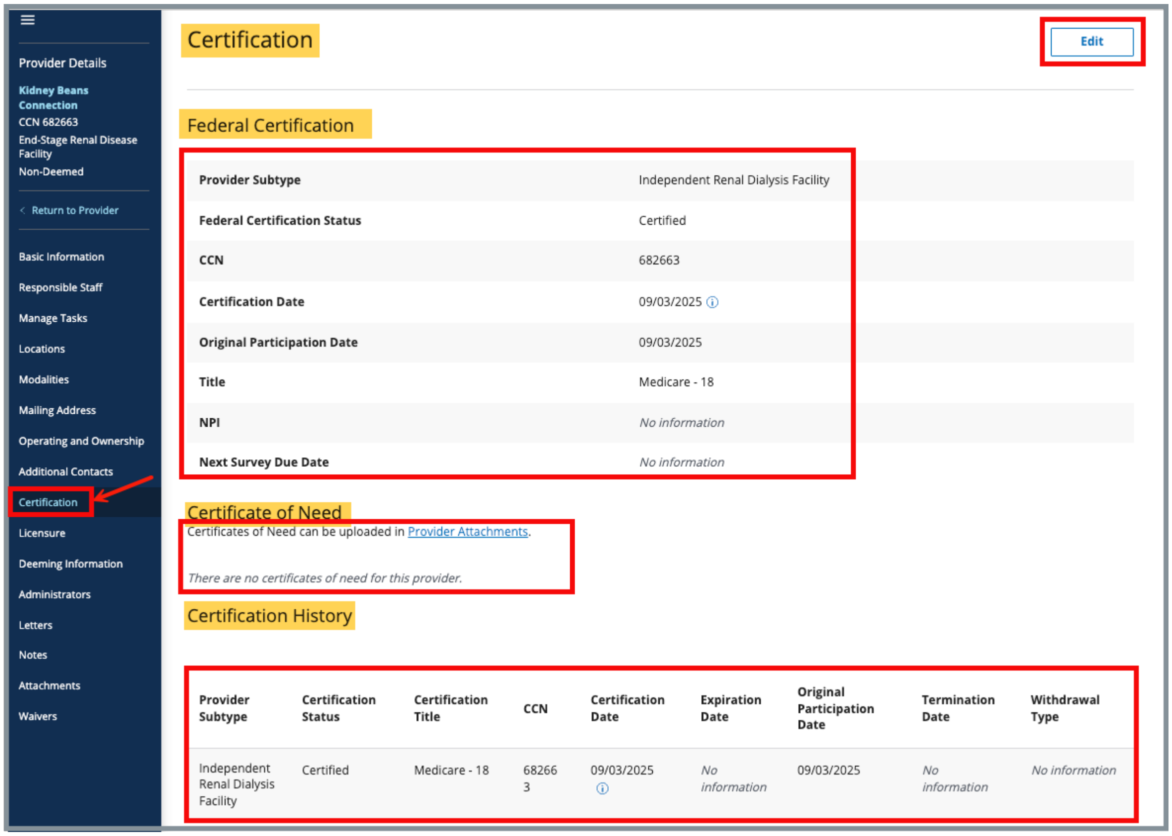

Figure 63: Provider Federal Certification Details

19.2 Click **Edit** to make any updates. The **Certification** page opens with current certification and certification history details.

19.3 Update information as needed.

Notes:

- Once assigned, the CCN cannot be changed.
- Only ESRD provider types show the **Certificate of Need**.

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

20. Licensure

20.1 Click **Licensure** on the **Provider Details** window. See *Figure 64, Provider Federal Certification Details*. The **Licensure** window opens.

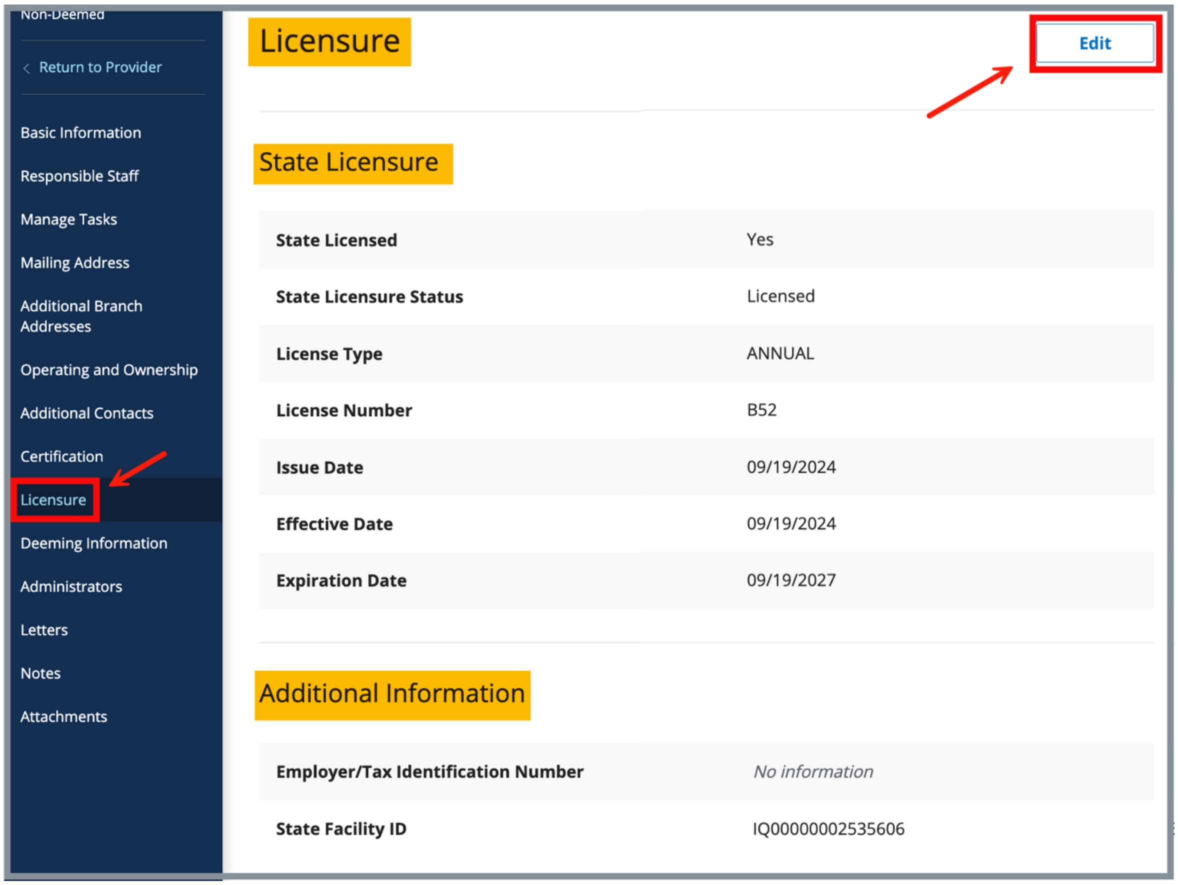

Figure 64: Provider Federal Certification Details

20.2 **Click Edit** to make any updates. The **Licensure** page opens.

20.3 **Update** information as needed.

Notes:

- Once assigned, the CCN cannot be changed.
- Certain licensure information may not be available for all provider types.

20.4 **Click Save**. The **Licensure** page updates with the edited information.

21. 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.

21.1 View Deeming Information

Click **Deeming Information** on the **Provider Details** window. See *Figure 65, 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.

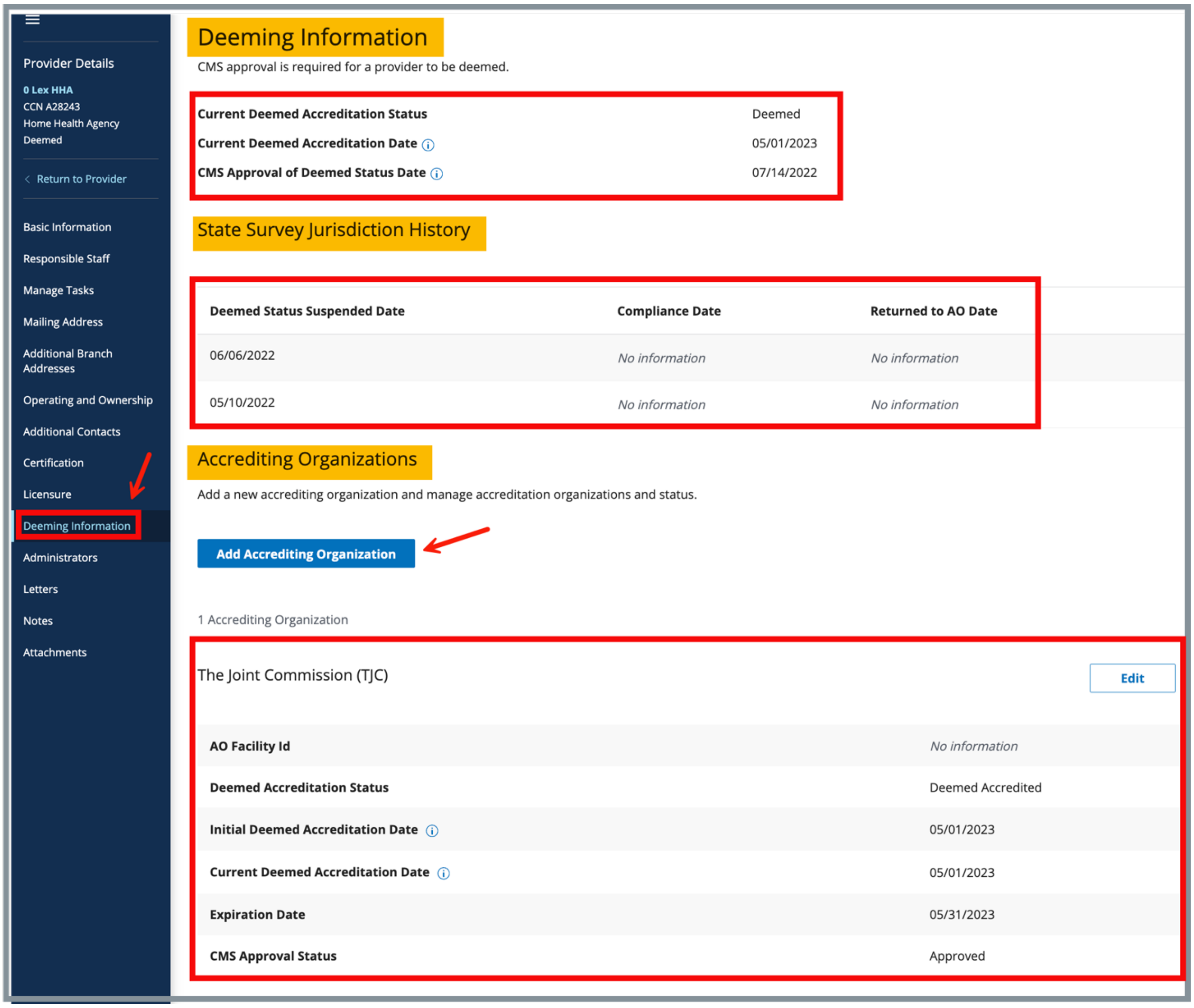

Figure 65: Deeming Information Details

21.2 View State Survey Jurisdiction History

Click **View** 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 66, State Survey Jurisdiction Details.*

Note: Only the CMSGU can edit the **State Survey Jurisdiction Details**. All details except for the **Deemed Status Suspended Date** can be edited.

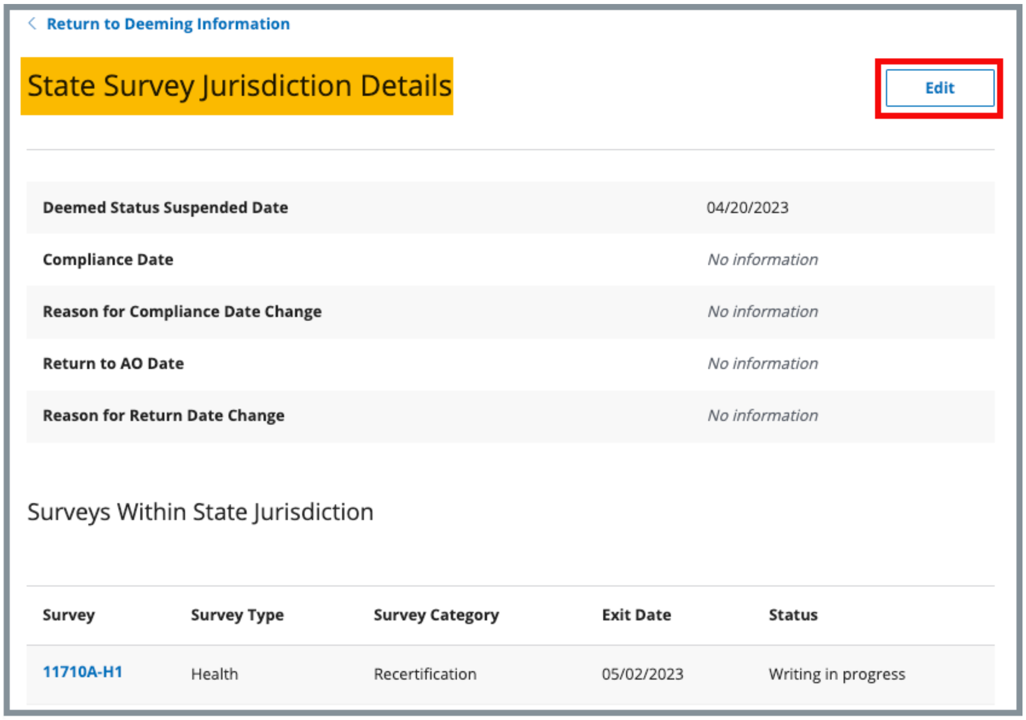

Figure 66: State Survey Jurisdiction Details

21.3 Add Accrediting Organization

21.3.1 Click **Add Accrediting Organization** on the Deeming Information page. The **Add Accrediting Organization** window opens. See *Figure 67, Add Accrediting Organization*.

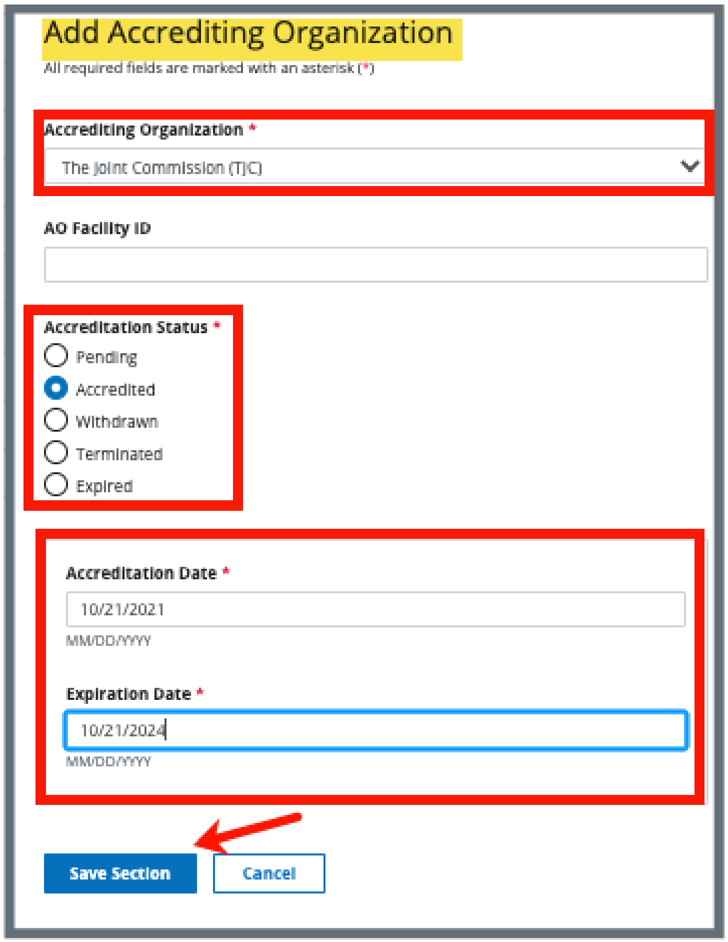

Figure 67: Add Accrediting Organization

21.3.2 Fill out the applicable information.

21.3.3 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.

22. Performance

Note: **Performance** is enabled for the Nursing Home and Hospice provider types only.

22.1 Click **Performance** on the **Provider Details** window. See *Figure 68, Performance*. The **Performance** window opens.

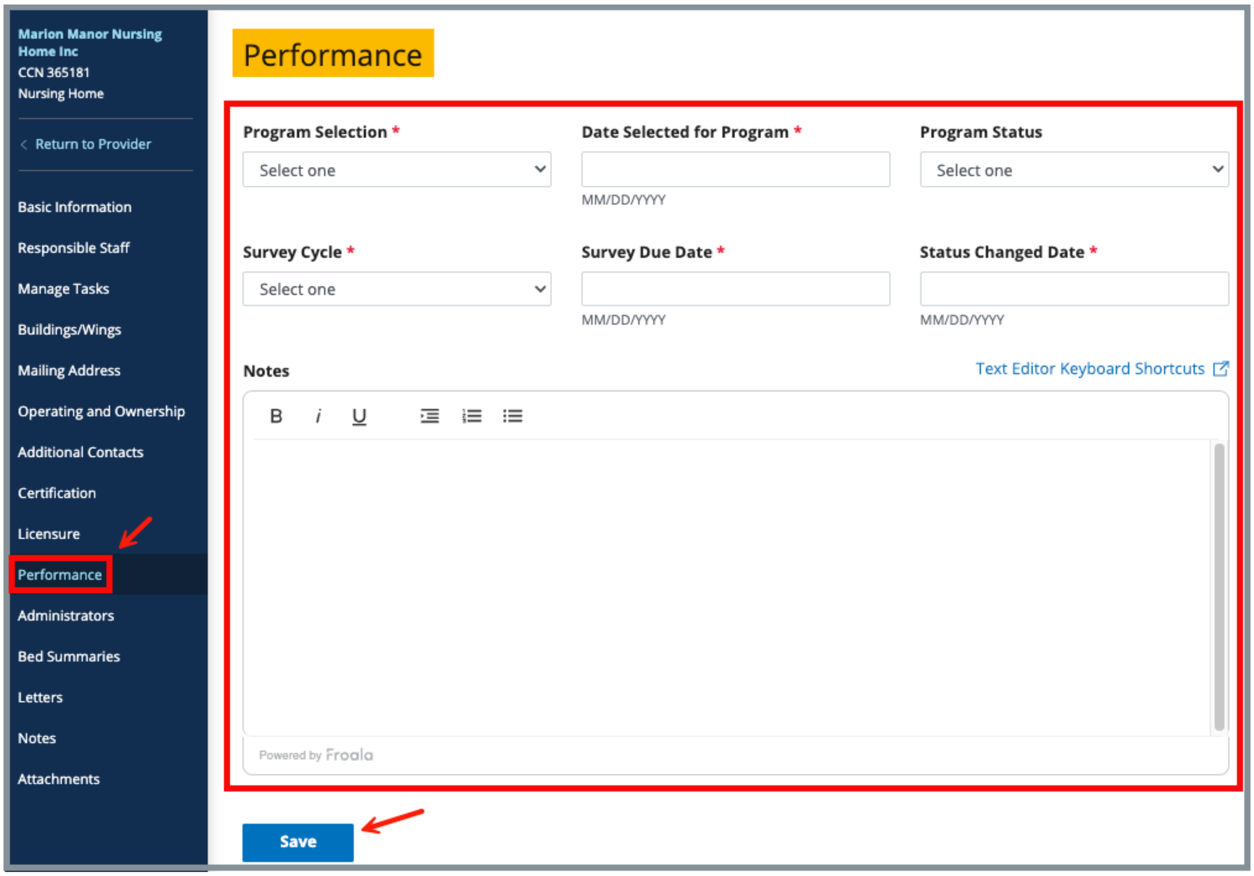

Figure 68: Performance

22.2 Fill out the information.

22.3 Click **Save**. The **Performance** page updates with Performance and Special Focus details. The page can be viewed and edited. See *Figure 69, Performance and Special Focus Details.*

Notes:

- Click **Edit** to edit information, if desired.
- It is not possible to edit or delete a note created by another user.
- The Program Selection cannot be edited.

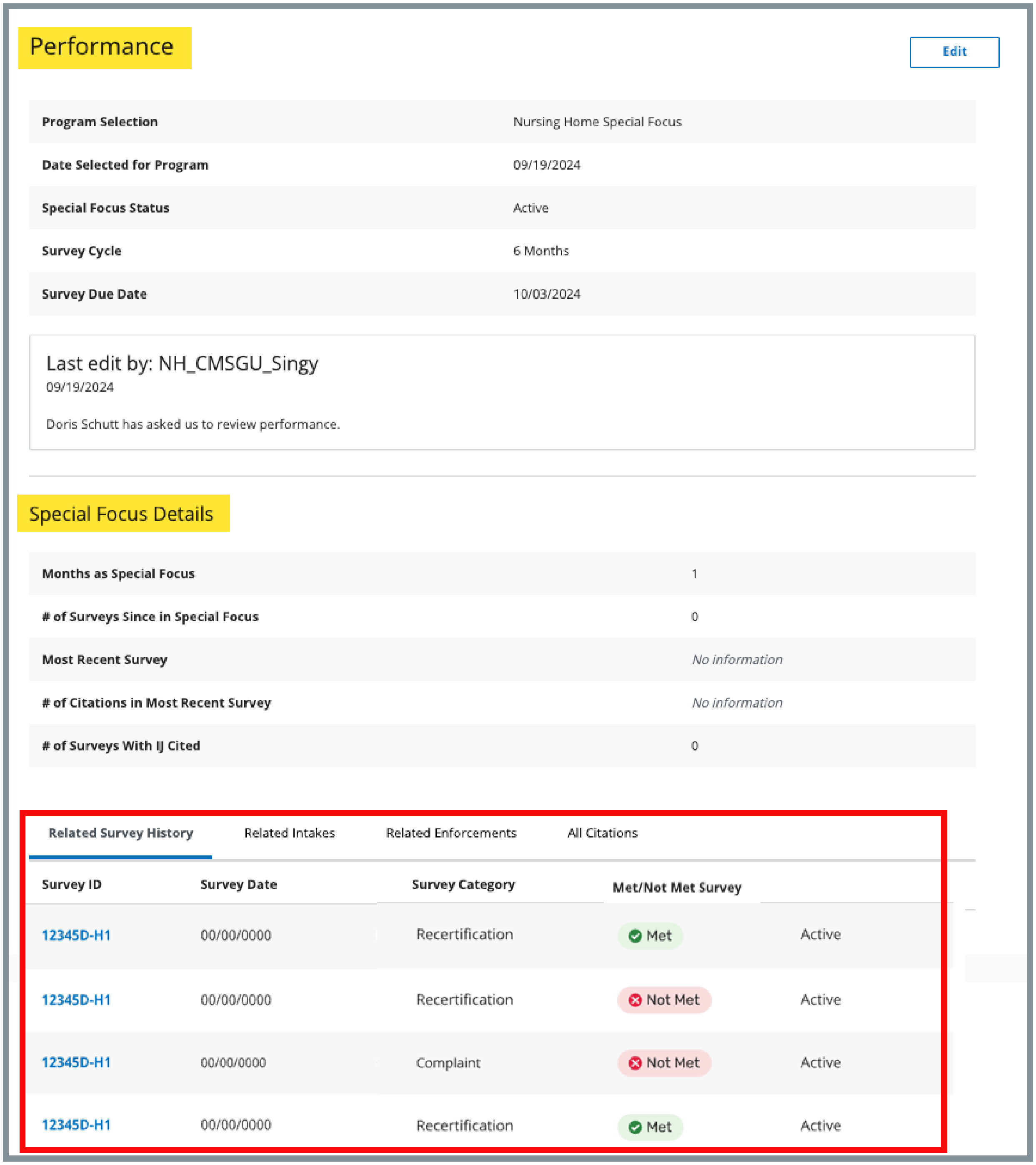

Figure 69: Performance and Special Focus Details

Note: Click each tab under **Special Focus Details** (**Related Survey History**, **Related Intakes, Related Enforcements**, **All Citations**) to view details about the provider performance.

23. Administrators

23.1 Click **Administrators** on the **Provider Details** window. See *Figure 70, Add Administrator*. The **Add Administrator** window opens.

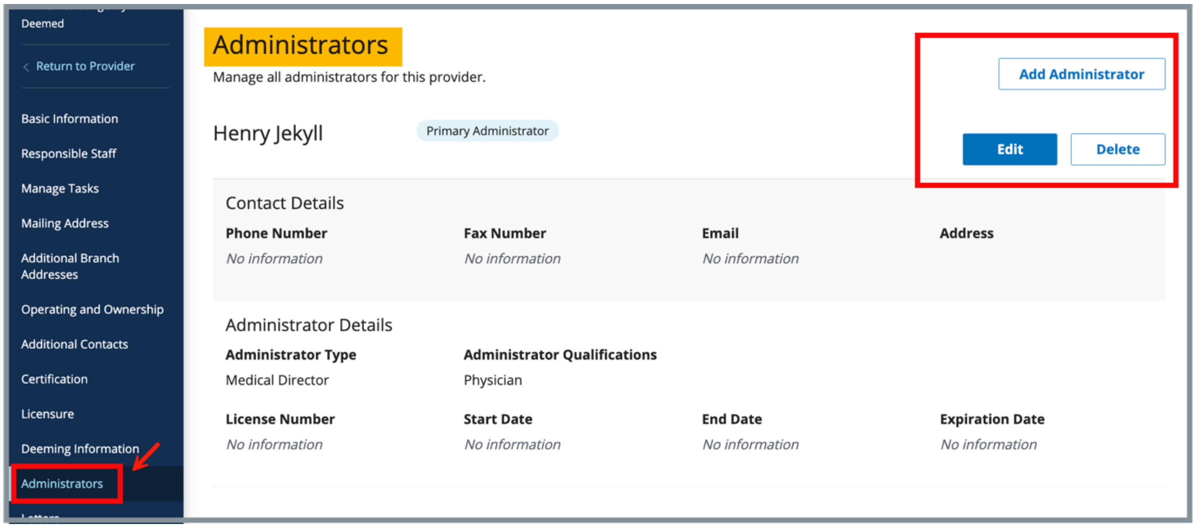

Figure 70: Add Administrator

23.2 Fill out the information.

Notes:

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

23.3 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.

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

24. Bed Summaries

Purpose: To manage bed summaries for the provider.

Note: **Bed Summaries** is enabled for the Nursing Home provider type only.

24.1 Click **Bed Summaries** on the **Provider Details** window. See *Figure 71, Add Bed Summary*. The **Bed Summaries** window opens.

Note: The first time the **Bed Summaries** window opens, it is called **Add Bed Summary**.

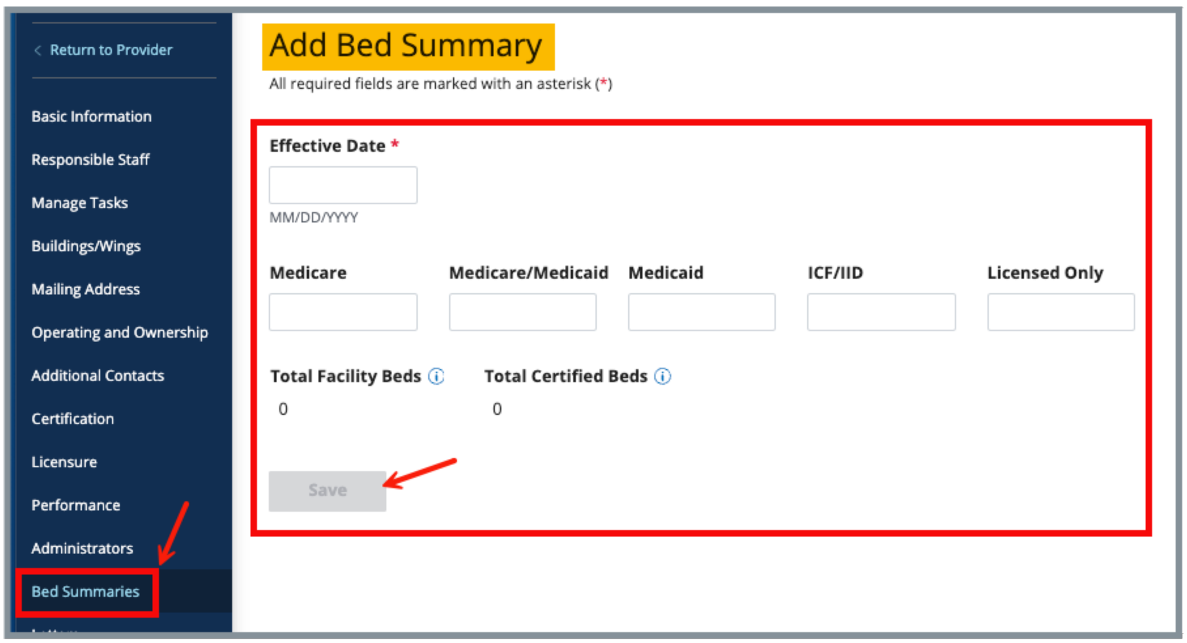

Figure 71: Add Bed Summary

24.2 Fill out the information.

Note: **Total Facility Beds** and **Total Certified Beds** update automatically.

24.3 Click **Save**. The **Bed Summaries** page updates. The page can be viewed and edited. See *Figure 72, Bed Summaries* for a completed form.

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

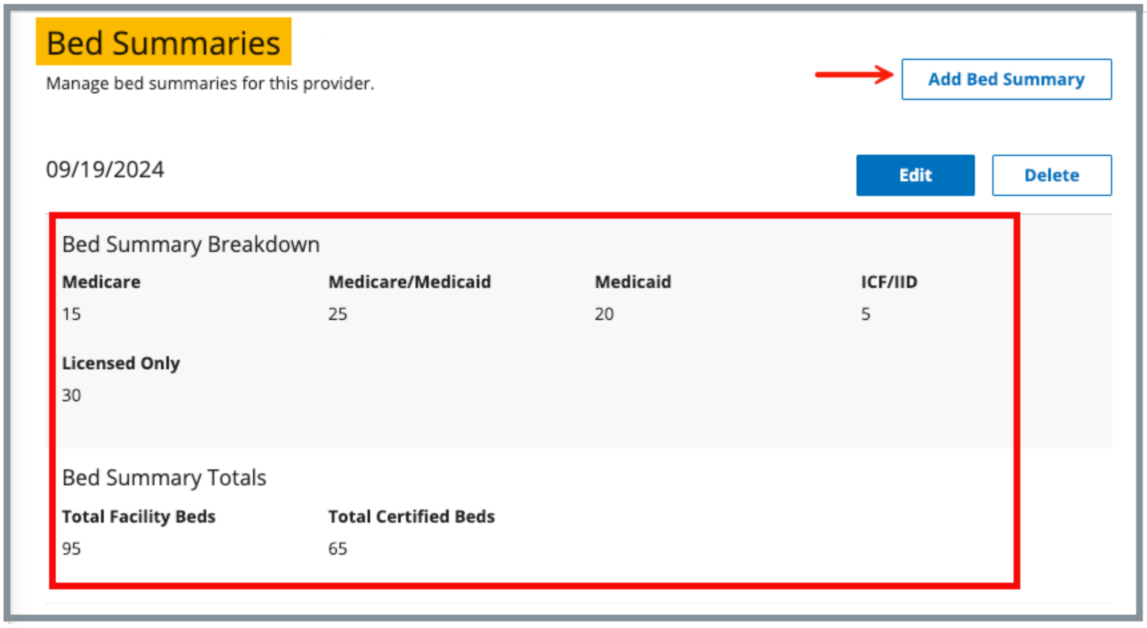

Figure 72: Bed Summaries

24.4 Click **Delete** to delete bed summaries. A pop-up window opens and asks for confirmation to delete. Click **Delete** again to confirm removal.

25. Letters, Notes, Attachments

Note: **Letters, Notes,** and **Attachments** information can be found in the S&C User Manual: **Letters, Notes, and Attachments** on QTSO.

26. Waivers

Purpose: To manage waivers for the provider.

Note: **Waivers** is enabled for the ESRD provider type only.

26.1 Click **Waivers** on the **Provider Details** window. See *Figure 73, Waivers*. The **Waivers** window opens.

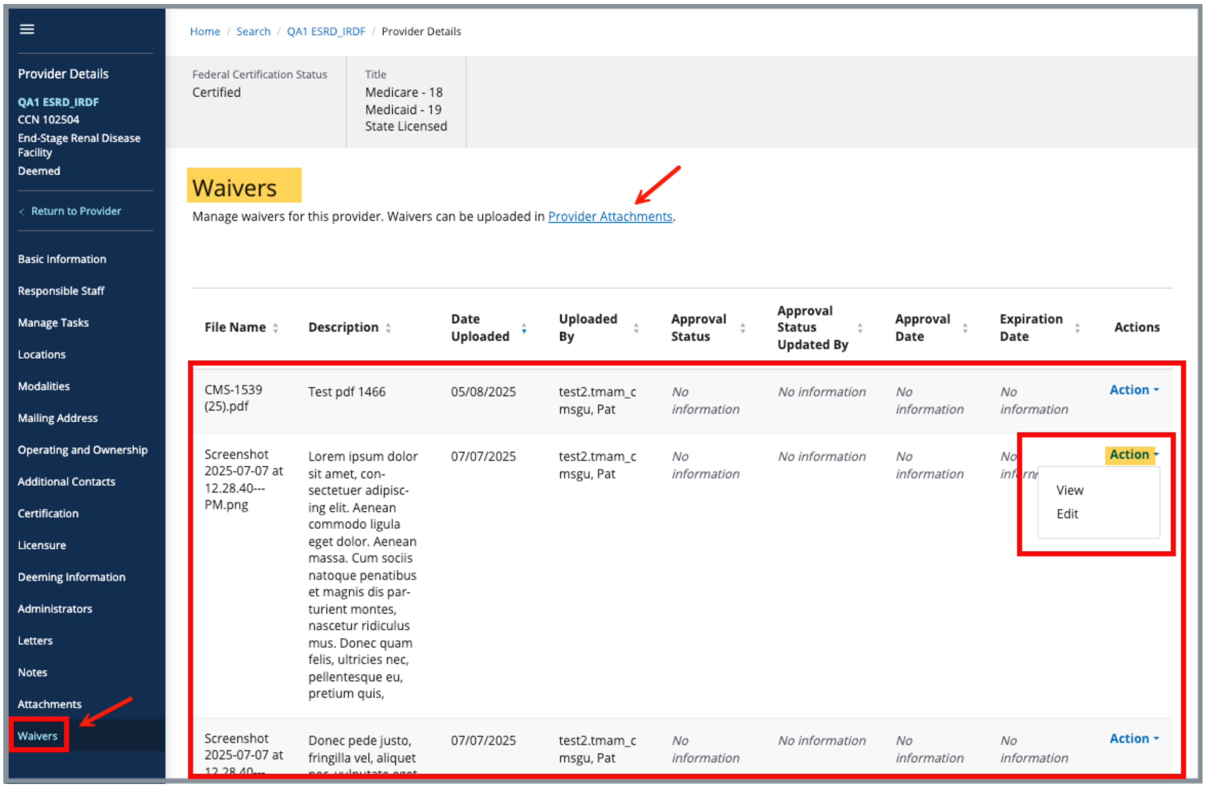

Figure 73: Waivers

26.2 Select **View** under **Action** to view the waiver.

Note: Only a CMSGU can edit the waiver.

26.3 Select **Edit** under **Action** to edit the waiver**.**

Note: The waiver status defaults to **Pending Approval**.

26.4 Select **Approved** or **Rejected** to approve or reject the waiver.

26.5 Add approval date and approval expiration date, if waiver is approved.

26.6 Click **Save**.

27. Terminate a Provider

Purpose: To terminate a provider.

Notes:

- The CMSGU user role has permission to terminate both Medicare and Medicaid-Only providers.
- The SA Admin role and S&C Provider Administrator user roles have permission to terminate Medicaid-Only providers.
- A provider must be certified to be terminated.
- The CMSGU user role is shown. Other user roles may see slightly different screens.

27.1 Click **Certification** from the **Provider Basic Information** page. See *Figure 74, Certification Left Menu*. The **Certification** page opens.

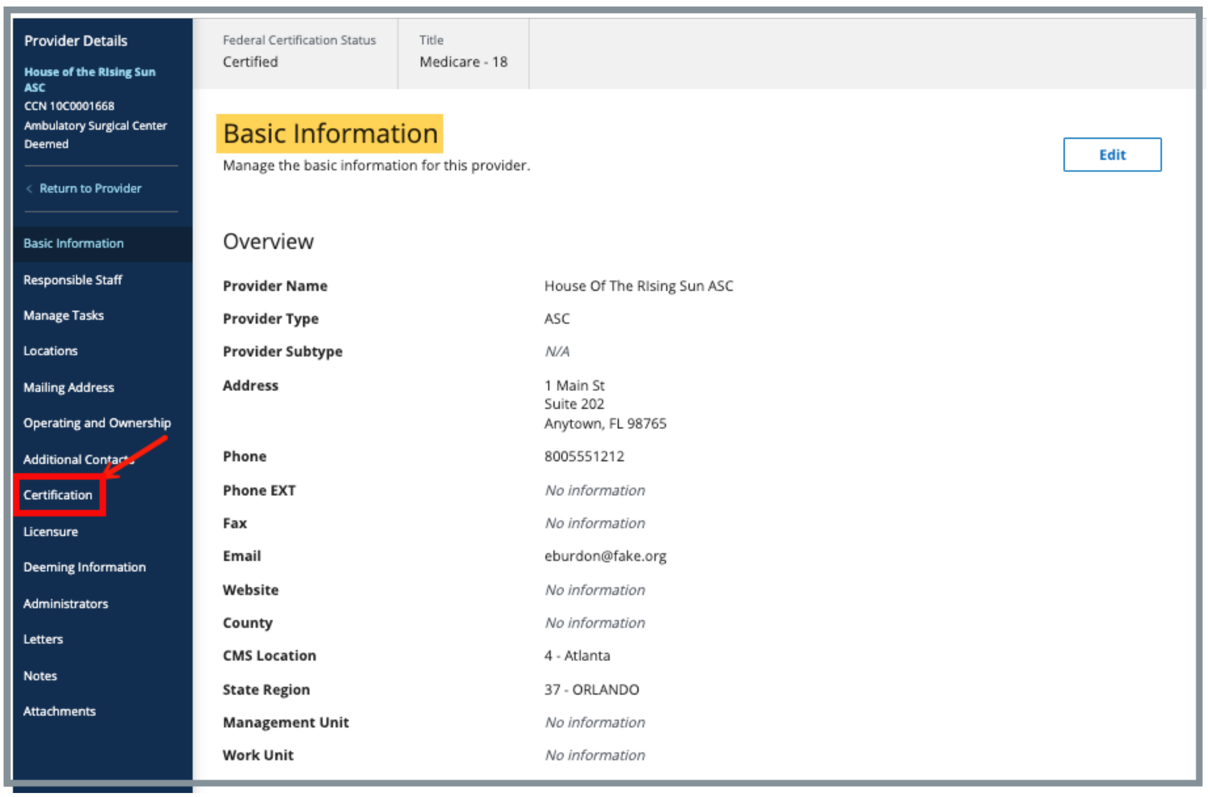

Figure 74: Certification Left Menu

27.2 Click **Edit**. The **Certification** page becomes editable.

27.3 Click **Terminated** under **Federal Certification Status**. See *Figure 75, Federal Certification Status.* Additional fields open under **Federal Certification**.

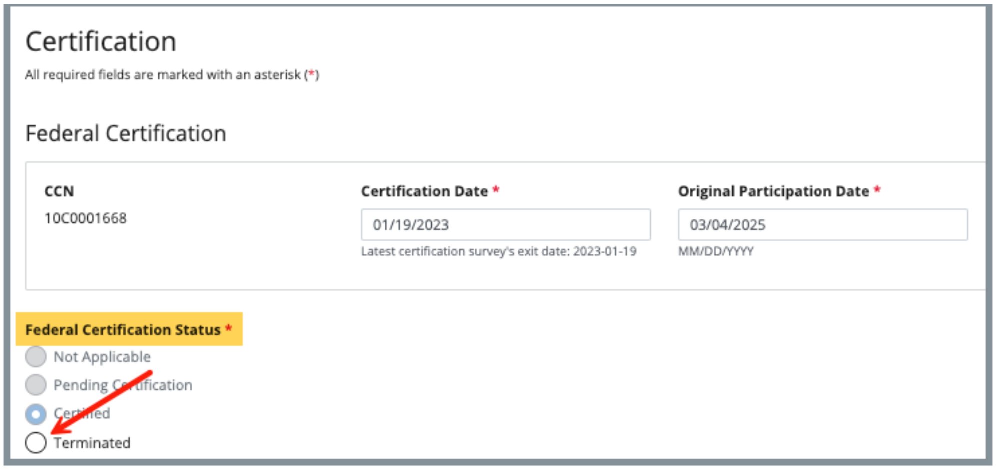

Figure 75: Federal Certification Status

27.4 Select the radio button next to the **Withdrawal Type**: **Involuntary Withdrawal** or **Voluntary Withdrawal.**

27.5 Select the termination date under **Termination Date**. See *Figure 76, Federal Certification Details.*

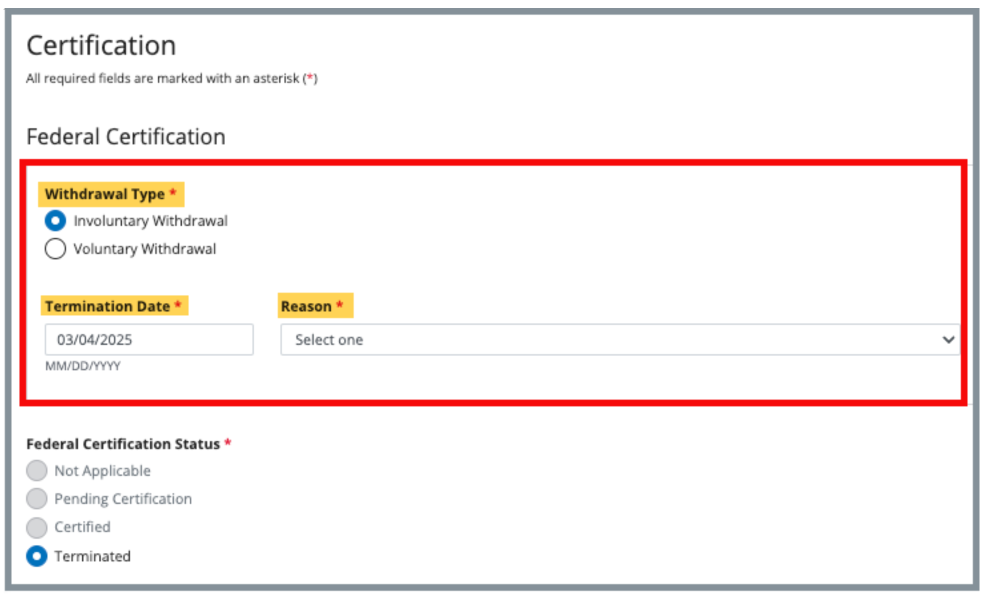

Figure 76: Federal Certification Details

27.6 Select the reason for termination from the drop-down menu under **Reason**. See *Figure 77, Termination Reason.*

Note: There are three reasons for termination:

- Fail to Meet Health/Safety
- Fail to Meet Agreement
- Provider Status Change

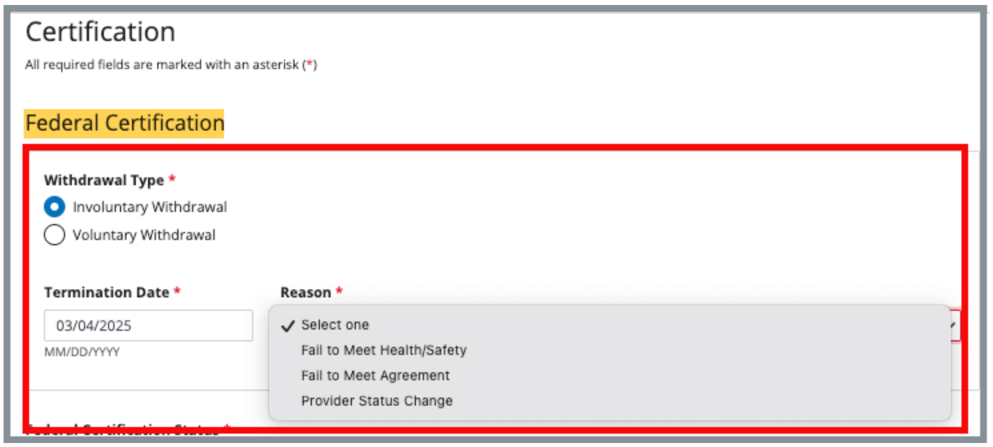

Figure 77: Termination Reason

27.7 Click **Save**. A pop-up window opens to verify whether the certification should be terminated. See *Figure 78, Termination Pop-Up Window*.

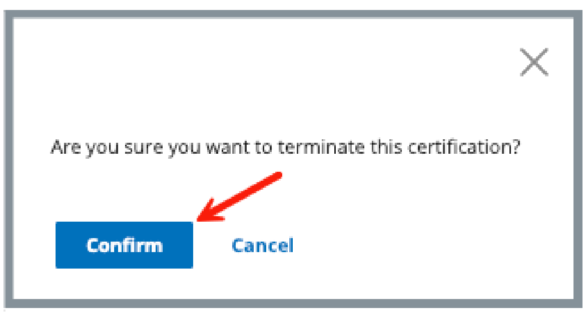

Figure 78: Termination Pop-Up Window

27.8 Click **Confirm**.

27.9 Verify that **Federal Certification Status** is now **Terminated**. See *Figure 79, Federal Certification Status.*

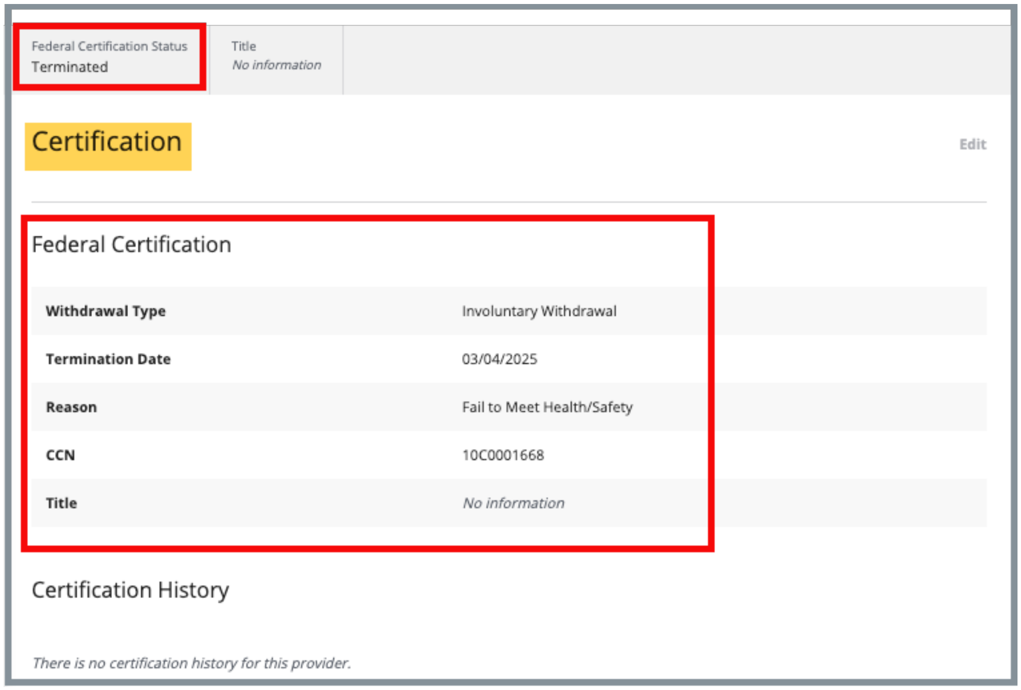

Figure 79: Federal Certification Status