



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

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

Version 2.2

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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*.

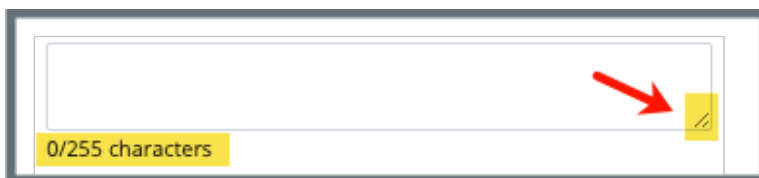


Figure 1: Expandable Field

- 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.

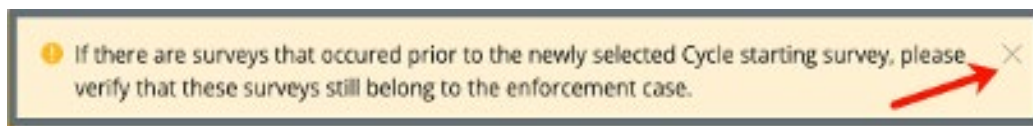


Figure 2: Notification Banner

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*.

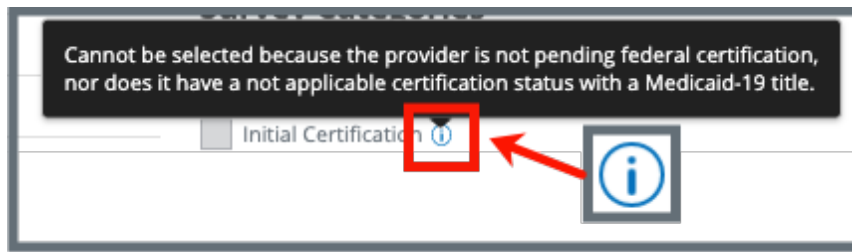


Figure 3: Tool Tip Icon

- 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.

The screenshot shows the 'My Tasks' landing page. At the top, a blue header bar contains 'Welcome, Pat' and a 'My Tasks' button (a). Below the header is a navigation bar with 'Providers', 'Surveys', 'Intakes', and 'Enforcements' tabs. The main content area is titled 'My Providers Tasks' and includes a filter for 'Active tasks' (b). A table lists tasks for two providers. The first provider, 'House of the Rising Sun', has a 'Licensure Review' task (c) with a 'New' badge (h), ID 'FACID IQ00000002521599' (d), and status 'Pending Certification' (f). The second provider, 'House of the Rising Sun3', has a 'Branch Approver' task (i) with ID 'CCN 69K394' (e) and status 'Certified' (f). The table also shows 'Licensure Review' (g), 'Provider Maintenance', 'Scheduling', and 'Branch Approver' tasks. Each task row includes columns for 'ASSIGNED TASK', 'DUE DATE', 'TASK STATUS' (with a dropdown menu), and 'COMMENTS' (with a comment icon). A red box highlights the main task table area.

Provider	ID	Provider Type	Certification Status	Assigned Tasks
House of the Rising Sun 1 Main St Anytown, Florida 87960	FACID IQ00000002521599 Enable Offline	HHA	Pending Certification	Licensure Review
House of the Rising Sun3 1 Main St, #305 Anytown, Florida 87960	CCN 69K394 FACID IQ00000002521587 Enable Offline	HHA	Certified	Provider Maintenance, Licensure Review, Scheduling, Branch Approver
Branch Approver	07/11/2025	To Do		
Licensure Review	07/16/2025	To Do		
Provider Maintenance	07/17/2025	To Do		
Scheduling	No information	To Do		

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.

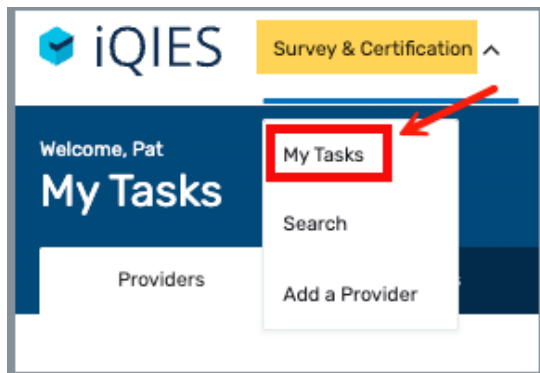


Figure 6: My Tasks Login

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*.

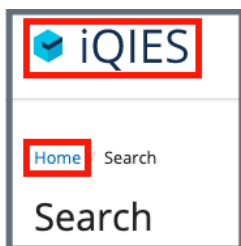


Figure 7: iQIES Logo

- 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.

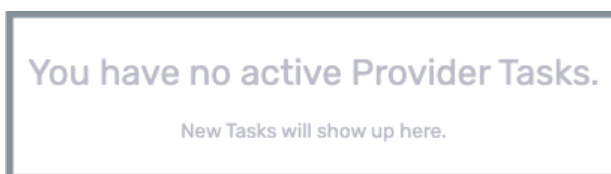


Figure 8: No Active Tasks

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

La Maison Suisse Deux
123 Main St
Anytown, Florida 88990

CCN 10A518
FACID IQ00000004235034
NH
Certified
[Enable Offline](#)

ASSIGNED TASK	DUE DATE	TASK STATUS	COMMENTS
Branch Approver	09/26/2024	To Do	No comment
Provider Maintenance	09/26/2024	To Do	Existing comment

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*.

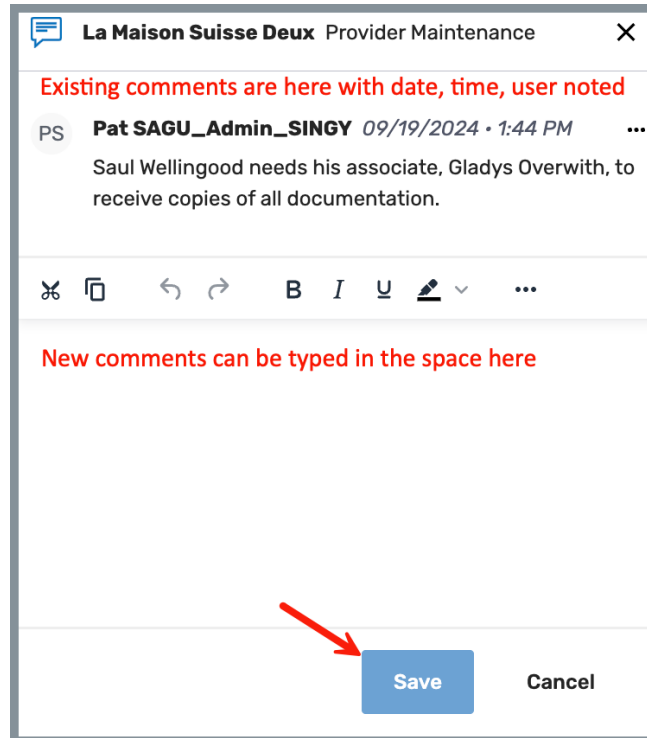


Figure 10: My Tasks Comments

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.

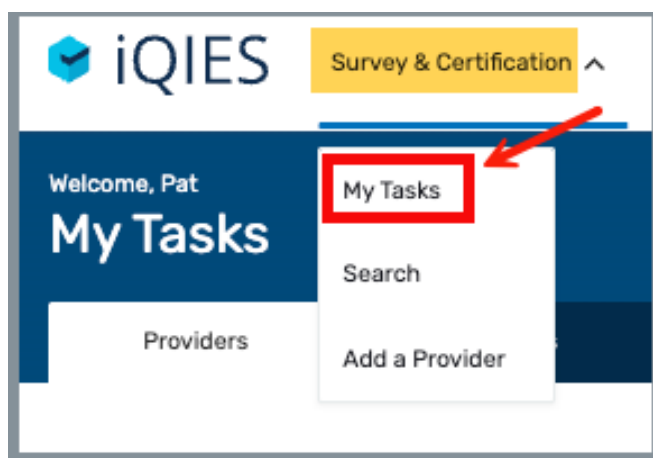


Figure 11: S&C Search

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*

Search

Providers Surveys Intakes

Search for Providers

Provider or DBA

> [Show Advanced Search](#)

Search Reset

☒ Provider or DBA
☐ CCN
☐ State Facility ID

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.

Search

Providers Surveys Intakes Enforcements CMPTS Cases

Search for Providers

Provider or DBA

> [Show Advanced Search](#)

Search Reset

1 - 10 of 44 Providers

Provider	ID	Operating Status	Provider Type	Certification Status	Deemed Status
House of the Rising Sun 1 Main St, Anytown, VA 24501	CCN 49K002 FACID IQ00000002489565	● Open	HHA	Certified Medicaid - 19	Non-Deemed
House of the Rising Sun 1 Main St, Anytown, FL 87960	FACID IQ00000002521599	● Open	HHA	Pending Certification	Non-Deemed

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*.

Provider History
For more information on the deficiency history of a provider, view the provider history report.

[View Provider History Report](#)
[View All Provider Reports](#)

Provider Forms
[Add Form](#)

Form Name	Status	Related Survey(s)	Created Date	Last Updated	Track ID	Actions
CMS-1539	Complete	E0DA1-H1	03/29/2023	01/31/2024	E0DA1 100%	Form action
CMS-1572	Complete	E0DA1-H1	01/31/2024	01/31/2024	E0DA1 100%	Form action
CMS-1572	Complete	15A11A-H1	08/29/2023	01/31/2024	15A11A 0%	Form action

[View All Forms \(18\)](#)

Recent Surveys
[Add Survey](#)

Sets & Survey ID	Survey Type	Survey Category	Exit Date	Status	Track ID	Actions
12B715-H1	Health	Validation Survey		Writing in progress	12B715 0%	
12B714-H1	Health	Recertification, Complaint		Writing in progress	12B714 0%	
115866-H1	Health	Recertification, Complaint		Writing in progress	115866 0%	

[View All Surveys \(25\)](#)

Recent Intakes
[Add Intake](#)

Intake ID	Status	Priority	Allegations	Intake Start Date	Survey Due Date	Actions
Complaint 732400	Pending Finalization	Immediate Jeopardy	1	08/08/2023	No information	View
Complaint 726374	Triage/Prioritization	Immediate Jeopardy	1	08/01/2023	No information	View
Complaint 726352	Triage/Prioritization	Immediate Jeopardy	2	08/01/2023	No information	View

[View All Intakes \(25\)](#)

Recent Enforcements
[Add Enforcement](#)

Case ID	Case Type	Cycle Start Date	Starting Survey	Status	Actions
453785-F	Federal	10/04/2023	1538C1-H1 (10/04/2023)	Open - CMP Collection	View
240992-F	Federal	03/17/2022	D4547-H1 (01/05/2022)	Open	View

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*.

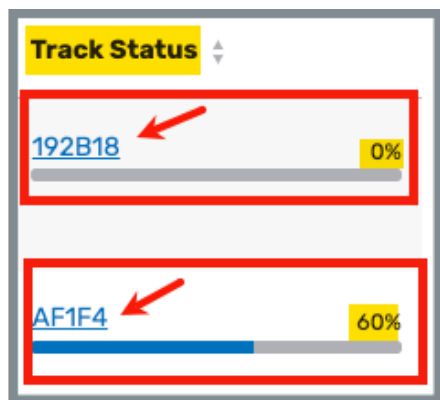


Figure 16: Workload Management Track Status

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*.

The screenshot shows a window titled "Track AF1F4 Status" with a close button (X) in the top right corner. The window contains two expandable sections, each with a caret icon and a red arrow pointing to it. The first section, "Survey AF1F4-H1", is expanded and shows a table with three rows: CMS-670 (Complete), CMS-2567 (Complete), and Closed Status (In Progress). The second section, "Track Forms", is also expanded and shows a table with two rows: CMS-1539 (Not Started) and CMS-1572 (Complete). A red arrow points to a blue "Close" button in the bottom right corner of the window.

Name	Status	Completed Date
CMS-670	Complete	-
CMS-2567	Complete	04/30/2021
Closed Status	In Progress	-

Name	Status	Completed Date
CMS-1539	Not Started	-
CMS-1572	Complete	11/02/2022

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*.

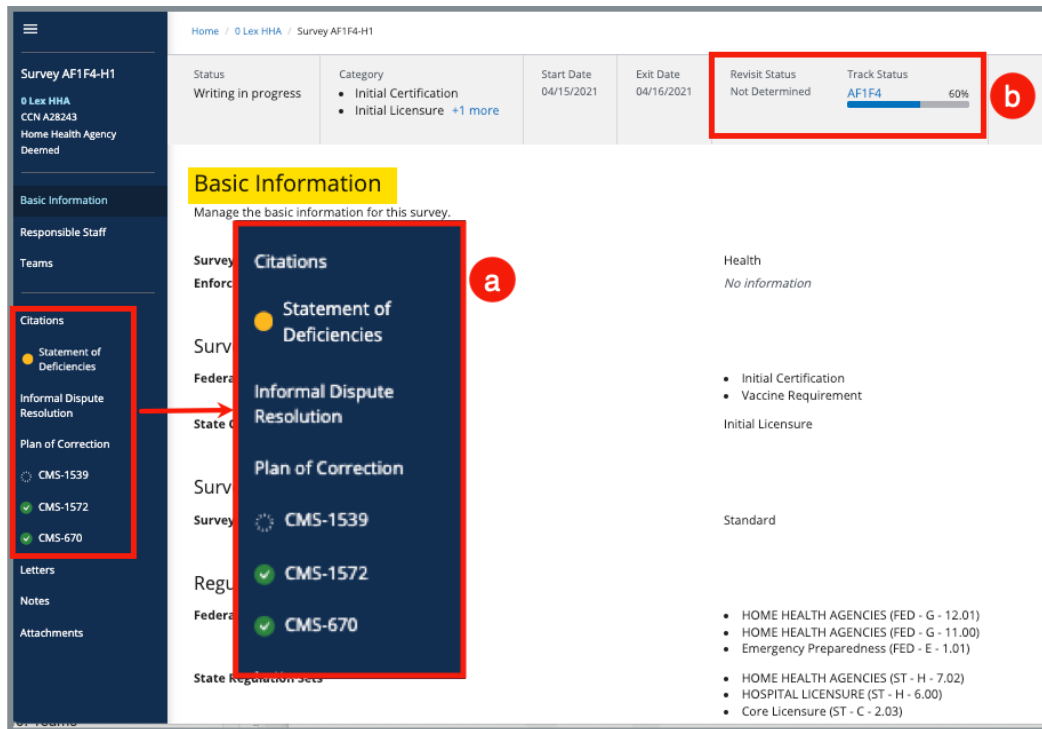


Figure 18: Survey Basic Information Page Certification Progress

Table 4: Survey Basic Information Page Certification Progress Callout Details

Callout	Action	
a	The left menu shows the status at a glance.	
	No fill	Not Started: Form or information hasn't been started
	Yellow fill	In Progress: Form or information has been started, but it is incomplete
	Green fill	Complete: Form or information is complete
b	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.	

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*.

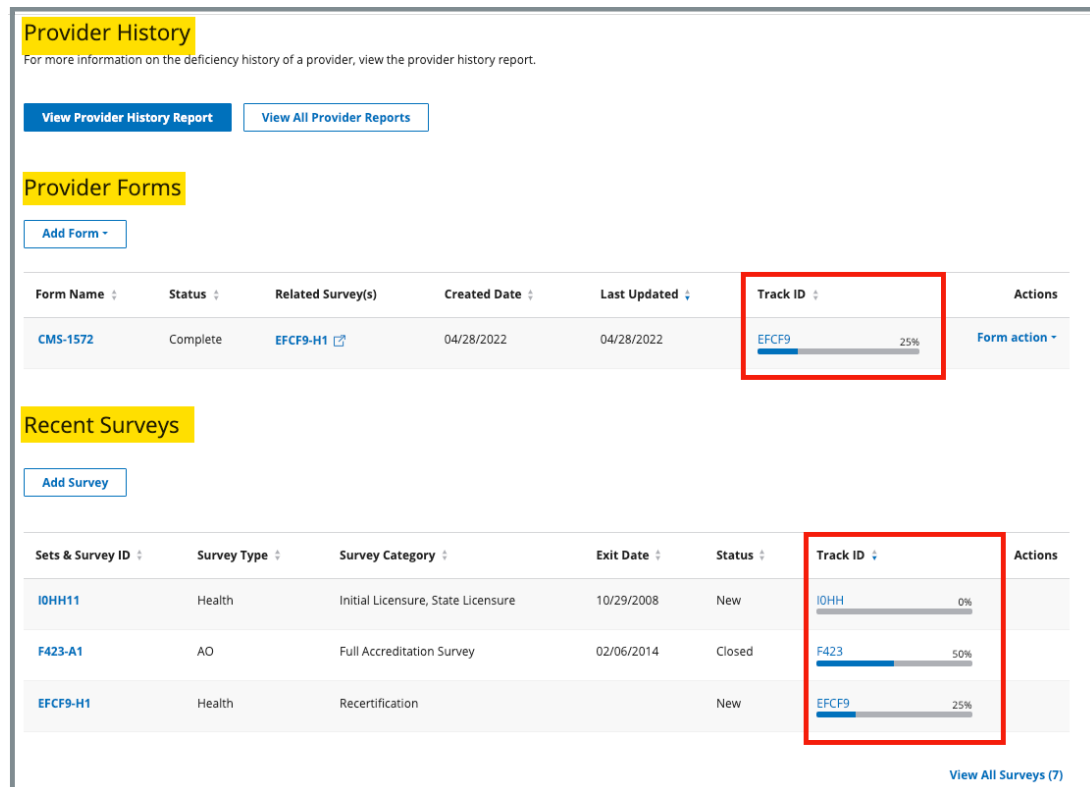


Figure 19: Provider History Page Certification Progress

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*.

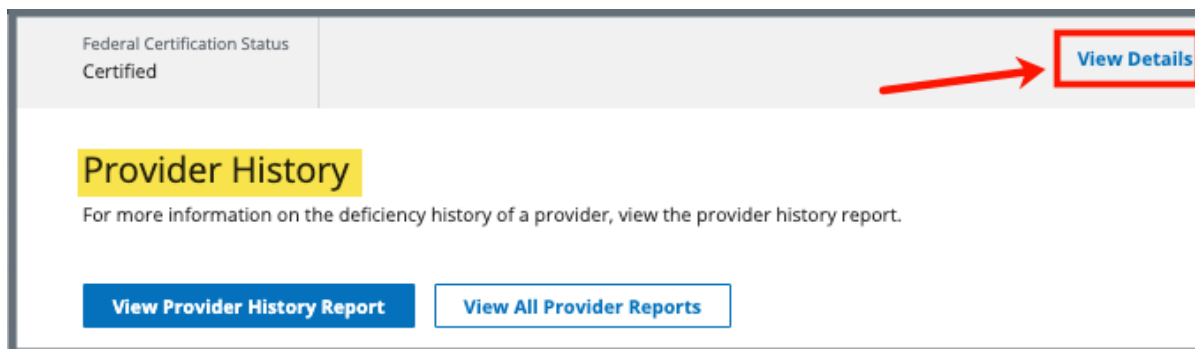


Figure 20: View Details Link

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

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.

Home / House of the Rising Sun54 / Provider Details

Federal Certification Status	Title
Certified	Medicare - 18

Basic Information

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

Overview

Provider Name	House Of The Rising Sun54
Provider Type	HHA
Provider Subtype	N/A
Address	1 Main St Anytown, FL 87960
Phone	4345551212
Phone EXT	No information
Fax	No information
Email	jeannevaljean@fake.com
Website	No information
County	No information
CMS Location	4 - Atlanta
State Region	No information
Management Unit	No information
Work Unit	No information

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.

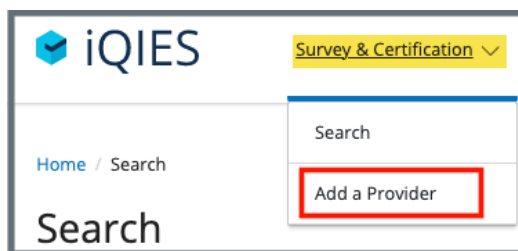


Figure 22: Add a Provider

- 6.2** Fill out the information. See *Figure 23, Add a Provider Basic Information*.

Notes:

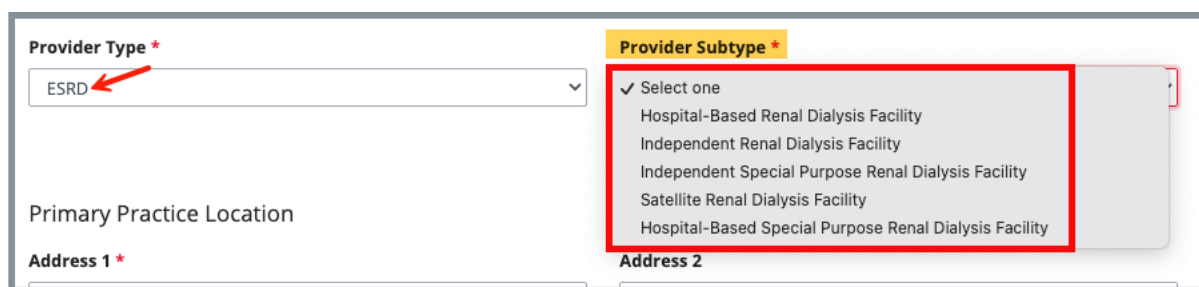
- Greyed out areas cannot be filled out. They are disabled based on the provider's information.
- Check **Same as Legal Business Name** to automatically populate **Doing Business as Name** if both names are the same.
- **Address 1** must be a locatable address. Use **Address 2** for additional details, 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*.



The screenshot shows a form with two main sections. The left section has a 'Provider Type' dropdown menu with 'ESRD' selected, indicated by a red arrow. Below this are fields for 'Primary Practice Location', 'Address 1', and 'Address 2'. The right section, titled 'Provider Subtype', is highlighted with a red border and contains a list of options: 'Select one', 'Hospital-Based Renal Dialysis Facility', 'Independent Renal Dialysis Facility', 'Independent Special Purpose Renal Dialysis Facility', 'Satellite Renal Dialysis Facility', and 'Hospital-Based Special Purpose Renal Dialysis Facility'.

Figure 23: ESRD Provider Subtype

Add a Provider

Basic Information
All required fields are marked with an asterisk (*)

Legal Business Name *

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

☐ Same as Legal Business Name

Doing Business As Name *

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

Provider Type *

Select one

Provider Subtype

Primary Practice Location

Address 1 *

Address 2

City *

State *

Select one

ZIP Code *

County

Add Provider

Cancel

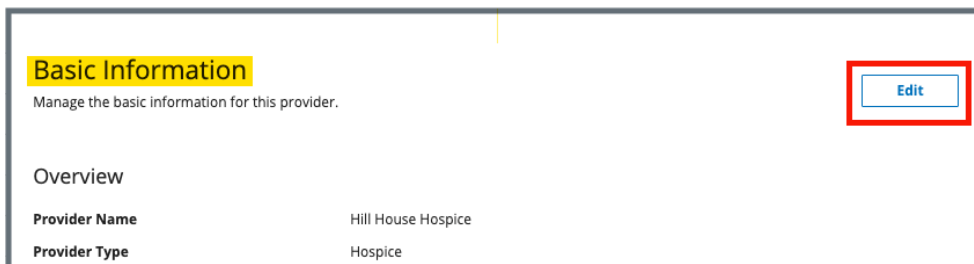
Figure 24: Add a Provider Basic Information

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.



Basic Information

Manage the basic information for this provider.

Edit

Overview

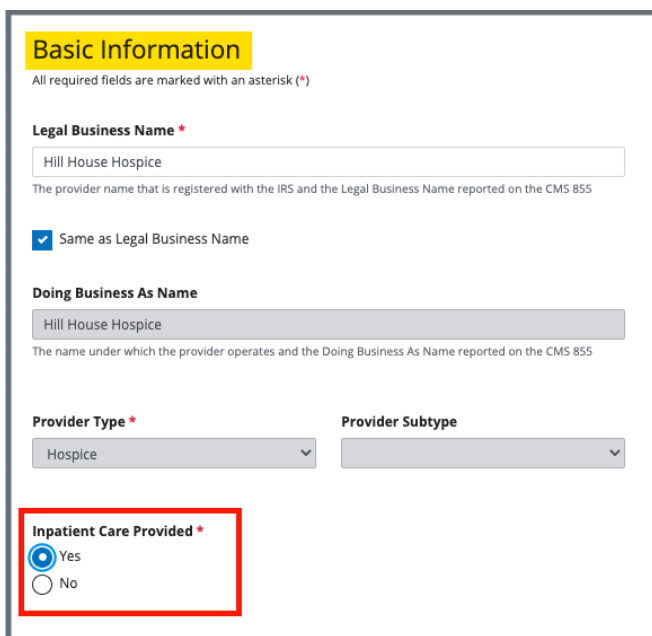
Provider Name Hill House Hospice

Provider Type Hospice

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.



Basic Information

All required fields are marked with an asterisk (*)

Legal Business Name *

Hill House Hospice

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

☒ Same as Legal Business Name

Doing Business As Name

Hill House Hospice

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

Provider Type * Hospice

Provider Subtype

Inpatient Care Provided *

☒ Yes

☐ No

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.

The screenshot shows the 'Inpatient Locations' page. On the left, a dark blue sidebar contains a list of menu items: 'Non-Deemed', 'Return to Provider', 'Basic Information', 'Responsible Staff', 'Inpatient Locations' (highlighted with a red arrow), 'Mailing Address', 'Multiple Locations', 'Operating Details', 'Additional Contacts', 'Certification', 'Licensure', 'Deeming Information', 'Administrators', 'Letters', 'Notes', and 'Attachments'. The main content area has a yellow header 'Inpatient Locations' and a subtitle 'Add and manage inpatient locations and buildings for this provider. These will be available for Life Safety Code Survey.' Below this is a red-bordered button labeled 'Add Inpatient Location'. The main area displays a list of buildings, including 'Hill House Building 2' and 'The Andrea Building'. Each building entry has 'Delete' and 'Edit' links. The 'The Andrea Building' entry shows details like '02 | Building | Active | Federal | No effective date'.

Figure 27: Inpatient Locations

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

Inpatient Locations

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

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

[Add Inpatient Location](#)

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

Location Name *

Hill House Building 2

500 characters

Location Primary Address

Address 1 *

1 State St

Address 2

City *

Anytown

State *

Florida

ZIP Code *

89099

Location Mailing Address

☒ Location Mailing Address is the same as Primary

Save **Cancel**

Figure 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*.

Inpatient Locations

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

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

[Add Inpatient Location](#)

Hill House Building 2 [Edit](#)

No Buildings

Address

1 State St
Anytown, FL 89099

Buildings [Add Building](#)

No buildings
Your buildings will show up here.

Figure 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*.

Hill House Building 2

No Buildings

Edit

Address

1 State St
Anytown, FL 89099

Buildings

Add Building

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

Parent Location

Hill House Building 2

Building Name *

The Andrea Building

500 characters

Building Licensure

☐ State Licensed Only

Building ID *

02

Limit 2 characters

Type *

Building

Number of Stories

Plan Approval Date

MM/DD/YYYY

Effective Date

MM/DD/YYYY

Closed Date

MM/DD/YYYY

Construction Type

Select one

Construction Date

MM/DD/YYYY

LSC Form Indicator *

LSC 2012 Health Existing

Regulation Set

FED - K - 03.02

Hazmat Area Separate

Select one

FSES Date

MM/DD/YYYY

Sprinkler Status

Select one

Sprinkler Required

Select one

Building Location Detail

Additional details such as landmarks, directions, etc.

Save

Cancel

Figure 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*.

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

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.

Home Health Agency
Non-Deemed

< Return to Provider

Basic Information

Responsible Staff

Manage Tasks

Mailing Address

Additional Branch
Addresses

Operating and Ownership

Add Responsible Staff

Find and add the responsible staff for this provider.

First Name

Last Name

Organization

Select...

Management Unit

Select one

Work Unit

Select one

Search

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*.

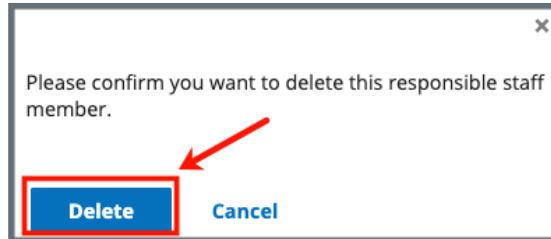


Figure 33: Delete a Responsible Staff

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*.

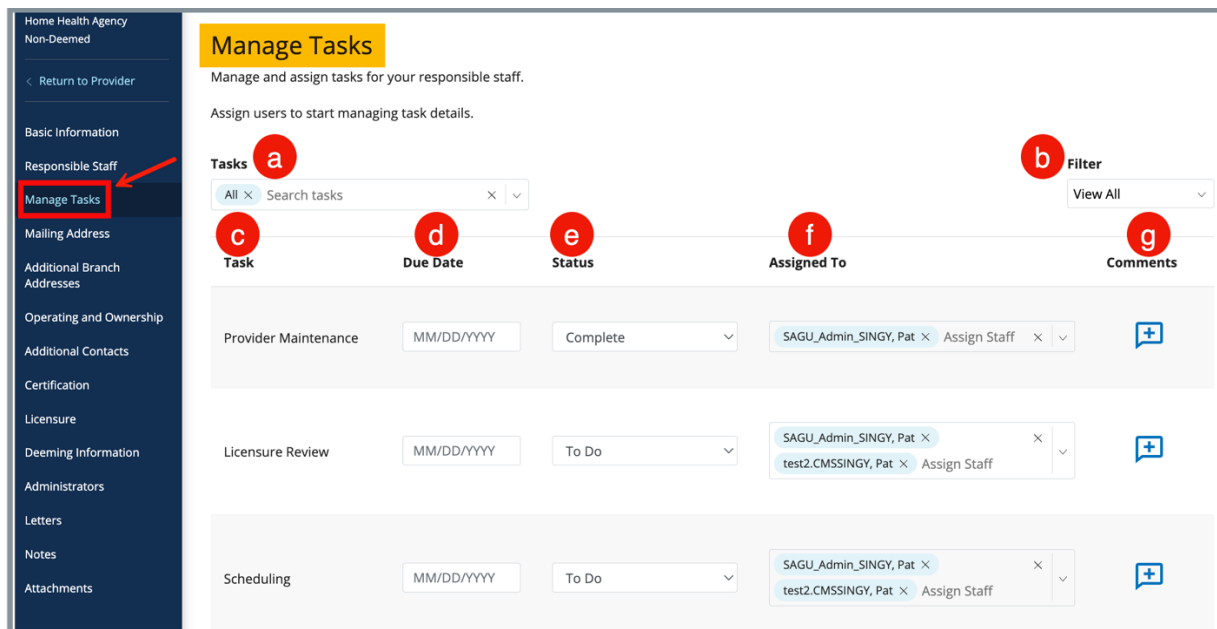


Figure 34: Manage Tasks

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.

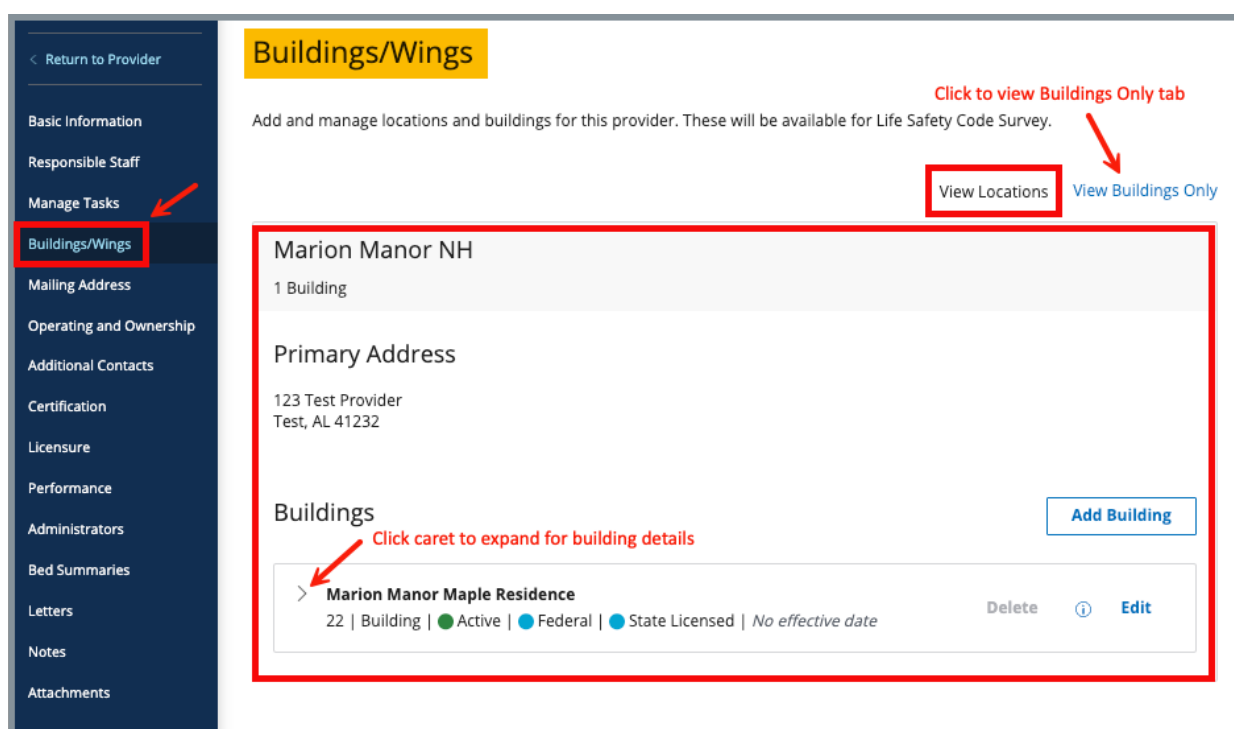


Figure 35: Buildings/Wings

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.

Buildings/Wings

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

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

Open Buildings

1 Building

Click caret to expand for building details

>

Marion Manor Maple Residence
22 | Building | ● Active | ● Federal | ● State Licensed | *No effective date* |
Marion Manor NH

[Delete](#) [i](#)
[Edit](#)

Closed Buildings

No Buildings

No buildings

Your buildings will show up here.

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*.

Buildings Add Building

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

Parent Location *
Marion Manor NH

Building Name *
500 characters

Building Licensure
☐ State Licensed

Building ID *
Limit 2 characters

Type *
Select one

Number of Stories

Plan Approval Date
MM/DD/YYYY

Effective Date
MM/DD/YYYY

Closed Date
MM/DD/YYYY

Construction Type
Select one

Construction Date
MM/DD/YYYY

Federal LSC Form Indicator *
Select one

Regulation Set

State LSC Form Indicator *
Select one

Regulation Set

Hazmat Area Separate
Select one

FSES Date
MM/DD/YYYY

Sprinkler Status
Select one

Sprinkler Required
Select one

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

Save Cancel

Figure 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*.

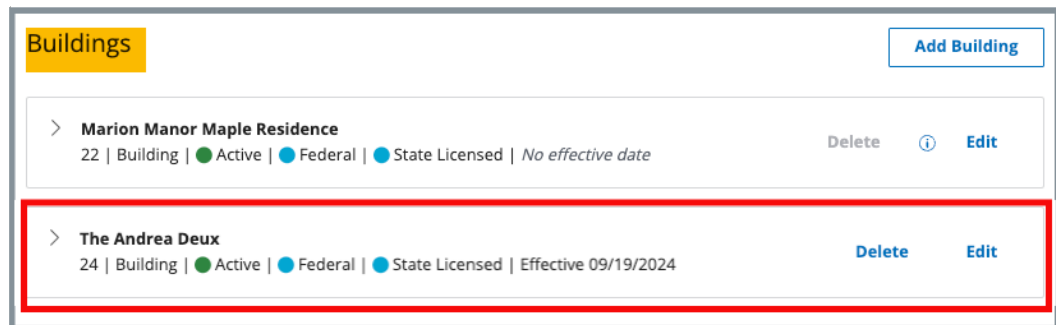


Figure 38: New Buildings Information

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*.

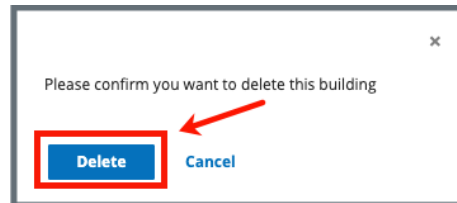


Figure 39: Delete Building Pop-up Window

- 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.

< Return to Provider

Basic Information

Responsible Staff

Manage Tasks

Buildings/Wings

Mailing Address

Operating and Ownership

Additional Contacts

Certification

Licensure

Performance

Mailing Address

☐ Same as Practice Location

Address 1 *

Address 2

City *

State *

ZIP Code *

Select one

Save

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*.

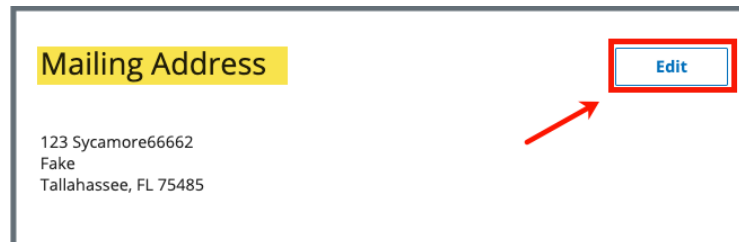


Figure 41: Edit Mailing Address

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.

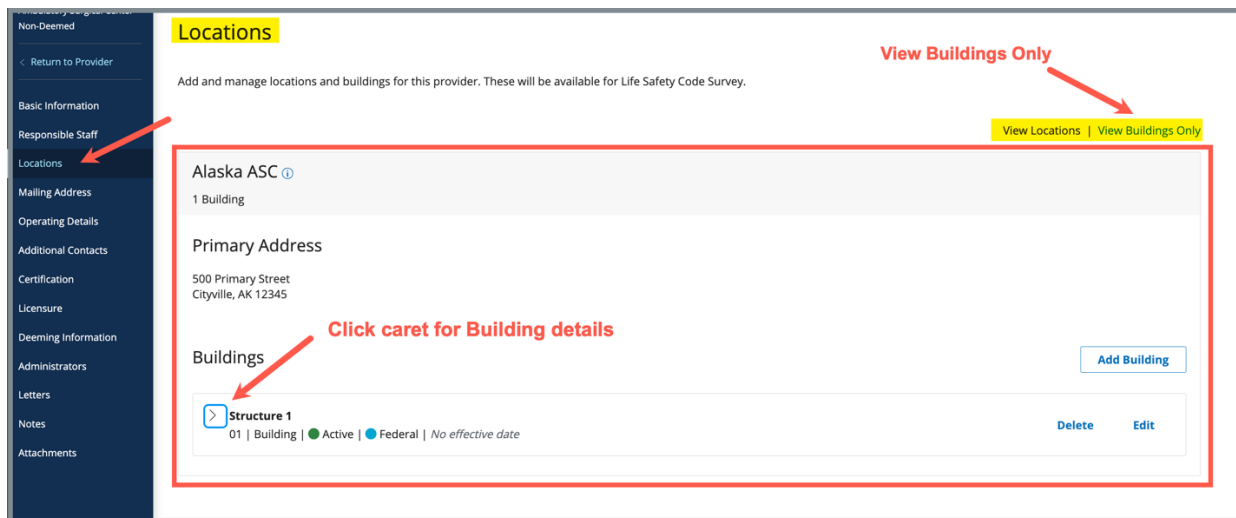


Figure 42: Locations

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*.

Buildings Add Building

New Building X

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

Parent Location
Andrea's All-Inclusive ASC

Building Name *
500 characters

Building ID *
Limit 2 characters

Type *
Select one

Building Licensure
☐ State Licensed Only

Number of Stories

Plan Approval Date
MM/DD/YYYY

Effective Date
MM/DD/YYYY

Closed Date
MM/DD/YYYY

Construction Type
Select one

Construction Date
MM/DD/YYYY

LSC Form Indicator *
Select one

Regulation Set

Hazmat Area Separate
Select one

FSIS Date
MM/DD/YYYY

Sprinkler Status
Select one

Sprinkler Required
Select one

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

Save **Cancel**

Figure 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*.

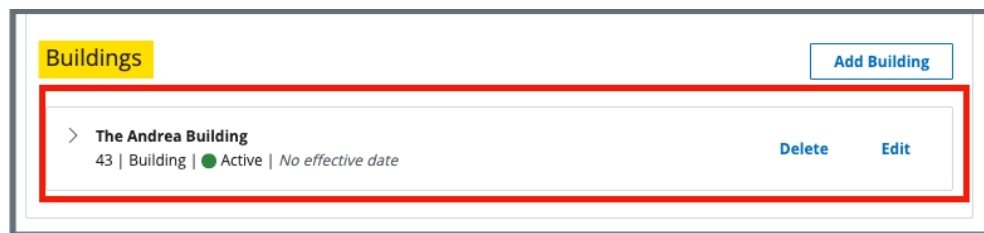


Figure 44: New Buildings Information

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*.

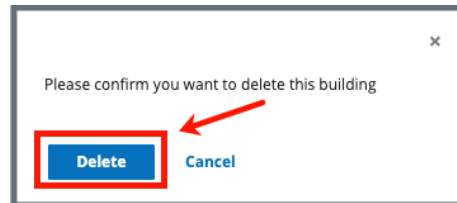


Figure 45: Delete Building Pop-up Window

- 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.

Multiple Locations
All required fields are marked with an asterisk (*)

Location Name *

Status: Open Open Date: MM/DD/YYYY

Address

Address 1 * Address 2

City * State * ZIP Code *

County

Save

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*.

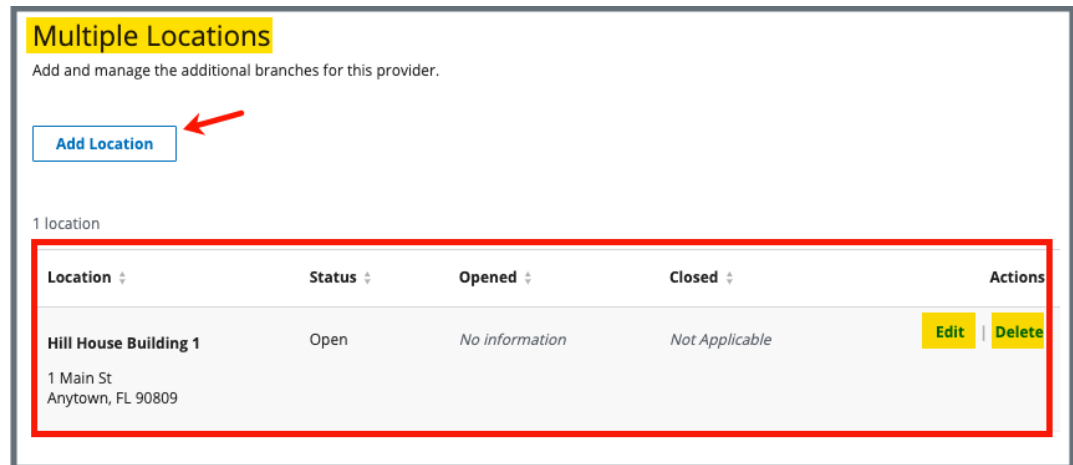


Figure 47: Multiple Locations Information

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*.

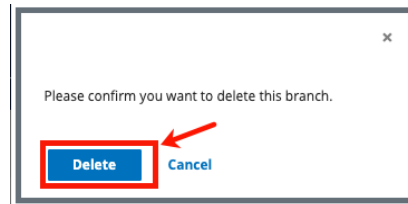


Figure 48: Delete Location Pop-up Window

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*.

Multiple Locations

All required fields are marked with an asterisk (*)

Location Name *

Hill House Building 1

Status *

☒ Open

☐ Closed

Open Date

MM/DD/YYYY

Address

Address 1 *

1 Main St

Address 2

City *

Anytown

State *

Florida

ZIP Code *

90809

County

Save **Cancel**

Figure 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**.

Add Branch

All required fields are marked with an asterisk (*)

Branch Name *

Branch Type
Select one

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

CMS Decision Date
No information

CMS Decision Time
No information

Additional Comments
No information

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

There are no staff members added.

Branch Status
Open

Open Date
MM/DD/YYYY

Branch Address

Address 1 *

Address 2

City *

State *
Select one

ZIP Code *

County

[Save](#)

Figure 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.

The screenshot shows the 'Provider Details' window for 'Kidney Beans Connection' (CCN 682663). The left sidebar contains a menu with 'Modalities' highlighted and a red arrow pointing to it. The main content area displays the 'Modalities' section, which includes a title 'Modalities' in a yellow box, a subtitle 'Modalities from the CMS-3427 completed on 09/04/2025', and two lists: 'Current Modalities' and 'Requested Modalities'. Both lists show: 1. In-center Hemodialysis (HD), 2. In-center Peritoneal Dialysis (PD), 3. In-center Nocturnal HD, 5. HD in LTC, and 8. Dialyzer Reuse.

Federal Certification Status	Title
Certified	Medicare - 18

Modalities

Modalities from the [CMS-3427](#) completed on 09/04/2025

Current Modalities:

1. In-center Hemodialysis (HD)
2. In-center Peritoneal Dialysis (PD)
3. In-center Nocturnal HD
5. HD in LTC
8. Dialyzer Reuse

Requested Modalities:

1. In-center HD
2. In-center PD
3. In-center Nocturnal HD
8. Dialyzer Reuse

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.

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

Change of Ownership

[Add CHOW Record](#)

There is no change of ownership for this provider.

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

- Select **With Assignment** (see *Figure 55, With Assignment*) under **Change of Ownership Type**.

Add Change of Ownership

Change of Ownership Type *

With Assignment

Request Received Date

MM/DD/YYYY

Effective Date *

MM/DD/YYYY

Save **Cancel**

Figure 55: With Assignment

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

- Type **Effective Date** or enter date from pop-up calendar.
- Click **Save**. The **Operating Details/Change of Ownership** window opens.
- Verify the CHOW record is correct. See *Figure 56, With Assignment CHOW Record*.

Change of Ownership

Add CHOW Record

Type	Related Provider	Request Received	Effective Date	Actions
With Assignment	No information	No information	12/06/2023	Edit

Figure 56: With Assignment CHOW Record

Without Assignment

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

Add Change of Ownership

Change of Ownership Type *

Without Assignment

Request Received Date

MM/DD/YYYY

Effective Date *

MM/DD/YYYY

Previous Provider Name *

Find Facility

Save Cancel

Figure 57: Without Assignment

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

- Type **Effective Date** or enter date from pop-up calendar.
- Click **Find Facility**. The **Select Related Provider** pop-up window opens. See *Figure 58, Select Related Provider*.

Select Related Provider

Be sure to review state is correct

Search for Provider

AL 2297049 Search

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

1 Provider

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

Submit Cancel

Figure 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*.

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

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*.

The screenshot displays a web interface titled "Additional Contacts" in a yellow header. Below the header, a contact entry for "Michael Johnson" is shown, labeled as a "Provider Contact". To the right of the name, under the "Contacts" section, are fields for "Phone" (numbered 23), "Fax", "Email", and "Website". The "Phone" field contains the number (405) 222-1111, "Fax" contains (405) 222-1112, "Email" contains mj@noemail.com, and "Website" contains www.cms.hhs.gov. To the right of these fields are two buttons: a blue "Edit" button and a grey "Delete" button. At the bottom of the interface, there are two buttons: "Add Emergency Contact" and "Add Additional Contact", both of which are highlighted with red rectangular boxes.

Additional Contacts		
Michael Johnson Provider Contact	Contacts Phone (405) 222-1111 23 Fax (405) 222-1112 Email mj@noemail.com Website www.cms.hhs.gov	Edit Delete
Add Emergency Contact Add Additional Contact		

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.

< Return to Provider

Additional Contacts

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

Contact Name		Contact Type
<input type="text"/>		Primary
Phone	Ext	Fax
<input type="text"/>	<input type="text"/>	<input type="text"/>
E-Mail		Website
<input type="text"/>		<input type="text"/>
<input type="button" value="Save"/>		

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.

Certification Edit

Federal Certification

Provider Subtype	Independent Renal Dialysis Facility
Federal Certification Status	Certified
CCN	682663
Certification Date	09/03/2025 ⓘ
Original Participation Date	09/03/2025
Title	Medicare - 18
NPI	No information
Next Survey Due Date	No information

Certificate of Need

Certificates of Need can be uploaded in [Provider Attachments](#).

There are no certificates of need for this provider.

Certification History

Provider Subtype	Certification Status	Certification Title	CCN	Certification Date	Expiration Date	Original Participation Date	Termination Date	Withdrawal Type
Independent Renal Dialysis Facility	Certified	Medicare - 18	682663	09/03/2025 ⓘ	No information	09/03/2025	No information	No information

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.

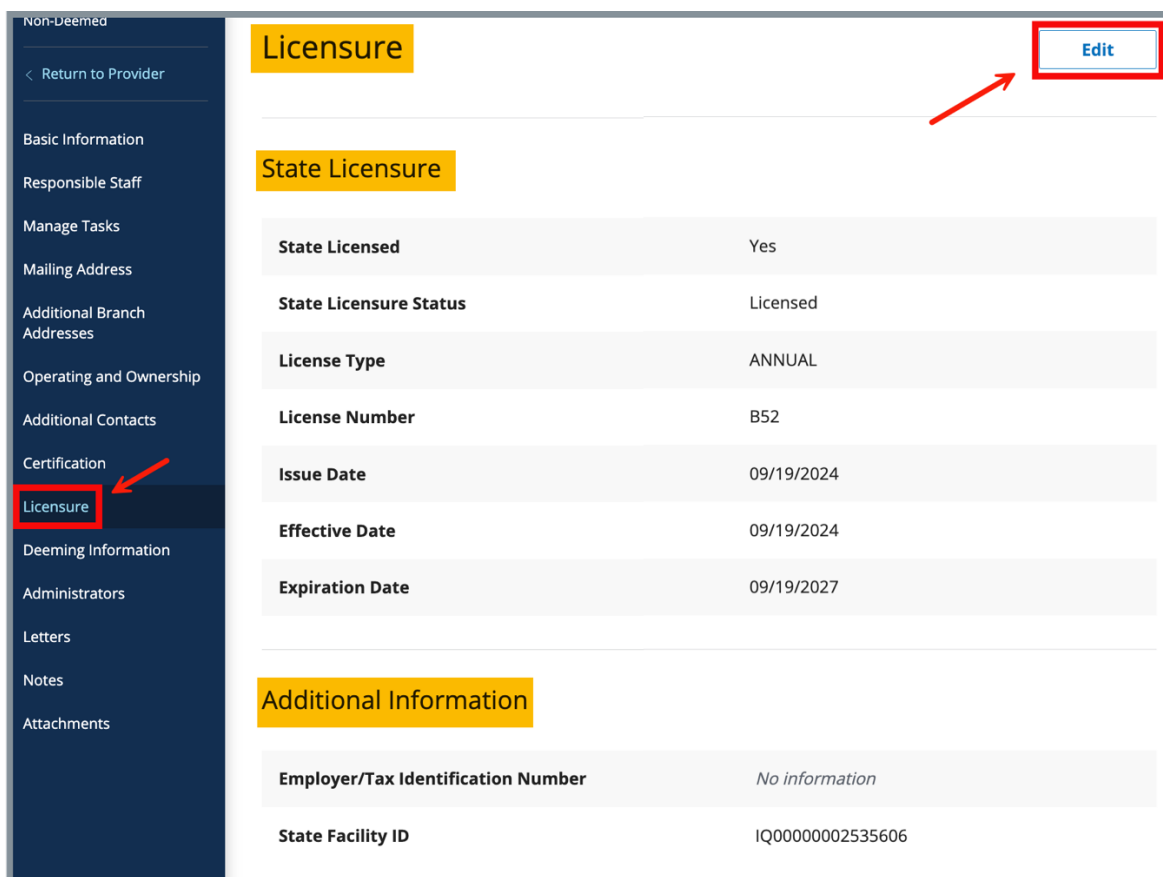
Notes:

- 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.



Licensure

[Edit](#)

State Licensure

State Licensed	Yes
State Licensure Status	Licensed
License Type	ANNUAL
License Number	B52
Issue Date	09/19/2024
Effective Date	09/19/2024
Expiration Date	09/19/2027

Additional Information

Employer/Tax Identification Number	No information
State Facility ID	IQ00000002535606

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.

Provider Details

0 Lex HHA
CCN A28243
Home Health Agency
Deemed

< Return to Provider

Basic Information

Responsible Staff

Manage Tasks

Mailing Address

Additional Branch
Addresses

Operating and Ownership

Additional Contacts

Certification

Licensure

Deeming Information

Administrators

Letters

Notes

Attachments

Deeming Information

CMS approval is required for a provider to be deemed.

Current Deemed Accreditation Status

Deemed

Current Deemed Accreditation Date ⓘ

05/01/2023

CMS Approval of Deemed Status Date ⓘ

07/14/2022

State Survey Jurisdiction History

Deemed Status Suspended Date	Compliance Date	Returned to AO Date
06/06/2022	No information	No information
05/10/2022	No information	No information

Accrediting Organizations

Add a new accrediting organization and manage accreditation organizations and status.

Add Accrediting Organization

1 Accrediting Organization

The Joint Commission (TJC)

Edit

AO Facility Id	No information
Deemed Accreditation Status	Deemed Accredited
Initial Deemed Accreditation Date ⓘ	05/01/2023
Current Deemed Accreditation Date ⓘ	05/01/2023
Expiration Date	05/31/2023
CMS Approval Status	Approved

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.

[Return to Deeming Information](#)

State Survey Jurisdiction Details

[Edit](#)

Deemed Status Suspended Date	04/20/2023
Compliance Date	No information
Reason for Compliance Date Change	No information
Return to AO Date	No information
Reason for Return Date Change	No information

Surveys Within State Jurisdiction

Survey	Survey Type	Survey Category	Exit Date	Status
11710A-H1	Health	Recertification	05/02/2023	Writing in progress

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*.

Add Accrediting Organization

All required fields are marked with an asterisk (*)

Accrediting Organization *

The Joint Commission (TJC) ▼

AO Facility ID

Accreditation Status *

☐ Pending

☒ Accredited

☐ Withdrawn

☐ Terminated

☐ Expired

Accreditation Date *

10/21/2021

MM/DD/YYYY

Expiration Date *

10/21/2024

MM/DD/YYYY

Save Section **Cancel**

Figure 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.

The screenshot shows the 'Performance' window for Marion Manor Nursing Home Inc. The left sidebar lists various navigation options, with 'Performance' highlighted. The main content area contains a form with the following fields:

- Program Selection ***: A dropdown menu with 'Select one'.
- Date Selected for Program ***: A text field with a date format 'MM/DD/YYYY'.
- Program Status**: A dropdown menu with 'Select one'.
- Survey Cycle ***: A dropdown menu with 'Select one'.
- Survey Due Date ***: A text field with a date format 'MM/DD/YYYY'.
- Status Changed Date ***: A text field with a date format 'MM/DD/YYYY'.
- Notes**: A text editor with a toolbar (B, i, U, list icons) and a 'Text Editor Keyboard Shortcuts' link.
- Save**: A blue button at the bottom of the form.

A red box highlights the 'Performance' option in the sidebar and the main form area. A red arrow points to the 'Save' button.

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.

Performance

Edit

Program Selection

Nursing Home Special Focus

Date Selected for Program

09/19/2024

Special Focus Status

Active

Survey Cycle

6 Months

Survey Due Date

10/03/2024

Last edit by: NH_CMSGU_Singy

09/19/2024

Doris Schutt has asked us to review performance.

Special Focus Details

Months as Special Focus

1

of Surveys Since in Special Focus

0

Most Recent Survey

No information

of Citations in Most Recent Survey

No information

of Surveys With IJ Cited

0

Related Survey History

Related Intakes

Related Enforcements

All Citations

Survey ID

Survey Date

Survey Category

Met/Not Met Survey

12345D-H1

00/00/0000

Recertification

Met

Active

12345D-H1

00/00/0000

Recertification

Not Met

Active

12345D-H1

00/00/0000

Complaint

Not Met

Active

12345D-H1

00/00/0000

Recertification

Met

Active

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.

The screenshot displays the 'Administrators' management interface. On the left, a sidebar lists various provider details sections, with 'Administrators' highlighted by a red box and an arrow. The main content area is titled 'Administrators' and includes a sub-header 'Manage all administrators for this provider.' Below this, the name 'Henry Jekyll' is shown with a 'Primary Administrator' badge. The page is divided into two main sections: 'Contact Details' and 'Administrator Details'. The 'Contact Details' section includes fields for Phone Number, Fax Number, Email, and Address, all marked as 'No information'. The 'Administrator Details' section includes fields for Administrator Type (Medical Director), Administrator Qualifications (Physician), License Number, Start Date, End Date, and Expiration Date, all marked as 'No information'. In the top right corner, there is a red box containing three buttons: 'Add Administrator', 'Edit', and 'Delete'.

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.

Bed Summaries

Manage bed summaries for this provider.

09/19/2024

[Add Bed Summary](#)

[Edit](#) [Delete](#)

Bed Summary Breakdown			
Medicare	Medicare/Medicaid	Medicaid	ICF/IID
15	25	20	5
Licensed Only			
30			
Bed Summary Totals			
Total Facility Beds	Total Certified Beds		
95	65		

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.

Home / Search / QA1 ESRD_IRDF / Provider Details

Federal Certification Status: Certified | Title: Medicare - 18, Medicaid - 19, State Licensed

Waivers

Manage waivers for this provider. Waivers can be uploaded in [Provider Attachments](#).

File Name	Description	Date Uploaded	Uploaded By	Approval Status	Approval Status Updated By	Approval Date	Expiration Date	Actions
CMS-1539 (25).pdf	Test pdf 1466	05/08/2025	test2.tmam_c msgu, Pat	No information	No information	No information	No information	Action
Screenshot 2025-07-07 at 12.28.40---PM.png	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis.	07/07/2025	test2.tmam_c msgu, Pat	No information	No information	No information	No information	Action View Edit
Screenshot 2025-07-07 at 12.28.40---	Donec pede justo, fringilla vel, aliquet	07/07/2025	test2.tmam_c msgu, Pat	No information	No information	No information	No information	Action

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.

The screenshot shows the 'Provider Basic Information' page for 'House of the Rising Sun ASC'. The left sidebar contains a list of menu items: Provider Details, Basic Information, Responsible Staff, Manage Tasks, Locations, Mailing Address, Operating and Ownership, Additional Contacts, **Certification** (highlighted with a red box and arrow), Licensure, Deeming Information, Administrators, Letters, Notes, and Attachments. The main content area displays 'Basic Information' with an 'Edit' button and a table of provider details.

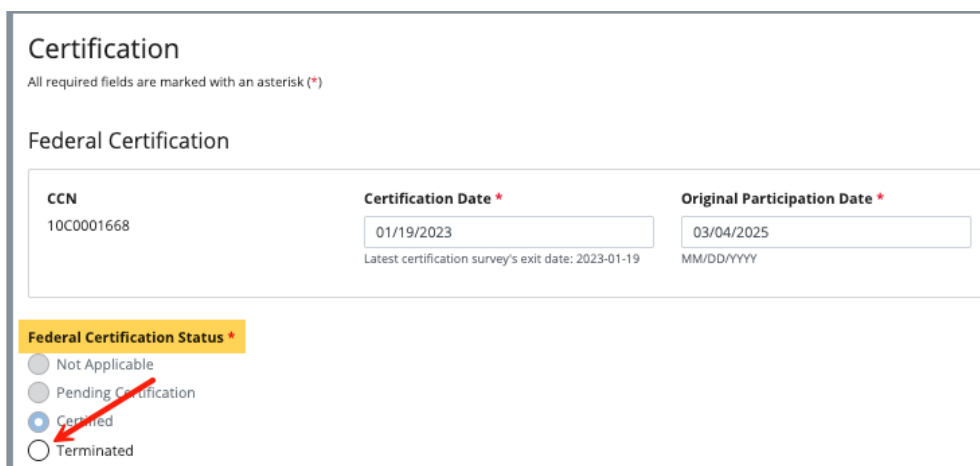
Provider Details	Federal Certification Status	Title
House of the Rising Sun ASC CCN 10C0001668 Ambulatory Surgical Center Deemed	Certified	Medicare - 18

Basic Information	
Manage the basic information for this provider. Edit	
Overview	
Provider Name	House Of The Rising Sun ASC
Provider Type	ASC
Provider Subtype	N/A
Address	1 Main St Suite 202 Anytown, FL 98765
Phone	8005551212
Phone EXT	No information
Fax	No information
Email	eburdon@fake.org
Website	No information
County	No information
CMS Location	4 - Atlanta
State Region	37 - ORLANDO
Management Unit	No information
Work Unit	No information

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**.



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

Federal Certification

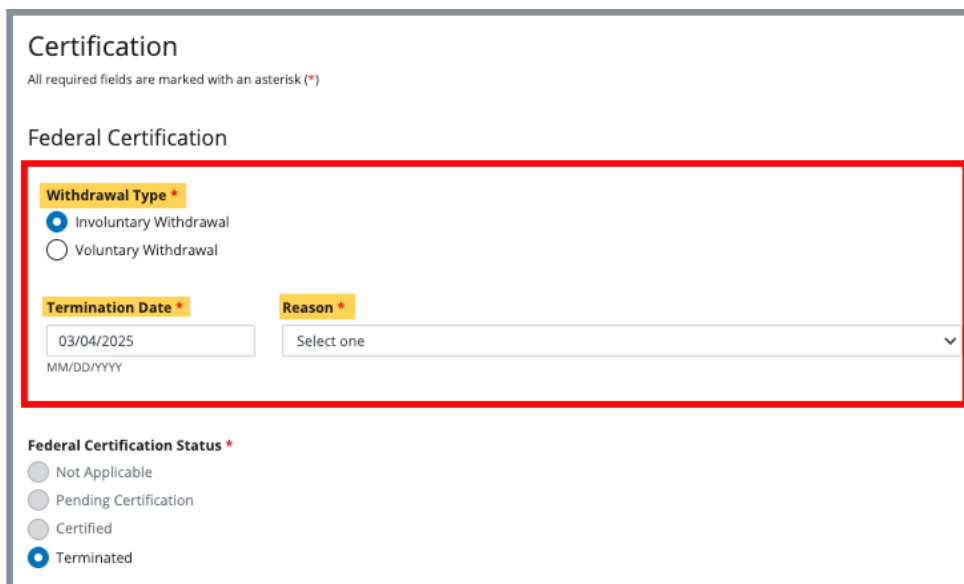
CCN 10C0001668	Certification Date * 01/19/2023 <small>Latest certification survey's exit date: 2023-01-19</small>	Original Participation Date * 03/04/2025 <small>MM/DD/YYYY</small>
--------------------------	---	---

Federal Certification Status *

☐ Not Applicable
☐ Pending Certification
☒ **Terminated**
☐ Terminated

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*.



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

Federal Certification

Withdrawal Type *

☒ Involuntary Withdrawal
☐ Voluntary Withdrawal

Termination Date * **Reason ***

03/04/2025 MM/DD/YYYY Select one

Federal Certification Status *

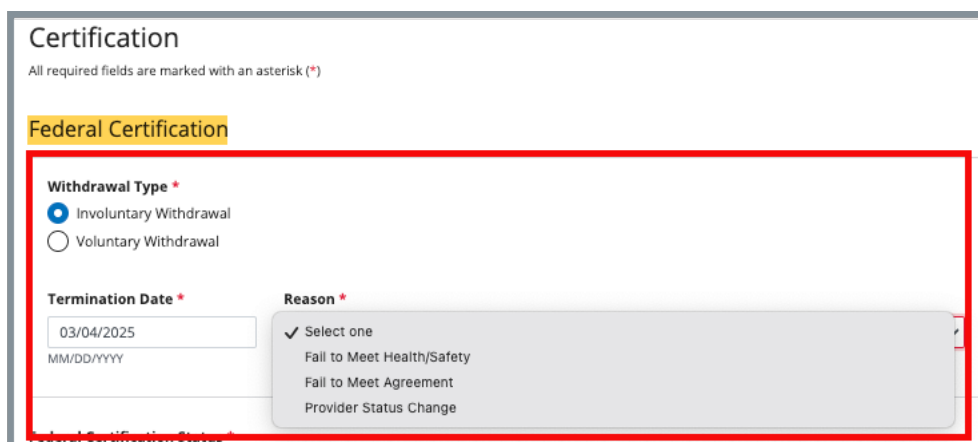
☐ Not Applicable
☐ Pending Certification
☐ Certified
☒ **Terminated**

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



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

Federal Certification

Withdrawal Type *

- ☒ Involuntary Withdrawal
- ☐ Voluntary Withdrawal

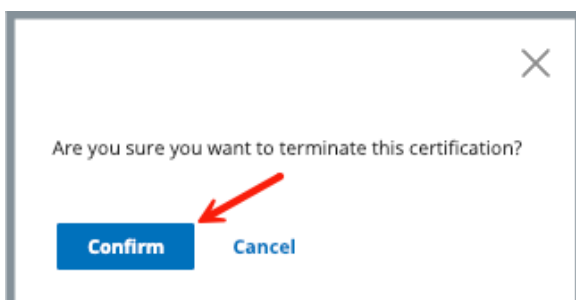
Termination Date *
03/04/2025
MM/DD/YYYY

Reason *

- ✓ Select one
- 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*.



Are you sure you want to terminate this certification?

Confirm Cancel

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*.

The screenshot displays a web interface for managing provider certification. At the top, a header bar shows 'Federal Certification Status' as 'Terminated' and 'Title' as 'No information'. Below this, a yellow 'Certification' button is visible on the left, and an 'Edit' link is on the right. The main section, titled 'Federal Certification', contains a table with the following details: Withdrawal Type (Involuntary Withdrawal), Termination Date (03/04/2025), Reason (Fail to Meet Health/Safety), CCN (10C0001668), and Title (No information). Below the table is a 'Certification History' section with a message stating 'There is no certification history for this provider.'

Federal Certification Status	
Federal Certification Status	Terminated
Title	No information

Certification Edit

Federal Certification

Withdrawal Type	Involuntary Withdrawal
Termination Date	03/04/2025
Reason	Fail to Meet Health/Safety
CCN	10C0001668
Title	No information

Certification History

There is no certification history for this provider.

Figure 79: Federal Certification Status