Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Survey and Certification (S&C) Manage an Enforcement User Manual

Version 2.1

July 14, 2025

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1. Introduction

This user manual addresses the processes necessary to perform Survey & Certification (S&C) Enforcement 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 iQIES Onboarding Guide for further information, if necessary.
- All screenshots included in this manual contain only test data. Current screens in iQIES may be different 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*.

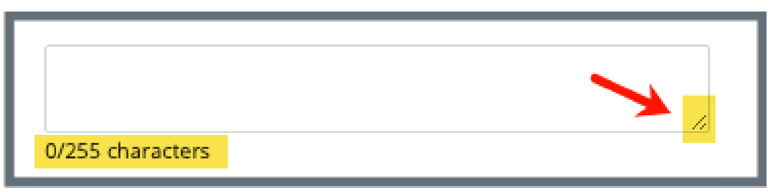

Figure 1: Expandable Field

- 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 letters/digits entered. The more letters/digits entered, the narrower the search. If any of the results is the correct result, click the result to open.
- Review any notification banners. Some banners may have links to review further information; others may be a reminder of a task that must be completed. See *Figure 2, Notification Banner* and *Table 1, Notification Banner Color Descriptions.* These banners can be closed (X'd out) at any time.

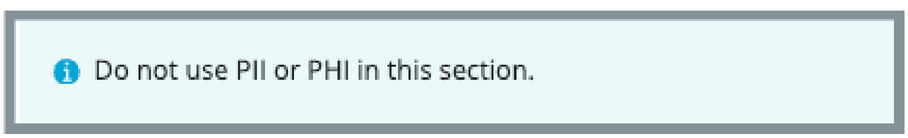

Figure 2: Notification Banner

Table 1: Notification Banner Color Descriptions

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

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

Figure 3: Tool Tip Icon

- Below are the supported browsers for access to iQIES. Be sure to keep your browser updated.

  [Chrome]
  [Edge]

1.2 iQIES Service Center

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

Assistance Accessing iQIES:	Contact the iQIES 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 **iQIES Idea Portal**.
More information on iQIES:	Refer to the QIES Technical Support Office (QTSO) and the Quality, Safety, & Education Portal (QSEP). Logging in to HARP may be required before accessing some documentation in QTSO and QSEP. iQIES reference materials include: • Links to Training Videos for providers • Assessment Management User Manual • Quick Reference Guides • Onboarding Guide • Managing User Information • Other helpful iQIES material iQIES training materials on QSEP include S&C Foundation Series Videos

1.3 Roles and Permissions

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

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

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

Figure 4: Help Icon

1.4 My Tasks Landing Page

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

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

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

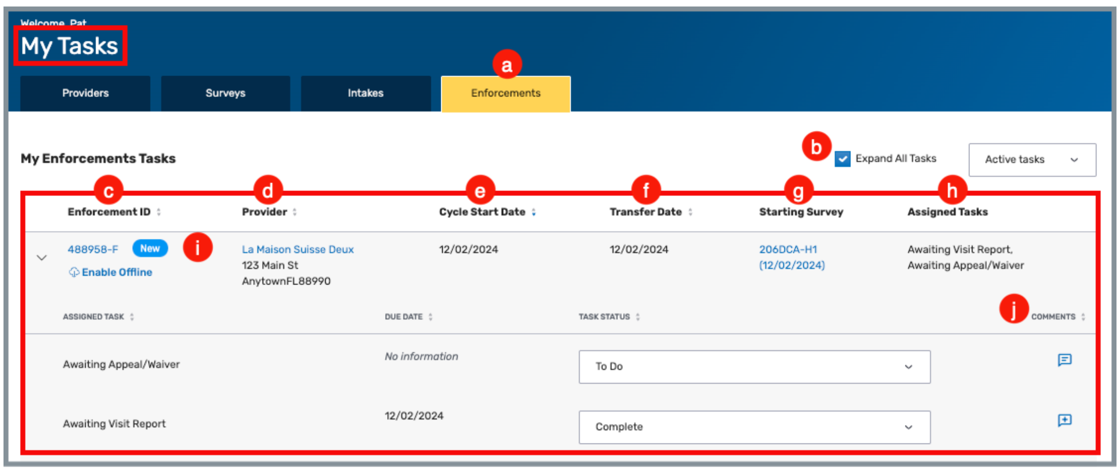

Figure 5: My Tasks Landing Page

Table 2: My Tasks Landing Page Detailed Callout

No.	Name	Description
a	**Enforcements** tab	Click each available tab (**Providers**, **Surveys**, **Intakes**, **Enforcements**) to review the respective tasks. Not all tabs are available in all user roles. Click **Enable Offline** to enable the survey offline. For more details on how to enable offline, refer to S&C User Manual: Offline.
b	**Expand All Tasks**	This checkbox defaults to checked so users can see tasks assigned to them. Uncheck box to close task detail.
c	**Enforcement ID**	The enforcement ID shows as a link directly under **Enforcement ID**. Click the link to go directly to the Enforcement Basic Information page. Click the caret next to the enforcement ID to view task status details about the enforcement. See step 1.4.2.
d	**Provider**	The provider ID and address shows as a link directly under **Provider**. Click the link to go directly to the Provider Basic Information page.
e	**Cycle Start Date**	Shows the cycle start date.
f	**Transfer Date**	Shows transfer date.
g	**Starting Survey**	Links the starting survey.
h	**Assigned Tasks**	Lists the assigned tasks, if any.
i	**New**	A blue **New** in an oval shape (badge) next to the **Enforcement ID** in the Enforcement tab indicates that the enforcement's task status is **New**.
j	**COMMENTS**	Add or review a comment. See Comments for details.

Notes:

- Click the iQIES logo on the top left of the screen or **Home** to return to the My Tasks landing page at any time. See *Figure 6, iQIES Logo*.

Figure 6: iQIES Logo

- If there are no tasks, then a message appears below the selected tab. See *Figure 7, No Active Tasks*.

Figure 7: No Active Tasks

1.4.2 **Task Detail**: Tasks are shown by default. See *Figure 8, Task Status Details* and *Table 3, Task Status Details Detailed Callout*.

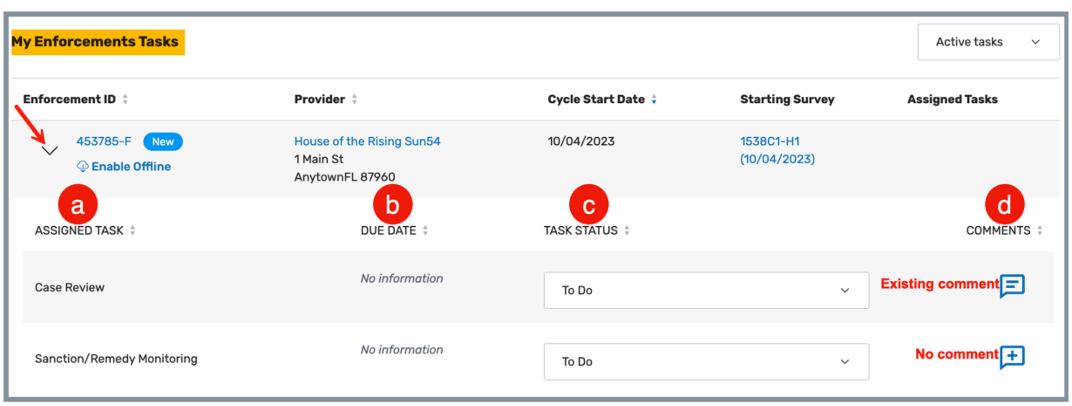

Figure 8: Task Status Details

Table 3: Task Status Details Detailed Callout

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

1.4.3 Click the **+** to leave a comment. The side menu opens. See *Figure 9, My Tasks Comments*.

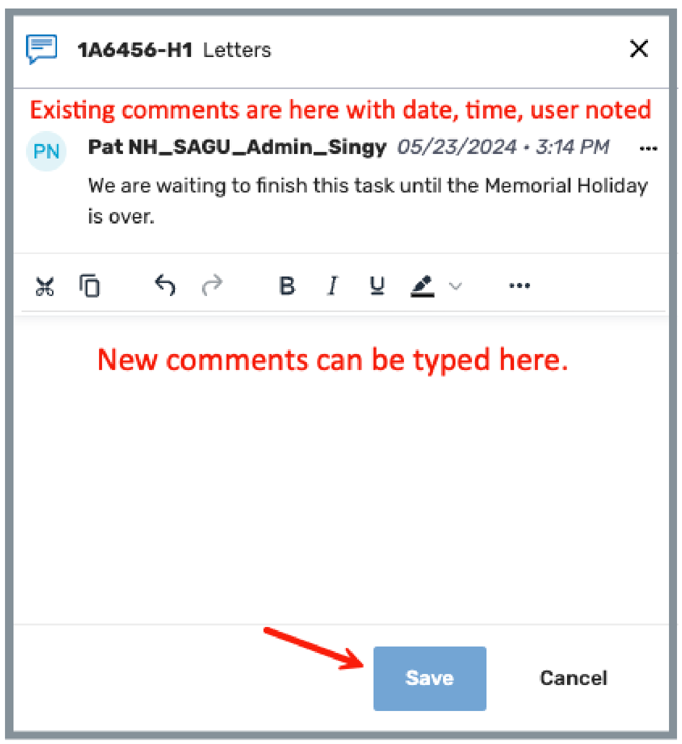

Figure 9: My Tasks Comments

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

2. Manage an Enforcement Overview

An enforcement cannot be implemented until a survey has been submitted for a certified provider.

Contact the iQIES Service Center to delete an enforcement.

The letter that follows the **Enforcement ID** shows whether the enforcement is a federal (**F**) or state (**S**) enforcement. See *Figure 10, Enforcement ID*.

Figure 10: Enforcement ID

3. Search for an Enforcement

Purpose: To search for an enforcement.

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** page opens**.**

3.3 Click **Enforcements** tab on the **Search** page.

3.4 Select **Case ID**, **Provider** or **DBA** (Doing Business As), **CCN** (CMS Certification Number) or **Survey ID** from the drop-down menu under **Search for Enforcements**. See *Figure 11, Enforcements Search*.

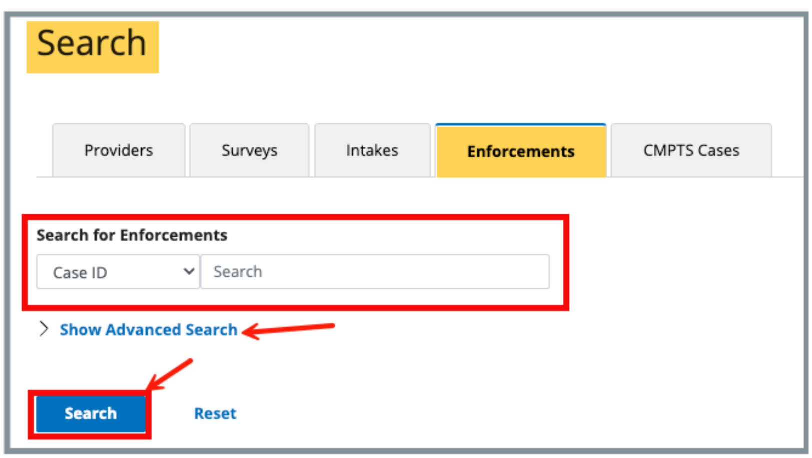

Figure 11: Enforcements Search

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

3.5 Type search criteria.

3.6 Click **Search**. The enforcement information shows below. See *Figure 12, Survey Search Results*.

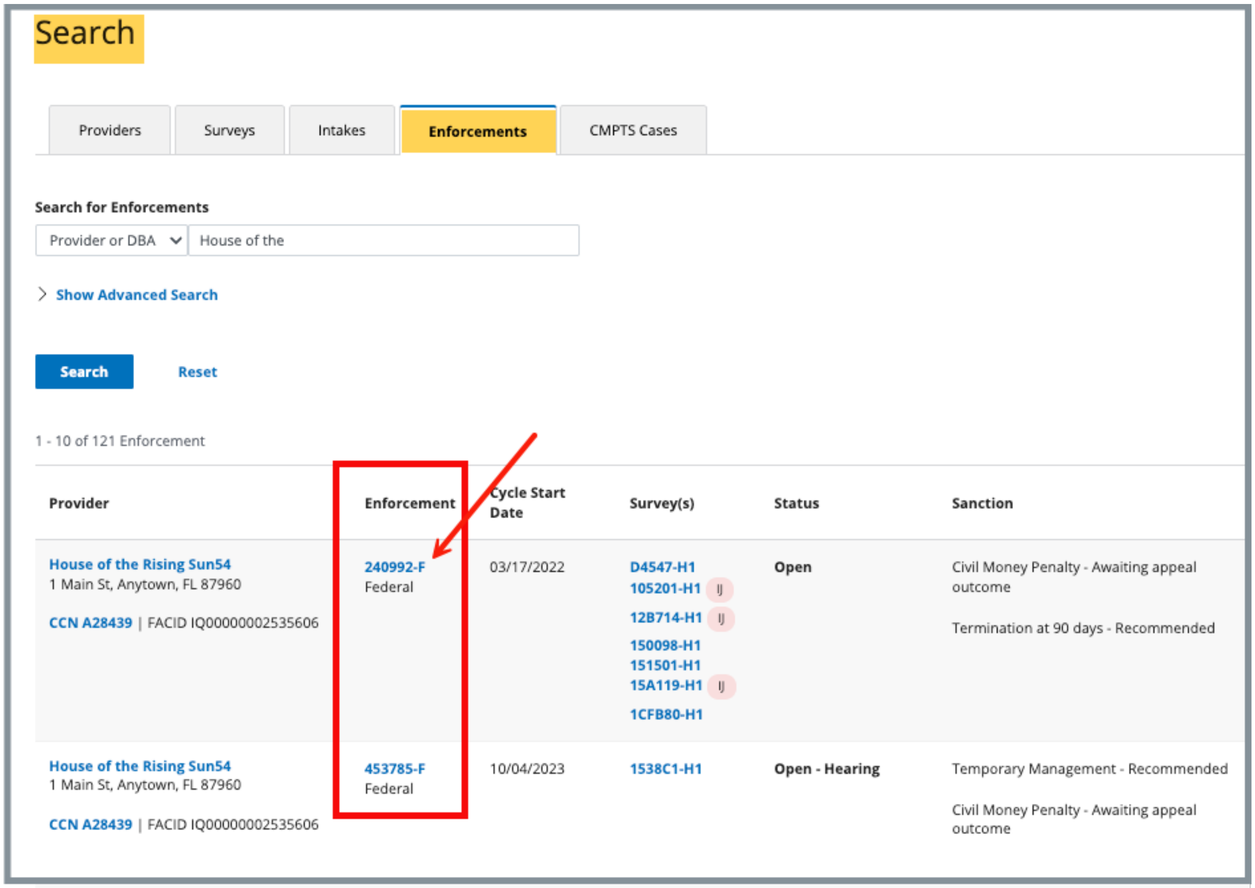

Figure 12: Survey Search Results

3.7 Click **Show Advanced Search** to open the **Advanced Search** drop-down menu and narrow the search criteria. See *Figure 13, Enforcements Advanced Search*.

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

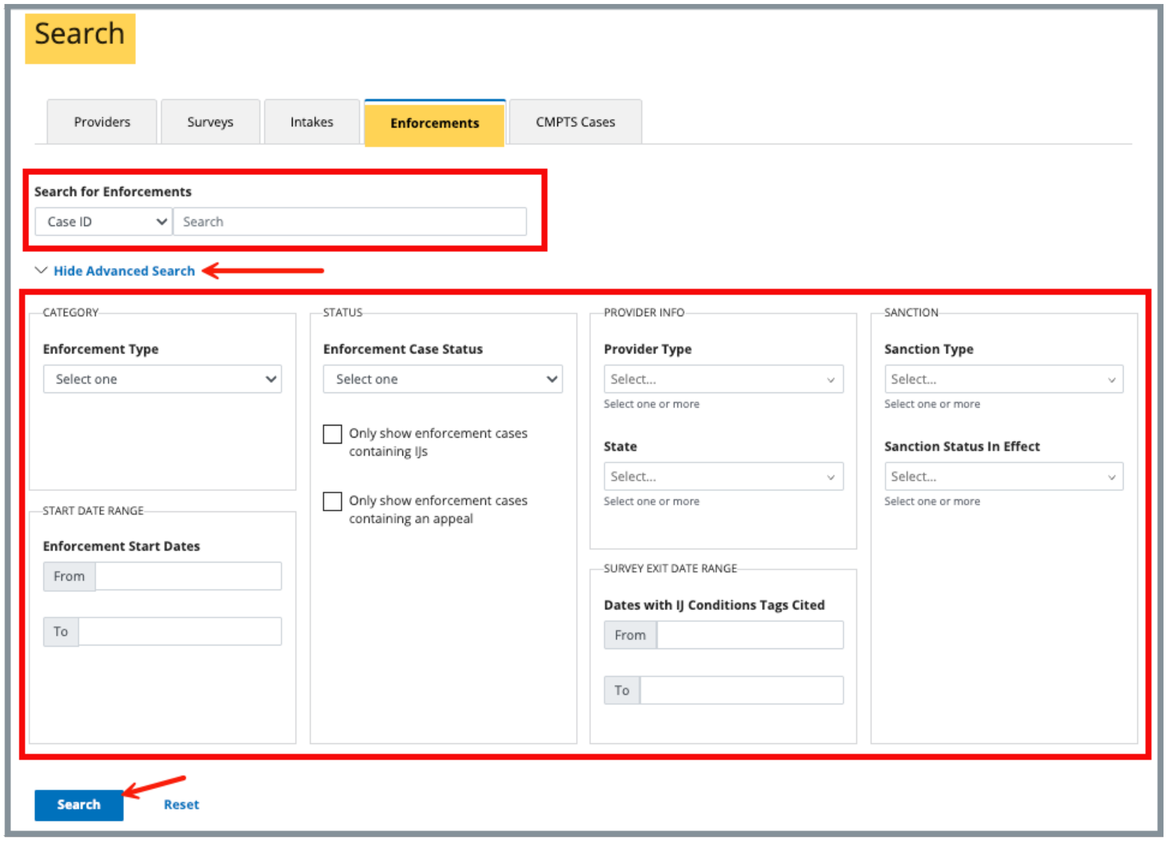

Figure 13: Enforcements Advanced Search

3.8 Click the enforcement ID to view enforcement basic information. The **Basic Information** window opens with the case status, facility information, key dates, public notices, cycle surveys and citations management information. See *Figure 14, Enforcements Basic Information* and *Table 4, Enforcements Basic Information Detailed Callout* for further information.

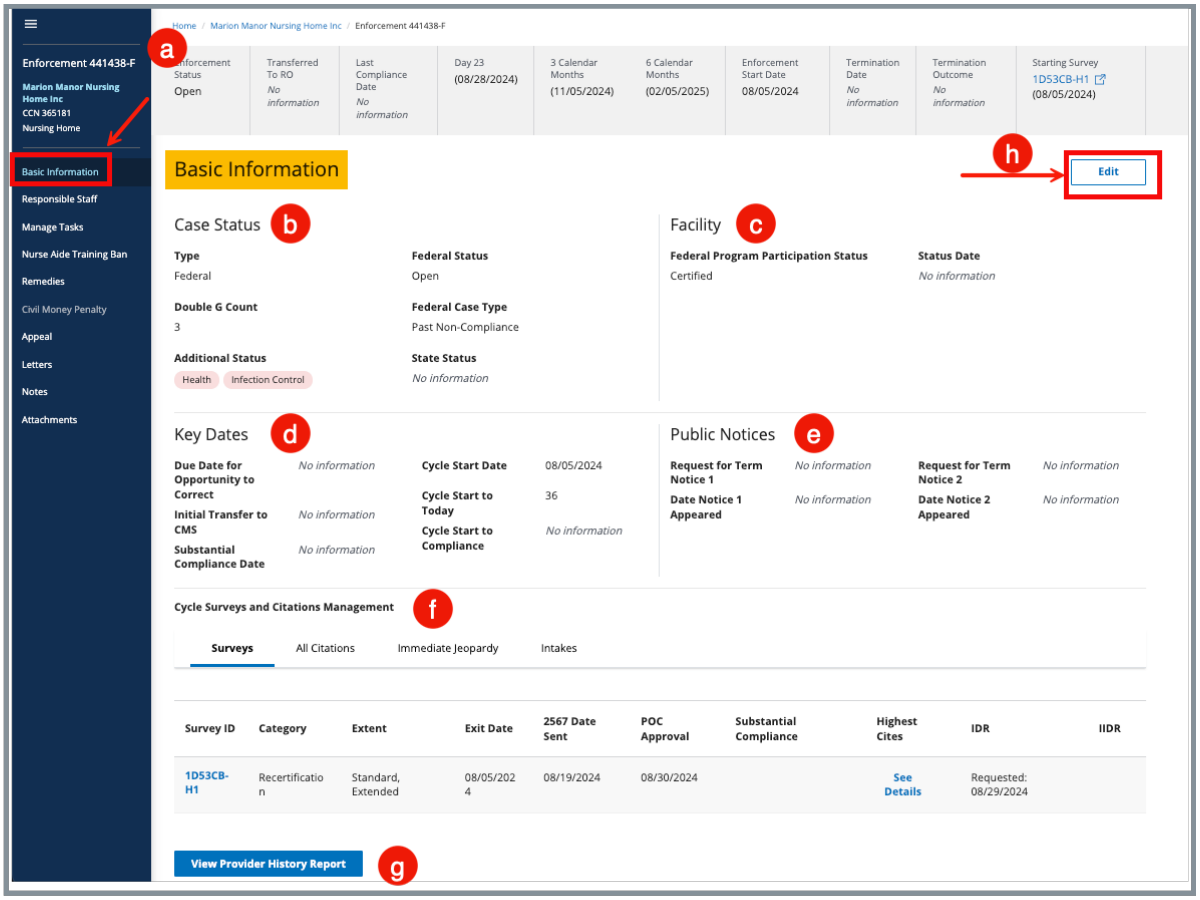

Figure 14: Enforcements Basic Information

Table 4: Enforcements Basic Information Detailed Callout

No.	Title	Description
a	Grey Menu Bar	Shows detailed information about the enforcement, including status, compliance date, calendar dates, transferred to RO dates, start and termination dates, outcome, and survey information
b	Case Status	Shows type, federal status, double G count, additional status, federal case type and state status
c	Facility	Shows federal program participation status and status date
d	Key Dates	Shows due date for opportunity to correct, initial transfer to CMS, substantial compliance date, cycle start date, cycle start to today, and cycle start to compliance
e	Public Notices	Shows requests for term notices and requests for when date notices appeared
f	Cycle Surveys and Citations Management	See Cycle Surveys and Citations Management for details
g	View Provider History Report	Click to view the Provider History Report

3.9 Cycle Surveys and Citations Management

The Cycle Surveys and Citations Management section provides a list of all information related to survey data and deficiencies for a provider. See *Figure 15, Surveys Tab* and *Table 5, Surveys Tab Detailed Callout, Figure 16, All Citations Tab* and *Table 6, All Citations Tab Detailed Callout, Figure 17, Immediate Jeopardy Tab* and *Table 7, Immediate Jeopardy Tab Detailed Callout,* and *Figure 18, Intakes Tab* and *Table 8, Intakes Tab Detailed Callout* for details on each tab.

3.9.1 Surveys

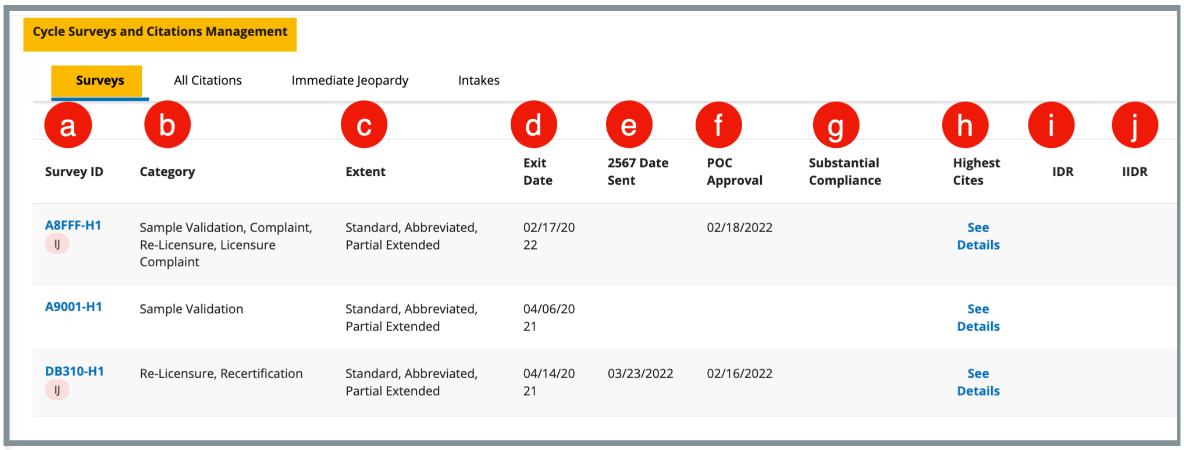

Figure 15: Surveys Tab

Table 5: Surveys Tab Detailed Callout

No.	Title	Description
a	**Survey ID**	Clickable link to survey. An IJ badge shows when Immediate Jeopardy is attached.
b	**Category**	Survey category
c	**Extent**	Survey extents
d	**Exit Date**	Exit date of the survey
e	**2567 Date Sent**	Date the 2567 was sent
f	**POC Approval**	Date of Plan of Correction (POC) approval

No.	Title	Description
g	**Substantial Compliance**	Has the facility complied with all condition-level requirements
h	**Highest Cites**	Click **See Details** for information about the cites. • Shows the highest Scope and Severity cited in the survey, and lists the tags cited at that level. • The Highest Cites calculation applies only to the selected survey. It includes **Past Noncompliance** tags (**Past Noncompliance** checkbox selected in **Citation Properties**) and tags with a **Correction Date (X5)** equal to the **Survey Exit** date. It also includes tags with an approved waiver that expires on or before the Survey Exit date. • **Highest Cites** excludes tags with correction dates entered, unless they are PNC tags or tags with a **Correction Date** equal to the **Survey Exit** date, both of which are always included. The calculation excludes tags with an approved continuing waiver and tags with an approved temporary waiver that expires after the **Survey Exit** date. It also excludes **FSES** tags.
i	IDR	IDR requested date
j	IIDR	IIDR requested date

3.9.2 All Citations

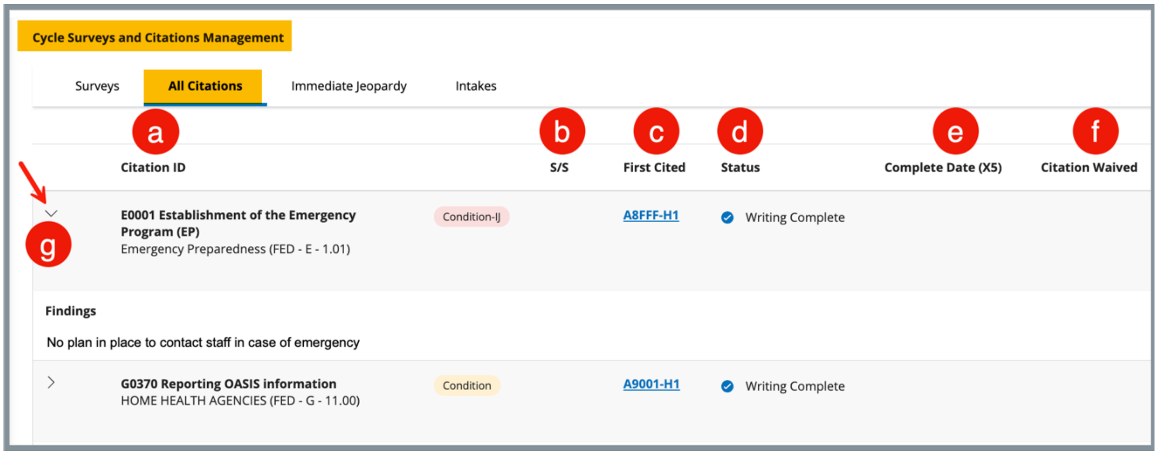

Figure 16: All Citations Tab

Table 6: All Citations Tab Detailed Callout

No.	Title	Description
a	**Citation ID**	Citation tag and title
b	**S/S**	Scope/Severity
c	**First Cited**	Click link to go to survey **Basic Information** page.
d	**Status**	Citation status
e	**Complete Date (X5)**	Citation completion date
f	**Citation Waived**	Will show **Yes** or **No** when citation has been waived or not.
g	**Findings**	Click caret next to any citation to view citation findings.

3.9.3 Immediate Jeopardy

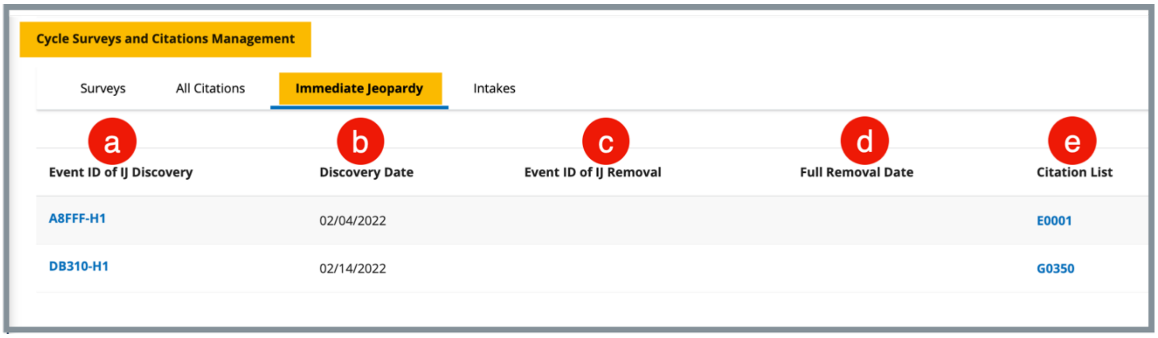

Figure 17: Immediate Jeopardy Tab

Table 7: Immediate Jeopardy Tab Detailed Callout

No.	Title	Description
a	**Event ID of IJ Discovery**	Click link to go to survey **Basic Information** page for the citation that is in IJ
b	**Discovery Date**	Date of IJ discovery
c	**Event ID of IJ Removal**	The survey that correlates with the IJ removal action
d	**Full Removal Date**	IJ removal date
e	**Citation List**	Click link to view citation tag details

3.9.4 Intakes

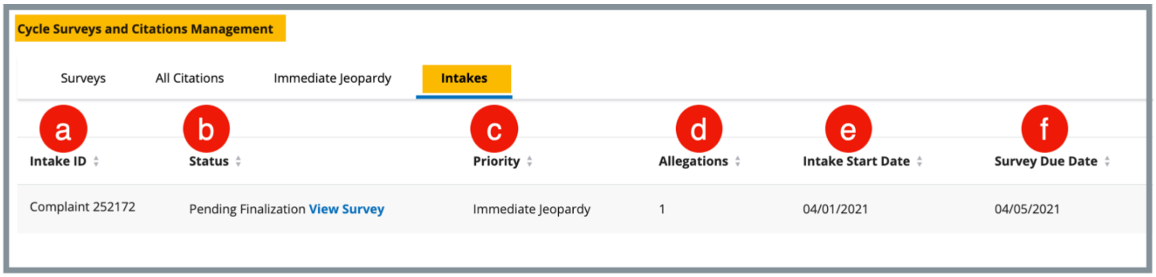

Figure 18: Intakes Tab

Table 8: Intakes Tab Detailed Callout

No.	Title	Description
a	**Intake ID**	Intake ID
b	**Status**	Survey status with a clickable link to survey
c	**Priority**	Priority level of survey
d	**Allegations**	Number of allegations
e	**Intake Start Date**	Intake start date
f	**Survey Due Date**	Survey due date

4. Add an Enforcement

Purpose: To add an enforcement.

Notes:

- To add a new enforcement, the following conditions must be met:
  - A certified provider
  - A survey with deficiencies with locked citations that has not been added to a different enforcement. Only one survey can be designated as the starting survey.
- The **Starting Survey** is the survey used to create an enforcement case. Its exit date is the start of the enforcement cycle.
- Contact the [iQIES Service Center] to delete an enforcement.

4.1 Click the desired provider record. The **Provider History** page opens. For more information on searching for and accessing a provider, refer to the [Manage a Provider User Manual] on QTSO.

Note: It is also possible to click the provider from the **Basic Information** page to open **Provider History**.

4.2 Click **Add Enforcement** on the **Provider History** page. See *Figure 19, Add Enforcement*. The **Basic Information** window opens with a list of available surveys.

Figure 19: Add Enforcement

4.3 Select one or more surveys. See *Figure 20, Add Basic Information for a New Enforcement* and *Table 9, Add Basic Information for a New Enforcement Detailed Callout.*

Notes:

- Only one survey can be designated as the starting survey.
- When a survey has **Memo** under the **Deficiency** column, the only citation is the CMS-2567 (initial comments).
- Dates are system generated.

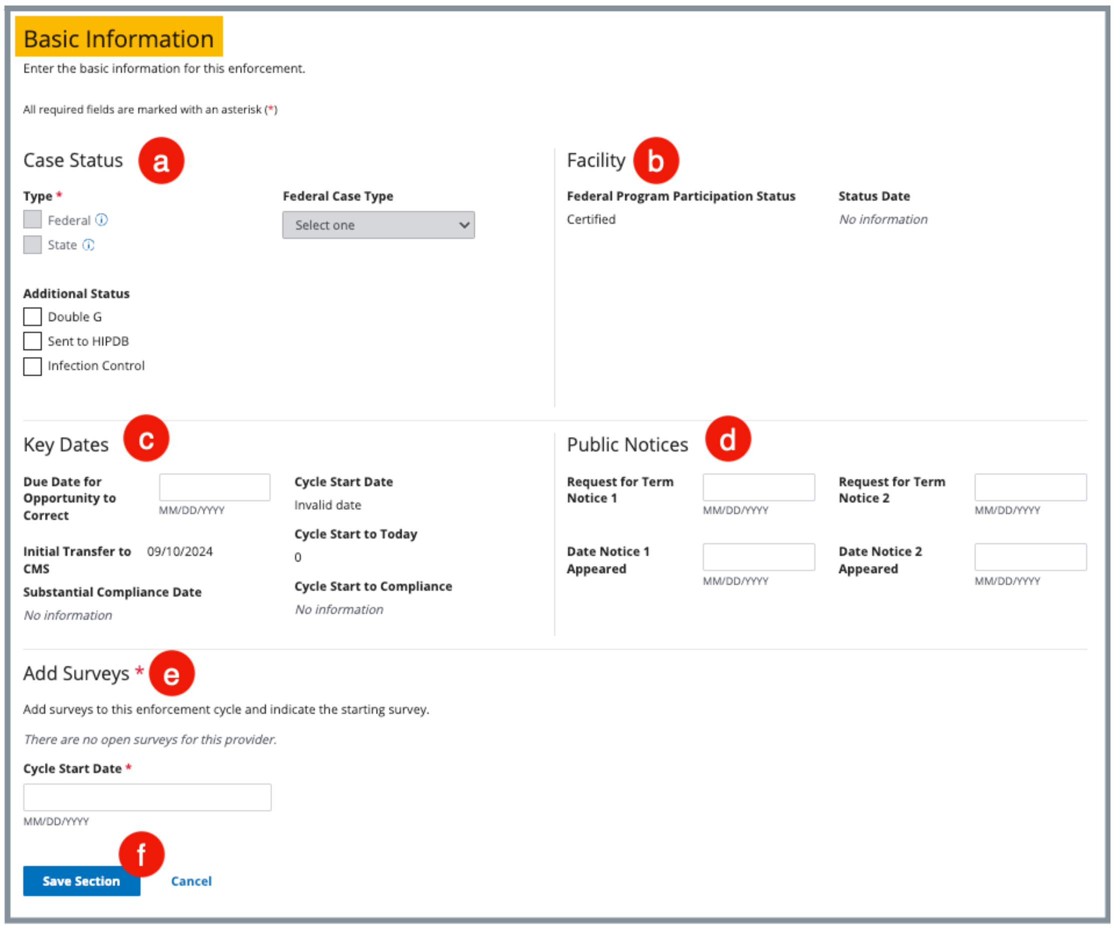

Figure 20: Add Basic Information for a New Enforcement

Table 9: Add Basic Information for a New Enforcement Detailed Callout

No.	Title	Description
a	Case Status	Shows type, federal status, double G count, additional status, federal case type and state status **Double G** and **Infection Control** are for Nursing Homes only.
b	Facility	Shows federal program participation status and status date
c	Key Dates	Shows due date for opportunity to correct, initial transfer to CMS, substantial compliance date, cycle start date, cycle start to today, and cycle start to compliance
d	Public Notices	Shows requests for term notices and requests for when date notices appeared
e	Add Surveys	Add surveys to the enforcement cycle and add the cycle start date
f	Save Section	Click to save information.

4.4 Click **Save Section**. The **Basic Information** window updates.

Notes:

- Click **Edit** on the **Basic Information** page to make edits, if necessary.
- Not all fields are available to all user roles and not all fields are available to all providers.
- The **Transferred to RO** field is only available to SAGUs.

5. Responsible Staff

Purpose: To add new, delete, or view existing staff responsible for the enforcement.

Note: Responsible Staff are HARP ID users.

5.1 Add Responsible Staff

5.1.1 Click **Responsible Staff** on the left menu. The **Responsible Staff** screen opens. See *Figure 21, Enforcements Responsible Staff*.

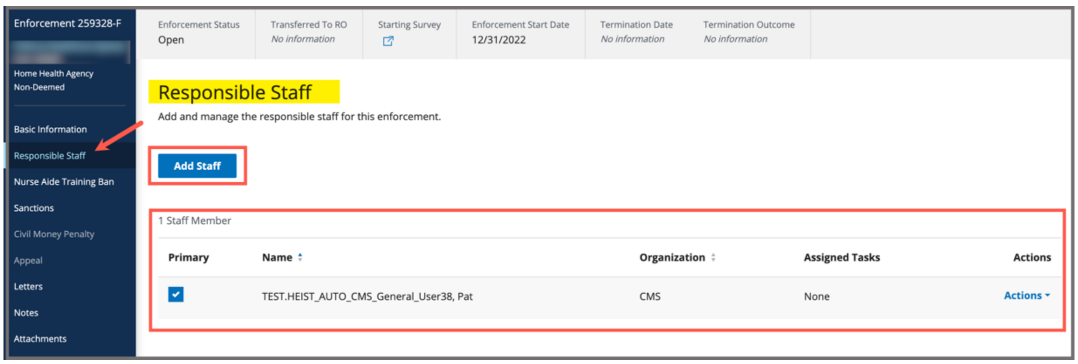

Figure 21: Enforcements Responsible Staff

5.1.2 Click **Add Staff** to add responsible staff. The **Add Responsible Staff** page opens.

5.1.3 Type last name in text box under **Last Name**. Add first name to narrow down the results, if necessary.

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

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

5.1.6 Click **Save**. A green notification banner appears at the top of the screen, verifying the member was successfully added. See *Figure 22, Survey Team Member Successfully Added*.

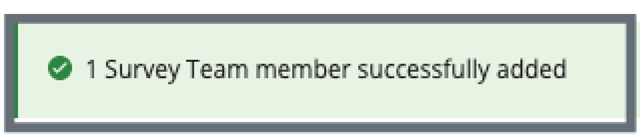

Figure 22: Survey Team Member Successfully Added

Notes:

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

5.1.7 Verify the staff member was added.

5.2 Add and Remove Tasks for Responsible Staff

5.2.1 Click **Edit Tasks** under the **Actions** menu next to the Responsible Staff. See *Figure 23, Edit Tasks.* The **Edit Tasks** pop-up window opens.

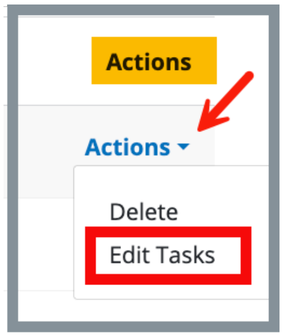

Figure 23: Edit Tasks

5.2.2 Select the checkbox next to any task for the Responsible Staff. See *Figure 24, Edit Tasks Pop-Up Window* (next page).

Notes:

- To remove a task, uncheck the checkbox
- The tasks are noted in alphabetical order

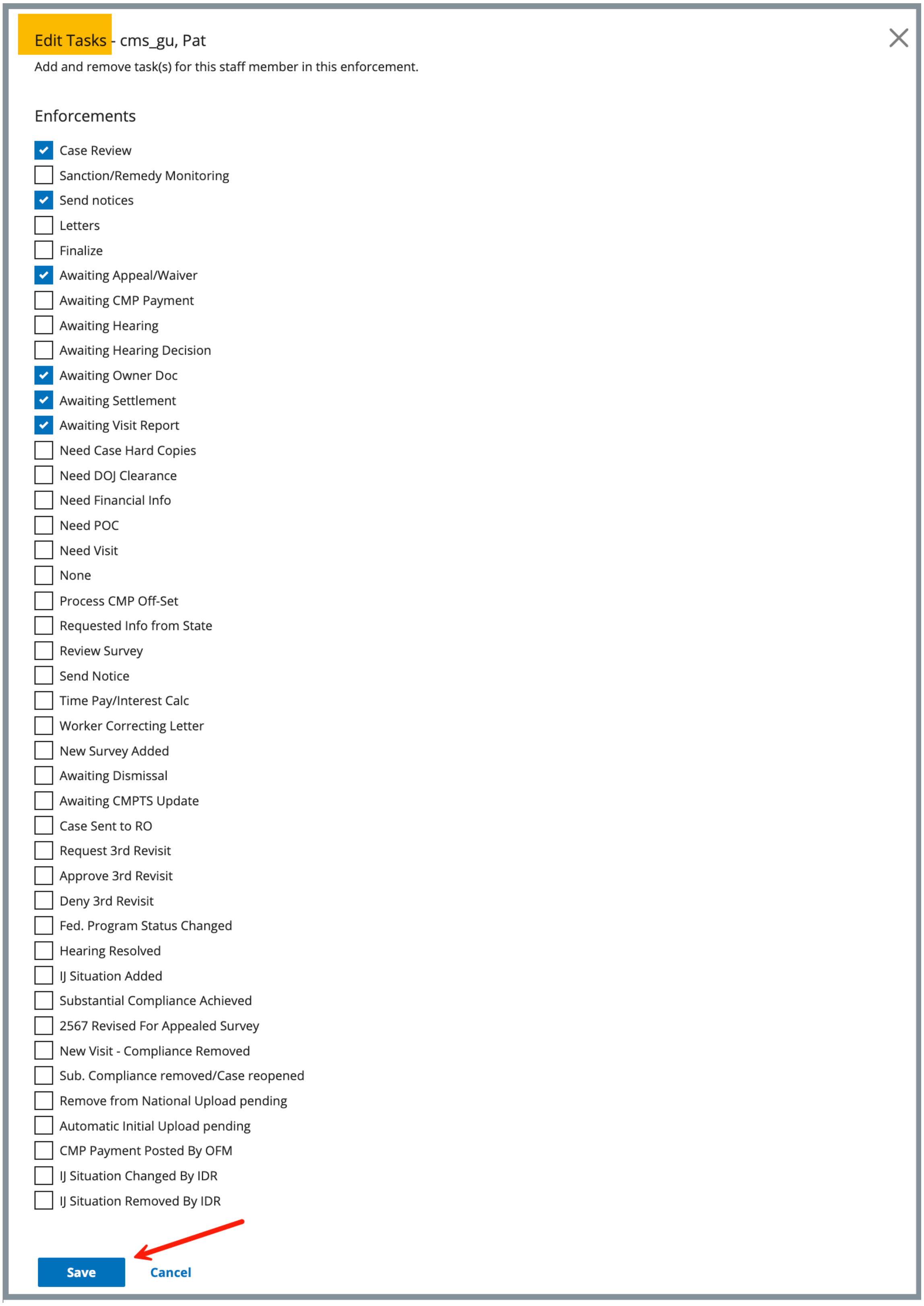

Figure 24: Edit Tasks Pop-Up Window

5.2.3 Click **Save**. Verify the **Tasks successfully updated** green notification banner is shown. See *Figure 25, Tasks Successfully Updated Green Notification Banner*.

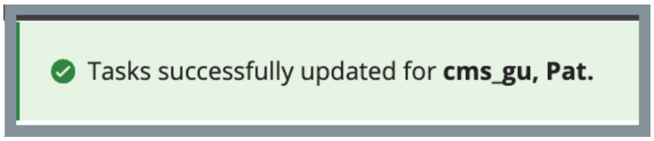

Figure 25: Tasks Successfully Updated Green Notification Banner

5.2.4 Verify tasks are updated under Assigned Tasks. See *Figure 26, Assigned Tasks.*

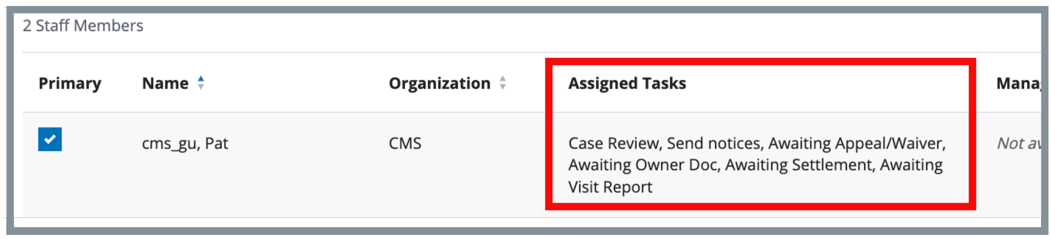

Figure 26: Assigned Tasks

5.3 Delete Responsible Staff

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

5.3.2 Click **Delete**. See *Figure 27, Delete a Responsible Staff*.

Figure 27: Delete a Responsible Staff

5.3.3 Verify that the **Responsible Staff** is no longer on the list.

6. Manage Tasks

Purpose: To manage and assign tasks for Responsible Staff.

Click **Manage Tasks** on the left menu. The **Manage Tasks** screen opens. See *Figure 28, Manage Tasks.* See *Table 10, Manage Tasks Detailed Callout.*

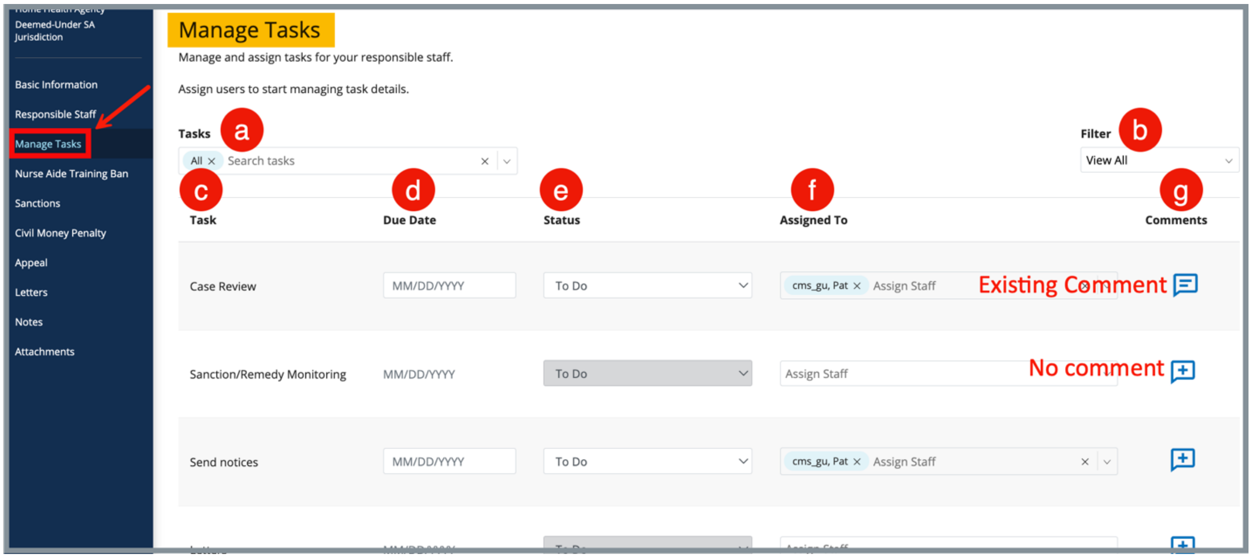

Figure 28: Manage Tasks

Table 10: Manage Tasks Detailed Callout

No.	Description
a	Select individual tasks from the drop-down menu under **Tasks** to assign to the **Responsible Staff** or select **All**
b	Select **View All**, **Assigned**, or **Unassigned** from the drop-down menu. **View All** is the default.
c	Each task that is selected shows under **Task**
d	The **Due Date** of the task
e	The **Status** of the task.
f	The Responsible Staff assigned to the task. More than one Responsible Staff can be assigned the task.
g	Click the **+** icon to add a comment. Click the letter icon to view an existing comment or to add a new comment.

7. Nurse Aide Training Ban

Purpose: To document a two-year ban on a Home Health Agency (HHA) or Nursing Home that provides nurse aide training and/or competency testing.

Notes:

- Nurse Aide Training Bans are for HHA and Nursing Home provider types only.
- A permanent record of the ban remains in the system and is shown on the Nurse Aide Training Ban page.

7.1 Add Nurse Aide Training Ban

7.1.1 Click **Nurse Aide Training Ban** on the left menu. The **Nurse Aide Training Ban** screen opens. See *Figure 29, Nurse Aide Training Ban*.

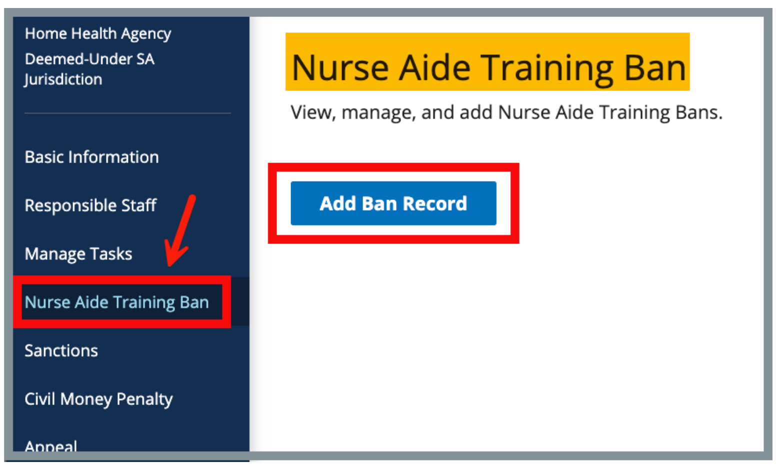

Figure 29: Nurse Aide Training Ban

7.1.2 Click **Add Ban Record**. The **Nurse Aide Training Ban** form opens. See *Figure 30, Nurse Aide Training Ban Form*.

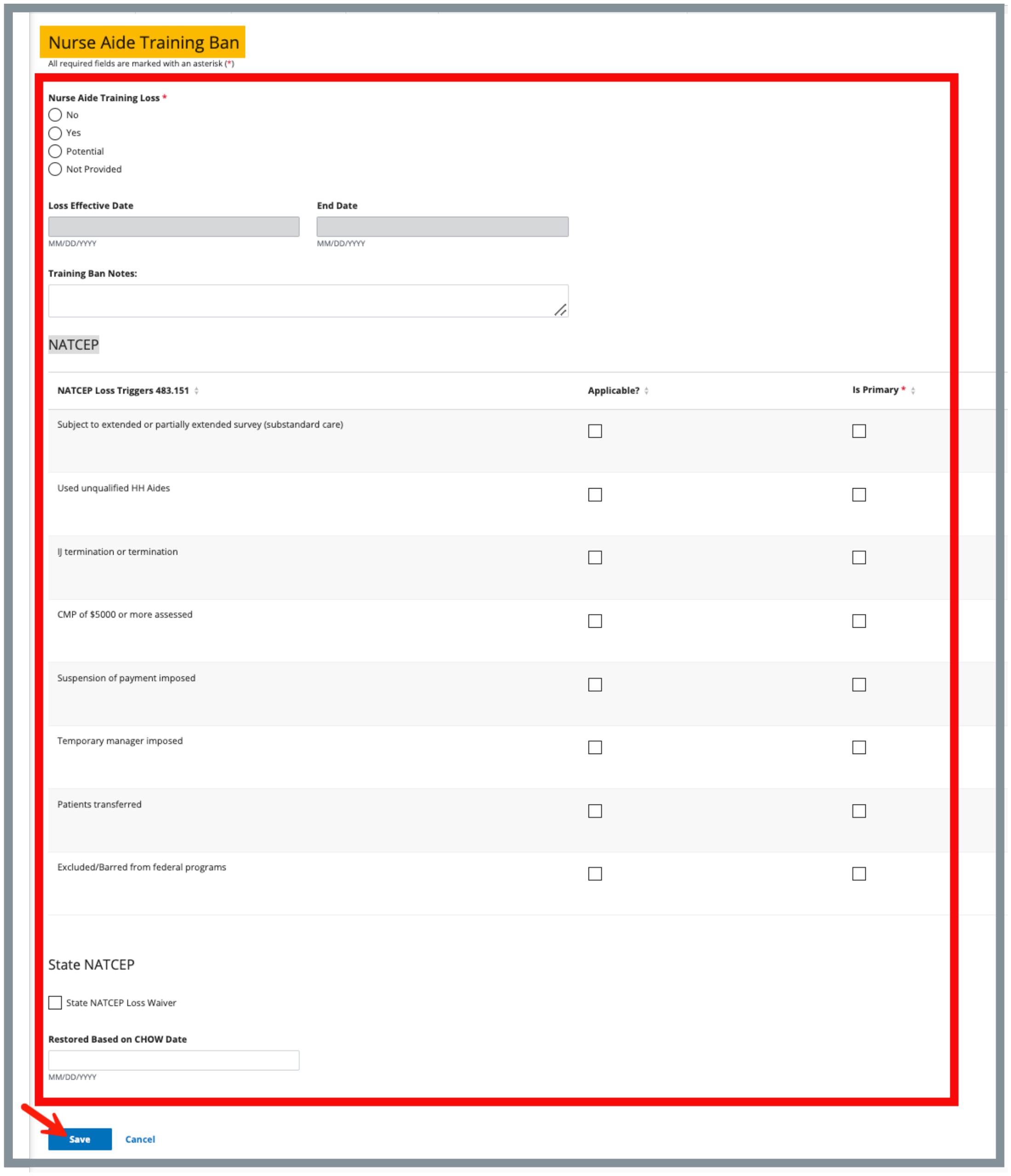

Figure 30: Nurse Aide Training Ban Form

7.1.3 Fill out information.

Note: **Loss Effective Date** and **End Date** can only be filled out when **Yes** or **Potential** is selected.

7.1.4 Click **Save**. The form closes and the **Nurse Aid Training Ban** information is shown on the screen.

7.2 View Nurse Aide Ban Notes

Click the caret next to the **Status**, to view **Ban Notes**. See *Figure 31, Nurse Aide Training Ban Notes.*

Figure 31: Nurse Aide Training Ban Notes

7.3 Edit a Training Ban

7.3.1 Click **Edit** next to the travel ban that needs to be updated. The **Nurse Aid Training Ban** page opens and can be edited. See *Figure 32, Edit Nurse Aide Training Ban*.

Note: **Status** must be **Current** for a training ban to be in edited.

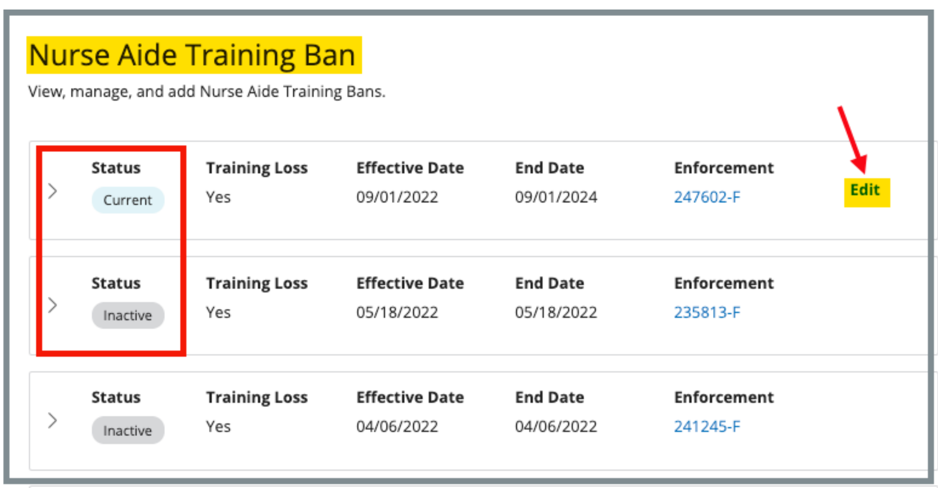

Figure 32: Edit Nurse Aide Training Ban

7.3.2 Click **Save** to save edits.

8. Sanctions

Purpose: To view, add, or manage sanctions and enforcement actions, including Civil Money Penalties (CMP), training, transfer, suspension, terminations, and other remedies.

Notes:

- Sanctions are for ASC, HHA, and Hospice Provider types only.
- The history of a sanction termination can be viewed.

8.1 Add or View a Sanction

8.1.1 Click **Sanctions** on the left menu. The **Sanctions** screen opens. See *Figure 33, Sanctions*.

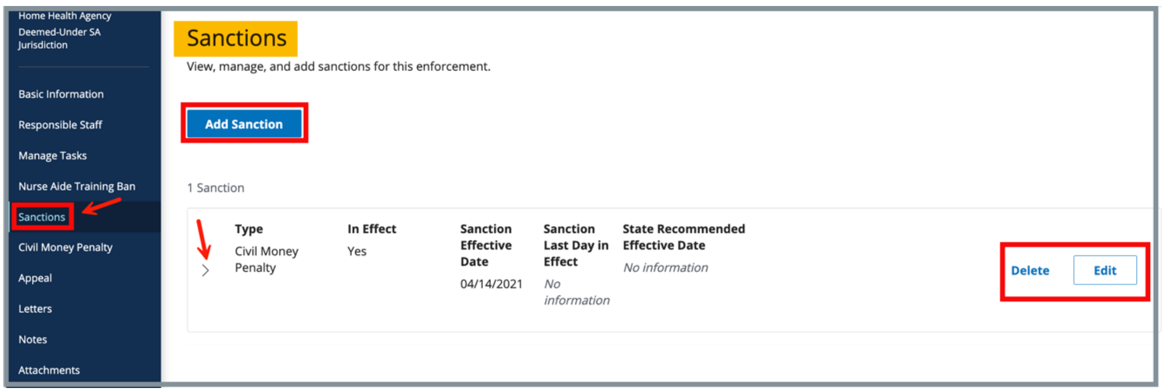

Figure 33: Sanctions

8.1.2 Click **Add Sanction** to add sanctions. The **Add Sanctions** page opens.

Note: Click any sanction to view.

8.1.3 Select **Type** from drop-down menu. See *Figure 34, Add Sanction*.

Notes:

- Fields may differ with each sanction.
- Duplicate sanction types cannot be added.

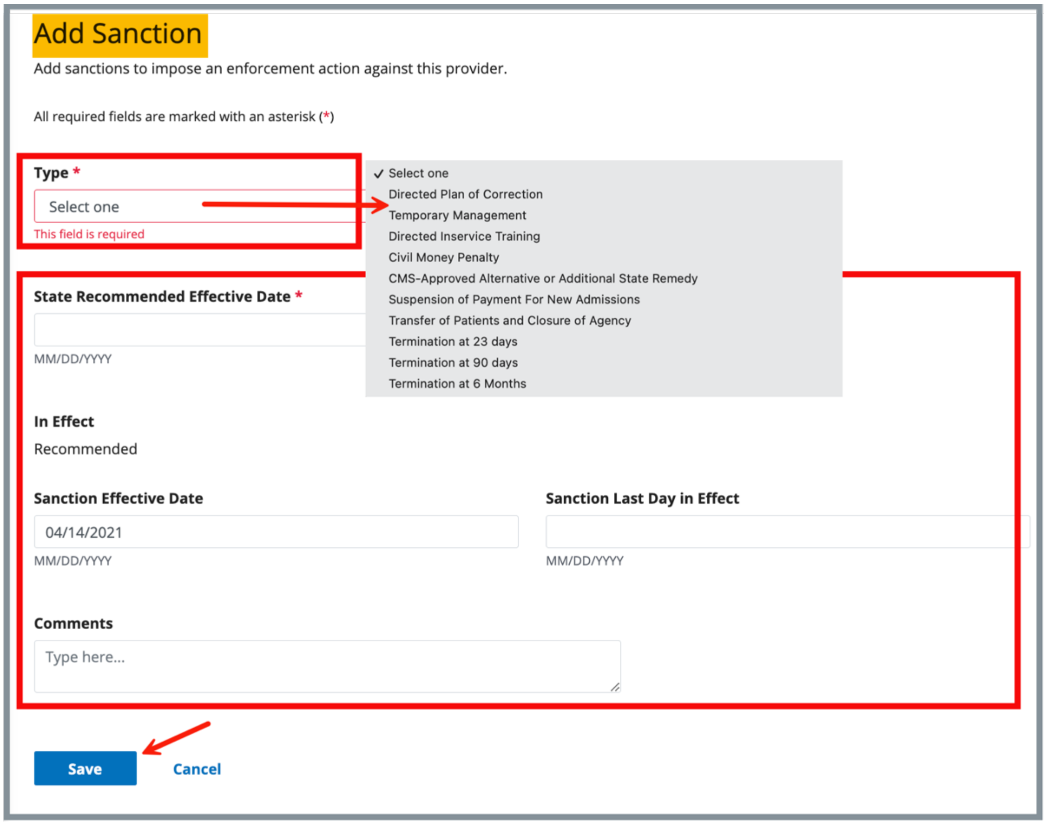

Figure 34: Add Sanction

8.1.4 Fill out the information.

8.1.5 Click **Save**. The **Sanctions** window updates with the new sanction.

8.1.6 Verify the sanction was added.

Note: The **In Effect** selection is always set to **Recommended** for a State Agency General User. Only a CMS General User can change the **In Effect** status.

8.2 Edit a Sanction

8.2.1 Click **Edit** on the **Sanctions** page. The **Edit Sanction** page opens. See *Figure 35, Edit Sanction*.

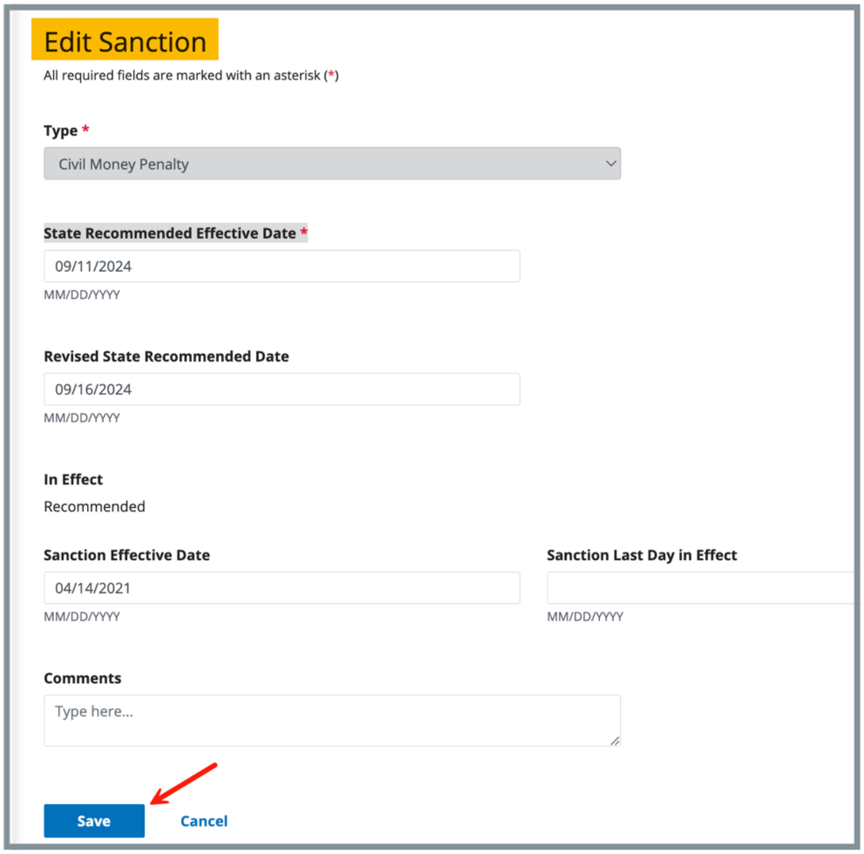

Figure 35: Edit Sanction

8.2.2 Edit form.

Notes:

- Only a CMS General User can change the **In Effect** status
- Select **Warning** if the imposition notice states that a sanction may be imposed
- Outcome selections vary depending on **Sanction Type**

8.2.3 Click **Save**. The updated sanction shows on the **Sanction** page.

8.3 Delete a Sanction

8.3.1 Click **Delete** next to the specific sanction on the **Sanctions** page. The **Delete** pop-up window opens. See *Figure 36, Delete a Sanction Pop-up Window*.

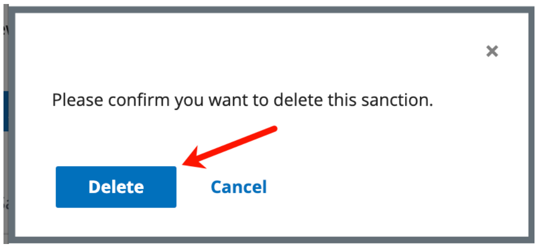

Figure 36: Delete a Sanction Pop-up Window

8.3.2 Click **Delete** to confirm the deletion.

Note: If a sanction is part of an open sanction, it cannot be deleted and the **Delete** option is greyed out.

9. Remedies

Purpose: To view, add, or manage remedies and enforcement actions, including Civil Money Penalties (CMP), training, transfer, suspension, terminations, and other remedies.

Notes:

- Remedies are for the Nursing Homes Provider type only.
- The history of a remedy termination can be viewed.

9.1 Add or View a Remedy

9.1.1 Click **Remedies** on the left menu. The **Remedies** screen opens. See *Figure 37, Remedies*.

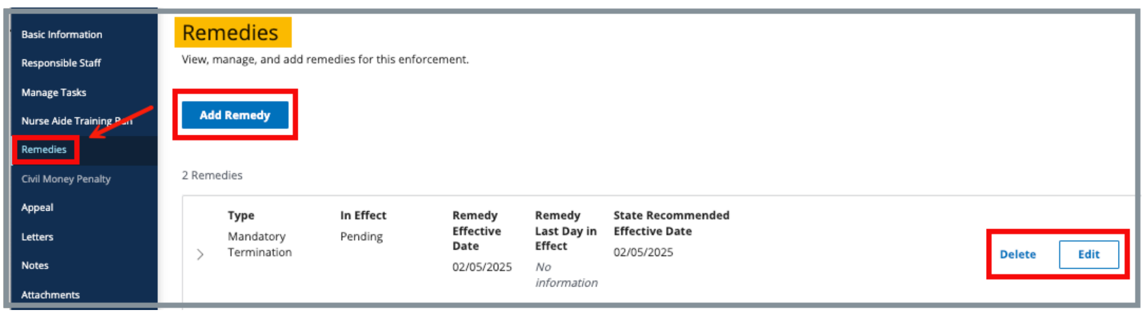

Figure 37: Remedies

9.1.2 Click **Add Remedy** to add a remedy. The **Add Remedy** page opens.

9.1.3 Select **Type** from drop-down menu. See *Figure 38, Add Remedy*.

Notes:

- Fields may differ with each remedy.
- Duplicate remedy types cannot be added.

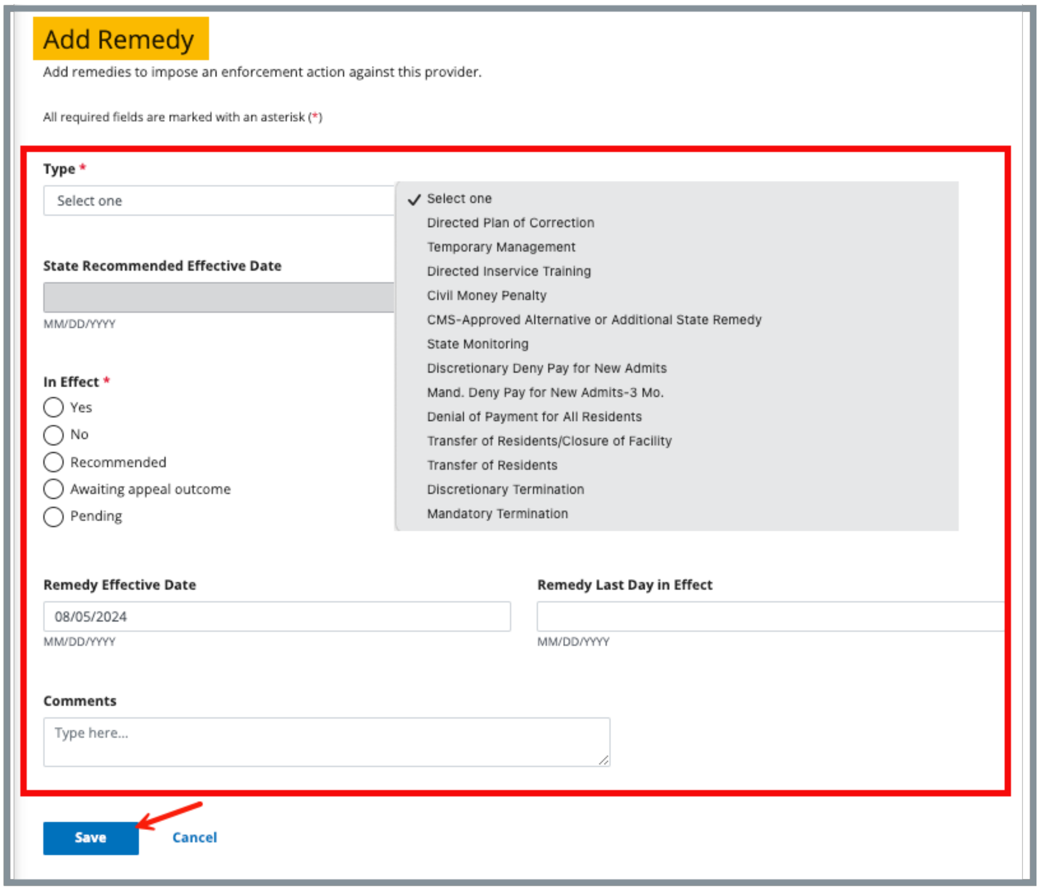

Figure 38: Add Remedy

9.1.4 Fill out the information.

9.1.5 Click **Save**. The **Remedies** window updates with the new remedy.

9.1.6 Verify the remedy was added.

Note: The **In Effect** selection is always set to **Recommended** for a State Agency General User. Only a CMS General User can change the **In Effect** status.

9.2 Edit a Remedy

9.2.1 Click **Edit** on the **Remedies** page. The **Edit Remedy** page opens. See *Figure 39, Edit Remedy*.

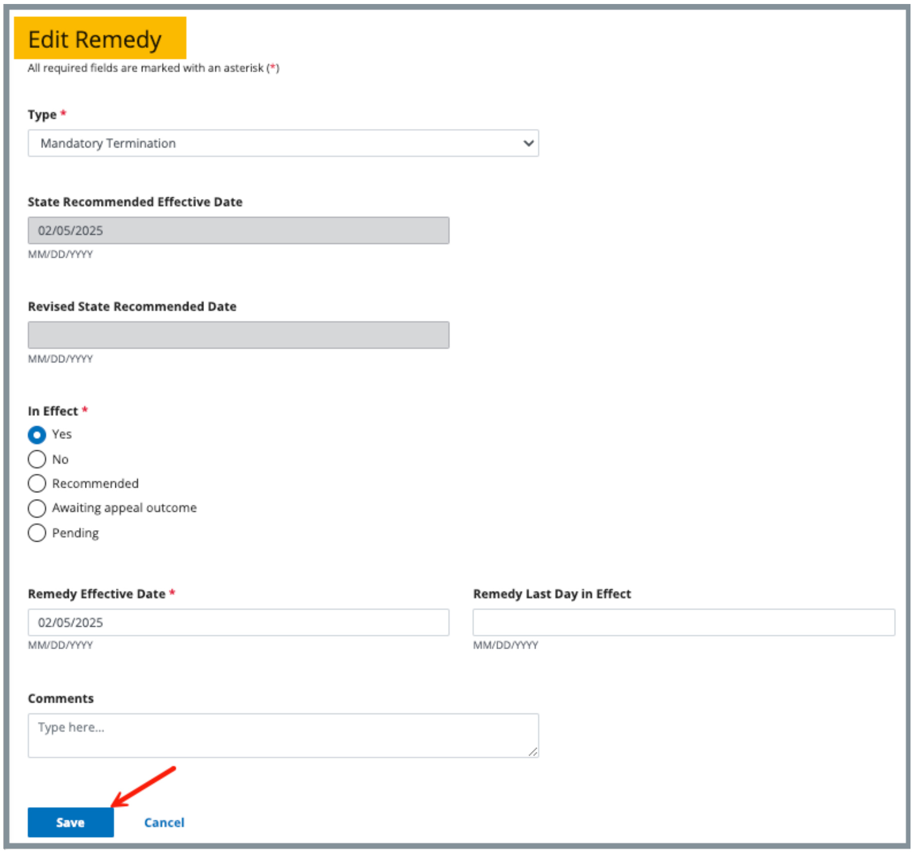

Figure 39: Edit Remedy

9.2.2 Edit form.

Notes:

- Only a CMS General User can change the **In Effect** status
- Select **Warning** if the imposition notice states that a remedy may be imposed
- Outcome selections vary depending on **Remedy Type**

9.2.3 Click **Save**. The updated remedy shows on the **Remedies** page.

9.3 Delete a Remedy

9.3.1 Click **Delete** next to the specific remedy on the **Remedies** page. The **Delete** pop-up window opens. See *Figure 40, Delete a Remedy Pop-up Window*.

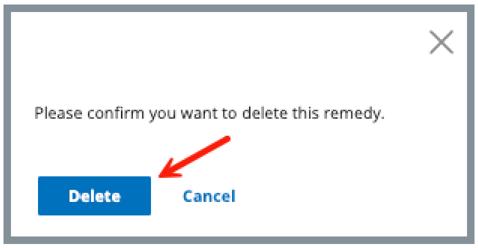

Figure 40: Delete a Remedy Pop-up Window

9.3.2 Click **Delete** to confirm the deletion.

Note: If a remedy is part of an open remedy, it cannot be deleted and the **Delete** option is greyed out.

10. Civil Money Penalty

The Civil Money Penalty is covered in the CMP/CMPTS manual.

11. Appeal

Purpose: To add or manage survey and enforcement remedy appeal and court hearing information.

Note: Only one appeal can be added.

11.1 Add an Appeal

11.1.1 Click **Appeal** on the left menu. The **Add Appeal** screen opens. See *Figure 41, Add Appeal*.

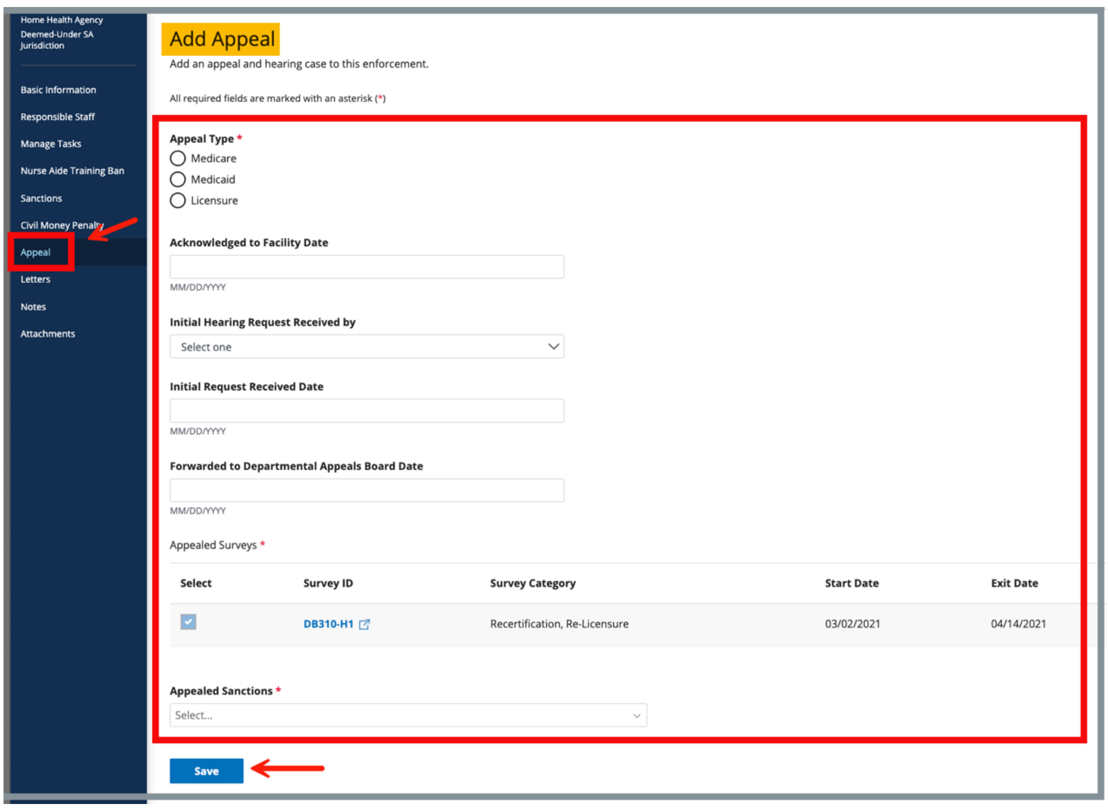

Figure 41: Add Appeal

11.1.2 Fill out as much information as possible.

11.1.3 Click **Save**. The **Appeal** window updates with the new appeal. See *Figure 42, Appeal*.

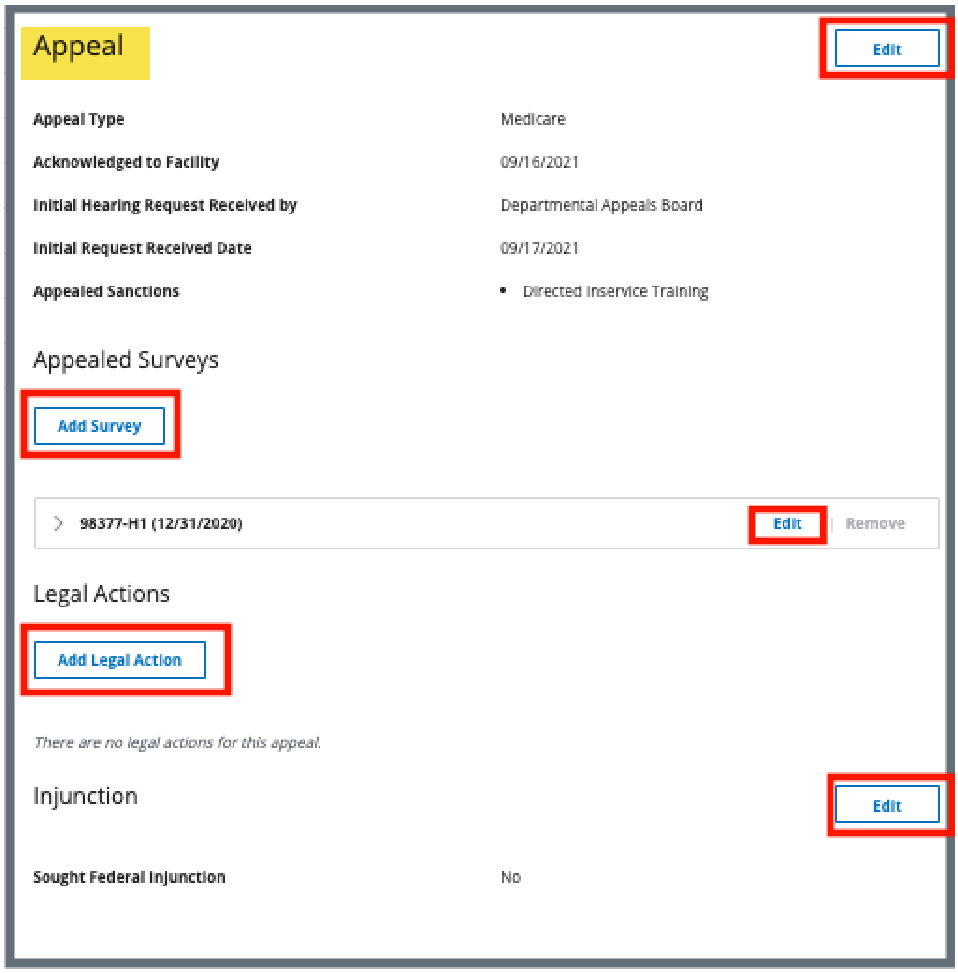

Figure 42: Appeal

11.2 Edit an Appeal

11.2.1 Click **Edit**, to edit the appeal.

11.2.2 Click **Add Survey** under **Appealed Surveys** to add additional surveys. The **Add Survey to Appeal** page opens.

Note: Only available surveys are shown.

11.3 Add Legal Action

11.3.1 Click **Add Legal Action** to add legal action. See *Figure 43, Add Legal Action.*

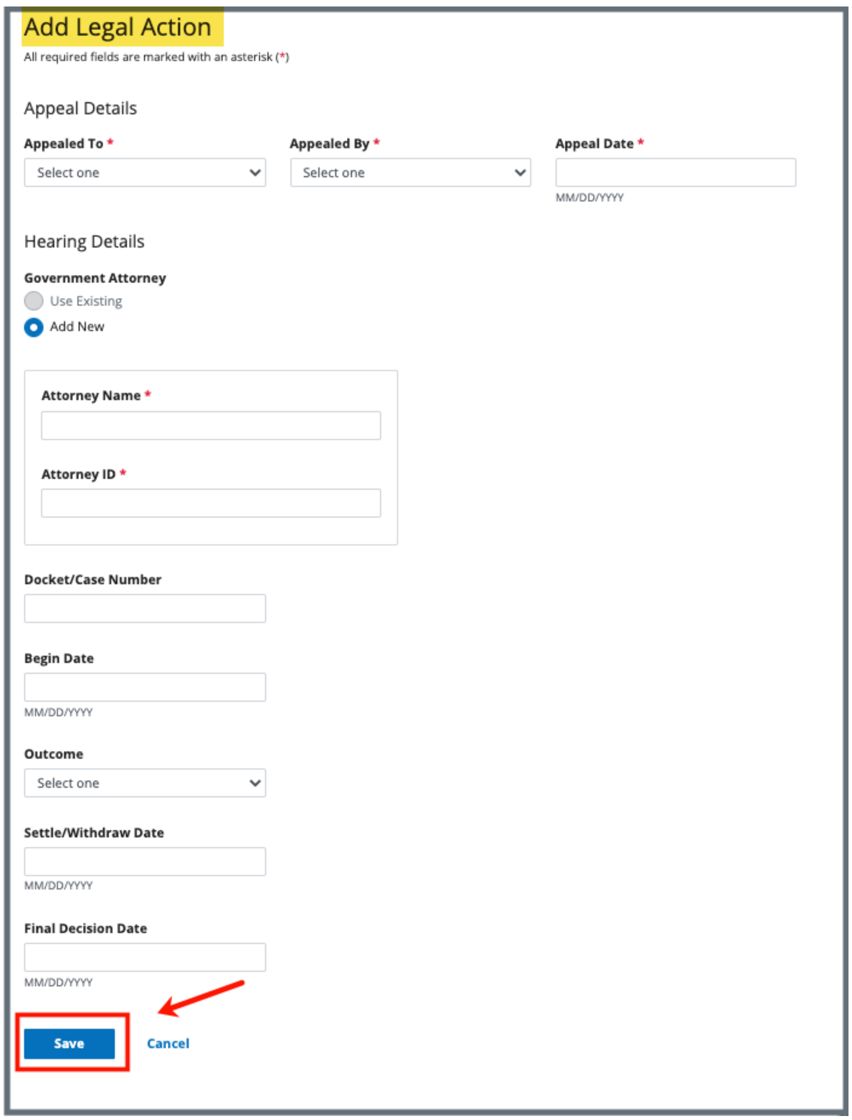

Figure 43: Add Legal Action

11.3.2 Fill out as much information as possible.

Note: Select **Use Existing** under **Government Attorney** to select from a list of attorneys that were previously entered.

11.3.3 Click **Save**. The **Appeal** page updates with **Legal Action** information.

11.3.4 Click **Edit** to edit the injunction. The **Edit Injunction** page opens.

11.3.5 Click **Sought Federal Injunction** box. See *Figure 44, Edit Injunction*. The **Injunction Granted Date** and **Last Date of Injunction** then open and can be edited.

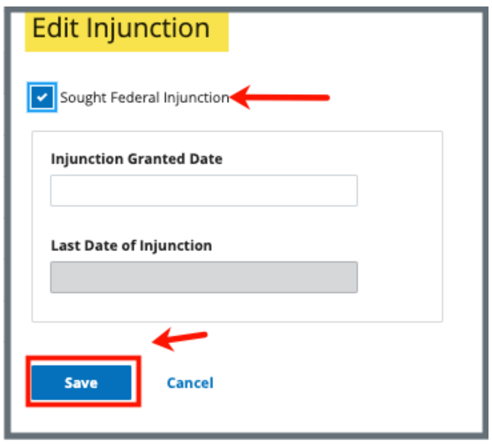

Figure 44: Edit Injunction

11.3.6 Click **Save**. The **Appeal** page updates with Injunction information.

12. Letters

Purpose: To add, upload, generate a letter from an existing template, edit a Letter Overview, delete a letter, or add recipients to a letter. Nonstandardized templates can be edited in the Letters section of the applicable S&C area (providers, surveys, intakes, enforcements).

Note: Letter templates are created in the Letter Template Management section. Review S&C User Manual: Letter Template Management for more information.

12.1 Add/Upload a letter

12.1.1 Click **Letters** on the left menu to go to **Letters**. See *Figure 45, Enforcements Letters.*

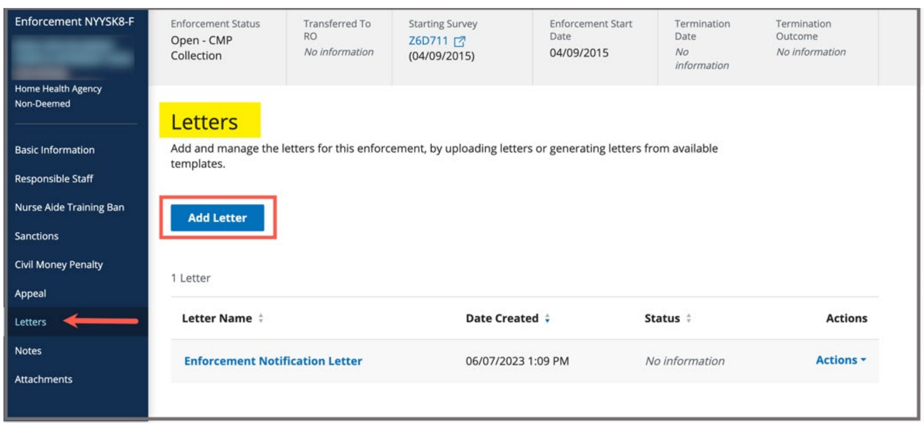

Figure 45: Enforcements Letters

12.1.2 Click **Add Letter**. The **Letter Overview** window opens. See *Figure 46, Enforcements Letter Overview*.

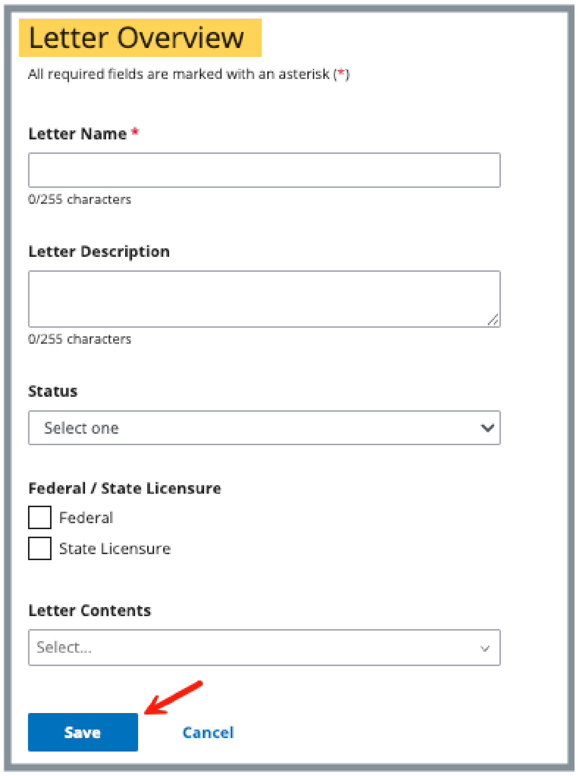

Figure 46: Enforcements Letter Overview

12.1.3 Fill out the information.

12.1.4 Click **Save**. The information updates in a new screen. See *Figure 47, Letter Attachment and Recipient*.

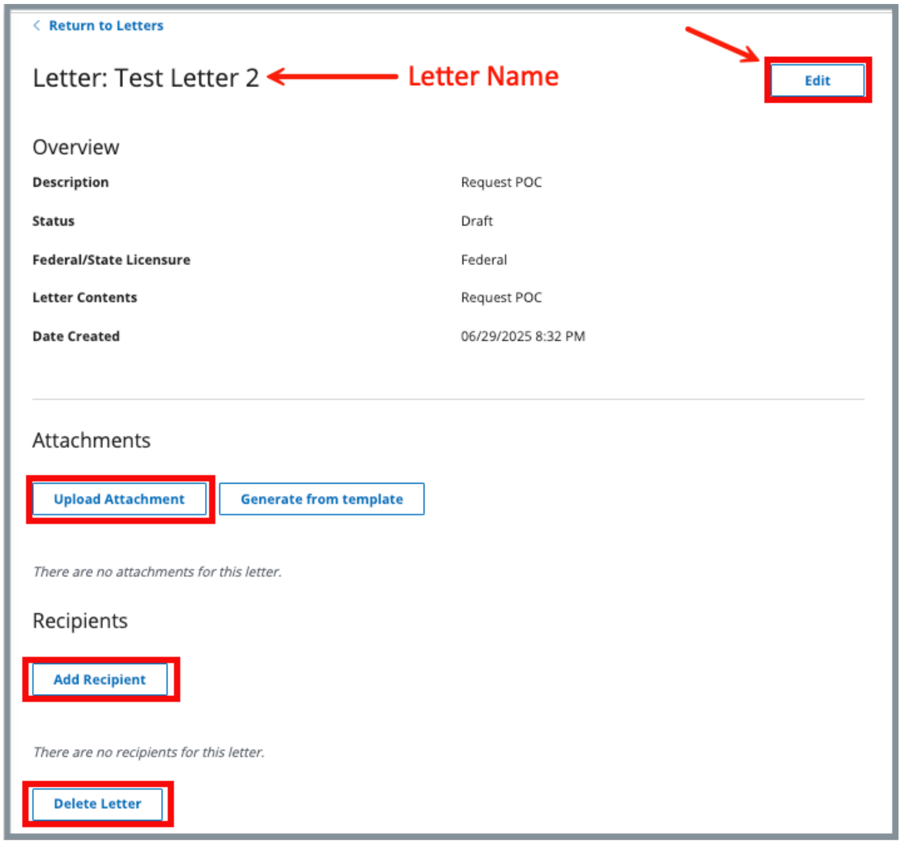

Figure 47: Letter Attachment and Recipient

12.1.5 Scroll down to **Attachments**.

12.1.6 Click **Upload Attachment** to upload a letter from the computer.

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

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

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

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

12.2 Generate a letter from an existing template

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

Note: If there is already an existing letter that can be reused, click **Generate from template** under the **Actions** drop-down menu and go to step 12.2.5.

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

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

12.2.4 Click **Generate from template** under **Attachments**. See *Figure 48, Generate from Template.* The **Select a template page** opens.

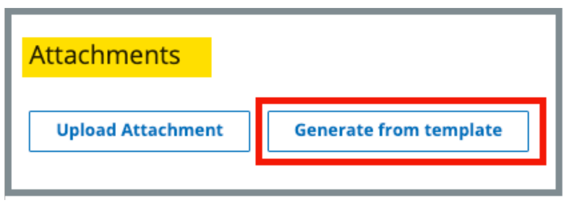

Figure 48: Generate from Template

12.2.5 Click the circle next to the desired template. See *Figure 49, Add Letter Template*.

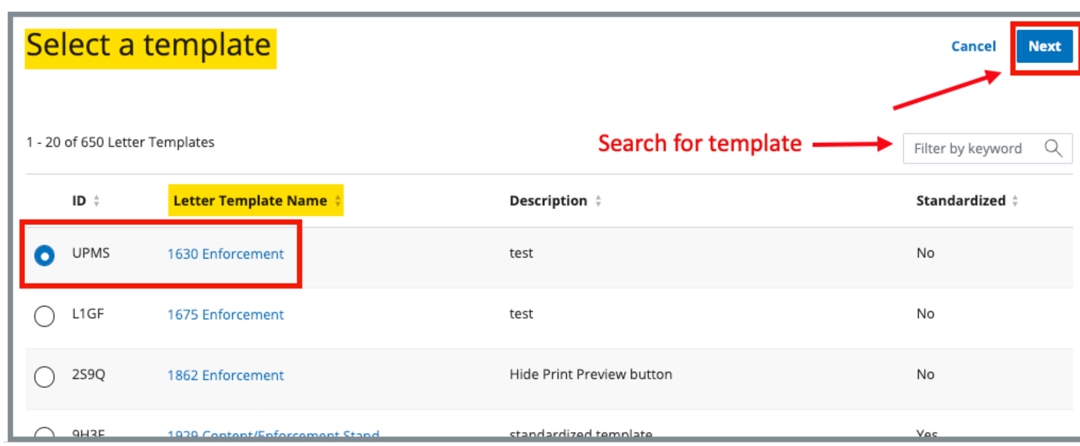

Figure 49: Add Letter Template

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

Note: **Next** is disabled until a selection is made.

12.2.7 Update the template as desired. See *Figure 50, Letter Template*.

Notes:

- Only nonstandardized templates can be modified. Textholders can be removed, words can be edited and updated. Refer to Appendix B, Enforcement Textholder Text for a list of textholders. Be aware that the text changes apply only to the current letter and not to the template. Refer to the Letter Template Management User Manual on QTSO to edit the original template.
- Standardized templates cannot be modified in the Letters section of any S&C area (providers, surveys, intakes, enforcements). To modify a standardized template, the template owner must edit the template in Letter Template Management.

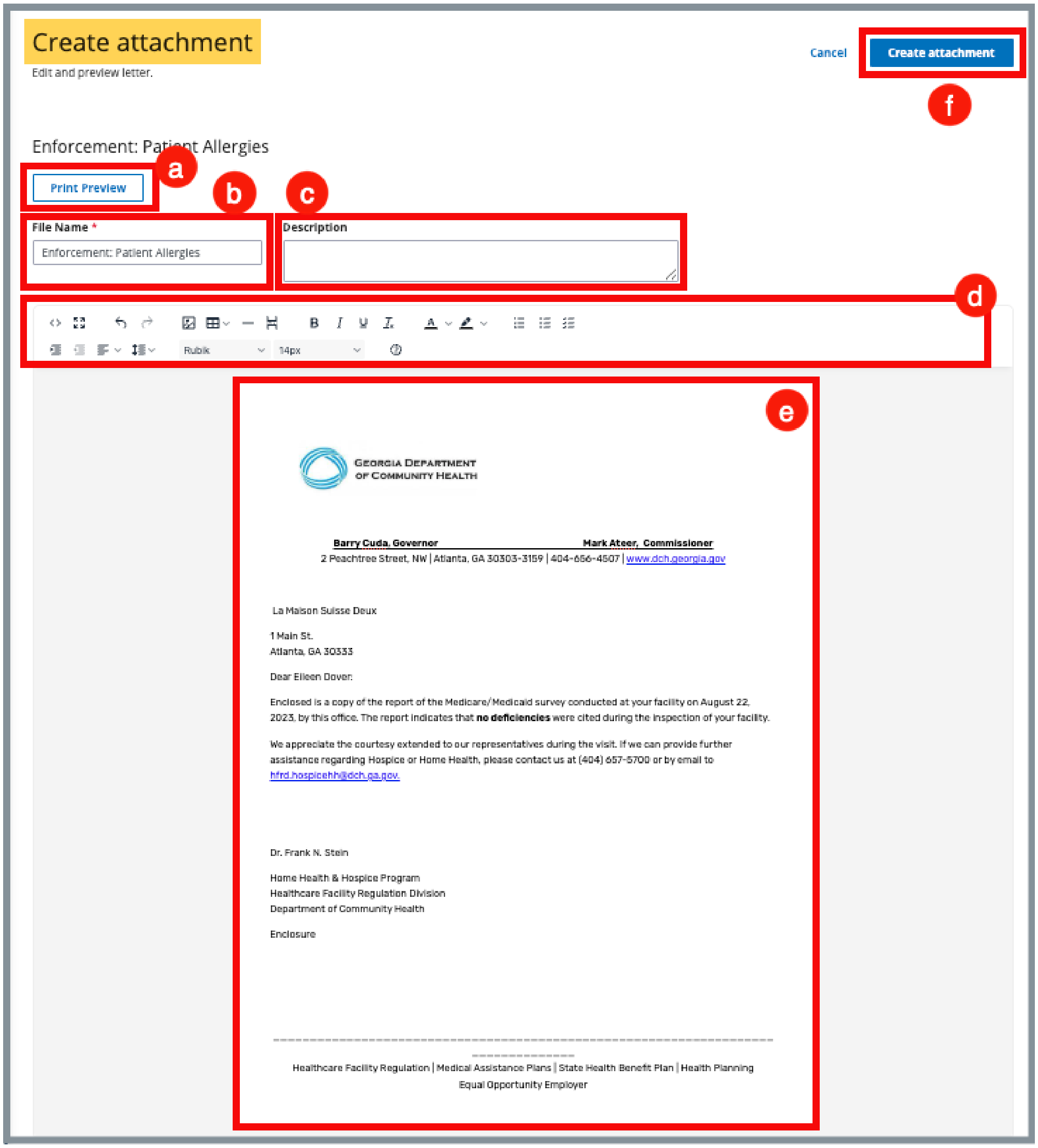

Figure 50: Letter Template

a. **Print Preview**: Click **Print Preview** to preview the .pdf version of the letter. The letter can be downloaded from **Print Preview**, if desired.

b. **File Name**: Edit the name, if desired.

c. **Description**: Enter keywords, if desired. Keywords are descriptive words that help the user find the content. For example, the template title might be

"Unsubstantiated Claim," and the key words could be federal, minor. Separate the keywords with a comma.

d. **Formatting**: The format menu allows content to be edited, including formatting, bulleting, etc. See Appendix A, Tips and Tricks for Working in a Template, for up-to-date details on each icon in the menu.

e. **Letter**: Shows how the letter looks. Verify inputs. Make any changes for nonstandardized templates, if desired.

f. **Create attachment**: Click **Create attachment** to create a .pdf that attaches to provider/survey/intake/enforcement record.

12.2.8 Click **Create Attachment** to attach the letter to the record.

12.2.9 Verify the letter is attached under **File Name**. See *Figure 51, Letter Attachment.*

Figure 51: Letter Attachment

12.3 Add Recipients to a letter

12.3.1 Click **Add Recipient** to add a recipient. **The Add Recipient** page opens. See *Figure 52, Add Recipient*.

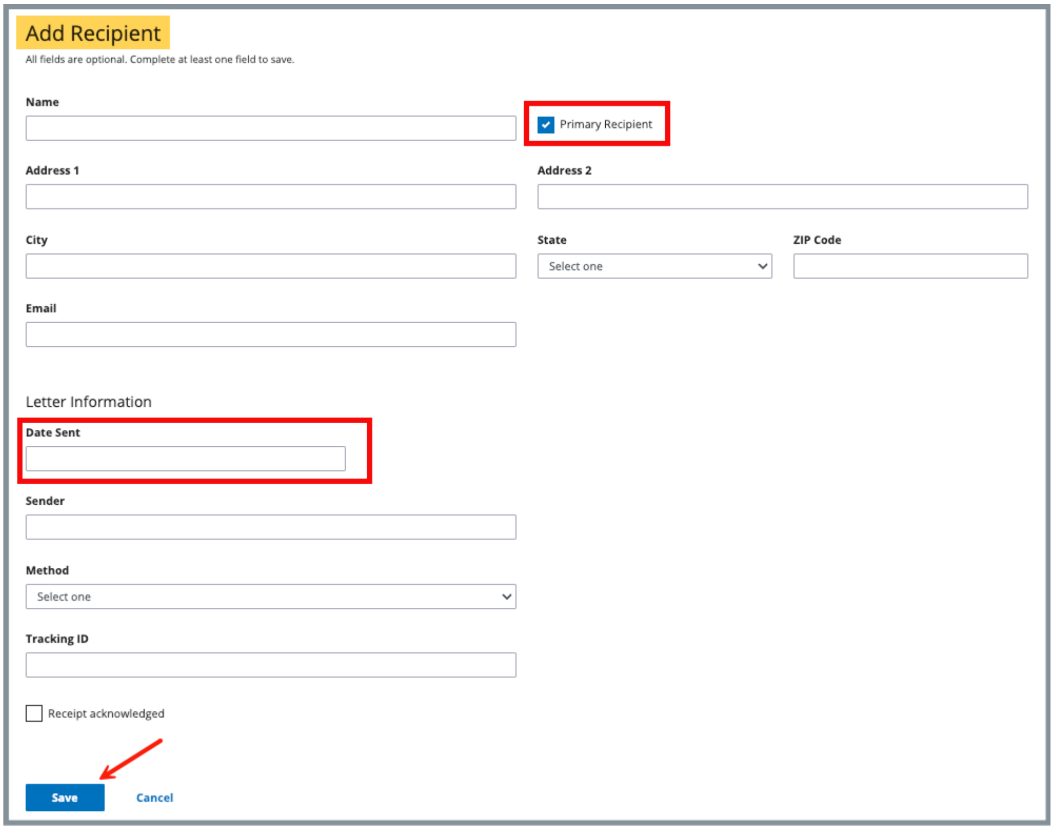

Figure 52: Add Recipient

12.3.2 Fill out the information.

Notes:

- **Primary Recipient** is automatically checked for the first recipient of the letter. It is grayed out for subsequent recipients.
- **Letter Information** is not automatic and must be filled out manually.
- **Date Sent** is the date the letter was sent.

12.3.3 Click **Save**. The **Recipient Information** updates. See *Figure 53, Recipient Information*.

Note:

- Click **Return to Letter** to return to the Letter Overview page.
- Click **Add Recipient** under the **Actions** menu on the Letter Overview page to add additional recipients.

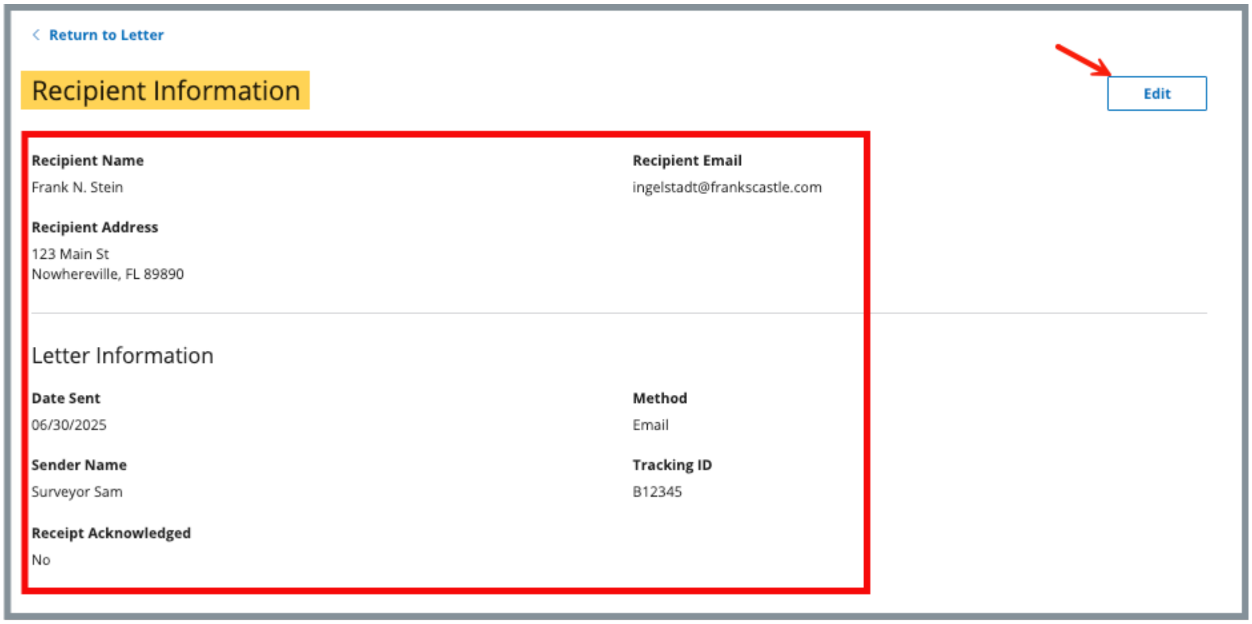

Figure 53: Recipient Information

12.4 Edit a Letter Overview

12.4.1 Click **Edit Overview** from the **Actions** drop-down menu to edit a **Letter Overview**. See *Figure 54, Edit a Letter Overview*. The **Edit Letter Overview** opens. See *Figure 55, Edit Letter Overview*.

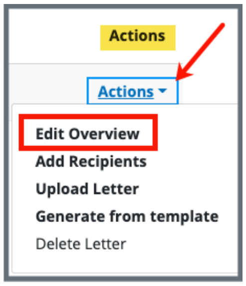

Figure 54: Edit a Letter Overview

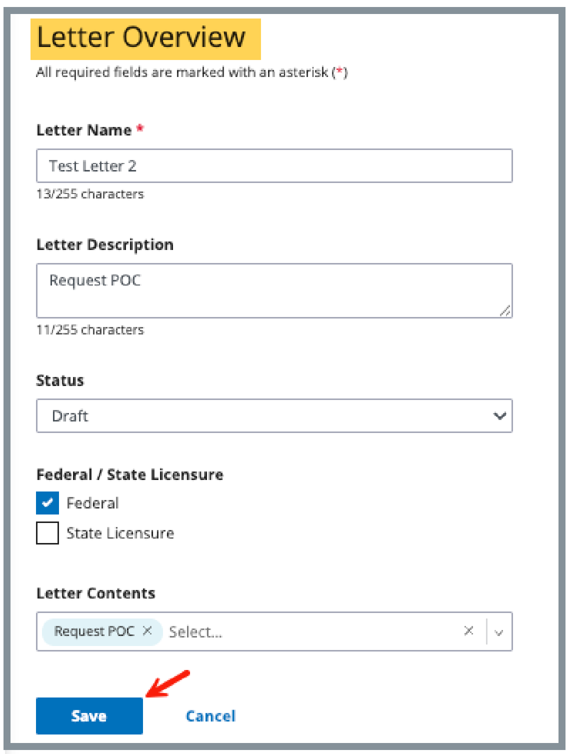

Figure 55: Edit Letter Overview

12.4.2 Update fields.

12.4.3 Click **Save**.

12.5 Edit a Standardized Letter Attachment Description

Note: Standardized letters cannot be edited or changed. Only the **Description** can be updated.

12.5.1 Select a standardized template. The **Create attachment** page opens.

12.5.2 Edit or add a description in the **Description** field. See *Figure 56, Standardized Letter Description*.

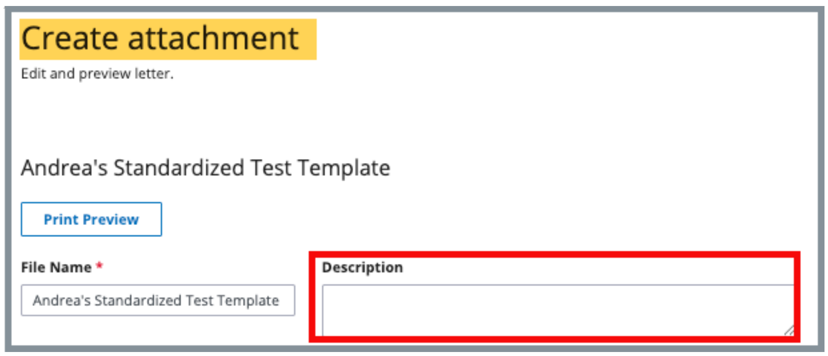

Figure 56: Standardized Letter Description

12.5.3 Click **Create Attachment**.

12.6 Edit a Nonstandardized Letter Attachment

Notes:

- Only letters generated from nonstandardized templates can be edited after the .pdf is created.
- Finalized letters cannot be edited.

12.6.1 Click the letter name on the **Letters** page. See *Figure 57, Click Letter Name*. The letter detail page opens with **Overview, Attachments,** and **Recipients** sections. See *Figure 58, Letter Details Page*.

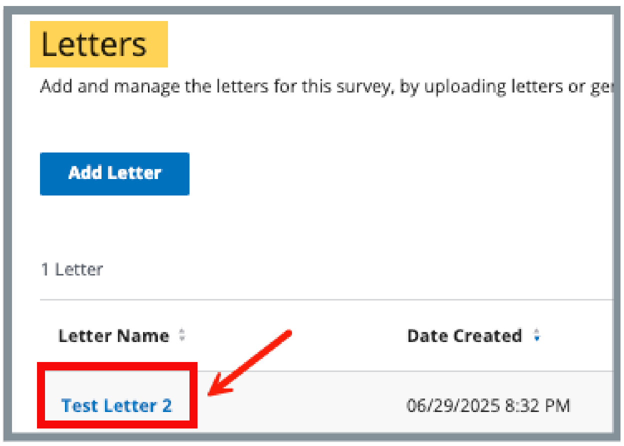

Figure 57: Click Letter Name

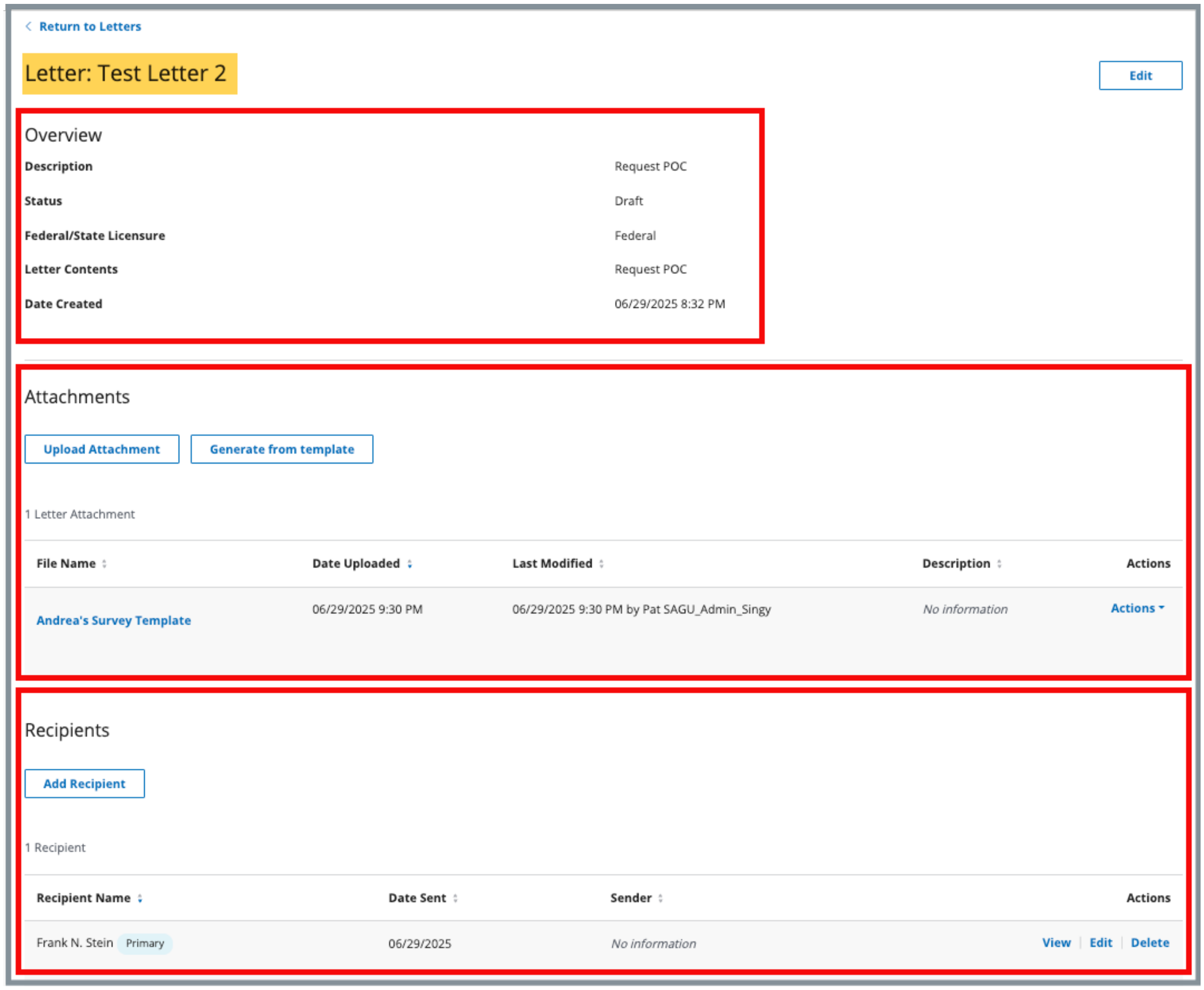

Figure 58: Letter Details Page

12.6.2 Scroll to the **Attachments** section.

12.6.3 Select **Edit** from the drop-down list under **Actions**. See *Figure 59, Edit*. The **Edit Attachment** page opens.

Note: **Last Modified** shows the date, time, and author (user) of the last modification of the file. **Last Modified** is updated each time the file is modified.

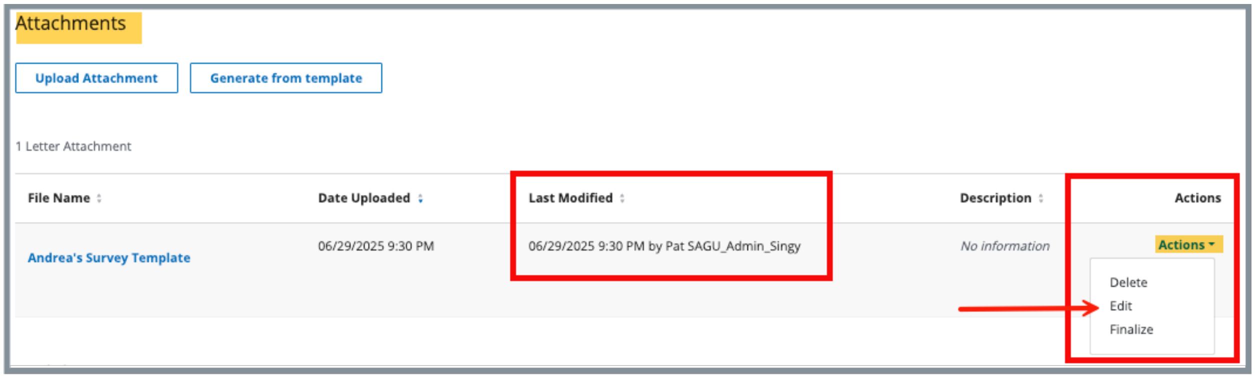

Figure 59: Edit

12.6.4 Make any necessary changes. See *Figure 60, Edit Attachment Page*.

Note: See [Appendix A](#) for tips and tricks for working in a template.

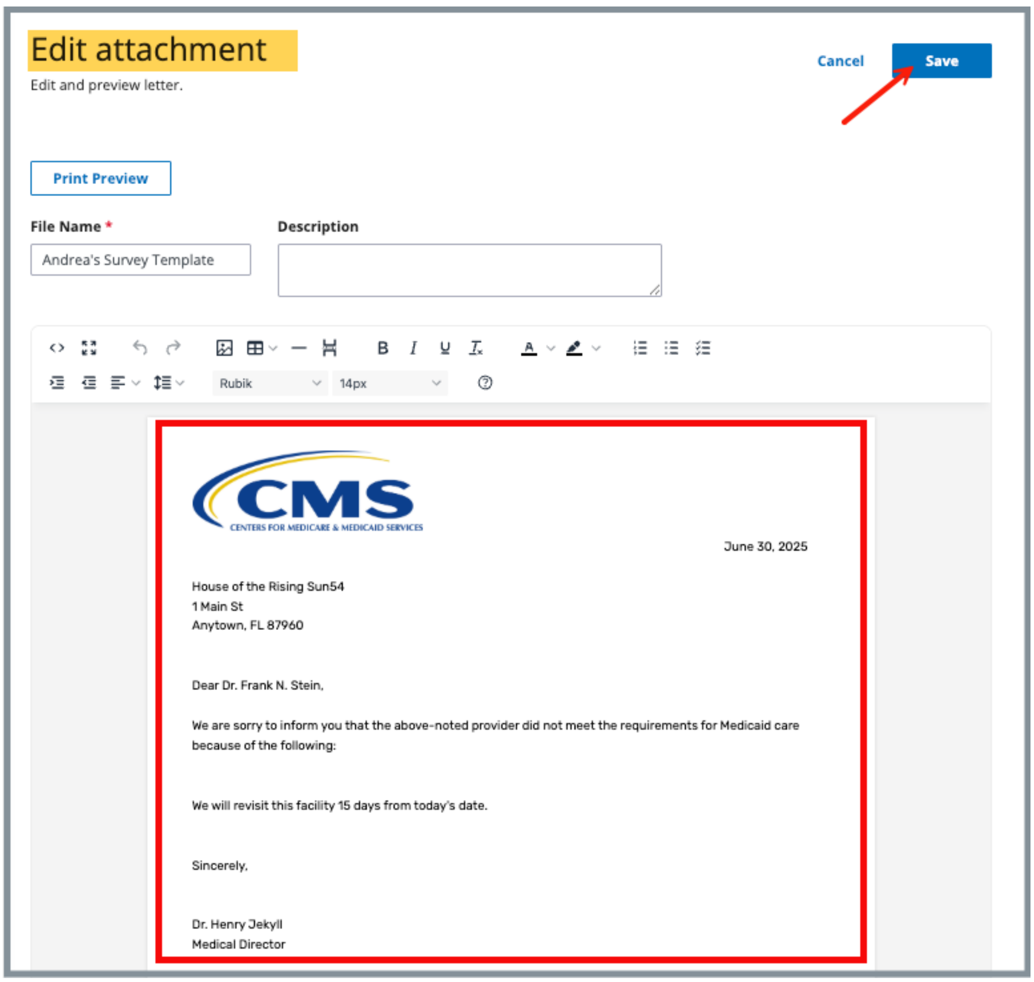

Figure 60: Edit Attachment Page

12.6.5 Click **Save**.

Notes:

The letter can now be regenerated with these changes.

12.7 Finalize a Letter Attachment

Note: No changes can be made once a letter is finalized.

12.7.1 Select **Finalize Letter** from the **Actions** drop-down menu to finalize a letter attachment. A pop-up window opens. See *Figure 61, Finalize Letter Pop-Up Window*.

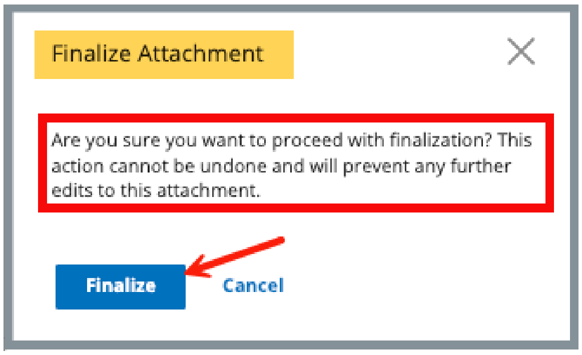

Figure 61: Finalize Letter Pop-Up Window

12.7.2 Click **Finalize**. The letter overview opens.

12.7.3 Verify that the letter states **Finalized** under the **Actions** menu. See *Figure 62, Finalized*.

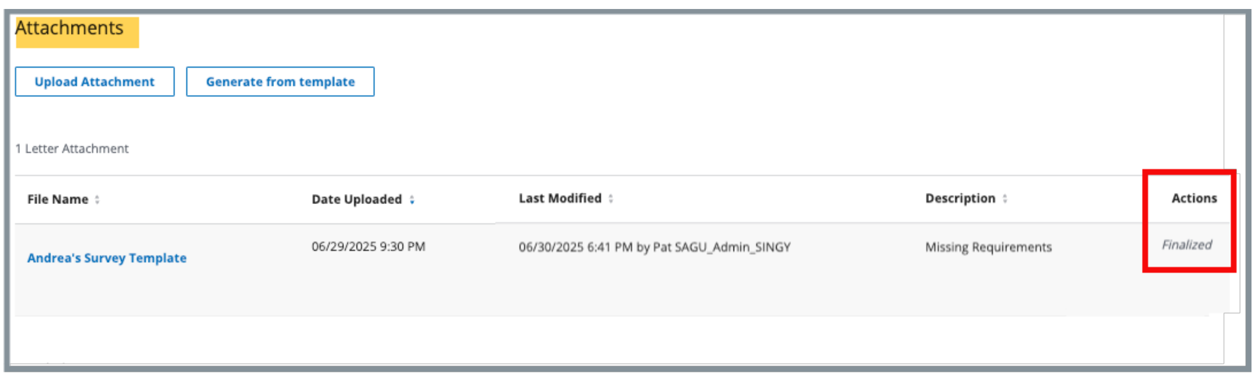

Figure 62: Finalized

12.8 Delete a Letter Attachment

Note: Letters can only be deleted when no attachments are finalized.

12.8.1 Select **Delete** from the **Actions** drop-down menu to delete a letter. A pop-up window opens. See *Figure 63, Delete Letter Pop-Up Window*.

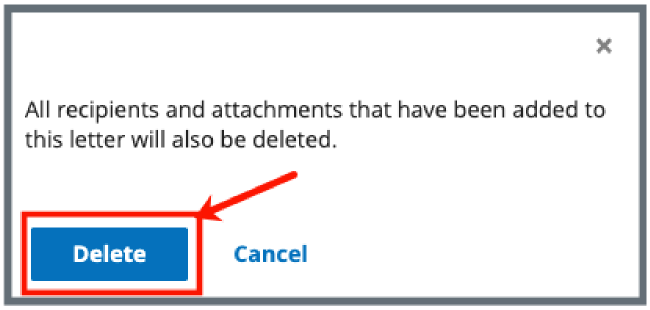

Figure 63: Delete Letter Pop-Up Window

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

13. Notes

Purpose: To view or add notes for an enforcement.

13.1 Click **Notes** on the left menu to view existing notes or add a note. See *Figure 64, Enforcements Add Note*.

Note: When there are no existing notes, the **Add Note** page opens when **Notes** is selected on the left menu.

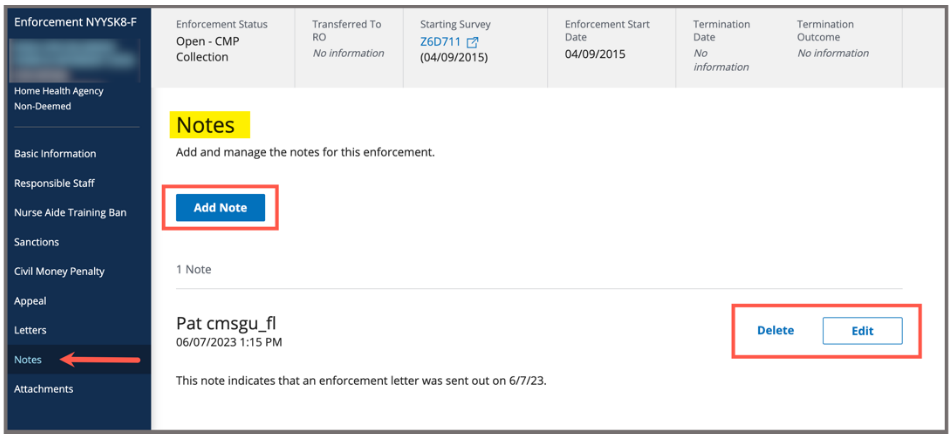

Figure 64: Enforcements Add Note

13.2 Add a note.

13.3 Click **Save**. The **Notes** window opens with note information.

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

13.4 Click **Delete** to delete a note. A pop-up note opens. See *Figure 65, Delete Note Pop-Up Window*.

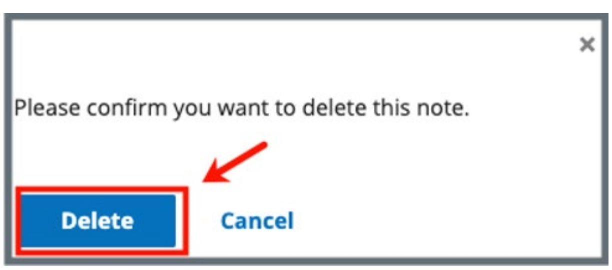

Figure 65: Delete Note Pop-Up Window

13.5 Click **Delete**. The updated **Notes** page opens.

14. Attachments

Purpose: To view or add an attachment to an enforcement.

Notes:

- Only one attachment can be added at a time.
- Attachments can only be deleted by the user who uploaded the attachment. Contact the iQIES Service Center to delete any other attachments.

14.1 Click **Attachments** on the left menu. The **Attachments** window opens. See *Figure 66, Enforcements Attachments*.

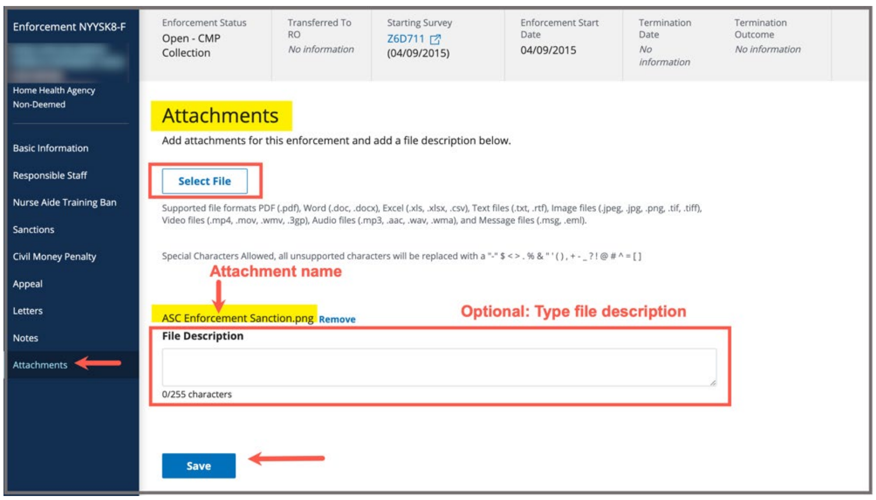

Figure 66: Enforcements Attachments

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

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

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

14.5 Click **Save**. The file is attached to the enforcement.

Notes:

- Click **Edit** to edit information, if desired.
- Click **Download** to download the document, if desired.

Appendix A: Tips and Tricks for Working in a Template

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

Template Menu

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

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

Appendix B: Enforcement Textholder Text

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

Enforcement Textholders		
Accrediting Organization (AO)	Federal CMP Amount Due	Provider Mailing Address
Admin 1st Name	Federal CMP(s)	Provider State
Admin Full Name	Latest Denial of Payment Remedy	Provider State ID (FACID)
Admin Last Name	Letter Sent Date	Provider State License Number
Admin Salutation	Medicaid ID Number	Provider Telephone
Admin Short with Salutation	NATCEP/Nurse Aide Training Ban Last Loss Date	Provider Type Abbrev
Admin Title	NATCEP/Nurse Aide Training Ban Loss Date	Provider Type Full Description
Administrator Email	Next Licensure Letter Remedies	Provider Zip
All CMPs	Per Day CMP(s)	Recommended Federal CMP(s)
Building ID List	Per Instance CMP(s)	Remedies with State Recommended Effective Date
Buildings List	Primary Case Worker Email Address - Fed	Remedy List
Buildings List Open	Primary Case Worker Name - Fed	Remedy List – All Federal

Enforcement Textholders		
Changes from IDR	Primary Case Worker Phone Number - Fed	Remedy List – In Effect
Changes from IDR (No Status)	Primary NATCEP Trigger	Remedy List – Not in Effect
CMP Collection Number	Provider Address 1 (Street)	Remedy List – Pending
CMP First CMS Notice Date	Provider Address 2	Remedy List – Recommended
Custom Text Prompt	Provider CCN	Substantial Compliance Date
Cycle Start + 3 Months	Provider City	Survey High Citations
Cycle Start + 6 Months	Provider Doing Business As Name	Title (Mapped from Provider Certification & Licensure tab)
Date # Days after Sent Date (Numbers)	Provider Fax Number	Today's Date
Date # Days after Sent Date (Words)	Provider Full Address	Today's Date Full
Date Facility out of Compliance	Provider Legal Name	