



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

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

Version 2.4

January 13, 2026

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1. Introduction

This user manual addresses how to view and add a new intake, including involved parties, allegations, and responsible staff. Review the workflow in the next step to understand how the intake process works.

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 [HARP](#) (Health Care Quality Information Systems (HCQIS) Access Roles and Profile) 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*.

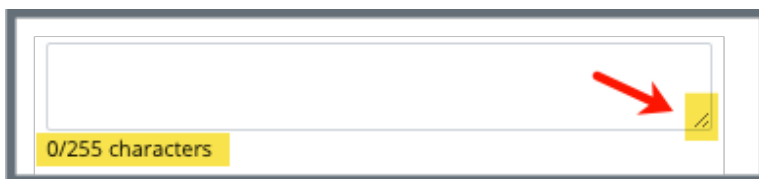


Figure 1: Expandable Field

- 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.

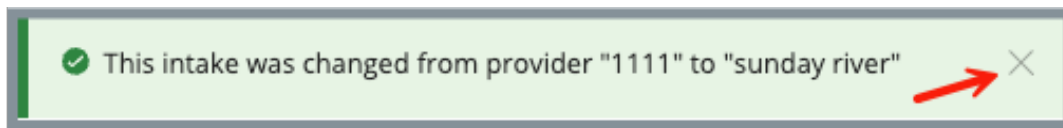


Figure 2: Notification Banner

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*.

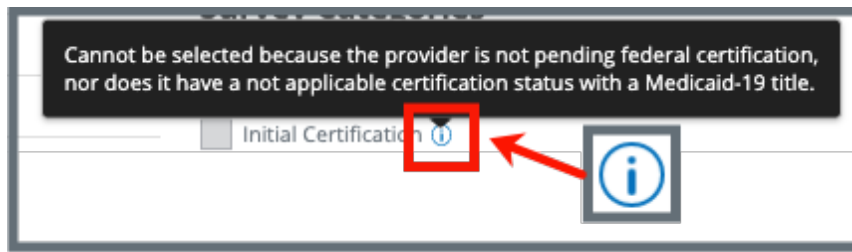


Figure 3: Tool Tip Icon

- 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

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.

Note: **My Tasks** is limited to the State Agency General User and CMS General User roles.

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' interface. At the top, there's a navigation bar with 'Providers', 'Surveys', 'Intakes' (highlighted with a red box and letter 'a'), and 'Enforcements'. Below this, the 'My Intakes Tasks' section is visible. It includes a checkbox for 'Expand All Tasks' (letter 'b') and a dropdown menu currently set to 'Active tasks'. The main table has columns: 'Intake ID' (letter 'c'), 'Provider' (letter 'd'), 'Status' (letter 'e'), 'Priority' (letter 'f'), 'Survey Due Date' (letter 'g'), 'Intake Start Date' (letter 'h'), and 'Assigned Tasks' (letter 'i'). A red line highlights the first row of data. Below the main table, there's a section for 'ASSIGNED TASK' (letter 'j') with columns for 'DUE DATE' and 'TASK STATUS'. It lists tasks: 'Finalize', 'Letters', and 'Prioritization', each with a 'To Do' status dropdown. A 'COMMENTS' column (letter 'k') is on the right, showing icons for each task.

Intake ID	Provider	Status	Priority	Survey Due Date	Intake Start Date	Assigned Tasks
Complaint 1163642 Enable Offline	House of the Rising Sun27 123 Main St Nowhereville, Florida 89890	Triage/Prioritization	No information	No information	11/29/2024	Finalize, Letters, Prioritization

ASSIGNED TASK	DUE DATE	TASK STATUS	COMMENTS
Finalize	No information	To Do	
Letters	07/11/2025	To Do	
Prioritization	07/14/2025	To Do	

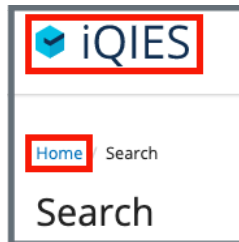
Figure 5: My Tasks Landing Page

Table 2: My Tasks Landing Page Detailed Callout

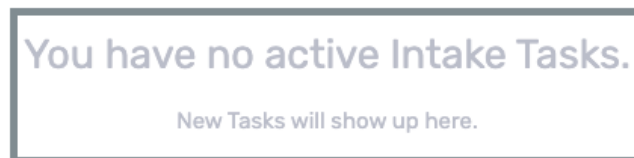
No.	Name	Description
a	Intakes tab	Click each available tab (Providers, Surveys, Intakes, Enforcements) to review the respective tasks. Not all tabs are available in all user roles. Click Enable Offline to enable the survey offline. For more details on how to enable offline, refer to S&C User Manual: 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	Intake ID	The enforcement ID shows as a link directly under Intake ID . Click the link to go directly to the Intake Basic Information page. Click the caret next to the intake ID to view task status details about the intake. 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	Status	Shows the status of the intake .
f	Priority	Shows the priority level of the intake
g	Survey Due Date	Shows the due date of the survey
h	Intake Start Date	Links the starting date of the intake
i	Assigned Tasks	Lists the assigned tasks, if any.
j	Assigned Tasks	Shows tasks in detail assigned to the user.
k	Notes	Click the + to add a note. See step 1.4.3 .

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 Click caret next to the intake ID and details open about tasks assigned to the intake. See *Figure 8, Task Status Details* and *Table 3, Task Status Details Detailed Callout*.

Complaint 1163642 Enable Offline	House of the Rising Sun27 123 Main St Nowhereville, Florida 99890	Triage/Prioritization	No information	No information	11/29/2024	Finalize, Letters, Prioritization
a ASSIGNED TASK	b DUE DATE	c TASK STATUS	d COMMENTS			
Finalize	No information	To Do	Existing Comment			
Letters	07/11/2025	To Do	No Comment			
Prioritization	07/14/2025	To Do				

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*.

1A6456-H1 Letters

Existing comments are here with date, time, user noted

PN Pat NH_SAGU_Admin_Singy 05/23/2024 • 3:14 PM ...

We are waiting to finish this task until the Memorial Holiday is over.

New comments can be typed here.

Save Cancel

Figure 9: My Tasks Comments

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

2. Manage an Intake Overview

This manual explains how to manage intakes, from adding or searching for an intake, to intake statuses, adding Responsible Staff, parties involved, allegations, triage, adding a survey, linking an intake, changing a provider, and the investigation narrative.

The intake workflow, see *Figure 10, Intake Workflow*, shows how the intake process works from start to finish. The intake status in iQIES is shown on the left for each step of the process. Review [Intake Statuses](#), for details on each status.

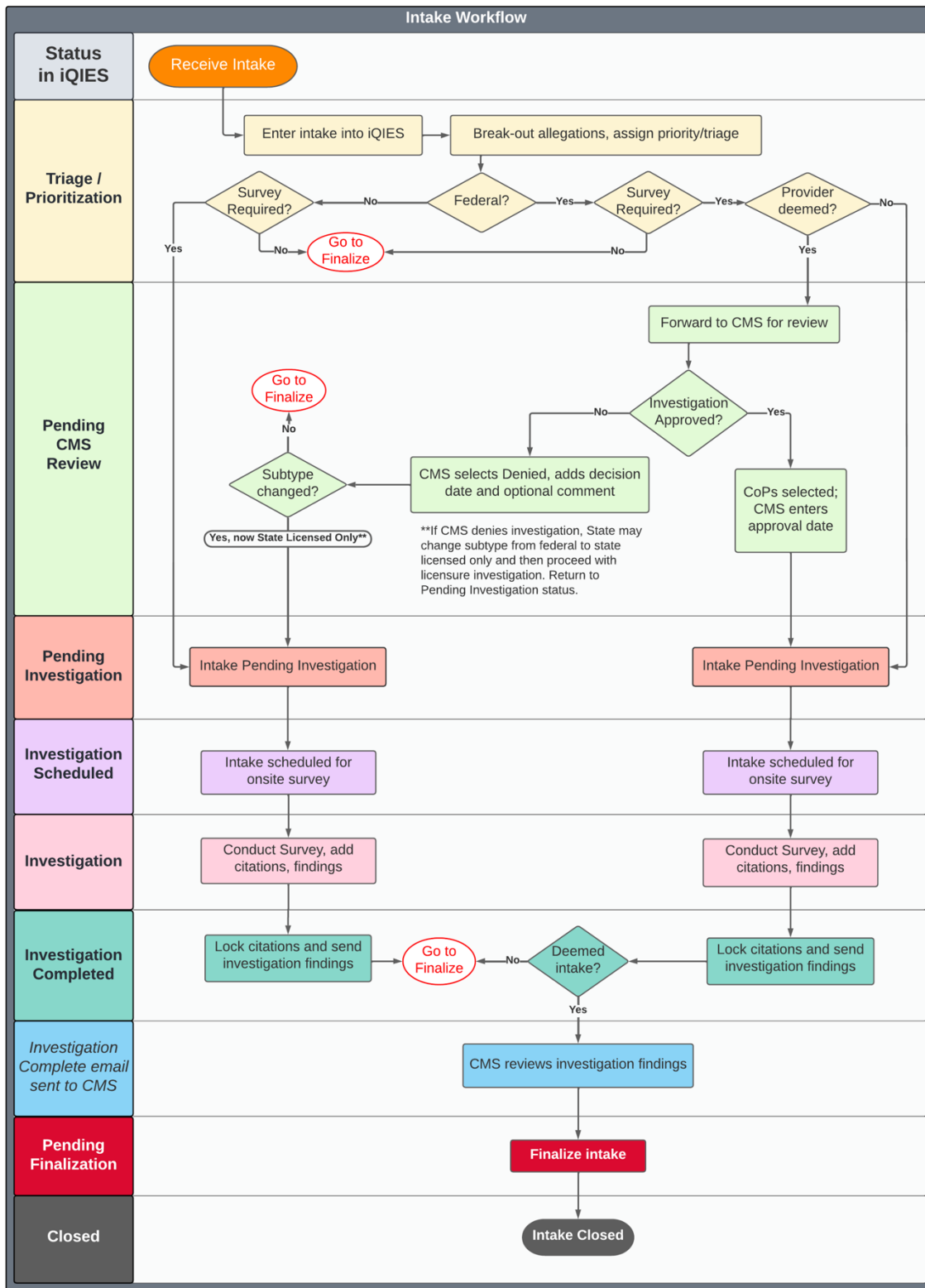


Figure 10: Intake Workflow

3. Intake Statuses

There are nine statuses for intakes. Each status shows where the intake process is in the workflow. Review the status on the gray bar. See *Figure 11, Intake Status*.

No Investigation	<i>No investigation reason is available and triage is disabled and set to complete.</i>
Triage/Prioritization	<i>Intake is entered and no priority assigned</i>
Pending CMS Review	<i>Deemed intakes that require a survey and pending approval by CMS to conduct an onsite investigation</i> <i>Status not applicable for Nursing Home providers</i>
Pending Investigation	<i>Triaged intakes that require a survey, but no survey is linked</i>
Investigation Scheduled	<i>Intake is linked to a survey record where survey status is New</i>
Investigation	<i>Linked survey that has at least 1 citation added</i>
Pending Finalization	<i>State finalization step. Contains intakes where no survey is required, or intakes where a survey was conducted and the Statement of Deficiencies Date Sent has been updated.</i>
Investigation Completed	<i>Citations in linked survey are locked</i>
Closed	<i>Enter date SAGU completed all activities related to the intake</i>



Figure 11: Intake Status

4. Search for an Intake

- 4.1 Go to **Survey & Certification** at the top of the iQIES home page. Click the arrow to open the drop-down menu.
- 4.2 Click **Search**. The **Search** screen opens.
- 4.3 Click the **Intakes** tab on the **Search** page. See *Figure 12, Intakes Search Page*.

Figure 12: Intakes Search Page

Note: Click **Show Advanced Search** for a more detailed search. Refer to [Advanced Search](#) for details.

- 4.4 Select **Intake ID** or **ASPEN ID**, **CCN**, or **Provider Name** from the drop-down menu under **Search for Intakes**.

Notes:

- ASPEN is the legacy system.
- Intakes created in iQIES do not have an ASPEN ID. See *Figure 13, Intake Created in ASPEN*.

VA ASC 1 Jeff Fuqua Blvd, Mailing Address Test, Orlando, FL 32827 FACID IQ00000002769885 ASC	508264	Complaint
VA ASC 1 Jeff Fuqua Blvd, Mailing Address Test, Orlando, FL 32827 FACID IQ00000002769885 ASC	Intake created in ASPEN → 487353 ASPEN 112255	Complaint
Matt. H. ASC 123 Fake St, Fake, FL 00000 FACID IQ00000002755422 ASC	Intake created in iQIES → 472529	Complaint

Figure 13: Intake Created in ASPEN

- There are existing intakes with ASPEN IDs that were created in ASPEN and are still in use
- **Basic Information** about the intake only shows an ASPEN ID if there is one available. See *Figure 14, Basic Information ASPEN ID*.

Basic Information

Intake Type
Complaint

Intake Subtype
Federal CoPs, CFCs, RFPs, EMTALA

Intake Method
No information

Intake Start Date / Time
05/16/2022 7:21 PM

Tracking ID
No information

ASPEN ID
112255

Sources
No information

Summary of Complaint
test

Only shows when
the intake was
created in ASPEN

Figure 14: Basic Information ASPEN ID

- 4.5 Type search criteria.
- 4.6 Click **Search**. The intake information shows below.
- 4.7 Click the intake ID to open the intake. The **Complaint** or **Incident Basic Information** window opens.
- 4.8 Click **Show Advanced Search** to open the **Advanced Search** drop-down menu and narrow the search criteria. See *Figure 15, Intakes Advanced Search*.

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

Search for Intakes

Intake or ASPEN ID Search

▼ [Hide Advanced Search](#)

TYPE	STATUS	PROVIDER INFO
Intake Subtype <input type="text" value="Select..."/> <input type="button" value="v"/> Select one or more	Intake Status <input type="text" value="Select..."/> <input type="button" value="v"/> Select one or more Triage Priority <input type="text" value="Select..."/> <input type="button" value="v"/> Select one or more	Provider Type <input type="text" value="Select..."/> <input type="button" value="v"/> Select one or more State <input type="text" value="Select..."/> <input type="button" value="v"/> Select one or more

Figure 15: Intakes Advanced Search

5. Search for Intake Parties

- 5.1 Go to **Survey & Certification** at the top of the iQIES home page. Click the arrow to open the drop-down menu.
- 5.2 Click **Search**. The **Search** screen opens.
- 5.3 Click the **Intake Parties** tab on the **Search** page. See *Figure 16, Intake Parties Search Page*.

Search

Providers Surveys Intakes Enforcements CMPTS Cases **Intake Parties**

Search for Parties Involved

Parties Involved ▼ Search

> [Show Advanced Search](#)

Search Reset

✓ Parties Involved
Intake or ASPEN ID
CCN
Provider Name

Figure 16: Intake Parties Search Page

Note: Click **Show Advanced Search** for a more detailed search. Refer to [Advanced Search](#) for details.

- 5.4 Select **Parties Involved**, **Intake or ASPEN ID**, **CCN**, or **Provider Name** from the drop-down menu under **Search for Parties Involved**.
- 5.5 Type search criteria.
- 5.6 Click **Search**. The intake parties information shows below, including the **Parties Involved** and the **Intake ID**. See *Figure 17, Search Results*.

Search

Providers Surveys Intakes Enforcements CMPTS Cases **Intake Parties**

Search for Parties Involved

Parties Involved ▼ Bad Guy

> Show Advanced Search

Search Reset

1 - 10 of 41 Parties Involved

Parties Involved	Date of Birth	Intake ID	Type	Subtype	Priority	Status	Involvement
Guy, Bad Katelyn NH Provider	No information	1145583	Complaint	Federal CoPs, CFCs, RFPs, EMTALA	Non-Immediate Jeopardy-Medium	Investigation Scheduled	Alleged perpetrator
Really Bad, Guy Bunker NH Test Provider	No information	723046	Complaint	Federal CoPs, CFCs, RFPs, EMTALA	Non-Immediate Jeopardy-High	Closed	Person affected

Figure 17: Search Results

- 5.7 Click the links within the search results to view detailed information.
 - a. Click the highlighted name under **Parties Involved** to view the **Alleged Perpetrator** page.
 - b. Click the intake ID to open the intake. The **Complaint or Incident Basic Information** window opens.

- 5.8 Click **Show Advanced Search** to open the **Advanced Search** drop-down menu and narrow the search criteria. See *Figure 18, Intake Parties Advanced Search*.

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

Figure 18: Intake Parties Advanced Search

Note: Select the drop-down menu under **PARTIES INVOLVED** to view additional options for a search. Options include **Complainant**, **Alleged perpetrator**, **Person affected**, and **Other party**. See *Figure 19, Involvement*.

Figure 19: Involvement

6. Add an Intake

- 6.1 Click the desired provider record. The **Provider History** page opens. For more information on searching for and accessing a provider, refer to the [S&C Manage a Provider User Manual](#) QTSO.

Notes:

- It is also possible to click the provider from the **Basic Information** page to open **Provider History**.
 - State users are permitted to enter intakes for OPO provider types; however, they are restricted from editing information beyond the basic intake details.
 - An email notification is automatically sent to the Survey & Operations Group (SOG) whenever an OPO intake is created.
- 6.2 Click **Add Intake** on the **Provider History** page. See *Figure 20, Recent Intakes*. The **Basic Information** window opens.



Figure 20: Add Intake

- 6.3 Click **Complaint** or **Incident**. See *Figure 21, Intake Type*. A menu opens for either a complaint or an incident.

Figure 21: Intake Type

6.4 Fill out the information. See *Figure 22, Basic Information for Intake*.

Note: Nursing Home Providers will see **Receipt Date** and **Receipt Time** instead of **Intake Start Date** and **Intake Start Time** and will see an additional **External Control Number** field. See *Figure 23, Basic Information for Nursing Home Intakes*.

Basic Information

Enter the basic information for this intake.

All required fields are marked with an asterisk (*)

Intake Type *

☒ Complaint
☐ Incident

Intake Method

Select one

Intake Start Date * **Intake Start Time ***

09/16/2024 3:09 PM
MM/DD/YYYY HH:MM

Tracking ID

Optional ID used by states, additional agencies, or systems.

Sources

Select...

Summary of Complaint [Text Editor Keyboard Shortcuts](#)

Powered by Froala

Intake Subtype *

Select one

Save Section **Cancel**

Figure 22: Basic Information for Intake

Basic Information

Enter the basic information for this intake.

All required fields are marked with an asterisk (*)

Intake Type *

☒ Complaint
☐ Incident

Intake Method

Select one

Receipt Date *

MM/DD/YYYY

Receipt Time *

HH:MM

Tracking ID

Optional ID used by states, additional agencies, or systems.

External Control Number

Sources

Select...

Summary of Complaint

Intake Subtype *

Select one

Save Section **Cancel**

Figure 23: Basic Information for Nursing Home Intakes

6.5 Click **Save Section**.

7. Basic Information

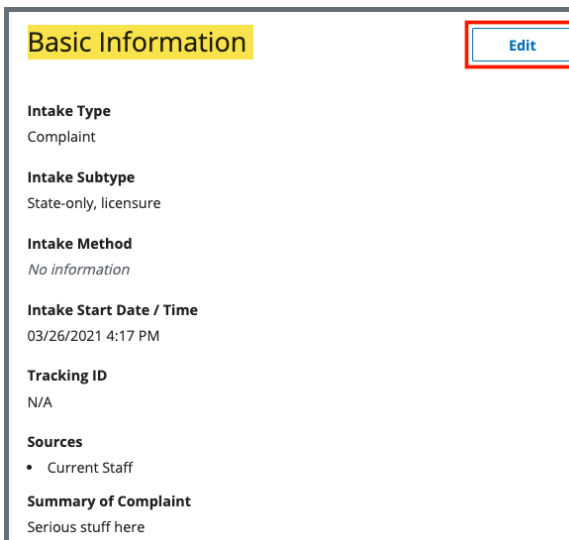
Purpose: The **Basic Information** page gives basic information about the intake, including type, subtype, method, receipt date/time, start date/time, tracking ID, sources, and summary.

Notes:

- Intake **Type**, **Start Date/Time**, and **Receipt Date/Time** (Nursing Homes only) are not editable once the intake has been saved.
- **Intake Subtype** is not editable when the intake has been linked to a survey.
- **Start Date/Time** does not apply to Nursing Home providers.
- **Receipt Date/Time** is required for Nursing Home providers.
- The intake header displays a link to MDS Assessments when the intake is for a Nursing Home provider. See [MDS Assessments Link](#) for further information.

7.1 Click **Edit** to edit the **Basic Information** details. The **Basic Information** fields are now editable. See *Figure 24, Intakes Basic Information*.

Note: If the intake subtype is changed from non-federal to federal, and it has been marked as triage complete, the intake must be re-triaged to ensure there is adequate resident protection.



Basic Information

Intake Type
Complaint

Intake Subtype
State-only, licensure

Intake Method
No information

Intake Start Date / Time
03/26/2021 4:17 PM

Tracking ID
N/A

Sources
• Current Staff

Summary of Complaint
Serious stuff here

Figure 24: Intakes Basic Information

7.2 Click **Save Section**.

8. MDS Assessments Link

Purpose: The **MDS Assessments** link in the intake header provides access to records for admitted patients.

Notes:

- MDS Assessments link is only available for Nursing Home providers.
- Only users with appropriate permissions can view MDS Assessments.

8.1 MDS Assessments Link

Click **View Residents** under **MDS Assessments** on the intake header. See *Figure 25, MDS Assessments Link*. The **Manage Assessments** page opens with a list of admitted patients in a separate tab.

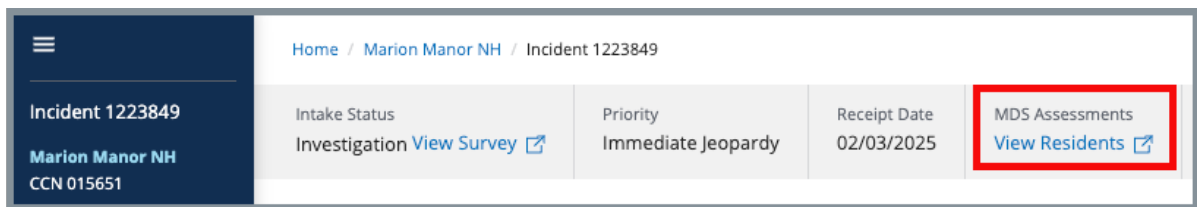


Figure 25: MDS Assessments Link

8.2 Find a Patient

8.2.1 Click **Find Patient** to find a patient within the list of admitted patients. See *Figure 26, Find Patient*. The **Find a Patient** page opens.

Note: It is always possible to scroll through the list of patients to view all patients.

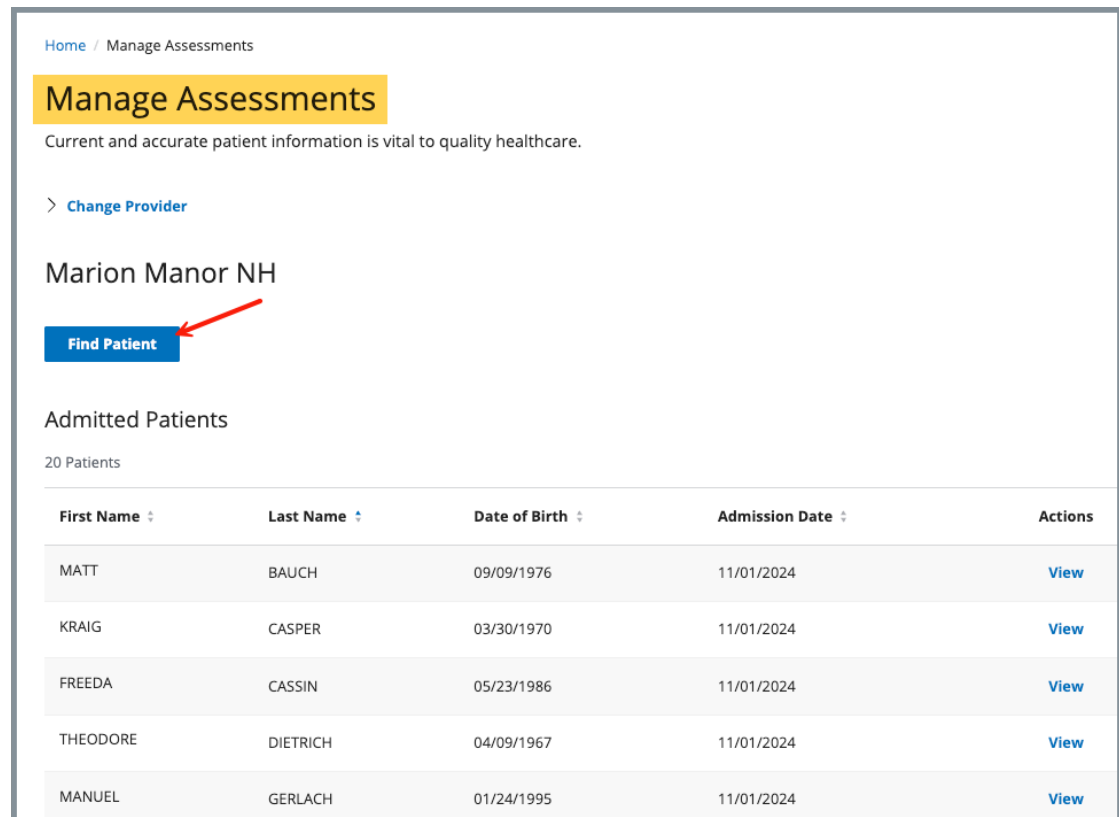


Figure 26: Find Patient

8.2.2 Type **First Name** or **Last Name**, or click the caret next to **Show Advanced** for additional search options such as **Date of Birth**, **Social Security Number**, or **Admission Date**. See *Figure 27, Find a Patient Details*.

Note: Click the caret next to **Hide Advanced** to hide advanced search functions.

Find a Patient

First Name Last Name

✓ Hide Advanced

Date of Birth
Month Day Year
MM/DD/YYYY or any combination

Social Security Number

Admission Date
MM/DD/YYYY

Find Patient

Figure 27: Find a Patient Details

8.2.3 Click **Find Patient**. The **Patient Results** page opens with the results. See *Figure 28, Patient Results*.

Find a Patient

> Show Filters

Patient Results

1 Patient

View patient details and assessments

First Name	Last Name	Social Security	Date of Birth	Admission Date	Actions
MATT	BAUCH	XXX-XX-8899	09/09/1976	11/01/2024	View

Figure 28: Patient Results

8.3 View Patient Details

Click **View** under **Actions** next to the patient name to view patient details and MDS assessments. The patient information page opens. See *Figure 29, Patient Details and MDS Assessments* and *Table 4, Patient Details and MDS Assessments Detailed Callout*.

Note: The **View** option on both the [Admitted Patients](#) section and the [Patient Results](#) section navigates to the patient information page.

MATT BAUCH
123 Test Provider
Test, AL 41232

a

Patient Information

Social Security Number

Date of Birth

Medicare ID

Medicaid ID
No information

Sex
male

b

Current Provider Information

Name
Marion Manor NH

Address
123 Test Provider
Test, AL 41232

Agency ID
IQ00000004680762

CCN
015651

c

Assessments

1 Assessment

Type	Created By	Admission Date	HIPPS Code	State	Status ▾	Actions
Comprehensive	Pat test.tong.so	11/01/2024	JDAA1	Original	Accepted 01/02/2025 5:54 PM UTC	View Print

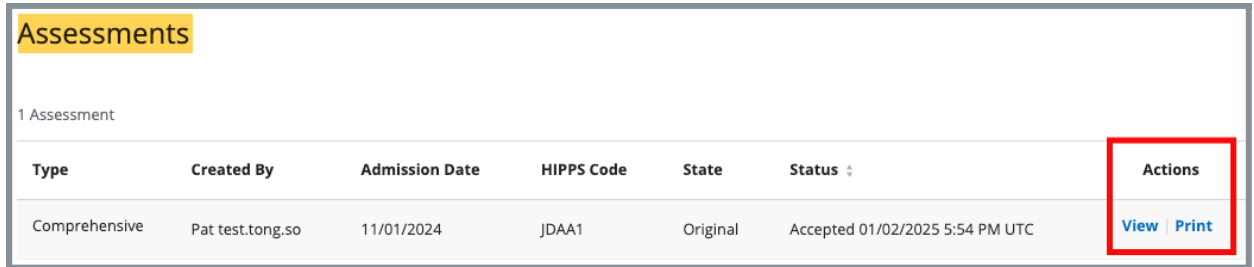
Figure 29: Patient Details and MDS Assessments

Table 4: Patient Details and MDS Assessments Detailed Callout

No.	Name	Description
a	Patient Information	Shows Social Security Number, Date of Birth, Medicare ID, Medicaid ID, and Sex
b	Current Provider Information	Shows provider Name, Address, Agency ID, and CCN
c	Assessments	Shows assessments, Type, Created By, Admission Date, HIPPS Code, State, Status , and allows viewing and printing of the assessment.

8.4 View Assessment

Click **View** under **Actions** in the **Assessments** section of the [Patient Details](#) page to view the assessment. See *Figure 30, View an Assessment*. The patient assessment opens.



Assessments						
1 Assessment						
Type	Created By	Admission Date	HIPPS Code	State	Status ▾	Actions
Comprehensive	Pat test.tong.so	11/01/2024	JDAA1	Original	Accepted 01/02/2025 5:54 PM UTC	View Print

Figure 30: View an Assessment

8.5 Print Assessment

Click **Print** under **Actions** in the **Assessments** section of the [Patient Details](#) page to print the assessment.

Note: The assessment downloads to the user's computer.

9. Delete an Intake

Purpose: To delete an existing intake.

Notes:

- Intake must have a status of **Triage/Prioritization**
- Only the CMS General User and the Intake Admin user roles can delete an intake

9.1 Go to the **Basic Information** page of the intake. See *Figure 31, Intake Basic Information Page*.

The screenshot displays the 'Intake Basic Information' page. At the top, there is a header bar with several fields: 'Intake Status' (Triage/Prioritization), 'Priority' (No information), 'Intake Start Date' (02/06/2025), and 'Primary Complainant' (No information). Below this, the 'Intake action' dropdown menu is open, showing three options: 'Change Provider', 'Delete', and 'Edit'. A red arrow points to the 'Delete' option. The main content area is titled 'Basic Information' and contains several sections: 'Intake Type' (Complaint), 'Intake Subtype' (Federal CoPs, CFCs, RFPs, EMTALA), 'Intake Method' (In Person), 'Intake Start Date / Time' (02/06/2025 2:59 PM), 'Tracking ID' (No information), 'Sources' (No information), and 'Summary of Complaint' (Resident claimed that CNA was throwing banana peels on the ground so resident would slip on them).

Figure 31: Intake Basic Information Page

9.2 Select **Delete** from the **Intake** action drop-down menu. The **Confirm Intake Deletion** pop-up window opens.

Note: The **Delete** selection only appears when all conditions noted above are met.

- 9.3 Select the **Deletion Reason** from the drop-down menu under **Deletion Reason**. See *Figure 32, Deletion Reason*.

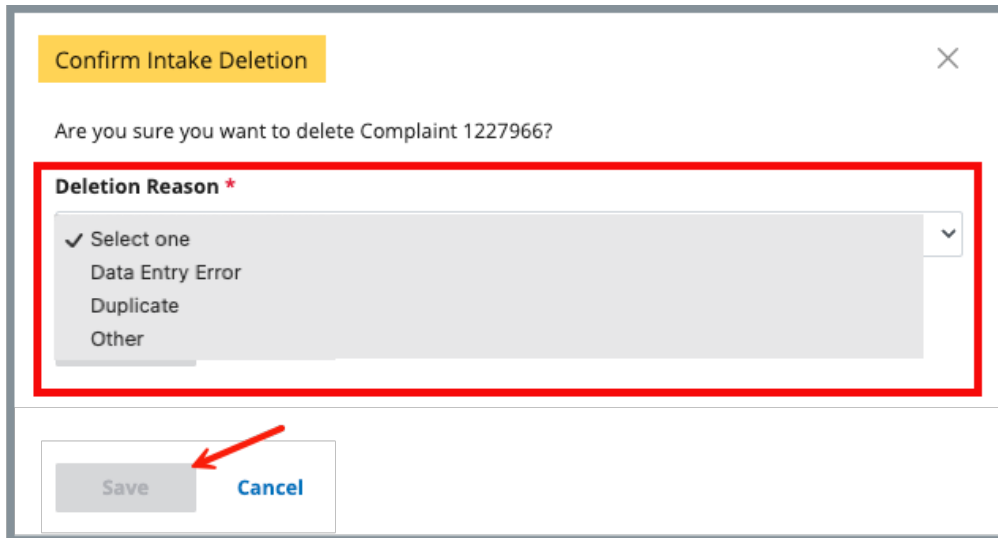


Figure 32: Deletion Reason

- 9.4 Click **Save**.

Note: Save is disabled until a reason is selected.

- 9.5 Verify the green notification banner confirms the intake was deleted. See *Figure 33, Intake Deletion Green Notification Banner*.

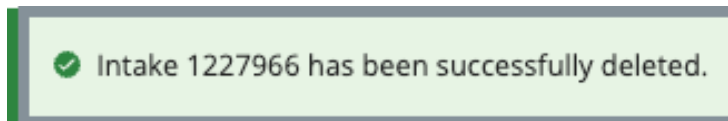


Figure 33: Intake Deletion Green Notification Banner

10. 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 deemed providers to complete triage when CMS approval is required. This does not apply to Nursing Home providers.
- Adding Responsible Staff ensures that the appropriate individuals receive email notifications throughout the complaint process (approval, reviewing investigation findings).

10.1 Click **Responsible Staff** on the left menu. The **Responsible Staff** screen opens. See *Figure 34, Intakes Responsible Staff*.

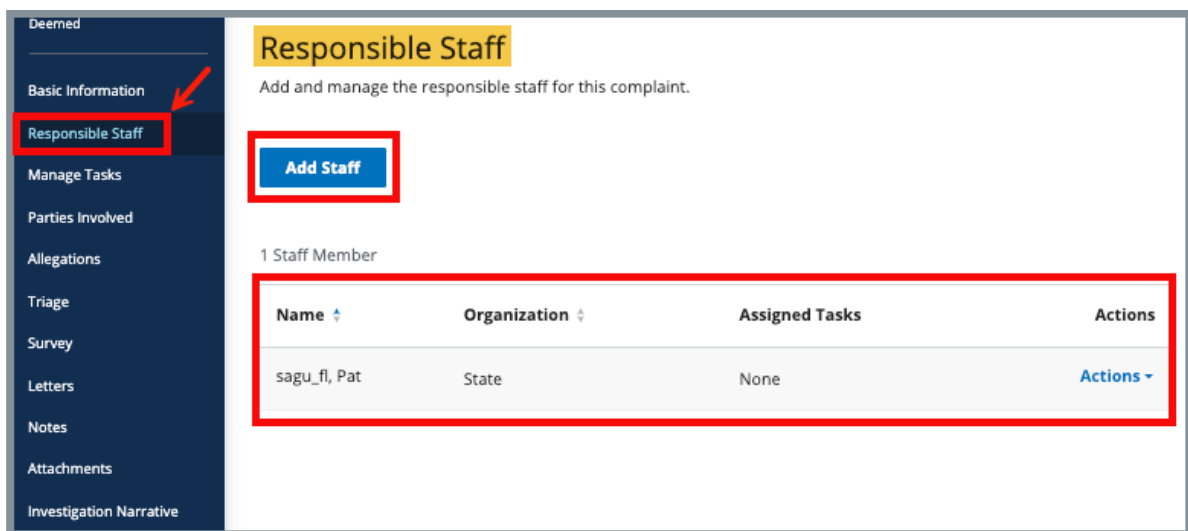


Figure 34: Intakes Responsible Staff

- 10.2 Click **Add Staff** to add responsible staff. The **Add Responsible Staff** page opens.
- 10.3 Type last name in text box under **Last Name**. Add first name to narrow down the results, if necessary.
- 10.4 Click **Search**. The search results appear below.
- 10.5 Check the box under **Select** next to the correct name. Click **Save**.

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.
- 10.6 Verify the staff member was added.
 - 10.7 Click **Delete** under **Actions** to delete a staff member. A confirmation pop-up window opens.
 - 10.8 Click **Delete**. See *Figure 35, Delete a Responsible Staff*.

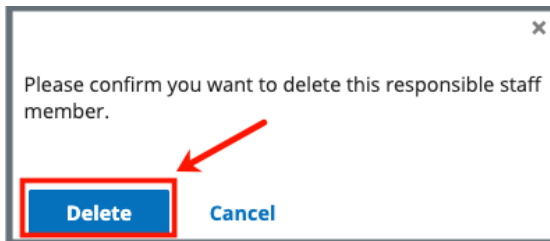


Figure 35: Delete a Responsible Staff

- 10.9 Verify that the Responsible Staff is no longer on the list.

11. 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 36, Manage Tasks*. See *Table 5, Manage Tasks Detailed Callout*.

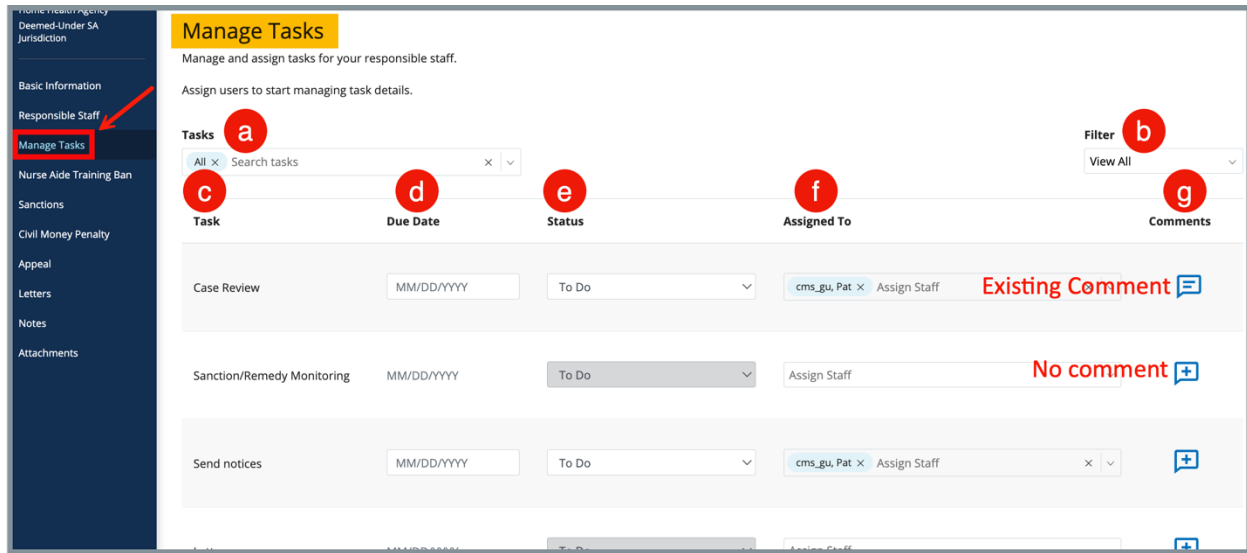


Figure 36: Manage Tasks

Table 5: 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.

12. Parties Involved

Purpose: Add new, manage, or view parties involved with the intake for the complaint.

Note: The **Complainant** and the **Person Affected** can be anonymous. Multiple anonymous people cannot be added.

12.1 Click **Parties Involved** on the left menu. See *Figure 37, Parties Involved*. The **Parties Involved** screen opens.

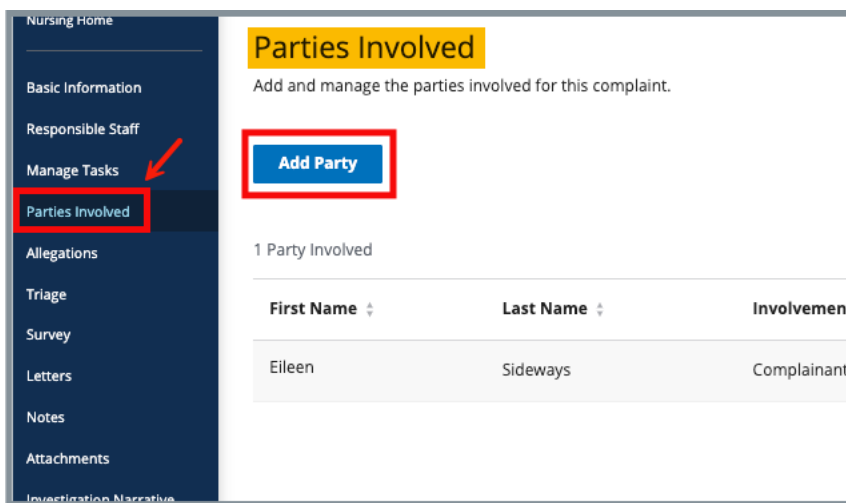


Figure 37: Parties Involved

12.2 Click **Add Party**. The **Add Parties Involved** screen opens. See *Figure 38, Add Parties Involved*.

Figure 38: Add Parties Involved

12.3 Select **Involvement**.

12.4 Select **Yes** or **No** for Is this person anonymous?

Note: **Is this person anonymous?** only appears when either **Complainant** or **Person affected** is selected.

12.5 Click **Add Party**.

Notes:

- The **Add Parties Involved** window opens when the person is anonymous.
- The **Add Complainant** window opens when **Complainant** is selected and is not anonymous.
- The **Add Alleged Perpetrator** window opens when **Alleged perpetrator** is selected.
- The **Add Person Affected** window opens when **Person affected** is selected and is not anonymous.
- The **Add Other Party** window opens when **Other party** is selected.

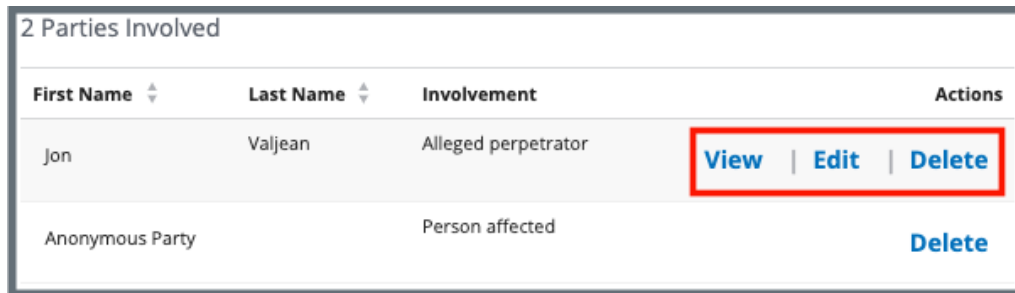
12.6 Fill out the information.

12.7 Click **Save**.

12.8 Add additional parties, as necessary.

12.9 Verify all parties involved are included on the **Parties Involved** page.

12.10 Click **View**, **Edit**, or **Delete** under **Actions** to view, edit or delete an involved party. See *Figure 39, View, Edit, Delete*.



First Name	Last Name	Involvement	Actions
Jon	Valjean	Alleged perpetrator	View Edit Delete
Anonymous Party		Person affected	Delete

Figure 39: View, Edit, Delete

Notes:

- Anonymous parties can only be deleted. There is no information about them.
- A pop-up window asks to confirm a deletion.

13. Allegations

Purpose: To enter and track allegations. Each allegation must be entered separately.

13.1 Click **Allegations** on the left menu. The **Add Allegation** screen opens. See *Figure 40, Add Allegation*.

Notes:

- When there are existing allegations, an **Add Allegation** button is shown above the existing allegations. Click **Add Allegation** to add a new allegation.
- Nursing Home providers do not show **Allegation Findings**.

Incident 814425
House of the Rising Sun54
CCN A28439
Home Health Agency
Non-Deemed

Basic Information
Responsible Staff
Manage Tasks
Parties Involved
Allegations
Triage
Letters
Notes
Attachments
Investigation Narrative

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

Category *
Select one

Subcategory
Select one

Seriousness
☐ Minor
☐ Moderate
☐ Critical

Person Affected
Select...

Shift
Date
MM/DD/YYYY

Time
12:00 AM
HHMM

Allegation Details *
Text Editor Keyboard Shortcuts

Powered by Froala

Allegation Findings
☐ Substantiated
☐ Unsubstantiated

Save

Figure 40: Add Allegation

- 13.2 Fill in the form with as much information possible.
- 13.3 Click **Save**. The screen populates with form information.
- 13.4 Click **Return to Allegations Overview** to add additional allegations, if necessary.
- 13.5 Click **View**, **Edit**, or **Delete** to view, edit, or delete an allegation.

Note: A pop-up window asks to confirm a deletion.

14. Triage

Purpose: To enter and view the triage prioritization.

14.1 Click **Triage** on the left menu. The **Triage** screen opens. See *Figure 41, Triage*.

CCN A28439
Home Health Agency
Non-Deemed

Basic Information
Responsible Staff
Manage Tasks
Parties Involved
Allegations
Triage
Letters
Notes
Attachments
Investigation Narrative

Triage

Indicate the priority of this incident and if additional actions are required.

All required fields are marked with an asterisk (*)

Priority

Priority Level *

☐ Immediate Jeopardy
☐ Non-Immediate Jeopardy-High
☐ Non-Immediate Jeopardy-Medium
☐ Non-Immediate Jeopardy-Low
☐ Not Applicable

Referral Level

☐ Refer Immediately
☐ Refer
☐ No Referral

Survey

Action Required

☐ Survey
☐ Offsite Investigation/Administrative Review
☐ No Investigation

Triage Completion

☐ Triage Complete

Triage Complete Date
MM/DD/YYYY

Time
--:-- --

Save Section

Figure 41: Triage

14.2 Fill in the form with as much information as possible.

Notes for Acute Care Provider Types (i.e., ASC, HHA, ESRD, etc):

- A priority level is required.
- If a survey is required, check the **Enter calculated date** box to have the date calculated. Click **Accept Date** to accept the date. **Accept Date** populates the **Survey Due Date** box.
- The **Triage Complete Date / Time** autopopulates.

Notes for Nursing Home Provider Type:

- A priority level is required
 - If the **Priority Level** is **Immediate Jeopardy, Non-Immediate Jeopardy-High, or Non-Immediate Jeopardy-Medium**, the system selects **Survey for Action Required**.
 - If a priority level of **Immediate Jeopardy** is selected for an incident intake, the **Adequate Resident Protection** field opens. Select **Yes/No** from the drop-down menu.
- Select a **Referral Level** of **Refer Immediately** or **Refer** to add multiple referral agencies
- Additional fields open when **Refer Immediately** or **Refer** is selected.
 - Referral Agency
 - Date of Referral
 - Referral Contact Name
 - Referral Website
- The **Triage Complete Date** and **Time** fields autopopulate when **Triage Complete** is selected
- Additional comments about the intake can be made in the **Triage Comments** field.

14.3 Click **Save Section**.

14.4 Click **Edit** to edit the Triage, if desired. The **Edit Triage** window opens. See *Figure 42, Edit Triage*.

Edit Triage

Indicate the priority of this complaint and if additional actions are required.

All required fields are marked with an asterisk (*)

Priority

Priority Level *

☒ Immediate Jeopardy

☐ Non-Immediate Jeopardy-High

☐ Non-Immediate Jeopardy-Medium

☐ Non-Immediate Jeopardy-Low

☐ Not Applicable

Referral Level

☐ Refer Immediately

☒ Refer

☐ No Referral

Referral Agencies

The Joint Comm on Accred for Health Care Organizations

Select...

Survey

Action Required

☒ Survey

☐ Offsite Investigation/Administrative Review

☐ No Investigation

Triage Completion

☒ Triage Complete

Triage Complete Date *

11/05/2021

MM/DD/YYYY

Time *

2:45 PM

HH:MM

Survey Due Date

Based on the priority, the federal maximum time to initiate a survey is 2 days. Enter or calculate a due date for this survey.

☐ Enter calculated date

Survey Due Date

05/04/2021

MM/DD/YYYY

Save Section

Cancel

Figure 42: Edit Triage

14.5 Update the form.

Note: Check the **Triage Complete** box on the form to complete the triage. See *Figure 43, Triage Completion*.

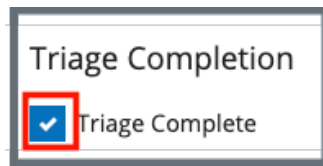


Figure 43: Triage Completion

- 14.6 Click **Enter calculated date**. A form opens and shows calculation dates. See *Figure 44, Calculate Date*.

Note: **Calculated date** does not apply for Nursing Home providers.

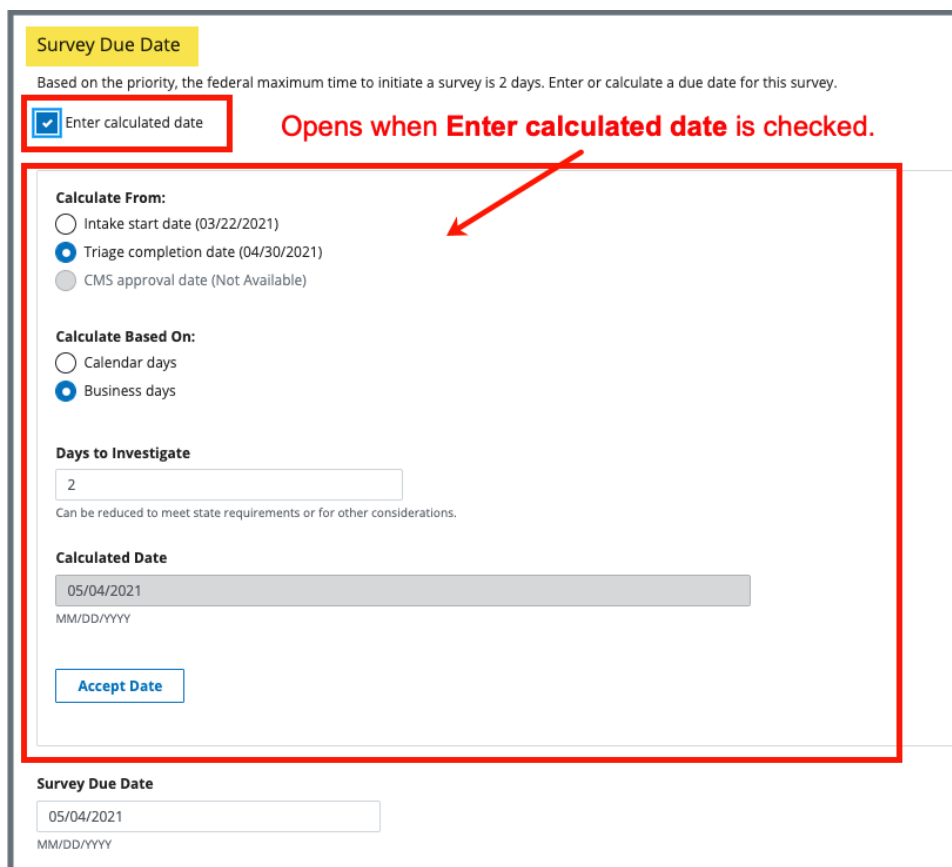


Figure 44: Calculate Date

Note: The **Intake Sent Date** (automatically generated) is the date the intake was sent to CMS, if CMS approval is required. The intake may be sent more than once. In that case, it is the latest date the intake was sent.

- 14.7 Click **Save Section**. The screen populates with updated form information.

15. Survey

Purpose: To create a survey if one is required for the intake.

Notes:

- Triage must be completed.
- An intake can be linked to a survey when it has an **Action Required of Survey**
- A triage category that requires a survey must be selected to enable the survey tab.
- Refer to [S&C User Manual: Manage a Survey](#) for further details.

15.1 Click **Survey** on the left menu. The **Survey** screen opens. See *Figure 45, Survey*.

Complaint 1078501
Marlon Manor NH
CCN 015651
Nursing Home

Intake Status: Investigation Scheduled | Priority: Immediate Jeopardy | Receipt Date: 09/02/2024 | Primary Complainant: Eileen Sideways | Intake action -

Survey

Survey ID: 1DF843-H1
Survey Type: Health
Enforcement Case ID: No information

Survey Categories

Federal Categories:

- Recertification
- Complaint

State Categories: No information

Intakes to Include in Complaint Survey:

- Incident 1077102
- Complaint 1078501

Survey Extents: No information

Left sidebar menu items: Basic Information, Responsible Staff, Manage Tasks, Parties Involved, Allegations, Triage, **Survey**, Letters, Notes, Attachments, Investigation Narrative

Figure 45: Survey

15.2 Click **Edit**. The **Survey Basic Information** page opens. See *Figure 46, Survey Basic Information*.

15.3 Click **Edit** to edit the survey, if desired.

15.4 Click **Save Basic Information**. The **Survey Basic Information** page updates.

Basic Information

Manage the basic information for this survey.

All required fields are marked with an asterisk (*)

Survey Type
Health

Survey Categories *
Survey categories that are associated with citations cannot be removed.

Federal Categories

☐ Initial Certification ⓘ

☒ Recertification

☒ Complaint ⓘ

☐ Federal Monitoring Survey ⓘ

☐ Focused Infection Control ⓘ

State Categories

☐ Initial Licensure

☐ Re-Licensure

☐ Licensure Complaint

Survey Extents
Survey extents are determined based upon the Federal Survey Categories and Citation Levels for this survey. If a survey extent is appropriate, it can be added once citations are entered. Recommended extents are displayed during the process of locking citations.

Survey Extents ⓘ

☐ Standard

☐ Abbreviated

☐ Extended

☐ Partial Extended

☐ Other

Open Intakes to Include in Complaint Survey *

☒ Incident 1077102 ⓘ

☒ Complaint 1078501 ⓘ

Regulation Sets *

Federal Regulation Sets

☐ Emergency Preparedness (FED - E - 1.04)

☒ LONG TERM CARE FACILITIES (FED - F - 20.00)

State Regulation Sets ⓘ

☐ Alabama Licensure L T C (ST - L - 1.1)

> [Show Older Regulation Sets](#)

Survey Status

Start Date ⓘ

06/25/2024

MM/DD/YYYY

Exit Date

MM/DD/YYYY

Survey Status *

☒ Open

☐ Closed ⓘ

Survey Due Date
09/06/2024

[Save Basic Information](#)

[Cancel](#)

Figure 46: Survey Basic Information

16. Link an Intake

Purpose: To link an intake to a survey.

Notes:

- There must be an existing complaint intake to link an intake to a survey.
- There are two ways to link an intake to a survey, from the **Provider History** page or from the **Complaint** page.

16.1 Link an Intake to a Survey from the Provider History page

- 16.1.1 Click **Add Survey** on the **Provider History** page. The **Basic Information** page opens. See *Figure 47, Link an Intake Basic Information*.
- 16.1.2 Check the **Complaint** box in the **Survey Categories** section.
Note: An intake must be pending investigation to check Complaint.
- 16.1.3 Select the intake to include under **Open intakes** to include in **Complaint Survey**.
- 16.1.4 Click **Save Basic Information**. The complaint is now linked to the survey.

Basic Information

Enter the basic information for this survey. To add open Intakes choose 'Complaint' or 'Licensure Complaint' survey category.

All required fields are marked with an asterisk (*)

Survey Type *

☒ Health

☐ Life Safety Code

Survey Categories *

Federal Categories

☐ Initial Certification ⓘ

☐ Recertification

☒ Complaint

☐ Focused Infection Control

State Categories

☐ Initial Licensure

☐ Re-Licensure

☐ Licensure Complaint

Survey Extents

Survey extents are determined based upon the Federal Survey Categories and Citation Levels for this survey. If a survey extent is appropriate, it can be added once citations are entered. Recommend

Survey Extents ⓘ

☐ Standard

☐ Abbreviated

☐ Extended

☐ Partial Extended

☐ Other

Open Intakes to Include in Complaint Survey *

☒ Incident 412536 ⓘ

Regulation Sets *

Federal Regulation Sets

☐ Emergency Preparedness (FED - E - 1.01)

☐ HOME HEALTH AGENCIES (FED - G - 12.00)

> [Show Older Regulation Sets](#)

State Regulation Sets ⓘ

☐ Core Licensure (ST - C - 2.04)

☐ HOME HEALTH AGENCIES (ST - H - 7.02)

> [Show Older Regulation Sets](#)

Survey Status

Start Date

MM/DD/YYYY

Exit Date

MM/DD/YYYY

Survey Due Date

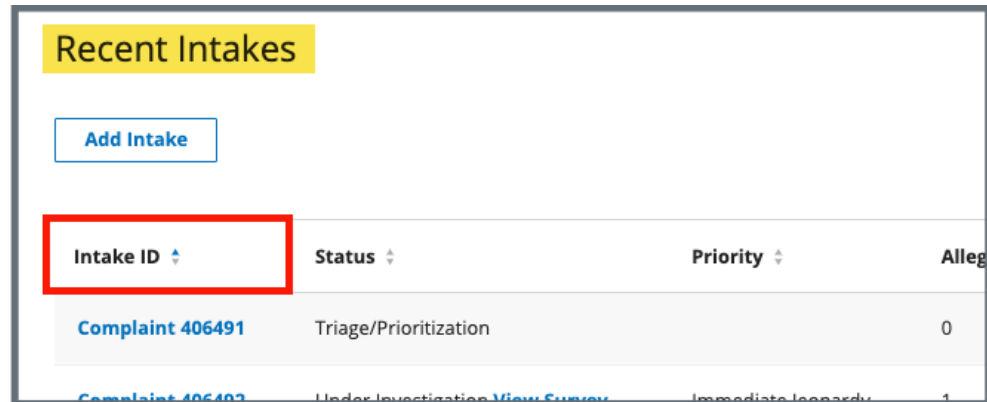
No information

[Save Basic Information](#) [Cancel](#)

Figure 47: Link an Intake Basic Information

16.2 Link an Intake to a Survey from the Complaint page.

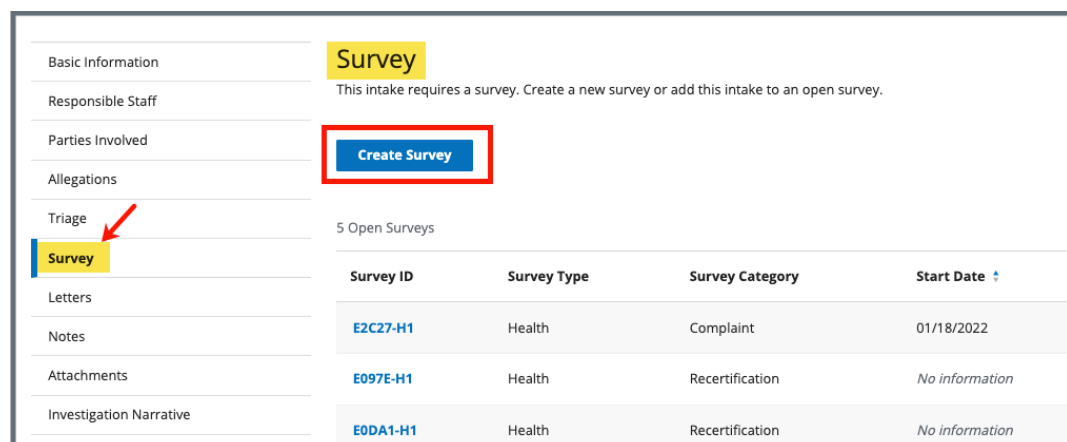
- 16.2.1 Select the **Intake ID** under **Recent Intakes** on the **Provider History** page. See *Figure 48, Intake ID Link*. The **Basic Information** page opens.



Intake ID	Status	Priority	Alleg
Complaint 406491	Triage/Prioritization	0	
Complaint 406492	Under Investigation	View Survey	Immediate Jeopardy

Figure 48: Intake ID Link

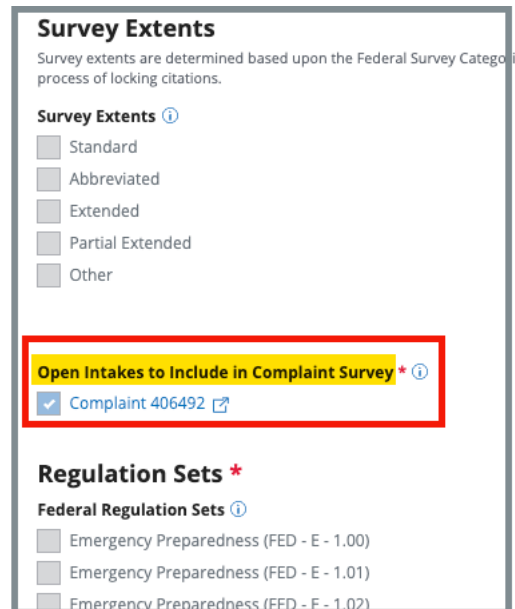
- 16.2.2 Click **Survey** on the left menu. The **Survey** page opens.
- 16.2.3 Click **Create Survey**. See *Figure 49, Create Survey*. The **Create Survey Basic Information** page opens.



Survey ID	Survey Type	Survey Category	Start Date
E2C27-H1	Health	Complaint	01/18/2022
E097E-H1	Health	Recertification	No information
E0DA1-H1	Health	Recertification	No information

Figure 49: Create Survey

Note: Under **Open intakes to include in Complaint Survey**, the correct complaint intake is already selected. See *Figure 50, Open Intakes to Include in Complaint Survey*.



Survey Extents
Survey extents are determined based upon the Federal Survey Category and the process of locking citations.

Survey Extents ⓘ

- ☐ Standard
- ☐ Abbreviated
- ☐ Extended
- ☐ Partial Extended
- ☐ Other

Open Intakes to Include in Complaint Survey * ⓘ

- ☒ Complaint 406492 [🔗](#)

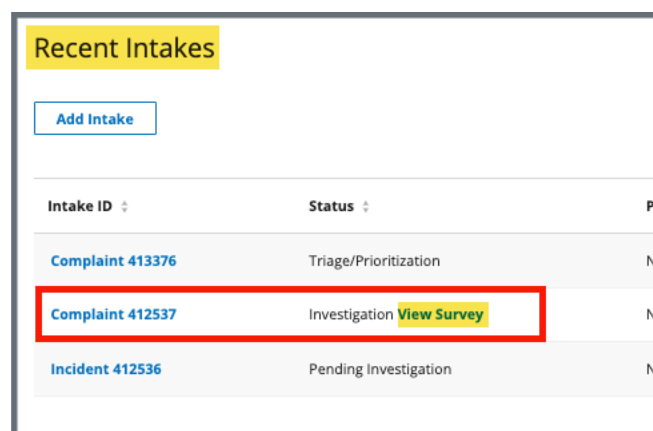
Regulation Sets *

Federal Regulation Sets ⓘ

- ☐ Emergency Preparedness (FED - E - 1.00)
- ☐ Emergency Preparedness (FED - E - 1.01)
- ☐ Emergency Preparedness (FED - E - 1.02)

Figure 50: Open Intakes to Include in Complaint Survey

- 16.2.4 Fill out any other required information.
- 16.2.5 Click **Save Basic Information**. The **Survey Basic Information** page opens. The complaint or incident is now linked to the complaint survey. See *Figure 51, Linked Survey to Intake*.



Recent Intakes

[Add Intake](#)

Intake ID	Status	Pri
Complaint 413376	Triage/Prioritization	No
Complaint 412537	Investigation View Survey	No
Incident 412536	Pending Investigation	No

Figure 51: Linked Survey to Intake

17. Reassign Intake to a Different Provider

Purpose: To change a provider on an intake after intake information such as a complaint, allegation, letters, Investigation Narrative, etc., has been added. When a provider is changed, all information entered in the intake is moved to the new provider.

Note: The provider cannot be changed when:

- The intake status is **Pending Investigation, Investigation Scheduled, Pending Finalization, Investigation Completed**
- The intake is included in a complaint survey
- The intake is marked as **Triage Complete**

17.1 Click **Change Provider** from the **Intake** action drop-down menu. See *Figure 52, Change Provider Drop-Down Menu*. The **Change Provider** pop-up window opens.

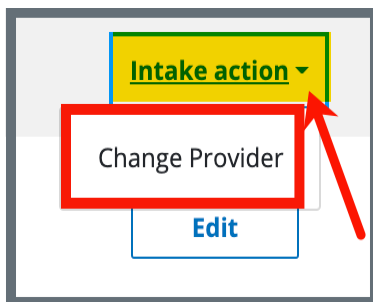


Figure 52: Change Provider Drop-Down Menu

17.2 Type the provider, DBA name, CCN or State Facility ID (FACID) to search for the correct provider. See *Figure 53, Change Provider for Complaint*.

Change Provider for Complaint 375907

Search for Provider

FL **Search**

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

1 - 4 of 853 Providers

Provider	ID	Provider Type	Deemed Status
<input type="radio"/> House of the Rising Sun 2	FACID IQ00000002727432	HHA	Non-Deemed
<input type="radio"/> House of the Rising Sun	FACID IQ00000002544345	HHA	Non-Deemed
<input type="radio"/> House of the Rising Sun3	FACID IQ00000002521587	HHA	Non-Deemed
<input type="radio"/> House of the Rising Sun54	CCN A28439 FACID IQ00000002535606	HHA	Non-Deemed

Page 1 of 214

Submit Cancel

Figure 53: Change Provider for Complaint

- 17.3 Click the radio button next to the correct provider.
- 17.4 Click **Submit**. The **Changing Provider** pop-up window opens. See *Figure 54, Changing Provider*.

Changing Provider

Are you sure you want to continue?

Continue Cancel

Figure 54: Changing Provider

- 17.5 Click **Continue**.

- 17.6 Verify the green notification banner is at the top of the screen confirming the intake provider was changed. See *Figure 55, Provider Intake Changed Green Notification Banner*.

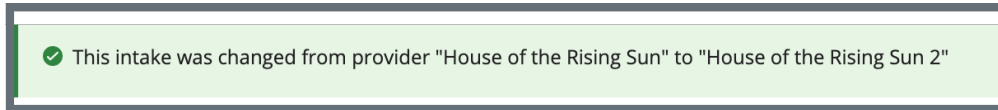


Figure 55: Provider Intake Changed Green Notification Banner

18. Finalization

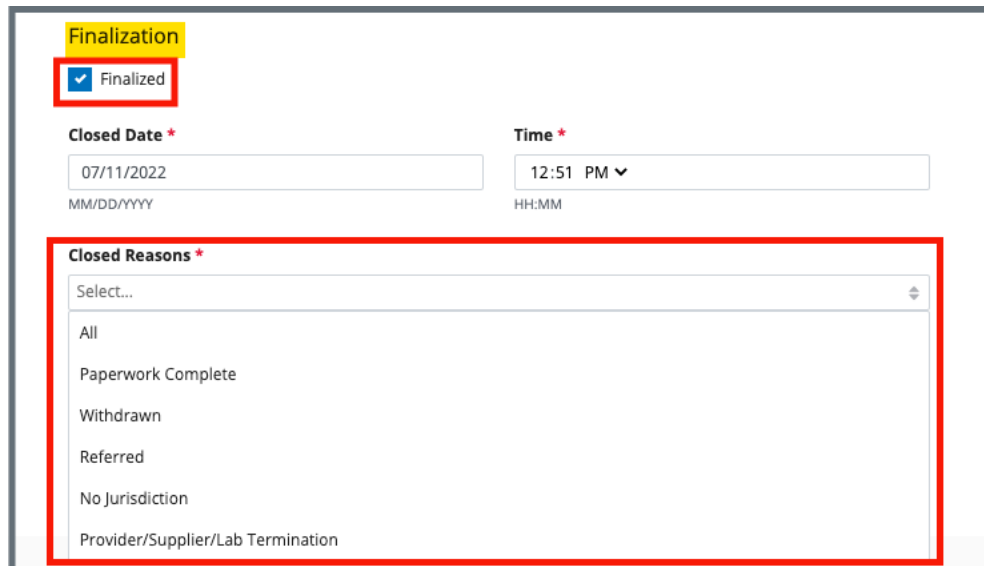
Purpose: To close out an intake.

Notes:

- Once the Statement of Deficiency has been sent, the intake status changes to **Pending Finalization** and the intake must be closed manually.
- Closed intakes cannot be modified. [Go to Reopen Intake](#) if an intake needs to be reopened.
- Intakes with an **Action Required** other than **Survey** can also be closed when the intake status is **Pending Finalization**.

18.1 Click **Triage** on the left menu. The **Triage** window opens.

18.2 Click **Edit**. Scroll down to **Finalization**. See *Figure 56, Finalization*.



The screenshot shows the 'Finalization' section of a form. At the top, there is a yellow header labeled 'Finalization'. Below it, a checkbox labeled 'Finalized' is checked and highlighted with a red box. To the right of the checkbox are two input fields: 'Closed Date *' with the value '07/11/2022' and 'Time *' with the value '12:51 PM'. Below these fields are labels 'MM/DD/YYYY' and 'HH:MM'. At the bottom, there is a section titled 'Closed Reasons *' which contains a drop-down menu. The drop-down menu is open, showing a list of options: 'All', 'Paperwork Complete', 'Withdrawn', 'Referred', 'No Jurisdiction', and 'Provider/Supplier/Lab Termination'. The entire 'Closed Reasons' section is highlighted with a red box.

Figure 56: Finalization

18.3 Check the box next to **Finalized**. The date and time automatically populate.

18.4 Select one or more **Closed Reasons** from the drop-down list.

- 18.5 Click **Save Section**. The **Intake Status** changes to **Closed**. See *Figure 57, Intake Status*.



The screenshot shows a web interface for 'Complaint 519625'. The breadcrumb trail is 'Home / Search / House of the Rising Sun / Complaint 519625'. Below the title, it says 'House of the Rising Sun - IQIES ID 2106098 - HHA - Non-Deemed'. A table below contains intake details. The 'Intake Status' column is highlighted with a red box and shows 'Closed'.

Intake Status	Priority	Intake Start Date	Primary Complainant	Intake Findings
Closed	Immediate Jeopardy	07/11/2022	No information	Incomplete

Figure 57: Intake Status

- 18.6 Click **Reopen Intake** under Intake action to reopen an intake. See *Figure 58, Reopen Intake*. A green banner notes that the intake is reopened. The **Edit** button is now available.

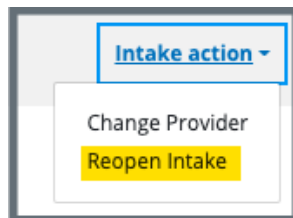


Figure 58: Reopen Intake

19. Letters, Notes, Attachments

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

20. Investigation Narrative

Purpose: To add a summary of the investigation, additional notes, or other text.

Notes:

- Investigation narratives cannot be deleted once they are saved.
- Anyone can update the **Investigation Narrative**; it is not limited to the original creator.

20.1 Click **Investigation Narrative** on the left menu. The **Add Investigation Narrative** window opens. See *Figure 59, Add Investigation Narrative*.



Figure 59: Add Investigation Narrative

20.2 Type freeform text in the text box.

20.3 Click **Save**. The **Add Investigation Narrative** window closes. The investigation narrative shows on the intake page. It can be edited or downloaded.

20.4 Click **Edit** to edit the investigation narrative. Click **Save** after editing. See *Figure 60, Edit or Download an Investigation Narrative*.

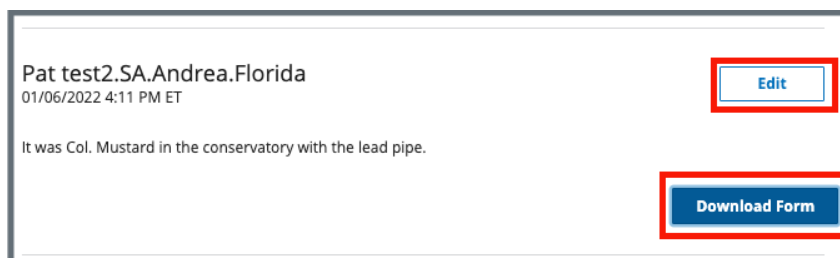


Figure 60: Edit or Download an Investigation Narrative

Notes:

- Be aware that two users can be in **Edit** mode in the **Investigation Narrative** at the same time. See *Figure 61, Concurrent Editor Notification*. One user will overwrite the other person's data. Exit **Edit** mode if either of the notifications below is shown. Carefully verify that any input has been saved correctly. Be sure to refresh the screen, if necessary.

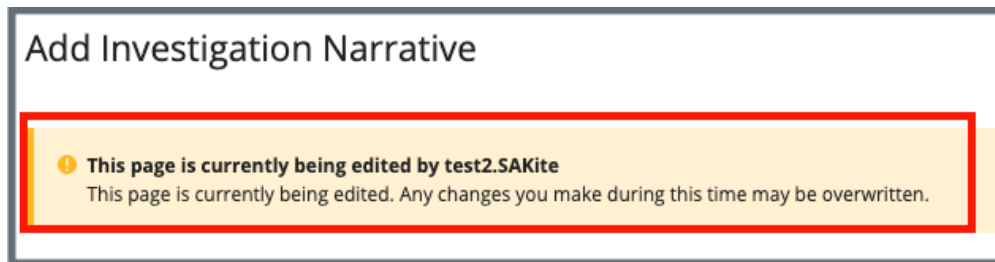


Figure 61: Concurrent Editor Notification

- A pencil icon is shown next to **Investigation Narrative** on the left menu when another user is editing the text area. Click the pencil and an explanatory text shows the name of the user who is editing the **Investigation Narrative**. See *Figure 62, Investigation Narrative Pencil Icon*.

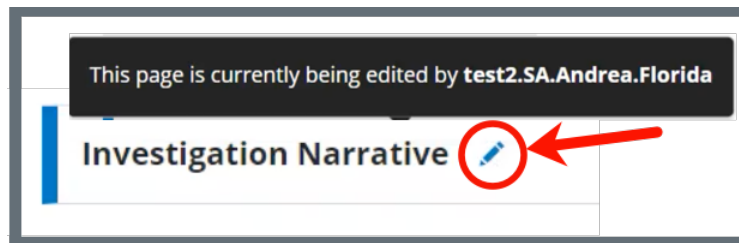


Figure 62: Investigation Narrative Pencil Icon

- 20.5 Click **Download** to download the narrative, if desired. The narrative downloads as a .pdf.