Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Survey and Certification (S&C) Electronic Plan of Correction (ePOC):

Provider ePOC Administrator Role

User Manual

Version 1.2

July 14, 2025

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1. Introduction

This user manual addresses the processes necessary to perform Survey & Certification (S&C) Electronic Plan of Correction (ePOC) 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*.

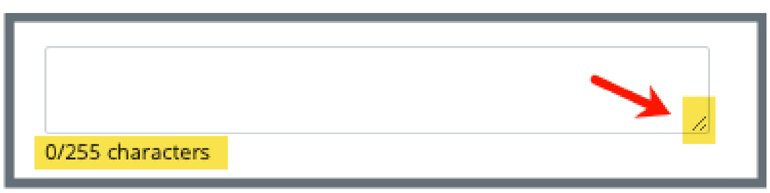


Figure 1: Expandable Field

- 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.

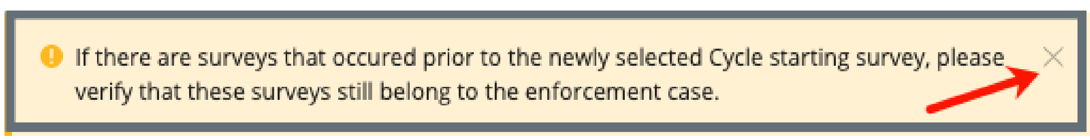


Figure 2: Notification Banner

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, as well as an ePOC Provider Administrator role.

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

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

Figure 4: Help Icon

2. ePOC Process

Purpose: ePOC allows healthcare providers to submit and manage their Plans of Correction (POC) electronically in response to identified deficiencies found during surveys conducted by CMS or state agencies.

This manual shows the Provider ePOC Administrator role with appropriate permissions.

2.1 The Survey Team User with appropriate permissions updates the status of the citation. Review ePOC Overview for details.

2.2 The Provider ePOC Administrator reviews the citations, then writes a POC or acknowledges the citation and updates the citation status. Review Provider ePOC Administrator for details.

2.3 The Survey Team User with appropriate permissions reviews and rejects or approves the POC. Review Reject or Approve the POC.

Note: This process may take several iterations before a POC is finalized.

Notifications:

Each of the survey's Responsible Staff receives an email when the provider submits each citation's plan of correction and completion date for review.

The provider receives email alerts when:

- Citations that need a plan of correction are posted
- Citations that need acknowledgement are posted
- Citation POC is rejected
- Citation POC is accepted

3. Provider ePOC Administrator

Purpose: To review the citations, acknowledge or write a plan of correction.

Notes:

- The Provider ePOC Administrator role can view the posted Statement of Deficiencies and provide the Plan of Correction as well as completion dates for citations posted to the provider.
- Log in to iQIES prior to starting this section. For details on how to create a user role, or log into iQIES, review onboarding guides on QTSO.

3.1 Access Provider Information

3.1.1 Select **ePOC Providers** from the **Survey & Certification** top menu. See *Figure 5, Survey & Certification Drop-Down Menu*. The **My Facilities** page opens.

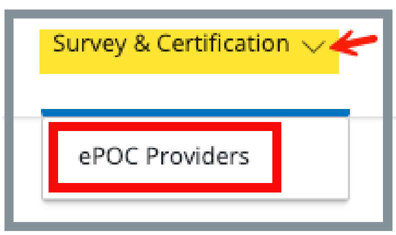


Figure 5: Survey & Certification Drop-Down Menu

3.1.2 Select the provider to update or search for a facility. See *Figure 6, My Facilities*.

Notes:

- The associated facilities are selected when the user role is chosen. To add additional facilities, click **Request User Role** under the profile picture on the top right. On **Step 3**, select additional providers.

  Note: The Provider ePOC Administrator can request which facilities to manage within ePOC when requesting approval for their user role.

- Click the caret next to **Name** and **ID** to sort the columns.
- Search by **facility/provider** or **DBA name**, **CCN**, or **State Facility ID (FACID)** to search for a specific provider.

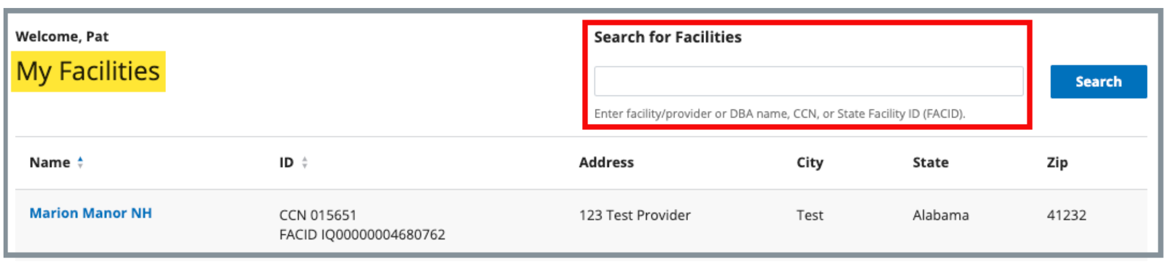


Figure 6: My Facilities

3.1.3 Click the provider name. The **Surveys** page opens. See *Figure 7, Surveys Page*.

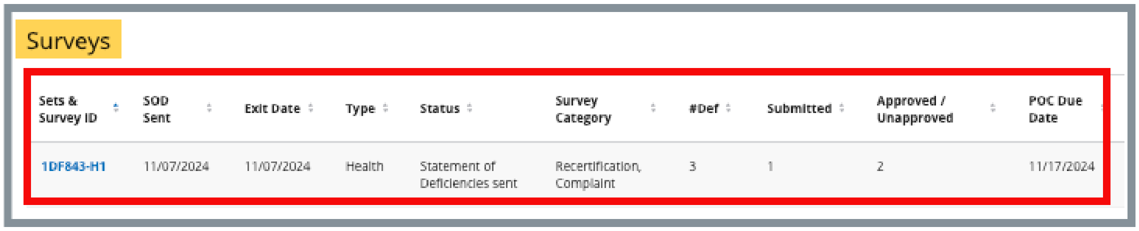


Figure 7: Surveys Page

Notes:

- Only the surveys that have been published are shown.
- Surveys are listed by exit date.
- A reminder that this user role does not have permission to manage the provider's information. This yellow notification banner can be X'd out.

3.1.4 Click the **Survey ID** to view the survey. The page defaults to the **Statement of Deficiencies** page. See *Figure 8, Statement of Deficiencies*.

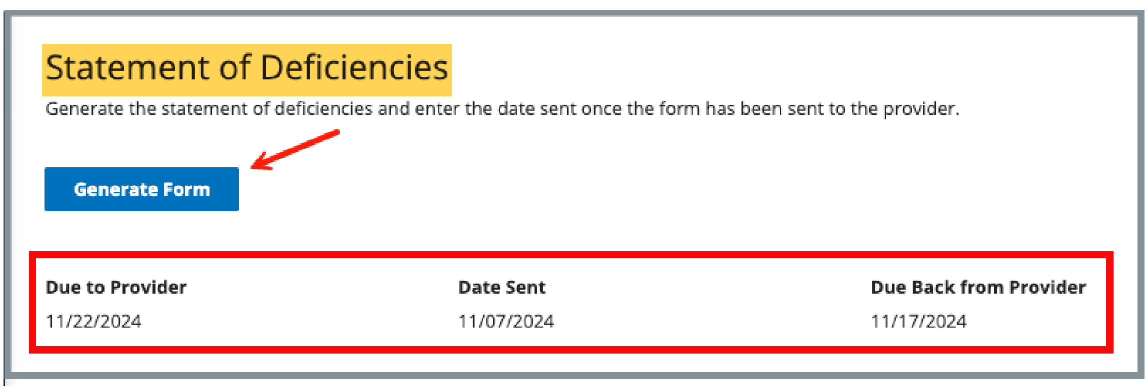


Figure 8: Statement of Deficiencies

Note: Go to Generate a Statement of Deficiencies to view details on how to generate form CMS-2567.

3.2 Generate a Statement of Deficiencies

3.2.1 Click **Generate Form** on the [Statement of Deficiencies]() page. The **Statement of Deficiencies** page show additional fields. See *Figure 9, Statement of Deficiencies Window.*

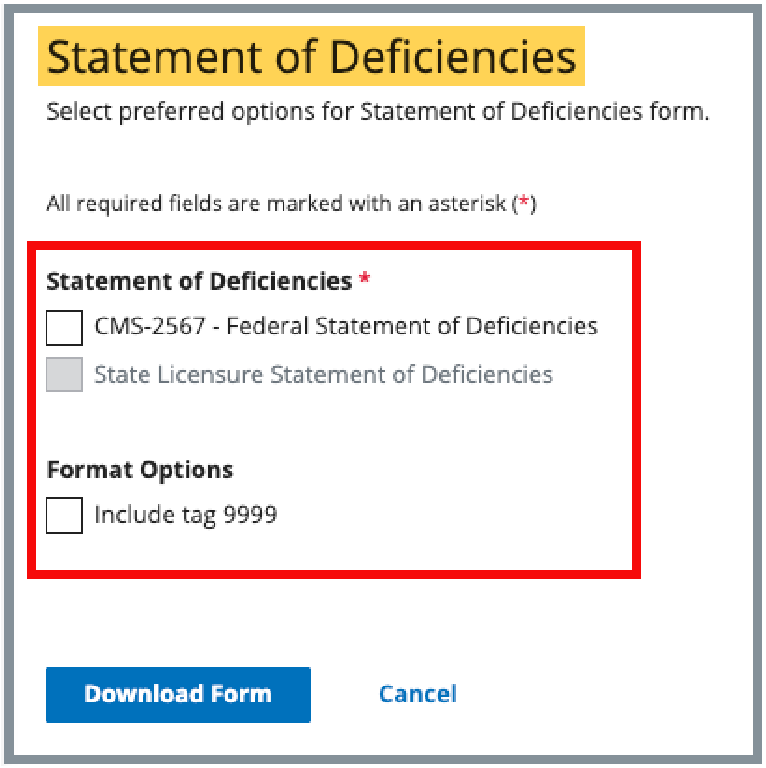


Figure 9: Statement of Deficiencies Window

3.2.2 Click the checkbox next to **CMS-2567**. Further fields open. See *Figure 10, CMS-2567 Details.*

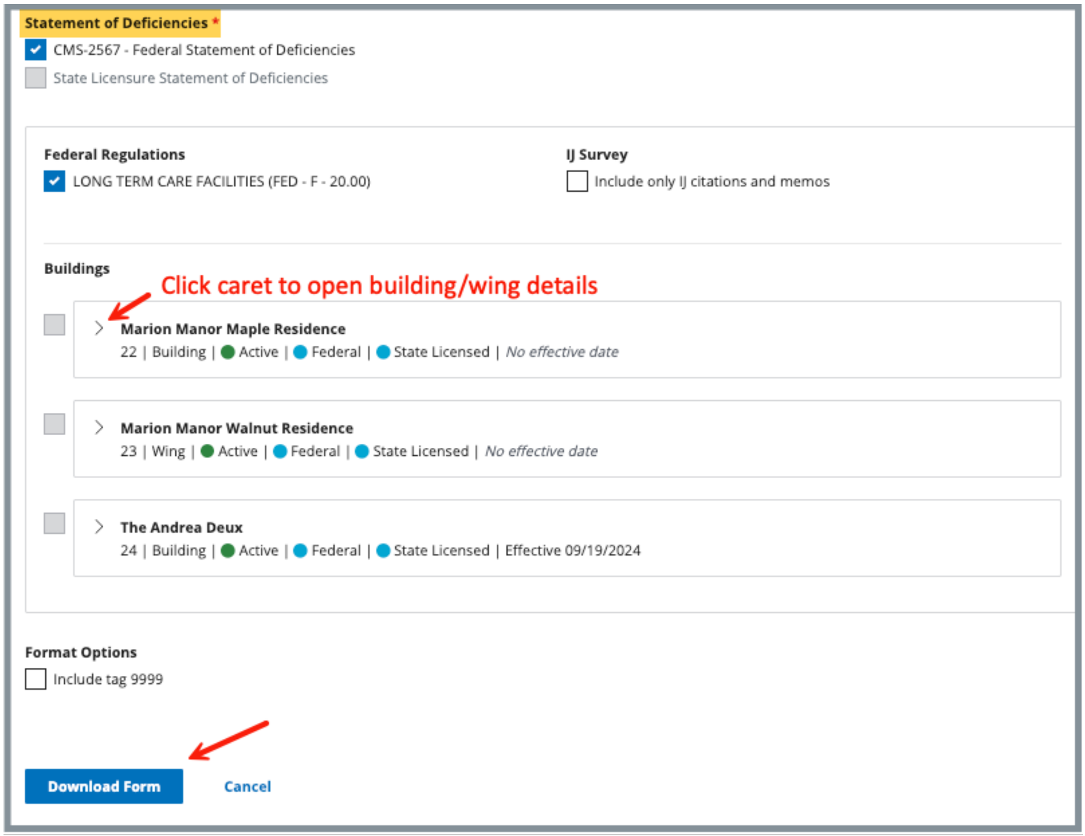


Figure 10: CMS-2567 Details

Notes:

- Check the box next to **Include tag 9999**, if desired.
- Check the box next to **Include only IJ citations** and memos to include Immediate Jeopardy (IJ) citations and memos.
- Click the carets next to the buildings/wings to view details about the specific building or wing.

3.2.3 Click **Download Form**. The **Statement of Deficiencies** downloads to the **Downloads** folder on the host computer.

3.2.4 Go to the **Downloads** folders to open the form. See *Figure 11, Statement of Deficiencies Downloaded Form.* This figure shows just the first page of the three-page form.

PRINTED: 04/16/2025

DEPARTMENT OF HEALTH AND HUMAN SERVICES FORM APPROVED

CENTERS FOR MEDICARE & MEDICAID SERVICES OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 015651	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 11/07/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Marion Manor NH	123 Test Provider , Test, Alabama, 41232

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
F0551 SS = A	Rights Exercised by Representative CFR(s): 483.10(b)(3)-(7)(i)-(iii) §483.10(b)(3) In the case of a resident who has not been adjudged incompetent by the state court, the resident has the right to designate a representative, in accordance with State law and any legal surrogate so designated may exercise the resident's rights to the extent provided by state law. The same-sex spouse of a resident must be afforded treatment equal to that afforded to an opposite-sex spouse if the marriage was valid in the jurisdiction in which it was celebrated. (i) The resident representative has the right to exercise the resident's rights to the extent those rights are delegated to the representative. (ii) The resident retains the right to exercise those rights not delegated to a resident representative, including the right to revoke a delegation of rights, except as limited by State law. §483.10(b)(4) The facility must treat the decisions of a resident representative as the decisions of the resident to the extent required by the court or delegated by the resident, in accordance with applicable law. §483.10(b)(5) The facility shall not extend the resident representative the right to make decisions on behalf of the resident beyond the extent required by the court or delegated by the resident, in accordance with applicable law. §483.10(b)(6) If the facility has reason to believe that a resident representative is making decisions or taking actions that are not in the best interests of a resident, the facility shall report such concerns when and in the manner required under State law. §483.10(b)(7) In the case of a resident adjudged incompetent under the laws of a State by a court of	F0551		

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See reverse for further instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

FORM CMS-2567 (02/99) Previous Versions Obsolete Event ID: 1DF843-H1Facility ID: IQ00000004680762 If continuation sheet Page 1 of 3

Figure 11: Statement of Deficiencies Downloaded Form

3.3 Access ePOC

3.3.1 Select **ePOC** from the left menu. See *Figure 12, ePOC Left Menu Selection.* The **Electronic Plan of Correction Overview** page opens.

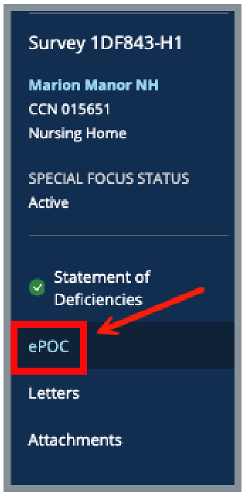


Figure 12: ePOC Left Menu Selection

3.3.2 Select an **Action** from the **Actions** drop-down menu. See *Figure 13, Actions Drop-Down Menu*. Review next steps for details about **Actions**.

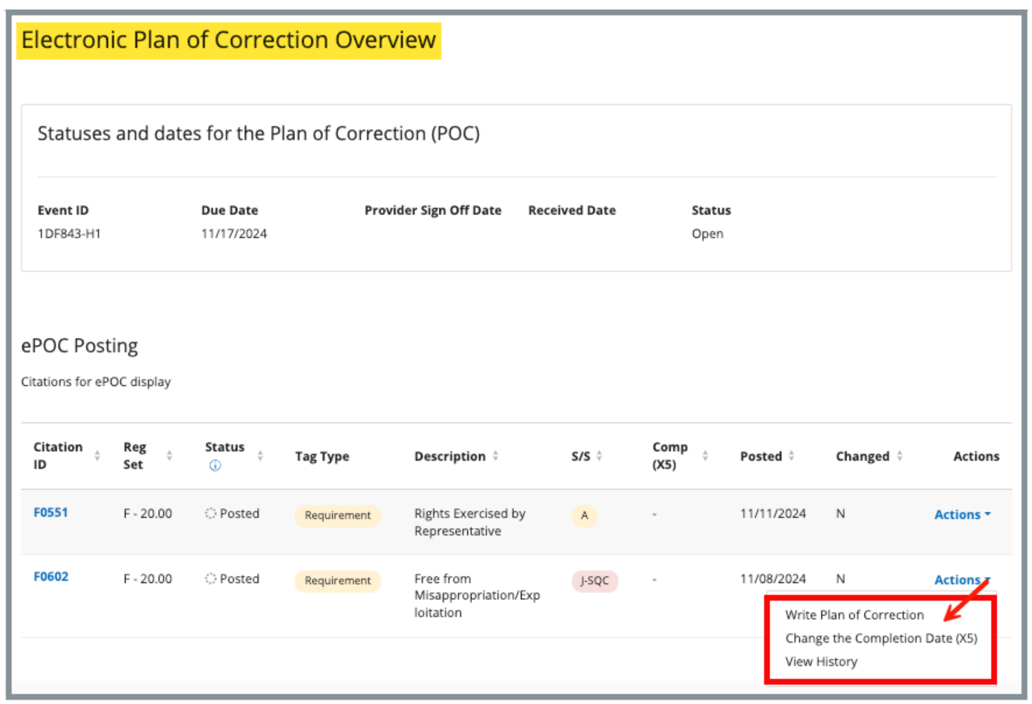


Figure 13: Actions Drop-Down Menu

3.4 Actions: Write a Plan of Correction

3.4.1 Select **Write a Plan of Correction** from the **Actions** drop-down menu on the **Electronic Plan of Correction Overview** page. The **Electronic Plan of Correction** page opens with editable POC Information. See *Figure 14, Actions: Write a Plan of Correction*.

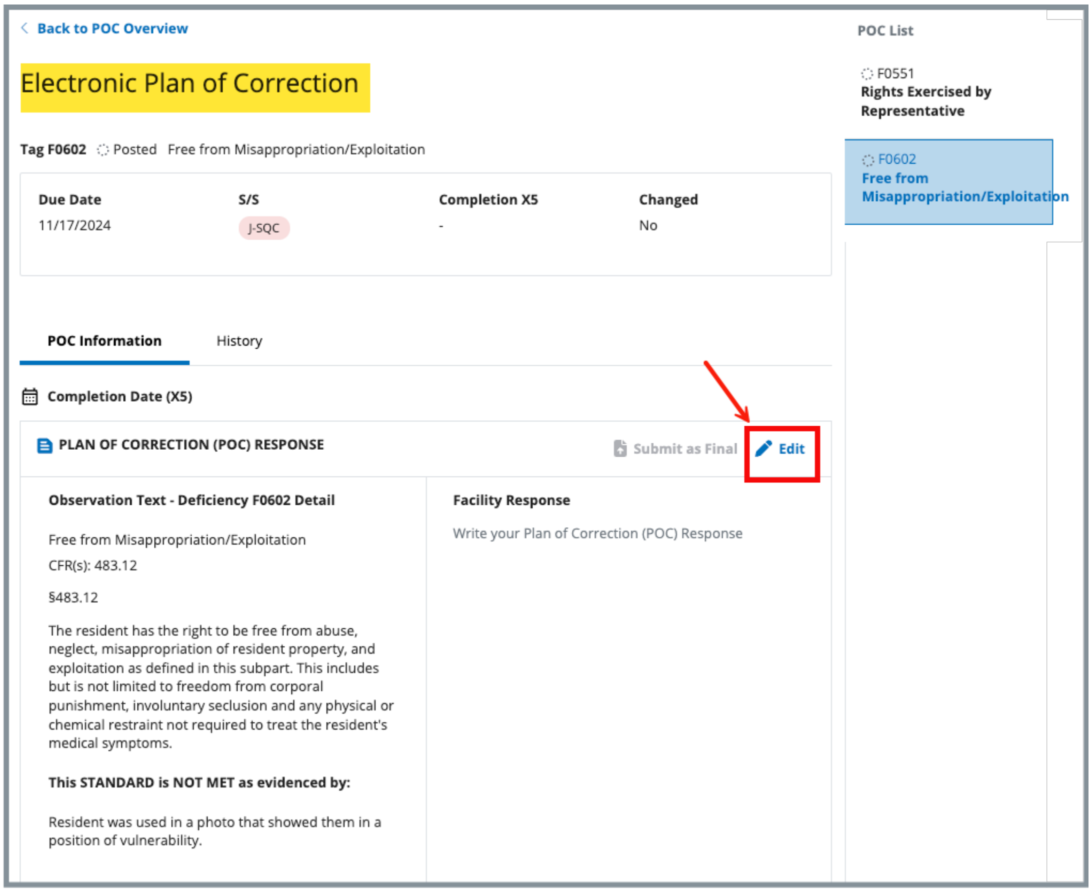


Figure 14: Actions: Write a Plan of Correction

3.4.2 Click **Edit**. See *Figure 15, Edit a Plan of Correction*.

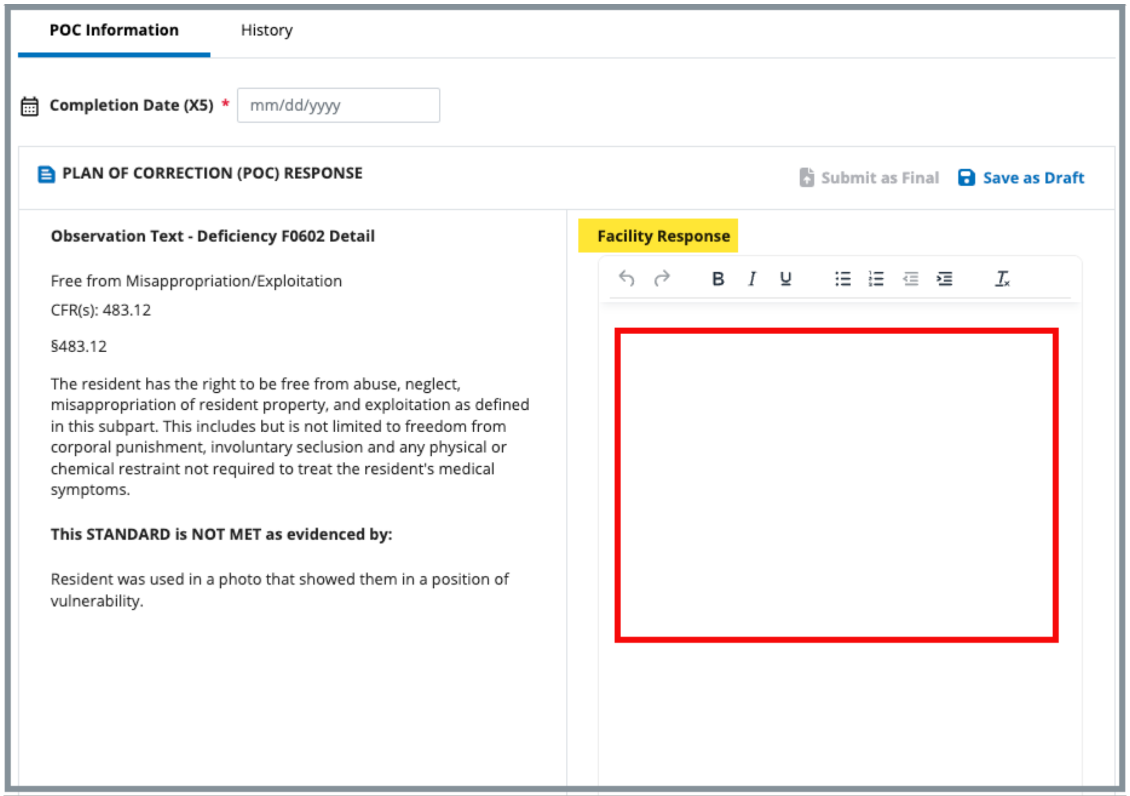


Figure 15: Edit a Plan of Correction

3.4.3 Type a response in the **Facility Response** field.

Notes:

- There are several formatting tools available for some minor formatting.
- The response can be saved as a draft at this point, but it cannot be submitted until the **Completion Date (X5)** is updated. See **Actions: Change the Completion Date (X5)** for more details.

3.5 Actions: Change the Completion Date (X5)

Note: **A** tags, **Past Noncompliance** and **Memos** require an acknowledgement only. An acknowledgement on this page automatically labels the tag as approved. See Change the Completion Date (X5) Acknowledgement Only.

3.5.1 Type the completion date in the **Completion Date (X5) f**ield. See *Figure 16, Completion Date (X5).*

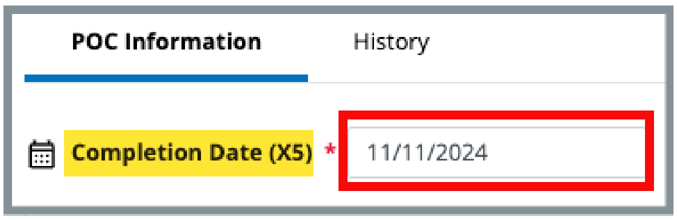


Figure 16: Completion Date (X5)

Note: Select **Change the Completion Date (X5)** from the **Actions** drop-down menu on the **Electronic Plan of Correction Overview** page, if necessary.

3.5.2 Click **Submit as Final** to submit the response.

3.5.3 Verify that under **POC List** there is a yellow circle with an exclamation point next to the citation that was updated. See *Figure 17, Updated Citation*.

Figure 17: Updated Citation

3.5.4 Click **Back to POC Overview** to return to the **Electronic Plan of Correction Overview** page.

3.5.5 Verify that the status of the citation is updated. See *Figure 18, Citation Status Updated*.

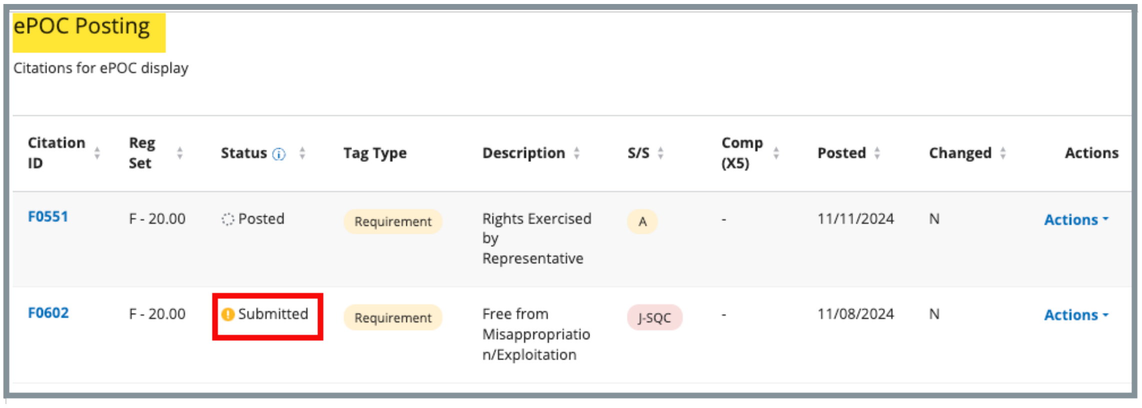


Figure 18: Citation Status Updated

3.6 Actions: Change the Completion Date (X5) Acknowledgement Only

Note: **A** tags, **Past Noncompliance** and **Memos** require an acknowledgement only. An acknowledgement on this page automatically labels the tag as approved.

3.6.1 Select **Change the Completion Date (X5)** from the **Actions** drop-down menu on the **Electronic Plan of Correction Overview** page.

3.6.2 Type the completion date in the **Completion Date (X5) f**ield. See *Figure 19, Completion Date (X5).*

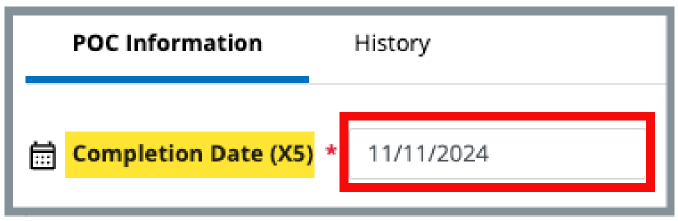


Figure 19: Completion Date (X5)

3.6.3 Click **Acknowledge**. See *Figure 20, Acknowledge*.

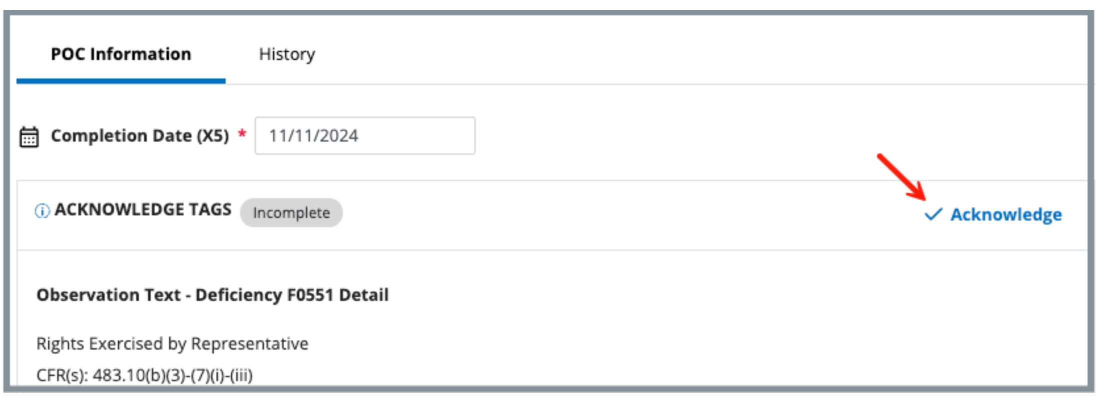


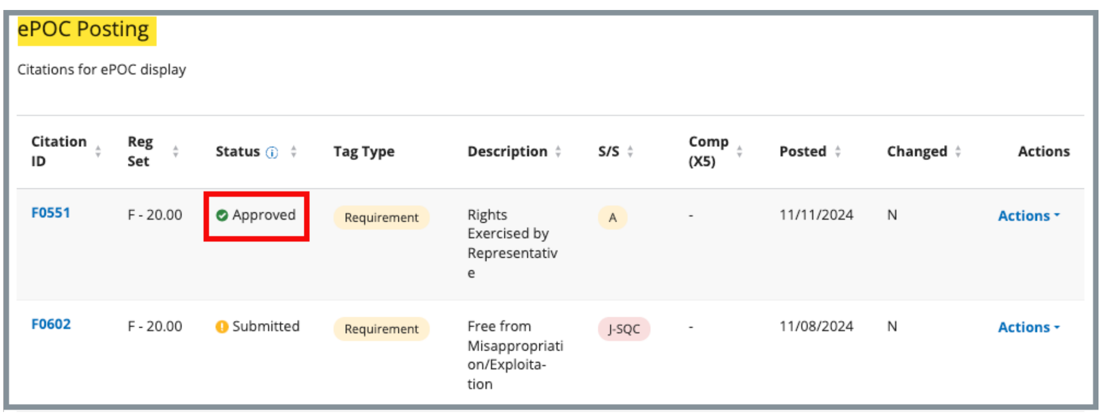
Figure 20: Acknowledge

3.6.4 Verify that under **POC List** there is a green circle with an checkmark next to the citation that was updated. See *Figure 21, Updated Citation*.

Figure 21: Updated Citation

3.6.5 Click **Back to POC Overview** to return to the **Electronic Plan of Correction Overview** page.

3.6.6 Verify that the status of the citation is updated to **Approved**. See *Figure 22, Citation Status Updated to Approved*.


ePOC Posting

Citations for ePOC display

Citation ID	Reg Set	Status	Tag Type	Description	S/S	Comp (X5)	Posted	Changed	Actions
F0551	F - 20.00	Approved	Requirement	Rights Exercised by Representative	A	-	11/11/2024	N	Actions
F0602	F - 20.00	Submitted	Requirement	Free from Misappropriation/Exploitation	J-SQC	-	11/08/2024	N	Actions

Figure 22: Citation Status Updated to Approved

3.7 Actions: View History

The **History** tab shows the history of the citation and gives status, date, time and the staff member who worked on the citation.

3.7.1 Click **View History** from the **Actions** drop-down menu on the **Electronic Plan of Correction Overview** page. The **Electronic Plan of Correction** page opens and defaults to the **History** tab. See *Figure 23, History Tab*.

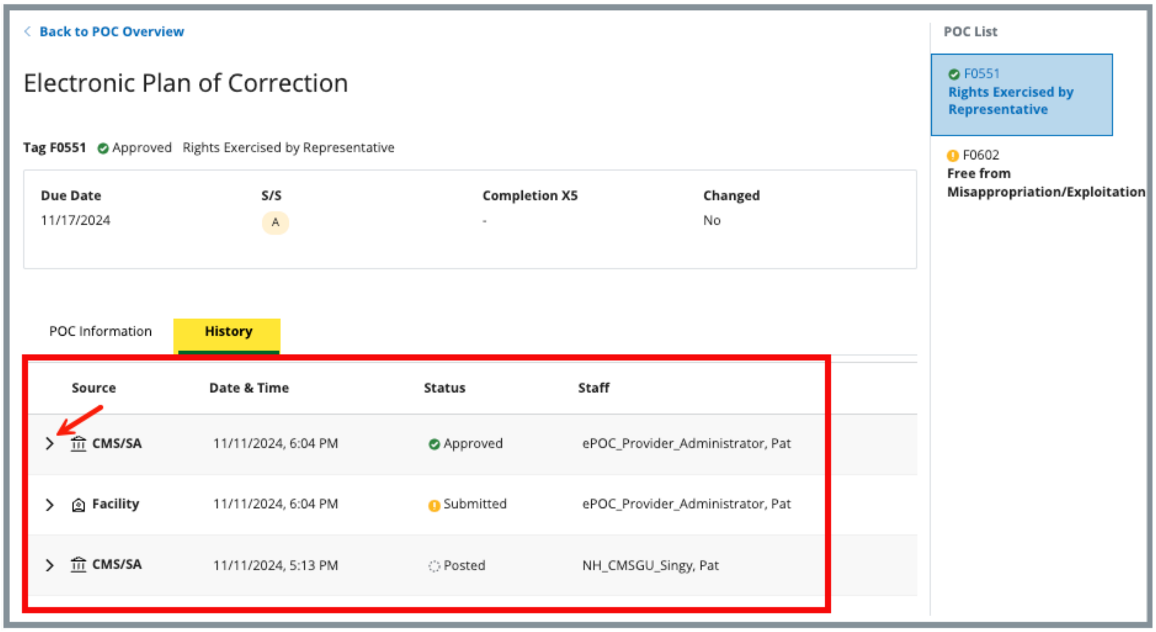


Figure 23: History Tab

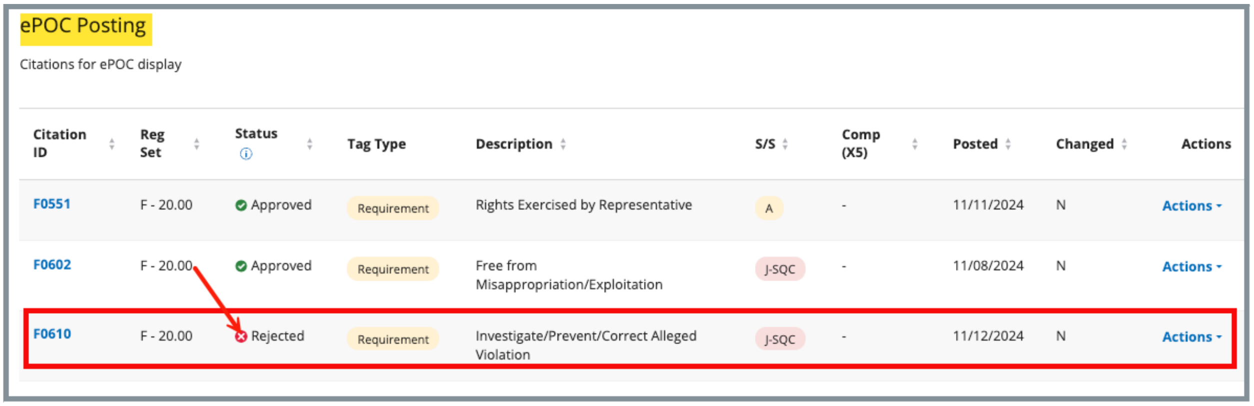
3.7.2 Click the caret to the left of the **Source** listing to view the details about each status listing.

3.7.3 Click **Back to POC Overview** to return to the **Electronic Plan of Correction Overview** page.

3.8 Actions: Review a Rejected POC

Purpose: To review a rejected tag within the POC after the Provider ePOC Administrator has updated the citation.

3.8.1 Go to **ePOC Posting** and review the citations statuses. See *Figure 24, Rejected Status*.



ePOC Posting

Citations for ePOC display

Citation ID	Reg Set	Status	Tag Type	Description	S/S	Comp (X5)	Posted	Changed	Actions
F0551	F - 20.00	Approved	Requirement	Rights Exercised by Representative	A	-	11/11/2024	N	Actions
F0602	F - 20.00	Approved	Requirement	Free from Misappropriation/Exploitation	J-SQC	-	11/08/2024	N	Actions
F0610	F - 20.00	Rejected	Requirement	Investigate/Prevent/Correct Alleged Violation	J-SQC	-	11/12/2024	N	Actions

Figure 24: Rejected Status

3.8.2 Select **Write Plan of Correction** from the **Actions** drop-down menu. There is a pink rejection notification banner. See *Figure 25, Rejection Notification Banner.*

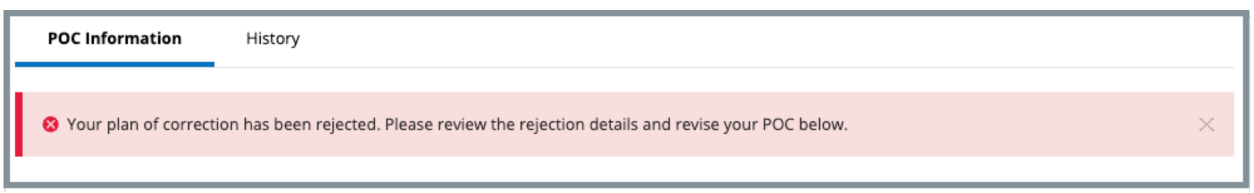


Figure 25: Rejection Notification Banner

3.8.3 Click **Edit** to update the POC.

3.8.4 Type the **Completion Date (X5)**.

3.8.5 Edit the POC to address any of the reasons for the rejection.

3.8.6 Click **Submit as Final.**

3.9 Letters

3.9.1 Click **Letters** on the left menu to view any letters that have been uploaded. The **Letters** page opens. See *Figure 26, Letters.*

Note: The Provider ePOC Administrator role can only view letters. It cannot upload letters.

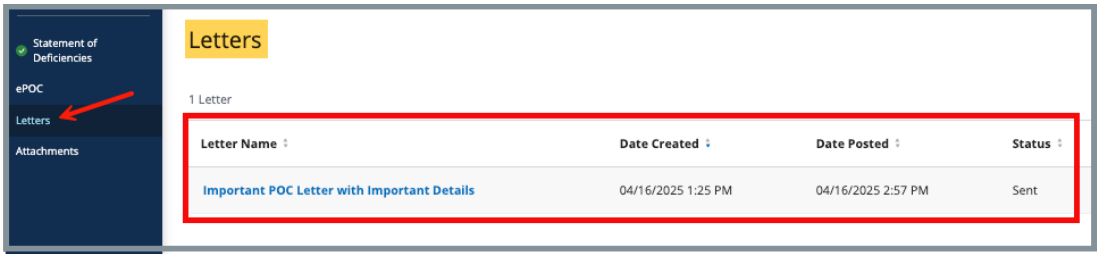


Figure 26: Letters

3.9.2 Click the letter name to view the letter overview. The **Letter Overview** opens. See *Figure 27, Letter Overview* and *Table 2, Letter Overview Detailed Callout*.

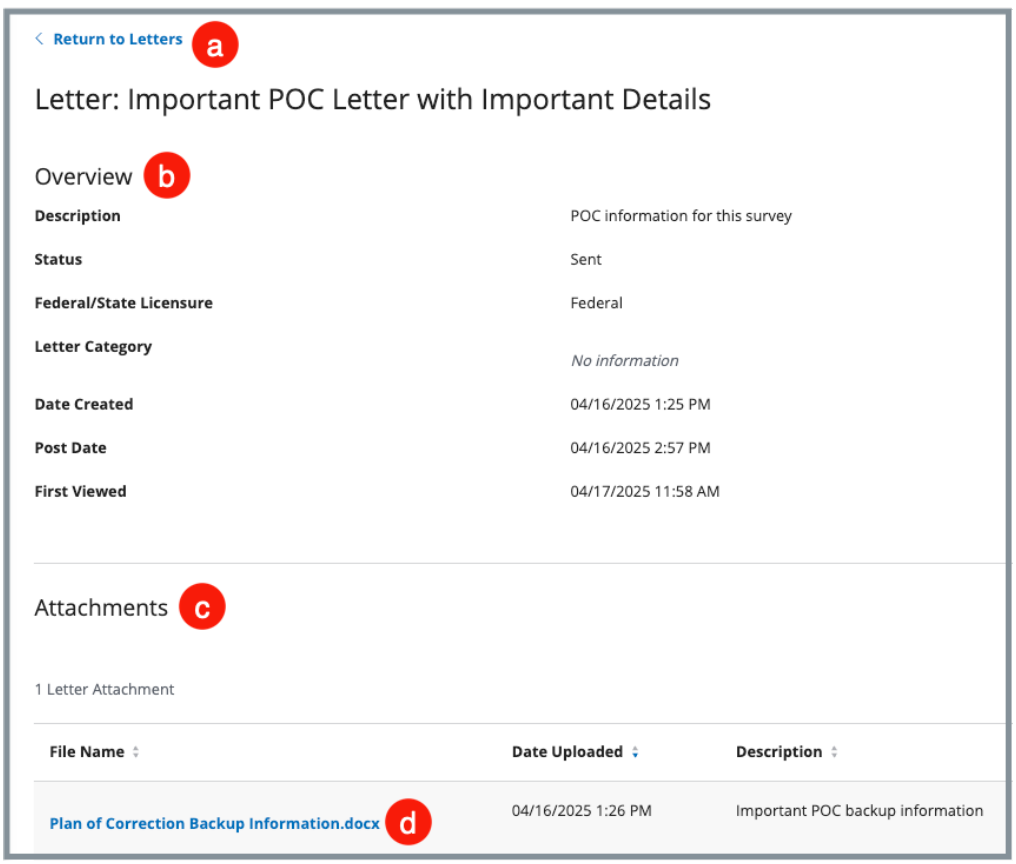


Figure 27: Letter Overview

Table 2: Letter Overview Detailed Callout

Letter	Description
a	Click **Return to Letters** to go back to the Letters page.
b	**Overview**: Detailed information about the letter, including a description, status, whether it is a federal or state licensure, letter category, the date the letter was created, posted and first viewed
c	**Attachments**: Shows attachments and gives details about the file name, the date the file was uploaded and a description of the attachment.
d	**File Name**: Click the file name to download the document. The document downloads to the **Downloads** folder on the host computer. This area also shows the date uploaded and file description.

3.10 View an Attachment

Click **Attachments** on the left menu to view any attachments that have been uploaded. The **Attachments** page opens. See *Figure 28, Attachments* and *Table 3, Attachments.*

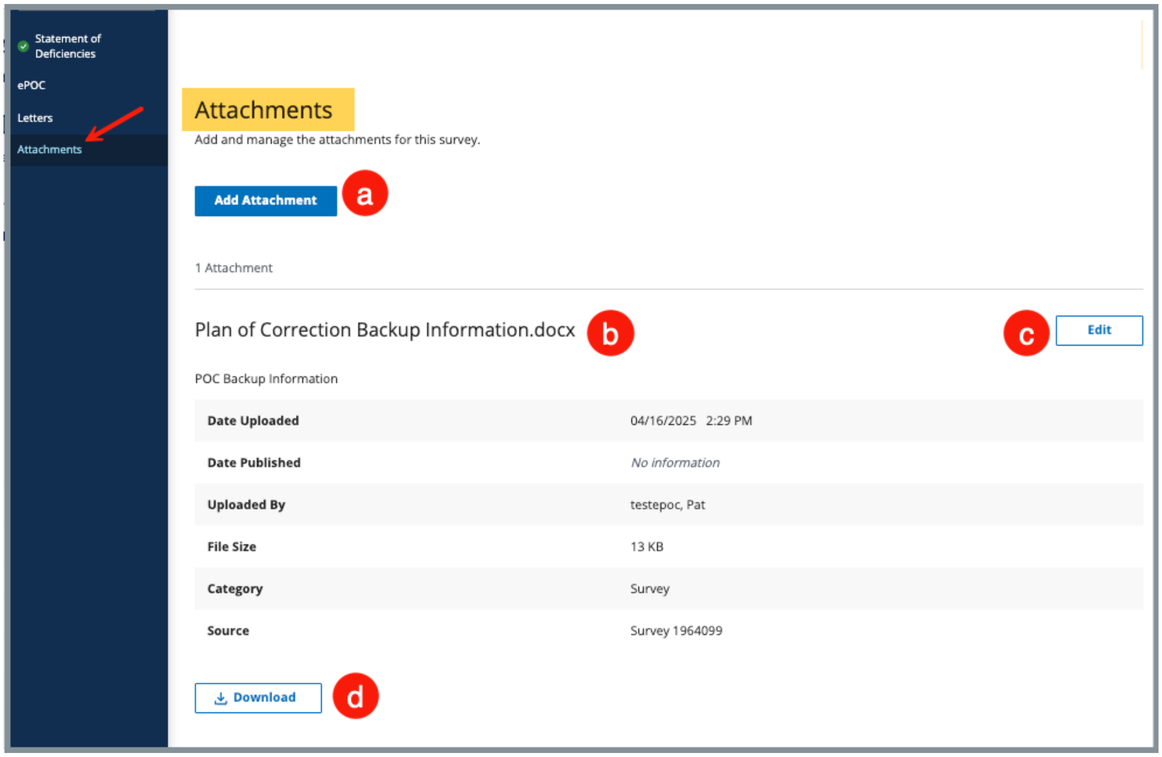


Figure 28: Attachments

Table 3: Attachments Overview Detailed Callout

Letter	Description
a	Review Add an Attachment for details.
b	View document information including the date uploaded, date published, by whom it was uploaded, the file size, category and source.
c	**Edit**: Only the document description can be changed or updated.
d	**Download**: Click to download the document. The document downloads to the **Downloads** folder on the host computer.

3.11 Add an Attachment

3.11.1 Click **Attachments** on the left menu to view any attachments that have been uploaded. The **Attachments** page opens. See *Figure 29, Add Attachments.*

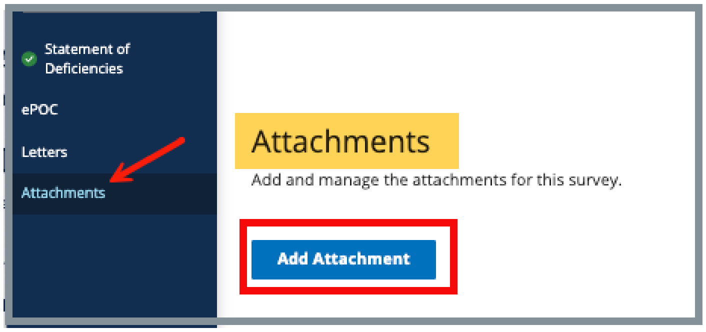


Figure 29: Add Attachments

3.11.2 Click **Add Attachment** to add an attachment. See *Figure 30, Add Attachments Overview* and *Table 4, Add Attachments Overview Detailed Callout*.

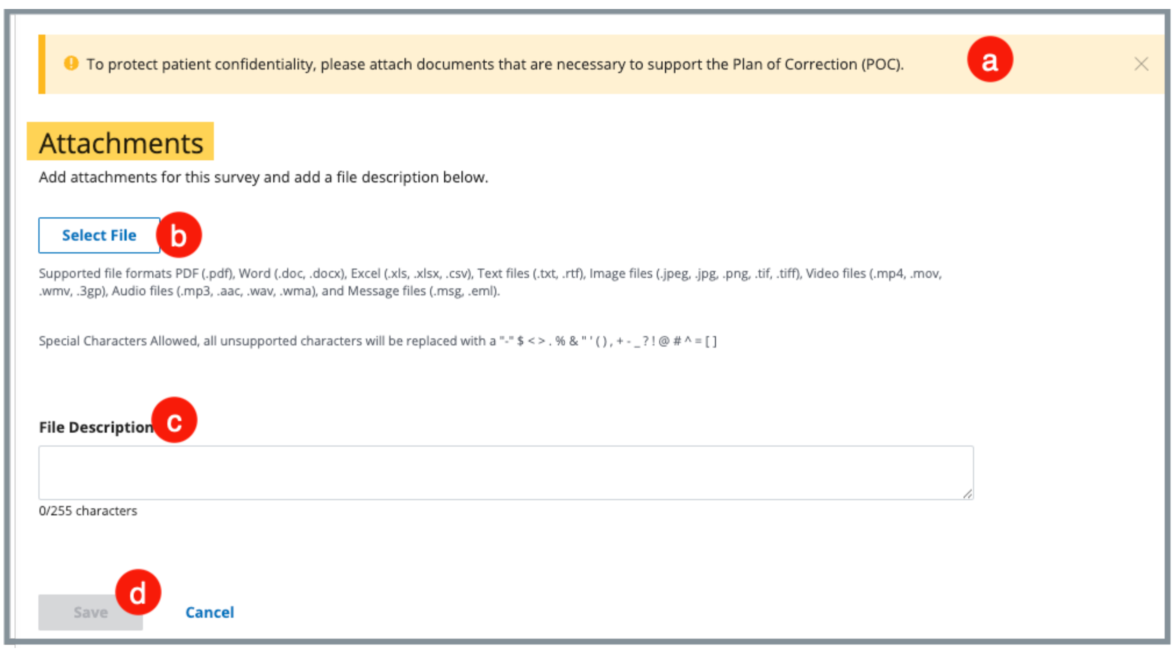


Figure 30: Add Attachments Overview

Table 4: Add Attachments Overview Detailed Callout

Letter	Description
a	Yellow Notification Banner: This is a reminder to protect patient confidentiality.
b	**Select File**: Click to select the file from the computer. A window opens and it is possible to select files from the host computer. **Note**: Review supported file formats noted on iQIES.
c	**File Description**: Write a short description of the file contents.
d	Click **Save** to upload file. **Save** is disabled until the upload is selected.