iQIES Survey & Certification
Job Aid
Providers

Overview

This document explains how to add a provider, responsible staff, operating details, certifications, and administrators.

A provider is any organization, institution, or individual that provides health care services to Medicare beneficiaries. Physicians, ambulatory surgical centers, and outpatient clinics are some of the providers of services covered under Medicare Part B.

State Agency General Users and CMS General Users have access to managing providers. Keeping provider information up to date is important, as this information is generated on provider forms used for public reporting.

Contact the iQIES Service Center to delete a provider.

Refer to the S&C User Manual: Manage a Provider for more detailed information on providers.

Basic Information Page Overview

The **Basic Information** page of a provider contains an overview of the provider's information which include the name, provider type, and primary address.

The left menu on the **Basic Information** for a provider varies depending on the provider type. The differences affect addresses or locations for each provider type. The provider types below show the specific name on the left menu.

HHA: Additional Branch Addresses

ASC: Locations

Hospice: Inpatient Locations, Multiple Locations

The left menu on the **Basic Information** page of a provider contains:

- Responsible Staff
- Operating and Ownership
- Additional Contacts
- Certification
- Licensure
- Deeming Information
- Administrators
- Letters
- Notes
- Attachments

Add a Provider

1. Click **Add a Provider** from the **Survey & Certification** drop-down menu to add a new provider.
2. Fill out the information.
3. Click **Add Provider** to add the provider. The new **Provider History** page opens and can be viewed and edited.

Add Responsible Staff

1. Click **Responsible Staff** on the left menu. The **Responsible Staff** screen opens. The **Add Responsible Staff** page opens when there are no existing responsible staff.
2. Click **Add Staff** when there are existing staff to add additional responsible staff. The **Add Responsible Staff** page opens.
3. Type last name in text box under **Last Name**.
4. Select **CMS** or **State** from the **Organization** drop-down menu.
5. Click **Search**. The search results appear below.
6. Check the box under **Select** next to the correct name. Click **Save**.
7. Verify the staff member appears in the list below **Responsible Staff**.

Add Operating Details

1. Click **Operating Details** on the **Provider Details** window. **Operating Details** window opens.
2. Click **Edit** to make any updates. The editable **Operating Details** page opens.
3. Update information as needed.
4. Click **Save**. The **Operating Details** page opens, and the updated information is shown.

Add Certification

1. Click **Certification** on the **Provider Details** window. The **Certification** window opens.
2. Click **Edit** to make any updates. The **Certification** page opens.
3. Update information as needed.
4. Click **Save**. The **Certification** page updates with the edited information.

Add Administrators

1. Click **Administrators** on the **Provider Details** window. The **Add Administrator** window opens.
2. Fill out the information.
3. Click **Save**. The **Administrators** page updates with new Administrator. The page can be viewed and edited.

Additional Resources

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**.
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.