



iQIES Survey & Certification

Job Aid

Surveys

Overview

This document explains how to add a survey, add responsible staff, add team members, citation statuses, deleting a survey, and add a statement of deficiencies.

Limited information from surveys from all states can be viewed. Findings, intakes, notes, attachments, and letters cannot be viewed.

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 Security Official (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.

Refer to the [S&C User Manual: Manage a Survey](#) for more detailed information on surveys.

Basic Information Page Overview

The **Basic Information** page is the landing page when a survey is opened.

The **Basic Information** page of a survey contains an overview of the provider's survey information such as the status, survey type, survey category, survey extent, regulation sets, Enforcement Case ID, survey start and exit date.

The left menu on the **Basic Information** page for a survey varies depending on the provider type. The differences affect the forms shown in the left menu.

HHA: CMS-1572

ASC: CMS-377

Hospice: CMS-417, CMS-643

CMS-1539 is available for HHA, ASC, and Hospice provider types for both Health (Initial, Recertification, Complaint) and LSC (Initial, Recertification, Complaint) survey types.

Informal Dispute Resolution is greyed out in the left menu unless applicable to the survey.

The left menu on the **Basic Information** page of all surveys contains:

- Responsible Staff
- Teams
- Citations
- Statement of Deficiencies
- Informal Dispute Resolution
- Plan of Correction
- CMS-670
- Letters
- Notes
- Attachments

Add a Health Survey

1. Click the desired provider record. The **Provider History** page opens.
2. Click **Add Survey** on the **Provider History** page. The **Basic Information** page opens.
3. Select **Health** for the **Survey Type**.
4. Fill out the information.
5. Click **Save Basic Information** to save new survey. The new survey opens.

Add an LSC Survey

1. Click the desired provider record. The **Provider History** page opens.
2. Click **Add Survey** on the **Provider History** page. The **Basic Information** page opens.
3. Select **Life Safety Code** for the **Survey Type**.
4. Fill out the information.
5. Click **Save Basic Information** to save new survey. The new survey opens.

Link a Health Survey to an LSC Survey

1. Go to the **Provider History** page for the provider.
2. Click **Create Life Safety Code Survey** under the **Survey action** menu on the survey line. The **New Survey Basic Information** page opens.
3. Verify the linked survey is correct and fill out the information. Some information is prepopulated.
4. Click **Save Basic Information** at the bottom of the form. The page returns to **Survey Basic Information**. Verify that the information is correct, page can be edited if needed.

Responsible Staff

1. Click **Responsible Staff** on the left menu. The **Responsible Staff** screen opens.
2. Type last name in text box under **Last Name**. Add first name to narrow down the results, if necessary.
3. Click **Search**. The search results appear below.
4. Check the box under **Select** next to the correct name. Click **Save**.
5. Verify the staff member was added.

Teams

1. Click **Teams** on the left menu. The **Teams** window opens.
2. Click **Add Team Members** to add a new person to the team. The **Add Teams** window opens.
3. Enter search criteria and click **Search**. The search results appear below.
4. Check the box under **Select** next to the correct name. Click **Save**. A green notification box appears at the top of the screen, verifying the member was successfully added.

Citation Statuses

Citation Statuses are:

- **Not Started**
- **In Progress**
- **Ready for Merge**
- **Merged- In Progress**
- **Writing Complete**
- **Corrected**

Delete a Survey

1. Click **Delete** this survey under **Survey action** on top right of **Basic Information** screen. The **Delete survey?** pop-up window opens.
2. Click **Yes, delete**. The survey is deleted.

Statement of Deficiencies

1. Click **Statement of Deficiencies** on the left menu. The **Statement of Deficiencies** screen opens.
2. Click **Generate Form**. Preferred options are shown.
3. Check the **CMS-2567** box under **Statement of Deficiencies**.
4. Click **Download Form**. The **Statement of Deficiencies** form downloads.
5. Click **Edit** to edit the **Statement of Deficiencies** dates.
6. Type dates under **Date Sent** and **Due Back from Provider**, in a **MM/DD/YYYY** format.
7. Click **Save**.

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.