



iQIES Survey & Certification Job Aid Intakes

Overview

This document explains intake statuses, adding new intakes, linking an intake to a survey, and finalizing an intake in iQIES.

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.

Refer to the [S&C User Manual: Manage an Intake](#) for more detailed information on intakes.

Basic Information Page Overview

The **Basic Information** page of an intake shows an overview of the complainant or incident details taken during the intake, which includes the intake type, subtype, method, start date, tracking ID, sources, and summary.

The **Basic Information** page of an intake also contains additional sections such as:

- Responsible Staff
- Parties Involved
- Allegations
- Triage
- Survey
- Letters
- Notes
- Attachments

Refer to the [S&C User Manual: Manage an Intake](#) for more details on these sections.

Note: Selecting any of the intakes listed under the Intake ID toggle will open the **Basic Information** page for that intake.

Intake Statuses

There are eight statuses for intakes. Each status shows where the intake process is in the workflow. Review the status on the gray bar.

| Status | Details |
|--------------------------------|--|
| Triage/Prioritization | Intake is entered and no priority assigned |
| Pending CMS Review | Deemed intakes that require a survey and pending approval by CMS to conduct an onsite investigation |
| Pending Investigation | Triaged intakes that require a survey, but no survey is linked |
| No Investigation | Text box turns to No Investigation Reason . Triage is set to complete and disabled. |
| Investigation Scheduled | Intake is linked to a survey record where survey status is New |
| Investigation | Linked survey that has at least 1 citation added |
| Pending Finalization | 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 |
| Investigation Completed | Citations in linked survey are locked |
| Closed | Enter date SAGU completed all activities related to the intake |

Add an Intake

1. Click the desired provider record. The **Provider History** page opens.
2. Click **Add Intake** on the **Provider History** page. The **Basic Information** page opens.
3. Click **Complaint** or **Incident**. A menu opens for either a complaint or an incident.
4. Fill out the information.
5. Click **Save Section**.

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.

1. Link an Intake to a Survey from the **Provider History** Page
 - 1.1 Click **Add Survey** on the **Provider History** page. The **Basic Information** page opens.
 - 1.2 Check the **Complaint** box in the **Survey Categories** section.
 - 1.3 Select the intake to include under **Open intakes** to include in **Complaint Survey**.
 - 1.4 Click **Save Basic Information**. The complaint is now linked to the survey.
2. Link an Intake to a Survey from the **Complaint Page**
 - 2.1 Select the **Intake ID** under **Recent Intakes** on the **Provider History** page.
 - 2.2 Click **Survey** on the left menu. The **Survey** page opens.
 - 2.3 Click **Create Survey**. The **Create Survey Basic Information** page opens.
 - 2.4 Fill out any other required information.
 - 2.5 Click **Save Basic Information**. The **Survey Basic Information** page opens. The complaint or incident is now linked to the complaint survey.

Finalization

Once the Statement of Deficiencies has been sent, the intake status changes to **Pending Finalization** and the intake must be closed manually. Closed intakes cannot be modified.

1. Click **Triage** on the left menu. The **Triage** screen opens.
2. Click **Edit**. Scroll down to **Finalization**.
3. Check the box next to **Finalized**. The date and time automatically populate.
4. Select one or more **Closed Reasons** from the drop-down list.
5. Click **Save Section**. The **Intake Status** changes to **Closed**.

Additional Resources

Refer to the [S&C User Manual: Manage an Intake](#) for more detailed information on intakes.

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

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| 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. |