**Centers for Medicare & Medicaid Services**

# Internet Quality Improvement & Evaluation System (iQIES)

## Minimum Data Set (MDS) Frequently Asked Questions

## for

## Providers

## Version 1.2

**August 22, 2023**

# Table of Contents

# 1.    Launch/Help Questions

**1.1    Will iQIES have the same spec version at launch as QIES (version 3.00.1 including Errata Version3.00.8)?**

Yes.

**1.2    How do I register for iQIES?**

- Create an account in the [HCQIS Access Roles and Profile Management (HARP)](#) system.

- Verify your identity.

- Log in to [iQIES](#) with your HARP credentials.

- [Request a user role](#).

For a complete list of registration steps and details on how to onboard, refer to the [iQIES Onboarding Guide](#). Find this manual in the drop-down menu under **iQIES Onboarding Guide**.

**1.3    Whom can I reach out to if I have questions related to iQIES?**

| | |
|---|---|
| **For assistance accessing iQIES**: | Contact the iQIES Security Officer (SO) for your organization |
| **For technical support**: | Contact the iQIES Service Center: |
| **Phone**:<br>**Email**: | 800-339-9313<br>iQIES@cms.hhs.gov |
| **CCSQ Support Central:** | Create a new ticket or track an existing ticket: [https://cmsqualitysupport.servicenowservices.com/ccsq_support_central](https://cmsqualitysupport.servicenowservices.com/ccsq_support_central) |
| **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. |

## 2. User Role Questions

**2.1 What are the user roles I can have?**

There are five user roles with varied permissions that are associated with a Provider.

| Provider User Role | Permissions |
|---|---|
| **Assessment Submitter** | • **Upload patient assessments**<br>• Generate/view reports |
| **Provider Administrator** | • Create/manage patient profiles<br>• Create/manage/submit/modify/inactivate patient assessments<br>• Generate/view reports |
| **Provider Assessment Coordinator** | • Create/manage patient profiles<br>• Create/manage/submit patient assessments<br>• Generate/view reports |
| **Provider Assessment Viewer** | • View patient profiles/assessments<br>• Generate/view reports |
| **Provider Security Official** | • **Upload patient assessments**<br>• Approve iQIES user accounts<br>• Create/manage/submit/modify/inactivate patient assessments<br>• Create/manage patient profiles<br>• Generate/view reports |

**2.2 Can I have more than one user role?**

Yes.

You can request multiple roles within the same User Category. For detailed information on all user roles and permissions available, refer to the User Roles Matrix. Find this user guide in the drop-down menu under **User Roles Matrix**.

If you work for a provider who has multiple areas (e.g., IRF, LTCH), then be sure to use the correct CCN for the specific skilled nursing facility.

# 3. Assessments and Reports Questions

**3.1 Where is my FVR (Final Validation Report)?**

There are two ways to view the FVR:

1. **In the Assessment Submitter Role**:

   - Go to the **MDS Submission History** page.

   - Click **View Reports** under **Actions** to view the final validation reports. The **My Reports** page opens with a list of final validation reports.

2. **In All Roles**:

   Click **My Reports** under **Reports** on the landing page to go directly to the **My Reports** page.

Review the following manuals for more details on the accessing the FVR:

**Note**: The links to the manuals below go to the main reference page because links to the actual documents may change often.

- iQIES Reports Guide

   Detailed information about each report.
   *Planned for publication in late 2023.*

- iQIES Reports User Manual

   How to use the **Reports** section in iQIES.

   Find this manual in the drop-down menu under **iQIES MDS User Guides and Manual**.

- CMS iQIES MDS Upload an Assessment for Providers Manual

   Find this manual in the drop-down menu under **iQIES MDS User Guides and Manual**.

**3.2 Can some reports be run on demand?**

All MDS reports can be run on demand.

**3.3 Are there how-to videos?**

Yes. You can view all available videos here.

**3.4 Where are the APU notifications?**

The APU notifications (i.e., Non-Compliance Notification Letters) will be distributed into the Non-Compliance Notification system-created permanent folder.

**3.5    Will there be a facility inbox in iQIES?**

There is no facility inbox, but there are four permanent system folders:

- **MDS 3.0 Final Validation Report** folder, where the system generated FVRs are stored.

- **MDS 3.0 Provider Preview Report** folder, where files such as the provider preview reports and SNF VBP files are distributed.

- **Non-Compliance Notification** folder, which contains APU compliance notification letters for all care settings.

- **Package Reports** folder, which is a report page in IQIES, where a user can choose to run the MDS 3.0 Facility Characteristics, MDS 3.0 Facility-Level QM report and MDS 3.0 Resident-Level QM report all in ONE report run.

   **Note**: These reports are also available on separate report pages if you want to run them individually.

**3.6    What is the difference between submit and upload?**

**Submit**    Submit assessment records within the user interface. This is not yet available to the user.

**Upload**    Submit/upload XML files to iQIES using jRAVEN or vendor software. User role functions/capabilities are being reviewed for improvement as well.

**3.7    How do I submit assessments in iQIES If I'm a jRAVEN user?**

At the initial launch of MDS submission in iQIES, if you currently create your assessments using the QIES jRAVEN application, you will continue to do so and then upload the assessment into the iQIES system. However, for MDS records with target dates 10/1/2023 and later, jRAVEN will not be updated and will not function with the MDS 3.0 items sets implemented on October 1.

Detailed information on uploading an assessment can be found in the CMS iQIES MDS Upload an Assessment for Providers Manual. Find this manual in the drop-down menu under **iQIES MDS User Guides and Manual**.

**The zip file and XML formatting requirements are the same between QIES and iQIES**.

CMS will replace jRAVEN with an internet-based user interface (UI) beginning 10/1/2023 for providers who don't have a vendor software. Users can securely access iQIES at any time and at any location provided there is an internet connection. More details will be forthcoming.

# 4. General iQIES Functionality Questions

**4.1 How long does it take for the system to time out or go idle after there's been no activity?**

The time-out duration is 15 minutes.

Your session remains active while you are actively working (i.e., typing, clicking, etc.). When you stop working, the 15-minute timer starts. If you do not resume working in iQIES within that 15-minute window, you'll be logged out and any unsaved information will be lost. Currently, there is no autosave feature.

**4.2 Does iQIES require VPN or other secured connection?**

No.

iQIES does not require a VPN or secured connection because of the two-factor authentication and built-in security for PII/PHI.

A HARP ID is required to access iQIES. Refer to the iQIES Onboarding Guide for further information, if necessary. Find this manual in the drop-down menu under **iQIES Onboarding Guide**.