



iQIES Survey & Certification Job Aid Electronic Plan of Correction (ePOC) for Provider ePOC Administrator Role

Overview

Electronic Plan of Correction (ePOC) provides the ability to electronically receive and respond to Statement of Deficiencies (CMS-2567s) and submit plans of correction (POC). The system streamlines communication by eliminating paper-based steps and enabling providers to submit and track plans directly in iQIES.

ePOC Notes & Conditions

- The Provider ePOC Administrator role with appropriate permissions can manage an ePOC.
- The ePOC page is not available for the survey team until at least one citation is in **Writing Complete** status and a Provider ePOC Administrator is registered to the provider.
- The Provider ePOC Administrator can view the posted **Statement of Deficiencies** (SOD) and provide the **Plan of Correction** as well as completion dates for citations posted to the provider.
- The ePOC page is separate and different from the **Plan of Correction** page located in the left navigation menu. Both pages must be updated independently.
- **A** tags, **Past Noncompliance** and **Memos** require an acknowledgement only. An acknowledgement by the Provider automatically labels the tag as approved.

Automatic 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

Detailed ePOC Flow for All Users

Note: **Provider**, **SAGU**, or **Automatic** is noted before each step to show which user works that step or whether it is system-generated.

1. **Automatic:** An email is sent to the provider whenever the State Agency or CMS posts citations (including memo tags) on ePOC.
2. **Provider:** View the survey and associated citation.
3. **Provider:** Is the citation S/S A, PNC, or a memo?

If **yes**:

- a. Click **Acknowledge**. This is automatically approved.
- b. An email is automatically sent to the provider.
- c. The POC is accepted.
- d. The SOD now has **Approved POC** and completion dates filled out.
- e. Create a revisit survey if a revisit is required.

If **no**:

- a. Provider creates a POC.
- b. POC is reviewed and accepted

Note: The POC may require multiple resubmissions until a final approval is made.

- c. Submit POC.

4. **Automatic:** An email is sent to the SAGU.
5. **SAGU:** Review POC.

6. **SAGU:** Is POC approved?

If **yes**:

- a. Click **Approve**.
- b. Type approval comments.
- c. Click **Publish to Provider**.
- d. An email is automatically sent to the provider.
- e. The POC is accepted.
- f. The SOD now has **Approved POC** and completion dates filled out.
- g. Create a revisit survey if a revisit is required.

If **no**:

- a. Click **Reject**.
- b. Select reasons. More than one reason can be selected.
- c. Type message.
- d. Click **Publish to Provider**.
- e. An email is automatically sent to the provider noting the POC was rejected and the process recommences.

View an ePOC

1. **Nursing Home ePOC Admin user role:** Select **ePOC Providers** from the **Survey & Certification** top menu. The **My Facilities** page opens.
2. Select the provider to update or search for a facility.

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.
3. Click the **Survey ID** to view the survey. The page defaults to the **Statement of Deficiencies** page.

Note: Go to [Manage a Survey – LTC Facilities](#), **Generate a Statement of Deficiencies** step to view details on how to generate form CMS-2567.

Generate an SOD

1. Click **Generate Form** on the **Statement of Deficiencies** page. The **Statement of Deficiencies** page show additional fields.
2. Click the checkbox next to **CMS-2567**. Further fields open.

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. Click **Download Form**. The **Statement of Deficiencies** downloads to the **Downloads** folder on the host computer.
 4. Go to the **Downloads** folders to open the form.

Access ePOC

1. Select **ePOC** from the left menu. The **Electronic Plan of Correction Overview** page opens.
2. Select an **Action** from the **Actions** drop-down menu.

Write a Plan of Correction

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.
2. Click **Edit**.
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 [Change the Completion Date \(X5\)](#).

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](#).

1. Type the completion date in the **Completion Date (X5)** field.
Note: Select **Change the Completion Date (X5)** from the **Actions** drop-down menu on the **Electronic Plan of Correction Overview** page, if necessary.
2. Click **Submit as Final** to submit the response.
3. Verify that under POC List there is a yellow circle with an exclamation point next to the citation that was updated.
4. Click **Back to POC Overview** to return to the **Electronic Plan of Correction Overview** page.
5. Verify that the status of the citation is updated.

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.

1. Select **Change the Completion Date (X5)** from the **Actions** drop-down menu on the **Electronic Plan of Correction Overview** page.
2. Type the completion date in the **Completion Date (X5)** field.
3. Click **Acknowledge**.
4. Verify that under POC List there is a green circle with a checkmark next to the citation that was updated.
5. Click **Back to POC Overview** to return to the **Electronic Plan of Correction Overview** page.
6. Verify that the status of the citation is updated to **Approved**.

View History

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

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.
2. Click the caret to the left of the **Source** listing to view the details about each status listing.
3. Click **Back to POC Overview** to return to the **Electronic Plan of Correction Overview** page.

Review a Rejected POC

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

1. Go to **ePOC Posting** and review the citations statuses.
2. Select **Write Plan of Correction** from the **Actions** drop-down menu. There is a pink rejection notification banner.
3. Click **Edit** to update the POC.
4. Type the **Completion Date (X5)**.
5. Edit the POC to address any of the reasons for the rejection.
6. Click **Submit as Final**.