iQIES Survey & Certification Job Aid
Tips & Tricks in iQIES

Overview

This job aid captures Tips and Tricks for iQIES that reflect approved ways to complete work more efficiently and consistently.

General Tips

Browser and Connectivity

- Do not use the iQIES downloadable app
- Use **Chrome or Edge only**
- Expect slower performance when internet connectivity is poor
- iQIES cannot perform better than the available internet connection

Syncing Issues

If syncing appears to take an unusually long time, the system is likely not syncing. Follow these steps:

1. **Do not clear cache or remove cookies.**
2. Close the browser and all associated browser tabs.
3. Reopen the same browser and sign back in.
4. Confirm that all work is still present and allow the sync process to complete.
   Note: After signing back in a sync dialog box may appear. Allow the sync to run without closing the browser. Do not select **Discard**.

If syncing does not complete:
If the sync dialog remains active for an extended period after re-login, contact the Help Desk to submit a ticket.

Offline Mode

Use Offline mode only when completely offline. There cannot be any random connectivity. When there is an error message, follow these steps:

1. Stop work immediately.
2. Save any information to an alternate source, like Word.
3. Capture a screenshot of the error message.
4. Send the screenshot to the Help Desk.
5. Log out, then log back in.

Technical Manuals and Videos

Technical manuals and job aids are available for all areas on [QTSO](#).
Technical (learning) videos are available for each provider type on [QSEP](#).

Surveys

Survey Downloads

- Expect survey downloads to take time
- Slow downloads often indicate connectivity issues rather than system issues

Survey Status prior to creating a Revisit

Verify the following:

- Survey **Start** and **Exit Date** and **Time** are correct
- Survey Extents are correct
- All citations are **Writing Complete** or **Corrected** before locking the citations
- **SOD Date Sent** is updated
- An accepted POC is added
  Note: ePOC is responded to when applicable
- Complete dates have been added to all citations
  - o Past Noncompliance (PNC) Tags have **Corrected** dates, when applicable
  - o Waivers started, when applicable

Verify Survey Information is Complete

Survey information refreshes to reports, dashboards and Care Compare, where applicable, once survey information is complete. Verify the following information is complete:

- All applicable forms

  Note: Both CMS-671 and CMS-1539 must be submitted and marked as complete, when applicable.

- CMS-670 time entry

  Note: A completed CMS-670 time entry is not required for a survey to be included on Care Compare.

- The survey status must be either **Statement of Deficiency Sent**, **Revisit Created**, or **Closed**

Waivers

Temporary Waivers

- Create a temporary waiver by marking the citation as **Writing Complete**
- Add clarification in the findings that the tag is under a temporary waiver
- Include the waiver expiration date in the findings

Common User Confusion

iQIES requires completed findings even when a waiver applies

IIDR

- IIDR requires action within a specific number of days
- Ensure all IIDR dates fall within the required timeframe
- Review [IIDR Job Aid on QTSO](#)

Past Noncompliance (PNC)

- Correct Past Noncompliance on H-1
- Only add PNC to H-1 surveys
  Note: PNC can be added to any survey, but it is only valid on H-1 surveys and must not be added to other surveys.
- Do not carry tags forward to a revisit
- Set the PNC date after the last full survey
- Flag PNC on the current survey
- Enter a corrected date that precedes the prior survey when required

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Intakes

Complaint and incident types **cannot be changed** after submission

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Common Questions

Q.   Why does a survey not display as being in substantial compliance?

One or more of the following conditions typically applies when a survey does not display as **In Substantial Compliance** on an enforcement:

- A **PNC (Past Noncompliance) tag** has not been corrected
- A **Waivered** tag exists but has not been approved by CMS
- One or more cited tags remain **Uncorrected**

Any of these conditions will prevent the survey from displaying substantial compliance.

Q.   How do uncorrected tags affect compliance status?

Uncorrected tags prevent a survey from achieving substantial compliance.

The system continues to treat the tag as uncorrected when a citation requires correction and the **Corrected** date is missing, inaccurate, or no longer valid. Follow these steps to correct a tag:

1. Open the applicable **Plan of Correction (POC)**
2. Select **Edit All Actions**
3. Update the **Corrected** date or remove it, as appropriate
4. Click **Save**.

Q.   How do unapproved waivers affect compliance?

- Waivers that do not have **CMS approval** are not considered when determining compliance status.
- The associated citation is treated as **noncompliant** until CMS approval is recorded, which can prevent the survey from displaying substantial compliance.

Q.   Why can't state editors manually change substantial compliance?

State editors cannot manually change substantial compliance status because the status is **system-generated based on CMS policy**.

- Substantial compliance is calculated automatically using citation correction data, waiver approvals, and related enforcement information.
- Manual overrides are not permitted.

Q.   Where do enforcement-related dates originate?

- The **Substantial Compliance Date** is system-generated and is based on the **survey exit date**.
- The **Substantial Compliance Date** is not derived from the individual **Corrected** dates entered for citations. This behavior is intentional and reflects the system's enforcement design.