



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

User Roles Matrix
Job Aid

Version 4.5

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1. Introduction

This job aid outlines the user roles and privileges in iQIES.

All users must have a role in iQIES.

2. FAQs

How do I request a role in iQIES?

Review the [iQIES Onboarding Guide](#) for detailed instructions on requesting a specific role.

How do I know which role I need?

Follow the user tables in this job aid to help select the correct user role. Review the privileges you need, then select the corresponding role.

Can I have more than one role?

Yes. A State Agency General User (SAGU) may also be a State Agency Security Official. You must stay in the same category of users, though. For example, CMS Staff cannot have CMS Contractor roles.

What is a Security Official (SO) and why is that important?

The SO is responsible for granting user roles for other users in their state or provider in iQIES.

CMS recommends that every provider and state has at least two designated SOs.

Review the [iQIES Security Official – Manage Job Aid](#) for more details about SOs.

3. CMS Staff User Roles and Privileges

The CMS staff user role has access to nationwide provider, survey, intake, enforcement, and Federal patient assessment data.

The following roles are available for the CMS Staff user role under the CMS User Category:

- **CMS General User**
- **CMS Security Official**
- **CMS View Only User**
- **CMS Active Provider File**

Note: The **Security Official** role is designated for specific staff at CMS Headquarters only. Do not request this role.

Table 1: CMS Staff User Roles and Privileges

| Roles and Privileges Actions | CMS General User | CMS Security Official | CMS View Only User | CMS Active Provider File |
|---|------------------|-----------------------|--------------------|--------------------------|
| CMPTS (Complaints) | | | | |
| Edit details | yes | no | no | no |
| Edit notes | yes | no | no | no |
| View CMPTS details | yes | no | yes | no |
| View CMPTS notes | yes | no | yes | no |
| Enforcements | | | | |
| Create and manage an enforcement | yes | no | no | no |
| Create and manage a federal monitoring survey | yes | no | no | no |
| Manage enforcement letters | yes | no | no | no |
| View enforcement details | yes | no | yes | no |
| View enforcement letters | yes | no | yes | no |
| View federal monitoring survey | yes | no | yes | no |

| Roles and Privileges Actions | CMS General User | CMS Security Official | CMS View Only User | CMS Active Provider File |
|-----------------------------------|------------------|-----------------------|--------------------|--------------------------|
| FSID (Federal Surveyor ID) | | | | |
| Manage user FSID | no | yes | no | no |
| Intakes | | | | |
| Create and manage an intake | yes | no | no | no |
| Delete intake letters | yes | no | no | no |
| Manage intake letters | yes | no | no | no |
| View intake details | yes | no | yes | no |
| View intake letters | yes | no | yes | no |
| Letter Template Management | | | | |
| Create a letter template | yes | no | no | no |
| Delete a letter template | yes | no | no | no |
| View letter template | yes | no | no | no |
| Patient Assessment | | | | |
| Add a patient | no | no | no | no |
| Create a patient assessment | no | no | no | no |
| Delete a patient | no | no | no | no |
| Delete a patient assessment | no | no | no | no |
| Edit a patient | no | no | no | no |
| Edit a patient assessment | no | no | no | no |
| Inactivate an assessment | no | no | no | no |
| Search assessments | yes | no | yes | no |
| Submit an assessment | no | no | no | no |
| View patient | yes | no | yes | no |
| View patient assessment | yes | no | yes | no |
| Provider Information | | | | |
| Add a Provider | yes | no | no | no |
| Archive provider letters | yes | no | no | no |
| Edit provider deeming approval | yes | no | no | no |
| Edit sample validation survey | yes | no | no | no |
| Manage provider letters | yes | no | no | no |

| Roles and Privileges Actions | CMS General User | CMS Security Official | CMS View Only User | CMS Active Provider File |
|------------------------------------|------------------|-----------------------|--------------------|--------------------------|
| Search providers | yes | no | yes | no |
| Terminate a Medicaid-Only Provider | yes | no | no | no |
| View provider details | yes | no | yes | no |
| View provider letters | yes | no | yes | no |
| Reports | | | | |
| Generate and view reports | yes | no | yes | no |
| Active Provider File report | no | no | no | yes |
| Surveys | | | | |
| Create validation survey | yes | no | no | no |
| Create and manage a survey | yes | no | no | no |
| Delete a survey* | no | no | no | no |
| Delete a citation | yes | yes | no | no |
| Archive a survey letter | yes | no | no | no |
| Edit CMS-377 form | yes | no | no | no |
| Edit IDR | yes | no | no | no |
| Manage survey letters | yes | no | no | no |
| View CMS-377 form | yes | no | yes | no |
| View AO survey | yes | no | yes | no |
| View IDR | yes | yes | yes | no |
| View survey details | yes | no | yes | no |
| View survey letters | yes | no | yes | no |
| Other | | | | |
| iQIES role approval | no | yes | no | no |

*Only the CMS Admin role can delete surveys, and only certain staff in the CMS locations have this role.

4. CMS Support User Roles and Privileges

The CMS support user role provides application assistance as it pertains to the Help Desk requests and inquiries.

The following roles are available for the iQIES Support user role under the CMS User Category:

- **iQIES Help Desk**
- **iQIES Help Desk Production Control**

Table 2: CMS Support User Roles and Privileges

| Roles and Privileges Actions | iQIES Help Desk | iQIES Help Desk Production Control |
|---|-----------------|------------------------------------|
| CMPTS | | |
| Edit details | no | no |
| Edit notes | no | no |
| View CMPTS details | yes | yes |
| View CMPTS notes | yes | yes |
| FSID | | |
| Manage user FSID | no | no |
| Enforcements | | |
| Create and manage an enforcement | no | no |
| Create and manage a federal monitoring survey | no | no |
| Manage enforcement letters | no | no |
| View enforcement details | yes | yes |
| View enforcement letters | yes | no |
| Intakes | | |
| Create and manage an intake | no | no |
| Manage intake letters | no | no |
| View intake details | yes | yes |
| View intake letters | yes | no |
| Letter Template Management | | |
| Create a letter template | no | no |

| Roles and Privileges Actions | iQIES Help Desk | iQIES Help Desk Production Control |
|-------------------------------------|------------------------|---|
| Delete a letter template | no | no |
| View letter template | yes | no |
| Patient Assessment | | |
| Add a patient | no | yes |
| Create a patient assessment | no | no |
| Delete a patient | no | yes |
| Delete a patient assessment | no | yes |
| Search assessments | yes | yes |
| View patient | yes | yes |
| View patient assessment | yes | yes |
| Provider Information | | |
| Add a Provider | no | no |
| Approve/reject provider match data | no | no |
| Archive provider letters | yes | no |
| Edit provider deeming approval | no | no |
| Edit sample validation survey | no | no |
| Manage provider letters | no | no |
| Search providers | yes | yes |
| View provider details | no | yes |
| View provider letters | yes | no |
| Reports | | |
| Generate and view reports | yes | yes |
| Surveys | | |
| Create validation survey | no | no |
| Create and manage a survey | no | no |
| Delete a survey* | no | no |
| Delete a citation | no | no |
| Archive a survey letter | no | no |
| Edit IDR | no | no |
| Manage survey letters | no | no |

| Roles and Privileges Actions | iQIES Help Desk | iQIES Help Desk Production Control |
|-------------------------------|-----------------|------------------------------------|
| View AO survey | yes | yes |
| View IDR | yes | no |
| View survey details | yes | yes |
| View survey letters | yes | no |
| Other | | |
| Manage state-prohibited codes | no | yes |

*Only the CMS Admin role can delete surveys, and only certain staff in the CMS locations have this role.

5. CMS Medicare Administrative Contractor (MAC) User Roles and Privileges

The MAC user role is a multi-state, regional contractor responsible for administering both Medicare Part A and Medicare Part B claims.

Table 3: CMS MAC Contractor User Roles and Privileges

| Roles and Privileges Action | CMS Contractor MAC User | CMS Contractor MAC Security Official |
|-----------------------------|-------------------------|--------------------------------------|
| Edit user profile | yes | no |
| Search providers | yes | no |
| View administrative reports | yes | yes |
| View provider | yes | no |
| View user profile | yes | no |
| iQIES role approval | no | yes |

6. Provider User Roles and Privileges

The provider user role is comprised of organizations, agencies, and facilities that provide healthcare services.

The following roles are available for providers:

- **Assessment Submitter**
- **Provider Assessment Viewer**
- **Provider Administrator**
- **Provider Assessment Coordinator**
- **Provider ePOC Administrator**
- **Provider Security Official**

Notes:

- The **Assessment Submitter** user role cannot create, modify, or inactivate assessments in the iQIES Assessment User Tool.
- The **Provider Assessment Coordinator** can create, modify, or inactivate assessments in the iQIES Assessment User Tool.

Table 4: Provider User Roles and Privileges

| Roles and Privileges Actions | Assessment Submitter | Assessment Viewer | Administrator | Assessment Coordinator | ePOC Administrator | SO |
|---|----------------------|-------------------|---------------|------------------------|--------------------|-----|
| Provider Information | | | | | | |
| Search providers | no | no | yes | yes | yes | yes |
| View provider details | no | no | yes | yes | yes | yes |
| Terminate a Medicaid Only provider | no | no | yes | no | no | no |
| Patient Assessment | | | | | | |
| Add a patient | no | no | yes | yes | no | yes |
| Create a patient assessment | no | no | yes | yes | no | yes |
| Delete a patient | no | no | yes | no | no | yes |
| Delete a patient assessment | no | no | yes | yes | no | yes |
| Delete an upload | no | no | no | no | no | no |
| Edit a patient | no | no | yes | no | no | yes |
| Edit a patient assessment | no | no | yes | yes | no | yes |
| Edit an uploaded assessment (re-upload a modified file) | yes | no | no | no | no | yes |
| Inactivate an assessment | no | no | yes | no | no | yes |
| Modify a submitted assessment | no | no | yes | no | no | yes |
| Search for a patient | no | yes | yes | yes | no | yes |
| Submit an assessment within iQIES | no | no | yes | yes | no | yes |
| Upload a patient assessment | yes | no | no | no | no | yes |
| View patient | no | yes | yes | yes | no | yes |

| Roles and Privileges Actions | Assessment Submitter | Assessment Viewer | Administrator | Assessment Coordinator | ePOC Administrator | SO |
|------------------------------------|----------------------|-------------------|---------------|------------------------|--------------------|-----|
| Provider Information | | | | | | |
| Search providers | no | no | yes | yes | yes | yes |
| View provider details | no | no | yes | yes | yes | yes |
| Terminate a Medicaid Only provider | no | no | yes | no | no | no |
| Patient Assessment | | | | | | |
| Add a patient | no | no | yes | yes | no | yes |
| Create a patient assessment | no | no | yes | yes | no | yes |
| Delete a patient | no | no | yes | no | no | yes |
| Delete a patient assessment | no | no | yes | yes | no | yes |
| View patient assessment | no | yes | yes | yes | no | yes |
| View your uploaded assessment | yes | no | no | no | no | yes |
| Users | | | | | | |
| Create a user | no | no | no | no | no | no |
| Delete a user | no | no | no | no | no | no |
| Edit a user profile | no | yes | yes | yes | yes | yes |
| Reports | | | | | | |
| Generate and view reports | yes | yes | yes | yes | no | yes |
| Other | | | | | | |
| iQIES role approval | no | no | no | no | no | yes |
| Generate an SOD | no | no | no | no | yes | no |
| View Citations | no | no | no | no | yes | no |
| View Letters | no | no | no | no | yes | no |
| Generate a POC | no | no | no | no | yes | no |
| View Attachments | no | no | no | no | yes | no |
| Upload Attachments | no | no | no | no | yes | no |

| Roles and Privileges Actions | Assessment Submitter | Assessment Viewer | Administrator | Assessment Coordinator | ePOC Administrator | SO |
|------------------------------------|----------------------|-------------------|---------------|------------------------|--------------------|-----|
| Provider Information | | | | | | |
| Search providers | no | no | yes | yes | yes | yes |
| View provider details | no | no | yes | yes | yes | yes |
| Terminate a Medicaid Only provider | no | no | yes | no | no | no |
| Patient Assessment | | | | | | |
| Add a patient | no | no | yes | yes | no | yes |
| Create a patient assessment | no | no | yes | yes | no | yes |
| Delete a patient | no | no | yes | no | no | yes |
| Delete a patient assessment | no | no | yes | yes | no | yes |
| View survey | no | no | no | no | yes | no |

7. AO User Roles and Privileges

Accrediting Organizations (AOs) perform Survey and Certification activities for Deemed providers or expectant Deemed providers on behalf of CMS. These organizations review and determine a provider's status in terms of adherence to CMS's Conditions of Participation in order to allow the provider's participation in the program.

The following roles are available for AO:

- **AO User**
- **AO Security Official**

Table 5: AO User Roles and Privileges

| Roles and Privileges Action | AO User | AO Security Official |
|----------------------------------|---------|----------------------|
| Generate and view HHA QM reports | yes | no |
| iQIES role approval | no | yes |

8. QIO/QIN User Roles and Privileges

QIO/QIN users are a group of health quality experts, clinicians, and consumers organized to improve the quality of care delivered to improve the quality of care delivered by the provider. There are 12 QIO/QINs across the United States.

Note: QIO/QIN users can access selected MDS reports for the providers in the states where each QIO has access.

The following roles are available for QIO/QIN:

- **QIO/QIN User**
- **QIO/QIN Security Official**

Table 6: QIO/QIN User Roles and Privileges

| Roles and Privileges Action | QIO/QIN User | QIO/QIN Security Official |
|-------------------------------|--------------|---------------------------|
| Generate and view MDS reports | yes | yes |
| iQIES role approval | no | yes |

9. State Agency User Roles and Privileges

The state agency user roles provide state-level administration and surveying of healthcare providers, along with assessment management, and state-specific prohibited ICD-10 code management.

The following roles are available for state agencies:

- [State Agency S&C General User](#) Basic Role (must be requested)
- [State Agency Security Official \(SASO\)](#) Grants additional roles

All users initially start with the **State Agency S&C General User** role, which has read-only access. Additional roles are added by the SASO.

See [Appendix A](#) for quick definitions of each of the following roles:

- [Enforcement Administrator](#)
- [Intake Admin](#)
- [Intake Capture](#)
- [Legal Department](#)
- [Letters Administrator](#)
- [S&C Provider Administrator](#)
- [State Agency Admin](#)
- [Support Staff](#)
- [Survey Admin](#)
- [Surveyor](#)

Click any of the above roles to go directly to the role details.

State Agency S&C General User

Description:

This role has the most basic access to iQIES and has:

- Read Only access to provider information
- Is assigned to all users that are approved to access iQIES

Privileges:

| Area | Details |
|--|---|
| S&C Privileges | Providers Attachments View only Details View only Notes View only S&C Reports View only |
| User Profile | View and edit |
| Is the My Tasks Landing Page shown? | The My Tasks landing page is not shown. |
| Top Navigation | Help only |
| General | <ul style="list-style-type: none"> • Cannot be added as Responsible Staff in providers, surveys, intakes, or enforcements. • Cannot be a Team Member for surveys. |

State Agency Security Official (SASO)

Description:

This role grants and removes additional roles. The SASO has limited access to iQIES as shown below, unless the role is combined with other Admin level roles.

Privileges:

| Area | Details |
|--|--|
| S&C Privileges | User FSIDs Verify/Update User Roles Add, remove |
| S&C Privileges when Combined with other Admin-level Roles | IDR View only Provider Details View only Survey Citations Delete (all citations, regardless of owner) Surveys Delete (all surveys, regardless of owner) |
| User Profile | View and edit |
| Is the My Tasks Landing Page shown? | The My Tasks landing page is not shown. |
| Top Navigation | <ul style="list-style-type: none"> • Help • User Management |
| General | <ul style="list-style-type: none"> • Cannot be added as Responsible Staff in providers, surveys, intakes, or enforcements. • Cannot be a Team Member for surveys. |

Enforcement Administrator

Description:

This role manages all data related to creating and updating enforcements. This role has all the [State Agency S&C General User Role privileges](#) in addition to the following:

Privileges:

| Area | Details |
|----------------|--|
| S&C Privileges | Surveys |
| | Attachments Add |
| | Details View only |
| | Forms View only |
| | Letters View only |
| | Notes Add, edit (own notes only) |
| | Enforcements |
| | Attachments Add, view, edit, delete (all attachments, regardless of owner) |
| | Details View, create, edit |
| | Letters Add, view, edit, delete (all letters, regardless of owner) |
| | Notes Add, view, edit, delete (all notes, regardless of owner) |
| | CMPTS |
| | Details View only |
| | Notes View, edit |
| | Report Access |
| | <ul style="list-style-type: none"> • HHA Provider Reports • HHA Quality Measure Reports • MDS Provider Reports • MDS Reports |

| Area | Details |
|--|---|
| Is the My Tasks Landing Page shown? | Yes. Only Providers and Enforcement tabs are shown. |
| General | <ul style="list-style-type: none">• Can be added as Responsible Staff in providers and enforcements.• Cannot be a Team Member or QA Team Member for surveys. |

Intake Admin

Description:

This role manages all the data captured within an Intake. This role has all the [State Agency S&C General User Role privileges](#), plus all the privileges of the [Intake Capture role](#), in addition to the following:

Note: This role includes triage of the intake. All other roles, with the exception of the CMSGU, can only view an intake.

Privileges:

| Area | Details |
|-------------------------------------|---|
| S&C Privileges | Intakes |
| | Allegations Add, view, edit, delete |
| | Attachments Add, view, edit, delete (all attachments, regardless of owner) |
| | Details View, create, edit |
| | Intake View, create, edit |
| | Letters Add, view, edit, delete (all letters, regardless of owner) |
| | Notes Add, view, edit, delete (all notes, regardless of owner) |
| | Change Provider Can reassign to a separate provider |
| Is the My Tasks Landing Page shown? | Report Access |
| | • HHA Provider Reports |
| | • HHA Quality Measure Reports |
| | • MDS Provider Reports |
| | • MDS Reports |
| | |
| | |
| | Yes. Only providers and intakes tabs are shown. |

| Area | Details |
|----------------|--|
| General | <ul style="list-style-type: none">• Can be added as Responsible Staff in providers and intakes.• Cannot be a Team Member or a QA Team Member for surveys. |

Intake Capture

Description:

This role captures all data related to the intake, but it does not triage. This role has all the [State Agency S&C General User Role privileges](#) in addition to the following:

Privileges:

| Area | Details |
|--|---|
| S&C Privileges | Intakes Allegations View, add, when the Allegation Findings radio button is selected. Attachments Add, view, edit, delete (cannot delete attachments uploaded by another user) Details View, create, edit Letters Add, view, edit Notes Add, view, edit, delete (cannot delete notes entered by another user) Change Provider Can reassign to a separate provider |
| Is the My Tasks Landing Page shown? | Yes. Only providers and intakes tabs are shown. |
| Top Navigation | Help only |
| General | <ul style="list-style-type: none"> Can be added as Responsible Staff in providers and intakes. Cannot be a Team Member or a QA Team Member for surveys. |

Legal Department

Description:

This role can view enforcement-related data to monitor any possible legal ramifications and has all the [State Agency S&C General User Role privileges](#) in addition to the following:

Privileges:

| Area | Details |
|--|---|
| S&C Privileges | Enforcements |
| | Attachments View only |
| | Details View only |
| | Letters View only |
| | Notes View only |
| | Intakes |
| | Attachments View only |
| | Details View only |
| | Letters View only |
| | Notes View only |
| | CMPTS |
| | Details View only |
| | Notes View only |
| Is the My Tasks Landing Page shown? | The My Tasks landing page is not shown. |
| General | <ul style="list-style-type: none"> Cannot be added as Responsible Staff in providers, surveys, intakes, or enforcements. Cannot be a Team Member or a QA Team Member for surveys. |

Letters Administrator

Description:

This role manages letters, including creating letters from templates and creating templates, and has all the [State Agency S&C General User Role privileges](#) in addition to the following:

Privileges:

| Area | Details |
|---------------------------|---|
| S&C Privileges | Providers |
| | Attachments View only |
| | Letters Add, view, edit, delete (all letters, regardless of owner) |
| | Notes View only |
| | Surveys |
| | Attachments View only |
| | Details View only |
| | FMS View only when visible to the state |
| | Forms View only |
| | Letters Add, view, edit, delete (all letters, regardless of owner) |
| | Notes View only |
| | Intakes |
| | Attachments View only |
| | Details View only |
| | Forms View only |
| | Letters Add, view, edit, delete (all letters, regardless of owner) |
| | Notes View only |
| | Enforcements |
| | Attachments View only |
| | Details View only |
| | Letters Add, view, edit, delete (all letters, regardless of owner) |
| | Notes View only |

| Area | Details |
|--|--|
| | Letter Template Management <ul style="list-style-type: none">• View Administration on top menu• Add, view, edit, and archive letter templates, including standardized letter templates |
| Is the My Tasks Landing Page shown? | The My Tasks landing page is not shown. |
| General | <ul style="list-style-type: none">• Can be added as Responsible Staff in providers, surveys, intakes, and enforcements.• Cannot be a Team Member for surveys. |

S&C Provider Administrator

Description:

This role controls all provider information. This role can also modify for state appropriate information. For example, it can update the state region of a provider, but cannot update the CMS location.

This role has all the [State Agency S&C General User Role privileges](#) in addition to the following:

Privileges:

| Area | Details |
|--|--|
| S&C Privileges | Providers Attachments Add, view, edit, delete (all attachments, regardless of owner) Details Create, edit Letters View only Notes Add, view, edit, delete (all notes, regardless of owner) Report Access <ul style="list-style-type: none"> • HHA Provider Reports • HHA Quality Measure Reports • MDS Provider Reports • MDS Reports |
| Is the My Tasks Landing Page shown? | Yes. Only Providers tab is shown. |
| General | <ul style="list-style-type: none"> • Can be added as Responsible Staff only for providers. • Cannot be a Team Member for surveys. |

State Agency Admin

Description:

This role performs all functions within the application. This role is the highest level State Agency role and is restricted to a select few individuals at the State Agency with direct oversight responsibilities supporting S&C Staff within a state agency. The role has all the [State Agency S&C General User Role privileges](#) in addition to the following:

Privileges:

| Area | Details |
|----------------|---|
| S&C Privileges | Providers |
| | Attachments Add, view, edit, delete (cannot delete attachments uploaded by another user) |
| | Details Create, edit |
| | Letters Add, view, edit, delete (all letters, regardless of owner) |
| | Notes Add, view, edit, delete (cannot edit or delete notes entered by another user) |
| | Other Terminate a Medicaid Only provider |
| | Surveys |
| | Attachments Add, view, edit, delete (cannot delete attachments uploaded by another user) |
| | Details View, create, edit |
| | FMS View only when visible to the state |
| | Forms Create, edit, delete, and link to all forms |
| | Letters View, edit, delete (all letters, regardless of owner) |
| | Notes Add, view, edit, delete (cannot edit or delete notes entered by another user) |

| | | |
|--|--|---|
| | Intakes | |
| | Attachments | Add, view, edit, delete (cannot delete attachments uploaded by another user) |
| | Details | View, create, edit |
| | Letters | Add, view, edit, delete (all letters, regardless of owner) |
| | Notes | Add, view, edit, delete (cannot edit or delete notes entered by another user) |
| | Change Provider | Can reassign to a separate provider |
| | Triage | View, create, edit |
| | Enforcements | |
| | Attachments | Add, view, edit, delete (cannot delete attachments entered by another user) |
| | Details | View, create, edit |
| | Letters | Add, view, edit, delete (all letters, regardless of owner) |
| | Notes | Add, view, edit, delete (cannot edit or delete notes entered by another user) |
| | CMPTS | |
| | Details | View only |
| | Notes | Add, view, edit, delete (cannot delete notes entered by another user) |
| | Report Access | |
| | <ul style="list-style-type: none"> • HHA Provider Reports • HHA Quality Measure Reports • MDS Provider Reports • MDS Reports | |

| Area | Details |
|--|---|
| | Letter Template Management <ul style="list-style-type: none">• View Administration on top menu• Add, view, edit, and archive letter templates, including standardized letter templates• Add, view, edit, delete (all letters for all areas, regardless of owner) |
| Is the My Tasks Landing Page shown? | Yes. All tabs are shown. |
| General | <ul style="list-style-type: none">• Can be added as Responsible Staff for providers, surveys, intakes, and enforcements.• Can be a QA Team Member for surveys. |

State Agency Assessment Coordinator

Description:

This role provides support for the state coordination of assessments related to the Outcome and Assessment Information Set (OASIS) and other supporting tasks that currently exist.

Privileges:

| Area | Details |
|-------------------------------------|--|
| S&C Privileges | Patient Assessment Patient Add, view Assessment Create, edit, view |
| | Providers Attachments Add, view, edit, delete (cannot delete attachments uploaded by another user) |
| | Details View |
| | Letters Archive letters, regardless of owner |
| | Notes Add, view, edit, delete (cannot edit or delete notes entered by another user) |
| | Other <ul style="list-style-type: none"> Edit a user profile Manage state-prohibited codes Generate and view reports |
| Is the My Tasks Landing Page shown? | No. |
| General | N/A |

Support Staff

Description:

This role manages notes, attachments, and letters in each module. It has all the [State Agency S&C General User Role privileges](#) in addition to the following:

Privileges:

| Area | Details |
|----------------|---|
| S&C Privileges | Providers |
| | Attachments Add, view, edit, delete (cannot delete attachments uploaded by another user) |
| | Letters Add, view, edit, delete (all letters, regardless of owner) |
| | Notes Add, view, edit, delete (cannot edit or delete notes entered by another user) |
| | Surveys |
| | Attachments Add, view, edit, delete (cannot delete attachments uploaded by another user) |
| | Details View only |
| | FMS View only when visible to the state |
| | Forms Create, edit, and link to all forms |
| | Letters Add, view, edit, delete (all letters, regardless of owner) |
| | Notes Add, view, edit, delete (cannot edit or delete notes entered by another user) |

| Area | Details |
|--|--|
| | <p>Intakes</p> <p>Attachments Add, view, edit, delete (cannot delete attachments uploaded by another user)</p> <p>Details View only</p> <p>Letters Add, view, edit, delete (all letters, regardless of owner)</p> <p>Notes Add, view, edit, delete (cannot edit or delete notes entered by another user)</p> <p>Enforcements</p> <p>Attachments Add, view, edit, delete (cannot delete notes entered by another user)</p> <p>Details View only</p> <p>Letters Add, view, edit, delete (all letters, regardless of owner)</p> <p>Notes Add, view, edit, delete (cannot edit or delete notes entered by another user)</p> <p>Letter Template Management</p> <ul style="list-style-type: none"> • View Administration on top menu • Add, view, edit, and archive letter templates, including standardized letter templates • Add, view, edit, delete (all letters for all areas, regardless of owner) |
| Is the My Tasks Landing Page shown? | Yes. All tabs are shown. |

| Area | Details |
|----------------|---|
| General | <ul style="list-style-type: none">• Can be added as Responsible Staff for providers, surveys, intakes, and enforcements.• Can be a QA Team Member for surveys. |

Survey Admin

Description:

This role is responsible for overseeing all aspects of a survey and has all the [State Agency S&C General User Role privileges](#), plus all the privileges of the [Surveyor role](#), in addition to the following:

Privileges:

| Area | Details |
|----------------|--|
| S&C Privileges | Surveys |
| | Attachments Add, view, edit, delete (all attachments, regardless of owner) |
| | Citations Add, delete (all citations, regardless of owner) |
| | Details Create, edit, delete (letters, survey, notes, attachments, forms) |
| | FMS View when FMS is set to be visible to the state |
| | Forms Create, edit, and link to all forms |
| | IDR Edit |
| | Letters Add, view, edit, delete (all letters, regardless of owner) |
| | Link to Forms Create, edit, delete, and link to survey for all survey forms. |
| | Merge Findings Yes |
| | Notes Add, view, edit, delete (all notes, regardless of owner) |
| | Validation Survey No |
| | Intakes |
| | Allegations Add, edit (until Substantiated/Unsubstantiated button is selected and saved) |
| | Details Create, edit |
| | Investigation Narrative Add, edit |

| Area | Details |
|--|--|
| | Report Access <ul style="list-style-type: none">• HHA Provider Reports• HHA Quality Measure Reports• MDS Provider Reports• MDS Reports |
| Is the My Tasks Landing Page shown? | Yes. Only Survey and Providers tabs are shown. |
| General | <ul style="list-style-type: none">• Can be added as Responsible Staff for providers and surveys.• Can be a QA Team Member for surveys. |

Surveyor

Description:

This role has limited access to surveys to which they have been added and has all the [State Agency S&C General User Role privileges](#) in addition to the following:

Privileges:

| Area | Details |
|----------------|---|
| S&C Privileges | Providers |
| | Attachments View only |
| | Forms Add, edit |
| | Notes View only |
| | Surveys |
| | Attachments Add, view, edit, delete (cannot delete notes entered by another user) |
| | Citations Add, view, edit, delete (cannot delete citations entered by another user) |
| | Details View and edit ¹ |
| | FMS View only when visible to the state |
| | Forms Edit all forms |
| | Letters View only |
| | Notes Add, view, edit, delete (cannot delete notes entered by another user) |
| | ¹ Cannot edit survey dates, basic information, Responsible Staff, Teams and QA pages or edit the Plan of Correction. |
| | Intakes |
| | Allegations Add, edit (until Substantiated/Unsubstantiated button is selected and saved) |
| | Attachments View only |
| | Investigation Narrative Edit |

| Area | Details |
|--|---|
| | Report Access <ul style="list-style-type: none">• HHA Provider Reports• HHA Quality Measure Reports• MDS Provider Reports• MDS Reports |
| Is the My Tasks Landing Page shown? | Yes. Only Survey and Providers tabs are shown. |
| General | <ul style="list-style-type: none">• Can be added as Responsible Staff for providers and surveys.• Can be a survey Team Member• Cannot be added as a QA Team Member for surveys. |

10. Contractor User Roles and Privileges

The contractor user role provides limited access to iQIES for various roles.

Notes:

- The Contract Surveyor role only has the survey/intake permissions below when added to the survey as a Team member by an authorized user.
- The Contract Surveyor role can view and edit their user profile without being added to a Team.
- The Contract Surveyor role can be state or CMS.
- The Contract Survey Admin role can be a QA Team Member for surveys.

The following roles are available for Contractor:

- **Contract Surveyor**
- **Contract Survey Admin**

Table 7: Contractor Permissions

| Roles and Privileges Actions | Contract Surveyor | Contract Survey Admin |
|------------------------------|-------------------|-----------------------|
| Edit Survey | Limited | yes |
| Edit User Profile | yes | yes |
| View Survey | Limited | yes |
| View User Profile | yes | yes |
| View Survey Notes | yes | yes |
| Create Survey Notes | yes | yes |
| View Survey Attachments | yes | yes |
| Create Survey Attachments | yes | yes |
| View My Surveys | yes | yes |
| View Intake Notes | yes | yes |
| View Intake Attachments | yes | yes |
| View Associated Intakes | yes | yes |

| Roles and Privileges Actions | Contract Surveyor | Contract Survey Admin |
|--|-------------------|-----------------------|
| Manage Providers | | |
| View Providers | yes | yes |
| View Provider History Report | no | yes |
| Create Surveys for Designated Providers | no | yes |
| Manage Surveys | | |
| Update Basic Information | no | yes |
| Update Responsible Staff | no | yes |
| Manage Tasks | no | yes |
| Update Teams (both Survey and QA) | no | yes |
| Add Citations | yes | yes |
| Lock Citations | yes | yes |
| Generate the Statement of Deficiencies | yes | yes |
| Update the Plan of Correction | no | yes |
| Update Provider-Specific Forms* *Cannot update CMS-1539 | no | yes |
| View Letters | no | yes |
| Add/Update Survey Note | yes | yes |
| Add/Update Survey Attachments | yes | yes |
| Create Revisits | no | yes |
| Manage Intakes | | |
| Update Allegation details for linked intakes | no | yes |
| Update Basic Information | no | yes |

11. Third Party User Roles and Privileges

The third party user role provides limited access to iQIES for the assessment submitter role.

Note: Assessment Submitter role can ONLY upload assessments.

The following role is available for contractors: **Vendor Assessment Submitter**.

Table 8: Third Party Permissions

| Roles and Privileges Actions | Vendor Assessment Submitter |
|-------------------------------|-----------------------------|
| Provider Information | |
| Search providers | no |
| View provider details | no |
| View provider letters | no |
| Patient Assessment | |
| Add a patient | no |
| Create a patient assessment | no |
| Delete a patient | no |
| Delete a patient assessment | no |
| Delete an upload | no |
| Edit a patient | no |
| Edit a patient assessment | no |
| Inactivate an assessment | no |
| Modify a submitted assessment | no |
| Search for a patient | no |
| Submit an assessment | no |
| Upload a patient assessment | yes |
| View patient | no |
| View patient assessment | no |
| View your uploaded assessment | yes |
| Generate and view reports | yes |

12. Office of Financial Management User Role and Privileges

The office of financial management user role provides a limited role to view, manage, and add Civil Money Penalty (CMP) and Civil Money Penalty Tracking System (CMPTS) cases.

Refer to Table 10, Office of Financial Management User Roles for the actions this user role can perform.

Table 9: Office of Financial Management Permissions

| Roles and Privileges Actions | OFM User Role |
|------------------------------|---------------|
| CMPTS | |
| Edit details | yes |
| Edit notes | yes |
| View CMPTS details | yes |
| View CMPTS notes | yes |

13. iQAN User Roles and Privileges

iQAN user roles provide a limited role to view, manage, and create emails. The iQAN user role is limited to CMS General User roles.

The following roles are available for the iQAN user role:

- **iQAN [Provider] User**
- **iQAN [Provider] Admin**
- **iQAN Admin**

Refer to Table 11, iQAN User Roles and Privileges, for the actions these user roles can perform.

Table 10: iQAN User Roles and Privileges

| Roles and Privileges Actions | iQAN [Provider] User | iQAN [Provider] Admin | iQAN Admin |
|---|----------------------------|-----------------------------|---------------|
| Emails | | | |
| Compose an email | yes | yes | yes |
| Send an email | yes | yes | yes |
| Access email Information | no | yes | yes |
| Preview email that has been sent | no | yes | yes |
| Resend an email | no | yes | yes |
| Bulk resending of email | no | yes | yes |
| View a general recipient list | yes | yes | yes |
| View a provider-specific recipient list | yes | yes | yes |
| Recipient List | | | |
| Create a general recipient list | no | no | yes |
| Create a provider-specific recipient list | no | yes | yes |
| Delete a general recipient list | no | no | yes |
| Delete a provider-specific recipient list | no | yes | yes |
| Edit a general recipient list | no | no | yes |
| Edit a provider-specific recipient list | no | yes | yes |

| Roles and Privileges Actions | iQAN [Provider] User | iQAN [Provider] Admin | iQAN Admin |
|-------------------------------------|----------------------------|-----------------------------|---------------|
| Templates | | | |
| Activate a template | no | yes | yes |
| Archive a template | no | yes | yes |
| Create a provider-specific template | no | yes | yes |
| Create a general template | no | no | yes |
| Delete a draft template | no | yes | yes |
| Duplicate a template | no | yes | yes |
| Edit a template | no | yes | yes |
| View an active template | no | yes | yes |
| View a system template | no | yes | yes |

Appendix A: State Agency User Role Descriptions

| Stage Agency User Role | Role Description |
|--|---|
| Enforcement Administrator | Manage all data related to an enforcement. |
| Intake Admin | Manager for all the data captured within an Intake. Includes triage of the Intake. |
| Intake Capture | Capture, but not triage, intakes. Capture all data related to the intake. |
| Legal Department | View enforcement-related data to monitor any possible legal ramifications. View Enforcement and CMP data. |
| Letters Administrator | Manage letters, including creating letters from templates and creating templates. |
| S&C Provider Administrator | Control all provider information. Modify the state appropriate information. |
| State Agency Administrator | Perform all functions within the application. Restricted to a select few within a state agency. |
| State Agency S&C General User | Basic access only. Read Only access to provider information. Assigned to all users that are approved to access iQIES. |
| State Agency Security Official | Grants and removes additional roles. |
| Support Staff | Manage notes, attachments, and letters in each module. |
| Survey Admin | Responsible for overseeing all aspects of a survey. |
| Surveyor | Limited access to surveys to which they have been added to the survey team. |