



iQIES Survey & Certification Job Aid Electronic Plan of Correction (ePOC) for Survey Team

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

- A State Agency General User role with appropriate permissions can manage an ePOC. Those roles are: Contract Surveyor, Survey Admin, State Agency Admin, and CMS General User.
- 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 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. **State Agency and CMS user roles:** Click **ePOC** on the left menu. The **Electronic Plan of Correction Overview** page opens.
2. Click **Actions** to select the desired ePOC to review or update. Select from:
 - View Details
 - Repost SOD to Facility
 - Remove SOD Posting
 - Change Approval Date
 - View History
3. Review ePOC details.

Notes:

- The citation highlighted in blue under **POC List** is the selected citation.
- The page defaults to the **POC Information** tab. Switch to **History** to view the history of the ePOC.
- **View History** cannot be accessed until the ePOC has been posted.

Reject or Approve an ePOC

1. Click **ePOC** on the left menu. The **Electronic Plan of Correction Overview** page opens.
2. Select any citation with the status of **Submitted**.
3. Click **View Details** from the **Actions** drop-down menu to go to the **Electronic Plan of Correction** page.
4. Scroll to the **Plan of Correction (POC) – Facility Response** section.
5. Review the POC.
6. Click **Reject** or **Approve**.

Reject the POC

- a. Click **Reject**.
- b. The **Rejection Response** selections populate.
- c. Select as many reasons as desired.
- d. Type any message desired.
- e. Click **Publish to Provider**.

Approve the POC

- a. Click **Approve**.
 - b. The **APPROVAL COMMENTS** section opens.
 - c. Click **Edit**. See *Figure 1, Edit Approval Comments*.
 - d. Type approval comments.
 - e. Click **Publish to Provider**.
7. Click **Back to POC Overview** to return to the **Electronic Plan of Correction Overview** page.
 8. Verify the citation status is updated to **Approved** or **Rejected**.