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### **How can facilities enroll in the POC?**

SNF/NFs must enroll starting on the date in which rollout begins for the Field Office in which they are located to receive their statement of deficiencies electronically and to submit their POC electronically.

Enrollment involves registering for a **CMSNet User ID and a QIES Submission ID** with CMS at <https://www.qtso.com/accessepoc.html>. If the person who handles Minimum Data Set (MDS) submissions will also be involved with ePOC, they can use the same MDS account and will be able to activate ePOC on that account.

Step by step directions to access the ePOC application is available at:

[https://www.qtso.com/download/epoc/ePOC\\_steps.pdf](https://www.qtso.com/download/epoc/ePOC_steps.pdf)

Multiple Facility/Corporate access can enroll now via a process at:

[https://www.qtso.com/download/ePOC/NH\\_ePOC\\_Access\\_Request\\_20130801.pdf](https://www.qtso.com/download/ePOC/NH_ePOC_Access_Request_20130801.pdf)

Fill out the request form, and follow the instructions to submit it to CMS.

CMS allows a total of four ePOC user accounts

### **When can a SNF/NF provider enroll for ePOC?**

On the date their Field Office rolls out implementation.

### **How will I know that I've been activated?**

You will receive confirmation at the completion of your registration. The system will generate an email confirmation to the email address entered on the registration form.

**I m p o r t a n t** - Please be sure the email address given is a permanent email address.

### **How do I access CMS training for ePOC?**

CMS has a webinar for the ePOC. To access the webinar: Go to the QTSO website (<https://www.qtso.com/>) and select Online Training or click on:

- Select ePOC.
- Enter your name and email address to initiate the training.
- Select ePOC Provider Webinar and enter the webinar pass code

**epocpvd** [https://www.qtso.com/webex/qies\\_info.php?RecCat=EPOC](https://www.qtso.com/webex/qies_info.php?RecCat=EPOC)



***Please note, it may take several minutes to download the WebEx webinar.***

**Can ePOC's be submitted for tags individually?**

As SNF/NFs develop the plan of correction, the SNF/NF provider will have the option of submitting the plan for all tags at once or by individual tag. ***AHCA requests providers submit the plan of correction for all tags at one time and not individually for each tag.*** This will ensure the most efficient review.

**The first step in registering a CMSNet Requires a CCN ID. What is that and where do I get it?**

The CCN ID is your provider number that starts with 10\_\_\_\_\_.

**What type of resources/support will be available for questions?**

AHCA will have computer support staff available for questions regarding the ePOC process itself. Emails can be sent to: [FLQIES\\_help@ahca.myflorida.com](mailto:FLQIES_help@ahca.myflorida.com).

For questions regarding your ePOC **CMSNet User ID** (login/password issues) or ePOC enrollment, please contact the CMS Net help desk at 1-888-238-2122.

For questions regarding your ePOC **QIES Submission ID** (login/password issues) or ePOC enrollment, please contact the QTSO help desk at 1-800-339-9313.

**How will our facility re-activate an ePOC account that has expired?**

**CMSNet User ID** Accounts will expire after 180 days of non-use. Reminder email messages will be sent out prior to these accounts actually expiring. Should an account expire, contact the CMS Net help desk at 1-888-238-2122.

**QIES Submission ID** Accounts will expire after 90 days of non-use. Reminder email messages will be sent out prior to these accounts actually expiring. Should an account expire, contact the CMS Net help desk at 1-800-339-9313.

**Can a facility copy and paste from a WORD document into the ePOC system when typing their plan of correction?**

**Answer:** Page 17 of the ASPEN Web: [ePOC Basics Procedure Guide](#) "Enter POC TEXT".

If you copy and paste text from another word processor, there may be problems with special characters. Be sure to carefully review text pasted in from an external word processor and remove any odd characters.

### **What is the ePOC Process?**

Process:

Basic steps in the ePOC process are much the same as in the current paper-based process, but are completed using ePOC functionality in the Federal database and online applications.

The electronic Plan of Correction (ePOC) system offers the provider a convenient, centralized workplace, which enables CMS and the State Survey Agency (SSA) to electronically manage and track POCs for ePOC-enrolled health care providers under their oversight.

To start the process, the SSA posts a survey to the ASPEN Web ePOC website. Facility users review the Statement of Deficiencies and submit plan of correction information. The SSA can also post related survey, enforcement, and intake letters to the ePOC website along with the SOD. Providers can attach documentation to support their submitted POC(s); the SSA can review the attachments until final approval of the POC(s).

To enhance communication and monitor timeliness, automated email notification is provided to specified SSA and facility recipients as needed throughout the ePOC life cycle.