



Division of Provider Services and Quality Assurance - Office of Long Term Care

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MEMORANDUM

LTC-A-2019-07

TO: Nursing Facilities; ICFs/MR 16 Bed & Over; HDCs;
 ICFs/MR Under 16 Beds; RCFs; Assisted Living Facilities;
 Adult Day Cares; Interested Parties; DHS County Offices

FROM: Cecilia Vinson, Director, Office of Long Term Care (OLTC)

DATE: August 30, 2019

A handwritten signature in cursive script that reads "Cecilia Vinson".

RE: Advisory Memo - Notice of Plan to Adopt Electronic Plan of Correction Process

Pursuant to 42 CFR section 488.402(d), all federally certified skilled nursing facilities and nursing facilities (SNFs/NFs) must submit a Plan of Correction (POC) to the State Survey Agency upon issuance of a Statement of Deficiencies (CMS 2567). The Automated Survey Processing Environment (ASPEN) Electronic Plan of Correction (ePOC) system will streamline the POC submission, review, correction, and approval process by allowing information to be passed between providers and the OLTC electronically. **OLTC will require 100 percent participation by all federally certified SNFs/NFs by January 1, 2020.**

Facilities should review the training material downloads located at <https://qtso.cms.gov/training-materials/epoc-providers> and begin the sign-up process as soon as possible, in preparation for the January 1, 2020 go-live date.

Each facility will be required to register at least two ePOC users, one of whom should be the Administrator. The ePOC system allows for up to four users per facility.

Preparing for ePOC

The Office of Long Term Care (OLTC) is preparing to go live with the Centers for Medicare and Medicaid Services (CMS) electronic Plan of Correction (ePOC) process. Facilities should start the sign-up and training processes now, in order to be prepared for the January 1, 2020, "Go-Live" date.

Facility user sign-up

Each user of the ePOC system will need to have two logins to access the system. The first login is the CMSnet login, which allows users to connect to the ePOC system. The second login is the ePOC Personal Login Account. This allows access to the ePOC system once connected using the first login.

Users who currently have access to the MDS system and already have a CMSnet and Personal Login ID for those systems can use those logins for ePOC. However, they will still need to request ePOC access to be added for the second login.

The CMSnet login (the first login) will be deactivated if not used for 90 days or more. The ePOC login (the second login) will be deactivated if not used for 120 days or more. We encourage users to keep these dates in mind and to access the ePOC system periodically to ensure their accounts for the system remain active. Facilities without active users will not be able to receive statements of deficiency from the Office of Long Term Care (OLTC), which could result in penalties.

Refer to the complete CMS facility sign-up instructions for ePOC at <https://qtso.cms.gov/access-forms/epoc-individual-access>. Facility users must read and complete all steps in the instructions to sign up.

Facility user account removal

Users should have their accounts deactivated if they leave employment at a facility. There is a form to request deactivation of the CMSnet VPN account (see link below). To request deactivation of the ePOC account, send an email to the QTSO Help Desk at HELP@QTSO.COM and include the facility name, facility CCN number, and name of user whose account should be deactivated.

Facility user training

- The CMS Provider ePOC Training Video is located on the CMS website at <https://qtso.cms.gov/training-materials/epoc-providers>. Click on the ePOC Provider Webinar (recording) link on the right-hand side of the page, under "Downloads". This video is provided by CMS and contains information on the use of the ePOC system for providers. To view this video, users must download the file to their computer.
- The latest CMS ePOC Manuals and User Guides are located at <https://qtso.cms.gov/software/aspn/reference-manuals>. Providers should download and review the ASPEN Web ePOC 11.6 Procedures Guide posted 12/7/18.
- An ePOC Tutorial with brief instructions on how to use the ASPEN Web: ePOC application runs automatically for users when they log into the ePOC website for the first time. After that, the tutorial can be accessed from the ePOC menu.

Technical Difficulties / Questions:

Contact the CMSNet Remote User Help Desk: (888) 238-2122 for any problems.