

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.