

Steps to Access ePOC

The Electronic Plan of Correction (ePOC) application was released with ASPEN 10.1.5 in July 2013. The ePOC is being phased in by specific states and provider types, eliminating the need for paper based communications between providers and survey agencies when reviewing plans of correction

This document will cover accessing the ePOC application via CMSNet and ASPEN Web. All information and links within this document can be found on the QTSO website at <https://www.qtso.com>, and also on the Montana Certification's webpage: <http://dphhs.mt.gov/qad/Certification>

Please note: These applications run best in Internet Explorer 9 or 10.

Step 1: Request Access to CMSNet

Individual Access

Go to <https://www.qtso.com>; select CMSNet Information in the upper right corner of the webpage. Use the CMSNet Online Registration (<http://www.cmsruas.com/>) application to request a CMSNet User ID.

The CMSNet ID is needed to access secure CMS sites (submissions/reports/surveys) unless an otherwise secure connection has been established. **Users with current CMSNet accounts will NOT need to apply for new access.** There is a limit of 4 ePOC accounts per provider. CMS does not permit the sharing of user IDs.

Multiple Facility / Corporate Access

Users needing access to plans of correction for more than one facility within the same corporation will NOT register online. Please complete the ePOC User Account Request_form found on <http://dphhs.mt.gov/qad/Certification> or <https://www.qtso.com/accessepoc.html>. If you go to the QTSO site; select the ePOC link from the box titled Access Request Information at the right; complete the form.

Please forward your completed ePOC User Account request to the QIES Help Desk for processing. The QIES Help Desk will notify CMSNet of your need for a corporate CMSNet account. If you do not need a CMSNet account, please note this on your fax coversheet or within the body of the email when sending your request to the help desk.

Existing MDS Account?

If you already have an MDS account for your facility and would like to add ePOC access to your existing ID skip step one, and simply select the MDS and ePOC User Registration link followed by the "Access Update" option at the top of the registration form. You will NOT need to complete the online form, simply login with your existing ID/password to add ePOC access.

You will receive an email from MDCN.mco@palmettogba.com containing your login information in response to your CMSNet access request

Connect, using your new CMSNet login ID/password using the <https://www.qtso.com/submissions/submissions.html> link. This can also be found on <https://www.qtso.com/cmsnet.html>

Note: New users will need to install the Juniper Network Client when entering the site. This may require administrative rights. Installation instructions will be found on the CMSNet Information <https://www.qtso.com/cmsnet.html>. For issues with the Secure Access Service login or Juniper Client Installation please contact CMSNet User Support by calling 888-238-2122 or email mdcn.mco@palmettogba.com. The QIES Help Desk is not able to assist you with this.

Step 2: Access ePOC

QIES Individual Access

1. Begin at the QTSO.com CMSNet Information page: <https://www.qtso.com/cmsnet.html>
2. Select the Submission Access link <https://www.qtso.com/submissions/submissions.html> followed by the appropriate state from the U.S. map
3. Enter the CMSNet login ID and password (received in the email) on the page titled CMS Secure Access Service
4. Select the web bookmark titled CMS QIES Systems for Providers.
5. Select the MDS and ePOC User Registration link from the Welcome to the CMS QIES Systems for Providers Page
6. Complete the information on the Provider User ID Registration form and select submit.
7. Click OK on the Successful Registration pop-up window
8. Review and print the confirmation page, which will also display the new ePOC Login ID
9. Disconnect by signing out of CMSNet
10. Proceed to your email (account provided during registration) to obtain the necessary activation instructions to complete the final step of the registration process
11. Copy the activation key from the email and log back into CMSNet via the <https://www.qtso.com/submissions/submissions.html> link
12. Select the MDS and ePOC User Registration link from the 'Welcome to the CMS QIES Systems for Providers' page
13. Select the 'Activation' link from the upper right corner. Users do NOT need to fill in the form a second time
14. Enter the newly obtained ePOC login ID and paste the copied activation key
15. Select 'Activate' followed by 'OK' once your activation has been confirmed
16. Select the link provided to return to the CMS QIES Welcome page for Providers

Multiple Facility / Corporate Access

In response to your ePOC User Account Request you will also have received an email from the QIES Help Desk, including a ticket number for tracking purposes. You will need to contact the QIES Help Desk by phone to obtain your new QIES/ePOC login ID and complete the final steps of the registration process.

For assistance with the MDS and ePOC User Registration please contact the QTSO Help Desk at 888-477-7876.

Step 3: Returning to the ePOC Application

These steps may be followed at any time after registration and activation have been completed.

1. Go to <https://www.qtso.com>
2. Select [CMSNet Information](#) (upper right corner of page)
3. Select the Submission Access link followed by the appropriate state from the U.S. map
4. Enter the CMSNet login ID and password on the page titled CMS Secure Access Service
5. Select the web bookmark titled [CMS QIES Systems for Providers](#)
6. Select ASPEN Access (ePOC) (bottom of page)
7. Select ASPEN Web (upper left corner of page)
8. Enter your QIES login ID/password to enter the ePOC application