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INFORMATIONAL LETTER #2015-19

DATE: December 28, 2015

TO: ALL IDAHO LONG TERM CARE FACILITIES

FROM: DEBBY RANSOM, R.N., R.H.I.T., Chief
Bureau of Facility Standards

SUBJECT: **Electronic Plan of Correction (ePOC) Process**

The State of Idaho, Bureau of Facility Standards (BFS), is pleased to announce sixteen nursing facilities have enrolled in the Centers for Medicare & Medicaid Services (CMS) **Electronic Plan of Correction (ePOC)** process. It is our experience and feedback from the sixteen facilities that the ePOC process is an effective and efficient method to communicate survey findings with facilities. However, it is not effective and efficient to maintain both the paper system and the ePOC system. Therefore, Idaho's BFS plans to implement the ePOC process for all nursing facilities for surveys completed on or after April 4, 2016.

The CMS-2567 Statement of Deficiencies (SOD) report, which is now emailed and/or mailed via USPS to nursing facilities by BFS, is available to you via a secure website created by CMS. The CMS website will also allow for the electronic submission of Plans of Correction (POC). This process will be used for all health care related surveys.

CMS has created a webinar to explain how nursing facilities will use the system for processing their plans of correction using the ePOC process. The link to the webinar is below. On the website choose the "training for providers" and you will be prompted for a password. The password is **epocpvd** all in lower case. We ask that you view the webinar prior to enrolling for your IDs for the system. *The webinar is approximately 53 minutes.*

<https://www.qtso.com/webex/qiescat.php?Category=EPOC>

Access to your online Statement of Deficiencies (2567) requires advance enrollment in ePOC. Users will need to apply for **two** log-in IDs in order to access the CMS ePOC 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.

Use the link below to access the website for instructions on enrolling for these log-in IDs, or use the document that has been provided with this letter that outlines these same instructions.

<https://www.qtso.com/accessepoc.html>

If you need any technical assistance with the video or accessing the ePOC enrollment forms, please contact the help desk at the QIES Technical Support Office (QTSO) help@qtso.com.

Idaho's BFS plans to implement the ePOC process for all nursing facilities on April 4, 2016. **Enrollment with QTSO for providers is available now.** Your facility must be ready to use the ePOC system as this is the only way the 2567 will be made available. As the system is implemented, facilities will be notified of the availability of their survey online after the survey report is finalized.

In addition to the enrollment document, the webinar training slides and the nursing facility procedure guide for use of the ePOC via the web is available on the BFS website at:

<http://healthandwelfare.idaho.gov/Providers/ProvidersFacilities/StateFederalPrograms/NursingFacilities/tabid/434/Default.aspx>

If you have any questions, please contact Stan Rennaux at fsb@dhw.idaho.gov or by phone **208-334-6626 option 5**. Stan looks forward to assisting you.



DEBBY RANSOM, R.N., R.H.I.T., Chief
Bureau of Facility Standards

DR/nm

c: Idaho Health Care Association
Patrick Thrift, Manager, Survey, Certification, & Enforcement, CMS, Seattle