

**Outcome and Assessment Information Set**  
**OASIS**  
**Individual User ID Online Registration**  
**User's Guide**

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**Prepared for**

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# Table of Contents

INTRODUCTION .....	2
REGISTRATION REMINDERS.....	3
OASIS SUBMISSION LINK REMINDER MESSAGE .....	3
AUTHORIZATION REQUIRED MESSAGE PAGE .....	4
MAXIMUM NUMBER OF USERS ALLOWED.....	5
REGISTRATION PROCESS .....	6
HHA REGISTRATION LOGIN PAGE.....	7
HHA INDIVIDUAL USER ID REGISTRATION PAGE .....	8
HHA INDIVIDUAL USER ID REGISTRATION CONFIRMATION.....	10
ADDITIONAL INFORMATION .....	12
SUBMISSIONS .....	12
VALIDATION REPORTS.....	12

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## INTRODUCTION

To enhance the security of the data submitted to the Outcome and Assessment Information Set (OASIS) system, all users of that system are required to obtain and safeguard a unique personal user ID. Shared Home Health Agency (HHA) login IDs are no longer permitted to submit assessment data to the OASIS system.

**NOTE:** It is a violation of CMS security policy to share your personal user ID and password with others.

This user's guide is intended for the use of HHAs and their personnel responsible for submitting OASIS data and reviewing the associated reports. This guide provides information about how to use the online registration tool to obtain an individual (personal) user ID necessary for submitting OASIS information and accessing the CASPER Reporting system.

Each HHA is allowed two individuals with personal user IDs to submit OASIS assessment information and view CASPER reports. If more than two individuals with your agency need personal user IDs, you must complete and submit a request form to the Help Desk in order to petition CMS for one or more additional IDs. The "Additional Personal ID Request" form is available on the QTSO website.

**NOTE:** Each agency entity is allowed a maximum of two (2) individual user IDs. Therefore, a parent agency *and* its associated branches are each allowed 2 individual user IDs. For example, a parent agency with four branches is allowed a total of 10 Individual User IDs.  
If an agency requires more than the prescribed maximum number of Individual User IDs, the agency can petition CMS for addition Individual User IDs.

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## REGISTRATION REMINDERS

In an effort to ensure that HHA users are properly registered to access the OASIS Submissions and CASPER Reporting systems once shared agency user IDs are discontinued, reminder messages are posted in two locations:

- **OASIS Submissions** link
- **Authorization Required** error message page

**NOTE:** The registration process described in this guide is intended for use by the staff of an individual Home Health Agency and its associated branches. If you work for a corporate or third-party entity and submit for multiple agencies, complete either the “Corporate Access Request” or “Third Party Service Bureau User Request” form. These forms are available on the QTSO website.

### **OASIS Submission Link Reminder Message**

When you select the **OASIS Submissions** link on your state’s **OASIS Welcome** page, the following reminder message is presented in a pop-up box (Figure 1):

“If you have not registered for an Individual User ID you will not be able to login to the HHA system. If you have registered use the new ID that begins with HHA and is followed by 7 numeric digits to login. Agents do not need to register.”



**Figure 1.      OASIS Submissions Link Reminder Pop-Up**

## **Authorization Required Message Page**

After three unsuccessful login attempts to the OASIS Submissions system, an **Authorization Required** page (Figure 2) is presented. The **Authorization Required** page includes the following notation regarding the use of shared user IDs and passwords:

“Are you using the shared agency login ID? You cannot access the OASIS State Submission System using the shared agency login ID. Are you sure you have entered the correct password? The password is case sensitive.”

### **Authorization Required**

This server could not verify that you have appropriate access credentials. Possible reasons for this message include incorrect login ID and/or password, or, the browser doesn't understand how to supply the credentials required for access.

If you are a State User and you are attempting to access agency reports, are you targeting a specific agency folder? If not, please enter a specific agency folder name in the URL and attempt to login again.

Are you sure you have entered the correct user ID? The user ID is case sensitive.

Are you using the shared agency login ID? You cannot access the OASIS State Submission System using the shared agency login ID. Are you sure you have entered the correct password? The password is case sensitive.

If your user ID and password are correct, then your password may be expired. Click [here](#) to access the QIES User Maintenance Application to update your password..

**Figure 2.      OASIS Authorization Required Error Page**

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## MAXIMUM NUMBER OF USERS ALLOWED

Each HHA entity is allowed a maximum of two (2) individual user IDs. Therefore, a parent agency *and* its associated branches are each allowed 2 individual user IDs. For example, a parent agency with four branches is allowed a total of 10 Individual User IDs.

If the maximum number of individual user IDs is already associated with your agency, the following error message (Figure 3) is presented when you attempt to log in to the HHA Individual User ID Registration system:

“Maximum number of users has been registered for the provider. Please access [www.qtso.com](http://www.qtso.com) to access the Additional User Request Form.”



**Figure 3. HHA Registration Maximum User Count Error Message**

Agencies requiring more than the prescribed maximum number of active Individual User IDs must complete and submit an “Additional User Account Request” form to request additional IDs. This form is available on the QTSO website.

**NOTE:** Before you register a new user, please review your active users and determine if there are user IDs assigned to individuals no longer employed by your agency or are otherwise inactive. To revoke an inactive or unused ID, complete and submit an “OASIS Revoke User Account Request” form available on the QTSO website. Once access for an ID is revoked, a new user may register for a personal user ID.

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## REGISTRATION PROCESS

To register for an individual user ID with which you may access the OASIS Submissions and/or CASPER Reporting systems:

1. Select the OASIS Individual User Registration link on the **OASIS Welcome** page (Figure 4).

**Welcome to the CMS OASIS System!**

Reminder: The State QIES System may be down for maintenance the third Sunday of each month. If you experience any problems submitting or retrieving reports, please try again on Monday.

**Please Note:** UserIDs should be entered using all uppercase letters.

**OASIS Individual User Registration**

• OASIS Submissions •

Unable to Login? Click here for QIES User Maintenance

QIES User Maintenance Application User's Guide

The QIES User Maintenance link can be used if you forgot your password, need to reset an inactive account, change your password or update your personal user information.

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CASPER Reporting - Online Reports (OBQI, OBQM and HHA Reports)

CASPER Reporting Users Manual Last update: 09/22/2008

OASIS System Requirements Last update: 04/29/2008

AT&T Global Dialer Requirements Last update: 04/29/2008

Bulletins

Points of Contact

OASIS/HAVEN Updates Last update: 10/16/2009

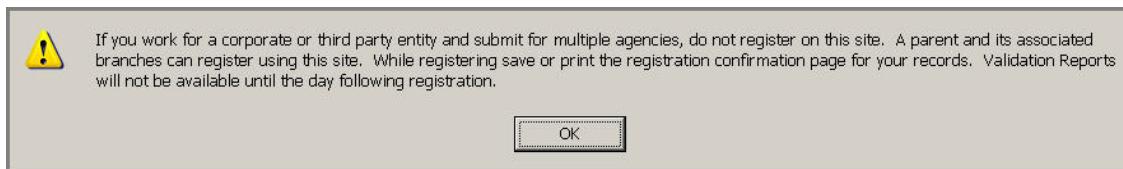
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[Accessibility Policy](#) | [Privacy Policy](#) | [Help](#)

**Figure 4. OASIS Individual User Registration Link**

A pop-up box (Figure 5) is presented with the following registration tips:

“If you work for a corporate or third party entity and submit for multiple agencies, do not register on this site. A parent and its associated branches can register using this site. While registering save or print the registration confirmation page for your records. Final validation reports will not be available until the day following registration.”



**Figure 5. OASIS Individual User ID Registration Tips**

2. Select the **OK** button to proceed with the registration process.

### **HHA Registration Login Page**

The HHA Individual User ID Registration system **Login** page (Figure 6) is presented.



**Figure 6. HHA Registration Login Page**

3. Enter your shared login ID and password.

**NOTE:** If you need assistance with your shared login ID and password, please contact your state point of contact for assistance.

4. Select the **Login** button.

**NOTE:** If the maximum number of allowed individual user IDs is already registered for your agency, the following error message is presented when you login to the HHA Individual User ID Registration system:

“Maximum number of users has been registered for the provider. Please access [www.qtso.com](http://www.qtso.com) to obtain the Additional User Request form.”

### **HHA Individual User ID Registration Page**

If your agency is permitted to register another individual user ID, the **HHA Individual User ID Registration** page (Figure 7) is presented.

OASIS Welcome Page'." data-bbox="200 310 881 698"/>

**CMS**  
CENTERS for MEDICARE & MEDICAID SERVICES

**HHA Individual User ID Registration**

First Name :

Last Name :

Phone Number :

Email Address :

Re-enter Email Address :

Password :  [Password Rules](#)

Re-enter Password :

What is the name of the street where you grew up?

Re-enter Answer :

What is the name of the first school you attended?

Re-enter Answer :

In what city/town did your mother and father meet?

Re-enter Answer :

**Submit**

Your new Individual User ID will be provided on the next page.  
Logout and return to the [OASIS Welcome Page](#).

**Figure 7. HHA Individual User ID Registration Page**

The **HHA Individual User ID Registration** page presents the following required fields:

- First Name
- Last Name
- Phone Number
- Email Address

- Re-enter Email Address
- Password

**NOTE:** Select the **Password Rules** button to view password formatting requirements.

- Re-enter Password
- Security Questions
  - What is the name of the street where you grew up?
  - What is the name of the first school you attended?
  - In what city/town did your mother and father meet?
- Re-enter [Security Questions] Answers

**NOTE:** For security purposes, the password you select and your answers to the security questions are masked with solid black circles. Because you can not visually review the information you entered into these fields, “Re-enter” fields are provided for each. The system verifies that the information you entered in each of these fields matches the information you entered into the associated “Re-enter” field.

**Please remember your security answers.** Your security answers are key to accessing your account in the QIES User Maintenance Application in the event that you forget your password or need to reactivate your account that has been inactive for 90 days.

If you do not wish to register for an individual user ID at this time, select the [OASIS Welcome Page](#) link to return to the **OASIS Welcome** page.

5. To register for an individual user ID, complete all fields on the **HHA Individual User ID Registration** page and select the **Submit** button.

## **HHA Individual User ID Registration Confirmation**

The **Confirmation Of HHA Individual User ID Registration** page (Figure 8) is presented. The new user (Login) ID assigned to you is indicated on this page.



**Confirmation Of HHA Individual User ID Registration**

Thank you for registering!

Save this information for your records:

Your New HHA Login ID :xxxxxxxxxx  
Last Name :Lastname  
First Name :Firstname  
Phone Number :5155551234  
Email Address :f.lastname@agency.org

**Note:**

- This is a personal account. Do not share your Individual User ID or password.
- You will use this Individual User ID from now on to log into OASIS Submissions and CASPER Reports.
- Final Validation Reports are not available on the day of registration; they are available the day following registration.

Logout and return to the [OASIS Welcome Page](#) to begin using your Individual User ID and password!

**Figure 8. Confirmation Of HHA Individual User ID Registration Page**

The **Confirmation Of HHA Individual User ID Registration** page also includes the following notations:

- o This is a personal account. Do not share your individual User ID or password.
- o You will use this Individual User ID from now on to log in to OASIS Submissions and CASPER Reports
- o Final Validation Reports are not available on the day of registration; they are available the day following registration.

**NOTE:** Print or save this page for your records.

Your new ID begins with the letters HHA and is followed by seven numbers; for example, HHA1234567. You must enter all 10 characters when you log in to the OASIS Submissions or CASPER Reporting systems with this ID.

The password you selected on the **HHA Individual User ID Registration** page is valid for 60 days, after which time the system prompts you to create a new password.

You can use your new ID immediately to access the OASIS Submissions and CASPER Reporting systems.

6. To exit the HHA Individual User ID Registration system and begin using your new individual user ID, select the OASIS Welcome Page link and then select the OASIS Submissions link.

**NOTE:** With the switch to a personal user ID, the reports you generate in the CASPER Reporting application are placed in your personal **My InBox** folder. You do not see the reports generated by others in your agency. Historical agency reports previously requested with the state-assigned shared login ID are found in the **Agency ST #### Inbox**.

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## ADDITIONAL INFORMATION

### Submissions

Immediately after you are registered, you may log in to the OASIS Submissions system and submit assessment files.

**NOTE:** When a new agency is defined to the OASIS Submission system, a folder is established for it. Until this folder is available, you may not submit OASIS data for the new agency, even though you are a registered user.

### Validation Reports

If you submit one or more assessment files the same day that you registered for your individual user ID, you must wait until the following day to view the Final Validation Reports for those files. Your new user ID is not able to access Final Validation Reports the same day that it is established.

If you attempt to access validation reports on the day you registered, your login will fail because you are not yet authorized to view the reports. After three attempts at logging in, the **Authorization Required** error page (Figure 9) is presented.

#### **Authorization Required**

This server could not verify that you have appropriate access credentials. Possible reasons for this message include incorrect login ID and/or password, or, the browser doesn't understand how to supply the credentials required for access.

If you are a State User and you are attempting to access agency reports, are you targeting a specific agency folder? If not, please enter a specific agency folder name in the URL and attempt to login again.

Are you sure you have entered the correct user ID? The user ID is case sensitive.

Are you using the shared agency login ID? You cannot access the OASIS State Submission System using the shared agency login ID. Are you sure you have entered the correct password? The password is case sensitive.

If your user ID and password are correct, then your password may be expired. Click [here](#) to access the QIES User Maintenance Application to update your password..

**Figure 9. OASIS Authorization Required Page**