Phase 2 - Enrollment to ePOC Application

The ePOC application will eliminate the need for paper based communications between providers and survey agencies when reviewing plans of correction. Please use the information below to assist you and your providers in making a smooth transition. This document will cover gaining access to 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.

Step 1:

Individual Access

Go to https://www.qtso.com; select CMSNet Information in the upper right corner of the webpage. Use the CMSNet Online Registration application to request a CMSNet User ID. Proceed to step 2.

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.** 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 https://www.qtso.com/accessepoc.html.

Go to https://www.qtso.com**; select the ePOC link from the box titled Access Request Information at the right; complete the** ePOC User Account Request **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. Proceed to step 2.

Step 2:

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

Connect via the CMSNet - Submission Access **link located on** https://www.qtso.com/cmsnet.html **using your new CMSNet login ID/password.** Proceed to step 3.

Note: New users will need to install the Juniper Network Client when entering the site for the first time. This will require administrative rights to your PC. Installation instructions will be found on the CMSNet Information page.

For issues with the Secure Access Service login or Juniper Client Installation please contact CMSNet User Support by calling 888-238-2122 or by emailing mdcn.mco@palmettogba.com. The QIES Help Desk is not able to assist you with CMSNet connectivity.

Step 3:

QIES Individual Access

Once securely connected via the CMSNet Secure Access Service, you will need to follow the steps below to obtain a QIES login ID for access into the ePOC application.

1. Select the web bookmark titled CMS QIES Systems for Providers.
2. Select the MDS and ePOC User Registration link.
3. Complete the Provider User Registration form and select submit.
4. Print your confirmation and/or write down your new login ID/password.
5. Disconnect by **signing out** of CMSNet. (Junos Pulse Secure Access Service)
6. Proceed to the email account provided during registration to obtain the necessary activation instructions to complete the final step of the registration process.

Existing MDS Account?

If you already have an MDS account for your facility and would like to add ePOC access to your existing ID 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.

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.

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 CMSNet - Submission Access.
4. Select your state, proceed through the warning and enter your CMSNet login ID/password.
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.

ePOC Facility Enrollment
QTSO.com

1. CMSNet Access request - QTSO.com

CMSNet Information

CMSNet - Submission Access (Select this link to begin the submission process)

Access Request Forms / Installation Guide & FAQ's

CMSNet Access Request Form (MDS/ePOC (NH), OASIS & ASPEN Web Users) [PDF 115 KB]

CMSNet Access Request Form (Hospice, IRF, LTCH & Swing Bed Users) [PDF 117 KB]

Installation Guide For CMSNet Remote Users (CMSNet-Juniper Client) [PDF 9.19 KB]

For issues with the Secure Access Service login or Juniper Client Installation please contact CMSNet User Support

at 888-238-2122 or by email at MDCN.mco@palmettogba.com. The QTSO Help Desk is not able to assist you with CMSNet connectivity.

CMSNet FAQ [PDF 32 KB]

Access Request Forms

Please note all providers MUST submit a request for a CMSNet User ID to access secure CMS sites (e.g., submissions pages / reports) unless an otherwise secure connection has been established.

ePOC (Long Term Care, Nursing Home Facilities)

CMSNet Access Request Form (MDS/ePOC (NH), OASIS & ASPEN Web Users) [PDF 115 KB]
ePOC Access Request Forms

MDS (Long Term Care, Nursing Home Facilities)

CMSNet Access Request Form (MDS/ePOC (NH), OASIS & ASPEN Web Users) [PDF 115 KB]

CMSNet Information

CMSNet - Submission Access (Select this link to begin the submission proc

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ePOC Access Request Forms

MDS (Long Term Care, Nursing Home Facilities)

CMSNet Access Request Form (MDS/ePOC (NH), OASIS & ASPEN Web Users) [PDF 115 KB]

Instructions for Juniper Network Installation

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https://www.qtso.com/download/CMSNet_Access_Request_MDS_OASIS_20140307.pdf - Windows Internet Explorer

File Edit Go to Favorites Help

Suggested Sites ▼   Web Slice Gallery ▼

Tools | Sign | Comment

Please fill out the following form. You cannot save data typed into this form.
Please print your completed form if you would like a copy for your records.

Highlight Existing Fields

CMSNet Access Request
for MDS/ePOC (NH), OASIS (HHA) and ASPEN Web Users

Please complete this form electronically, print, and sign hard copy to submit

Type of Request

☐ Create New Access   ☐ Remove Access   ☐ Update Access   Existing User ID: _____

Are you replacing someone? Select both *Create New Access* and *Remove Access*

Provider Information

Type of Provider (select one):   ☐ MDS (NH)   ☐ OASIS (HHA)   ☐ ASPEN Web   ☐ ePOC

Provider Status (select one):   ● Existing Provider   ○ New Provider

Provider/Facility/Agency Name: _____

Facility ID (N/A for ASPEN Web): _____

Remove User Access Information
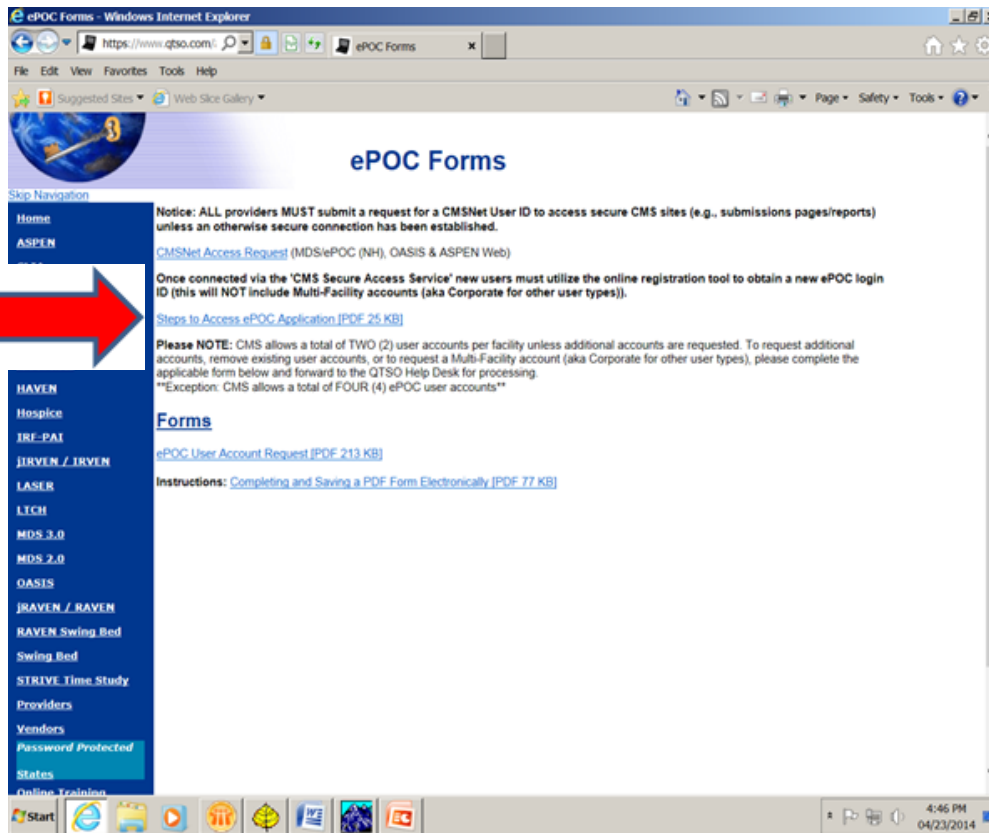
User's Name: (Last, First, MI) _____

User's Phone Number: _____   **Extension:** _____

User's E-mail Address: _____

Start   5:00 PM   04/23/2014

2. Steps to Access ePOC Application

It is a Violation of the CMS Security Policy to share User IDs

Nursing Home Electronic Plan of Correction (ePOC) Account Request
ePOC User Account Additions and Updates

NOTE: This form shall be used for the following purposes:
1. **Remove ePOC access** from a single-facility user account(s).
2. **Add or remove ePOC access** for a user account(s) established to process for multiple facilities.

*Please complete this form electronically and submit to the **QTSO Help Desk** (see page 5)*

ePOC User 1

First & Last Name (*Required*):

E-mail Address (*Required*):   Phone:

Action Requested (*Select One*)

☐ Add ePOC Access (*Specify*): ☐ New User ☐ Existing MDS User   Existing User Account ID:

☐ Remove ePOC Access for   Existing User Account ID:

User 1 Facility Assignment - *Indicate Action for each of the following facility(ies)*

☐ Add   ☐ Remove   ☐ Increase Max Number of ePOC Users (Max number of user is 4)   Request Date:

Facility Name: Medicare CCN:

Address:

Contact Person First and Last Name (*Required*):

Title:

adph.state.al.us
Internet access

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ePOC Forms

Home
ASPEN
CLIA
QIS
QIES Suggestions
CMS Links
Education
HAVEN
Hospice

Skip Navigation

Notice: ALL providers MUST submit a request for a CMSNet User ID to access secure CMS sites (e.g., submissions pages/reports) unless an otherwise secure connection has been established.

CMSNet Access Request (MDS/ePOC (NH), OASIS & ASPEN Web)

Once connected via the 'CMS Secure Access Service' new users must utilize the online registration tool to obtain a new ePOC login ID (this will NOT include Multi-Facility accounts (aka Corporate for other user types)).
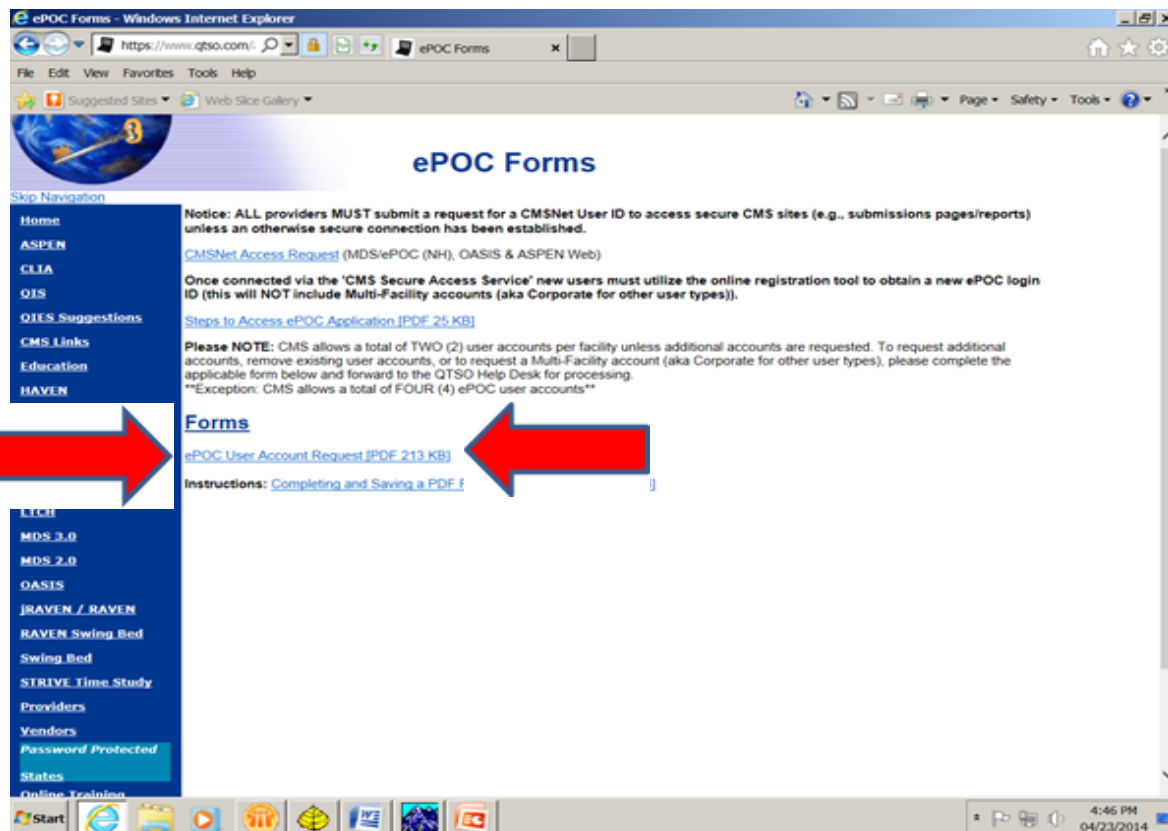
Steps to Access ePOC Application [PDF 25 KB]

Please NOTE: CMS allows a total of TWO (2) user accounts per facility unless additional accounts are requested. To request additional accounts, remove existing user accounts, or to request a Multi-Facility account (aka Corporate for other user types), please complete the applicable form below and forward to the QTSO Help Desk for processing.
Exception: CMS allows a total of FOUR (4) ePOC user accounts

Forms

ePOC User Account Request [PDF 213 KB]

Instructions: Completing and Sav

MDS 2.0
OASIS
jRAVEN / RAVEN
RAVEN Swing Bed
Swing Bed
STRIVE Time Study
Providers
Vendors
Password Protected
States
Online Training

More instructions for form completion if needed