STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
P.O. Box 45600 • Olympia, Washington 98504

November 26, 2025

HCLA: NH #2025-057
QTSO MEMO 2025-057 - CMSNET END OF SUPPORT FOR WINDOWS 10

Dear Nursing Home Administrator,

On November 20, 2025, CMS published QTSO Memo 2025-057 to notify CMSNet QIES end users that as of November 15, 2025, they will no longer be able to access the CMSNet QIES VPN using Windows 10. This is because Windows 10 is no longer supported by Microsoft.

Access to the following systems are impacted:

- Hospice HIS submissions,
- PBJ submissions,
- CASPER reporting.

To identify the version of Windows you're currently using:

1. Click on the Start Menu located on the bottom-left corner of your computer screen.
2. Next, click on the gear icon to open the Settings menu.
3. In the Settings menu, select the "System" option.
4. Scroll down in the "System: menu and click on the "About" section.
5. Look under "Windows Specifications" section to see your Windows version.

If you have any questions concerning this information, please contact the CMSNet Remote User Helpdesk at mdcn.mco@palmettogba.com or (888) 238-2122.

Sincerely,

Amy Abbott, Director
Residential Care Services

DSHS: *"Partnering with People"*

Attachment: QTSO Memo 2025-057