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

09/03/2026
Amended 10/01/2026

HCLA: NH #2026-037
Updated: QSO-26-12-NH to Announce Payroll Based Journal (PBJ) Transitioning to the Internet Quality Improvement and Evaluation System (iQIES)

Dear Nursing Home Provider,

Residential Care Services (RCS) is informing you that Centers for Medicare and Medicaid Services (CMS) released QSO-26-12-NH REVISED on September 11, 2026, to announce that the PBJ transitioned to iQIES and that the PBJ Policy Manual and PBJ Policy FAQ documents were updated as of August 2026. Starting August 17, 2026, facilities must submit all PBJ staffing data in iQIES. Reporting requirements and quarterly deadlines will not change.

Please note:
- Instructions for accessing iQIES reports and choosing iQIES PBJ roles are provided at QSO-26-12-NH REVISED (page 2).
- Training materials, user guides, and technical documents are posted on the QTSO website.

Providers may visit the Staffing Data Submission Payroll Based Journal (PBJ) | CMS, for additional information, helpful tools and links. Additional policy information may be viewed in the updated PBJ Policy Manual (Version 2.8 published 08/2026), updated PBJ Policy FAQ (08/2026), and Nursing Home Five-Star Quality Rating System User Guide.

QIES / iQIES Report Information:
Starting August 17, 2026, users will be allowed to access and run PBJ reports in iQIES. Once the migration into iQIES has occurred, the PBJ reports in the Certification and Survey Provider Enhanced Reporting (CASPER) application will be decommissioned with two exceptions: users will be allowed to access QIES for the system-generated final validation reports for submissions performed in QIES, as well as the user-requested PBJ Submitter Final Validation Report, both for limited periods of time.

Please refer to QSO-26-12-NH (page 3) to see a list of reports that will be available in iQIES, including the names of CASPER and iQIES reports for comparison.

For assistance with accessing, running, or downloading the PBJ reports, please refer to the CMS iQIES Staffing Data Submission PBJ User Manual which is available in the Help section of the iQIES application, as well as on the QIES Technical Support Office (QTSO) website in the iQIES Reports Training Manual section.

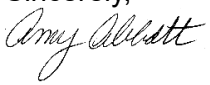
Important Information About the iQIES Reports:
- Users' access to the iQIES reports will be like the access in the Certification and Survey Provider Enhanced Reporting (CASPER) Reporting application, provided that your new iQIES role allows you to generate and view reports.

- Users will only be allowed to run reports for the providers to which they have access with their iQIES role.
- The iQIES reports will contain the same information as the CASPER reports but have been updated to have the iQIES standard appearance.
- Ten years' worth of PBJ data will be migrated into iQIES which will allow users to run all reports except the Submitter Final Validation report for data submitted in QIES and iQIES, if desired.
- In iQIES, users can initially view the report information on the screen and if desired, download the report to a Portable Document Format (PDF) or Comma-Separated Values (CSV) file. The exception is the PBJ Job Title Report, which can only be downloaded as a CSV file, as was the case in CASPER.
- The iQIES Submission IDs will have a different sequencing number. Here are some tips when reviewing reports where QIES and IQIES submission IDs display in the same report:
  - Submission files in QIES will have a submission ID of less than 100,000,000
  - Submission files in iQIES will have a submission ID of 100,000,000 or greater
- Users can schedule reports to run at their desired interval and frequency.

For Technical questions, please contact the iQIES Service Center:
- By phone at (800) 339-9313, Monday through Friday, 8:00 AM-8:00 PM EST;
- By e-mail at: iqies@cms.hhs.gov;
- Through CCSQ Support Central to open a Web Ticket or chat with a live agent using CARL. Please note that Chat support is currently limited to 9:00 AM-5:00 PM ET, Monday through Friday.

Questions regarding PBJ policy should be directed to rcspolicy@dshs.wa.gov or nhstaffing@cms.hhs.gov.

Sincerely,



Amy Abbott, Director
Residential Care Services

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