**Electronic Plan of Correction (ePOC)**

## F.A.Q.

**Provider Enrollment**

**Q:** When can a provider enroll for ePOC?

**A:** ePOC enrollment is available for providers **NOW.**

**Q:** Does my Facility have to enroll in ePOC?

**A:** Yes, enrollment is required for both secure access to the Web portal for providers and for the ePOC access on the QTSO web page.

**Q:** Can we have more than one person signed up for ePOC?

**A:** Yes, up to 4 individuals may enroll per facility and you may have 1 or more multi-facility users also.

**Q:** Who can I contact if I have questions or need assistance with ePOC?

**A:** For assistance with ePOC enrollment or access contact the QTSO Help Desk at (888) 477-7876. For other ePOC questions or assistance e-mail WAePOC@dshs.wa.gov.

**Q:** Where can I access ePOC enrollment instructions, provider webinar, provider procedure guide and other information about the process?

**A:** The documents and the link to the ePOC webinar can be found on the RCS ePOC website at: <https://www.dshs.wa.gov/altsa/residential-care-services/electronic-plan-correction-epoc>.

**Q:** Our Administrator was enrolled but they left last week. How do we access our Survey documents now?

**A:** First, understand that access to system-generated email alerts concerning SODs is not related to accessing the ePOC SOD for specific surveys. The new administrator will have access to the SOD once they successfully apply for CMSNet and QIES access. Once they are added to the Web Users list they’ll be able to access the SOD via each specific survey.

**Q:** How long is my enrollment or registration good for?

**A:** ePOC accounts will expire every 180 days. You will receive a warning email explaining how to keep your enrollment current.

**Q:** The Web site isn’t viewable from my computer.

**A:** CMS websites require Internet Explorer version 9.0 or higher to access and view them correctly. Also, the web address may be blocked by a network. You may need to have your IT (Information Technology) staff enable access to the page or use a different computer.

**Q:** How do I remove individual access to the Facility’s ePOC site?

**A:** When it is necessary, the facility should complete and submit the form from this link: [CMSNet Access Request](https://www.qtso.com/download/CMSNet_Access_Request_MDS_OASIS_20140307.pdf). This form may be complete online; then CMS requires the form to be printed so that it may be signed by the person submitting it and then sent to the ASPEN Web Users included address/email. Note: clicking on the link above will take the user to another web site. CMS is solely responsible for the content of that web site.

**Q:** How will our facility re-activate an ePOC account that has expired?

**A:** Accounts will expire after 180 days of non-use. Reminder email messages will be sent out prior to these accounts actually expiring. Should an account expire, contact the CMS Net help desk at 1-888-238-2122.

**Q:** How will I know that I’ve been activated?

**A:** You will receive confirmation at the completion of your registration. The system will generate an email confirmation to the email address entered on the registration form.

**Plan of Correction**

**Q:** Do we have to submit a POC for recertification surveys that have no deficiencies and for enforcement letters with no SOD?

**A:** Yes, you will receive notification and be asked to affirm that you have received them through the ePOC system as well. A POC is not required for surveys without deficiencies. The facility user is required only to read the information in the comment/memo tags (0000 and 9999) and acknowledge the SOD. Once acknowledged, the deficiency-free survey's POC status changes to Closed.

To acknowledge a deficiency-free survey:

1. Open the Survey Detail page for a deficiency-free survey.
2. Click Acknowledge SOD (above the grid, on the right). An Acknowledgement message appears at the top of the page and the survey Status (above the grid, on the left) is now Closed.

**Q:** For a survey or complaint investigation do we submit each tags’ POC individually or do we submit all the tags’ POC at the same time?

**A:** When submitting a plan save each tags’ POC text as draft or pending and then submit them all at the same time just as you would have responded to a completed report in the past.

**Q:** How do you compose a Plan of Correction and Enter POC Text?

**A:** See ePOC Procedure Guide, Pages 19 & 20.

**Q:** How does a provider enter POC text?

**A:** See ePOC Procedure Guide, Page 20. NOTE: There is no limit to the amount of POC text you can enter. You may use any word processing application to create the Plan of Correction. However, if you copy and paste information from another word processor into the POC Description area there may be problems with special characters. You may wish to use Notepad to avoid issues with special characters. You can do this by opening Notepad and copying your response into Notepad, then copy and paste from Notepad into ePOC. Other restrictions not listed in the ePOC Provider Guide: there can be no tables or graphics, however those can become an attachment by following the Attachment process.

**Q:** How does a provider submit and attest POC’s?

**A:** See ePOC Procedure Guide, Page 22.

**Q:** How does a provider view survey letters?

**A:** See ePOC Procedure Guide, Page 25.

**Q:** How does a provider include attachments for the POC?

**A:** See ePOC Procedure Guide, Page 26.

**Q:** How long are completed POCs or SOD’s maintained on the ePOC web?

**A:** Indefinitely. Note: ePOC survey history begins with the first survey after initial activation.

**Q:** What is my CCN number?

**A:** This acronym stands for CMS Certification Number. It is a six-digit number and may be found at the top of every CMS for 2567. For Washington facilities the CCN will start with the numbers “50”:



**Resources/Support**

**Q: What type of resources/support will be available for questions?**

**A:** RCS will have computer support staff available for questions regarding the ePOC online application. Emails can be sent to: WAEPOC@DSHS.WA.GOV.

For questions regarding your ePOC CMS Net account (login/password issues) or ePOC enrollment, please contact the CMS Net help desk at 1-888-238-2122.