May 26, 2017

ALTSA NH #2017-015
ELECTRONIC PLAN OF CORRECTION UPDATE

Dear Nursing Facility/Home Administrator:

In January 2017, the department announced participation in the Center for Medicaid Medicare Services (CMS) Electronic Plan of Correction (ePOC) project and supplied instructions on provider enrollment.

Since April 2017, the ePOC application has been automating the distribution of the federal statements of deficiency 2567 (SOD) and State Licensure WAC citations via a secure website created by CMS. The CMS website also allows for the electronic submission of plans of correction. At this time, CMS continues in only making the ePOC available to certified nursing facilities. This process is being used for all nursing facility health/life safety code surveys and complaint investigation SODs.

Access to your online SOD requires **advance** enrollment in ePOC. Facilities must have at least one registered ePOC user and can have up to 4 users. We strongly recommend that facilities have more than one user. Users will need to apply for two log-in IDs in order to access ASPEN Web: ePOC. User passwords must be updated every 60 days. After 90 days without a password change, the account will lock. If a user account has been locked, the user will need to contact the QTSO helpdesk at 1-888-477-7876 to unlock the account. The link to the provider resources and directions for enrollment is https://www.dshs.wa.gov/altsa/residential-care-services/electronic-plan-correction-epoc. Failure to enroll does not alleviate your responsibility to respond to survey reports and may lead to corrective action, including decertification.

The ASPEN Web: ePOC system requires SOD acknowledgement by the nursing facility for all health and life safety code survey types; recertification, complaint investigation, deficiency free recertification/complaint investigation and revisits. Should the survey require a POC, keep in mind that the ePOC system allows you to submit the POC on a citation by citation basis, however the preferred method by the state agency is for the nursing facility to submit the POC for all deficiencies at the same time, see attached instructions.

Questions concerning the ePOC system for nursing facilities may be emailed to WAePoC@dshs.wa.gov. Thank you for your anticipated cooperation in this matter.

Sincerely,

Candace Goehring, Director
Residential Care Services

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The below nursing facility instructions outline the steps for submitting a plan of correction through ePOC for **ALL** citations, on a single survey, at the same time. Although the ePOC system allows a provider to submit the POC on a citation-by-citation basis, the preferred method by the state agency is for the nursing facility to submit the POC for ALL citations at the same time.

1. Open ASPEN Web: ePOC.
2. The **Survey List** is displayed if you are a single facility user, the Facility List is displayed if you are a multi-facility user. If the Facility List is displayed, click on the facility's CCN to access the Survey List.

3. Select the **Event ID** of a survey from the Survey List. **Survey Detail** page will open.
4. Go directly to the tag in the grid; to bring a tag into view in the grid (when there are many tags), scroll down to it. To open the **Plan of Correction** entry page for a tag, click the tag number or Plan of Correction / Acknowledgement link in the grid.

5. In the **Facility Response** panel, enter POC text in the **POC Description** box. There is no limit to the amount of POC text you can enter. Note: You cannot enter POC text for A-level, PNC, or waived tags. For A-level and PNC tags, click the Acknowledge button in the Facility Response section. The status of waived tags is automatically set to Approved.

6. Enter or select (from the calendar) the **Completion Date (X5)**.
7. Click the **Save as Pending** button, the status of the tag changes to Pending. Repeat steps 4 – 7 for each citation on the survey. When finished continue with step 8.
8. On the **Survey Detail page,** click **Submit All Pending** to submit all pending POCs.
9. On the **Attestation of POC Submittal Terms and Condition** page, review the list of POC(s) you are submitting.
10. To submit the POC(s), select the Electronic Signature checkbox and click **Continue**.
11. The Survey Detail page opens. A "POC for <tag#> successfully submitted" message for each submitted POC appears at the top of the page and the status of the POC(s) is now Submitted. The submitted POCs are read-only unless and until they are rejected by the SA/RO.
12. If you do not want to sign the attestation yet, click **Back**. ePOC saves the POC(s) as pending and you return to the previous page.