

## **Frequently Asked Questions**

**Q1: Is there a procedures guide that provides facilities with additional information about ePOC?**

CMS current workbook training publication “ATT ePOC Workbook Refresher” ([Attachment B](#)) is currently available for use. Additionally, providers may access the most current ASPEN Manuals and Guides at:

<https://www.qtso.com/aspemanguide.html>

**Q2: Which providers are eligible to register for ePOC?**

SNFs/NFs who are:

- Federally certified
- “Open”
- Assigned a CMS Certification Number (CCN)
- Active CMS Health Care Quality Improvement System and CMSNet Account Users

**Q3: Are facilities required to participate in ePOC?**

Provider participation in ePOC is voluntary; however, L&C recommends that all eligible SNFs/NFs providers register, as provider participation will lead to greater survey and investigation efficiencies by reducing lengthy paper-based POC reviews.

**Q4: How can facilities register to participate in ePOC?**

Participation is a three-step process. SNFs/NFs electing to participate in ePOC must first complete the CMS ePOC training course, and then register with CMS to obtain access to ePOC. Lastly, providers must contact L&C to finalize ePOC account activation in the system.

General information and detailed provider training and registration instructions are available on CDPH’s website at:

[http://www.cdph.ca.gov/programs/LnC/Pages/ElectronicPlanofCorrection\(ePoc\).asp](http://www.cdph.ca.gov/programs/LnC/Pages/ElectronicPlanofCorrection(ePoc).asp)

- [Individual SNF/NF Provider – No Existing CMSNet Account](#)
- [Individual SNF/NF Provider – With Existing CMSNet Account](#)
- [Individual SNF/NF Providers – Adding or Deleting CMSNet User ID](#)
- [Multiple Facility/Corporate SNF/NF Provider – No Existing CMSNet Account](#)
- [Multiple Facility/Corporate SNF/NF Provider – With Existing CMSNet Account](#)
- [Multiple Facility/Corporate SNF/NF Providers – Adding or Deleting CMSNet User ID](#)

**Q5: How does a provider request ePOC account activation?**

After registering and receiving the ASPEN Web: ePOC account confirmation from CMS, providers must email CDPH at [CDPH-ASPEN-HELP@cdph.ca.gov](mailto:CDPH-ASPEN-HELP@cdph.ca.gov) so CDPH can enable the provider's ePOC access in the internal database system. Include "ePOC Activation" in the subject line and provide the facility's name, facility ID, and CCN in the body of the email.

Upon activation of ePOC access, the CDPH-ASPEN Help Desk will generate and send an email confirmation to the email address entered on the registration form.

**Q6: What is the difference between being "registered" to participate in ePOC and being "activated" to participate in ePOC?**

Providers are considered "registered" to participate in ePOC after they submit their registration request to CMS, and obtain login and password access to the ePOC web based application.

Providers are considered "activated" to participate in ePOC, once the CDPH-ASPEN Help Desk has enabled the ePOC functionality within the ASPEN system.

**Q7: How many ePOC users does a provider need to have?**

All registered ePOC providers must have at least two active ePOC user accounts held by current administrators or their designee at all times.

ePOC is reliant upon the provider's ability to receive their CMS-2567s electronically; therefore, if ePOC user accounts are allowed to expire or are held by former employees, any electronic communication between the DO and the provider using ePOC will not be possible. When ePOC users leave the employment of the provider, the provider should immediately contact CMS to update their ePOC access and ensure two accounts are active at all times.

See [Q4](#) for detailed provider instructions regarding adding or deleting an account.

**Q8: When will providers be able to request ePOC account activation?**

Activation for ePOC will be based on the following schedule by district office. A provider may register anytime during or after their scheduled activation period. Refer to the "ASPEN Web: ePOC Activation Schedule by District Office" ([Attachment C](#)) to determine when registered facilities will be activated to participate in ePOC.

**Q9: Will Multiple Facility Corporations with locations within several district office jurisdictions be allowed to activate ePOC for all locations all at once?**

Each individual facility will be activated the month their district office implements the use of ePOC. Refer to the "ASPEN Web: ePOC Activation Schedule by District Office" ([Attachment C](#)) for additional clarification.

**Q10: How can an expired ePOC account be reactivated?**

Accounts will expire after 180 days of non-use. The CMSNet Help Desk will send out a reminder email message prior to the account expiring. For expired accounts, contact the CMSNet Help Desk at 1-888-238-2122.

L&C recommends that users create an electronic reminder (i.e. Outlook calendar) to login to their account to keep the account active.

**Q11: Will the Informal Dispute Resolution request process change?**

Providers who are dissatisfied with the DO's findings may attach their Informal Dispute Resolution (IDR) request when submitting their POC for approval using ePOC.

If the Informal Dispute Resolution results in changes to a survey that has already been posted to ePOC, the DO will re-post the survey to ePOC once the changes are made. Facility users will receive a "Survey Results Re-Posted to Facility" email notification when the survey is re-posted. It will identify tags that have been changed and the reason for the re-posting. Providers will be notified of any changes to enforcement actions, if applicable.

**Q12: What type of resources and support will be available for questions?**

Questions	Contact
<ul style="list-style-type: none"> <li>• ePOC CMSNet account (login/password issues)</li> <li>• ePOC registration (error messages/submission problems)</li> </ul>	CMSNet Help Desk for questions at 1-888-238-2122.
<ul style="list-style-type: none"> <li>• Accessing or completing the ePOC application</li> <li>• Registering for the ePOC webinar</li> </ul>	CDPH will have staff available for questions regarding the ePOC online application process.  Emails can be sent to: <a href="mailto:CDPH-ASPEN-HELP@cdph.ca.gov">CDPH-ASPEN-HELP@cdph.ca.gov</a> or call 1-916-552-8910, Monday through Friday, 8:00 am to 5:00 pm Pacific Time.
<ul style="list-style-type: none"> <li>• Survey findings detailed in the CMS-2567</li> <li>• Development of the POC</li> </ul>	Facility's local DO will be available Monday through Friday, 8:00 am to 5:00 pm Pacific Time.  <a href="#">DO Contact</a> information is available on CDPH's L&C website.