

Detailed Provider Registration Directions for SNF/NF Individual Providers – No Existing CMSNet Account

Providers must have a CMSNet ID to access secure CMS sites (submissions/reports/surveys) unless an otherwise secure connection is established. CMS does not permit the sharing of user IDs.

- Step 1.** View the ePOC Webinar prior to initiating this registration process.

| Step | Action |
|------|--|
| 1 | Providers must submit an email to: CDPH-ASPEN-HELP@cdph.ca.gov . |
| 2 | Type “ePOC - CMS Training” in the subject line and provide the facility name, facility ID, and CCN in the body of the email. CDPH will respond with the webinar passcode. All persons viewing the webinar can use the same passcode. |
| 3 | Access the training webinar by selecting Online Training link . |
| 4 | Select ePOC . |
| 5 | Enter the registrant’s name and email address to initiate the training. |
| 6 | Select ePOC Provider Webinar and enter the webinar passcode provided by CDPH-ASPEN HELP desk. <i>NOTE: It may take several minutes to download the WebEx webinar.</i> |

- Step 2.** CMS’ Health Care Quality Improvement System (QIES) Technical Support Office website provides a web-based [Access Request Form](#) submission application.

Click on the Access Request Form Tab and complete as instructed. Click on the following link for step-by-step [Online Enrollment Instructions](#).

- Step 3.** After the request is approved and completed, the registrant will receive two emails from CMSNet Remote User Support:
- The first email contains the CMSNet username to access the site.
 - The second contains the CMSNet password. The user must change it upon first log in.

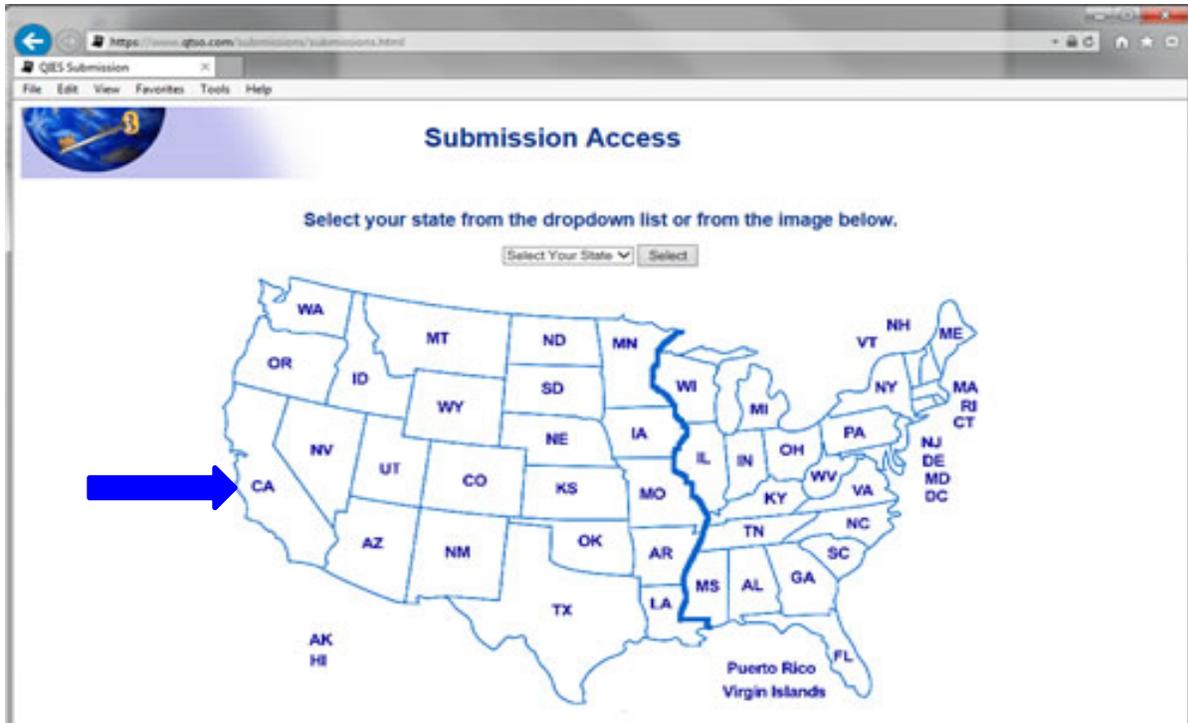
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- **Step 4.** Access the QIES Technical Support Office website and click on [CMSNet Information](#).

- **Step 5.** Click on the link [CMSNet-Submission Access](#).

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- **Step 6.** Click on California.



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- Step 7.** A warning that the user is accessing a government website will appear. Click “Proceed.”



Pre Sign-In Notification

****WARNING**WARNING**WARNING****

You have accessed a U.S. Government information system. There is no right of privacy on this system.

All data contained within this system is owned by the Centers for Medicare & Medicaid Services of the U.S. Department of Health and Human Services. For the purpose of protecting the rights and property of the Department, and to monitor compliance with all applicable statutes, regulations, agreements and policies; data access, entry and utilization may be monitored, intercepted, recorded, copied, audited, inspected or otherwise captured and/or analyzed in any manner.

Use of this system by any user, authorized or unauthorized, constitutes consent to this monitoring, interception, recording, copying, auditing, inspecting or otherwise capturing and/or analyzing of data access, entry and/or utilization through this system.

Unauthorized access is prohibited by Title 18 of the United States Code, Section 1030. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action. System personnel may give any potential evidence of crime found on Department computer systems to law enforcement officials.

System users are required to adhere to all applicable statutes, regulations, agreements and policies governing their access to and use of the data contained within this system including, but not limited to CMS Information Security Policies, Standards and Procedures.

******WARNING**WARNING**WARNING******
Click OK to continue



- Step 8.** Login to the CMS Secure Access Service by using the username and password received via email in [Step 3](#).

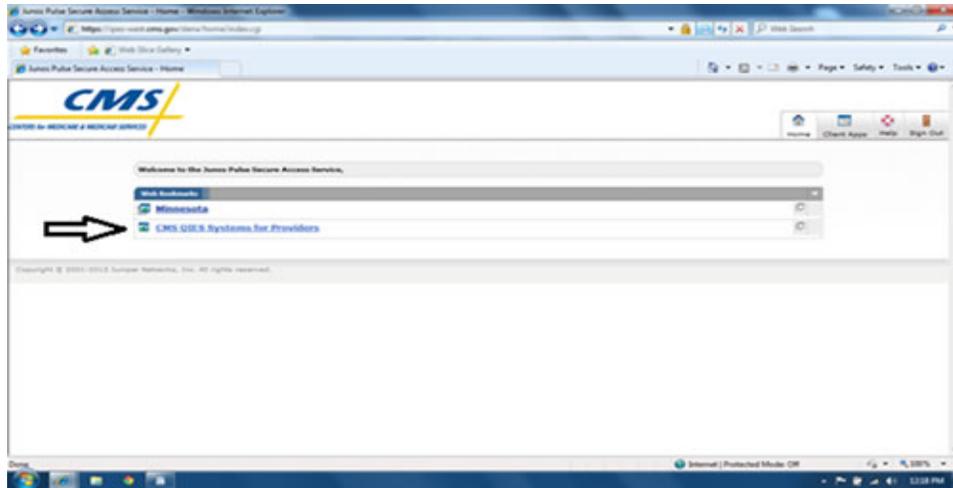
**Welcome to the
CMS Secure Access Service**

username
password

Important Information: De-support Notice - Internet Explorer 8 / Windows XP Effective October 1, 2014, the CMSNet portal and QIES systems will no longer support Internet Explorer (IE) 8 or below. After this date anyone using an unsupported browser will be blocked from accessing CMSNet portal and any QIES applications. More information regarding this change is available at the link https://web.qiesnet.org/EREN/Important_IE8_Information.pdf Posted 7/11/2014
NOTE: If this is your first time connecting, you will need to have admin rights to enable the necessary components for remote access to the QIES application. If you do not have admin rights, please contact your local support. <https://www.qiso.com/cmsnet.html>

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- **Step 9.** From this screen, click on the link, CMS QIES Systems for Providers link.



- **Step 10.** Click on the link for MDS and ePOC User Registration.



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- **Step 11.** From this screen, begin the “Provider User ID Registration” process.



- **Step 12.** Click on the “Access Type” drop down box, click and highlight ePOC.

| Step | Action |
|------|--|
| 1 | Enter the CMS Certification Number (CCN) also known as the OSCAR Provider Number, Medicare Identification Number or Provider Number OR enter the Provider Transaction Access Number (PTAN). |
| 2 | Enter all required information fields marked with an asterisk. |
| 3 | Follow the Password Rules for establishing a password. This will be the password to access the ePOC account. |
| 4 | Answer the security questions accordingly. |
| 5 | Click submit. |

- **Step 13.** A confirmation page will appear and provide the ePOC User ID (MDSxxxxxxx). Write down this ID or print this page.

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- ☐ **Step 14.** The system will also generate an “Activation Key” email to the email address entered in the registration form, which will include a 32-character activation key.

| Step | Action |
|------|--|
| 1 | Access the registrant’s email. The system requires the registrant to sign out to access email. It can sometimes take several minutes for this email to appear. |
| 2 | Copy this activation key and paste it somewhere easily accessible such as a notepad or Word document. |

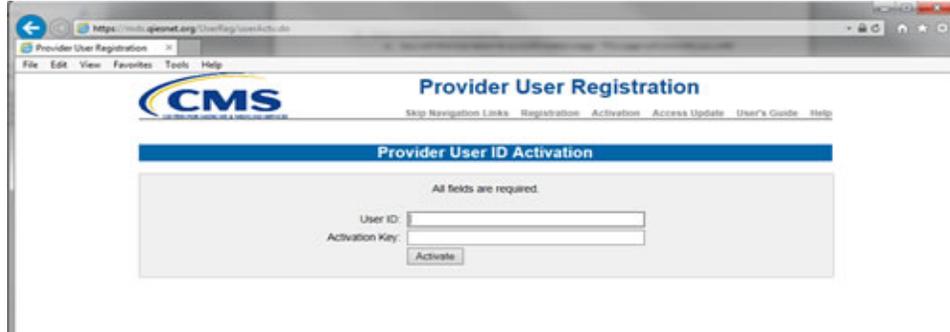
- ☐ **Step 15.** Log back into the [CMS QIES System](#) using the CMSNet username and password, and click the Providers page link. (Refer to [Steps 8 and 9](#) to review this process)
- ☐ **Step 16.** The “Provider User Registration” page will appear, and at the top, a number of links will be present. Click on “Activation.”

The screenshot shows a web browser window displaying the CMS Provider User Registration page. The page title is "Provider User Registration" and the sub-header is "Provider User ID Registration". A mouse cursor points to the "Activation" link in the top navigation bar. The registration form includes the following fields:

- * Access Type: MDS (dropdown)
- * Facility Criteria: CCN (dropdown)
- * CMS Certification Number (CCN): [text input]
- * User First Name: [text input]
- * User Last Name: [text input]
- Birth Date (mm/dd/yyyy): [text input] (The forward slashes are required)
- SSN: [text input] (No dash or space, Number only)
- Home Address: [text input]
- * Phone Number: [text input]
- * Email Address: [text input]

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- **Step 17.** Type in the ePOC User ID (MDSxxxxxxx) received in the ePOC registration confirmation email.



| Step | Action |
|------|---|
| 1 | Copy the 32-character activation key from the second ePOC registration confirmation email received from CMS. (Refer to Step 14 for clarity) |
| 2 | Click Activate. The user will receive a confirmation email that the account is activated. |

- **Step 18.** Once the activation is accepted, the ePOC system will be accessible by the registered user.

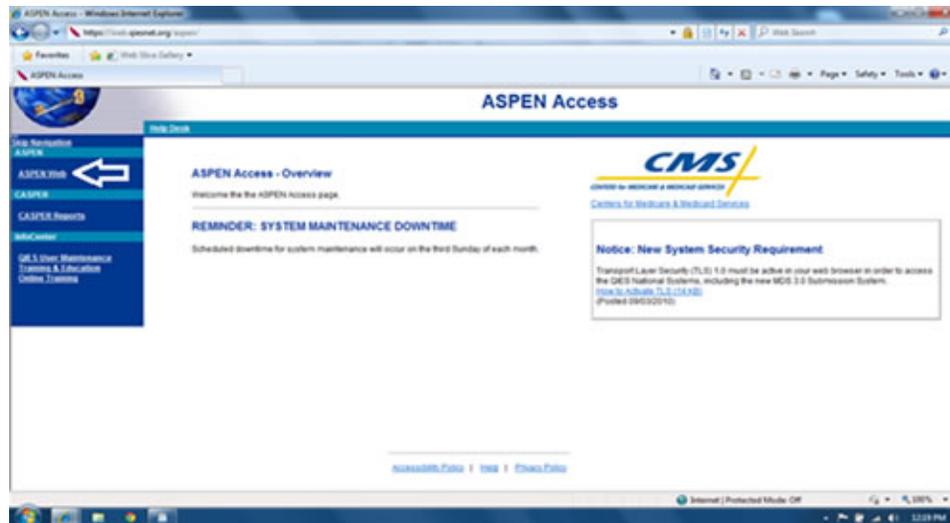
| Step | Action |
|------|--|
| 1 | To get to the ePOC system, log back into the CMS QIES System using the CMSNet username and password. |
| 2 | Click the Providers page link. (Refer to Steps 8 and 9 to review this process) |

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- **Step 19.** Once logged in, click the ASPEN Access (ePOC) link.

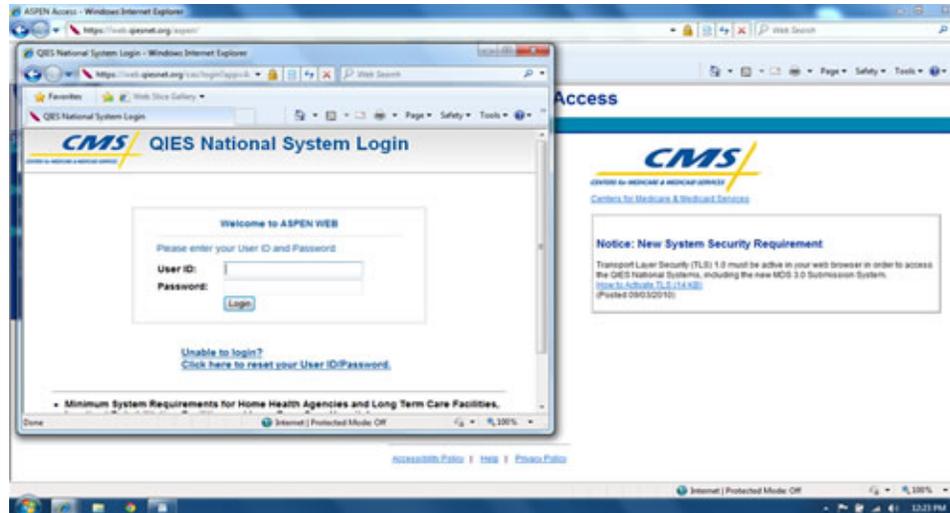


- **Step 20.** In the upper left hand corner click ASPEN Web.

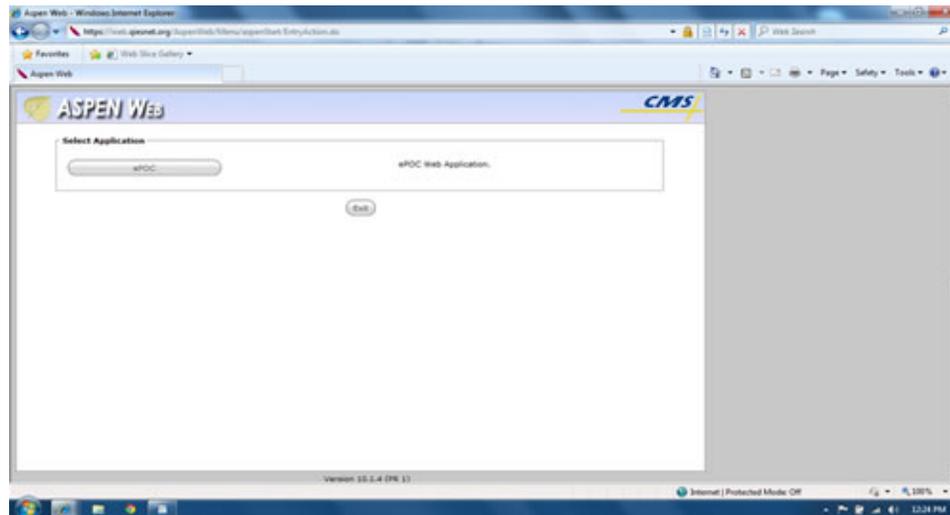


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- **Step 21.** Login using your ePOC User ID and password and click login.



- **Step 22.** A new screen will appear. Click the ePOC tab.



- **Step 23.** Providers will receive ePOC account activation confirmation from CMS.
- **Step 24.** Upon receipt of the account confirmation from CMS, providers must email CDPH at CDPH-ASPEN-HELP@cdph.ca.gov so that 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.

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- Step 25.** Upon activation of ePOC access, the CDPH-ASPEN HELP desk will generate and send an email confirmation to the email address entered in the registration form.
 - Congratulations and welcome to the online ePOC!
- Step 26.** Access to the ePOC system will now be available by going back to the [CMS QIES System](#) for Providers page. (Refer to [Steps 8 and 9](#) to review this process)

For any questions regarding this information, call 916-552-8910 or send an email to the ASPEN OASIS Help Desk at CDPH-ASPEN-HELP@cdph.ca.gov. Include “ASPEN ePOC Provider Access Request” in the subject line and reference the facility name, facility ID and CCN number in the body of the message to ensure a timely response. Questions may also be mailed to:

California Department of Public Health
ASPEN OASIS Help Desk
1615 Capitol Avenue
P.O. Box 997377, MS 3203
Sacramento, CA 95899-7377
Attention: ePOC Provider Access Request