



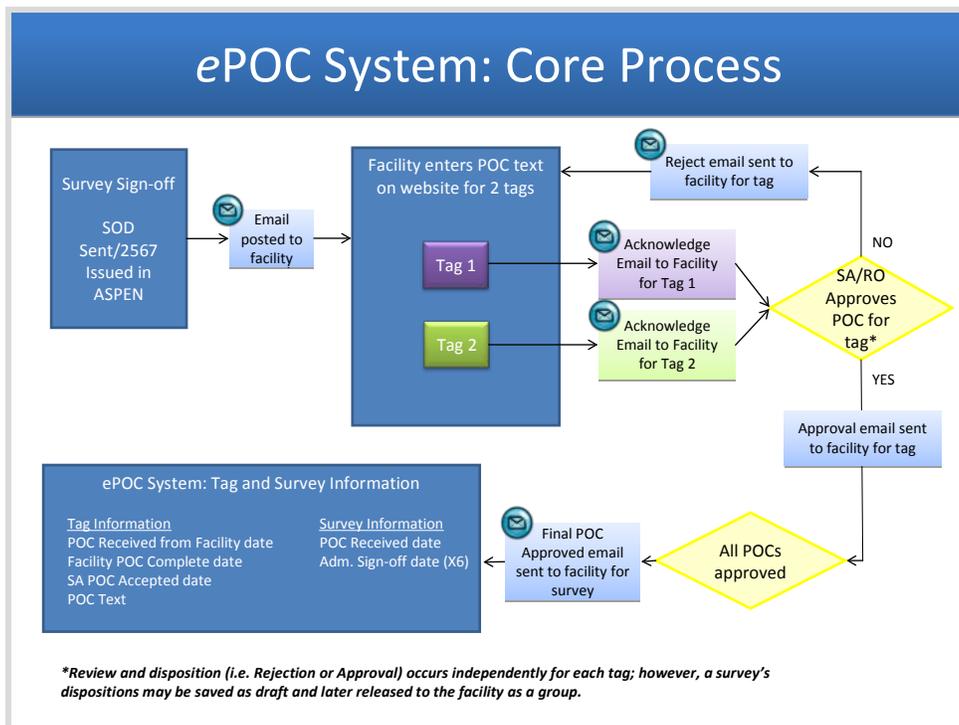
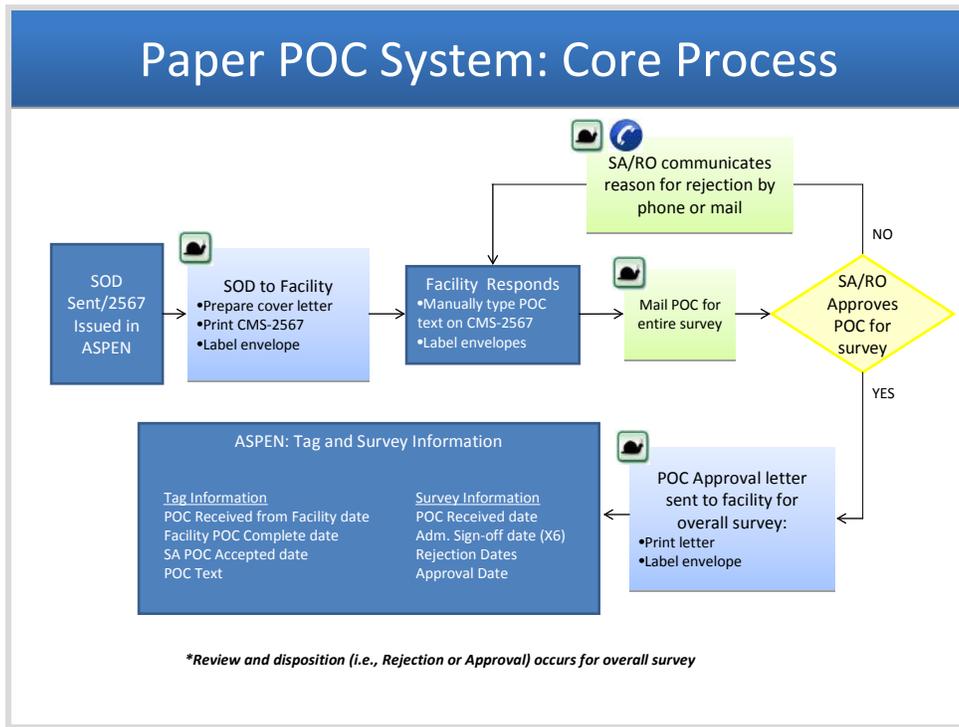
ATT ePOC Workbook



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ePOC Overview



ePOC Implementation: What You Need to Know

- Rollout Began Late Summer 2013 for Selected Start-up SAs/ROs
- Phase-in Period – Then Open to All States
- Initially Nursing Homes Only – Then Additional Categories Added
- Supported Survey Types
 - Federal Certified Providers Only
 - Recertification, Complaint, FMS (RO Only)
 - Health and LSC
 - Licensure Surveys of Otherwise Federally Certified Providers
*State Licensed-only Providers **not** Supported*

ePOC Statistics

as of June 2, 2014

- Facility Users Enrolled in ePOC: 1070
 - Facilities with ePOC Activation Dates: 708
 - Posted Surveys: 1370
 - Health Surveys: 1028
 - LSC Surveys: 332
 - Starting Surveys: 901
 - Revisit Surveys: 469
 - Enforcement-Related Surveys: 130
- Providers like:*
- the speed in receiving SODs
 - typing POC text on the web site
 - deficiency with evidence displayed

ASPEN Web: ePOC Initiation

- Three layers of ePOC initiation
 - CMS permits ePOC usage by all states
 - Post Phase-In Period
 - States configure for Health/LSC or Both activation
 - Facility Activation
 - Individual Facility Activation
 - Team (Work Unit) Activation

ePOC: User Access

- ePOC Implementation by User Group
 - SA/RO Embedded in ACO and ACTS
 - Offers centralized workplace for convenience
 - Access Control via existing ASPEN Facility Type and menu security
 - Provider Access via ASPEN Web

ePOC Posting Qualifications : Facility

- First Step: ePOC Posting
- Facility Qualifications for ePOC
 - Open
 - CCN Present
 - Uploaded to National
 - Activated for ePOC Participation

ePOC Posting Qualifications: Survey

- Survey Qualifications for ePOC Posting
 - Survey Characteristics
 - Federal, State, or combined survey
 - Health or LSC
 - All Survey Types (e.g. Complaint, Recertification, FMS, etc.)
 - Not recycled
 - Exit date on or earlier than today
 - At least one corrected or uncorrected tag (0000 or 9999 qualifies)
 - Evidentiary text present for each uncorrected tag on the survey
 - SA or RO user manually triggers survey posting to ePOC website

ASPEN Web: ePOC – Facility Process

- Select Facility (if user associated with more than one)
- Survey Listing
 - Ascertain current survey POC status
 - Basic survey identifying information
 - View Letter(s)
 - Instructions
- Survey Details
 - View entire survey in a similar layout to the 2567
 - Print Survey Reports (2567, 2567A and 2567B)
 - Attach supporting materials only – Do not attach POCs
- POC Entry Page
 - Review specific SOD and submit POC information to the SA/RO

ASPEN: ePOC – SA/RO POC Review

- POC Manager (ACO/ARO and ACTS/RO)
 - Default shows surveys pending SA/RO activity
 - POC status easily identified
 - Additional Filtering capabilities
- POC Approval and Rejection
 - Rejection
 - Save of Draft rejection reason(s) – Allows for supervisor review
 - States may enter state-specific rejection reasons (state surveys only)
 - Custom rejection explanation sent to Facility
 - Final Rejection
 - Approval
 - Save of Draft approval – Allows for supervisor review
 - Final Approval
 - Notification Emails auto-generated to provider user(s)
- Facility view of rejection reasons & POC Resubmission

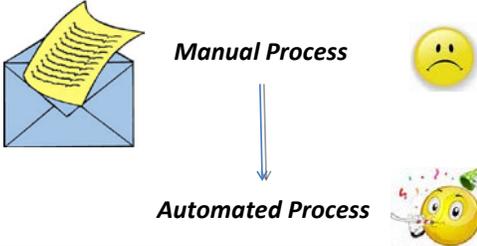
ASPEN Web: ePOC Additional Processes

- Revisit Surveys
 - Each survey processes separately
 - Corrected tags included behind the scenes
 - 2567B form available for printing
 - Must be posted to ePOC web in order for facility to print 2567B
- LSC Surveys
 - Single Report file generates (one PDF file)
 - Content grouped by building, page numbers reset
- Scope/Severity Level A Tags
 - Tags display on ePOC website
 - POC entry not permitted, but acknowledgement is required
 - Prints on separate Form-A-like report

ASPEN Web: ePOC - Special Cases

- Deficiency-free Surveys (only tag 0000 or 9999)
 - Provider Acknowledgement Required
 - POC entry not permitted
 - Notification emails and reports to monitor acknowledgement status
- Fully Corrected Revisit Surveys
 - Must be posted to ePOC website for facility to be able to access 2567B report
- Past Non-compliance
 - Tags display on ePOC website
 - POC entry not permitted
 - As in ACO/ACTS, “No POC Required...” text prints on 2567 report
- Limit or Update Display on ASPEN Web: ePOC
 - Re-post to ePOC website
 - Un-Post, Unlock, Stop - IDR/IIDR, IJ tags, corrections
- FMS Surveys

ASPEN ePOC – Streamlines POC Operations



Manual Process 

↓

Automated Process 

ASPEN Web - Electronic Plan of Correction

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Facility List

Search: Showing 1 to 5 of 5 entries

CCN	Name	Address
165198	IOWA CITY REHAB & HEALTH CARE	3661 ROCHESTER AVENUE
165006	IOWA JEWISH SENIOR LIFE CENTER	900 POLK BOULEVARD
165130	IOWA LUTHERAN HOSPITAL	700 EAST UNIVERSITY
165200	REGENCY REHAB AND SKILLED NURSING	1600 MCPHERSON

ePOC Access and Facility Registration

ePOC: User Access

- ePOC Implementation by User Group
 - SA/RO Embedded in ACO and ACTS
 - Offers centralized workplace for convenience
 - Access Control via existing ASPEN Facility Type and menu security
 - Provider Access via ASPEN Web

ePOC: Facility Enrollment

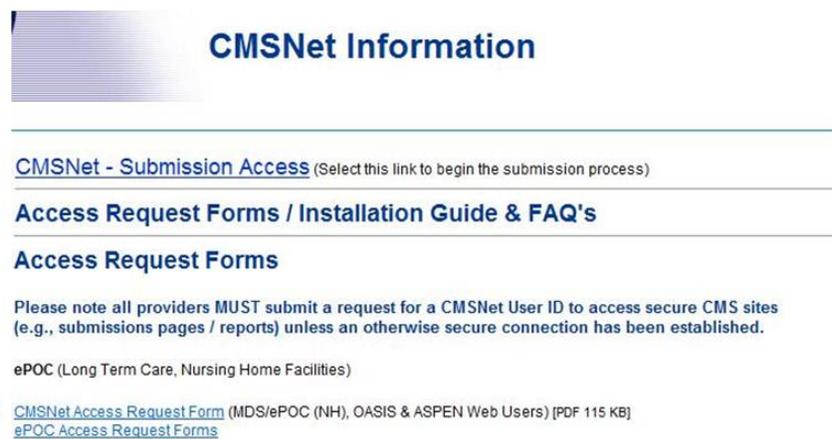
- Limited to Nursing Home facilities in first release
- Each ePOC user needs two accounts:
 - CMSNet account (for network access)
 - QIES User account (for ePOC access)

MDS and ePOC Registration

- Login through CMSNet
- Single-facility end users responsible for
 - MDS submissions
 - CASPER Reports and/or
 - ePOC processing
- Users requiring access to multiple facilities
 - Enroll via the registration form process noted on the QTSO website

Single Facility User

- CMSNet Request Form on QTSO Website:
<https://www.qtso.com/cmsnet.html>



CMSNet Information

[CMSNet - Submission Access](#) (Select this link to begin the submission process)

Access Request Forms / Installation Guide & FAQ's

Access Request Forms

Please note all providers **MUST** submit a request for a CMSNet User ID to access secure CMS sites (e.g., submissions pages / reports) unless an otherwise secure connection has been established.

ePOC (Long Term Care, Nursing Home Facilities)

 [CMSNet Access Request Form](#) (MDS/ePOC (NH), OASIS & ASPEN Web Users) [PDF 115 KB]
[ePOC Access Request Forms](#)

Single Facility User

- CMSNet Submission Access

CMSNet Information



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ePOC (Long Term Care, Nursing Home Facilities)

[CMSNet Access Request Form](#) (MDS/ePOC (NH), OASIS & ASPEN Web Users) [PDF 115 KB]
[ePOC Access Request Forms](#)

Single Facility User Online Registration



Submission Access

Select your state from the dropdown list or from the image below.

Select Your State



Single Facility User MDS & ePOC User Registration



Single Facility User MDS & ePOC User Registration

- MDS User Access



MDS & ePOC User Registration

Provider User Registration:



Provider User Registration

[Skip Navigation Links](#) [Registration](#) [Activation](#) [Access Update](#) [User's Guide](#) [Help](#)

Provider User ID Registration

Fields marked with * are required.

* Access Type:	<input type="text" value="ePOC"/>	
* CMS Certification Number (CCN):	<input type="text" value="165119"/>	
* User First Name:	<input type="text" value="Test"/>	
* User Last Name:	<input type="text" value="Userwo"/>	
Birth Date (mm/dd/yyyy):	<input type="text"/>	(The forward slashes are required)
SSN:	<input type="text"/>	(No dash or space, Number only)
Home Address:	<input type="text"/>	
* Phone Number:	<input type="text" value="8885552222"/>	
* Email Address:	<input type="text" value="testuserwo@yahoo.com"/>	
* Re-enter Email Address:	<input type="text" value="testuserwo@yahoo.com"/>	
	<input type="button" value="Password Rules"/>	
* Password:	<input type="password" value="*****"/>	
* Re-enter Password:	<input type="password" value="*****"/>	
* What is the name of the street where you grew up?	<input type="text" value="*****"/>	(Question 1)
* Re-enter Answer to Question 1:	<input type="text" value="*****"/>	
* What is the name of the first school you attended?	<input type="text" value="****"/>	(Question 2)
* Re-enter Answer to Question 2:	<input type="text" value="****"/>	
* In what city/town did your mother and father meet?	<input type="text" value="*****"/>	(Question 3)
* Re-enter Answer to Question 3:	<input type="text" value="*****"/>	
	<input type="button" value="Submit"/>	

Your new Individual User ID will be provided on the next page.
Your User ID allows you to access for ePOC Processing.

Single Facility User MDS & ePOC User Registration

Registration Confirmation:



Provider User Registration

[Skip Navigation Links](#) [Registration](#) [Activation](#) [Access Update](#) [User's Guide](#) [Help](#)

Your registration has been successfully completed.

Confirmation of ePOC User ID Registration

Thank you for registering!

Save this information for your records.
[Print this page.](#)

Your New ePOC User ID: MDS0075359

User First Name: Test

User Last Name: Userwo

Phone Number: 8885552222

Email Address: testuser2@yahoo.com

State ID: IA

Facility ID (FAC_ID): IA0285

Facility Name: MERCY MEDICAL CENTER-CLINTON

Facility City/State: CLINTON, IA

Note:

- If this is not your Facility Name, please contact the QTSO Help Desk at 1 (800) 339-9313.
- Your account must be activated before use. An activation key has been sent to the email you provided. You may need to log out of this system to access your email.
- You may access the Activation link on the top of this page to proceed with the activation. Both the user ID on this page and the activation key in the email are required for the account activation.
- This is a personal account. Do not share your individual User ID or password.
- Your User ID allows you to access to process ePOC (Electronic Plan of Correction).

Single Facility User MDS & ePOC User Registration

Activation Email:

Your registration has been completed and must be activated with the following steps by 06/21/2014.

1. Copy your Activation Key from below.
2. Go to the CMSNet Link: <https://qtso.com/submissions/submissions.html>
3. Choose your state and log into CMSNet.
4. Advance to the CMS QIES Systems for Providers Welcome page.
5. Click on the link for User Registration.
6. On the menu bar (at the top of the page), click on the link for Activation.
7. Enter your User ID (displayed on your Confirmation Page).
8. Paste in your Activation Key.
9. Click the Activate button.

Activation Key: 3uje28sjygz41lertm67yza8oz895fs8js00106

Note: The activation key is only valid thru 06/21/2014. If activation is not completed, the user account will be terminated. If user account is terminated, you will be required to register for a new user account.

Single Facility User MDS & ePOC User Registration

- Confirmation of Activation



Provider User Registration

[Skip Navigation Links](#) [Registration](#) [Activation](#) [Access Update](#) [User's Guide](#) [Help](#)

Confirmation of ePOC User ID Activation

Your account has been activated and is ready for your use.

Return to the [ASPEN Access Page](#).

Existing MDS Users: Adding ePOC Access

Provider User Registration

Add Access to User Account

All fields are required.

User ID:

Password:

Use this tool to add access to an active User Account.

1. Add ePOC access to an active user account currently used for assessment submission and CASPER Reports.
2. Add assessment submission and CASPER Reports access to an active user account currently used for ePOC processing.

Provider User Registration

Access update has been successfully completed.

Confirmation of Access Update to User Account

Your user account access has been successfully updated.

The access includes MDS 3.0 assessment submission, CASPER Reports and ePOC processing for:

State ID: IA

Facility ID (FAC_ID): IA0285

Facility Name: MERCY MEDICAL CENTER-CLINTON

Facility City/State: CLINTON, IA

Multi-User MDS & ePOC User Registration

- CMSNet Access Request Form
- ePOC Paper Enrollment Form on QTSO Website:
<https://www.qtso.com/cmsnet.html> (Data Access Request Forms link)

CMSNet Information

[CMSNet - Submission Access](#) (Select this link to begin the submission process)

Access Request Forms / Installation Guide & FAQ's

Access Request Forms

Please note all providers **MUST** submit a request for a CMSNet User ID to access secure CMS sites (e.g., submissions pages / reports) unless an otherwise secure connection has been established.

ePOC (Long Term Care, Nursing Home Facilities)

➔

[CMSNet Access Request Form](#) (MDS/ePOC (NH), OASIS & ASPEN Web Users) [PDF 115 KB]
[ePOC Access Request Forms](#)

Overview of ePOC Changes in ASPEN

Facility ePOC Website Changes:

- Release notes included in Facility menu on Survey List page
- Past Non-Compliance (PNC) indicator displays on Survey Detail page
- Help text available for Completion Date (X5) on Plan of Correction Entry page
- The Plan of Correction Entry page opens with tag information, regulation text, and observation text in the left pane
- The Completion Date is not required for POC Save as Pending
- Tag 9999 displays on the 2567 form if it is posted to the ePOC website
- The new rejection reason explanation and the Other rejection reason displays on the Plan of Correction Entry screen
- For LSC Surveys:
 - The deficiency list on the Survey Detail Page includes the building name
 - Citations for each building display in a separate table which has a building ID and name header above each table
 - The deficiency list in the Navigation Pane is separated by building with a header that includes the building ID and name.
- Facility attachments:
 - Moved from the Survey List page to the Survey Detail page
 - Instructional note displays on Attachments page: "Note: Attachment of supporting materials does not qualify as a Plan of Correction (POC) response. Enter POC responses on the Survey Details page if required".
 - Patient Confidentiality statement changed to: "To protect patient confidentiality, please only attach documents that are necessary to support the Plan of Correction."
- Facility users can view and print a CMS 2567B form for revisit surveys

ACO/ACTS Changes:

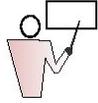
- You can optionally add comments when rejecting a tag's POC
- Reason for removing the posting and reposting a survey is required
- New emails were added
- New reports were added
- New filtering fields for reports
- Enable button controls security to ePOC Activation Date
- Select Activation Date within 13 business days from today–changed from 10 days
- Save As Facility Emergency Contact button allows SA/RO to populate Emerg. Contact fields from Web User information
- Ability to change POC Due date before posting survey
- Enforcement and complaint letters are available for posting on ASPEN Web: ePOC if they were sent to the facility and are linked to the survey
- ePOC sets the 2567/B Entry Completed flag to true when a survey is posted to ASPEN Web: ePOC
- Surveys cannot be posted to ASPEN Web: ePOC if there are no enrolled facility users
- First and last name of the facility web user who "First Viewed" the citation display on ePOC Properties
- Upon Final Approval of the last submitted POC on a survey, the survey status is set to closed
- Intake Responsible Parties quick-add feature added to the Responsible Parties section of ePOC Properties
- Timeframe changed for generation of the Late POC Review email to SA/RO staff to the 7th workday after the provider submits the POC; subsequent recurrence of the email is once per week thereafter until the POC is approved or rejected
- An "Other" rejection reason is available when rejecting an electronic Plan of Correction; when selected, free-form text to describe the reason for rejecting the POC is required
- For all rejection reasons, may enter free-form text to describe the reason for rejecting the POC

- Facility Submitted POC Email Changes:
 - The existing *Facility POC Submitted for Tag* email will be changed so that it only generates the *first time* a tag is submitted, thus, the name will also change to *Facility POC Initially Submitted*
 - When a facility has submitted all Plans of Correction for a survey, a *Facility POC Submitted for All Tags* email will be generated to SA/RO staff only
 - When a facility has re-submitted the plan of correction for a rejected tag, a *Facility POC Resubmitted for Tag* email will be generated to the facility with cc's to the SA/RO. The number of ePOC
- When a survey is re-posted via ePOC Properties, if the status of a revised tag is "No POC", its status remains "No POC"; however, when the status of a revised tag is other than "No POC", its status is changed to "Rejected" with a reject reason of "Revised deficiency information exists. See details."
- The ePOC Tardy Survey Posting email and report exclude shell-only surveys

Scenarios

About the Scenarios

Some of the steps in the following scenarios are designed and labeled as *INSTRUCTOR DEMO* and others are designed for the class and labeled *CLASS EXERCISE*.



Indicates tasks to be performed by the instructor only.



Indicates tasks to be performed by the entire class.

Some features in the following scenarios were added or changed since ePOC was introduced.



Indicates scenario steps that use new/changed ePOC features, as well as new emails and reports.

#1 Configuring ASPEN for ePOC

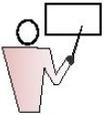
The state needs to enable ePOC functionality in ASPEN as well as activate facilities to utilize ePOC.

Part 1: SA enables ePOC in ASPEN



<p>1 Enable ePOC in ASPEN: IT</p>	<p><i>Instructor Demo</i></p> <ul style="list-style-type: none"> ➤ Open ACO. ➤ From the main menu, select System System Configuration, then select State Customization. ➤ Enter the system password and click OK. ➤ Click the Enable POC for drop-down and select Health and LSC. ➤ Click OK to save the changes.
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Part 2: SA activates ePOC for one or multiple facilities



<p>1 Activate a facility</p>	<p><i>Instructor Demo</i></p> <ul style="list-style-type: none"> ➤ In the tree, locate a nursing home. ➤ Right click on the facility, then select Facility Properties. ➤ Find the ePOC Information section at the bottom of the window. ➤ Click the Enable button to the right of the ePOC Activation Date. ➤ Click the arrow button in the ePOC Activation Date field to open the calendar. ➤ Select a date within the last 13 business days and click OK.
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<p>2 Update emergency contact</p>	<ul style="list-style-type: none"> ➤ Click the Web Users button. ➤ Highlight any user and select Save As Facility Emergency Contact. ➤ Answer Yes to the confirmation message and click Close. <p>The Emergency Contact information is now populated with the web user's information.</p> <ul style="list-style-type: none"> ➤ Click OK to close Facility Properties.
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#2 Basic ePOC Lifecycle

This scenario takes you through the basics of using ePOC, from creating a survey and posting the survey to ASPEN Web, to facility submission of Plans of Correction, to approval/rejection of the submitted Plans of Correction.

Part 1: SA creates survey with tags and posts it for facility review



<p>1 Create survey</p>	<p><i>Class Exercise</i></p> <ul style="list-style-type: none"> ➤ Open ACO: on your desktop, double click on the ACO shortcut and click OK on the warning message. ➤ Activate the NH OPEN selection set. ➤ In the tree, locate <A> Training Nursing Home ATT, where A is your training letter. ➤ Expand the facility. ➤ Right click on Survey and select New Survey. ➤ Select today's date as the survey Start and Exit date. ➤ Select the federal Long Term Care Facilities regulation set. <p>Extent(s) is preselected for you.</p> <ul style="list-style-type: none"> ➤ Select A – Complaint Investig as the Type of survey. ➤ In the Team Roster section, select Update.
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	<ul style="list-style-type: none"> ➤ In the Staff Availability List, locate your training ID and select it to add yourself to the survey team; click OK. ➤ Click OK to save the survey shell, then click Yes to proceed to citation manager.
<p>2 Cite tags</p>	<ul style="list-style-type: none"> ➤ In the Regulations grid, double click Initial Comments (tag 0000). ➤ In Citation Properties, click OK to open the word processor. ➤ Enter a few initial comments, then click OK. ➤ In the Regulations grid, double click on another tag. ➤ Select D for the S/S level, then click OK. ➤ Enter citation text and click OK. ➤ Select another tag, choose E for the S/S level, and click OK. ➤ Enter citation text and click OK.
<p>3 Generate SOD letter</p>	<ul style="list-style-type: none"> ➤ Click Letters Generate New Letter.
<p>4 Preview letter</p>	<ul style="list-style-type: none"> ➤ On the Select Letters and Distribution Lists window, select Show All. ➤ Scroll down and select Q1CH NH-STANDARD EPOC SOD. ➤ In the Distributions section, scroll down and double click on Facility to specify Letter as the Action. This designates the facility as the recipient of the letter. ➤ Click Preview. ➤ Review your letter in the Word Processor Dialog, then select Save & Exit. ➤ Click Done to close Citation Manager.

<p>5 Post survey on ASPEN Web: ePOC</p>	<p>We want to be able to easily track the POC process for this survey so ...</p> <ul style="list-style-type: none"> ➤ Right click on your survey and select ePOC to open ePOC Properties. <hr/> <p>NOTE: Intake responsible parties can now be added as ePOC responsible parties.</p> <p>NOTE: The POC Due Date can be changed. When it is changed, a Response Due Date Change email is sent to the facility.</p>
<p>6 Post survey on ASPEN Web: ePOC</p>	<ul style="list-style-type: none"> ➤ In the Survey Letters section, select the checkbox for the SOD letter you generated so that it will appear on the ePOC website. <hr/> <p>NOTE: In addition to survey letters, enforcement and intake letters can be selected if they are associated with the survey.</p> <hr/> <ul style="list-style-type: none"> ➤ Select Post on ePOC Website to post the survey and SOD letter, then click Yes. <p>The Posted date for each tag is entered on the POC Properties window as well as the Post date and SOD Sent Date for the survey.</p> <hr/> <p>NOTE: Surveys cannot be posted to ASPEN Web: ePOC if there are no enrolled facility users.</p> <hr/> <ul style="list-style-type: none"> ➤ Click OK on the message. ➤ Click Close to exit ePOC Properties. <p>ePOC sets the 2567/B Entry Completed flag to true.</p> <hr/> <p>Note: ePOC Properties must be closed to remove semaphore locks on the survey before the facility can access it on ASPEN Web: ePOC.</p>



Part 2: Facility submits POCs for all tags



<p>1 Open ASPEN Web: ePOC</p>	<p><i>Class Exercise</i></p> <ul style="list-style-type: none"> ➤ On your desktop, double click on the E-POC Web App shortcut.
<p>2 Log in as facility</p>	<ul style="list-style-type: none"> ➤ Log into ASPEN Web: ePOC with your training facility User ID and Password. The Facility List opens. ➤ Click on the facility CCN. Your survey is displayed on the Survey List.
<p>3 View SOD letter</p>	<ul style="list-style-type: none"> ➤ Click the envelope icon in the Letters column for your survey. ➤ Click the Letter Date, then click Open to view the SOD letter as an .RTF file. ➤ Exit the letter, then click X to close the Letters window. ➤ Note the information in the other columns for your survey, then click the Event Id to open the Survey Detail page.
<p>4 View survey details</p>	<p>The Deficiencies list on the left side of the Survey Detail page indicates the POC status of the deficiencies in the grid. The Completion Date (X5) column in the grid also displays the tag's status.</p> <p>The second column in the grid displays Regulation and Observations text for each cited tag. If there isn't enough room on the grid to display all of the text, you will see [MORE] after the text.</p> <ul style="list-style-type: none"> ➤ Select [MORE] to display the complete Regulation or Observations text for one of the tags. ➤ Click the X to leave the Regulation or Observations window.

<p>5 Compose Plan of Correction</p>	<ul style="list-style-type: none"> ➤ Select the first non-0000 tag in the grid by clicking on the tag. The Plan of Correction page opens with tag information, regulation text, and Observation text in the left pane. ➤ In the Facility Response section, enter some POC Description text. The POC is the facility's response for the selected tag. ➤ Click in the Completion Date (X5) field and select today's date from the calendar. ➤ Click Save as Pending to save this POC. Notice the message indicating the tag was successfully saved. ➤ Click Back (at upper right), since you are going to enter the POC for another tag. Notice the tag's Status has changed to <i>Pending</i>. <hr/> <p>NOTE: The Completion Date is not required for Save as Pending; only required for Submit As Final.</p>
<p>6 Submit multiple tags</p>	<ul style="list-style-type: none"> ➤ Click on the second tag. ➤ Enter some POC Description text as the facility response for the current tag. ➤ Click in the Completion Date (X5) field and select today's date from the calendar. ➤ Click Save as Pending to save this POC, then click Back. Both tags are in <i>Pending</i> status. ➤ Select Submit All Pending (above the grid).



<p>7 eSign and Attest POC for all tags in Pending status</p>	<p>The facility must electronically sign the Attestation of POC Submittal Terms and Conditions for each tag submitted for SA/RO review.</p> <p>The tags the facility (you) just submitted are listed at the top of the Attestation.</p> <ul style="list-style-type: none"> ➤ Select the Electronic Signature checkbox, then click Continue. <p>You return to the Survey Detail page. Note the Status of all three tags has changed to <i>Submitted</i>.</p> <p>At the top left of the page, a "POC successfully submitted" message appears for each tag.</p> <p>A Facility POC Submitted for All Tags email is generated since the facility submitted the last POC for all tags.</p>
<p>8 View CMS- 2567</p>	<ul style="list-style-type: none"> ➤ Select the printer icon (upper right), then 2567, then click Open to display the attachment. <p>The 2567 form displays the watermark, POC NOT FINAL. The watermark remains on the 2567 until all POCs are approved for the survey. A facility may print the 2567 form at any time.</p> <ul style="list-style-type: none"> ➤ Close the 2567. ➤ Click the menu icon (three bars) on the right side of the toolbar at the top of the page and select Log Out. <p>You return to the Login page for ASPEN Web: ePOC.</p>



Part 3: SA approves/rejects POCs

This portion of the scenario demonstrates how to approve and reject the tags' POCs individually.



<p>1 Open POC Manager</p>	<p><i>Class Exercise</i></p> <ul style="list-style-type: none"> ➤ Go back to ACO. ➤ Select POC from the toolbar. ➤ In POC Manager, select the survey with the POCs you created, then click POC Approve/Reject. <hr/> <p>Note: You can click anywhere in the applicable row to select the survey.</p>
<p>2 Approve tag's POC</p>	<ul style="list-style-type: none"> ➤ In the Deficiencies grid, select the first non-0000 tag. ➤ Review the Plan of Correction text, then select Approve. ➤ Enter a few approval comments, then select Final Approval. ➤ Select Yes on the confirmation message.
<p>3 Reject tag's POC</p>	<ul style="list-style-type: none"> ➤ Select the second non-0000 tag. ➤ Review the Plan of Correction text, then select Reject. ➤ Select the Other rejection reason. <hr/> <p>Note: The text field becomes enabled for the Other rejection reason and is required when selecting this rejection reason.</p> <hr/> <ul style="list-style-type: none"> ➤ Enter text in the text field for the Other rejection reason. <p>You can optionally add Comments for each rejection reason as well as overall comments for the rejection of the tag.</p> <ul style="list-style-type: none"> ➤ Select Final Rejection.



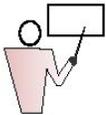
	<ul style="list-style-type: none"> ➤ Select Yes on the confirmation message. ➤ Click Close to close POC Approval and Rejection, then Close again to close POC Manager.
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#3 Adding a New Letter and Closing Surveys

It may occasionally be necessary to add additional letters to ePOC Properties and post them to the ePOC website for a facility to view. This scenario also demonstrates how a survey is automatically closed when all POCs for the survey are approved.

Part 1: SA adds new letter to be posted

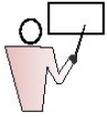
This portion of the scenario demonstrates how to add an additional letter to be posted to the ePOC website.



<p>1 Post additional SOD Letter</p>	<p><i>Instructor Demo</i></p> <ul style="list-style-type: none"> ➤ In the tree, right click on the survey and select ePOC. ➤ In the Survey Letters for ePOC Display section, click New. ➤ On the Select Letters and Distribution Lists window, select Show All. ➤ Scroll down and select Q1CH NH-STANDARD EPOC SOD. ➤ In the Distributions section, scroll down and double click on Facility to specify Letter as the Action. <p>This designates the facility as the recipient of the letter.</p> <ul style="list-style-type: none"> ➤ Click Preview. ➤ Review your letter in the Word Processor Dialog, then select Save & Exit. ➤ Select the new letter and click Alert Facility.
	<ul style="list-style-type: none"> ➤ Click Yes on the confirmation message. <p>This will generate the Letter Notification email to the facility.</p> <ul style="list-style-type: none"> ➤ Click Close to close ePOC Properties.



Part 2: Facility resubmits POC for rejected tag



1 Locate survey	<p><i>Instructor Demo</i></p> <ul style="list-style-type: none"> ➤ Log into ASPEN Web: ePOC. ➤ On the Facility List, select your facility CCN. ➤ On the Survey List, select the survey Event Id. ➤ On the Survey Detail page, note the tag status is Rejected. ➤ Select the rejected tag.
2 Update POC	<ul style="list-style-type: none"> ➤ Enter new text in the POC Description field and a new date in Completion Date (X5). <p>Note that the rejection reason displays at the bottom of the page.</p>
3 Resubmit POC for all tags	<ul style="list-style-type: none"> ➤ Click Submit as Final.
4 Sign Attestation	<ul style="list-style-type: none"> ➤ Click the Electronic Signature checkbox to agree to the Attestation. ➤ Click Continue. <p>On the Survey Detail page, the updated Status for the tags is Submitted. A Facility POC Resubmitted for Tag email is generated for the rejected tag.</p> <ul style="list-style-type: none"> ➤ Log out of ASPEN Web: ePOC.



Part 3: SA/RO approves all POCs and survey is closed



<p>1 Locate survey</p>	<p><i>Instructor Demo</i></p> <ul style="list-style-type: none"> ➤ Go back into ACO. ➤ Click POC on the toolbar to open POC Manager. ➤ Highlight the survey and select POC Approve/Reject. ➤ In the Deficiencies grid, select the tag with a status of Submitted. ➤ Review the Plan of Correction text, then select Approve, then select Final Approval. ➤ Select Yes on the confirmation message. ➤ Close POC Approve/Reject dialog and POC Manager.
<p>2 Survey Status Closed</p>	<ul style="list-style-type: none"> ➤ In the tree, locate the survey. ➤ Right click on the survey and select Survey Properties. <p>Note the status is set to Closed.</p>



#4 LSC Revisit Surveys

This scenario shows you how LSC surveys are displayed differently on the ASPEN Web: ePOC system and how revisit surveys are handled in ePOC and how a provider can print the 2567 forms.

Part 1: SA creates and posts a revisit

The same process as for other surveys is used to post revisit surveys to the ASPEN Web: ePOC.



1 Create revisit survey

Class Exercise

- Open **ACO** and locate your facility.
- Locate the LSC survey.
The LSC survey is for a facility with multiple buildings and includes 4 tags.
- Right click on the survey and select **Create Follow-up Survey**.
- Select **Carry Text Forward** and click **OK**.
- Locate the revisit survey you just created.
- Right click on the survey and select **Citation Manager**.
- In the **Citations** section, right click on a tag and select **Correction Dates**, then **Selected Citation**.
- Enter today's date as the Citation Correction Date and click **OK**.
- Add another tag to the survey, setting the S/S level to **A**.
- Add tag **9999** to the survey.
- Click **Done**.
- In the tree, right click on the survey and select **ePOC**.
Note the corrected deficiency is not included in the Citations for ePOC Display grid.
- Select **Post on ePOC Website**, then click **Yes** and **OK**.
- Close ePOC.
- Exit ACO.

Part 2: Facility adds an attachment

This scenario demonstrates the changes to where facilities can attach documents to support their Plan of Correction.

<p>1 Add attachments to survey</p>	<ul style="list-style-type: none"> ➤ Log into ASPEN Web: ePOC. ➤ Locate the revisit survey. Notice the paper clip icon is no longer on the Survey List page. ➤ Select the revisit Event ID. ➤ Select the paper clip icon. ➤ Notice the note at the top of the attachments window. ➤ On the Attachments window, select Browse. ➤ Select FacePOCAttach1.doc and click Open. ➤ For the Description, enter POC Attachment #1, and select Attach. ➤ Close the Attachments window.
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Part 3: Multiple buildings display on ASPEN Web: ePOC

<p>1 View LSC survey on Survey Detail page</p>	<p>On the Survey Detail page, note that the Deficiencies list and grid include only the uncorrected tags.</p> <p>Notice the differences with the way the building information is displayed on the screen.</p> <ul style="list-style-type: none"> ➤ Click on initial comments (tag 0000) for the 2nd building in the Navigation Pane. <p>Notice the building information displayed above the initial comments.</p> <ul style="list-style-type: none"> ➤ Click on a tag for the 1st building in the Navigation Pane.
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Part 4: Facility prints 2567 forms

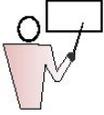
The facility has the ability to print the CMS 2567L, CMS 2567A, and CMS 2567B forms from the ASPEN Web: ePOC system.

1 Print 2567 Forms	<ul style="list-style-type: none">➤ Click the Printer icon.➤ Click 2567, then Open. Note tag 9999 is printed on the 2567 form.➤ Scroll to page 2 to see the information for the 2nd building.➤ Close the 2567 form.➤ Click the Printer icon.➤ Click "A" Form, then Open.➤ Close the 2567A form.➤ Click the Printer icon.➤ Click 2567B, then Open.➤ Close the 2567B form.➤ Log out of ASPEN Web: ePOC.
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#5 ePOC Emails

Part 1: SA views ePOC email history



1 View ePOC email history

Instructor Demo

- In **ACO**, select the **File** menu, then **Email History**.
- In the **Filter Criteria** section, select today's date as the **Start Date**.
- For **Email Type**, select **12-Response Due Date Change**.
- Select **Refresh**.
Notice now that only Response Due Date emails are displayed in the grid.
- View all fields displayed on the grid, scrolling to the right to see all fields.
- Select **View** in the row for one of your surveys to see the email, then click **OK**.
- For **Email Type**, select **13-Letter Notification** and click **Refresh**.
- Select **View** for one of the surveys to see the email, then click **OK**.
- Repeat for the following email types: 14-Remove Posting; 15-Facility POC Submitted for All Tags; and 16-Facility POC Resubmitted.
- Select **Close**.



ePOC Email Notices

This part of the scenario provides the title, a description of each available ePOC email notice and the recipients of each email notice.

Survey Results Posted – SA/RO

This email is sent to the SA/RO when a survey is posted to the ePOC website. The email is sent for Deficiency-Free surveys if Acknowledgement is required for the primary facility type.

Survey Results Posted – Facility

This email is sent to the facility within an hour of the survey being posted to the ASPEN ePOC website, and is sent for deficiency-free surveys, if Acknowledgement is required for the primary type.

Survey Results Re-Posted

This email is sent to a facility and copies to the SA/RO within an hour after the survey is re-posted in ASPEN, and will be sent for deficiency-free surveys if Acknowledgement is required for the primary type.

Facility POC Initially Submitted

This email is sent to the facility with copies to the SA/RO, when they have submitted a POC the first time for a tag. The email is sent within an hour after the facility initially submits the POC for a tag, and is not sent for Deficiency-Free surveys.

POC Rejected by SA/RO

This email is sent to the facility when their Plan of Correction is rejected by the SA or RO within an hour after the rejection.

POC Approved by SA/RO

This email is sent to the facility when the SA or RO approves a Plan of Correction for a tag. It is sent within an hour after the approval.

Final POC Approved

This email is sent to the facility after the SA or RO approved the final POC for all tags on the survey. This email is sent within an hour of SA or RO approval of the last tag.

No Response From Facility

The POC Overdue email (below) is sent to the facility with copies to the SA or RO when it does not respond with a Plan of Correction on a survey's initial posting to ePOC in a timely manner, or when the facility does not re-submit a corrected Plan of Correction for a rejected tag within a timely manner. The No POC Ever Received email is sent 10 calendar days after the survey has been released to the facility and every other day thereafter until the facility submits a Plan of Correction. The Rejected Tags without Subsequent POC email is sent 3 calendar days after rejection and every other day thereafter until the facility re-submits the revised Plan of Correction.

Tardy Survey Posting

This email is sent to the SA or RO when a qualified survey has been completed but not posted to the ePOC website. It is sent 9 business days after the survey exit date and every other day thereafter until the survey is posted to the ePOC website, and is sent for Deficiency-Free surveys.

Late POC Review

This email is sent to the SA or RO when a POC has been submitted and has not been reviewed within 5 business days after submission. The email is sent every other day thereafter until approval or rejection occurs.

SOD Acknowledgement Required

This email is sent to the facility with copies to the SA or RO when the facility does not acknowledge a deficiency-free survey. The email is sent on the POC Due Date and every other day thereafter until acknowledgement occurs, and is sent only for those facilities where the primary type requires Acknowledgement.



Letter Notification

This email is sent to the facility with copies to the SA or RO when the Alert Facility button in POC Properties is clicked for a posted survey.



Remove Posting from ePOC Website

Removing a posting automatically generates this email to the facility with copies to the SA or RO.



POC Due Date Change

When a user changes the POC Due Date on a posted survey via the POC Properties window, ePOC sends an email to the facility and copies SA/RO staff within one hour. The email generates for any type of posted survey, including deficiency-free surveys.

When a survey is currently stopped, ePOC does not generate the POC Due Date Change email.



Facility POC Submitted for All Tags

This email is sent to the SA/RO when all POCs on a survey have been submitted at least once. This email is only sent one time, after the final tag on a survey has been submitted, even if other tags are approved or rejected. The email is sent within an hour after the facility submits the final POC on the survey.



Facility POC Resubmitted

This email is sent to the facility with copies to the SA/RO, when they have resubmitted a POC for a tag that was originally rejected. The email is sent within an hour after the facility resubmits the POC for a tag, and is not sent for Deficiency-Free surveys.

#6 ePOC Management Reports

ePOC management reports are available in ACO via the Reports menu. These reports display only those surveys that are assigned to the current user's ASPEN Work/Team Unit and only those primary facility types for which the user has ASPEN View or Read/Write access.

The following ePOC reports are provided:

Tardy SOD Issuance

Shows all surveys which are ePOC eligible that have not been posted to the ePOC website within specified time frames

Tardy POC Submission from Facility

Shows all deficiencies for which facilities have not submitted a POC within specified time frames

Rejected Tags Requiring Facility Follow-Up

Shows all rejected deficiencies for which facilities have not re-submitted a POC within specified time frames

Facilities Pending SA/RO POC Review

Shows all facilities with newly submitted or re-submitted POCs which are awaiting review

Plan of Correction Audit Trail

Shows all POC activities (submissions, re-submissions, rejections, approvals, etc.) for a specific facility or group of facilities and includes a staff identifier to indicate who performed the activity.



Survey POC Information

Displays detailed POC data with initial submission, latest rejection, last approval, and Completion (X5) dates for each tag as well as the following information for the survey: Event ID, SOD Sent Date, POC Due Date, POC Received Date (date of the first POC submission for any tag on the survey), POC Last Rejected Date (date of the last POC rejection for any tag on the survey), POC Final Approval (last approval date for all non-0000 tags on the survey), and POC Last Submitted (date of the last POC submission for any tag on the survey)

SOD Acknowledgement Missing

Shows all deficiency-free surveys for which the facility has not acknowledged review of the SOD, where acknowledgement is required

Deficiency Free Surveys

Shows all deficiency-free surveys

Stopped Surveys

Shows all surveys which have been stopped

Deficiencies Not Posted

Shows all deficiencies which have not been posted



Unlocked Surveys

Shows all unlocked surveys.



Re-Post Required Reports

Deficiencies Not Posted

Shows all deficiencies that have not been posted.

Surveys Changed Since Posting

Shows all surveys that have at least one changed tag since posting.



ePOC Web User Reports

- Facilities Having ePOC Users – Lists providers with at least one currently enrolled ePOC user.
- Facilities Without ePOC Users – Lists providers without any currently enrolled ePOC users.

Part 1: SA generates ePOC management reports



1 Select an ePOC management report	<p><i>Class Exercise</i></p> <ul style="list-style-type: none"> ➤ In ACO, select the Reports menu, then ePOC Management Reports. ➤ Select Tardy SOD Issuance.
2 Set filters	<ul style="list-style-type: none"> ➤ With Base Timeframe On set to Survey Exit Date, change To Date to 08/30/2014. ➤ In the Define Selection grid, click All in the Definition column for the Facility Type filter. ➤ In the Facility Category window, click Deselect All. ➤ Select 02-Nursing Home (NH) and click OK. ➤ Repeat for the Operating Status filter; select 01-Active.
3 Generate the report	<ul style="list-style-type: none"> ➤ Select Print Now (bottom of screen). ➤ Review the report, then close it.
4 Generate other reports	<p><i>Independent Practice</i></p> <ul style="list-style-type: none"> ➤ Repeat for each of the ePOC Management Reports; try various filtering selections.

