Detailed Provider Registration Directions for SNF/NF Multiple Facility/Corporate Providers – With an 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. *NOTE: It may take several minutes to download the WebEx webinar.*

□ **Step 2.** To obtain Multiple Facility/Corporate Access.

STEP	ACTION
1	Under Multiple Facility/Corporate Access, click on **Nursing Home Electronic Plan of Correction (ePOC) Account Request ePOC User Account Additions and Updates**; complete the form.
2	Forward the completed ePOC User Account request to the QIES Help Desk for processing as indicated on page 5 of the request form.
3	When sending the request to the QIES Help Desk make a note on the fax coversheet or within the body of the email, that CMSNet account(s) are not needed.
4	The QIES Help Desk will notify CMSNet the provider's need for a corporate CMSNet ePOC account.

□ **Step 2.** In response to your ePOC User Account Request you will also have received an email from the QIES Help Desk, including a ticket number for tracking purposes. You will need to contact the QIES Help Desk by phone to obtain your new QIES/ePOC login ID and complete the final steps of the registration process.

For assistance with the MDS and ePOC User Registration please contact the QTSO Help Desk at 888-477-7876.

□ **Step 3.** Complete the ePOC user registration steps as instructed by QTSO.

□ **Step 4**. Upon completion of the steps, providers will receive an ePOC account activation email confirmation from CMS.

□ **Step 5**. 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.

□ **Step 6.** 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 7**. Access to the ePOC system will now be available by going back to the **CMS QIES System** for Providers page.

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