Detailed Provider Registration Directions for SNF/NF Multiple Facility/Corporate Providers – Without a 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.

Users needing access to ePOC for more than one facility within the same corporation will need to complete the ePOC User Account Request form on the ePOC Access Information page.

☐**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	If a CMSNet account is not needed, note this on the fax coversheet or within the body of the email when sending the request to the QIES Help Desk.
4	The QIES Help Desk will notify CMSNet the provider's need for a corporate CMSNet account.

NOTE: *Also use the* ***Nursing Home Electronic Plan of Correction (ePOC) Account Request ePOC User Account Additions and Updates*** *form to add or delete ePOC User Accounts.*

☐ **Step 3.** The QIES Help Desk will generate an email in response to the ePOC User Account Request, including a ticket number for tracking purposes.

☐ **Step 4.** Contact the QIES Help Desk by phone to obtain the new QIES/ePOC login IDs 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 1-888-477-7876.

☐ **Step 5**. 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