

# Welcome to the ASPEN Web: ePOC Webinar for Providers

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The image is a screenshot of a web application interface. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). At the top right is the ALPINE TECHNOLOGY GROUP logo. Below these is a header bar with the text "ASPEN Web - Electronic Plan of Correction" and a navigation menu with "Survey List" and "Survey Detail". The main content area features a large, centered welcome message: "Welcome to the ASPEN Web: ePOC Webinar for Providers!". The bottom of the page has a decorative blue and black gradient background.

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**ALPINE TECHNOLOGY**  
GROUP

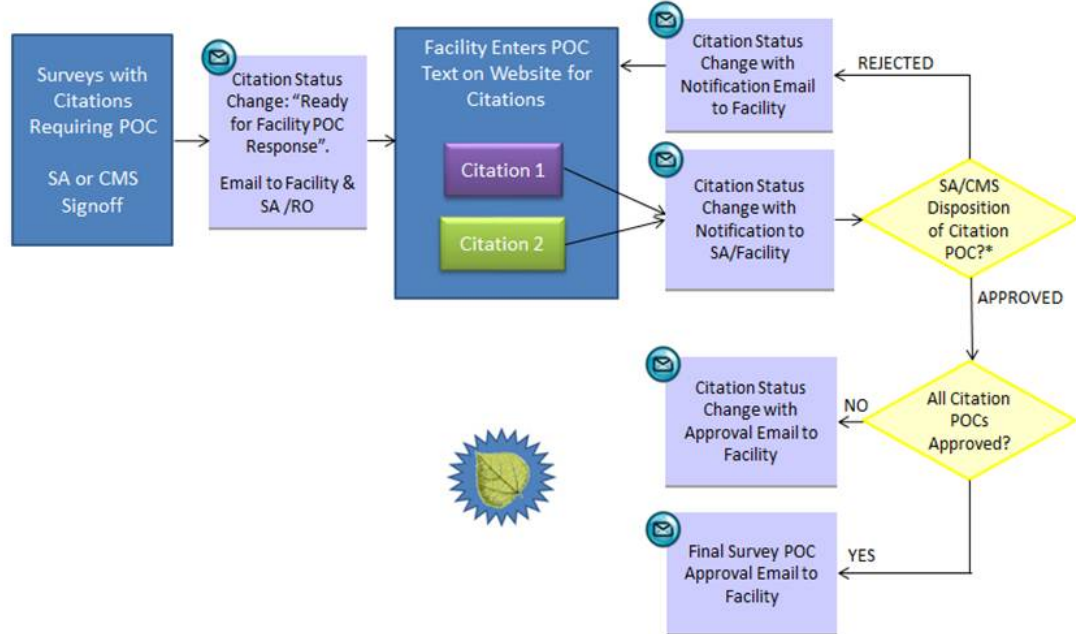
*ASPEN Web - Electronic Plan of Correction*

Survey List Survey Detail

## Welcome to the ASPEN Web: ePOC Webinar for Providers!

# ASPEN Web: POC Process Flow

## ASPEN Web: POC Process Flow



*\*Review and disposition (i.e., Rejection or Approval) may occur independently for each tag*

## ASPEN Web ePOC: Provider Access

- Facility Users Access via ASPEN Web: ePOC application
- Login through CMSNet
- QIES and CMSNet Account Required
- CMSNet Enrollment Request Forms on QTSO Website:  
<https://www.qtso.com/cmsnet.html>

# Survey Results Posted Email

- ▶ Sent to facility users when survey is posted to ePOC website

SUBJECT: Statement of Deficiencies (SOD) Posted; 9EF711 – BAXTER HEALTH CARE CENTER (Survey Completed 05/15/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT

Survey Dates: 05/15/2013 – 05/15/2013

Event ID: 9EF711

Plan of Correction (POC) Due Date: 05/25/2013

The Statement of Deficiencies for the survey completed at your facility on the above referenced date has been posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please log in to the CMS-NET VPN, then login to the ePOC system via the QIES to Success website (<https://qiesnet.org/qiestosuccess>) to review the deficiencies and to enter Plan of Correction (POC) information, if required.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

# Survey Results Re-Posted Email

- ▶ Sent to Facility Users when survey is changed and re-posted on ePOC web site

SUBJECT: Statement of Deficiencies (SOD) Re-posted; DONX11 – BAXTER HEALTH CARE CENTER (Survey Completed 03/23/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER

Facility Type: SNF/NF

Survey Category: CMPIVT,OTHER

Survey Dates: 03/22/2013 – 03/23/2013

Event ID: DONX11

Reposting Date: 05/15/2013

The results of the survey completed at your facility on 03/23/2013 have been revised and re-posted on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMS-NET VPN, then login to the ePOC system via the QIES to Success website (<https://qiesnet.org/qiestosuccess>) to review the changes made to the following citations and re-submit the Plan of Correction (POC) information, if needed:

## Survey Results Re-Posted Email (Cont)

# Survey Results Re-Posted Email (Cont)

-Tag 0152-RIGHTS EXERCISED BY REPRESENTATIVE  
-Tag 0156-NOTCIE OF RIGHTS, RULES, SERVICES, CHARGES

Newly added tags.

Please note that re-posting of this survey will not delay the imposition of any possible federal remedies or sanctions. Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you

# Facility POC Submitted Email

- ▶ Sent to Facility Users when a POC for a tag is submitted to DOH

SUBJECT: Facility POC Submission for Tag 0176 – DG7V11-IOWA LUTHERAN HOSPITAL (Survey Completed 08/27/2012)

Facility: 165130/IOWA LUTHERAN HOSPITAL  
Facility Type: SNF  
Survey Dates: 08/27/2012 – 08/27/2012  
Event ID: DG7V11

Your Plan of Correction (POC) for Tag: 0176/RESIDENT SELF-ADMINISTER DRUGS IF DEEMED SAFE was received via the ASPEN Web: Electronic Plan of Correction website on 04/09/2013.

If you feel this POC was submitted in error, please contact your state survey agency or CMS Regional Office immediately.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you

# POC Approval Email

- ▶ Sent to Facility Users when DOH approves the POC for a tag

SUBJECT: POC for Tag# 0156 Approved: 35ED11 BLACKHAWK LIFE CARE CENTER  
(Survey Completed 05/06/2013)

Facility: 165499/BLACKHAWK LIFE CARE CENTER  
Facility Type: SNF/NF  
Survey Category: OTHER  
Survey Dates: 05/06/2013 - 05/06/2013  
Event ID: 35ED11

Your Plan of Correction (POC) for Tag: 0156/NOTICE OF RIGHTS, RULES, SERVICES,  
CHARGES was approved on 05/15/2013.

Contact your state survey agency or CMS regional office, as appropriate, with  
questions regarding this matter.

Please do not reply to this message.

Thank you



# POC Rejected Email

▶ Sent to Facility Users when DOH Rejects the POC for a tag

SUBJECT: POC for Tag #0151 Rejected: DOHX11 – BAXTER HEALTH CARE CENTER  
(Survey Completed 03/23/2013)

Facility: 165398/BAXTER HEALTH CARE CENTER  
Facility Type: SNF/NF  
Survey Category: CMPIVT, OTHER  
Survey Dates: 03/22/2013 – 03/23/2013  
Event ID: DONX11

Your Plan of Correction (POC) for Tag: 0151/RIGHT TO EXERCISE RIGHTS – FREE OF REPRISAL was rejected on 05/14/2013 for the following reason(s):

-Does not contain elements detailing how the facility will correct the deficiency as it relates to the individual.

Please submit a revised POC via the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMS-NET VPN, then login to the ePOC system via the QIES to Success website (<https://web.qiesnet.org/qiestosuccess>) as soon as possible or by a date that may be specified in comments in ePOC.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.  
Thank you

## SOD Acknowledgement Required Email

# SOD Acknowledgement Required Email

- ▶ Sent to Facility Users when a deficiency-free survey has not been acknowledged by the POC Due Date

SUBJECT: Statement of NO Deficiencies - Acknowledgement Required: BNBV12 -  
DUNLAP NURSING & REHAB CENTER (Survey Completed 05/13/2013)

Facility: 165193/DUNLAP NURSING & REHAB CENTER  
Facility Type: SNF/NF  
Survey Category: RECERT, REVST, LICEN  
Survey Dates: 05/13/2013 - 05/13/2013  
Event ID: BNBV12  
SOD Acknowledgement Due Date: 05/31/2013

Please note that you are required to acknowledge the Statement of Deficiencies (SOD) for the above referenced survey, even though no deficiencies were issues. Your acknowledgement should be made immediately via the ASPEN Web: Electronic Plan of Correction (ePOC) website on the Survey Detail page. Please login to the CMS-NET VPN, then login to the ePOC system via the QIES to Success website (<https://web.qiesnet.org/qiestosuccess>).

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.  
Thank you

# Final POC Approved Email

- ▶ Sent to Facility Users when all POCs for a survey have been approved

Subject: Final POC Approved: 35ED11 – BLACKHAWK LIFE CARE CENTER (Survey Completed 05/06/2013)

Facility: 165499/BLACKHAWK LIFE CARE CENTER

Facility Type: SNF/NF

Survey Category: OTHER

Survey Dates: 05/06/2013 – 05/06/2013

Event ID: 35ED11

The Plans of Correction for all tags on this survey have been approved by the SA/RO on 05/15/2013. Please ensure that your Correction Action Plans are implemented and follow the principles of a Quality Assessment and Performance Improvement (QAPI) plan as monitoring and follow-up may be done by the SA/RO.

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.

Thank you.

# No Response Emails

- ▶ **Sent to Facility Users when SOD has not been responded timely either for original posting or for rejected POCs**

SUBJECT: Plan of Correction (POC) Overdue: BTQR13 – REGENCY REHAB AND SKILLED NURSING (Survey Completed 04/18/2013)

Facility: 165200/REGENCY REHAB AND SKILLED NURSING  
Facility Type: SNF/NF  
Survey Category: REVST, FEDMON  
Survey Dates: 04/18/2013 – 04/18/2013  
Event ID: BTQR13  
Statement of Deficiencies (SOD) Posted Date: 04/18/2013

Please note that Plans of Correction (POC) for the referenced survey above are overdue for the following citation tags. Please submit the POC(s) immediately on the ASPEN Web: Electronic Plan of Correction (ePOC) website. Please login to the CMS-NET VPN, then login to the ePOC system via the QIES to Success website (<https://web.qiesnet.org/qiestosuccess>):

- Citation 0151-RIGHT TO EXERCISE RIGHTS – FREE OF REPRISAL
- Citation 0154-INFORMED OF HEALTH STATUS, CARE, & TREATMENTS

Contact your state survey agency or CMS regional office, as appropriate, with questions regarding this matter.

Please do not reply to this message.  
Thank you.

### ASPEN Web ePOC System: Core Process

1. All ePOC-enrolled users for the facility receive “Survey Posted” email with survey identifying information.
2. Facility user logs in to QIES
3. Facility user selects pertinent facility, if applicable
4. Facility user selects pertinent survey record based on exit date and unique ID (Event ID).
5. Facility user reviews Statement of Deficiency information
6. For each tag, facility enters plan of correction (POC) text and completion date.
7. Facility user submits POC to State Agency/RO (SA/RO), by tag or as a group.
8. Facility users receive “POC Submission” email to indicate successful POC submission.
9. If SA/RO approves the tag’s POC, facility users receive “Approved” email.
10. If SA/RO rejects the tag’s POC, facility users receive a “Rejected” email, listing the reasons for rejection. Facility may then revise and re-submit the tag’s POC.
11. Upon SA/RO approval of the survey’s unapproved tag, facility users receive “Final Approval” email.
12. Facility user may print the survey report (2567 form/”A” form).