

Account Setup Steps to Access the ePOC Application

The Electronic Plan of Correction (ePOC) application will eliminate the need for paper based communications between providers and survey agencies when reviewing plans of correction.

Please use the information below to assist you with obtaining the two accounts that will be needed to access the ePOC application via the CMSNet Secure Access Service. Please see the options below that pertain to your need of an individual account or multiple facility/corporate account.

Note: The ePOC program is currently only available to Certified Nursing Homes.

Individual CMSNet Account

All users must have a secure connection to CMS applications. The CMSNet ID is needed to access these secure CMS sites. **Users with current CMSNet accounts will NOT need to apply for new access.** These users can skip to the section, **Individual ePOC Account.**

New users must submit a request form for access to the CMSNet Secure Access Service by doing the following:

Go to <https://www.qtso.com/>

Select [CMSNet Information](#) in the upper right corner of the webpage.

Click the link, [CMSNet Online Registration](#) and complete the form to request a CMSNet User ID.

View the document, [CMSNet Online Registration Instructions](#), for more detailed instructions.

Note: CMS does not permit the sharing of user IDs.

In response to your CMSNet access request, you will receive an email from MDCN.mco@palmettogba.com containing your login information.

Using your new CMSNet login ID/password, connect via the [CMSNet - Submission Access](#) link located on <https://www.qtso.com/cmsnet.html>

Select the appropriate state, proceed through the warning and enter your CMSNet login ID/password. Proceed to the Individual ePOC Access section.

Note: New users will need to install the Juniper Network Client when entering the site for the first time. This will require administrative rights to your PC. Installation instructions will be found on the [CMSNet Information](#) page.

For issues with the Secure Access Service login or Juniper Client Installation please contact CMSNet User Support by calling 888-238-2122 or by emailing mdcn.mco@palmettogba.com.

Individual ePOC Access

NOTE: CMS allows a total of four ePOC user accounts.

ePOC Account/QIES User ID

Once the CMSNet account is established and you are successfully logged into the [CMSNet - Submission Access](#) site, you can proceed with requesting a QIES account with ePOC access.

Select the link, **CMS QIES Systems for Providers**.
Select the link, **MDS and ePOC User Registration**.

If you already have an MDS account for your facility and would like to add ePOC access to your existing ID, select the "Access Update" option at the top of the registration form. You will NOT need to complete the online form, simply login with your existing ID/password to add ePOC access.

If you don't have an MDS account, complete the Provider User Registration form and select submit. (There will be a user's guide located at the upper right corner of this page)

Click OK on the Successful Registration pop-up window and print your confirmation page and/or write down your new login ID/password. Disconnect by signing out of CMSNet.

Proceed to the email account provided during registration to obtain the necessary activation instructions to complete the final step of the registration process.

Copy the activation key from the email and log back into CMSNet via the [CMSNet - Submission Access](#) link on the [CMSNet Information](#) page.

Select the **MDS and ePOC User Registration** link from the '**Welcome to the CMS QIES Systems for Providers**' page.

Select the '**Activation**' link from the upper right corner.

****Users do NOT need to fill in the form a second time.**

Enter the newly obtained ePOC login ID and paste the copied activation key.

Select '**Activate**' followed by '**OK**' once your activation has been confirmed.

Select the link provided to return to the **CMS QIES Welcome page for Providers**.

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

Multiple Facility / Corporate Access

Users needing access to plans of correction for more than one facility within the same corporation will NOT register online. Multiple Facility/Corporate users must use the form below to request a CMSNet User ID and QIES User ID for the ePOC access. This form should also be used to remove existing user accounts.

The forms must be sent to the QTSO Help Desk for processing. (Details are included on the form.) The Help Desk will notify CMSNet of your need for a corporate CMSNet account. If you do not need a CMSNet account, please note this on your fax coversheet or within the body of the email when sending your request to the help desk.

[ePOC User Account Request](#)

Accessing the ePOC Application

After completing the registration and activation process users may access the ePOC application **immediately** by using the following steps:

1. Select the **ASPEN Access (ePOC)** link from the CMS QIES Systems for Providers welcome page.
2. Select the **ASPEN Web** link from the **ASPEN Access** page to reach the ePOC application login.

These steps may be followed at any time **after registration** and activation have been completed.

1. Go to <https://www.qtso.com>.
2. Select [CMSNet Information](#). (upper right corner of page)
3. Select [CMSNet - Submission Access](#).
4. Select the appropriate state, proceed through the warning and enter your CMSNet login ID/password.
5. Select the web link titled **CMS QIES Systems for Providers**.
6. Select **ASPEN Access (ePOC)** (bottom of page)
7. Select **ASPEN Web** (upper left corner of page)
8. Enter your QIES login ID/password to enter the ePOC application.

Questions?

For issues with the Secure Access Service login or Juniper Client Installation please contact via e-mail at CMSNet User Support or by calling 888-238-212.

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

For general questions, contact ePOC.Support@ky.gov with the Office of Inspector General.