



## QTSO MEMORANDUM

**MEMO**

**NUMBER:** 2010-163  
**TO:** QIES State Coordinators  
**CC:** CMS Central and Regional Office Contacts  
**FROM:** Erin Harris, QIES Technical Support Office  
**DATE:** October 8, 2010  
**SUBJECT:** **MDS/HHA Providers with One Registered User**

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A large number of MDS and HHA providers have only one user registered with a personal login ID. The personal login ID is non-transferrable. If the registered user's employment is terminated, the provider is left without the appropriate access to Assessment Submission and CASPER Reporting applications.

Registering for a new personal login ID takes approximately five (5) business days, which could create a delay in processing for the provider. To alleviate the potential for gaps in processing, it is strongly recommended that each provider have two registered users.

Listings of MDS and HHA providers who have only one registered user with a personal login ID are available on the MDS and OASIS State Welcome Pages. Information for accessing the files is on the MDS State Welcome page in the "Notice: MDS Providers with One Registered User" section, and the OASIS State Welcome page in the "Notice: HHA Providers with One Registered User" section.

To register for a personal login ID:

- HHA users: Click on the OASIS Individual User Registration and complete the registration process.
- MDS users: Complete the MDS Individual User Account Request form on the MDS State Welcome page. To access the form, click the MDS Forms Page link.

If you have any questions concerning this information, please contact the QTSO Help Desk at [help@qtso.com](mailto:help@qtso.com) or 1 (888) 477-7876.