

April, 2015

Health Standards Section (HSS) of the Louisiana Department of Health and Hospitals is pleased to announce that we are one of the States chosen to participate in the next phase of the Center for Medicare and Medicaid Services (CMS) Electronic Plan of Correction (ePOC) project.

Statements of deficiency 2567 (SOD), which are now emailed to nursing facilities by HSS, will soon be made available to you via a secure website created by CMS. Electronic Plans of Correction (ePOC) will allow enrolled Federally Certified Skilled Nursing Facilities (SNFs) and Nursing Facilities (NFs) to:

- see their CMS 2567 Statements of Deficiencies (SODs) online;
- submit their Plan of Correction (POC) online;
- eliminate the need for paper based communications regarding POCs;
- review letters added to the survey by the State Agency or CMS Regional Office;
- attach documentation to support their Plan of Correction; and
- Print the 2567 for posting from the ePOC website.

ePOC will be used for all Health, Life Safety Code, Revisits, and Complaint surveys.

Overview:

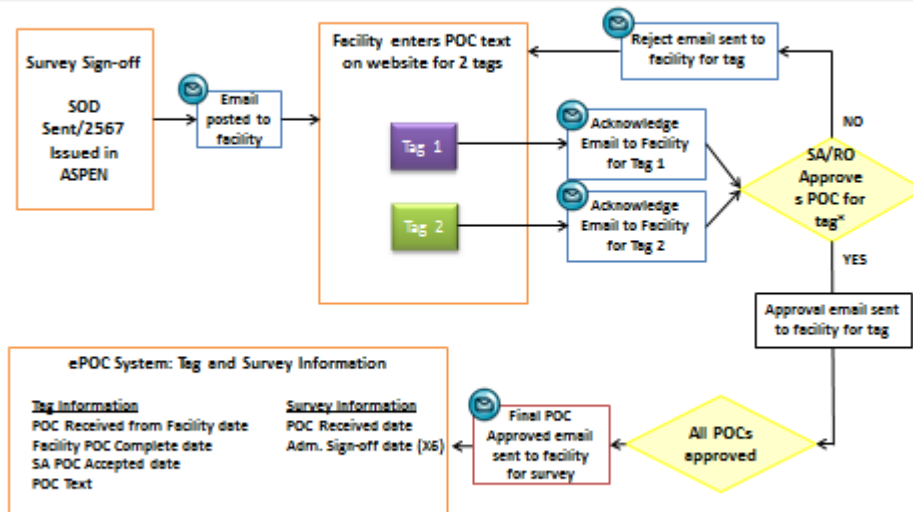
Basic steps in the ePOC process are much the same as in the current paper-based process, but are completed using ePOC functionality in the Federal database and online applications.

The *electronic* Plan of Correction (ePOC) system provides a convenient, centralized workplace, which enables CMS and the State Survey Agency (SSA) to electronically manage and track POCs for ePOC-enrolled health care providers under their oversight.

To start the process, the SSA posts a survey to the ASPEN Web: ePOC website. Facility users review the Statement of Deficiencies and submit plan of correction information. The SSA can also post related survey, enforcement, and intake letters to the ePOC website along with the SOD. Providers can attach documentation to support their submitted POC(s); the SSA can review the attachments until final approval of the POC(s).

To enhance communication and monitor timeliness, automated email notification is provided to specified SSA and facility recipients as needed throughout the ePOC life cycle.

ePOC System: Core Process



**Review and disposition (i.e. Rejection or Approval) occurs independently for each tag; however, a survey's dispositions may be saved as draft and later released to the facility as a group.*

How will Louisiana implement this process? Implementation will be in 3 phases:

1. Phase 1 is the training aspect (**now available online**);
2. Phase 2 is the enrollment process (projected for mid-June, 2015); and
3. Phase 3 is the actual State activation (projected for mid-June, 2015)

*****Enrollment and State activation of ePOC does not occur until after the training phase.*****

Phase 1 – TRAINING:

CMS has created a webinar to explain how nursing facilities will use the system for processing their plans of correction using the ePOC process.

1. This online training is **now available**.
2. CMS requires each provider to **designate at least 2 persons as ePOC facility users**. Users who currently have access to the MDS system and already have a CMSnet and Personal Login ID for those systems can use those logins for ePOC; however, they will still need to request ePOC access to be added for the second log in.
3. Designated facility ePOC users **must view the online webinar training** before they will be able to enroll for IDs and Passwords to access the system.

Instructions for online training are on the following pages. It can also be found on the DHH Health Standards Section Nursing Home page at <http://dhh.louisiana.gov/index.cfm/directory/detail/734>.

Training Instructions for CMS Online ePOC Webinar

Phase 1 – TRAINING:

1. Online training is now available. CMS has created a webinar to explain how nursing facilities will use the system for processing their plans of correction using the ePOC process. Instructions on how to access the training can be found below.
2. Once on the website choose the training for providers and you will be prompted for a password. The **PASSWORD** is **epocpvdr** all in lower case.
3. Each provider must choose at least **2 persons** to designate as ePOC facility users. In order to enroll in ePOC online a facility user will need two accounts:
 - a. CMSNet account (for network access) and
 - b. QIES User account (ePOC online access).
4. Phase 1 is a time to determine who these persons will be and to make sure they complete the online training.

Follow the instructions below to locate the online training:

1. Go to: <https://www.qtso.com/>
2. Click on Online Training



QIES Suggestions
CMS Links
Education
HART
jHAVEN / HAVEN
Hospice
IRF-PAI
IRVEN / IRVEN
LASER
LTCH
MDS 3.0
MDS 2.0
OASIS
IRAVEN
RAVEN Swing Bed
Swing Bed
STRIVE Time Study
Providers
Vendors
Password Protected
States
Online Training
Contact Us
Help

For information about the availability of auxiliary aids and service, please visit:
<http://www.medicare.gov/about-us/nondiscrimination/nondiscrimination-notice.html>

Minimum System Requirements for Home Health Agencies, Hospice Providers, Long Term Care Facilities, Inpatient Rehabilitation Facilities and Long Term Care Hospitals.

NEW: [FY2015 System Requirements \[PDF 23KB\]](#) Effective 10/01/2014 - 09/30/2015
[FY2014 System Requirements \[PDF 22KB\]](#) Effective 10/01/2013 - 09/30/2014

For all Medicare-Certified Agencies:

 (updated 04/08/2013)

There is still time to sign up for Home Health Care CAHPS (HHCAHPS). Please go to the official HHCAHPS website at <https://homehealthcahps.org> to register for HHCAHPS and to authorize your HHCAHPS survey vendor. If you are an agency with 59 or less patients in the period of April 1, 2012 and March 31, 2013, go to the HHCAHPS website to complete an HHCAHPS Participation Exemption Form for the CY 2015 Annual Payment Update. Please email HHCAHPS@nl.org with any questions about HHCAHPS.

FAQ - CMSNet VPN Issues

 (posted 01/22/2013)

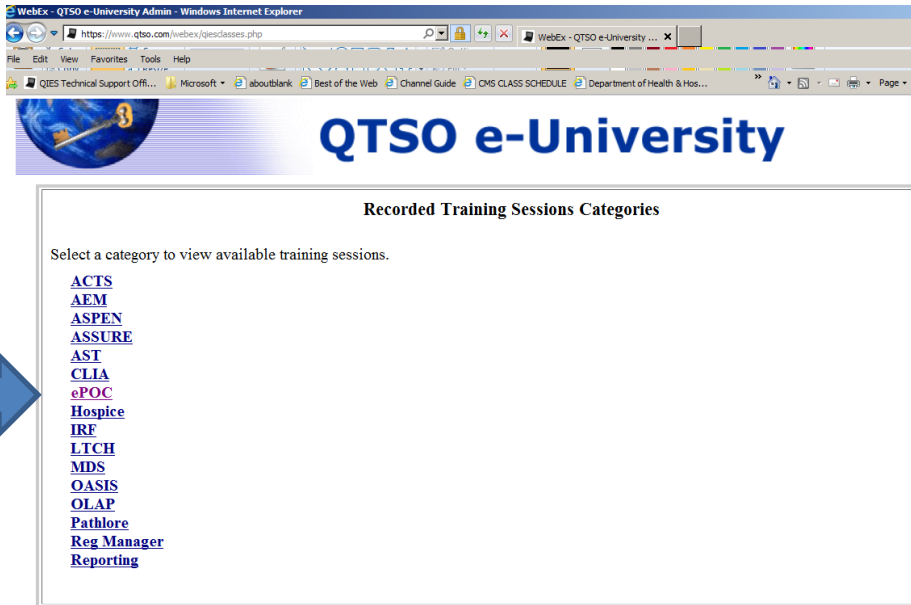
NEW: [FAQ - CMSNet VPN Issues \[PDF 65KB\]](#)

Access Request Information / Form

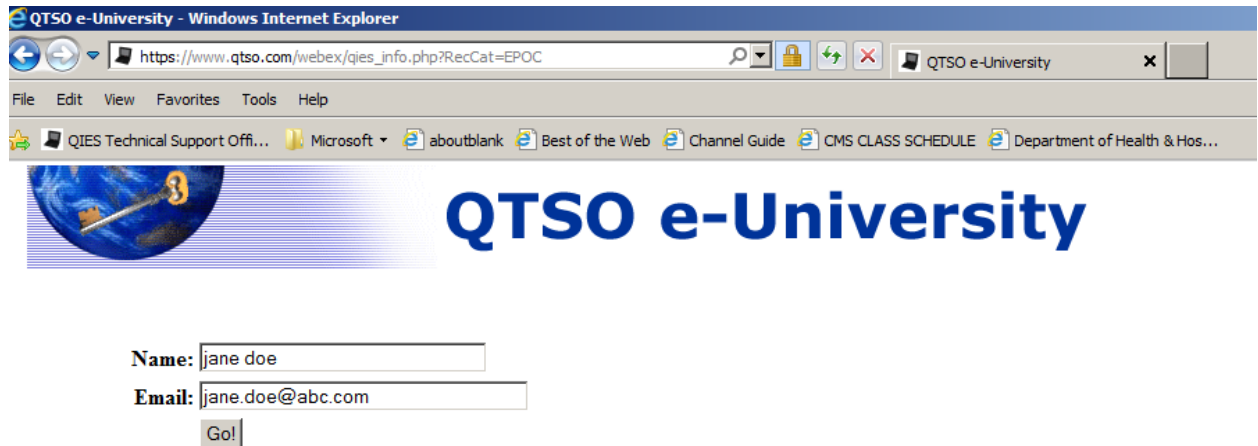
All providers must request a CMSNet User ID to access secure CMS sites (e.g., submissions page reports) unless an otherwise secure connection has been established.

[ePOC](#) (Nursing Home Facilities)
[MDS](#) (Nursing Home Facilities)
[OASIS](#) (Home Health Agencies)
[Hospice / IRF / LTCH / Swing Bed](#) (Hospice Provider Inpatient Rehabilitation Facilities, Long-Term Care Hospitals, Swing Beds)
[State and Federal Personnel ONLY](#) (State Agency CMS RO/CO, ASPEN, AO & VA Users)
[National Data Access Requests](#) NOT for Providers

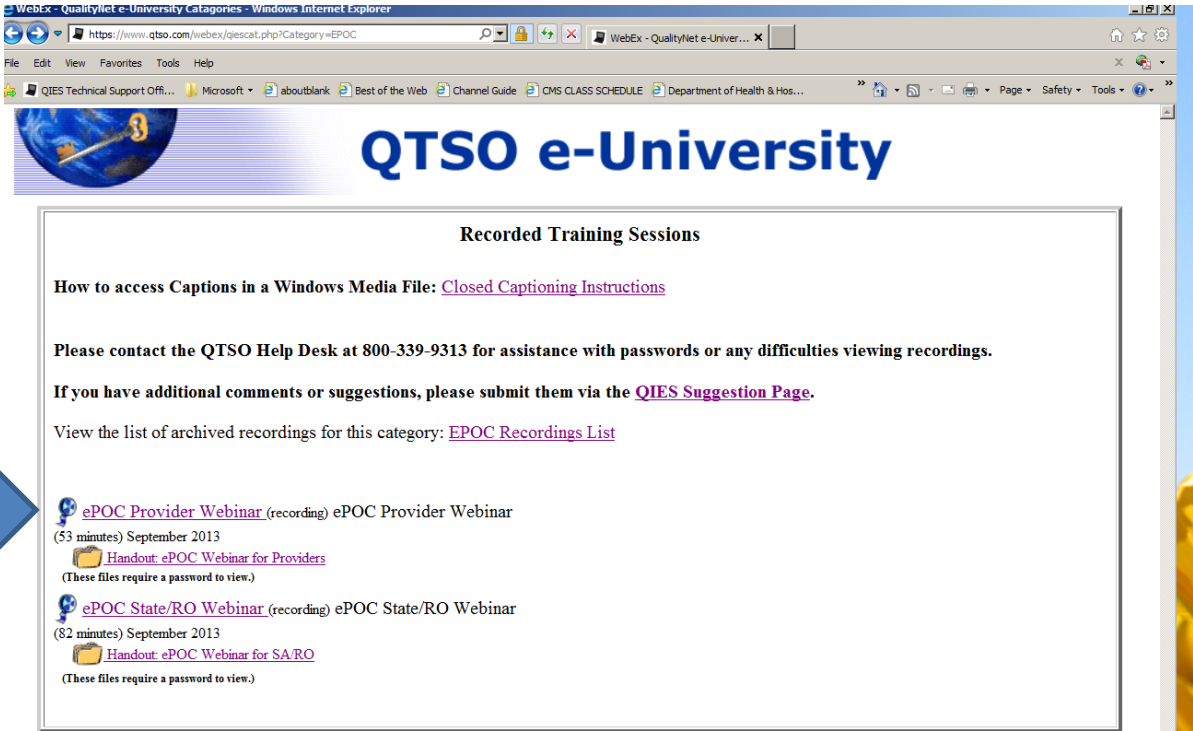
3. Click on ePOC



4. Enter YOUR name and YOUR email address and click go!



5. Click on ePOC Provider Webinar (recording) ePOC Provider Webinar 53 minutes September 2013. Handouts can be printed down from Handout ePOC Webinar for Providers.



The screenshot shows a web browser window with the URL <https://www.qtso.com/webex/qjescat.php?Category=EPOC>. The page header features the QTSO e-University logo. The main content area is titled "Recorded Training Sessions" and includes the following text:





How to access Captions in a Windows Media File: [Closed Captioning Instructions](#)

Please contact the QTSO Help Desk at 800-339-9313 for assistance with passwords or any difficulties viewing recordings.

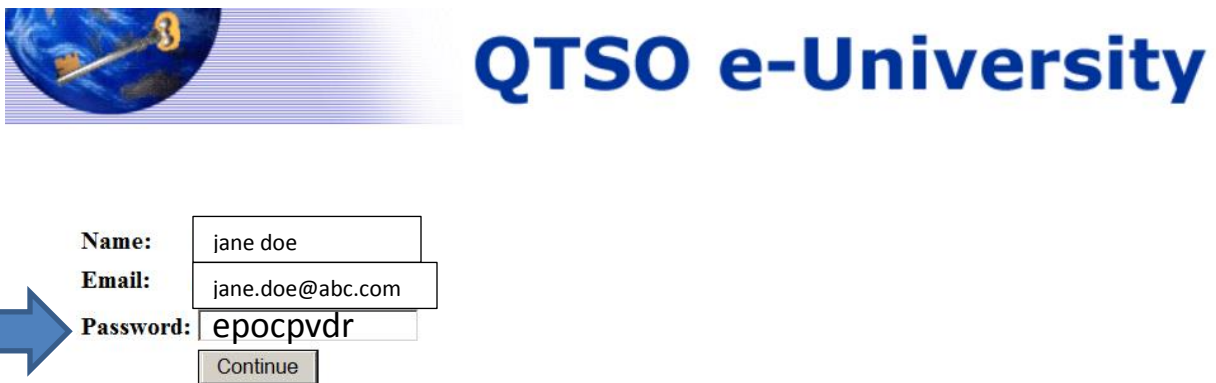
If you have additional comments or suggestions, please submit them via the [QIES Suggestion Page](#).

View the list of archived recordings for this category: [EPOC Recordings List](#)

A blue arrow points to the first recording entry:

-  [ePOC Provider Webinar](#) (recording) ePOC Provider Webinar
(53 minutes) September 2013
 [Handout: ePOC Webinar for Providers](#)
(These files require a password to view.)
-  [ePOC State/RO Webinar](#) (recording) ePOC State/RO Webinar
(82 minutes) September 2013
 [Handout: ePOC Webinar for SA/RO](#)
(These files require a password to view.)

6. Enter the password for provider webinar: epocpvdr



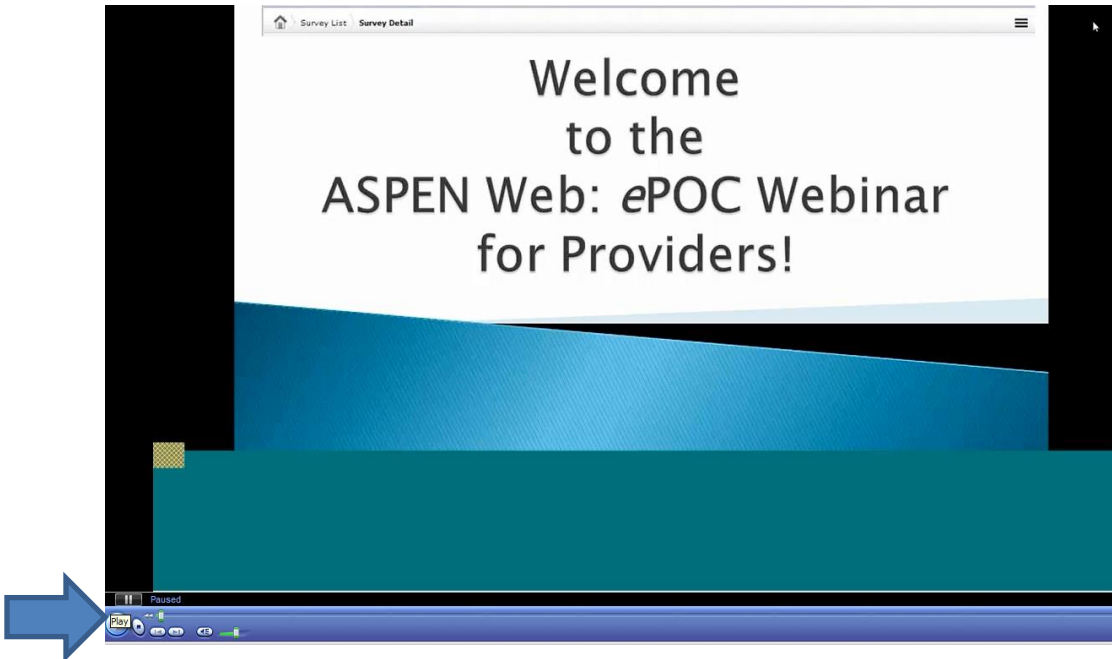
The screenshot shows the QTSO e-University logo and a login form. A blue arrow points to the password field.

Name:

Email:

Password:

7. The webinar should begin to play. The play and pause buttons are on the bottom of the screen.



PLEASE NOTE:

The designated facility ePOC users must complete the viewing of this online webinar before CMS will activate the state to begin implementation of the ePOC process.

Once your facility has completed the training requirement, please complete the Attestation of Completion form on the next page of this document and follow the instructions for submission.

ATTESTATION OF COMPLETION OF ONLINE ePOC TRAINING

Instructions: After staff assigned as designated ePOC facility users have completed the ePOC online training, please complete this form and fax or email to DHH Health Standards Section.

Name of Nursing Facility:		Facility Phone #:
Name of designated person completing ePOC training:	Email Address:	Date Completed:
Name of designated person completing ePOC training:	Email Address:	Date Completed:

Submission Instructions:

1. Print and fax to "Attention: HSS Nursing Home ePOC" at 225-342-5073; or
2. Save the completed form to your computer and email it as an attachment to HSS.LTC@LA.GOV