

# Steps to Access the ePOC Application

The 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 and your providers in making a smooth transition. This document will cover gaining access to the ePOC application via CMSNet and ASPEN Web. All information and links within this document can be found on the QTSO website at <https://qtso.cms.gov/>.

## Step 1:

### Individual Access

Go to [QTSO.gov](https://qtso.gov/); select [Access Forms](#) in the upper blue menu bar of the webpage. Then select [ePOC Individual Access](#). Use the [CMSNet Online Registration](#) to request a CMSNet User ID. Proceed to step 2.

The CMSNet ID is needed to access secure CMS sites (submissions/reports/surveys) unless an otherwise secure connection has been established. **Users with current CMSNet accounts will NOT need to apply for new access.** CMS does not permit the sharing of user IDs.

### Multiple Facility / Corporate Access

Users needing access to plans of correction for more than one facility within the same corporation will **NOT** register online. Please complete the [ePOC User Account Request](#) form found on [QTSO.gov](https://qtso.gov/).

Go to [QTSO.gov](https://qtso.gov/); select [Access Forms](#); select [ePOC Multiple Facility/Corporate Access](#) to complete the [ePOC User Account Request](#) form.

Please forward your completed ePOC User Account request to the QIES Help Desk for processing. The QIES 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. Proceed to step 2.

## Step 2:

In response to your CMSNet access request you will receive an email from [MDCN.mco@palmettogba.com](mailto:MDCN.mco@palmettogba.com) containing your login information.

Connect via the [CMSNet - Submission Access](#) link located on [QTSO.gov](http://QTSO.gov) using your new CMSNet login ID/password. Proceed to step 3.

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](mailto:mdcn.mco@palmettogba.com). The QIES Help Desk is not able to assist you with CMSNet connectivity.

## Step 3:

### QIES Individual Access

Once securely connected via the [CMSNet Secure Access Service](#) you will need to follow the steps below to obtain a QIES login ID for access into the ePOC application.

1. Select the web bookmark titled [CMS QIES Systems for Providers](#).
2. Select the [MDS and ePOC User Registration](#) link.
3. Complete the Provider User Registration form and select submit.
4. Print your confirmation and/or write down your new login ID/password.
5. Disconnect by **signing out** of CMSNet. (Junos Pulse Secure Access Service)
6. Proceed to the email account provided during registration to obtain the necessary activation instructions to complete the final step of the registration process.

The Steps to Access ePOC Application document contains detailed information on accessing the ePOC and ASPEN Web applications.

**Please NOTE:** CMS allows a total of four ePOC user accounts

## **Existing MDS Account?**

If you already have an MDS account for your facility and would like to add ePOC access to your existing ID simply select the MDS and ePOC User Registration link followed by 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.

## **Multiple Facility / Corporate Access**

In response to your ePOC User Account Request you will also have received an email from the QIES Help Desk, including a ticket number for tracking purposes. You will need to contact the QIES Help Desk by phone to obtain your new QIES/ePOC login ID 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 888-477-7876.

## **Returning to the ePOC Application**

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

1. Go to [QTSO.gov](http://QTSO.gov).
2. Select [CMSNet - Submission Access](#). (upper right corner of page)
3. Select your state, proceed through the warning and enter your CMSNet login ID/password.
4. Select the web bookmark titled CMS QIES Systems for Providers.
5. Select ASPEN Access (ePOC) (bottom of page)
6. Select ASPEN Web (upper left corner of page)
7. Enter your QIES login ID/password to enter the ePOC application.