



State of Tennessee

Health Facilities Commission

502 Deaderick Street, 9th Floor, Nashville, TN 37243

www.tn.gov/hfc

Phone: 615-741-2364

ePOC Implementation for LTC Federally Certified Facilities

Tennessee Health Facilities Commission (HFC) is excited to announce that we will be implementing the ASPEN Web electronic Plan of Correction (ePOC) as part of the transition to iQIES in 2025. HFC is hopeful that the move to ePOC will increase efficiencies, streamline survey efforts, and decrease process errors in the submission of Plans of Correction (POC). The ePOC system enables direct receipt of your facility's statement of deficiencies (SOD) and submission of your POC through a web-based electronic system. The ePOC system will enhance communication, monitor timeliness, and provide automated email notification to specified facility recipients as needed throughout the ePOC life cycle. Below you will find links to the ePOC manual, instructional video and additional ePOC resource. Please note the manual, while long, is very detailed and encompasses all the information you will need to successfully submit your POC through the ePOC system.

The ePOC process is the same for all surveys with one or more deficiencies whether certification, complaint investigation, Health, Life Safety Code, Federal Monitoring Survey, or revisit. The ePOC system supports this POC process for surveys of CMS certified facilities, i.e., those with a CCN number. At this time the ePOC system is only available to certified nursing facilities.

The implementation of iQIES and ePOC will officially be in 2025, but please note that we expect a period of transition as all providers sign up and gain comfort with the systems. Deadline for enrollment requirement will be provided at a future date, once initial launch has been completed. The first step in participating in the ePOC system is enrolling the facility through QTSO (QIES Technical Support Office) and activating an account. See links below for CMS Net and QTSO Enrollment.

HFC requests that you have at a minimum two (2) people with ePOC access, each facility is allowed up to four (4) individual ePOC user accounts to access the SOD and submit POC's for the facility.

CMS Net and QTSO Enrollment

CMS Net Online Registration Instructions

https://qtso.cms.gov/system/files/2018-05/CMSNet_Online_Enrollment.pdf

CMSNet Online Registration

<https://www.cmsruas.com/>

ASPEN ePOC Resources

ePOC facility guide



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<https://qtso.cms.gov/system/files/qtso/ePOC-Fac PG 12.3.0 FINAL.PDF>

ePOC training video

<http://star.alpinetg.com/Training/CMS ePOC Provider Webinar With Captions.wmv>

Technical Assistance

Login, password and submission problems

Email - **mdcn.mco@palmettogba.com**

CMS Help Desk - (888) 238-2122