



**State of Tennessee**  
**Health Facilities Commission**

502 Deaderick Street, 9<sup>th</sup> Floor, Nashville, TN 37243

[www.tn.gov/hsda](http://www.tn.gov/hsda) Phone: 615-741-2364

**ePOC Launch**

Milestones	Expected Date	Lead	Notes
Finalize ePOC notice to providers	November 15, 2025	Connie/Caroline	At present, NHs will be the CMS certified facilities enrolled.
Finalize plan for “turning function on”	December 2024	Dee/Caroline/Connie/Moises/Debra/Tara w/ cc to Katie and Logan	Dee will inform us when the ePOC function is able to be turned on after receiving approval from CMS. Moises has already provided a list of provider NHs. Training to be completed internally before training of providers.
Phase 1, Education of Internal team	December 2024	Debra, Kathy, Tara Wilson	Will include RAs and ASA training coordinator
Phase 2, Hands on Training after ePOC live	Late December 2024	Hands-on testing with ASAs and staff in regional offices, including life safety.	Internal team
Notice to THCA/Leading Age	December 2024	Caroline/Katie Thomas	Notice to be provided to THCA and Leading Age in writing of ePOC implementation and training dates, along with copy of approved letter.
Roll-out to providers	January 2025	Debra/Tara Wilson to provide education	TEAMS meeting/WebEx will have to be set up and blast email will have to be sent out notifying of dates.
Email inboxes	Late January 2025	Jeff/ASAs/Dee	HFC already has dedicated email addresses for POCs set up. Confirm that ePOC can be routed to these email addresses. ASAs in regions to continue monitoring dedicated email addresses.



**State of Tennessee**  
**Health Facilities Commission**

502 Deaderick Street, 9<sup>th</sup> Floor, Nashville, TN 37243

[www.tn.gov/hsda](http://www.tn.gov/hsda) Phone: 615-741-2364

---

**ePOC Launch**

Signing up of providers	Late January 2025	Connie in coordination with ASA5 and RAs	Connie to assist in tracking which providers have confirmed via email that they wish to enroll in ePOC and share with RAs
Amended letters with each survey	January 2025	Tara/Connie	Tara to modify letter for NHs with information on how to submit POCs for providers enrolled in ePOC.
Inform CMS and Ombudsman of rollout	February 2025	Connie/Caroline	Once providers have been successfully enrolled in ePOC, formal notice in change of process will be given to CMS by 2/25.