

PCSP Systems Document

April 22, 2015

Tips for All PCSP Systems:

- Users can request a new password by clicking the “Forgot Password” link

Please note: If your log in fails after three attempts, you will be locked out of the database and will need submit an e-mail to the appropriate system mailbox. Once your password has been changed, it will change for all the PCSP databases for which you have access:

PCID – pcid@cms.hhs.gov

PIES – pie-system@cms.hhs.gov

QCM – qcmscores@cms.hhs.gov

QWCM – qwcmscores@cms.hhs.gov

- Role reports allow you to view everyone who has access to the database
- CMS always wants to know your suggestions for system enhancements to any of the PCSP systems. Send your suggestions to the appropriate resource mailbox

PCID System Tips:

- Users can view the PCID Quick Start Guide by clicking on the PCID Documentation link located at the bottom of the screen
- Users can enter CSR Training dates up to a year in advance
- If a MAC has to update to any of the Category/Subcategory and Topic/Subtopic lists in PCID, let CMS know by placing your comments in the suggestion form and then send it to the PCID mailbox.
 - The Inquiry Tracking category and sub-category list can be found on the CMS website
 - The POE Events, Self-Paced Education, and CSR Training can be found in PCID documentation
- By clicking on the words “Report Menu” users can see all previously entered data

QCM/QWCM Tips:

- If a user’s account has been deactivated, please send an e-mail to qcmscores@cms.hhs.gov or qwcmscores@cms.hhs.gov to have the account reactivated. Do not create a new account
- Supervisors should spend time regularly reviewing CSR information for accuracy (like archiving inactive CSRs in a timely fashion and providing an accurate archive date)

PIES Tip:

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- Contractors can enter their own callback data after the normal PIES data entry cutoff date. The Callback Data form is available each month from the 11th through the 16th as a link in the PIES menu