

# Frequently Asked Questions (FAQs) about the Transition to Paperless

The Centers for Medicare and Medicaid Services (CMS) is improving the [Clinical Laboratory Improvement Amendments \(CLIA\)](#) program by switching to electronic fee coupons and CLIA certificates. With this switch, we're moving to a completely electronic system. **These FAQs provide key information to support your laboratory leading up to and after the transition.**

## What Does My Laboratory Need to Do Now?

**By March 1, 2026**, laboratories and providers that perform laboratory testing **must** switch to electronic notifications to receive CLIA fee coupons, certificates, and important information from CMS. **This transition is not optional.**

To switch to electronic notifications or update your email address, you must:

- **Email your [State Agency](#).** Include your laboratory name, laboratory director or owner's name, CLIA number, director or designee's signature.
- **Contact your Accreditation Organization** if you're an accredited laboratory. They can add or update email addresses for the laboratories they survey.

## Can I Provide Multiple Email Addresses?

Not yet. However, CMS recommends using a business email address, or one that many staffers can access and use.

We will keep you posted via email with latest news about the CLIA program.

## What Do I Receive When I'm Enrolled in Electronic Notifications?

Your laboratory will receive:

- Electronic fee coupons
- Electronic CLIA certificates
- Email notifications from CMS

## Does This Transition Apply to CLIA-exempt States?

No. Electronic fee coupons and certificates do not apply to exempt states. Exempt state laboratories are licensed by the state and do not receive fee coupons or certificates from CMS.

## What Happens After the March 1, 2026 Deadline?

After the deadline:

- Paper fee coupons are discontinued. You must pay your CLIA certification and survey fees through [pay.gov](https://www.pay.gov), a secure platform hosted by the U.S. Treasury Department.
- Paper CLIA certificates are no longer mailed. You can access your CLIA certificate electronically via the [CLIA Certificate Lookup](#) on QCOR.
- Any laboratory with a valid email address on file with CMS will automatically be enrolled to receive electronic notifications, which include electronic fee coupons and CLIA certificates.
- Electronic communication is the only method to receive CLIA fee coupons and certificates.

## What Can I Do if I Miss the March 1, 2026 Deadline to Switch to Electronic Certificates and Fee Coupons?

If you have a valid email address on file with CMS, you will automatically be enrolled in March.

If you need to update your laboratory's email address, you can:

- **Email your [State Agency](#).** Include your laboratory name, laboratory director or owner's name, CLIA number, director or designee's signature.
- **Contact your Accreditation Organization** if you're an accredited laboratory. They can add or update email addresses for the laboratories they survey.

**Laboratories must sign up** for CMS email notifications to receive electronic CLIA fee coupons, certificates, and other CMS communications. Failure to go paperless may result in billing and certification issues.

## What Happens if My Laboratory Doesn't Have a Valid Email Address on File?

Your laboratory may experience certification or billing issues, including:

- Delayed or missed fee coupons
- Lapsed certification due to missed payments
- Denied Medicare or Medicaid payments

You can update your laboratory's email address by contacting your [State Agency](#) or your Accreditation Organization (for accredited laboratories).

## How Will I Receive My Fee Coupon and CLIA Certificate?

Electronic CLIA certificates and fee coupons will come from: [noreply-cms-ccsq@ccsq.cms.hhs.gov](mailto:noreply-cms-ccsq@ccsq.cms.hhs.gov).

This is an official CMS address, not spam. To ensure you receive these important communications, adjust your email settings or spam filters so messages from this address are delivered directly to your inbox.

## Who Do I Contact if I Don't Receive My Fee Coupon or CLIA Certificate?

First, check your spam folder to determine if communications from CMS' email: [noreply-cms-ccsq@ccsq.cms.hhs.gov](mailto:noreply-cms-ccsq@ccsq.cms.hhs.gov) ended up there. If not, contact your [State Agency](#).

## When Can I Expect My Fee Coupon and CLIA Certificate?

Timing depends on your laboratory's certificate type.

*Certificate of Waivers, Provider Performed Microscopy, Certificate of Accreditation:*

- Certificate fees: Sent approximately 6 months before the certificate expires.
- Certificates: Sent approximately 1 month before the certificate expires (once you've paid the certificate fees).

*Certificate of Compliance:*

- Survey fees: Sent approximately 1 year before the certificate expires.
- Certificates: Sent approximately 1 month before the certificate expires, after a successful inspection and payment of survey fees.

## How Do I Pay My Certificate and Survey Fees?

Starting March 1, 2026, payments must be made through [pay.gov](https://www.pay.gov), a secure platform hosted by the U.S. Treasury Department. Paper checks will not be accepted after March 1, 2026.

To pay fees online:

1. Go to <https://www.pay.gov>.
2. Type "CLIA" in the search box in the upper right corner.
3. Enter the CLIA ID number included in your invoice.

We accept bank account (ACH) or debit or credit cards for online payments.

## I Lost My CLIA Certificate. How Do I Get a New One?

- Use the link in the original email from CMS to print a copy.
- Go to the [CLIA Certificate Lookup](#) on QCOR to print a copy.

## How Do I Update the Information on My CLIA Certificate?

Depending on the information that you need to update, you can either provide written notification or submit a new [CMS-116 application form](#) to your [State Agency](#). Refer to [Chapter 6 of the State Operations Manual](#) for more information.

*Note:* There may be a fee for a revised certificate.