

Internet Quality Improvement and Evaluation System (iQIES) Frequently Asked Questions (FAQs)

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Please note: This resource will be updated as needed; please see the [Version History](#) page for a full listing of changes.

1.0 System Questions

1.1 What do I need to do to register for iQIES?

To begin onboarding, all users will need to create accounts in HCQIS Access Roles and Profile Management (HARP) system at:

<https://harp.qualitynet.org/register/profile-info> to gain access to the iQIES system.

HARP is a secure identity management portal and asks for personal information to verify the user's identity. HARP uses Experian to remotely proof users by taking user-entered data, such as date of birth and social security number (SSN), to generate a list of personal questions for the user to answer to verify his/her identity.

After Two-Factor Authentication is complete, users can access iQIES using their HARP credentials at the following URL: <https://iqies.cms.gov/> to complete their role request.

For a complete list of registration steps, please reference the iQIES Onboarding Guide: <https://qtso.cms.gov/software/iqies/reference-manuals>

1.2 Will there continue to be a standalone survey application for instances when surveyors do not have access to the Internet?

iQIES will provide offline functionality within the survey application for surveyors in the field. However, this functionality will not be available for some time. In the beginning, users will need to continue using existing paper-based processes, if they lack Internet access.

1.3 Who creates and maintains provider and state agency accounts?

Account creation will be quite different in iQIES. All prospective provider and state systems users will need to create an account through HCQIS Access Roles and Profiles (HARP) at <https://harp.qualitynet.org/register/>. State security officials will be responsible for approving state user roles and managing local issues such as hardware. State security officials will not be responsible for approving providers' accounts. iQIES will have a helpdesk and training videos available.

1.4 Will iQIES include a component for electronic plans of correction (ePOC) for all provider types?

Yes, although ePOC will not be available until a later release. The iQIES development team does not have a confirmed date for this functionality at this time. However, we anticipate ePOC being available with the iQIES rollout for long term care nursing homes, and once available, ePOC capabilities will be available for all provider types.

1.5 Will multiple team members be able to work on citations at the same time?

Yes. The citation management functionality in iQIES will allow multiple team members to add tags and create citation text for the same survey simultaneously. The team leader will be able to merge the individual write-ups into one.

1.6 How will letter management work in iQIES?

We are still researching this. The first release of iQIES will allow users to organize and access letters, but will not allow letters or letter templates to be directly created in iQIES. We plan to expand capabilities in future iQIES releases, but the full extent of those capabilities has not yet been determined.

1.7 Are State Survey Agencies receiving notifications to create HARP account for both iQIES and QSEP?

Yes, iQIES and Quality, Safety & Education Portal (QSEP), which will replace the current Integrated Surveyor Training Website (ISTW), are two separate systems but both require HARP accounts for access. Fortunately, you only need to create a HARP account once but, you will need to request roles for both systems. Please note that QSEP is requesting that users request roles by 12/5 while iQIES is using a phased approach for role requests.

1.8 Can the same user be registered for multiple roles in the iQIES System?

The same user cannot register for multiple roles in the iQIES system. However, a user can register for a different role within iQIES and the Security Official within your organization will need to approve the role request.

2.0 Data-Related Questions

2.1 Will the new iQIES System allow states to capture state-only data?

iQIES will initially support state licensure of federally certified providers. It will support state licensure-only providers at a future date.

2.2 Will states have access to the same data they have access to today within the legacy system?

States should have access to the same types of data they have access to today including data migrated from the legacy (QIES and ASPEN) systems.

2.3 Will states continue to have real-time access to the data?

All data entered by the states into iQIES will be available to view within the iQIES system in real-time. In addition, APIs will be available for states to use to retrieve data from iQIES for reporting.

2.4 How will states have access to iQIES data? Many states currently have ODBC connections to the ASPEN database to pull data into state applications, generate reports, etc. Will these features remain available?

We will make data available for state applications and reports. States will be able to download the data using the API interface. There is no limit on how often the states will be able to download the data, although there may be limits on how much data can be retrieved in one fetch.

2.5 How will regulation sets be created?

The current regulations will migrate into iQIES. iQIES will make any required updates to the regulations and the plan is that states will eventually have the ability to make updates on their own.

2.6 How long will data be retained in iQIES?

According to the CMS retention policy, iQIES will store 10 years' worth of data.

3.0 Documentation Questions

3.1 Will state agencies be able to attach documents to surveys and complaints/incidents?

States will be able to upload attachments to providers, surveys, citations, complaints/incidents, and enforcement actions.

3.2 Will there be restrictions on the types of system attachments?

There will be some restrictions on file types, but most commonly used file types: .jpeg, .jpg, .png, .pdf, .doc, .docx, .xls, .xlsx, .txt, .rtf, .tif, will be accepted. Attachment size may be limited. iQIES will also scan the attachments for viruses before accepting the attachments into the iQIES system.

3.3 How long will states be able to use ASPEN for their state licensure?

These facilities will be accommodated based on provider type on a staged basis as each provider type is migrated to iQIES. Migrating such a large and diverse data set can create numerous unintended issues. At this time, CMS plans to migrate state data individually at the end of the development process to minimize the chance of issues. The state licensure components of certified facility types will be migrated, and iQIES will accommodate these similar to how ASPEN currently does it.

4.0 Reporting Questions

4.1 Will iQIES provide Ad-Hoc Reporting (i.e. Crystal Reports)?

At this point, QBIC will be the site used for Ad-Hoc Reporting.

4.2 Will iQIES retain survey event ids? If so how will they be used?

iQIES will retain legacy Survey Event IDs for migrated data. For all new surveys, the system will assign a unique alphanumeric ID that has a slightly different format. Survey IDs are going to infer the type of survey and visit number.

4.3 Is it possible for the Final Validation Report in iQIES to be downloadable in PDF format? I only see a CSV format currently?

Currently, the Final Validation Report is downloadable in just CSV format. The iQIES Team is planning future enhancements that will allow the Final Validation Report to

be downloaded in PDF format.

5.0 Security Questions

5.1 What kind of security control will states have in iQIES?

States will have security official(s) who will be able to assign the roles-based access for their state users.

Disclaimer: The FAQs below are intended specifically for Accrediting Organizations (AOs).

6.0 Accrediting Organizations

6.1 Can all AOs access iQIES now?

At this time, all AOs can, and are encouraged to, identify two AO Security Officials to ensure that the AOs will be able to approve individuals from their organization as needed. Given the phased approach, other than the AOSO, only AO roles working with the Home Health Survey and Certification functionality will be approved to access iQIES in January.

6.2 Will there be any differences in the fields in iQIES for AOs?

Generally, the fields will mirror the fields used for creating a provider, creating a survey, and indicating deemed status. We expect minor changes and AOs will be notified when more information is available.

6.3 Will AOs need to recreate all the providers in iQIES anew or will those be populated based on Medicare/Medicaid certified HHA's?

- a. State Survey Agencies, Regional Offices and AOs will be able to create new providers in iQIES. AOs will be able to create providers through manual input as well as file upload. The ROs will have the authority to approve and deem those new providers (and/or make changes to existing providers).
- b. For existing data, ASSURE data will be migrated to iQIES, phased in by provider type. For the HHA pilot, AOs should continue to enter data in ASSURE as well as iQIES. After the HHA migration to iQIES, new HHA providers and new surveys must be managed within iQIES because ASSURE will no longer be available for

HHA once iQIES is live. For now, all other provider types and AOs outside of Region 4 should continue to use ASSURE until further notification.

6.4 What reports will AOs be able to access?

Within iQIES, the only report AOs will be able to access is the Provider History report, which includes information about the provider's survey and deficiency history (for standard and complaint surveys).

6.5 What is expected of the AO Security Official?

The AOSO will approve or reject user role requests in HARP for their organization, such as an additional AOSO and AO general users. In iQIES, the AOSO will only be able to access their profile page. If the AOSO requires additional functionalities, they should also request the AO User role, which can only be approved by another AOSO. This is why we are recommending that each AO have at least 2 security officials. For more on iQIES roles, visit: <https://youtu.be/F1Y3EJnmLtA>.

Version History

- 1/10/20: Original posting