

# iQIES Access Instructions for Long Term Care Providers Using ePOC:

## Nursing Home Functionality

July 23, 2025



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# iQIES Access Instructions for Long Term Care Providers Using ePOC: Nursing Home Functionality is Now Live

*Jul 23, 2025*

In May 2025, CMS sent a notification to Long Term Care providers who use the Electronic Plan of Correction (ePOC), informing these users that as of July 14, 2025, the current web ePOC platform will no longer be available for plan of correction submissions and that the new system of record will be the Internet Quality Improvement & Evaluation System (iQIES).

You have received this email because you are a Nursing Home currently using ePOC to process plans of correction in ASPEN Web (ePOC). The use of the new iQIES ePOC system is expected for Nursing Homes that have been using the current ePOC web system.

As a Nursing Home provider, you will need to request the Provider ePOC Administrator role in iQIES after you sign up for [HCQIS Access Roles & Profile \(HARP\)](#) access.

- Register at: <https://harp.cms.gov/register>
- Complete identity verification through Experian

*HARP uses Experian to remotely verify a user's identity by applying the data that a user provides, such as date of birth and Social Security number, to generate a list of personal questions for the user to answer.*

- Set up two-factor authentication

**Please Note:** Some users who attempt to register in HARP may receive an error message stating that their email address already exists. This most likely means that you have completed some level of identity proofing in the past and that you have an Enterprise Identity Management (EIDM) account. If this is the case, you will need to log in to HARP using your EIDM login information. If you don't remember your login information, you will need to contact the QualityNet Help Desk at [qnetsupport@cms.hhs.gov](mailto:qnetsupport@cms.hhs.gov) or 866-288-8912.

After you register in the HARP system, or log in if you are already an EIDM user, you will be directed to set up two-factor authentication.

**Please Note:** If you are an EIDM user, you will then need to log in to HARP a second time; this will ensure that you are able to access iQIES to request your role.

## System Requirements

Use the latest version of Google Chrome or Microsoft Edge when accessing HARP or iQIES.

## How to Request a Provider ePOC Administrator Role

1. Log in to iQIES <https://iqies.cms.gov/> using your HARP User ID and Password (EIDM login information if you are an EIDM user).
  2. Verify your account using two-factor authentication and then select *Submit*.
  3. On the Welcome to iQIES page, click the *Request User Role* button.
- Step 1: Select a User Category
  - Select Provider, then click *Next*
  - Step 2: Select a User Role.
  - Select Provider ePOC Administrator, then click *Next*
  - Step 3: Add Organizations. Search for your Provider using the CCN or Facility ID, click Add, and then click *Submit Request*. A 'Role Request Submitted' message will be displayed on the My Profile page stating that your approval status will be emailed to you

after your request is reviewed.

**Please Note:** For your Provider ePOC Administrator role request to be approved, your organization must have at least one Provider Security Official (PSO) assigned. CMS recommends that at least two PSOs be established for every CMS certified Nursing Home provider. If your organization needs to review which roles are available and their descriptions, there is an iQIES User Roles Matrix document available on the QTSO website: <https://qtso.cms.gov/software/iqies/reference-manuals>.

#### **Please See Below for More Resources and Information**

#### **HARP**

- Video about the HARP registration process: <https://youtu.be/G1zi8JqxWg4>
- Video explaining HARP manual proofing: <https://www.youtube.com/watch?v=rYioFNNvtDO>
- Fact sheet on HARP Identity Proofing: <https://qtso.cms.gov/news-and-updates/remote-identify-proofing-requirements-internet-quality-improvement-evaluation>
- FAQs: <https://harp.cms.gov/login/help>

#### **iQIES**

- iQIES Onboarding Guide: <https://qtso.cms.gov/software/iqies/reference-manuals>
- iQIES S&C User Manual: ePOC – Provider ePOC Administrator Role: <https://qtso.cms.gov/software/iqies/reference-manuals>
- iQIES User Role Matrix: <https://qtso.cms.gov/software/iqies/reference-manuals>
- iQIES Overview: Getting Started: <https://iqies.cms.gov/help>
- iQIES Nursing Home Training – ePOC Provider Administrator Role video: [qsep.cms.gov](https://qsep.cms.gov) This training is available via the 'Public Access' menu. Contact the QSEP Help Desk at [helpdesk@qsep.org](mailto:helpdesk@qsep.org) or 855-791-8900 if you need help accessing the QSEP/training content.

#### **Have Questions?**

Call the QIES/iQIES Service Center: 1-888-477-7876 (Select Option 1) or email: [iqies@cms.hhs.gov](mailto:iqies@cms.hhs.gov). Please note that call volume may be higher than normal during this time.

*Last Modified on 7/23/2025*

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