

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

Manisha Juthani, MD
Commissioner



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Governor
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FACILITY LICENSING AND INVESTIGATIONS SECTION

BLAST FAX 2025-10

TO: Long Term Care Facilities

FROM: Jennifer Olsen Armstrong, MS, RD, Section Chief

CC: Commissioner Manisha Juthani, MD
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DATE: July 15, 2025

SUBJECT: iQIES/ePOC

On July 14, 2025, CMS released the new Internet Quality Improvement & Evaluation System (iQIES) Electronic Plan of Correction (ePOC) system functionality to participating Nursing Homes and State Agencies.

Once ePOC functionality is enabled in iQIES, the current web ePOC system will be disabled for ePOC users. The current ePOC system was shut off on July 11, 2025. 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. As we approach the Nursing Home (NH) iQIES release date, we will be posting to the QIES Technical Support Office (QTSO) all supporting resource documents as well as training videos for NH ePOC participating providers.

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/iques/reference-manuals>



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For more information, please contact the iQIES Service Center by email: iqies@cms.hhs.gov or by phone: 1-800-339-9313. To create a new ticket online, track an existing ticket, or recover your HARP password account, please use [CCSQ Support Central: Self-Service Portal](#).