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Agency
**California Department of
Public Health**



Gavin Newsom
Governor

July 15, 2025

AFL 25-20

TO: Skilled Nursing Facilities (SNFs)

SUBJECT: Transition to Internet Quality Improvement and Evaluation System (iQIES)

All Facilities Letter (AFL) Summary

This AFL announces that, effective July 14, 2025, the California Department of Public Health (CDPH), Center for Health Care Quality (CHCQ) is transitioning to iQIES from Risk Safety Solution (RSS) and Automated Survey Processing Environment (ASPEN) for SNF complaint and facility reported incident investigations.

On July 14, 2025, Centers for Medicare and Medicaid Services (CMS) in collaboration with CDPH will transition to the new iQIES Electronic Plan of Correction (ePOC) system from RSS and ASPEN for SNF complaint and facility reported incident investigations. ePOC allows healthcare providers to submit and manage their Plans of Correction (POC) electronically in response to identified deficiencies found during surveys. Anticipating a smooth transition, iQIES is scheduled to launch and be available to users on July 14, 2025.

The use of the new ePOC system is not mandatory. However, CHCQ highly encourages facilities not yet registered for ePOC to register to use it to allow providers to continue receiving Statement of Deficiencies and Plan of Corrections (CMS-2567 or State-2567) electronically. SNFs that have been using ePOC are also encouraged to continue using this functionality in iQIES to minimize CMS certification and enforcement work disruption.

Registering for ePOC

Once ePOC functionality is enabled in iQIES, the current web ePOC system will be disabled for ePOC users. The current ePOC system will be shut off on July 14, 2025. SNFs will need to request the Provider ePOC Administrator role in iQIES after they sign up for HCQIS Access Roles & Profile (HARP) access.

Facilities using ePOC may sign up in iQIES or will be defaulted to receiving Statement of Deficiencies and Plan of Correction (CMS-2567 or State-2567) through email. Complaints and facility reported incidents (FRIs) will be handled in iQIES, however, RSS will still be used for program flexes and waivers.

Facilities will not be able to request the Provider ePOC Administrator role in iQIES until July 14, 2025. Users however can sign up for a HCQIS Access Roles and Profile (HARP) account now, which is required to obtain an iQIES role.

CMS has posted updated User Manuals to the QTSO site, along with training in QSEP for the iQIES Provider ePOC Administrator Role. It is recommended that all individuals who will need to obtain access to this role review the training.

Exceptions

The IQIES launch for SNFs does not apply to a State-only licensed SNF. CDPH will continue to use ASPEN to enter information for State-only licensed SNFs.

For more information on the transition to iQIES, please visit the Upcoming ePOC Transition to iQIES for Nursing Homes webpage or please contact the iQIES Service Center by email: iqies@cms.hhs.gov or by phone: 1-800-339-9313.

If you have any questions or concerns regarding this AFL, please contact your district office.

Sincerely,

Original signed by Mandi Posner

Mandi Posner

Deputy Director

Resources:

- ePOC Launch in iQIES for Nursing Homes
- HCQIS Access Roles & Profile (HARP)
- QTSO site
- Training in QSEP
- ePOC Transition to iQIES for Nursing Homes

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