



Centers for Medicare & Medicaid Services

**Internet Quality Improvement & Evaluation
System (iQIES)**

**Survey and Certification (S&C)
CMP/CMPTS**

User Manual

Version 1.1

November 27, 2023

Table of Contents

1. Introduction	1
1.1 Getting Started in S&C – Important Information to Know	1
1.2 iQIES Service Center	3
1.3 Roles and Permissions	4
1.4 Workload Management	5
2. CMP for State Agency General Users	7
2.1 Add a CMP	8
2.2 View CMPTS Details	10
3. CMP and CMPTS for CMS General Users	13
3.1 Add a CMP	14
3.2 Search for a CMPTS	16
3.3 Edit CMPTS Details	18
3.4 Payment Details	19
3.5 Delete a CMP	23
4. CMP and CMPTS for CMS Office of Financial Management (OFM)	24
4.1 Search for a CMPTS	25
4.2 Payment Details	27

List of Figures

Figure 1: Expandable Field	1
Figure 2: Notification Banner	2
Figure 3: Tool Tip Icon.....	2
Figure 4: Help Icon	4
Figure 5: Workload Management Landing Page.....	5
Figure 6: iQIES Logo	5
Figure 7: No Active Tasks	6
Figure 8: CMPTS Case Menu	7
Figure 9: Add Civil Money Penalty.....	8
Figure 10: CMPTS Details Page.....	10
Figure 11: Installments & Payments.....	11
Figure 12: Allocation History.....	11
Figure 13: CMPTS Case Menu Bar	13
Figure 14: Add Civil Money Penalty.....	14
Figure 15: Generate CMPTS Case	15
Figure 16: S&C Search	16
Figure 17: CMPTS Cases Tab	16
Figure 18: CMPTS Advanced Search	17
Figure 19: CMPTS Details	18
Figure 20: Edit CMPTS Details	18
Figure 21: Installments & Payments.....	19
Figure 22: Installments Edit Tab.....	19
Figure 23: Installments.....	20
Figure 24: Allocation History.....	21
Figure 25: Allocation History.....	22
Figure 26: Delete a CMP.....	23

Figure 27: Delete a CMP Pop-up Window 23

Figure 28: CMPTS Case Menu Bar Details 24

Figure 29: OFM User Homepage 25

Figure 30: CMPTS Cases Search..... 25

Figure 31: OFM Advanced Search 26

Figure 32: CMPTS Details Page..... 27

Figure 33: Edit Installments..... 27

Figure 34: Save Installment..... 28

List of Tables

Table 1: Workload Management Data Display 6

1. Introduction

This user manual addresses how to view, manage, and add Civil Money Penalty (CMP) and sanction information for both State Agency General Users (SAGU) and CMS General Users (CMSGU), and Civil Money Penalty Tracking System (CMPTS) cases for CMSGU.

For information on other modules, refer to [Reference & Manuals](#) on QTSO.

1.1 Getting Started in S&C – Important Information to Know

Below is important general information about iQIES.

- Log in to iQIES at <https://iqies.cms.gov/> with Health Care Quality Information Systems (HCQIS) Access Roles and Profile ([HARP](#)) login credentials. Refer to the [iQIES Onboarding Guide](#) for further information, if necessary.
- All screenshots included in this manual contain only test data. Current screens in iQIES may differ from what is shown in screenshots below.
- Screenshots are dependent on user role and may not be an exact representation.
- Words highlighted in blue are clickable links.
- A red asterisk (*) indicates a required field.
- Blank fields may have a limited number of characters allowed in that field. If so, the character limit is shown on the bottom left. The blank fields may also be expanded. Click the two 45° parallel lines and drag to the right to enlarge the box. See *Figure 1, Expandable Field*.

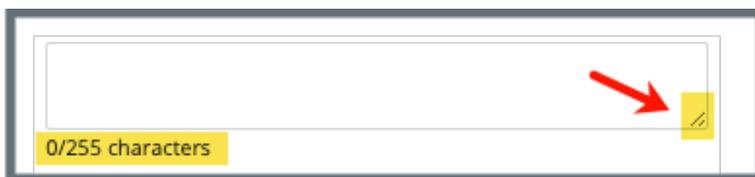


Figure 1: Expandable Field

- iQIES times out after 15 minutes of nonuse and reverts to the login page. Be sure to save data regularly. iQIES remains up and active as long as it is in use.
- iQIES uses a smart search. Once three letters/digits are typed in the search bar, results are shown based on the letters/digits entered. The

more letters/digits entered, the narrower the search. If any of the results is the correct result, click the result to open.

- Review any yellow/orange notification banners. See *Figure 2, Notification Banner*. These banners can be closed (X'd out) if they do not apply or they are resolved.

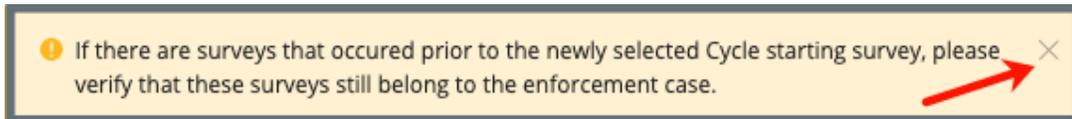


Figure 2: Notification Banner

- Review any Tool Tips for additional information to perform an action. Hover over the **i** icon to see the tip. Tool Tips are in iQIES to communicate information. Look for the information icon. See *Figure 3, Tool Tip Icon*.

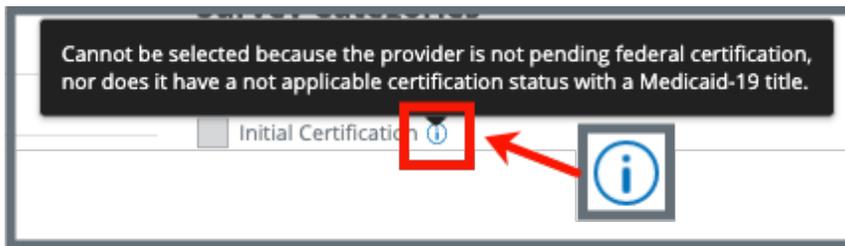


Figure 3: Tool Tip Icon

- Below are the supported browsers for access to iQIES. **Do not use Internet Explorer.** It is not supported. Be sure to keep your browser updated.

For best results, please use the latest version of these browsers:

[Chrome](#)

[Firefox](#)

The latest versions of the browsers below are also supported:

[Microsoft Edge](#)

[Safari](#)

1.2 iQIES Service Center

The iQIES Service Center supports users working within the various iQIES components: S&C, Patient Assessment, and Reporting.

Assistance Accessing iQIES: Contact the iQIES SO for your organization

Technical Support: Contact the iQIES Service Center:

Phone: 888-477-7876 (select Option 1)

Email: iQIES@cms.hhs.gov

CCSQ Support Central: Create a new ticket or track an existing ticket:
https://cmsqualitysupport.servicenowservices.com/ccsq_support_central

Idea Portal: Feedback for future iQIES software development: [CCSQ Support Central](#). Click **Idea Portals**.

More information on iQIES: Refer to the [QIES Technical Support Office \(QTSO\)](#) and the [Quality, Safety, & Education Portal \(QSEP\)](#). Logging in to HARP may be required before accessing some documentation in QTSO and QSEP.

iQIES reference materials include:

- Links to Training Videos for providers
- Assessment Management User Manual
- Quick Reference Guides
- Onboarding Guide
- Managing User Information
- Other helpful iQIES material

iQIES training materials on QSEP include S&C Foundation Series Videos

1.3 Roles and Permissions

iQIES roles allow users to access information pertinent to their area of work. The examples provided in this document pertain to S&C and require a State Agency or Centers for Medicare & Medicaid Services (CMS) role with the capability to view or edit this information.

Permissions are ultimately governed by HARP access privileges. Contact the Security Official (SO) for your organization or the iQIES Service Center for issues relating to access and permissions. Refer to the [iQIES User Roles Matrix](#) for detailed information on roles.

For additional help, refer to <https://iqies.cms.gov/iqies/help> or click the help icon in the top right corner of the screen, see *Figure 4, Help Icon*, for further information.



Figure 4: Help Icon

1.4 Workload Management

Workload Management is a tool used to track and display data for individual users. It consolidates information and processes into one area so that the user can see at a glance what actions must be performed.

Note: Workload Management is limited to the State Agency General User and CMS General User roles.

1.4.1 Log in to iQIES. The landing page displays the Workload Management tool. See *Figure 5, Workload Management Landing Page*.

Note: The Workload Management landing page defaults to active tasks. Click the **List View** drop-down and select **Closed tasks** to view completed tasks.

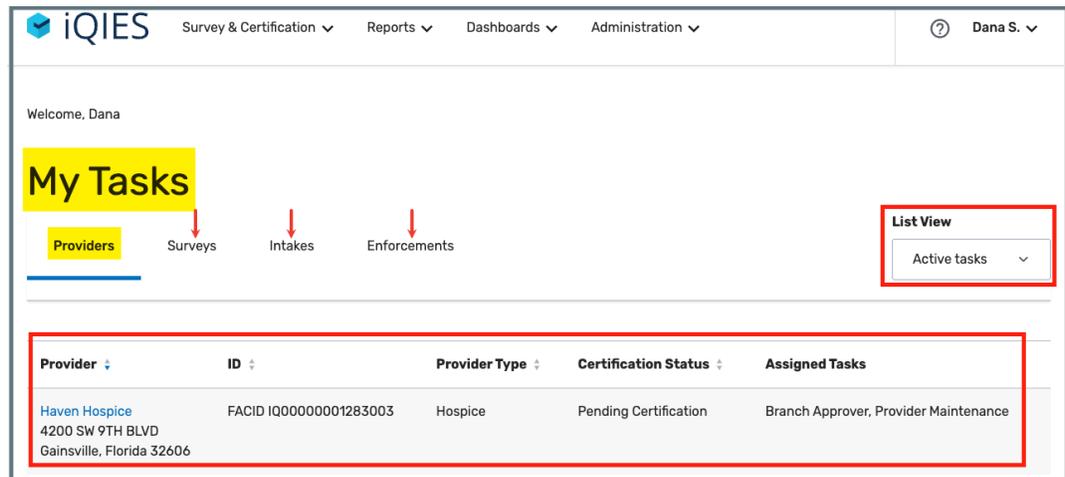


Figure 5: Workload Management Landing Page

Note: Click the iQIES logo on the top left of the screen or Home to return to the Workload Management landing page at any time. See *Figure 6, iQIES Logo*.



Figure 6: iQIES Logo

1.4.2 Review tasks. Click each tab (**Providers, Surveys, Intakes, Enforcements**) to review tasks. See *Table 1: Workload Management Data Display* for details on when data is displayed.

Table 1: Workload Management Data Display

Tab	Data Displayed When User Is:
Providers	<ul style="list-style-type: none"> Responsible Staff for a provider or Survey team member for a survey for a provider
Surveys	<ul style="list-style-type: none"> Responsible Staff for a survey or Survey team member
Intakes	<ul style="list-style-type: none"> Responsible Staff for an intake or Survey team member for a survey associated to an intake
Enforcements	Responsible Staff for an enforcement

Notes:

- A blue **New** in an oval shape (pill) next to the **Survey ID** in the **Survey** tab indicates that the survey’s status is **New**.
- A blue **New** pill next to the **Intake ID** in the **Intakes** tab or next to the **Enforcement ID** in the **Enforcements** tab indicates that the task was created in the past seven days.
- If there are no tasks, then a message appears below the selected tab. See *Figure 7, No Active Tasks*, for an example from the **Providers** tab.

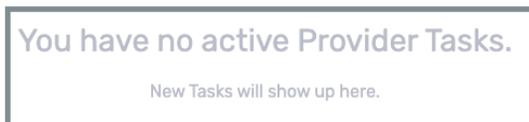


Figure 7: No Active Tasks

2. CMP for State Agency General Users

This section shows SAGUs how to view, manage, and add Civil Money Penalty (CMP) and sanction information.

Review the top menu bar for CMP details: **Enforcement Case ID, Outstanding Balance, Next Payment Due, Cycle Start Date** and **CMPTS Case Created**. See *Figure 8, CMPTS Case Menu*.

CMS General User (CMSGU) information is in the next section: [CMP and CMPTS for CMS General Users](#).

Only CMSGUs can delete a CMP.

CMPTs are available for:

- Nursing Homes
- Home Health Agencies (HHA)
- Hospices
- CLIA (Clinical Laboratory Improvement Amendment) Laboratories

Enforcement Case ID	Outstanding Balance	Next Payment Due	Cycle Start Date	CMPTS Case Created
FLU077-F	\$210.00	No information	09/06/2018	07/30/2021

Figure 8: CMPTS Case Menu

2.1 Add a CMP

Note: There must be an enforcement before a CMP can be added.

2.1.1 Open the **Basic Information** page of the enforcement that needs a CMP.

2.1.2 Click **Civil Money Penalty** in the left menu. The **Add Civil Money Penalty** page opens. See *Figure 9, Add Civil Money Penalty*.

Add Civil Money Penalty

All required fields are marked with an asterisk (*)

Survey *

Select one

The survey visit during which the instance was cited

CMP Type *

Per Instance

Per Day

In Effect *

Yes

No

Recommended

Awaiting Appeal Outcome

Imposition Notice Date *

MM/DD/YYYY

Save **Cancel**

Figure 9: Add Civil Money Penalty

Notes:

- When there are one or more existing CMPs, the **Add Civil Money Penalty** page will list the CMPs. To add a new CMP, click **Add CMP**.
- There is a minimum and maximum **CMP Per Instance** amount or **Per Day** amount. Contact CMS for more information on minimum and maximum amounts, if needed.

2.1.3 Fill out the information. A **Survey** must be selected. The **Related Citation** field opens when a survey is selected.

Note: The **In Effect** selection is always set to **Recommended** for a SAGU. Only a CMSGU can change the **In Effect** status.

2.1.4 Click **Save**. The CMP is created and the **Civil Money Penalty** window opens.

Notes:

- The CMPTS case appears in a search only after CMS generates the CMPTS number.
- Only CMSGUs can generate a CMPTS case number.

2.2 View CMPTS Details

2.2.1 Click on the case number to view case details. The CMPTS Details page opens. See *Figure 10, CMPTS Details Page*.

The screenshot displays the 'CMPTS Details' page. At the top, there is a yellow header with the text 'CMPTS Details'. Below this, the page is organized into several sections:

- Overview:** Contains fields for 'CMPTS Number' (2021-04-HHA-013), 'Survey Date' (09/06/2018), and 'Date Entered' (07/30/2021).
- CMS Location:** Contains fields for 'CMS Location Contact' (firstname lastname) and 'CMS Location Phone Number' ((123) 123-1234).
- Facility:** Contains fields for 'Facility Name' (CARE ONE HOME HEALTH INC), 'Address Name' (12905 SW 42ND ST, STE 114 MIAMI, FL 33175), 'Phone Number' ((305) 228-0301), and 'CCN' (108248).
- Name of Entity Responsible/Responsible Party:** (No information)
- Provider Type:** (HHA)
- Corporate Name:** (Care One Home Health Inc)

Below the main details, there is a yellow header for 'Payment Details' with a red link that says 'Scroll down to view'. At the bottom, there are four tabs: 'Installments & Payments' (which is selected), 'Allocation History', 'Notes', and 'Attachments'.

Figure 10: CMPTS Details Page

Note: Only CMSGUs can edit details.

2.2.2 Scroll down to review **Payment Details**. Click each tab to review **Installments & Payments, Allocation History, Notes** and **Attachments**.

2.2.3 Click the **Installments & Payments** tab to view payment details, outstanding balance, payment method, and installment information. See *Figure 11, Installments & Payments*.

Notes:

- CMSGU can edit Due Date and Amount Due only. OFM can edit Medicare, Medicaid, Interest amounts, Payment Method, and Posted Date only
- Home Health Agencies (HHA) do not use multiple installment payments. They have only one installment.

Payment Details

Installments & Payments
Allocation History
Notes
Attachments

Payment Details		Outstanding Balance	
Medicare Amount	\$415.80	Outstanding Medicare	\$415.80
Medicaid Amount	\$244.20	Outstanding Medicaid	\$244.20
Interest	\$0.00	Total Outstanding Balance	\$660.00
Combined CMP Total	\$660.00		
Payments Received	\$0.00		

Installments

1 Installments Click caret to show/hide details Sort by:

Due Date	Amount Due	Received Date	Payment Received	Collection Status
10/29/2021	\$660.00	No information	\$0.00	No information

Medicare	\$0.00	Payment Method	No information	Resource Document	No information
Medicaid	\$0.00	Posted Date	No information	Report Receipt Number	No information
Interest	\$0.00				

Figure 11: Installments & Payments

2.2.4 Click **Allocation History** tab to view the CMP instance or per day that was created in the enforcement. See *Figure 12, Allocation History*.

Payment Details

Installments & Payments
Allocation History
Notes
Attachments

Date	Medicare Amount	Medicaid Amount	Interest Amount	Total Amount	Status
12/03/2021	\$63.00	\$37.00	\$0.00	\$100.00	Additional CMP
12/02/2021	\$63.00	\$37.00	\$0.00	\$100.00	Additional CMP
10/29/2021	\$157.50	\$92.50	\$0.00	\$250.00	Additional CMP

Figure 12: Allocation History

2.2.5 Click **Notes** tab to add a note.

Note: Notes can be edited or deleted by the owner.

Note: Notes are time/date stamped.

2.2.6 Type the note. Click **Save**. The note is added to the case.

2.2.7 Click **Attachments** tab to view any attachments. If there are no attachments, ***No information*** is shown in the section.

3. CMP and CMPTS for CMS General Users

This section shows CMSGUs how to view, manage, and add CMP and CMPTS cases.

SAGU information for CMP is located in the previous section: [CMP for State Agency General Users](#).

Review the top menu bar for CMPTS details: **Enforcement Case ID, Outstanding Balance, Next Payment Due, Cycle Start Date** and **CMPTS Case Created**. See *Figure 13, CMPTS Case Menu Bar*.

CMSGUs cannot receive or enter payments in the CMPTS area.

CMPTs are available for:

- Nursing Homes
- Home Health Agencies (HHA)
- Hospices
- CLIA (Clinical Laboratory Improvement Amendment) Laboratories

The screenshot shows a dark blue header with the breadcrumb 'Home / Search / CMPTS Case'. On the right, contact information is listed: '12905 SW 42ND ST, STE 114 MIAMI, FL 33175' and a phone number '(305) 228-0301'. The main content area features a large white box with a red border containing the case ID '2021-04-HHA-013' and the provider name 'CARE ONE HOME HEALTH INC - CCN 108248 - HHA'. Below this is a table with five columns: Enforcement Case ID (FLU077-F), Outstanding Balance (\$210.00), Next Payment Due (No information), Cycle Start Date (09/06/2018), and CMPTS Case Created (07/30/2021).

Home / Search / CMPTS Case	12905 SW 42ND ST, STE 114 MIAMI, FL 33175 ☎ (305) 228-0301			
2021-04-HHA-013 CARE ONE HOME HEALTH INC - CCN 108248 - HHA				
Enforcement Case ID FLU077-F	Outstanding Balance \$210.00	Next Payment Due No information	Cycle Start Date 09/06/2018	CMPTS Case Created 07/30/2021

Figure 13: CMPTS Case Menu Bar

3.1 Add a CMP

Note: There must be an enforcement before a CMP can be added.

3.1.1 Open the **Basic Information** page of the enforcement that needs a CMP.

3.1.2 Click **Civil Money Penalty** in the left menu. The **Add Civil Money Penalty** page opens. See *Figure 14, Add Civil Money Penalty*.

The screenshot shows the 'Add Civil Money Penalty' form. The left sidebar contains a menu with items: Home Health Agency Non-Deemed, Basic Information, Responsible Staff, Nurse Aide Training Ban, Sanctions, Civil Money Penalty (highlighted with a red arrow), Appeal, Letters, Notes, and Attachments. The main content area has a yellow header 'Add Civil Money Penalty' and a note 'All required fields are marked with an asterisk (*)'. The form fields are: 'Survey *' (dropdown menu), 'CMP Type *' (radio buttons for 'Per Instance' and 'Per Day'), 'In Effect *' (radio buttons for 'Yes', 'No', 'Recommended', and 'Awaiting Appeal Outcome'), and 'Imposition Notice Date *' (text input field with placeholder 'MM/DD/YYYY'). A red box highlights the form fields, and a red arrow points to the 'Civil Money Penalty' menu item. Another red arrow points to the 'Save' button at the bottom of the form.

Figure 14: Add Civil Money Penalty

Note: When there are one or more existing CMPs, the **Add Civil Money Penalty** page will list the CMPs. To add a new CMP, click **Add CMP**.

3.1.3 Fill out the information. A **Survey** must be selected. The **Related Citation** field opens when a survey is selected.

Note: CMSGUs must select an option under **In Effect*** to decide whether the sanction is in effect (**Yes**), denied (**No**), **Recommended**, or **Awaiting Appeal Outcome**.

3.1.4 Click **Save**. The CMP is created and the **Civil Money Penalty** window opens.

Note: The CMPTS case only appears in a search after CMS generates the CMPTS number.

3.1.5 Click **Generate CMPTS Case** to generate a CMPTS number. A CMPTS case number is automatically assigned. See *Figure 15, Generate CMPTS Case*.



Figure 15: Generate CMPTS Case

3.2 Search for a CMPTS

3.2.1 Go to **Survey & Certification** at the top of the iQIES home page. Click the arrow to open the drop-down menu.

3.2.2 Click **Search**. The **Search** screen opens. See *Figure 16, S&C Search*.



Figure 16: S&C Search

3.2.3 Click the **CMPTS Cases** tab. See *Figure 17, CMPTS Cases Tab*.

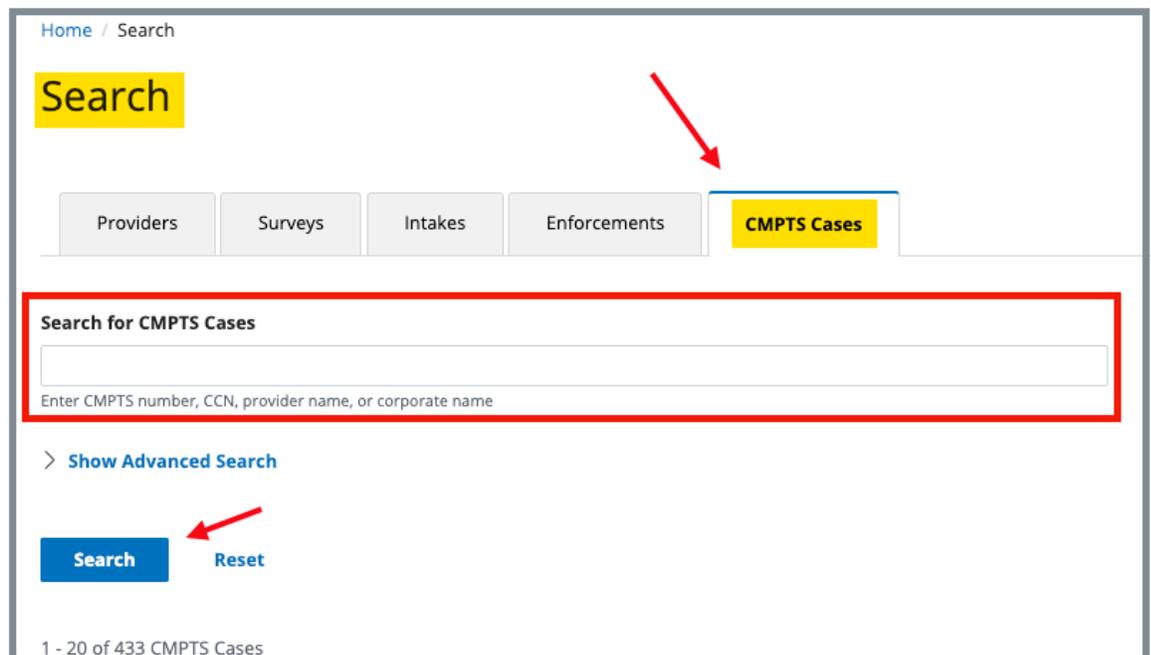


Figure 17: CMPTS Cases Tab

3.2.4 Type CMPTS number, CCN (CMS Certification Number), provider name, or corporate name.

3.2.5 Click **Search**. The CMPTS cases show below. Click **CMPTS Number** on the correct case to go directly to the CMPTS.

Notes:

- Click the Provider name or CCN to go to the **Provider History** page.
- Click **Show Advanced Search** for a more detailed search. Refer to step 3.2.6 for details.

3.2.6 Click **Show Advanced Search**, if desired, to open the **Advanced Search** drop-down menu and narrow the search criteria. See *Figure 18, CMPTS Advanced Search*.

The screenshot shows the 'Search' interface for CMPTS Cases. At the top, there are tabs for 'Providers', 'Surveys', 'Intakes', 'Enforcements', and 'CMPTS Cases'. Below the tabs is a search bar labeled 'Search for CMPTS Cases' with a placeholder text 'Enter CMPTS number, CCN, provider name, or corporate name'. A button labeled 'Hide Advanced Search' is highlighted with a red box. Below this, a large red-bordered area contains several filter sections:

- PROVIDER DETAILS & LOCATION:** Includes 'Provider Type' (dropdown), 'Street Address' (text input), 'City' (text input), 'State' (dropdown), and 'ZIP Code' (text input).
- PAYMENT DETAILS:** Includes 'Fiscal Year' (text input) and 'Payment Status' (dropdown).
- CMPTS CYCLE START DATE RANGE:** Includes 'CMPTS Case Start Dates' with 'From' and 'To' text inputs.
- CMPTS BALANCE RANGE:** Includes 'Filter Balance Range' with radio buttons for 'By installment amount' and 'By total payment amount', and 'From' and 'To' text inputs with dollar signs.

 At the bottom left, there is a blue 'Search' button and a 'Reset' link. A red arrow points to the 'Search' button.

Figure 18: CMPTS Advanced Search

3.2.7 Type in desired detailed criteria. Click **Search**. The CMPTS cases show below.

Note: Click **Hide Advanced Search** to close the **Advanced Search** menu.

3.3 Edit CMPTS Details

3.3.1 Click on the case number to view case details. The **CMPTS Details** page opens. See *Figure 19, CMPTS Details*.

The screenshot shows the 'CMPTS Details' page. At the top left, 'CMPTS Details' is highlighted in yellow. At the top right, there is a blue button labeled 'Edit CMPTS Details' with a red border. The page is divided into three main sections: Overview, CMS Location, and Facility. The Overview section contains: CMPTS Number (2021-04-HHA-013), Survey Date (09/06/2018), and Date Entered (07/30/2021). The CMS Location section contains: CMS Location Contact (firstname lastname) and CMS Location Phone Number ((123) 123-1234). The Facility section contains: Facility Name (CARE ONE HOME HEALTH INC), Address Name (12905 SW 42ND ST, STE 114 MIAMI, FL 33175), Phone Number ((305) 228-0301), and CCN (108248). To the right of the Facility section, there is a section for 'Name of Entity Responsible/Responsible Party' with the text 'No information', 'Provider Type' (HHA), and 'Corporate Name' (Care One Home Health Inc). Below these sections is a 'Payment Details' section with a red text prompt 'Scroll down to view'. At the bottom, there are four tabs: 'Installments & Payments' (selected), 'Allocation History', 'Notes', and 'Attachments'.

Figure 19: CMPTS Details

3.3.2 Click **Edit CMPTS Details**. The editable fields open. See *Figure 20, Edit CMPTS Details*.

The screenshot shows the 'Edit CMPTS Details' page. At the top left, 'CMPTS Details' is highlighted in yellow. The Overview section is visible on the left. The CMS Location section is highlighted with a red border and contains three input fields: 'First Name *', 'Last Name *', and 'CMS Location Phone Number *'. The Facility section is visible on the right. At the bottom left, there are two buttons: 'Submit' (highlighted with a red arrow) and 'Cancel'.

Figure 20: Edit CMPTS Details

3.3.3 Edit details.

3.3.4 Click **Submit**.

3.4 Payment Details

3.4.1 Scroll down to **Payment Details** on the **CMPTS Details** page. Click each tab to review **Installments & Payments, Allocation History, Notes, and Attachments.**

3.4.2 Click the **Installments & Payments** tab. See *Figure 21, Installments & Payments.*

Payment Details

Installments & Payments | Allocation History | Notes | Attachments

Payment Details		Outstanding Balance	
Medicare Amount	\$415.80	Outstanding Medicare	\$415.80
Medicaid Amount	\$244.20	Outstanding Medicaid	\$244.20
Interest	\$0.00	Total Outstanding Balance	\$660.00
Combined CMP Total	\$660.00		
Payments Received	\$0.00		

Installments

1 Installments Sort by: Due Date

Due Date	Amount Due	Received Date	Payment Received
10/29/2021	\$ 660.00	No information	\$0.00

Medicare	\$0.00	Payment Method	No information	Resource Document	No information
Medicaid	\$0.00	Posted Date	No information	Report Receipt Number	No information
Interest	\$0.00				

Save Installment Cancel

Due Date + Add Another Installment

Amount Due

Save Cancel

Figure 21: Installments & Payments

3.4.3 Click **Edit** to update the **Installments & Payments** section. See *Figure 22, Installments Edit Tab.*

Installments

1 Installments Sort by: Due Date

Due Date	Amount Due	Received Date	Payment Received	Collection Status
10/29/2021	\$660.00	No information	\$0.00	No information

Delete **Edit**

Figure 22: Installments Edit Tab

Notes:

- CMSGU can edit **Due Date** and **Amount Due** only. OFM can edit **Medicare, Medicaid, Interest** amounts, **Payment Method**, and **Posted Date** only.
- Once a payment is added, the **Edit** link under Installments is disabled.
- Home Health Agencies (HHA) do not use multiple installment payments. They have only one installment.
- Reallocation of funds, e.g., a refund, is not done in iQIES.

3.4.4 Click **Calculate Installments**. An **Installments** section opens below. See *Figure 23, Installments*.

The screenshot shows a form for configuring installments. At the top, there are three main sections: 'First Payment Due Date *' with a date input field containing '10/29/2021' and a label 'MM/DD/YYYY' below it; 'Number of Installments *' with a numeric input field containing '1'; and 'Payment Terms' with a dropdown menu showing 'Select one'. To the right of these fields is a blue button labeled 'Calculate Installments', which is enclosed in a red rectangular box. Below this section is the 'Installments' section, which contains a 'Due Date (MM/DD/YYYY)' input field with '10/29/2021' and an 'Amount Due' input field with '\$ 460.00'. At the bottom left of the form are two buttons: a blue 'Save' button and a grey 'Cancel' button. A red arrow points from the 'Save' button towards the 'Amount Due' field. On the right side of the form, there is a summary table:

Total Installments	\$460.00
Combined CMP Total	\$460.00
Difference	\$0.00

Figure 23: Installments

3.4.5 Click **Save**. **Installments** information appears below the **Payment Details**.

3.4.6 Click **Allocation History** tab to view the per instance or per day CMP that was created in the enforcement. See *Figure 24, Allocation History*.

Payment Details

Installments & Payments | **Allocation History** | Notes | Attachments

Date	Medicare Amount	Medicaid Amount	Interest Amount	Total Amount	Status
03/23/2022	\$1,401.72	\$823.23	\$0.00	\$2,224.95	Waiver
07/30/2021	\$6.30	\$3.70	\$0.00	\$10.00	No information
05/13/2021	\$0.00	\$0.00	\$0.00	\$0.00	No information

Figure 24: Allocation History

3.4.7 Click **Notes** tab to add a note.

Notes:

- Notes can be edited or deleted by the owner.
- Notes are time/date stamped.

3.4.8 Type the note. Click **Save**. The note is added to the case.

3.4.9 Click **Attachments** tab to add an attachment. See *Figure 25, Add an Attachment*.

- a. Click **Select File** and browse for the desired file on the computer.
- b. Type a **File Description**, if desired.
- c. Click **Save**. The attachment is added to the case.

Payment Details

Installments & Payments Allocation History Notes **Attachments**

Attachments

Add attachments for this cmpts and add a file description below.

Select File

Supported file formats PDF (.pdf), Word (.doc, .docx), Excel (.xls, .xlsx, .csv), Text files (.txt, .rtf), Image files (.jpeg, .jpg, .png, .tif, .tiff), Video files (.mp4, .mov, .wmv, .3gp), Audio files (.mp3, .aac, .wav, .wma), and Message files (.msg, .eml).

File Description

0/255 characters

Save

Figure 25: Allocation History

3.5 Delete a CMP

A CMP cannot be deleted if a payment was received.

3.5.1 Click **Delete** next to the CMP. See *Figure 26, Delete a CMP*. A **Delete** pop-up window opens.

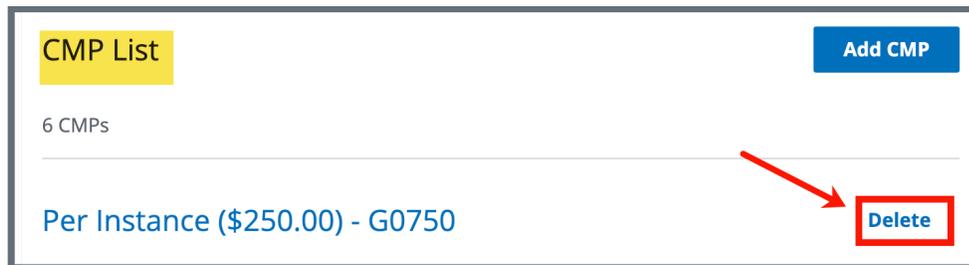


Figure 26: Delete a CMP

3.5.2 Click **Delete**. See *Figure 27, Delete a CMP Pop-Up Window*.

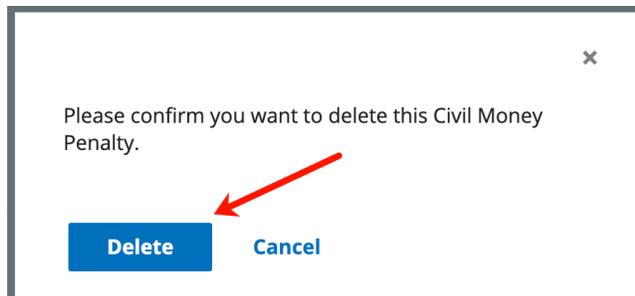


Figure 27: Delete a CMP Pop-Up Window

4. CMP and CMPTS for CMS Office of Financial Management (OFM)

This section shows OFM users how to view and manage CMP and CMPTS cases.

Review the top menu bar for CMPTS details: **Enforcement Case ID**, **Outstanding Balance**, **Next Payment Due**, and **Cycle Start Date**. See *Figure 28, CMPTS Case Menu Bar Details*.

OFM can edit Received Date, Payment Received, Medicare, Medicaid, Interest, Payment Method, and Posted Date for Installments.

CMPTs are available for:

- Nursing Homes
- Home Health Agencies (HHA)
- Hospices
- CLIA (Clinical Laboratory Improvement Amendment) Laboratories

The screenshot shows a dark blue header with the breadcrumb 'Home / Search / CMPTS Case'. On the left, the case ID '2021-04-HHA-013' is highlighted with a red box, with the provider name 'CARE ONE HOME HEALTH INC - CCN 108248 - HHA' below it. On the right, contact information is listed: '12905 SW 42ND ST, STE 114 MIAMI, FL 33175' and a phone number '(305) 228-0301'. Below the header is a table with four columns: 'Enforcement Case ID' (FLU077-F), 'Outstanding Balance' (\$660.00), 'Next Payment Due' (10/29/2021), and 'Cycle Start Date' (09/06/2018).

Home / Search / CMPTS Case			
2021-04-HHA-013 CARE ONE HOME HEALTH INC - CCN 108248 - HHA		12905 SW 42ND ST, STE 114 MIAMI, FL 33175 (305) 228-0301	
Enforcement Case ID FLU077-F	Outstanding Balance \$660.00	Next Payment Due 10/29/2021	Cycle Start Date 09/06/2018

Figure 28: CMPTS Case Menu Bar Details

4.1 Search for a CMPTS Case

4.1.1 Go to **Find a CMPTS Case** at the top of the iQIES home page. Click the arrow to open the drop-down menu. *See Figure 29, OFM User Homepage.*



Figure 29: OFM User Homepage

4.1.2 Click **CMPTS Search**. The **Search** screen opens. *See Figure 30, CMPTS Cases Search.*

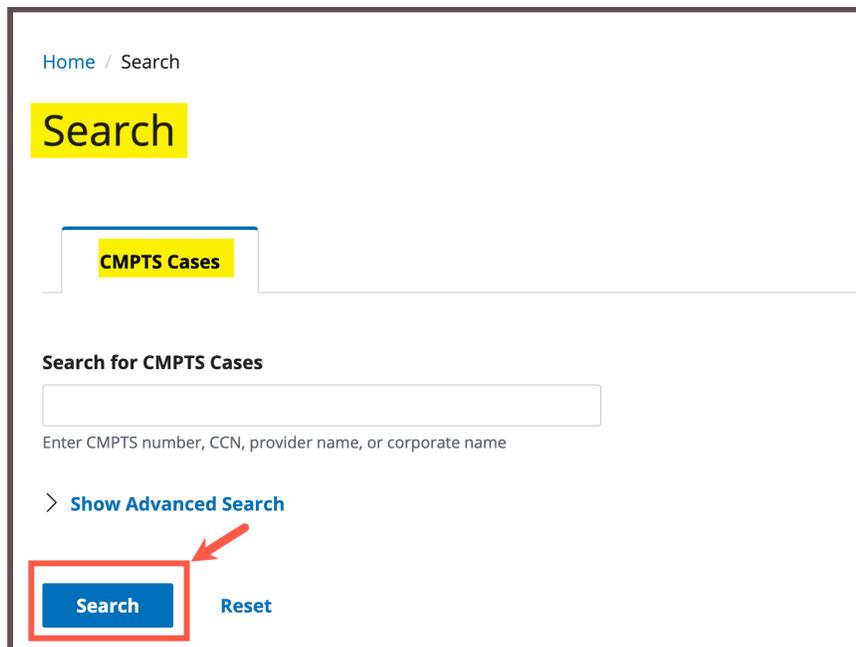


Figure 30: CMPTS Cases Search

4.1.3 Type CMPTS number, CCN (CMS Certification Number), provider name, or corporate name.

4.1.4 Click **Search**. The CMPTS cases show below. Click **CMPTS Number** on the correct case to go to the CMPTS.

4.1.5 Click **Show Advanced Search**, if desired, to open the **Advanced Search** drop-down menu and narrow the search criteria. See *Figure 31, OFM Advanced Search*.

Figure 31: OFM Advanced Search

4.1.6 Type in desired detailed criteria. Click **Search**. The CMPTS cases show below.

Note: Click **Hide Advanced Search** to close the **Advanced Search** menu.

4.2 Payment Details

4.2.1 Click on the case number to view case details. The **CMPTS Details** page opens. See *Figure 32, CMPTS Details Page*.

Figure 32: CMPTS Details Page

4.2.2 Scroll down to **Payment Details** on the **CMPTS Details** page. Click each tab to review **Installments & Payments**, **Allocation History**, **Notes**, and **Attachments**.

4.2.3 Click the **Installments & Payments** tab.

4.2.4 Click **Edit** to update existing records in the **Installments & Payments** section. See *Figure 33, Edit Installments*.

Due Date	Amount Due	Received Date	Payment Received	Collection Status	
> 10/29/2021	\$660.00	No information	\$0.00	No information	Delete Edit

Figure 33: Edit Installments

Notes:

- CMSGU can edit Due Date and Amount Due only. OFM can edit Medicare, Medicaid, Interest amounts, Payment Method, and Posted Date only.
- Home Health Agencies (HHA) do not use multiple installment payments. They have only one installment.
- Reallocation of funds, e.g., a refund, are not done in iQIES.

4.2.5 Fill in the information as desired. Click **Save Installment**. See *Figure 34, Save Installment*.

Figure 34: Save Installment

Note: OFM can edit Received Date, Payment Received, Medicare, Medicaid, Interest amounts, Payment Method, and Posted Date for Installments.

4.2.6 Click **Notes** tab to add a note.

Note: Notes can be edited or deleted by the owner.

Note: Notes are time/date stamped.

4.2.7 Type the note. Click **Save**. The note is added to the case.

4.2.8 Click **Attachments** tab to add an attachment.

a. Click **Select File** and browse for the desired file on the computer.

b. Type a **File Description**, if desired.

c. Click **Save**. The attachment is added to the case.