

## **ePOC Frequently Asked Questions**

### **Who is eligible to participate in ePOC?**

At this time, only Certified Nursing Homes are eligible for participation.

### **What is a CCN ID?**

The CCN ID is the facility's CMS Certification Number. This is another name for the Medicare Provider Number.

### **What if I don't receive my CMSNET ID within 2 business days?**

You should receive 2 e-mails. One e-mail will contain the user ID and the other one will contain the password. CMSNet advises that you check your spam/junk mail before contacting their helpdesk. If the needed e-mails are not found in your junk mail folder, you can contact the CMSNet helpdesk at (888) 238-2122.

### **How will I receive my ID and password for the QIES ePOC account?**

This ID and password combination will appear onscreen once you complete the online request process.

### **What if my password expires?**

You will receive reminders from QIES before your password expires advising you that it needs to be reset. It is best if you reset it before it expires. If it does expire, you can contact the QIES helpdesk at (888) 477-7876 for assistance.

### **How can I receive help with my questions?**

- Check the OIG ePOC website for assistance: <http://chfs.ky.gov/os/oig/training.htm>
- For issues with the CMSNet Secure Access Service login or Juniper Client Installation, please contact support via e-mail at [MDCN.mco@palmettoqba.com](mailto:MDCN.mco@palmettoqba.com) or by calling (888) 238-2122.
- For assistance with the MDS and ePOC User Registration, please contact the QTSO Help Desk at (888) 477-7876.
- For general ePOC questions, contact [ePOC.Support@ky.gov](mailto:ePOC.Support@ky.gov) within the Office of Inspector General.