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?

Once your request is processed, you should receive 1 e-mail containing the user ID and 1 e-mail containing the password. If you haven't received the 2 e-mail messages within 2 business days, CMSNet advises you to check your spam/junk mail before contacting their helpdesk. If the needed e-mails are not found in your junk mail, you can contact the CMSNet helpdesk at (888) 238-2122.

I have my ID, but I still can't access ePOC!

Many people receive their CMSNet ID and don't proceed with additional steps to create an ePOC account. The CMSNet ID is the first step of the process, but additional steps need to be followed to create the ePOC account. Once the ePOC account is established, send an e-mail to ePOC.Support@ky.gov, advising that your setup is complete. OIG will activate ePOC for your facility and send you additional information regarding an ePOC webinar to familiarize you with the ePOC process.

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.

Our administrator changed and our facility no longer has access to ePOC. How do we get it back?

Send an e-mail to ePOC.Support@ky.gov advising OIG of the situation. OIG will send you the needed instructions at that point. CMS allows a maximum of 4 ePOC accounts to be created for each facility. Take advantage of this, so that when turnovers occur, you will have additional employees available as backup options.

How can I receive help with my questions?

- Check the OIG ePOC website for assistance:
  https://chfs.ky.gov/agencies/os/oig/dhc/Pages/epoc.aspx

- For issues with the CMSNet Secure Access Service login or Juniper Client Installation, please contact support via e-mail at MDCN.mco@palmettogba.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 within the Office of Inspector General.