



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
Division of Residential Care Services
PO Box 45600, Olympia, WA 98504-5600

July 26, 2017

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LeadingAge Washington
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Dear Nursing Facility Provider Associations:

On behalf of the division of Residential Care Services we are pleased to say thank you to all nursing facility providers who participated in the recent implementation of CMS nursing home electronic plan of correction (ePOC).

The ePOC application automates the distribution of the federal statements of deficiency 2567 (SOD) and State Licensure WAC citations via a secure website created by CMS. The CMS website also allows for the electronic submission of plans of correction. This process is being used for all nursing facility health/life safety code surveys and complaint investigation SODs.

The ePOC team would like to share some helpful tips for ePOC users:

1. **ePOC User Passwords:** ePOC user passwords must be updated every 60 days. After 90 days without a password change, the account will lock. If a user account has been locked, the user will need to contact the QTSO helpdesk at 1-888-477-7876 to unlock the account.
2. **Deficiency Free and Revisit Surveys:** The ePOC system requires SOD acknowledgment for all deficiency free and revisit surveys.
3. **POC Submission:** The preferred method by the state agency is for the nursing facility to submit the POC for all deficiencies on a single survey at the same time, and not on a tag-by-tag basis, see the ePOC Provider Procedure Guide pages 19-23.
4. **POC Completion Date (X5):** The X5 date is **not** the date the POC was entered into the system. The Completion Date (X5) is the date by which the facility users states they will have implemented the POC and corrected the deficiency. The X5 date must be greater than the survey exit date. See the ePOC Provider Procedure Guide page 59.
5. **POC Admin Sign-Off (X6):** The X6 date is set to the date when the facility has submitted a Plan of Correction for all deficiencies on a survey that require a POC, this would be the "Attestation". Upon final submission, ePOC displays an Attestation of POC Submittal statement. It lists the tags (deficiencies) and completion dates for which the attester is submitting a POC. See the ePOC Provider Procedure Guide page 60.
6. **ePOC Resources:** Several resources for ePOC are accessible on the ePOC website at <https://www.dshs.wa.gov/altsa/residential-care-services/electronic-plan-correction-epoc>.

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In closing, should you need further assistance or have questions I encourage you to contact the ePOC team at WAePOC@dshs.wa.gov.

Sincerely,

A handwritten signature in cursive script, reading "Candace Goehring". The signature is written in dark ink and is positioned above the printed name.

Candy Goehring, Director
Residential Care Services