



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Home and Community Living Administration
4500 10th Avenue Southeast • Lacey, Washington 98503

June 30, 2025

NH #2025-027

**iQIES NH/LTC LAUNCH JULY 14, 2025: GUIDANCE TO SURVEYORS
& SURVEY CERTIFICATION & ENFORCEMENT STAFF**

Dear Nursing Facility/Home Administrator:

The Department of Social and Health Services (department) is reaching out to notify providers that on **July 14, 2025**, the Centers for Medicare and Medicaid Services (CMS) will launch the new Internet Quality Improvement & Evaluation System (iQIES). iQIES is a web-based system used by CMS to manage information related to healthcare providers and residents/patients for regulatory compliance and ensuring quality of care. The CMS and the department will also use iQIES for complaint investigations/intakes, surveys, electronic plans of correction (ePOC), and enforcement cases including Civil Money Penalty (CMP) cases.

In May 2021, State Survey Agencies (SAs) and the CMS locations began a phased transition to iQIES, a web-based system that includes survey and certification functions. iQIES combines and replaces the Quality Improvement and Evaluation System (QIES), Certification and Survey Provider Enhanced Reports (CASPER), and the Automated Survey Process Environment (ASPEN) systems.

The iQIES Team has recently provided further guidance to SAs and CMS staff regarding the upcoming iQIES NH software migration. Included in this guidance were critical dates affecting the ASPEN cutoff and launch date of iQIES. These dates are as follows:

Critical Dates:

- **July 10, 2025** (5pm local time Thursday): **ASPEN cutoff**
- **July 14, 2025** (NH/LTC in iQIES): **Launch Date**
- **July 10-14, 2025: Gap Period***
**Gap Period: The period of time when ASPEN will be shut down for nursing home data entry and iQIES is not accessible.*

Starting July 14, 2025, surveyors will use iQIES to create and conduct long-term care surveys, finalize citations, and approve plans of corrections in the Electronic Statement of Deficiencies and ePOC. Dispute resolution processes, accessing reports and generating letters will also shift to iQIES.

The department asks for providers' patience throughout this transition, as there will be an adjustment period while our staff adapts to the iQIES platform. This shift to iQIES significantly affects much of the work carried out by the department. Our staff has received training and is still undergoing training in all facets of iQIES. We thank you for your understanding in advance.

As a reminder, CMS has posted updated User Manuals to the [QTSO site](#), along with [training in QSEP](#) for the iQIES Provider ePOC Administrator Role. CMS recommends that all persons who will need to obtain access to this role review the training.

For more detailed information, please refer to [CMS's iQIES Frequently Asked Questions \(FAQs\)](#) and [Technical Support Office with associated manuals here](#).

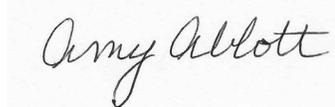
RCS Management Bulletin: **iQIES NH/LTC LAUNCH JULY 14, 2025: GUIDANCE TO SURVEYORS
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Page 2

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact Tiffany Meyers, Nursing Home Policy Program Manager, at rcspolicy@dshs.wa.gov or (360) 464-0373.

Sincerely,

A handwritten signature in black ink that reads "Amy Abbott". The signature is written in a cursive style and is centered within a light gray rectangular box.

Amy Abbott, Director
Residential Care Services

DSHS: *"Partnering with People"*

Related References: [QIES Technical Support Office \(References, Manuals, Training\)](#)
[Nursing Home \(MDS\) / Swing Bed Providers Reference & Manuals](#)