



**Center for Clinical Standards and Quality/Survey & Certification Group**

**Ref: S&C: 16-12-ALL**

**DATE:** March 11, 2016

**TO:** State Survey Agency Directors

**FROM:** Director  
Survey and Certification Group

**SUBJECT:** National Downtime of the Quality Improvement and Evaluation System (QIES)

**Memorandum Summary**

- **QIES Systems** – Will be unavailable from March 16 through March 21, 2016.
- **Submission of Patient/Resident Assessments will not be possible during the downtime** – Providers were notified in several email messages that the QIES system would be unavailable during the downtime. Providers were advised to plan their business needs around the downtime.

The QIES system is used by providers to submit assessment information such as the Minimum Data Set (MDS) for nursing homes and OASIS for home health agencies. QIES is also used by State Survey Agencies and staff at the Centers for Medicare & Medicaid Services (CMS) to produce reports on assessment information and survey status of providers and suppliers.

Providers were notified of the downtime through multiple email messages from the QIES system. Staff from CMS also announced the downtime at provider Open Door Forums. Providers were advised to plan the submission of assessment data around the downtime.

If you have any questions concerning this information, please contact the QTSO Help Desk at [help@qtso.com](mailto:help@qtso.com) or 1 (888) 477-7876.

**Effective Date:** The downtime will begin at 8pm EST on Wednesday, March 16 and end at 11:59pm on Monday, March 21, 2016. This notification should be communicated with all survey and certification staff, their managers and the State/Regional Office QIES State coordinators immediately.

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management