

From: Centers for Medicare & Medicaid Services <cmslists@subscriptions.cms.hhs.gov>

Sent: Monday, August 11, 2025 8:32 AM

Subject: Upcoming PBJ Submission Deadline and iQIES Service Center Availability Reminder



Upcoming PBJ Submission Deadline and iQIES Service Center Availability Reminder

To: QIES/iQIES Users

Upcoming iQIES Service Center Hold Times

Due to the **Payroll Based Journal (PBJ)** quarterly submission deadline on **August 14, 2025**, the iQIES Service Center is anticipating a significant increase in the volume of calls and emails.

Key Highlights

- **Nursing Home Survey & Certification Launch:** On **July 14, 2025**, the Nursing Home Survey & Certification functionality will launch in iQIES—just one month prior to the PBJ submission deadline. This rollout is expected to

result in a substantial influx of new users, potentially leading to longer hold times.

- **Plan Ahead – Submit Early:** To avoid delays or complications with data submission, we strongly encourage all users to **submit their PBJ data as early as possible**, ideally **before July 14**. Early reporting ensures smoother processing and minimizes the risk of last-minute issues.

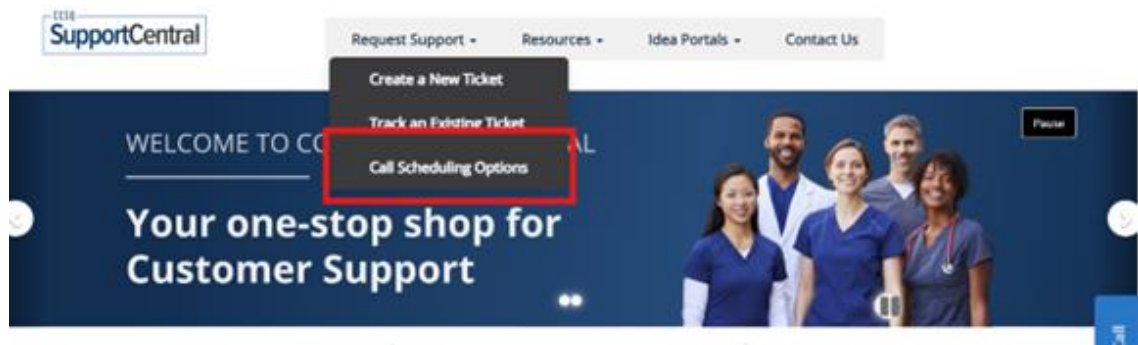
Contacting the iQIES Service Center

There are multiple ways to reach the CCSQ Service Center:

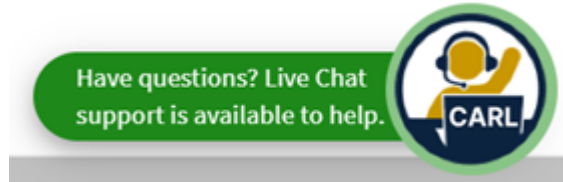
- **Schedule a Call:** Choose a time that works best for you by visiting the [CCSQ Support Central](#) page and clicking "**Schedule a Call.**"



- **Submit a Support Ticket:** Click "**Request Support**" on the Support Central page to submit a help ticket.



- **Live Chat (CARL):** Use the [CCSQ Support Central Chat and Resource Line \(CARL\)](#) by clicking the **Chat icon** located in the lower-right corner of the Support Central page.



Phone and Email Support:

Phone and email support for the PBJ deadline will be available **through Thursday, August 14, 2025, until 8:00 PM ET.**

- All PBJ files must be submitted by **August 14, 2025, at 11:59 PM ET.**
- Submissions for Fiscal Quarter 3 (April 1–June 30, 2025) **will not be accepted after this deadline.**

When Contacting the Service Center

Please have the following ready:

- For **password or file rejection issues:** your **CCN** and **QIES User ID.**
- For **PBJ submission issues:** your **Staffing Summary Report, Individual Daily Staffing Report,** and/or **Submission ID.**

Important Reminders

- **Use Only One Reporting Method:** To reduce backlog and ensure timely support, **please use only one method** (phone, email, or chat) to report the same issue. Cases are processed in the order received.
- **Submit Your Data Early:** Early submission allows time for troubleshooting and support if needed.

Need More Help?

- **Email:** iqies@cms.hhs.gov
- **Phone:** 1-800-339-9313

- **Self-Service Portal:** CCSQ Support Central Use this [portal](#) to create or track tickets, or recover your HARP password.

For PBJ policy questions, please contact: nhstaffing@cms.hhs.gov.