



## QualityNet | Network

**Alert May 22, 2023**



### Planned Activity

**Planned Actions:** Biscom Fax Scheduled Maintenance

**Impacted Application Development Organizations (ADOs):** QMARS

**Planned Downtime:** 5/22/2023, 10:00 p.m. – 11:59 p.m. ET

**What To Expect:** Providers and beneficiaries sending faxes to QMARS will receive a busy signal or a fast busy signal during the maintenance. The QMARS application will not be able to connect to the fax system, and outbound faxes sent from QMARS will be delayed until the maintenance is completed. We apologize for any inconvenience this may cause.

*If you need additional information, contact us:*

Phone: 1-866-288-8914

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!

**VISIT CCSQ Support Central**



Email:

[ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov)

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