

Alert January 20, 2022



Planned Activity

Planned Actions: Biscom/Faxcom Monthly Maintenance – September CHG0053400 and Host file configuration on FAXCOM server CHG0053401

Impacted Application Development Organizations (ADOs): QMARS

Planned Downtime: 01/24/2022, 10:00 p.m. thru 01/25/2022, 02:00 a.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, please contact us by phone at 1-866-288-8914, Slack at #help-service-center-sos, or by email at ServiceCenterSOS@cms.hhs.gov.