



QualityNet | CCSQ ServiceNow



February 18, 2022

iQIES/QIES/ASPEN 'Awaiting Info Reason' Field Update

Affected Customers: iQIES/QIES/ASPEN Service Center

Starting Saturday, February 19, 2022, the 'Awaiting Info Reason' field in the iQIES/QIES/ASPEN case form will be updated to include the following enhancements:

- When selecting the 'Awaiting Info from Customer' or 'Awaiting Confirmation of Resolution' options, the 'Additional Comments' field will become mandatory and will require the agent working the ticket to provide the customer with the appropriate questions or resolution information.
- When selecting the 'Awaiting Internal/System Info' option, the 'Additional Comments' field will not be mandatory and will not require the agent to enter customer visible comments.

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

Center for Clinical Standards and Quality (CCSQ)