

Release Notes 12.2 for April 28, 2023

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Service Center Agents, SOS Team, and ServiceNow System Team

New "Steps to reproduce error" Field for Incidents on CCSQ ServiceNow Portal and Platform

On Friday, April 28, at 8:30 PM ET, 2023, CCSQ ServiceNow will add a new field titled 'Steps to reproduce error' to incidents from the CCSQ ServiceNow Portal and Platform that are submitted to the SOS Team or the ServiceNow System Team. The field must include the actions taken that created the error.

This field will only be required when:

- SOS submits an incident assigned to the ServiceNow System Team.
- ServiceNow System Team submits an incident assigned to the ServiceNow System Team.

Affected Customers: CCSQ ServiceNow Knowledge Article Authors/Owners and ServiceNow Knowledge Team

Knowledge Article Updates: New Mandatory 'Author' Field and New Email Notification for Expiring Articles

On Friday, April 28, at 8:30 PM ET, 2023, CCSQ ServiceNow will make the following updates to Knowledge Articles (KAs):

- A new mandatory field titled, 'Author', will be added to the Knowledge Article (KA) form. Any member of the ownership group should update the 'Author' field whenever there is a new author assigned to the KA. For new and old KAs, if the 'Author' field is empty, the person editing the article will be prompted to complete that field.
- An automated email notification will be sent to the KA ownership group every 30/15/7 days prior to the 'Valid to date' to alert the ownership group members that the KA is approaching expiration and they need to take action, whether that be to update, extend or retire the KA. This feature would replace the existing manual reporting process.

For more information, review the following Knowledge Articles in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

- [CCSQ ServiceNow Knowledge Articles Fields](#)
 - [New Knowledge Management Email Notification Template](#)
-

The following maintenance tasks will be completed during this iteration:

Affected Customers: Division of Value, Incentives and Quality Reporting (DVIQR) and Hospital Hardship Submitters

2023 Medicare Promoting Interoperability (PI) Program Hardship Exception Application Form

On Friday, April 28, 2023, 8:30 PM ET annual updates will be completed to the PI Hospital Hardship Exception Application form to reflect the 2023 PI Hardship program.

The PI Hospital Hardship Exception Application for Critical Access Hospital (CAH) and Eligible Hospital (EH) submission windows are as follows:

- CAH: Opens May 1, 2023 – closes September 30, 2023
- EH: Opens May 1, 2023 – closes July 31, 2023

Reports and Dashboard will also be updated to reflect the 2023 PI Hardship program reporting requirements.

Affected Customers: CCSQ Services and Operations Support (SOS)

IAM Manual Proofing SLA Weekly Report: Renamed and Updated

On Friday, April 28, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the IAM Manual Proofing SLA Weekly Report, renamed SOS Manual Proofing SLA Weekly Report, so it will capture the associated cases. The incomplete reports for 4/3/23 and 4/10/23 will be reproduced and emailed.

Affected Customers: CCSQ ServiceNow 1135 Waiver Report Customers

The following 1135 Waiver updates are scheduled as follows:

- **1135 Waiver: Post PHE Reporting – State, Territories, and District Reports**

On Friday, April 28, 2023, at 8:30 PM ET, CCSQ ServiceNow 1135 Waiver Group will schedule the distribution of State, Territories, and District Reports to state representatives for the end of COVID-19 Public Health Emergency (PHE). The report is scheduled to be distributed on May 18, 2023. The reports will provide a summary of all COVID-19 PHE waiver submissions and metrics for each state.

- **1135 Waiver: NATCEP Reports Ended**

On Friday, April 18, 2023, at 8:30 PM ET, CCSQ ServiceNow discontinued the Nurse Aide Training & Competency Evaluation Program (NATCEP) Reports to the states. The reports no longer provide value to the states since the COVID-19 PHE ended. No new Waivers have been submitted past the last distribution of the Report, on April 12, 2023.