

Release Notes 14.1 for December 7, 2023

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ Service Center Agents and CCSQ ServiceNow Portal Customers

CCSQ Q&A Portal: New Topic 'CMS Disparity Methods' for Inpatient Psychiatric Facility (IPF) Program

On Thursday, December 7, 2023, at 8:30 PM ET, CCSQ ServiceNow will add a new topic for the IPF Program on the 'Ask A Question' page of the CCSQ Q&A Portal. Selecting the new topic titled 'CMS Disparity Methods' will automatically route questions to the Public QA - Measure Writers Assignment Group for further communication.

The following maintenance tasks will be completed during this iteration:

Affected Customers: 1135 Administrators and ServiceNow System Administrators

CCSQ ServiceNow 1135 Waiver: PHE Specific Report(s) Update

On Thursday, December 7, 2023, at 8:30 PM ET, CCSQ ServiceNow will provide new automation for the distribution of PHE Specific Report(s).

Automation of this process will save time for both the ServiceNow System Administrators and ServiceNow Developers who perform manual updates to the Reports requested by 1135 Administrators. This change will automate the necessary, weekly updates, so that once a Report is scheduled for distribution, it will no longer require manual updates on an ongoing basis. Also, a ServiceNow Catalog Request (task) for each of these manual updates will no longer be needed to update these scheduled Reports.

Affected Customers: IT Services Catalog Procurement Fulfillment Customers

CCSQ ServiceNow Self-Service Portal: HHS-22 Form 'Request Year' Drop Down Update

On Thursday, December 7, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the HHS-22 Form in the IT Services Catalog by adding a new request year titled '10/1/2023 – 12/15/2023' to the 'Request Year' drop-down list.

Affected Customers: CCSQ ServiceNow Service Centers Agents

Case Form Update

On Thursday, December 7, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update on all Case forms so that the 'Additional Comments' field will not be required when 'Awaiting Internal/System Info' is selected in the 'Awaiting info reason' field. The Case can be saved without completing the 'Additional Comments' field.

Affected Customers: ServiceNow System Teams

CCSQ Q&A Portal: Ask-a-Question (Q&A tool) Date Fields Update

On Thursday, December 7, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an automatic script which adds the new quarterly dates for the next year. This will reduce manual modification each year.

On December 15th each year, the following fields in the 'Question Details' section will be automatically updated with the next year's quarterly dates:

- Reporting quarter
- Encounter Date
- Discharge Period
- Discharge Period_IPF

The automatic script will eliminate the need for manual modification of code every year from the Q&A programs and will reduce time-lag for updates to the page.

Affected Customers: CCSQ ServiceNow Service Center Agents

Targeted Comms Date Field Update

On Thursday, December 7, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the Targeted Comms Module so that the date will appear correctly when the record is previewed.



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December 7, 2023

CCSQ ServiceNow Updates

The following CCSQ ServiceNow enhancements will be completed during this iteration:

- CCSQ Q&A Portal: New sub-category "CMS Disparity Methods" for Inpatient Psychiatric Facility (IPF) Program

The following CCSQ ServiceNow maintenance tasks will be completed during this iteration:

- CCSQ ServiceNow 1135 Waiver: PHE Specific Report(s) Update
- CCSQ ServiceNow Self-Service Portal: HHS-22 Form 'Request Year' Drop Down Update
- Case Form Update
- CCSQ Q&A Portal: Ask-a-Question (Q&A tool) Date Fields Update
- Targeted Comms Date Field Update

For additional information on these changes, please view the full [Release Notes](#) on the CCSQ ServiceNow page.

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)