Release Notes 14.6 for February 16, 2024

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: Track a Ticket – New Filtering and Sorting Functionality

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will improve the customer ticket tracking experience in CCSQ Support Central by adding new filtering and sorting functionality. These enhancements will reduce the customer's search time by enabling them to quickly sort and locate their ticket(s) based on the criteria they entered.

- A 'Filter by Status' drop down has been added to the Track a Ticket form which includes options for:
 - Any Status
 - Open
 - Closed

SupportCentra	al		Request Support Abo	out Us Guided Tour	Schedule a Call Idea Port	als v Contact Us	
	t Informa g ticket record						
	curity incidents of team at <u>ServiceC</u>		ed in CCSQ Support Cen s.hhs.gov	tral and will not show i	n below ticket record	s. For more informatio	on, please c
	Select Item 10 rows per page			Sort By Date Create	d 🗸	Search Search	
	Ticket Number	Ticket Status	Closed 🔓 Open	st Updated	Subject	More Info	
	CS2144391	Closed	02/06/2024 12:59:01 PM	02/07/2024 02:33:32 PM	test 10	View Ticket Activity	
	CS2144390	New	02/06/2024 12:58:28 PM	02/06/2024 05:25:06 PM	test 9	View Ticket Activity	Close Ticket

- A 'Sort By' drop down will be added to allow customers to sort by any column on the page.
 - \circ ~ Date Created (sorted by most recent first)
 - \circ $\;$ Last Updated (sorted by most recent first)
 - \circ Subject (sorted by A-Z)
 - \circ ~ Ticket Number (sorted lowest to highest)
 - Ticket Status (A-Z)

SupportCentra	ıl		Request Support Ab	bout Us Guided Tour	Schedule a Call Idea Por	rtals - Contact Us	
Note: Sec the SOS t	urity incidents c eam at <u>ServiceC</u>	annot be tracke enterSOS@cms.	d in CCSQ Support Cer <u>hhs.gov</u>	ntral and will not show	v in below ticket record	ds. For more information, please o	onta
	Select Item 10 rows per page	~	Filter by Status Any Status	Sort By Date Cre Date Cre	ated	Search Search	
	Ticket Number	Ticket Status	Date Created	Last Upd Subject Las Ticket Nu Ticket Sta	ស្ដេ mber	More Info	
	C52144391	Closed	02/06/2024 12:59:01 PM	02/07/2024 02:33:32 F	M test 10	View Ticket Activity	
	C52144390	New	02/06/2024 12:58:28 PM	02/06/2024 05:25:06 F	M test 9	View Ticket Activity Close Ticket	

For more information, review the Master Article for CCSQ Support Central – Home Page and related Knowledge Articles in CCSQ ServiceNow. Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.

Affected Customers: CCSQ ServiceNow Platform Customers and CCSQ Services and Operations Support (SOS)

CCSQ ServiceNow: Assignment Group Management Updates

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to the Assignment Group Management process and create a new ServiceNow Active Groups report.

Assignment Group Management Process Updates

• In the ServiceNow Group record, the 'Description' field will need to be completed before changes to the Assignment Group record can be saved (e.g., add User, remove User, change Group Manager, etc.)

Favorites	History				G	oup -	\$	C	२ Search	
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	Group Manage	r			0		Parent	ADO-QIES-IQ	IES	0
Sei	condary Group Manage	r					Department			
	Resource Manage	r					Internal Group			
	Description	n					Include members ②			
							Exclude manager ⊘			
	Type ⑦ Active									
Roles (15)	Group Members (3)	Groups	Skills	PPS Contracts	Subscription User Set	Subscription User Set				
= 7	Role -	Search							⊚ –	Actions on se
Group = 113	5 Waiver Administrator	s								
	Role User	Busine	ess phone	Mobile p	hone Email		SPOC Distribution Group	Last login	User ID	
6	(empty)							02-08-2024		

• The 'Description' field will then be updated with the description detail for that Assignment Group when an Assignment Group is selected with the Reference (lookup/magnifying glass tool).

IQIES/QIES-Internet 0 New record View: Age	Quality Improvement and Evaluation System ent*			Ø	않	••• [Submit	Save	First Call Resolved
Number ⊘		Opened (MM hh:	/dd/yyyy nm:ss a)	02/12/20	2407:0	3:23 F	PM		Î
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Outreach Opt In Program(s)	A		Channel	Phone				•	- I
Outreach Opt-Out		Rol	Related	L					
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★ Program Sub-Type ⑦	None 🗸	P	iority 🗇	4 - Low				~	
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		Type	② Quali	ity_CSM, Inc	ident,				-

• By providing better context and understanding of the purpose for each Assignment Group throughout the Platform, CCSQ ServiceNow customers will be able to select Assignment Groups with a greater level of accuracy.

New ServiceNow Active Groups Report

- The new Active Groups report will be run daily and lists all the Active Assignment Groups that have no entry in the 'Description' field.
- The report will be sent to the SOS Team to then contact the Group Managers and instruct them to enter the Assignment Group descriptions in ServiceNow.
- Email Report format will be as follows:
 - Subject: "ServiceNow Group Descriptions Updates Required for Active Groups"
 - Body: "Please see attached ServiceNow Active Groups report. The descriptions for the groups listed require immediate updates."
 - Attachment format: Excel Report

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: Navigation Updates

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will update CCSQ Support Central to improve navigation and the submission process.

• The 'Submit' and 'Next' buttons will always be active. If these buttons are clicked before all required fields are completed, the Required field alert displays indicating which fields are incomplete.

Required field alerts will return the customer back to the required field ensuring that all required fields are completed before submission. Pressing the space bar, the 'Enter' key, or the X in the field alert will close the alert and move the focus to the first required field that was not completed.

Tell us about yourself Email Address (required)*	Confirm Email Address (required)*	
test@test.com	test@test.com	
First Name (required)*	Last Name (required)*	
Кау	Jones	
Phone Number	Organization Name (required) * ⑦	
X000-X000X	Please enter your organization's name	
Program (required) * ⑦		
Select from the drop down	Note: For security purposes HARP-related assistance such as password resets or identity proofing must be requested from the CCSQ Service Center via phone at 1- 866/283-9812 (TRS711)	

The following CCSQ Support Central forms will be updated with those enhancements:

- Create a New Ticket
- Track an Existing Ticket
 - Mobile Registration
 - The 'Receive Code' button will always be active.
 - The 'Submit' button will be visible and active once the 'Receive Code' button is clicked.
- o Schedule a Call
- Additional updates include:
 - All required fields will be marked with a red asterisk on all forms.
 - o All fields and field alerts are screen readable for those customers who use a screen reader.
 - ReCAPTCHA validation will be required for all forms before submission.

Affected Customers: CCSQ ServiceNow Knowledge Manager

CCSQ ServiceNow: Knowledge Manager Notification Update

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to automatically notify the Knowledge Manager Support Group that a Knowledge Base is deactivated. Currently, there is no email notification in place if a Knowledge Base is deactivated and this update will provide awareness for Knowledge Managers.



Affected Customers: QSEP Help Center Agents and Customers

CMS QSEP Help Center Form: Phone and Surveyor ID Fields Updated

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to the following fields on the CMS QSEP Help Center Form:

- Your Phone Number
 - U.S. phone numbers will be automatically formatted as (XXX)XXX-XXXX.
 - \circ U.S. phone numbers only, does not include international phone numbers.
 - No alpha or special characters or spaces will be allowed in the 'Your Phone Number' field.
- Surveyor ID Number
 - The Surveyor ID Number field will allow only numerical characters.
 - Exactly five numbers must be entered.
 - No alpha or special characters or spaces will be allowed in the 'Surveyor ID Number' field.

	CMS QSEP Help Center						
Submit QSEP Support Ticket	* Indicates required field						
Please enter your name, email address, the issue type that most closely resembles your issue, and a brief description of the issue in the text fields provided. Next, click the "Send" button to send an email to our Technical Support Team. Be sure to include your phone number if you wish a return call. An auto-response email will be sent to you confirming the receipt of your							
support ticket containing your case number.							
Contact Information							
Your First Name*	Your Last Name*						
Enter your first name here	Enter your last name here						
Your Email Address*	Confirm Your Email Address*						
Example: joe@domain.com							
Your Phone Number	Surveyor ID Number						
000000000000000000000000000000000000000	XXXXXX						
Please Enter 10 Digits	Please Enter 5 Digits						

If these fields are only partially completed when the customer presses the 'Tab' key to move to the next field, the field will revert to all Xs and a message will display to prompt the customer to enter the appropriate number of digits.

Implementing these validation requirements will help alleviate submission errors.

Affected Customers: CCSQ ServiceNow Services and Operations Support (SOS)

HARP Integration: User Record Creation Update

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the 'Create Harp User Account' workflow script to improve the process of converting a Contact Record to a User Record. The new workflow script will automatically convert an existing Contact Record to a User record by removing contact related roles in the User Record.

User User2_harp Test2								SG	0 +	±	Update	Save	Reconcile Duplicates	Set Passw
Password	needs reset ② Locked out ③ Active ②													
	access only ③													
	ntegration User													
t	Date format 🥝	MM-dd-yyyy											~	
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User = User2_harp Test2														
Q. Inher	itance Count				State		Role				Inherited			
					N	o records to display								

Affected Customers: CCSQ ServiceNow Q&A Portal Customers

Public Q&A Tool: PCH Topic Updates

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the 'PCH - Cancer Hosp. Quality Reporting' Program Topics as follows:

New Topics and Subtopics

- CMS Disparity Methods
 - Questions for this Topic will be routed to existing Assignment Group 'Public QA- CMS Disparity Methods'
 - Required Fields:
 - Contact Type
 - Research Organization
 - Consulting Company
 - Federal or State Government Agency
 - Hospital/Health System (including federal VA hospitals)
 - Insurance Company
 - Other organization (including non-hospital healthcare providers)
 - Patient/Advocate/Consumer/Family Caregiver
 - Quality Improvement Organization/Quality Innovation Network (QIO/QIN)

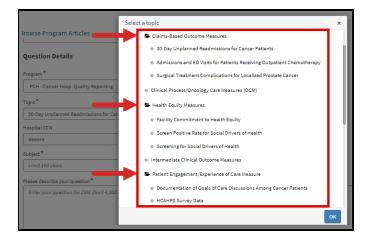
Quality Q&A Tool	Ask a Question	Browse Program Articles 🕶	My Question
	Question Details		
	Program*		
	PCH - Cancer Hosp. Qual	ity Reporting 🗸 🗸	
	Topic*		
	CMS Disparity Methods		
	Contact Type*		
	None	~	
	None		
	Research Organization Consulting Company		
	Federal or State Govern	ment Agency	lo not
		(including federal VA hospitals)	lly .
	Insurance Company		on (PII)

- Country
 - United States is listed first, then alphabetically listed countries.
 - After selecting United States, the state/territory options display and the 'State' field will be required.

CMS.g	OV QualityNet				
Quality	/ Q&A Tool	Ask a Question	Brov	/se Program Articles 👻	My Questions
	PCH - Cancer Hos	sp. Quality Reporting	~		
	Topic*				
	CMS Disparity Met	thods			
	Contact Type*				
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	Arizona				
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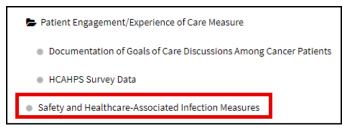
- Claims-Based Outcome Measures
 - o 30-Day Unplanned Readmissions for Cancer Patients
 - o Admissions and ED Visits for Patients Receiving Outpatient Chemotherapy
 - o Surgical Treatment Complications for Localized Prostate Cancer
- Health Equity Measures
 - Facility Commitment to Health Equity
 - Questions for this subtopic will be directed to the Public QA DRIO-YALE assignment group.
 - Screen Positive Rate for Social Drivers of Health
 - Screening for Social Drivers of Health
 - Questions for these two subtopics will be directed to the Public QA HIP Support assignment group.

- Patient Engagement/Experience of Care Measure (New Subtopics)
 - o Documentation of Goals of Care Discussions Among Cancer Patients
 - o HCAHPS Survey Data
 - Questions for these two subtopics will be directed to the Public QA HIP Support Assignment Group.



Topics Moved/Renamed:

- The following renamed topics will be moved from under 'Cancer Measures' to the new 'Claims-Based Outcome Measures' topic:
 - 'PCH 30/31: Admissions and ED Visits for Patients Receiving Outpatient Chemotherapy' will be renamed 'Admissions and ED Visits for Patients Receiving Outpatient Chemotherapy.'
 - 'PCH 36: 30-Day Unplanned Readmissions for Cancer Patient' will be renamed to '30-Day Unplanned Readmissions for Cancer Patients.'
 - 'PCH-37: Surgical Treatment Complications for Localized Prostate Cancer' will be renamed to 'Surgical Treatment Complications for Localized Prostate Cancer.'
- 'Healthcare-Associated Infection Measures' will be renamed 'Safety and Healthcare-Associated Infection Measures.'



Topics Removed:

• Clinical Effectiveness Measure

Affected Customers: ADO-ESS-DevSecOps Support

CCSQ ServiceNow: Individual Offboarding Request Update

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to the 'Individual Offboarding Request Catalog Item' in the ServiceNow Platform and Portal. When managers select 'Submit' on the Individual Offboarding Requests IT Services Catalog page, the request will automatically route to the ADO-ESS-DevSecOps Support Assignment Group.

'New Relic Offboarding Request' will display in the related Requested Item ticket (RITM) in the Catalog Task tab under the Short description column and ADO-ESS-DevSecOps Support as the Assignment group.

Catalog	Tasks (5) Approver	s Group approvals T	ime Worked Change Requests Requested Items		
≡ 7	7 Number	• Search			tions on selected rows 🗸 New
Request	item = RITM0140714	4			
	Active	Number 🔻	Short description	Assignment group	Assigned to
	true	TASK0184255	New Relic Offboarding Request for DO NOT USE	ADO-ESS-DevSecOps Support	(empty)
- -	true	IASK0184254	HARP Role Removal request for DO NOT USE	CCSQ Services and Operations Support	(empty)
	true	TA5K0184253	Active Directory Offboarding Request for DO NOT USE	ADO-ESS-Access Management	(empty)

Affected Customers: CCSQ ServiceNow System Teams

Automated Test Framework (ATF) Updates for Master Regression Test Suite

On February 16, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to ATF the Master Regression Test Suite structure.

The update will include a cleanup of the Master Regression Test Suite by:

- Renaming identified test suites and test cases
- Moving test cases to the correct test suites
- Updating the parent/child suite hierarchy

This update will benefit the Agile Release Train (ART) by providing a Master Regression Test Suite that is easier to follow, understand, and use.