

Release Notes 15.4 for April 25, 2024

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Hospital Hardship Customers

Hospital Hardship Case and Webform Enhancements

On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Hospital Hardship Case form and webform to enhance the Hospital Hardship customer experience and minimize confusion, ultimately leading to a more intuitive and user-friendly interface.

Updates to the Hospital Hardship webform include:

- Section One:
 - CCN error messages for approvals and submissions. An error message will populate when:
 - The CCN is not exactly 6 digits.
 - A valid CCN is not found.
 - If the CCN has reached the maximum of five lifetime approvals.
 - If the CCN has already been used for that calendar year.

Which form would you like to complete today? ?

Medicare PI Program Eligible Hospital Hardship

Medicare PI Program Critical Access Hospital Hardship

*Hospital CCN (6 Numeric digits only, example: 123456) ?

100001

The CCN entered has reached the 5 maximum allowed lifetime approvals. For additional support or if you have any questions, please contact the QualityNet Service Center at qnetsupport@cms.hhs.gov or call 866-288-8912.

*Hospital Legal name ?

- The 'Confirm Submitter email' field will validate that the email address is entered correctly. Corrections made to the 'Submitter Email' field will auto-delete all content in 'Confirm Submitter email' field.
- A phone number 'Extension' field will be added.

1 Applicant Information

Provide the information below for the person working on behalf of the Hospital or CAH. All return correspondence will be sent to the contact listed in section **Applicant Information** (Fields marked with * are required.)

* Submitter first name

* Submitter last name

* Hospital or Organization name ?

* Submitter email

* Confirm Submitter email

* Submitter telephone number

Extension

* Address

Suite / apartment / unit number

* Zip Code ?

I certify that I am authorized by the hospital identified above to submit this application on behalf of the hospital.

- Section Two:
 - Extreme and Uncontrollable Circumstances (EUC) reason will be in a drop-down menu.

2 Request for promoting interoperability program hardship exception

Review the information below and indicate one hardship exception reason which makes the Medicare Promoting Interoperability Program measures not applicable or available to your practice

Note: Only one hardship exception reason can be selected at this time.

* Hardship exception reason ?

Extreme Uncontrollable Circumstances

* Extreme and Uncontrollable Circumstances ?

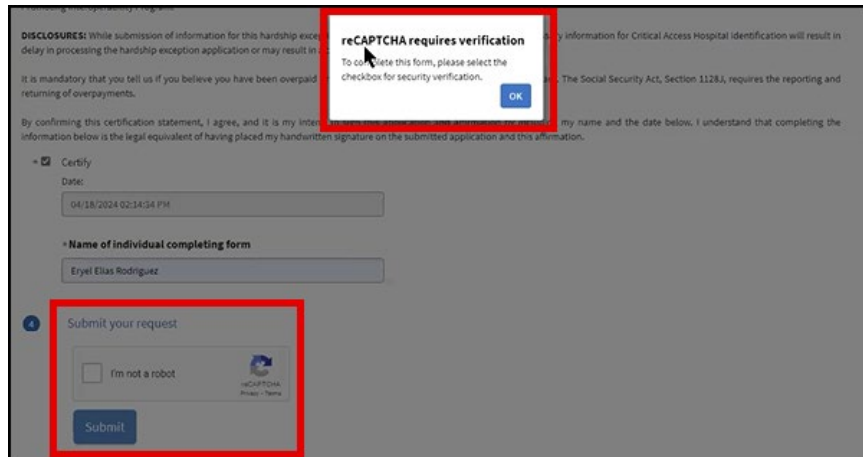
Select from the Dropdown

Select from the Dropdown

- 2.2a - Disaster
- 2.2b - Hospital Closure
- 2.2c - Severe Financial Distress (Bankruptcy or Debt Restructuring)
- 2.2d - Vendor Issues
- 2.2e - Decertification

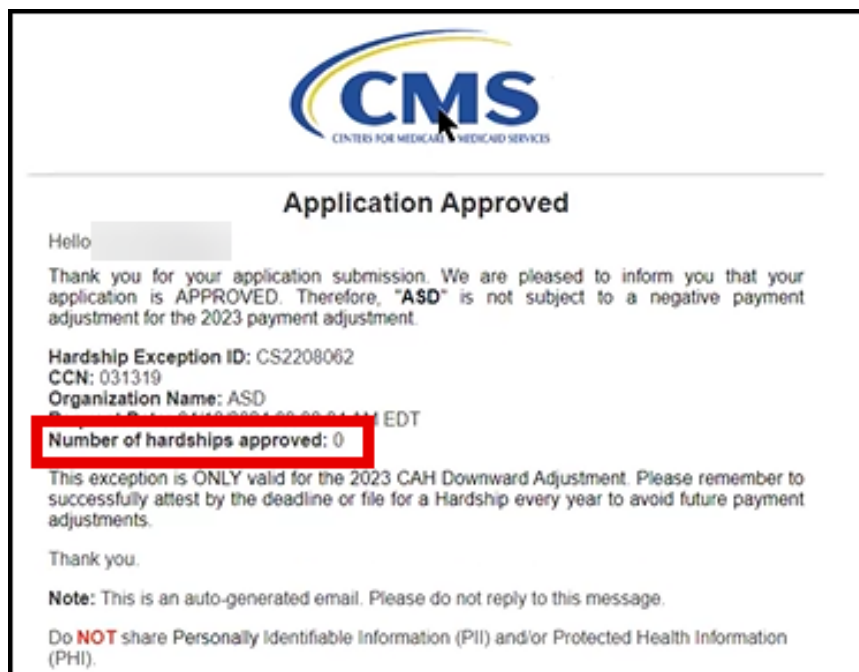
By submitting this information, you are certifying that you are authorized to submit this information on behalf of the hospital. This information is subject to the Health Information Portability and Accountability Act of 1996 and the Privacy Act of 1974. Submission to Hospital Hardship that contains Protected Health Information (PHI) and Personally Identifiable Information (PII) is a violation of these Acts. Questions containing PHI will be deleted from the system and not processed. For detailed information regarding safeguarding protected healthcare information or data, please refer to the CMS QualityNet System Privacy Policy.

- Section Three:
 - Captcha verification will be added.
 - The 'Submit' button will appear and stay active once the submitter reaches Section three of the form. When the 'Submit' button is clicked, an error message response will display if there are any field errors to be addressed by the customer.



Updates to the Hospital Hardship email notifications include:

- The "Application Approved" notification will alert the hospital how many approvals have been received. (CCN Numbers are allowed a maximum of five lifetime approvals.)
- The "Number of hardships approved" field will be added to track the CCN approval counts in the notification email.



The Hospital Hardship form is active beginning May 1, 2024.

For more information, review the Knowledge Article titled [Medicare Promoting Interoperability Program Hardship Exception Application](#) after the update is completed on April 25, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

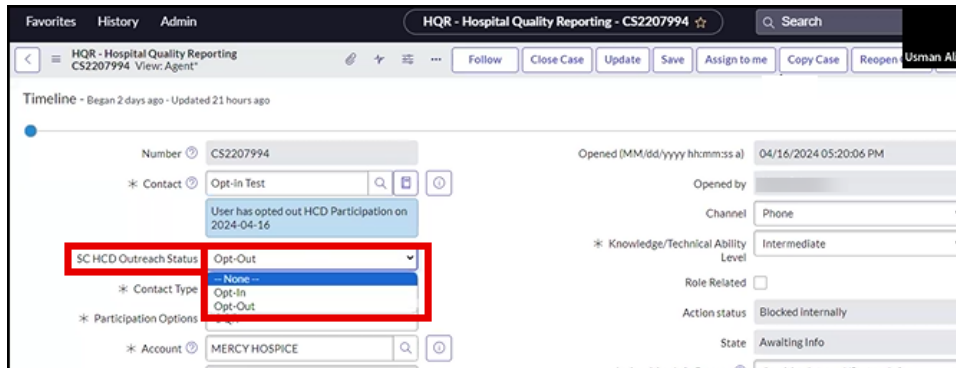
Affected Customers: CCSQ Service Center Agents and CCSQ Service Center HCD Team

HCD Participant Opt-In Process

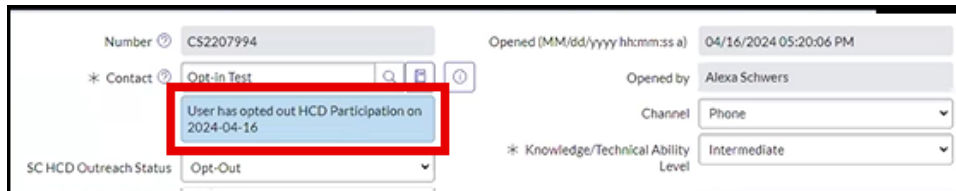
On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the HCD outreach process to streamline the customer research process for Service Center HCD to be able to track customer participation across various programs within ServiceNow.

The enhancements include:

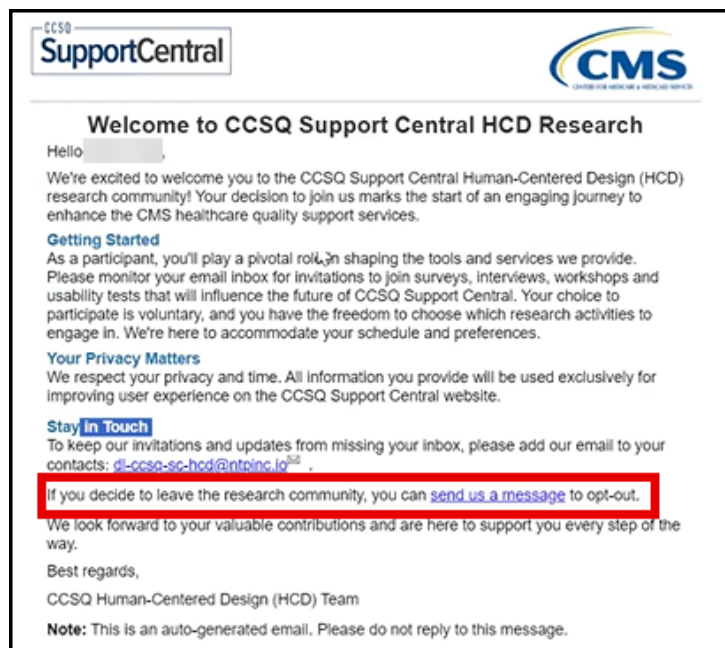
- A new required dropdown field titled 'SC HCD Outreach Status' will be added to all program Case forms with the following dropdown values:
 - None (Default)
 - Opt-In
 - Opt-Out



- The 'Outreach Opt In Program(s) Selection' field will be removed from all program Case forms.
- The existing blue status banner will be updated to include the date of the most recent opt-in/opt-out selection.



- Opt-in and Opt-out notification emails will be sent to customers. Selection in the 'SC HCD Outreach Status' field will trigger these emails. Each notification will have a link for the customer to email a reply to opt-in or out if needed.
 - **Opt-In Email (Welcome Email)**



- **Opt-Out Email**



- The HCD Participation Record will be updated as follows:
 - The following fields will be removed:
 - Program
 - HCD Opt-In checkbox
 - A new required dropdown field titled 'SC HCD Outreach Status' will be added to all program Case forms with the following dropdown values:
 1. None (Default)
 2. Opt-In
 3. Opt-Out
 - New fields for 'Opt-In' and 'Opt-Out' dates will be added.
- Agent Workspace will be updated with the Case form and HCD participation record changes.

Affected Customers: CCSQ ServiceNow Platform Customers

CCSQ ServiceNow: Case-Centric Support Process

On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the Case-Centric Support Process.

This update will improve the coordination between Service Center agents and ADOs as well as the overall customer experience as it relates to creating and resolving customer Cases and Incidents. This is being accomplished by automating status updates and creating transparency of work notes and comments made on both the Case and Incident.

Customers can expect new functionality with this process improvement, including:

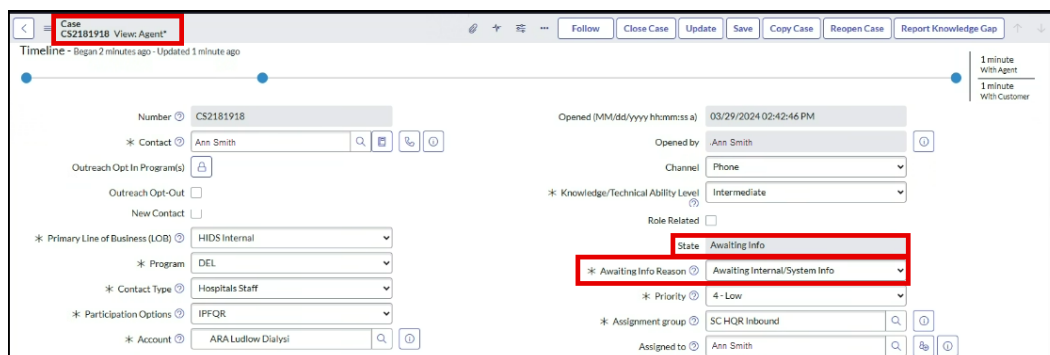
Improved Customer Experience

After the update on April 25, 2024, at 8:30 PM ET, CCSQ Support Central customers will only receive email notifications on their Cases. This will eliminate the customer confusion caused by receiving multiple email notifications when their Cases and Incidents for the same issue were opened and closed.

Create an Incident from a Case

When a customer calls the CCSQ ServiceNow Service Center, the Service Center Agent will be able to create an incident directly from the case.

- The Case will be updated automatically to reflect:
 - 'Awaiting info' as the State.
 - 'Awaiting Internal/System Info' as the Awaiting Info Reason.

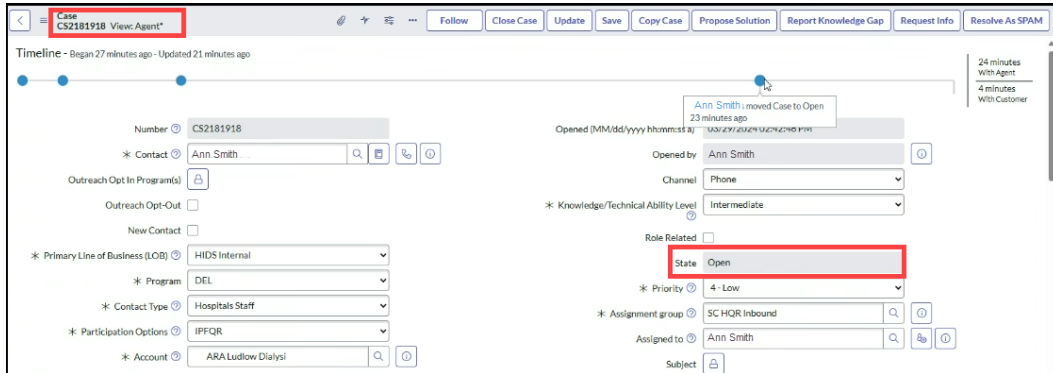


- Service Center SLAs for the Case will pause automatically while the assigned ADO is working on the incident.

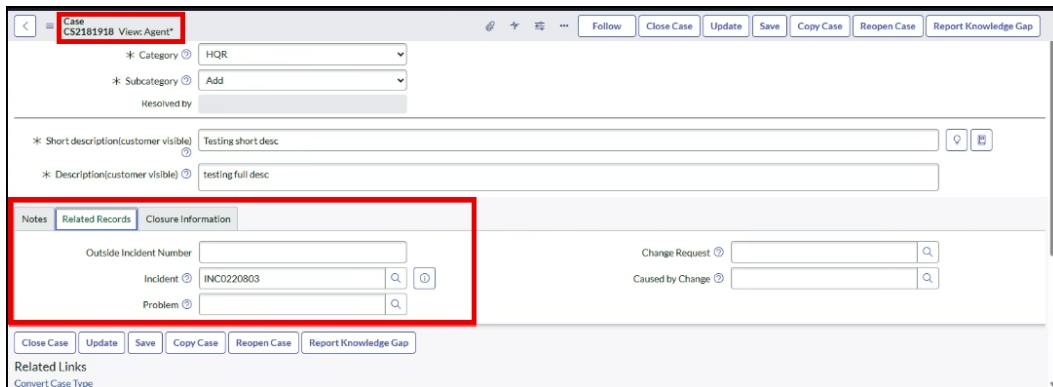
Incident and Case Resolution

Incident and Case resolution updates require the Agent’s review and intervention.

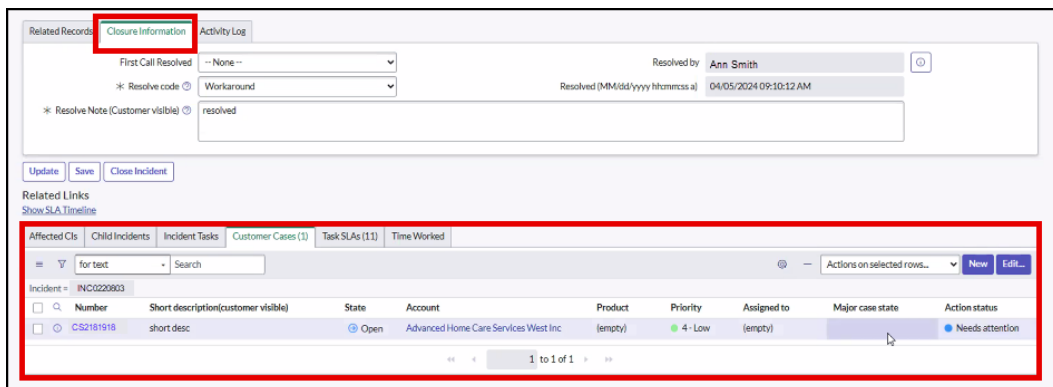
- Once the assigned ADO resolves the Incident, the ‘State’ on the Case will be updated automatically to Open. Additionally, the Action Status will reflect ‘Needs attention’ to alert the assigned Service Center Agent that action is required to resolve the Case (and follow up with the customer if needed).
 - SLAs will resume once the Case moves back to an ‘Open’ State.



- There will be direct linkage in the Case form ‘Related Records’ tab to show the relationship between the Case and Incident.



- There will be direct linkage in the Incident form ‘Closure Information’ tab to show the relationship between the Incident and Case.



- The close code ‘Resolved (Escalated to Incident)’ on the Case form will be removed as a selection since the Case will no longer close immediately when Incidents are created.

Colored Case ‘Action Status’ Indicators

New color case indicators are related to the ‘Action Status’ for easier visual identification.

- Blue** indicator (Needs attention) means action is needed by an Agent. When the incident is resolved by the assigned ADO, the related Case ‘Action Status’ automatically changes to ‘Needs attention’ and are waiting for Service Center input or review.
- Red** indicator means the Case is blocked. A red indicator highlights Cases that are blocked, such as Cases that have open related task records or are waiting for customer feedback. Blocked Cases can have the following status:
 - Blocked internally
 - Blocked by customer
 - Blocked internally and by customer

Case Action Status Platform List

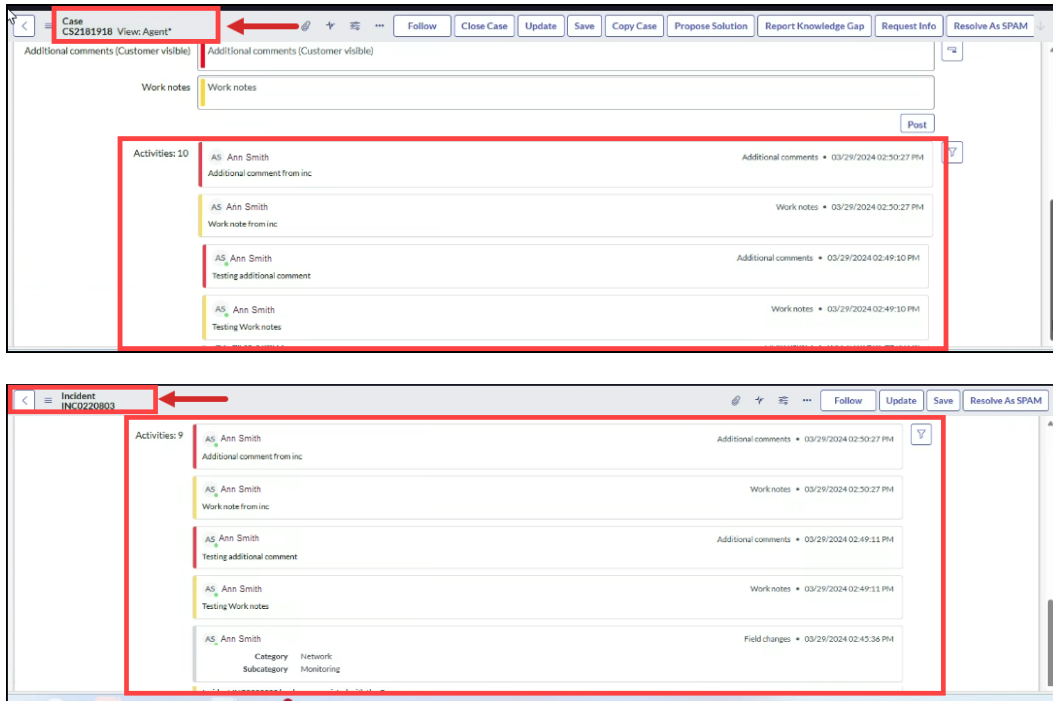
Number	Short description	Action status	State
CS0001094	Router connection not stable	Needs attention	New
CS0001003	Dashboard page not loading post upgrade	Needs attention	Open
CS0001097	Loud noise from router	Blocked internally	Open
CS0001014	Analytics Suite Blackout	Needs attention	Awaiting Info

Case Action Status Workspace List

Number	Short description	Action status	State
CS0001094	Router connection not stable	Needs attention	New
CS0001003	Dashboard page not loading post upgrade	Needs attention	Open
CS0001097	Loud noise from router	Blocked internally	Open
CS0001014	Analytics Suite Blackout	Needs attention	Awaiting Info

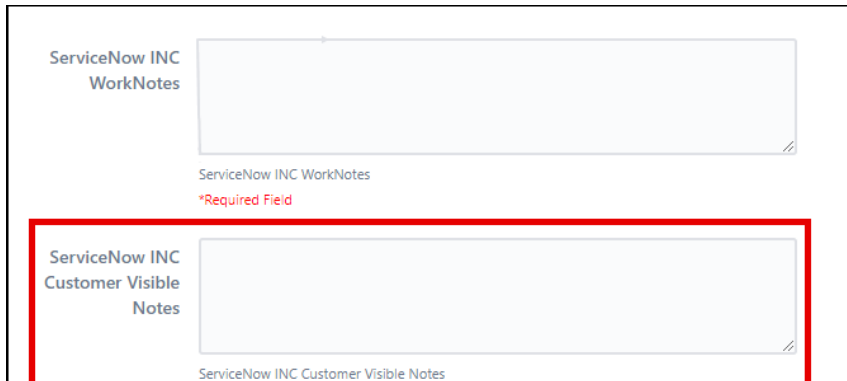
Comment and Work Notes Visibility in ServiceNow and Jira

The 'Additional Comments (Customer visible)' field and 'Work notes' field (visible internally only) will be shared between the Case and Incident (bi-directional).



- **IMPORTANT NOTES**

- (Only applies to ADOs with Jira Integration) - Any comments entered in the 'ServiceNow INC Customer Visible Notes' field in JIRA will flow to the Additional Comments section of the Incident and Case in ServiceNow and will trigger an email notification to the customer containing those notes.
- Work Notes from Jira will also be sent to the Incident and Case within ServiceNow but will remain internal use only.



For more information, review the following Knowledge Articles in CCSQ ServiceNow after the update is completed on April 25, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

- [iQIES/QIES/ASPEN Case Convert to Incident Process](#)
- [Related Links on a Case Form](#)

If you need additional information:

- Slack: [#help-servicenow](#)
 - Email: CCSQServiceNow@cms.hhs.gov
-

Affected Customers: CCSQ ServiceNow iQIES Idea Portal Customers

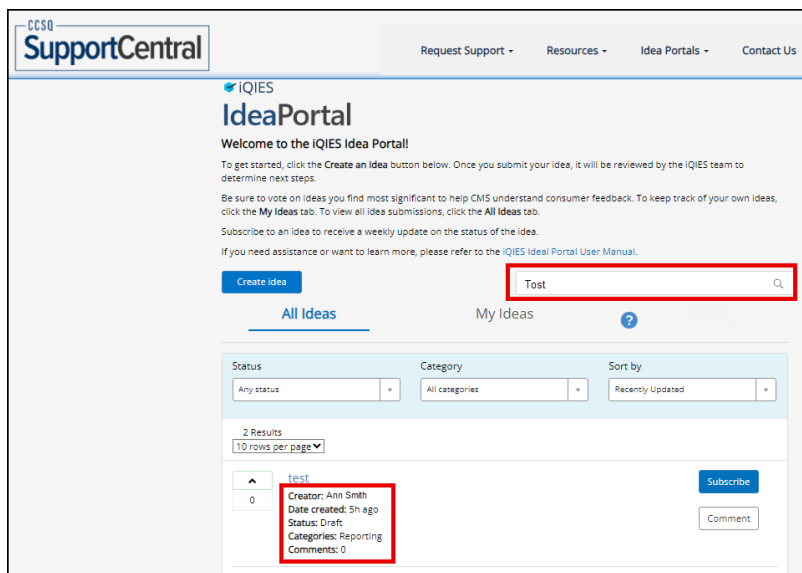
CCSQ ServiceNow: Artificial Intelligence (AI) Search Implementation – iQIES Idea Portal

On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will enable the AI Search functionality in the iQIES Idea Portal. This will increase search capabilities by providing customers with clear answers to their search queries and will order search results in decreasing order of relevancy.

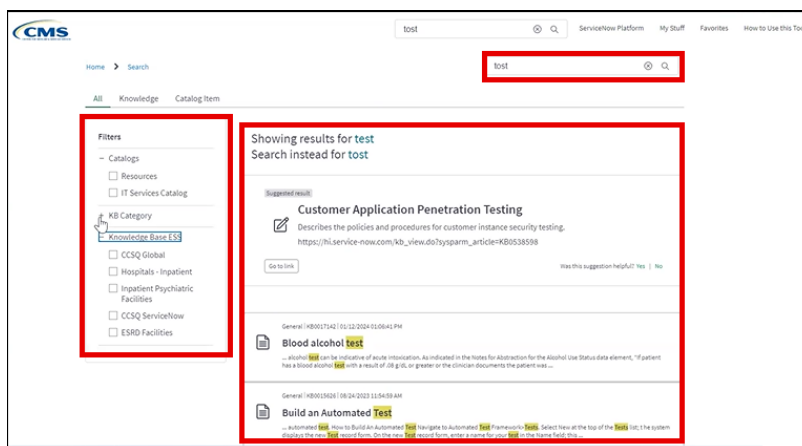
AI Search will enhance how customers interact with platform search features by making it easier to find relevant information. It uses past search behaviors to continuously improve result relevance, ensuring the customer gets the most important information quickly. AI Search tailors results based on their unique searching patterns.

The AI Search functionality for the iQIES Idea Portal includes:

- A new AI Search bar that will only search for ideas.
- The AI Search bar will correct spelling, find exact matches, or find related searches.
- You can search by:
 - Creator
 - Date created
 - Status
 - Category
 - Comments
 - Idea number
 - Keyword



- The results page offers filters, results, and an additional AI Search bar at the top for refining your searches.
- The term that was searched will be highlighted yellow.



For more information, review the following Knowledge Articles after the update is completed on April 25, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

- [ServiceNow Search Function and Metadata](#)
- [AI Search in the iQIES Idea Portal](#)

Affected Customers: CCSQ ServiceNow Employee Self-Service (ESS) Portal Customers

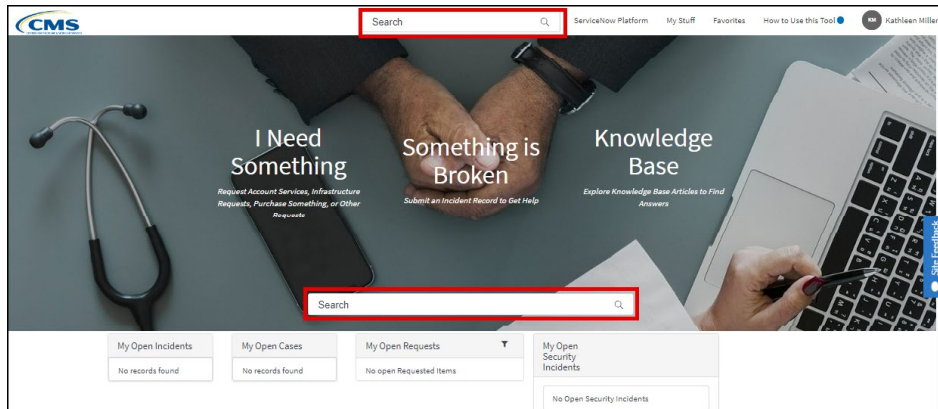
CCSQ ServiceNow: Artificial Intelligence (AI) Search Implementation – Employee Self-Service (ESS) Portal

On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will enable the AI Search functionality in the ESS and Q&A Portals. This addition is aimed at improving the efficiency and accuracy of searches within the portal, from catalog requests to knowledge articles.

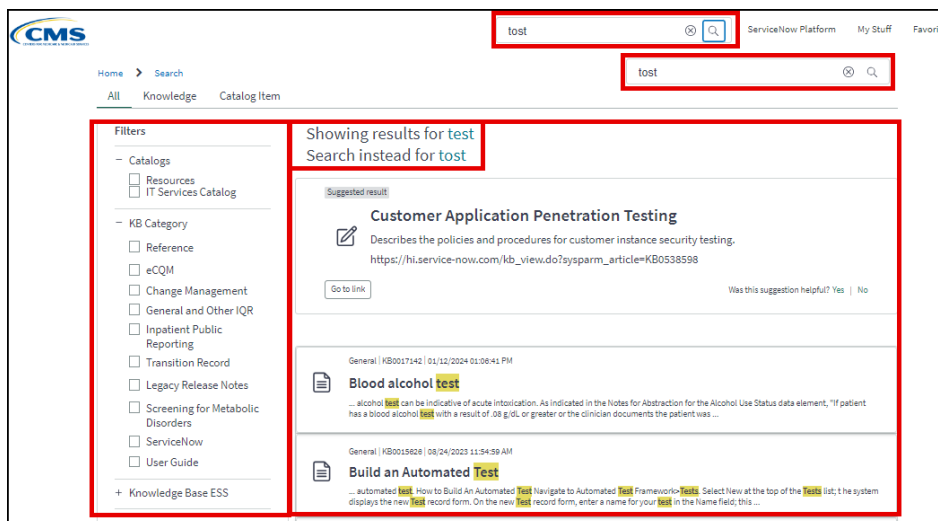
AI Search will enhance how customers interact with platform search features by making it easier to find relevant information. It uses past search behaviors to continuously improve result relevance, ensuring the customer gets the most important information quickly. Whether they need knowledge articles, service catalog entries, or specific personnel details, AI Search tailors results based on their unique searching patterns.

The AI Search functionality in ESS includes:

- New AI Search bars are in the middle and top of the ESS Home page to search for anything related to catalog requests or knowledge articles.
- AI Search will correct misspelled search terms, find exact matches, or find related searches.
- If a misspelled word does not have any relevance to Knowledge Articles, then it will not yield results.



- Within the results page there will be additional AI Search bars, updated filters, and results.
- The search bars located at the top and top right of the page will work in tandem. Updating one will automatically update the other, providing a cohesive search experience.
- The term that was searched will be highlighted yellow.
- The filters for Catalogs and Knowledge Base (KB) Category will also have an AI Search bar.



For more information, review the following Knowledge Articles after the update is completed on April 25, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

- [ServiceNow Search Function and Metadata](#)
- [AI Search in the ESS Portal](#)

Affected Customers: CCSQ ServiceNow Q&A Portal Customers

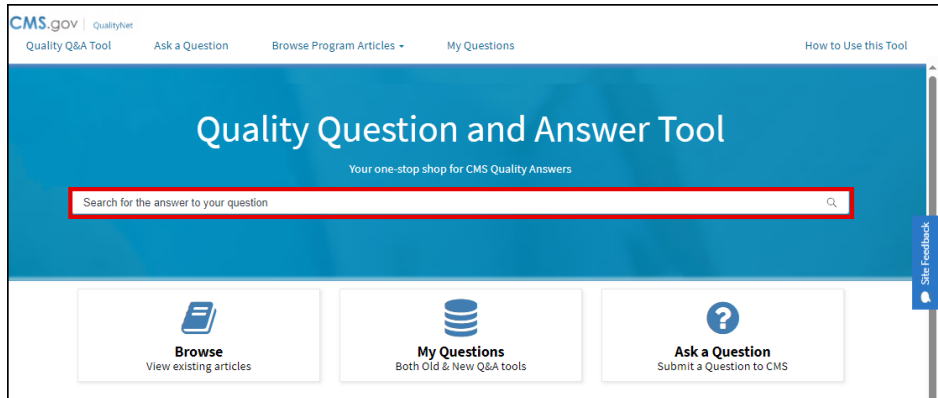
CCSQ ServiceNow: Artificial Intelligence (AI) Search Implementation – Question & Answer (Q&A) Portal

On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will enable the AI Search functionality in the Q&A Portal. This addition is aimed at improving the efficiency and accuracy of searches within the portal, from catalog requests to knowledge articles related to Q&A.

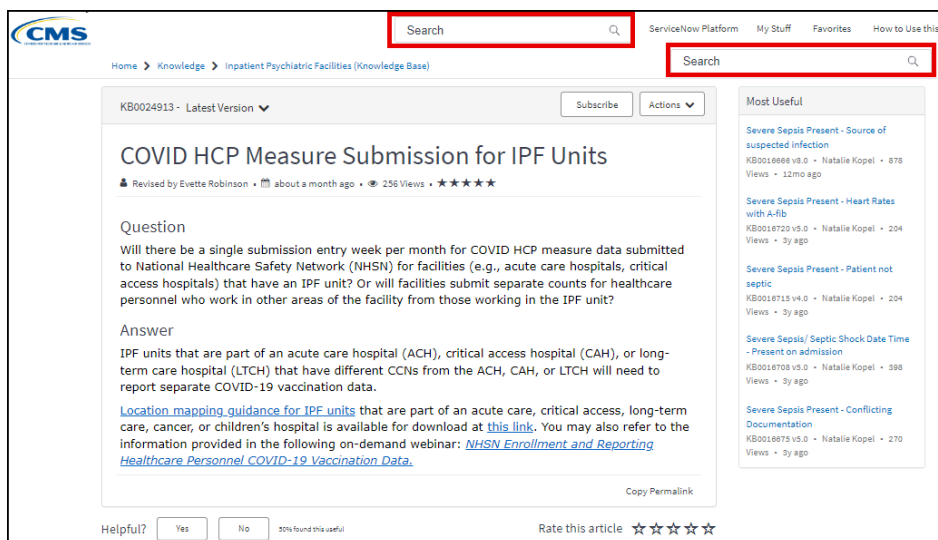
AI Search will enhance how customers interact with platform search features by making it easier to find relevant information. It uses past search behaviors to continuously improve result relevance, ensuring the customer gets the most important information quickly. Whether they need knowledge articles, service catalog entries, or specific personnel details, AI Search tailors results based on their unique searching patterns.

The AI Search functionality in the QNET Q&A Portal includes:

- The new AI Search bar is in the middle of the Quality Question and Answer Tool Home page.



- Searches conducted through AI Search will yield results specifically from the KB articles relevant to Q&A topics.
 - BFCC QIO
 - Q&A Tool Self-Help
 - Hospitals – Outpatient
 - ESRD Facilities
 - PI – Promoting Interoperability
 - Inpatient Psychiatric Facilities
 - Ambulatory Surgical Centers
 - Hospitals – Inpatient
 - PPS – Exempt Cancer Hospitals
- When the customer clicks any article, the AI Search bars will appear twice on that page – on top and to the top right.



For more information, review the following Knowledge Articles after the update is completed on April 25, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

- [ServiceNow Search Function and Metadata](#)
- [AI Search in the QNET Q&A Portal](#)

Affected Customers: CCSQ ServiceNow Platform Customers

CCSQ ServiceNow: Artificial Intelligence (AI) Search Implementation – Next Experience UI

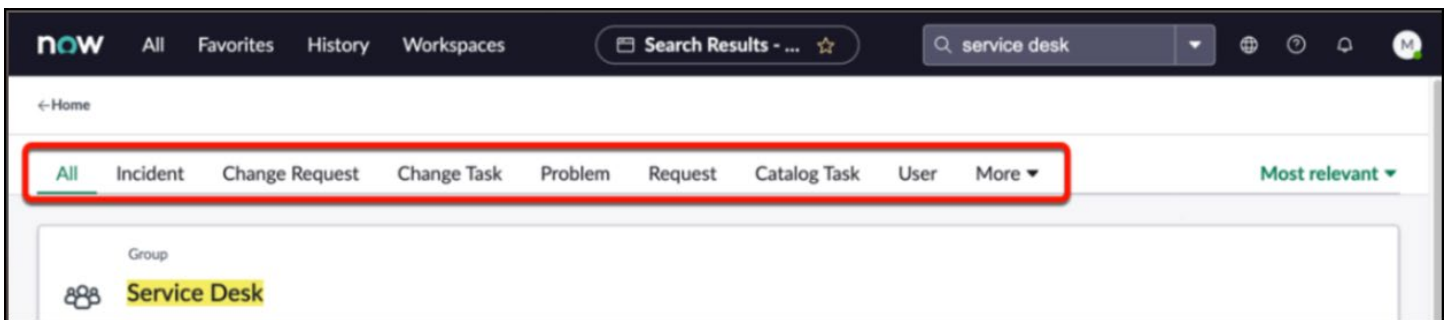
On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will enable the AI Search functionality in the Next Experience UI. This will increase search capabilities by providing customers with clear answers to their search queries and will order search results in decreasing order of relevancy.

AI Search will enhance how customers interact with platform search features by making it easier to find relevant information. It uses past search behaviors to continuously improve result relevance, ensuring customers get the most important information quickly. Whether it's knowledge articles, service catalog entries, or specific personnel details, AI Search tailors results based on the customer's unique searching patterns.

With AI Search for Next Experience, platform search results will be displayed in the tabbed AI Search results interface, like how search results are displayed using AI Search on relevant Service Portals. This provides a uniform search experience across the platform.

The AI Search functionality for CCSQ ServiceNow Platform includes:

- Past search behaviors to continuously improve result relevance, ensuring customers get the most important information quickly.
- Genius Results integration, which reduces the time spent navigating through menus, streamlining tasks, and enabling quicker, more efficient interactions with the platform.
- Platform search results will be displayed in the tabbed AI Search results interface, similar to how search results are displayed using AI Search on relevant Service Portals.



For more information, review the following Knowledge Articles after the update is completed on April 25, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

- [ServiceNow Search Function and Metadata](#)
- [ServiceNow Next Experience UI Frequently Asked Questions \(FAQ\)](#)

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow System Team

CCSQ ServiceNow: Utah Patch 10

On Saturday, April 22, 2024, at 11:00 PM ET, CCSQ ServiceNow will be updated to Utah Patch 10 as scheduled in HIWAVE as a part of the monthly patching program.

ServiceNow Patches provide enhancements and security patching to the environment and will ensure that the production environment has the most current patch level to reduce the risk of potential vulnerabilities.