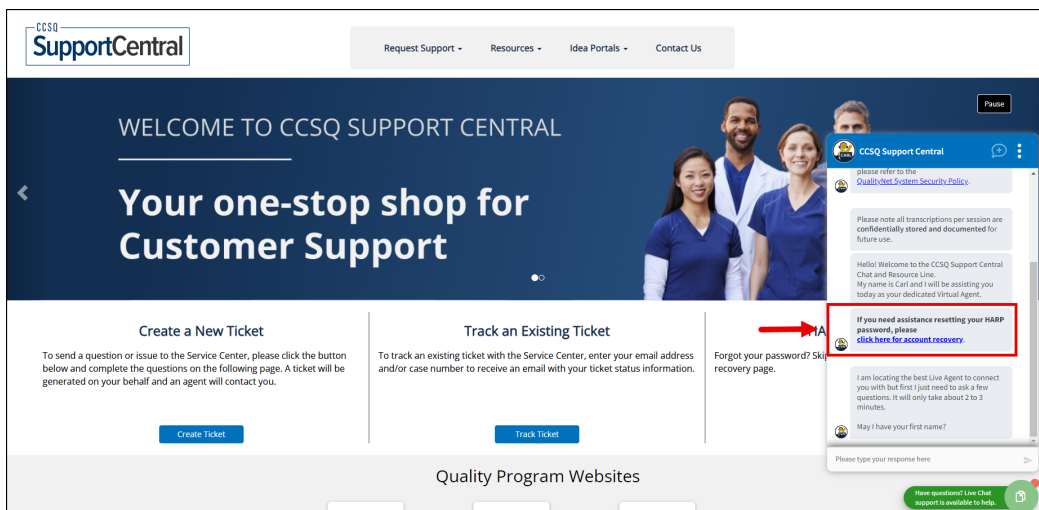


CCSQ Support Central - Virtual Agent: HARP Redirect Update

Affected Customers: CCSQ Support Central Customers

On March 28, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Virtual Agent on CCSQ Support Central. There will be a new prompt to the customer providing a link redirecting them to the HARP Self-Service Portal to resolve basic HARP account requests.



HARP Self-Service Portal



For more information, review the Knowledge Article titled [Virtual Agent and Connecting with Live Agent](#) for CCSQ Support Central. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

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)