

Release Notes 15.5 for May 9, 2024

The following enhancements will be completed during this iteration:

Affected Customers: All CCSQ ServiceNow Platform and Portal Customers

Standardized Phone Number Extension and Email Confirmation Fields

On May 9, 2024, at 8:30 PM ET, CCSQ ServiceNow will add phone number extension and email confirmation fields throughout the platform and portals. The update will provide conformity that will enhance the customer experience, minimize confusion, and lead to more intuitive and user-friendly interfaces.

- An email confirmation field will be added to validate that the email address is entered correctly. Corrections made to the email field will auto-delete all content in the email confirmation field.
- A phone number extension field will be added.
- The following portals will be updated with the new fields:
 - Agent Workspace
 - CCSQ Support Central: Create a Ticket
 - CCSQ Support Central: Track A Ticket
 - ESS Portal and catalog items
 - iQIES HCD Research Form (Does not have a telephone number field. Added the 'Confirm Submitter email' field only.)
 - Q&A Portal
 - 1135 Portal

Affected Customers: CCSQ ServiceNow Service Center and Help Desk Agents

CCSQ Support Central: Case Reopen Notifications

On May 9, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Case Reopened notifications. One notification will be sent internally to the assigned agent and watchlist users, and the second notification will be sent externally to the Contact. This will prevent customers from receiving individual agent email addresses and agents receiving PHI/PII information from the customer.

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow System Team

Cloudbees/Jenkins Integration Decommission

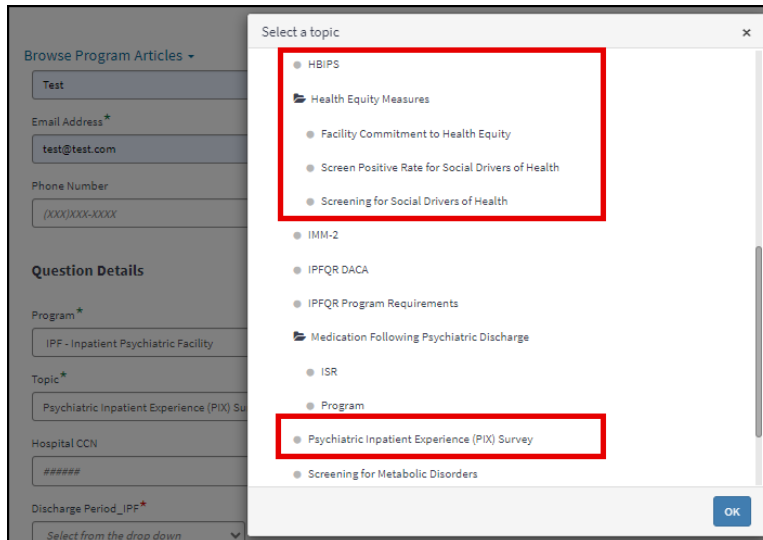
On May 9, 2024, at 8:30 PM ET, CCSQ ServiceNow will decommission the Cloudbees/Jenkins Integration with ServiceNow to connect and insert the change requests. All related components will be deactivated, such as users, application menus, modules, and transform maps.

Affected Customers: CCSQ ServiceNow Q&A Portal Customers

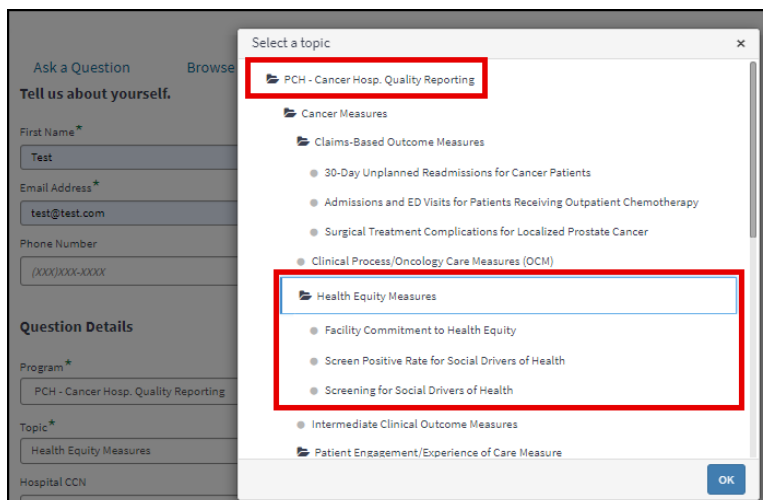
Question & Answer (Q&A) Portal: IPFQR and PCHQR Program Subtopic Updates

On May 9, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Q&A Portal for the IPFQR and PCHQR program subtopics as follows:

- New subtopics for the 'IPF - Inpatient Psychiatric Facility' program under the 'HBIPS' topic will be routed to Assignment Group 'Public QA - HIP Support':
 - Health Equity Measures
 - Facility Commitment to Health Equity
 - Screening for Social Drivers of Health
 - Screen Positive Rate for Social Drivers of Health
- New topic for the 'IPF - Inpatient Psychiatric Facility' program above 'Screening for Metabolic Disorders' will be routed to Assignment Group 'Public QA - HIP Support':
 - Psychiatric Inpatient Experience (PIX) Survey



- Updated subtopics for the 'PCH - Cancer Hosp. Quality Reporting' program under the 'Health Equity Measures' topic will be routed to Assignment Group 'Public QA - HIP Support':
 - Hospital Commitment to Health Equity (rename from 'Facility Commitment to Health Equity')
 - Screen Positive Rate for Social Drivers of Health
 - Screening for Social Drivers of Health



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

2024 Medicare Promoting Interoperability (PI) Program Hardship Exception Application Form

On Tuesday, April 30, 2024, 9:00 PM ET, the annual updates were completed to the PI Hospital Hardship Exception Application form to reflect the 2024 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, 2024 – closes November 30, 2024
- EH: Opens May 1, 2024 – closes September 30, 2024

Reports and Dashboard were also updated to reflect the 2024 PI Hardship program reporting requirements.

For more information, review the Knowledge Article titled [Medicare Promoting Interoperability Program Hardship Exception Application](#). *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

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

CCSQ ServiceNow: Targeted Comms Mailer Recipient List Update

On May 9, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the CCSQ ServiceNow Targeted Comms Mailer so that the recipients list in Targeted Comms will match the list of members in the selected recipient list.



CCSQ ServiceNow Updates

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

- Standardized Phone Number Extension and Email Confirmation Fields
- CCSQ Support Central: Case Reopen Notifications

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

- Cloudbees/Jenkins Integration Decommission
- Question & Answer (Q&A) Portal: IPFQR and PCHQR Program Subtopic Updates
- 2024 Medicare Promoting Interoperability (PI) Program Hardship Exception Application Form
- CCSQ ServiceNow: Targeted Comms Mailer Recipient List 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



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