Release Notes for 18.2 on 01/23/2025

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ Support Central QPP Program Customers, CCSQ Services and Operations Support (SOS), and CCSQ Service Center

CCSQ Support Central: Track a Ticket 'Watchlist' User Close Ability Removed

On January 23, 2025, at 8:30 PM ET, CCSQ ServiceNow will remove the ability of CCSQ Support Central: Track a Ticket 'Watchlist' users to close QPP tickets if they are not the ticket owner. This will address the issue of the 'Close Ticket' button improperly displaying.

Affected Customers: CCSQ Services and Operations Support (SOS), CCSQ Service Center Email Integration Customers (QualityNet, QualityNet EQRS, iQIES/QIES, QSEP, Q&A, SOS), CCSQ ServiceNow System Team

Activate 'Download Template' Functionality for Recipients List in Targeted Communications

On January 23, 2025, at 8:30 PM ET, CCSQ ServiceNow will enable the 'Download Template' functionality on the Recipients List records in the Targeted Communications module in ServiceNow. This will allow the administrators of Targeted Communications to more efficiently create new distribution lists for future publications.

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

Remove Duplicate Field Label on QSEP Case Form

On January 23, 2025, at 8:30 PM ET, CCSQ ServiceNow will remove the duplicate 'Customer Visible' label from the 'Short Description' field on QSEP Case types.

Affected Customers: CCSQ Service Center

Enable Email Validation for New Contacts

On January 23, 2025, at 8:30 PM ET, CCSQ ServiceNow will enable email validations so that only valid email addresses in the proper format are accepted when Representatives create a new 'Contact' from a Case in ServiceNow, e.g., 123@company.com.

Affected Customers: Hospital Hardship Portal Customers

CCSQ ServiceNow Hospital Hardship Application Portal Enhancements

On January 23, 2025, at 8:30 PM ET, CCSQ ServiceNow will update the Hospital Hardship Application Public Portal with three enhancements which apply to both the Eligible Hospital (EH) and Critical Access Hospital (CAH) paths for submission.

1. Hospital Hardship Application users will see changes to the dropdown menu options following the 'Extreme & Uncontrollable Circumstances' section of the form. The following categories will be combined to offer a single option, rather than two separate options:
   - Removing:
     - Decertification
     - Vendor Issues
   - Adding:
     - CEHRT/Vendor Issues

   These two categories are being combined to improve annual reporting.

2. The final section of the 'Public Form' will be updated to improve the language used on the 'Certify' checkbox to address 508 Compliance and Accessibility standards and to improve the experience for those utilizing screen readers to perform their work. Currently users are presented with the field label 'Certify.' Going forward, users will be presented with the updated field label 'Certify statement for hardship.'

3. A fix will be implemented on the date fields following the 'Extreme & Uncontrollable Circumstances' section of the form. When entering start and end dates on the submission form, users are presented with a date field error message that is not consistent with the intended form functionality.
   - Users are presented with an error message when the end date selected is in the year following the start date, e.g.:
     - Start Date: 6/15/2024, End Date: 1/1/2025

This will be resolved so users will no longer experience this issue, while still preventing end dates from being entered that are prior to the start date.