

CCSQ Support Central: Call Scheduling Enhancements

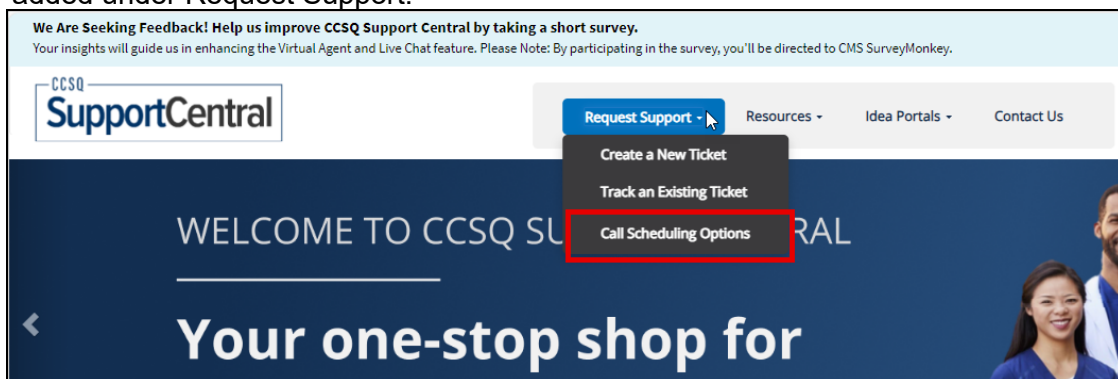
Affected Customers: CCSQ Support Central Customers

On May 23, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement updates to CCSQ Support Central.

These updates will improve the Customer Experience when utilizing the 'Schedule a Call' functionality in CCSQ Support Central by implementing the ability to modify and or cancel existing appointments as well as schedule same day appointments.

'Schedule a Call' enhancements include:

- CCSQ Support Central Home Page Updates
 - A new option for the customer to navigate to the 'Call Scheduling Options' page will be added under Request Support.



- Webform Updates to the 'Schedule a Call' Page

- A 'Same-Day' callback option will be added underneath the 'Appointment Date' field.

CCSQ SupportCentral

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Notice: The ServiceCenter call scheduling request allows customers to be placed into the phone queue at a desired date and time. Call Scheduling requests are accepted Monday through Friday 10:00 AM to 5:00 PM ET (Eastern Time) excluding Federal Holidays. **Please note that same-day call requests can only be scheduled if the request is received before 3:00 PM ET.**

To schedule a call request please provide the following contact details

CCSQ Schedule a Call

* Program (required)
 HQR - Hospital Quality Reporting ▾

* Appointment Date (required)
 Wednesday - May 22nd, 2024 ▾
 Same-Day

* Set Your Time Zone (required)
 ET - Eastern Time ▾

* Select a Time (required)
 10:00 AM - 10:15 AM

* Email Address (required)

* Confirm Email Address (required)

- An error message will display when the customer tries to schedule a call and an error has occurred. This error occurs when the customer tries to schedule more than one appointment.

We Are Seeing an Error ▲ An error has occurred. A call request cannot be completed at this time. You have reached the limit of active scheduled calls allowed. Please review your current scheduled call and try again.

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- Program Questions - For queries about measurement specifications, website content, file format requirements, or program details.
- Policy Questions - For questions on data collection procedures, data types, final rule, or legislature about the program.
- Account Management Questions - For issues related to account roles, account registration, or password recovery.
- Technical Questions - If you are experiencing difficulties with data submission, error messages, or website functionality.
- Other - For general support or you require other forms of assistance.

I'm not a robot

Submit

- A 'Phone Extension' field will be added to the 'Schedule a Call' page.

Select Your Time Zone (required)*
 ET - Eastern Time ▾

Select a Time (required)*
 03:00 PM - 03:45 PM ▾

First Name (required)*
 joe

Last Name (required)*
 Doe

Email Address (required)*
 joe@example.com

Confirm Email Address (required)*
 joe@example.com

Phone Number (required)*
 (555) 555-5555

Confirm Phone Number (required)*
 (555) 555-5555

Phone Extension
 XXXXXXXX

Reason for Contacting Us (required)*

- Program Questions - For queries about measurement specifications, website content, file format requirements, or program details.
- Policy Questions - For questions on data collection procedures, data types, final rule, or legislature about the program.
- Technical Questions - If you're experiencing difficulties with data submission, error messages, or website functionality.
- Account Management Questions - For issues related to account roles, account registration, or password recovery.

- The 'Reason for Contacting Us' field will provide details/examples for each selection to clarify what category to select based on the customer's specific request.
- The Captcha on the 'Schedule A Call' page will include error messaging when the Customer attempts to click the 'Submit' button without all required fields completed.

We Are Seeking Feedback Your insights will guide us. ▲ Some fields are incomplete: Phone Number (required), Confirm Phone Number (required), Reason for Contacting Us (required)

CCSQ SupportCentral

Request Support - Resources - Idea Portals - Contact Us

CCSQ Schedule a Call

* Indicates required

* Program (required)

* Appointment Date (required)

* First Name (required) Test

* Last Name (required) Test

* Phone Number (required) (000) XXX-XXXX

* Confirm Phone Number (required) (000) XXX-XXXX

PHONE EXTENSION

XXXXXX

* Reason for Contacting Us (required)

- Program Questions - For queries about measurement specifications, website content, file format requirements, or program details.
- Policy Questions - For questions on data collection procedures, data types, final rule, or legislature about the program.
- Account Management Questions - For issues related to account roles, account registration, or password recovery.
- Technical Questions - If you are experiencing difficulties with data submission, error messages, or website functionality.
- Other - For general support or you require other forms of assistance.

I'm not a robot

Submit

- The Customer will be able to update or cancel the call after scheduling using the 'Modify an Appointment' option as a tab on the 'Call Scheduling Options' page.
- The Customer will be able to select an 'Action' to Modify or Cancel their appointment.

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Request Support - Resources - Idea Portals - Contact Us

[Return to Homepage](#)

To place a call request with a CCSQ Service Center Representative, select the **Schedule a Call** tab. To make changes or cancel an existing appointment, select **Modify an Appointment**.

Schedule a Call **Modify an Appointment**

Modify an Existing Appointment

To reschedule or cancel your call with the CCSQ Service Center representative, please enter your details as they appeared in your confirmation email.

First Name (required)* Please enter your first name

Last Name (required)* Please enter your last name

Email Address (required) * Example: joe@domain.com

Confirm Email Address (required) * Example: joe@domain.com

I'm not a robot

Clear Form Find Appointment

Note: Click 'Clear Form' to reset all fields or 'Find Appointment' to locate your scheduled appointment.

CCSQ SupportCentral

Request Support - Resources - Idea Portals - Contact Us

[Go back](#)

Search Results

Upcoming Appointments for: [Redacted]

Appointment Details	Date Created	Reason for Contacting	Actions
Wednesday - May 22nd, 2024/10:00 AM - 10:15 AM	05/21/2024 04:58:03 PM	Policy Questions - For questions on data collection procedures, data types, final rule, or legislature about the program.	Modify Cancel

- The Customer will then be able to 'Select a Time' to change appointment day and/or time.

[✕ Close](#)


Update your appointment by modifying the form below:

WARNING: Individually identifiable health information in this system is subject to the Health Information Portability and Accountability Act of 1996 and the Privacy Act of 1974. Submission to the CCSQ Service Center that contains Protected Health Information (PHI) 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 [Quality Systems Security Policy](#).

Notice: The Service Center call scheduling request allows customers to be placed into the phone queue at a desired date and time. Call Scheduling requests are accepted Monday through Friday 10:00 AM to 5:00 PM EST (Eastern Standard Time) excluding Federal Holidays. **Please note that same-day call requests can only be scheduled if the request is received before 4:00 PM EST.**

<p>Program (required)* <input type="text" value="HQR - Hospital Quality Reporting"/></p> <p>Select Your Time Zone (required)* <input type="text" value="ET - Eastern Time"/></p> <p>First Name (required)* <input type="text" value="Joe"/></p> <p>Email Address (required)* <input type="text" value="Joe@example.com"/></p>	<div style="border: 2px solid red; padding: 5px;"> <p>Appointment Date (required)* <input type="text" value="Tuesday - January 9th, 2024"/></p> <p>Select a Time (required)*</p> <ul style="list-style-type: none"> <input type="text" value="01:00 PM - 01:45 PM"/> <input type="text" value="11:00 AM - 11:45 AM"/> <input type="text" value="12:30 PM - 01:15 PM"/> <input type="text" value="01:00 PM - 01:45 PM"/> <input type="text" value="02:15 PM - 03:00 PM"/> </div> <p>Confirm Email Address (required)* <input type="text" value="Joe@example.com"/></p>
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- Once the Customer books their appointment, they will see a 'Booking Success' message on the page.



[Request Support](#) - [Resources](#) - [Idea Portals](#) - [Contact Us](#)

✔ **Booking Success!** *A confirmation email has been sent.*

Phone Appointment Details:

Program:	CCSQ Services & Operations Support
Date:	Wednesday - May 22nd, 2024
Time:	10:00 AM - 10:15 AM ET - Eastern Time
Email Address:	krapa.shah@itechag.com
Name:	Krapa Shah
Phone Number:	(123) 456-7890
Extension:	1
Reason For Contacting Us:	Account Management Questions - For issues related to account roles, account registration, or password recovery.

To make changes to your appointment, please click the **'Modify'** button. If you wish to cancel your appointment, please click the **'Cancel'** button.

Modify
Cancel

- Email Notification Updates
 - An initial email notification will be sent upon scheduling a call.



Call Scheduling Appointment Confirmation

Program: EQRS - End Stage Renal Disease Quality Reporting System
Date: Thursday - August 11th, 2022
Time: 10:00 AM - 10:15 AM ET - Eastern Time
Email Address: TEST@EXAMPLE.COM
Name: TEST EXAMPLE
Phone Number: (000) 000-0000
Extension: N/A
Reason for Contacting Us: Account Management Questions

If you need to **reschedule** or **cancel** this appointment, click the "Modify Appointment" button below.

[Modify Appointment](#)


For additional support please send an email to QualityNet Support Center at the following email address: qnetsupport-esrd@cms.hhs.gov

Thank you,
 CCSQ Service Center

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

U.S. Centers for Medicare & Medicaid Services
 QualityNet Service Center
 Phone: (866) 288-8912 | Email: qnetsupport-esrd@cms.hhs.gov
 For Hearing Impaired Customers: Telecommunications Relay Service: 711
 Monday - Friday 8am - 8pm ET

- A reminder email for the appointment will be sent to the Customer 1 hour in advance of the scheduled call.



Call Scheduling Appointment Reminder

Program: EQRS - End Stage Renal Disease Quality Reporting System
Date: Thursday - August 11th, 2022
Time: 10:00 AM - 10:15 AM ET - Eastern Time
Email Address: TEST@EXAMPLE.COM
Name: TEST EXAMPLE
Phone Number: (000) 000-0000
Extension: N/A
Reason for Contacting Us: Account Management Questions

This is a reminder that you have an upcoming call scheduled with a CCSQ Service Center Representative today. If you need to **reschedule** or **cancel** this appointment, click the "Modify Appointment" button below.

[Modify Appointment](#)


For additional support please send an email to QualityNet Support Center at the following email address: qnetsupport-esrd@cms.hhs.gov

Thank you,
 CCSQ Service Center

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- An email notification will be sent upon rescheduling a call.



Call Scheduling Appointment Rescheduled

Program: EQRS - End Stage Renal Disease Quality Reporting System
New Date: Thursday - August 11th, 2022
New Time: 10:00 AM - 10:15 AM ET - Eastern Time
Email Address: TEST@EXAMPLE.COM
Name: TEST EXAMPLE
Phone Number: (000) 000-0000
Extension: N/A
Reason for Contacting Us: Account Management Questions

Your scheduled call appointment has been successfully rescheduled to the new date and time listed above. If you need to **reschedule or cancel** this appointment again, please click the "Modify Appointment" button below.

[Modify Appointment](#)

For additional support please sending an email to QualityNet Support Center at the following email address: qnetsupport-esrd@cms.hhs.gov
 Thank you,
 CCSQ Service Center

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- If the call scheduling appointment is cancelled, the customer will receive an email confirmation.



Call Scheduling Appointment Canceled

Program: EQRS - End Stage Renal Disease Quality Reporting System
Date: Thursday - August 11th, 2022
Time: 10:00 AM - 10:15 AM ET - Eastern Time
Email Address: TEST@EXAMPLE.COM
Name: TEST EXAMPLE
Phone Number: (000) 000-0000
Extension: N/A
Reason for Contacting Us: Account Management Questions

Your scheduled call appointment has been successfully canceled. Should you need to reschedule or have any further questions, we are here to assist you. You can easily schedule a new appointment using the **Schedule a Call** button below. For additional support please sending an email to QualityNet Support Center at the following email address: qnetsupport-esrd@cms.hhs.gov

[Schedule a Call](#)

Thank you,
 CCSQ Service Center

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For more information, review the Knowledge Article titled [Call Scheduling Enhancements](#) after the update is completed on May 23, 2024, at 8:30 PM ET. *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)