



QualityNet | CCSQ ServiceNow



May 9, 2024

CCSQ Support Central: Case Reopen Notifications

Affected Customers: CCSQ ServiceNow Service Center and Help Desk Agents

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.

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)