Release Notes 11.2 for February 24, 2023

The following enhancements were completed during this iteration:

Affected Customers: CCSQ ServiceNow Agents

Role Removal Deactivate User Flow

On Friday, February 24, 2023, CCSQ ServiceNow will implement an update to the Role Removal Deactivate User Flow so that events and notifications are used instead of sent email steps. Any updates to a single notification can be done in one effort and associated with other notification updates.

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Affected Customers: CCSQ ServiceNow Customers

IT Service Catalog Update: Hover Text Added to Edit ServiceNow Assignment Group Membership

On Friday, February 24, 2023, CCSQ ServiceNow will update the Edit ServiceNow Assignment Group Membership item by adding help text when hovering over the 'Add' buttons to provide the customer instructional text on how to complete the Add Members and Remove Members sections.

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Affected Customers: CCSQ ServiceNow Customers

QualityNet Question and Answer (Q&A) Update: New 'State' Field on Inpatient Quality Reporting Programs (IQR)

On Friday, February 24, 2023, CCSQ ServiceNow will add a new 'State' field dropdown in the Questions Details section of the QualityNet Question and Answer (Q&A) Site.

A 'State' dropdown field (required) will be added to the Question Details section when a customer selects:
- **Program:** IQR - Inpatient Quality Reporting
- **Topic:** Hip/Knee PRO-PM
- **Country:** United States

The State value captured on the Q&A form will be saved to the Case form and available in the platform and Agent Workspace.

This will allow CMS to better understand the population asking questions and route additional support requests to resources in their state if other assistance is requested.

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Affected Customers: 1135 Waiver Administrators

1135: Public Health Emergency (PHE) Update – Inquiry/Waiver Only Options

On Friday, February 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update that allows 1135 Administrators to set a PHE to Inquiry only, Waiver only, or both.

A new checkbox titled 'Other Waiver Request Type Needed' will display on the Public Health Emergency page in the Field Message tab when the 'Applicable to Waiver Request' checkbox is checked. When both checkboxes are checked, the 'Waiver/Flexibility Request Type' and the 'Describe your 1135 Waiver/Flexibility Request' fields on the form must be completed.

Affected Customers: 1135 Waiver Report Customers, 1135 Waiver Administrators, and 1135 Group Managers

1135: Supporting Document Reports - Withdrawn/Denied

On Friday, February 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to the NATCEP Waiver 'Supporting Documents Missing OR Do Not Contain Data' notification and the 'NATCEP data received on CSXXXXXXX - Incorrect Format' notification so they will generate only when the withdrawn or denied records that have the resolution code 'Covered Under Blanket Waiver' are selected.

This update will provide customers with the most accurate information available about the Case(s) that have been submitted by filtering out records that are not applicable to the notifications listed above.

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Affected Customers: SOG, 1135Triage, 1135 Group Manager, 1135 Administrator, 1135 Comprehensive Reviewers and Escalation Analyst

1135: Access Control List (ACL) for Blanket Waiver Field on Case Form

On Friday, February 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an 1135 Waiver update to the ACL for 'Blanket Waiver' field on Case forms.

- The 1135 Customer/1135 Triage/1135 Escalation Analyst roles cannot modify the 'Blanket Waiver' field directly. The field value will be changed automatically upon selecting the Waiver Request Type.

- The 1135 Admin/1135 Group Manager/1135 Comprehensive Reviewer roles will be able to modify the 'Blanket Waiver' field directly or upon changing the Waiver Request Type.

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The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow System Team

1135: Inbound Email Action for Parent/Child Waivers Script

On Friday, February 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the associated Automated Test Framework (ATF) script for a previous deployment to modify the inbound email handler processing for the 1135 Parent/Child Waivers.

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Affected Customers: : CCSQ ServiceNow Internal Users

Onboarding Catalog Item Update: HIDS OPS-Active Directory Removed

On Friday, February 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will remove the HIDS OPS-Active Directory task from the Onboarding Catalog Item. The task routed to HIDS OPS-Active Directory is no longer needed.

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Affected Customers: CCSQ Service Center Agents

Aging Tickets Not Updated Prior to 2022 to Be Closed

On Friday, February 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to close Cases and Incidents (INCs) that were last updated on or before Dec 31, 2021.

This update will automatically provide Closed Notes/Work Notes for each ticket to explain why it was closed using the Closed Notes text, "This ticket was identified as an aging ticket that has been in open state since 2022 or prior. It is being moved to closed state as a part of a cleanup effort approved by CMS."

No email notifications will be sent when these records are closed.

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Affected Customers: CCSQ ServiceNow Systems Team and Architects

CCSQ Support Central Live Agent Chat Update: Profanity Filter Plugin

On Friday, February 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will install the Profanity Filter plugin to the CCSQ Support Central Live Agent chat application. When enabled at a future date, this filter will prevent the use of profanity by an agent in chat. Another communication will be sent when the Profanity Filter is enabled.

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Affected Customers: CCSQ ServiceNow Architects, Administrators, and Security

Restrict JavaScript in iFrame Content Blocks

On Friday, February 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement an update to prevent JavaScript code from being stored and executed in iFrames.

This will close out an existing POAM and provide a more secure platform from malicious attacks.

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Affected Customers: CCSQ ServiceNow Architects, Administrators and Security

CCSQ ServiceNow Connection to AppOmni Retired

On Friday, February 24, 2023, at 8:30 PM ET, CCSQ ServiceNow will retire the connection to AppOmni. ServiceNow will disable and remove all groups and roles from the AppOmni User and remove ServiceNow in AppOmni since it is no longer needed.

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