



QualityNet | CCSQ ServiceNow



May 19, 2022

HQI Assignment Group Renamed

Affected customers: CCSQ Service Center and HQI Public Reporting Support

Action: Assignment Group Renamed for HQI Incident and Request Management

Group Name: From 'HQI-PRS-Support' to 'HQI-PR Stars Support'

Group Description:

- The assignment group titled 'HQI-PRS-Support' has been renamed 'HQI-PR Stars Support' for the HQI Public Reporting Stars Support team.
- There is an existing application with the acronym PRS and the Public Reporting Support team is receiving misrouted incidents and requests for that application. The assignment group name change to 'HQI-PR Stars Support' is intended to help eliminate this misrouting issue.

For any questions, please reach out to CCSQServiceNow@cms.hhs.gov.

If you need additional information, contact us:

Phone: 1-866-288-8914
Slack: #help-service-center-sos

Save time. Submit and Track your ticket!
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Email:
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