



QualityNet | CCSQ ServiceNow



July 22, 2022

New Custom EPCS Case Form Coming Soon

Affected Customers: EPCS Service Center Agents

Starting July 29, 2022, at 8:30 PM ET, EPCS Service Center agents will receive access to new functionality for creating and managing EPCS cases in CCSQ ServiceNow.

The EPCS custom Case form will improve the customer and agent experience by displaying only EPCS relevant fields and categorizations. This will streamline data entry for agents, optimize search and reporting capabilities resulting in shorter call times.

The custom EPCS Case form includes:

- Capability to easily reassign cases to other programs.
- Refined lists of categories, subcategories, and subjects specific to EPCS cases.
- A “My Groups Work” list for case types that will show tickets assigned to EPCS.
- Customized list view of EPCS cases.

More information will be available in an upcoming Knowledge Article in CCSQ ServiceNow.

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)