



QualityNet | CCSQ ServiceNow



August 12, 2022

New Custom EPCS Case Form

Affected Customers: EPCS Service Center Agents

Starting August 12, 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 and subcategories 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.

For more information and EPCS training resources, review the [Knowledge Article titled: Master Article - Electronic Prescribing for Controlled Substances \(EPCS\) Case](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

If you need additional information, contact us:

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Slack: [#help-service-center-sos](#)

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