



QualityNet | CCSQ ServiceNow



March 18, 2022

CCSQ ServiceNow Updates

On Saturday, March 19, 2022, the following CCSQ ServiceNow enhancements will be implemented:

- New and Improved Customer Notifications
- 1135 Waiver Fix for Convert to Inquiry
- New Reconcile Button for Customer Account Cleanup
- QualityNet Security Incident Updates

The following CCSQ ServiceNow maintenance tasks will be completed this iteration:

- Deactivate Case Close Code for Internal Customers
- Q&A Tool Update
- Major Incident View Update

For additional information on these changes, please view the full [Release Notes](#) on the CCSQ ServiceNow page located in the QualityNet Collaboration Hub.

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

