



QualityNet | CCSQ ServiceNow



May 13, 2022

CCSQ ServiceNow Updates

On Saturday, May 14, 2022, the following CCSQ ServiceNow enhancements will be completed:

- First Response Time for RITMs
- SPAM Option for Incidents
- 1135: Conditional Waivers Update

The following CCSQ ServiceNow maintenance tasks were completed during this iteration:

- 1915 Authority Language Update
- Parent State for a Single Child Waiver Update
- Automated Email Verbiage Update for '1135 Web Portal Inactivity Report'
- New PHE Added to 1135 Waivers Public Form - New Mexico Wildfires
- Reconcile Duplicates Button Update
- CCSQ Support Central Contact Us Page Update
- Decommission Discovery Operations Update
- New 'Assignment Group at Breach' Field

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

Center for Clinical Standards and Quality (CCSQ)