

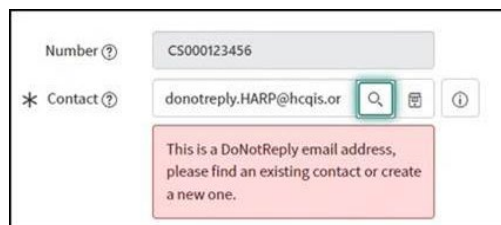


‘Contact’ Field Update for ‘donotreply’ Email Address

Affected Customers: CCSQ Service Center Agents

Starting Saturday, May 28, 2022, an update will be made in CCSQ ServiceNow to notify agents to update the ‘Contact’ on a case when a ‘donotreply’ email address appears in the ‘Contact’ field instead of the customer requesting help.

This may occur for cases created via inbound email when the customer contacting the CCSQ Service Center forwards an automated system notification they received from another source; for example: HARP automated replies.



The new ‘Contact’ field message will alert agents of the ‘donotreply’ email address and provide guidance to prevent cases from being created with a wrong Contact. Agents will need to update the ‘Contact’ field by searching for an existing contact or creating a new one.

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)