



QualityNet | CCSQ ServiceNow



June 6, 2022

# New Custom QPP Case Form Coming Soon

**Affected Customers:** QPP Service Center Agents

Starting on June 10, 2022, at 8:30 PM ET, QPP Service Center agents will receive access to new functionality for creating QPP cases in CCSQ ServiceNow. QPP Service Center agents will create and work cases using a custom Case form rather than the Original Case Form in CCSQ ServiceNow.

The QPP custom Case form will improve the customer and agent experience by simplifying the page layout to display QPP relevant fields and new categorizations. This will streamline data entry for agents, optimize search and reporting capabilities resulting in shorter call times.

The custom QPP Case form includes:

- Capability to easily reassign misrouted cases to other programs.
- Refined lists of categories, subcategories, and subjects specific to QPP cases.
- A new “My Groups Work” list for case types that will show tickets assigned to your own group(s).
- Customized list view of QPP cases.

For more information, view the [Knowledge Article titled: Master Article - QPP - Quality Payment Program Case Form](#) 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:*

Phone: 1-866-288-8914

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

Save time. Submit and Track your ticket!

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Email:

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