June 23, 2022

QPP Assignment Group Issue

Affected Customers: QPP Service Center Agents

The following issue has been reported and is currently being investigated.

Issue Reported: The four fields required by the QPP Program to assign cases to a different Assignment Group are not automatically posting to the Activity Log.

- Outstanding Questions
- Reason for Reassignment
- What Research has been done?
- Knowledge Article to Cite

What to Expect: As a workaround, please manually post the answers to these required fields to the case Work Notes prior to reassigning the ticket to a new group. Continue this workaround until you receive notification that this issue is resolved.

We apologize for the disruption of service and are working quickly to resolve the issue.

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)