



## QualityNet | CCSQ ServiceNow

servicenow.



June 27, 2022



# Resolved - QPP Assignment Group Issue

**Affected Customers:** QPP Service Center Agents

The following issue impacting CCSQ ServiceNow has been resolved.

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

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

**Resolution:** These four fields required by the QPP Program **will** automatically post to the Activity Log.

Phone: 1-866-288-8914  
Slack: #help-service-center-sos

*If you need additional information, contact us:*

Email:  
[ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov)

Save time. Submit and Track your ticket!

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Center for Clinical Standards and Quality(CCSQ)