



QualityNet | CCSQ ServiceNow



April 15, 2022

CCSQ ServiceNow Updates

On Saturday, April 16, 2022, the following CCSQ ServiceNow enhancements will be completed:

- 1135 CMCS: Update to the Decision Letter Approval Process
- Service Portal Enhancements
- New Service Portal Approver View
- Updates to the Public Health Emergency (PHE) Management Process

The following CCSQ ServiceNow maintenance tasks will be completed this iteration:

- Notification Update for Deactivation Workflow
- Email Addresses Containing Special Characters
- Agent Name Field Update in CCSQ Support Central 'Track A Ticket'

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)