

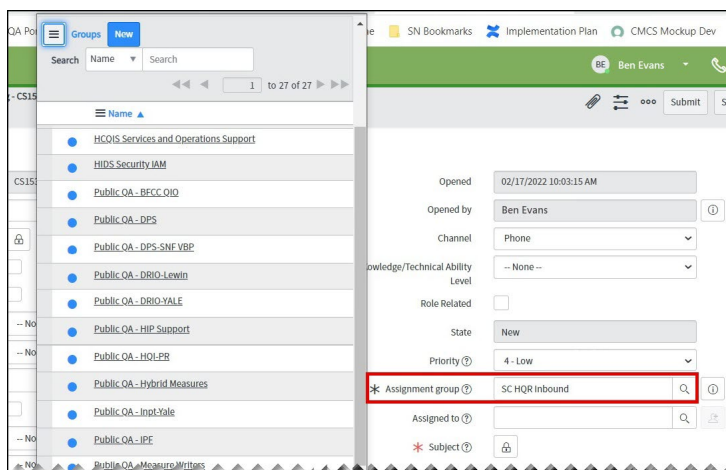
Limit Assignment Groups by Program

Affected Customers: Service Center Agents for the HQR, EQRS, iQIES/QIES/ASPEN & QSEP Programs

Starting Saturday, February 19, 2022, the assignment group routing for HQR, EQRS, iQIES/QIES/ASPEN, and QSEP program case forms will be streamlined to improve the efficiency of the agent to respond and process submitted cases.

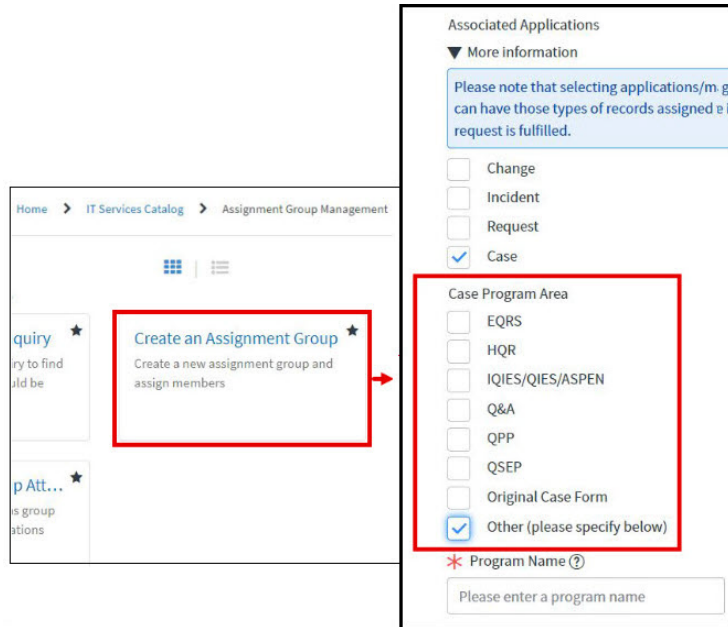
The update includes the following enhancements:

- Case Form Enhancement
 - Service Center agents will see a streamlined pre-approved assignment group list specific within each of the program case forms when using the **Assignment Group** field lookup.

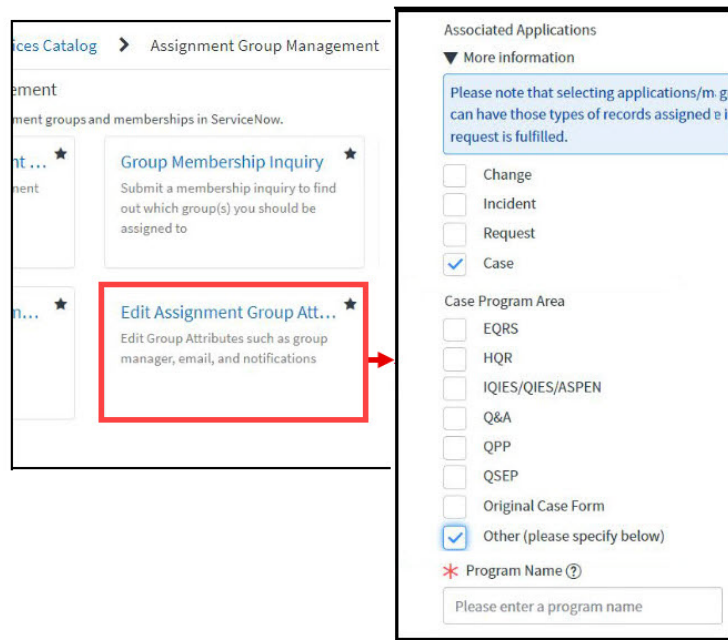


- IT Service Catalog Enhancements under Assignment Group Management
 - **Create an Assignment Group** – A new field titled 'Case Program Area' has been added to Create an Assignment Group. When creating a new assignment group for a case, complete

the **Case Program Area** field to associate the group to a specific program or programs. This includes an 'Other' option if the specific program isn't listed.



- **Edit Assignment Group Attributes** – When requesting to edit a case assignment group attribute, the assignment group can now be associated with one or more programs. This includes an 'Other' option if the specific program isn't listed.



Please reach out to your Service Center lead or delegated Service Center administrator if you need to add, remove, or edit a group.

- For more information, view the following Knowledge Articles Titled: [Limiting Assignment Groups by Program](#) and [Case Assignment Group List Administration](#) for 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:

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