

## **Release Notes 8.4 for May 27, 2022**

### **The following enhancements were completed during this iteration:**

**Affected Customers:** CCSQ Service Center, EQRS, HQR, and HARP Identity Proofing customers

#### **CCSQ Service Center Email Addresses and Name Updates**

Starting Saturday, May 28, 2022, CCSQ Service Center will introduce new CMS email addresses for the HQR program, EQRS program, and HARP Identify Proofing. Updates will be made to CCSQ Support Central and the related portals with the 3 email addresses listed below. These email addresses will also be updated in any corresponding documentation, notifications, and instructions to ensure accurate email routing.

**Note:** The CCSQ Service Center continues will continue to provide support by maintaining and updating email communication channels without any disruptions in customer service.

The updated email addresses are:

- [gnetsupport@cms.hhs.gov](mailto:gnetsupport@cms.hhs.gov)
- [gnetsupport-esrd@cms.hhs.gov](mailto:gnetsupport-esrd@cms.hhs.gov)
- [identity.proofing@cms.hhs.gov](mailto:identity.proofing@cms.hhs.gov)

In addition to this change, references to QualityNet Help Desk will be changed to QualityNet Service Center in the Service Portal and the Question and Answer (Q&A) tool.

---

**Affected Customers:** 1135 CMCS Administrator and 1135 CMCS Group Manager

#### **1135 Medicaid Copy Waiver**

Starting Saturday, May 28, 2022, an 1135 CMCS Administrator or 1135 CMCS Group Manager, will have the ability to copy a Medicaid child waiver and associate it to the existing Medicaid parent waiver when a submitted request needs another waiver request type. This update will save time and make it easier to add a Medicaid child waiver.

When the 'Copy Waiver' button is selected, a newly copied waiver is created and opened in a new tab. Updates can be made to the new waiver before moving to the original waiver.

For more information, view the Knowledge Article Titled: [ServiceNow Case: 1135 Copy Waiver Functionality](#). *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

---

**Affected Customers:** 1135 CMCS Comprehensive Reviewer

#### **1135 Medicaid Sync Approval States**

Starting Saturday, May 28, 2022, when the 1135 Medicaid 'Approval' state is updated on the parent Medicaid waiver, then the associated child(ren) cases will automatically change to the same Case status.

This update will make it easier to see the Case status in the Medicaid waiver help desk list view.

**Affected Customers:** CMS and CCSQ Service Center Leads

### **Response SLAs for Cases and Incidents**

As of Saturday, May 21, 2022, CMS and CCSQ Service Center leads will be able to utilize 'First Response' and 'Most Recent Response' Service Level Agreements (SLA) for Cases and Incidents to ensure agents and fulfillers are providing timely responses to customer inquiries.

The Response SLA will be triggered (or reset) when the assigned agent uses either of the following customer response functions:

- An email is sent from the ticket's ellipsis to the Customer submitting the ticket
- Information is solicited through the 'Additional Comments' field, which is customer-facing and sends an automated email to the Customer

**Note:** The Response SLA does *not* track when the agent enters Work notes (not customer visible) on a Case or Incident, since this does not constitute a response to the customer.

To request reporting to track the Response SLA, submit a request from the CCSQ ServiceNow IT Service Catalog using the [Reports and Dashboards](#) request item.

For more information, view the Knowledge Article Titled: [Incident and Case Service Level Agreements \(SLAs\)](#). *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

---

### **The following maintenance tasks were completed during this iteration:**

**Affected Customers:** CCSQ ServiceNow Internal Services Catalog Customers

#### **Services Catalog Update**

On Friday, May 27, 2022, at 8:30 PM ET, the CCSQ ServiceNow team will remove unused catalog categories and catalog items in the IT Services Catalog to ensure the catalog properly reflects the current service offerings.

The following categories will be deactivated:

- APM
- EQRS ADO
- Hardware Services
- Operations Tools
- Production Data Management
- ServiceNow
- Support
- Wintel

For the full list of **deactivated catalog items**, view the [Knowledge Article titled: CCSQ ServiceNow Deactivated Catalog Items & Categories](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

**Affected Customers:** CCSQ Service Center Agents

### **'Contact' Field Update for 'donotreply' Email Address**

Starting Saturday, May 28, 2022, an update will be made in CCSQ ServiceNow to notify agents to update the 'Contact' on a case when a 'donotreply' email address appears in the 'Contact' field instead of the customer requesting help.

This may occur for cases created via inbound email when the customer contacting the CCSQ Service Center forwards an automated system notification they received from another source; for example: HARP automated replies.

The new 'Contact' field message will alert agents of the 'donotreply' email address and provide guidance to prevent cases from being created with a wrong Contact. Agents will need to update the 'Contact' field by searching for an existing contact or creating a new one.

---

**Affected Customers:** CCSQ Service Center Agents

### **HCD Opt-in/Opt-out Message Update**

Starting Saturday, May 28, 2022, the HCD Opt-in/Opt-out message will not display on the Case form prior to Agents completing the 'Contact' field.

The HCD Opt-in/Opt-out message was displaying too early in the form completion process. This update will provide a smoother flow and eliminate agent confusion.

---

**Affected Customers:** CCSQ Service Center and HQI Public Reporting Support

### **HQI Assignment Group Renamed**

**Action:** Assignment Group Renamed for HQI Incident and Request Management

**Group Name:** From 'HQI-PRS-Support' to 'HQI-PR Stars Support'

**Group Description:**

- The assignment group titled 'HQI-PRS-Support' has been renamed 'HQI-PR Stars Support' for the HQI Public Reporting Stars Support team.
- There is an existing application with the acronym PRS, and the Public Reporting Support team is receiving misrouted incidents and requests for that application. The assignment group name change to 'HQI-PR Stars Support' is intended to help eliminate this misrouting issue.

For any questions, please reach out to [CCSQServiceNow@cms.hhs.gov](mailto:CCSQServiceNow@cms.hhs.gov).

**Affected Customers:** QualityNet Service Center and EQRS Case Form Agents

**New EQRS/ESRD Assignment Group**

**Action:** New Group Added to EQRS/ESRD Program

**Group Name:** ESRD NCC-PCU Support

**Group Description:**

- A new Assignment Group titled 'ESRD NCC-PCU Support' was added to CCSQ ServiceNow for the End Stage Renal Disease, National Coordinating Center, and Patient Contact Utility (PCU) program.
- The new 'ESRD NCC-PCU Support' group will work as a Tier-2 support group for the ESRD PCU program within the EQRS Case form in CCSQ ServiceNow.

For any questions, please reach out to [CCSQServiceNow@cms.hhs.gov](mailto:CCSQServiceNow@cms.hhs.gov).