QualityNet | CCSQ ServiceNow

servicenow. for CCSQ

May 27, 2022

CCSQ ServiceNow Updates

On Saturday, May 28, 2022, the following CCSQ ServiceNow enhancements will be completed:

- CCSQ Service Center Email Addresses and Name Updates
- 1135 Medicaid Copy Waiver
- 1135 Medicaid Sync Approval States
- Response SLAs for Cases and Incidents

The following CCSQ ServiceNow maintenance tasks were completed during this iteration:

- Services Catalog Update
- 'Contact' Field Update for 'donotreply' Email Address
- HCD Opt-in/Opt-out Message Update
- HQI Assignment Group Renamed
- New EQRS/ESRD Assignment Group

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)