

Release Notes 8.5 for June 10, 2022

The following enhancements were completed during this iteration:

Affected Customers: 1135 Medicaid Agents

1135 Medicaid User Deactivation Schedule Update

Starting Saturday, June 11, 2022, the 180-day user deactivation schedule will be updated to exclude the Medicaid role from the 60-day notice for CCSQ ServiceNow inactivity. This update provides the agent users with a notification schedule that best fits their needs.

The deactivation schedule will be as follows:

- Inactive 1135 Medicaid agent users will not receive an email notification up to 60 days.
- Inactive 1135 Medicaid agent users will receive an email notification on the 150th day, the 175th day, and the 179th day of CCSQ ServiceNow inactivity.
- The system will create a request to deactivate the inactive 1135 Medicaid agent user on the 180th day.
- Inactive 1135 Medicaid agent users will receive an email notification on the 180th day with instructions to reactivate their CCSQ ServiceNow account if needed.

Affected Customers: QPP Service Center Agents

New Custom QPP Case Form Coming Soon

Starting on June 10, 2022, at 8:30 PM ET, QPP Service Center agents will receive access to new functionality for creating QPP cases in CCSQ ServiceNow. QPP Service Center agents will create and work cases using a custom Case form rather than the Original Case Form in CCSQ ServiceNow.

The QPP custom Case form will improve the customer and agent experience by simplifying the page layout to display QPP relevant fields and new categorizations. This will streamline data entry for agents, optimize search and reporting capabilities resulting in shorter call times.

The custom QPP Case form includes:

- Capability to easily reassign cases to other programs.
- Refined lists of categories, subcategories, and subjects specific to QPP cases.
- A new “My Groups Work” list for case types that will show tickets assigned to your group(s).
- Customized list view of QPP cases.

For more information, view the [Knowledge Article titled: Master Article - QPP - Quality Payment Program Case Form](#) in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

Affected Customers: Public Q&A Portal Submitters

New Topics for Public Q&A Validation Program

On Saturday, June 11, 2022, the topics for the Validation Program on the Public Question & Answer (Q&A) Portal Ask-A-Question page will be replaced with new topics.

- Current Topics:
 - APU-HAI
 - APU-Program
 - Chart Abstracted
 - eCQM
 - General Requirements
 - Template Submissions
 - Validation

- New Topics:
 - Case Selection
 - HAI Validation Templates
 - Hospital Selection
 - Medical Record Requests
 - Validation Results

For more information, view the [Knowledge Article titled: CCSQ ServiceNow New Topics for Public Q&A Validation Program](#) in CCSQ ServiceNow. *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: iQIES Service Center Agents

iQIES CC'd Email Address Creating Duplicate Case Error

On Saturday, June 11, 2022, a CCSQ ServiceNow update will prevent new iQIES cases from being created when the iQIES program email address is in the "CC" line of an incoming email. This update will eliminate the possible creation of duplicate cases.

Affected Customers: CMS Information System Security Office

AppOmni Tool Security Settings Update

Starting Saturday, June 11, 2022, the AppOmni tool will update the following two security settings (specific to mobile) so they will no longer be flagged as 'High' risks:

- Allow Jailbroken Devices System Setting Rule
- Require Mobile Pin System Setting Rule

These updated security settings will prevent unintended public functionality that could have a potential adverse security risk if the client script provided confidential information.