Release Notes 8.6 for June 24, 2022

The following enhancements were completed during this iteration:

Affected Customers: CCSQ ServiceNow Customers

Resolution Acceptance Acknowledgement Pop-up Consistency

On Friday, June 10, 2022, an update was made to ensure CCSQ ServiceNow displays a consistent ticket resolution acknowledgement notification when a case resolution is accepted.

The "Thank you" line will be consistent among the programs and Case types so that confusion can be avoided.

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Affected Customers: 1135 CMCS Medicaid Waiver Administrators, 1135 CMCS Group Managers, and 1135 CMCS Comprehensive Reviewers

1135 CMCS Medicaid Waiver Updates: New 'Reopen Case' and 'Generate Comprehensive Response' Buttons

Starting Saturday, June 25, 2022, the 'Reopen Case' and 'Generate Comprehensive Response' buttons on the 1135 CMCS Medicaid Waiver will be available to the 1135 CMCS Administrators, 1135 CMCS Group Managers, and 1135 CMCS Comprehensive Reviewers.

- 'Reopen Case' button
    - Provides the ability to manually reopen a 'Resolved' or 'Closed' Medicaid Waiver (Parent or Child Case).
    - Now cases can be reopened by the 1135 CMCS Medicaid Waiver Administrators, 1135 CMCS Group Managers, and 1135 CMCS Comprehensive Reviewers after they have been closed/resolved without submitting a request to the Service Center.
- 'Generate Comprehensive Response' button
    - Provides the ability to generate a comprehensive response so it appears on the Parent Case with all the Close Notes from all the related Child Cases.
    - This will save time by not having to individually review the Close Notes for each Child Case and manually update the 'Comprehensive Response' field on the Parent Case.

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The following maintenance tasks were completed during this iteration:

Affected Customers: CCSQ ServiceNow System Team

JQuery Library Update

On Friday, June 17 at 8:30PM, an update was made to allow for continuous JQuery library updates to ensure security vulnerabilities are patched. This will ensure any updates from ServiceNow to the libraries, and code within, are applied to the environment during the monthly patches.

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Affected Customers: QPP Service Center Agents and Leads

Restore QPP Case Type Reports

On June 21, 2022, an update was made in CCSQ ServiceNow to ensure that QPP Production reports and dashboards are displaying correct data. This will ensure that the QPP Program analytics and metrics are accurate.

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Affected Customers: CCSQ ServiceNow Service Portal Customers

CCSQ ServiceNow Service Portal - Group Membership Inquiry Update

Starting Friday, June 24 at 8:30PM an update will be made to the Group Membership Inquiry IT Services catalog item in the CCSQ ServiceNow Service Portal.

The Group Membership Inquiry item displays unnecessary fields in the service portal. To avoid confusion, the following fields will be removed from the portal view:
- Quantity
- Add to cart
- Delivery time

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Affected Customers: CCSQ ServiceNow Service Portal Customers

Updated Email on Active Directory Self Service Error Messages

Starting Friday, June 24, 2022, at 8:30PM, the email address in the Active Directory Self Service error messages will be directed to SOS's email address ServiceCenterSOS@cms.hhs.gov.

This will ensure that CCSQ ServiceNow Service Portal customers are directed to the correct Service Center for support.

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Affected Customers: HQR, EQRS and iQIES Service Center Agents

'Copy Case' Button Update in Agent Workspace

Starting Friday, June 24, 2022, at 8:30PM, the functionality of the 'Copy Case' button in CCSQ ServiceNow will be updated to prevent the creation of an Original case from a Case Type form when using Agent Workspace.

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Affected Customers: CCSQ Service Center Agents

SNOW/NICE: Distribute Case to Next Available Agent

Starting Friday, June 24, 2022, at 8:30PM, SNOW and NICE (phone system) will be integrated so that incoming requests via email will automatically distribute tickets to the next available CCSQ Service Center Agent. After ServiceNow creates a ticket from an incoming email and directs it to the appropriate group, the NICE system will automatically distribute the ticket to the next available CCSQ Service Center Agent.

This will improve efficiency and response times by removing manual work currently done by Queue Managers to distribute email cases.

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Affected Customers: CCSQ ServiceNow System Administrators and CCSQ Services and Operations Support (SOS)

'Reconcile Duplicates' Button Update

On Friday, June 24, 2022, at 8:30PM, the 'Reconcile Duplicates' button will be updated to improve functionality within the reconciliation process and reduce processing time to update the records.

Prior to this update, the reconciliation process took 20-30 minutes to complete. This update reduces the reconcile time to approximately 30 seconds. This allows for the Service Center to quickly reconcile duplicate accounts based on immediate issues identified within the cases, while also allowing for a comprehensive cleanup to take place in the background.