Release Notes 8.8 for July 15, 2022

The following enhancements were completed during this iteration:

Affected Customers: QPP Service Center Agents

QPP Watchlist Updates

Starting July 15, 2022, at 8:30 PM ET, the following CCSQ Support Central enhancements will be implemented that will improve customer communication for QPP Ticket processing:

- **QPP Proof of Concept for Watchlist Functionality**
  Provides QPP Service Center agents the ability to add stakeholders to a watchlist on tickets, providing greater visibility throughout the ticket lifecycle.

- **Edit Watchlist Users (QPP)**
  Provides QPP Service Center agents and ticket submitters the ability to edit watchlist entries on tickets.

For more information, access the [Knowledge Article titled:](#) Master Article for CCSQ Support Central – Home Page in CCSQ ServiceNow and click the links to the following Knowledge Article:

- KB0024770: CCSQ Support Central Create a New Ticket
- KB0024764: CCSQ Support Central Track an Existing Ticket

Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.

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The following maintenance tasks were completed during this iteration:

Affected Customers: CCSQ ServiceNow Service Portal Customers

CCSQ ServiceNow Service Portal – Item Quantity Field Update

On Friday, July 15, 2022, at 8:30PM, an update will be made to the Group Membership Inquiry IT Services catalog item in the CCSQ ServiceNow Service Portal.

To maintain consistency across the Service Catalog, the 'Quantity' field will be removed from the following catalog items in the portal view:

- AWS Access Key
- AWS Account Request
- Case - Application/Program Question
- Deactivate User Account
- HARP/SN Full Automation
- HARP/SN/FileCloud Automation
- Hospital Hardship Exception Application
- Miscellaneous Admin Request
- Password Reset
- QPP – Targeted Review Form
- Request for Approval of Outside Activity
- Role Removal
- Splunk Support Request
- Update Set Migration Request

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Affected Customers: Public 1135 Waiver Submitters

1135: 'State' Field Update When Public Health Emergency (PHE) is Changed

On Friday, July 15, 2022, at 8:30PM, an update will be made to the public 1135 Waiver form to ensure that the appropriate state is listed for the selected PHE when submitting an 1135 Waiver Request.

- Only the states applicable to the selected PHE will be listed in the 'State/US Territory/Federal District' drop down list.
- When the submitter changes PHE, the state in the 'State/US Territory/Federal District' field will be cleared regardless of where the submitter is on the webform.
- If PHE and the 'State/US Territory/Federal District' field are not correct when submitting the waiver request, the pop-up warning message 'New Public Health Emergency (PHE) selected' displays and provides instructions to re-enter the required information.

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Affected Customers: CCSQ Support Central Customers

CCSQ Support Central Updates

On Friday, July 15, 2022, at 8:30 PM ET, the following CCSQ Support Central updates will be implemented to improve customer communication for ticket processing through the 'Track a Ticket' functionality:

- **Additional Comments Update**
  Ensures additional comments are always added to a newly created ticket from CCSQ Support Central which has not been verified by the agent.

- **'Contact' Field Update**
  Ensures that the 'Contact' field is accurately populated with the contact's name on a newly created ticket from CCSQ Support Central.

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CCSQ ServiceNow Updates

The following CCSQ ServiceNow enhancements will be completed during this iteration:

- QPP Watchlist Updates
    - QPP Proof of Concept for Watchlist Functionality
    - Edit Watchlist Users (QPP)

The following CCSQ ServiceNow maintenance tasks will be completed during this iteration:

- CCSQ ServiceNow Service Portal – Item Quantity Field Update
- 1135: 'State' Field Update When PHE is Changed
- CCSQ Support Central Updates
    - Additional Comments Update
    - 'Contact' Field Update

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

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