

Release Notes 10.3 for December 22, 2022

The following enhancements were completed during this iteration:

Affected customers: CMS ServiceNow IPT and HIDS Ops ServiceNow Team

CCSQ ServiceNow Update – System Outage Notifications

On Thursday, December 22, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update to send notifications to the CMS ServiceNow IPT and HIDS Ops ServiceNow team when a CCSQ ServiceNow system outage occurs. This update will reduce time spent resolving a reported outage by improving internal communications when outages occur.

Affected customers: CCSQ Service Center Agents

CCSQ ServiceNow Update – Restrict Creation of Duplicate User Records

On Thursday, December 22, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update to restrict the creation of duplicate User records. The ability to create new User records will be limited to HARP or ServiceNow Admins only to ensure a single source of current Users in CCSQ ServiceNow.

This update will prevent the creation of User records from any source other than the HARP integration to eliminate the creation duplicate User records.

Affected customers: CCSQ ServiceNow Team

ServiceNow Health Scan User Experience Remediation Updates

On Thursday, December 22, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement updates to address findings from the ServiceNow Health Scan User Experience review. These updates will improve the customer experience by applying configuration management and performance management best practices across the platform and application areas.

Affected customers: 1135 Waiver Administrators and ServiceNow Team

CCSQ ServiceNow 1135 Waivers - Administrator's Quarterly Report Update

On Thursday, December 22, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update to pre-release a draft of the Administrator's 1135 Individual Waiver Report a week prior to distribution. This allows key stakeholders to conduct a quality review, leaving time to make any needed edits prior to distribution.

Affected customers: CCSQ ServiceNow Customers, CCSQ Service Center, Service Center Email Integration (QualityNet, QualityNet EQRS, iQIES/QIES, QSEP, Q&A, SOS)

CCSQ ServiceNow Update – New Reply Notification for Emails Sent to cmsqualitysupport@servicenowservices.com Only

Starting Thursday, December 22, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement a bounce back email reply notification to customers that directly email cmsqualitysupport@servicenowservices.com with no program-related email address included. The notification will inform customers that the email has not been processed and provide them instructions on how to create a new ticket. The notification will also include contact information for each CCSQ Support Central support programs.

This update will increase customer satisfaction by providing customers the information they need to reach the correct program support contact to assist with the inquiry.

The following maintenance tasks were completed during this iteration:

Affected customers: CCSQ ServiceNow Internal Customers

IT Services Catalog Updates – Deactivate QPP Target Review Form and Hardship Exception Application

On Thursday, December 22, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update to deactivate the QPP Target Review Form and Hardship Exception Application catalog items because they are no longer in use.

Affected customers: CCSQ ServiceNow QPP Service Center Agents

QPP Case Form Update – Reorder ‘New Account’ Section Fields

On Thursday, December 22, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update in the ServiceNow Platform and on Agent Workspace to reorder the fields in the ‘New Account’ section of the QPP Case form. The update will move the ‘Account Zip Code’ field above the ‘Account State’ and ‘Account City’ fields.

This update will eliminate the extra keystrokes required to complete the form because the zip code field auto-populates the state and city fields. This change only applies to the QPP Case form.

Affected customers: CCSQ ServiceNow Customers

Q&A Portal Ask-a-Question 2023 Updates

On Thursday, December 22, 2022, at 8:30 PM ET, CCSQ ServiceNow will implement an update to add new 2023 values to the Reporting Quarter, Encounter Date, Discharge Period-IPF, and Discharge Period fields on the Q&A Portal Ask-a-Question page.

The specific updates are:

Reporting Quarter

Q4 2023
Q3 2023
Q2 2023
Q1 2023

Encounter Date

4Q 23 (10/01 – 12/31)
3Q 23 (07/01 – 09/30)
2Q 23 (04/01 – 06/30)
1Q 23 (01/01 – 03/31)

Discharge Period-IPF

07/01/2023-12/31/2023
01/01/2023-06/30/2023

Discharge Period

07/01/2023-12/31/2023
01/01/2023-06/30/2023