



CCSQ ServiceNow Updates

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

- Resolution Acceptance Acknowledgement Pop-up Consistency
- 1135 CMCS Medicaid Waiver Updates: New 'Reopen Case' and 'Generate Comprehensive Response' Buttons

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

- JQuery Library Update
- Restore QPP Case Type Reports
- CCSQ ServiceNow Service Portal - Group Membership Inquiry Update
- Updated Email on Active Directory Self Service Error Messages
- 'Copy Case' Button Update in Agent Workspace
- SNOW/NICE: Distribute Case to Next Available Agent
- 'Reconcile Duplicates' Button 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



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