



QualityNet | CCSQ ServiceNow



July 26, 2022

New Custom EPCS Case Form Coming Soon

Affected Customers: EPCS Service Center Agents

Starting July 29, 2022, at 8:30 PM ET, EPCS Service Center Agents will receive access to new functionality for creating and managing EPCS cases in CCSQ ServiceNow.

The EPCS custom case form will improve the customer and agent experience by displaying only EPCS relevant fields and categorizations. This will streamline data entry for agents, optimize search and reporting capabilities resulting in shorter call times.

For more information and EPCS training resources, review the [Knowledge Article titled: Master Article - Electronic Prescribing for Controlled Substances \(EPCS\) Case](#) in CCSQ ServiceNow.

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

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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