May 12, 2023

HQR Case Form Update: Two New Mandatory Fields

Affected Customers: CCSQ ServiceNow HQR Service Center Agents

On Friday, May 12, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the HQR Case Form in the ServiceNow Platform and in Agent Workspace to include the following mandatory fields:

- 'Which HQR support materials did you consult before contacting us?' to include the following options: YouTube Video, FAQs, Not Applicable and Other (Add free text field here).

- 'Where in HQR are you having this problem?' to include the following options: Access Management, Change organizations, Chart Abstracted, Claims-based measure, DACA, eCQM, eCQM Web-based Measures, HCAHPS, Hybrid Measures, Login, My Profile, New permissions, NOP, Performance reports, PI Admin Reports, PI Registration, Population and Sampling, Program credit, Program Management, Public reporting, Reporting requirements, Request Access, SO access, Status of a request, Support Content, Support videos, User access, Validation, Vendor Management, and Web-based Measures.

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

Center for Clinical Standards and Quality (CCSQ)