

CCSQ ServiceNow Update

“QualityNet Support Center” Renamed “CCSQ Services and Operations Support”

Affected Customers: CCSQ ServiceNow Customers and Agents

On Friday, March 24, at 8:30 PM ET, 2023, “QualityNet Support Center” will be renamed “CCSQ Services and Operations Support (SOS).”

This will impact all locations where “QualityNet Support Center” is referenced (e.g., Create a New Ticket in CCSQ Support Central, email notifications, etc.) and will be replaced with “CCSQ Services and Operations Support” in the following portals/pages:

- CCSQ Support Central
- CCSQ ServiceNow Platform
- Self Service Portal

Other impacts include:

- The “HCQIS Services and Operations Support” Assignment Group will now be known as “CCSQ Services and Operations Support.”
- The “HIDS Security IAM” Assignment Group will no longer be an active Assignment Group.
 - All open records (not closed or resolved) assigned to the “HIDS Security IAM” Assignment Group will be assigned to the “CCSQ Services and Operations Support” Assignment Group. (Previously named “HCQIS Services and Operations Support”)
 - Historical records (closed and resolved) will remain assigned to the “HIDS Security IAM” Assignment Group.
- All members of the “HIDS Security IAM” Assignment Group will be added to the “CCSQ Services and Operations Support” Assignment Group.
- All notifications that reference IAM SNOW, “HIDS Security IAM”, will be changed to “CCSQ Services and Operations Support” Assignment Group in ServiceNow.
- Any automated ticket routing currently in place for “HIDS Security IAM” will be routed to the “CCSQ Services and Operations Support” Assignment Group in ServiceNow.

The name update will reduce confusion when contacting the CCSQ Services and Operations Support (SOS) team for assistance.

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

