



CCSQ ServiceNow Updates

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

- New 'Steps to reproduce error' Field for Incidents on CCSQ ServiceNow Portal and Platform
- Knowledge Article Updates: New Mandatory 'Author' Field and New Email Notification for Expiring Articles

The following CCSQ ServiceNow maintenance tasks will be completed during this iteration:

- 2023 Medicare Promoting Interoperability (PI) Program Hardship Exception Application Form
- IAM Manual Proofing SLA Weekly Report: Renamed and Updated
- 1135 Waiver: Post PHE Reporting – State, Territories, and District Reports
- 1135 Waiver: NATCEP Reports Ended

For additional information on these changes, please view the full [Release Notes](#) on the CCSQ ServiceNow page.

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