

## **Release Notes 12.3 for May 12, 2023**

### **The following enhancements will be completed during this iteration:**

**Affected Customers:** CCSQ ServiceNow HQR Service Center Agents

#### **HQR Case Form Update: Two New Mandatory Fields**

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.

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### **The following maintenance tasks will be completed during this iteration:**

**Affected Customers:** CCSQ ServiceNow Systems Team

#### **CCSQ ServiceNow Update: Jira Production Upgrade to v9.4.5**

On Wednesday, May 10, 2023, at 8:30 PM ET, CCSQ ServiceNow made configuration changes required for the Jira Production upgrade to 9.4.5. These changes were made immediately after the production Jira upgrade was completed. The ServiceNow team reprocessed any ServiceNow to Jira updates that failed when the upgrade/changes were made.

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**Affected Customers:** CCSQ ServiceNow Service Center Agents

#### **CCSQ Support Central Updates: 'Create a New Ticket' Case Form**

On Friday, May 12, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates:

- CCSQ Support Central will update the 'Create a New Ticket' function to prevent a 'User' from being converted to 'Customer contact' when a customer submits a case.
- 'Previous Caller' and 'Previous Caller Lookup' fields will be removed from the Original Case form.

These updates will prevent issues that are currently occurring when a Ticket is created through CCSQ Support Central.

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**Affected Customers:** CCSQ ServiceNow Service Center Agents

#### **CCSQ Support Central Updates: 'Create a Ticket Functionality' Name Update**

On Friday, May 12, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the CCSQ Support Central 'Create a Ticket' functionality to retain the name used on the User/Contract record instead of converting to the name used on the ticket.

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**Affected Customers:** CCSQ ServiceNow Systems Team

### **CCSQ ServiceNow 'Insert and Stay' Update**

On Friday, May 12, 2023, at 8:30 PM ET, CCSQ ServiceNow will remove the 'Event Name' field when using the 'Insert and Stay' functionality to create notifications. This update will prevent the creation of multiple notifications that have duplicate event names.

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**Affected Customers:** CCSQ ServiceNow Service Center and Help Desk Agents

### **CCSQ ServiceNow Case Form Update: 'Convert to Incident' Links**

On Friday, May 12, 2023, at 8:30 PM ET, CCSQ ServiceNow will update all case forms so that the 'Convert to Incident' links will only appear in the 'Related Links' list when the 'Assigned to' field is populated. For iQIES/QIES case forms, the 'Convert to Incident – Resolve Case' link will be used. This will only allow assigned cases to be escalated to incidents.

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**Affected Customers:** CCSQ ServiceNow Systems Team

### **CCSQ ServiceNow: San Diego Patch 10 Hot Fix 1a Upgrade**

On Saturday, May 13, 2023, at 5:30 AM ET, CCSQ ServiceNow production environment will be updated to include the San Diego Patch 10 Hot Fix 1a upgrade.

ServiceNow Patches provide enhancements and security patching to the environment and will ensure that the production environment has the most current patch level to reduce the risk of potential vulnerabilities.

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**Affected Customers:** CCSQ ServiceNow Service Center Agents

### **CCSQ ServiceNow: Empty Case 'State' Field Update**

On Friday, May 12, 2023, at 8:30 PM ET, CCSQ ServiceNow will update all EQRS Case form to ensure that the 'State' field is populated. This will prevent Cases from having a blank 'State' field so that agents have the ability to move the case forward.

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**Affected Customers:** 1135 Waiver Administrators

On Friday, May 12, 2023, at 8:30 PM ET, CCSQ ServiceNow will provide the following 1135 updates:

- **1135: Post-COVID-19 PHE Reporting**

CCSQ ServiceNow will provide the following 1135 Post-COVID-19 PHE updates:

- A Post-COVID-19 PHE Report will be scheduled for a one-time distribution to the provided distribution list of State recipients.
- Post-COVID-19 PHE Dashboard will include these reports:
  - 1135 Waivers - Total Waivers Processed by Status with Total bar
  - 1135 Waivers - Total Processed by Component by Status
  - 1135 Waivers Processed by Location – Cumulative

- **1135: End of COVID-19 1135 Waiver 'Inquiry Type' Routing Update**

CCSQ ServiceNow will add two new fields titled, 'Skip Routing Priority' and 'Routing Priority.' The two new fields will only appear for inquiries with the 'Topic' of 'Original Medicare (Part A or B)' and an 'Inquiry Type' of 'COVID-19 PHE: 1135 Waiver Question.'

- The 'Skip Routing Priority' field is a checkbox.
  - If this checkbox does not appear or is left unchecked, then the Assignment Group is determined based on 'Routing Priorities' table.

- The 'Routing Priority' field is mandatory and only visible when 'Skip Routing Priority' box is checked.
    - Dropdown values:
      - Keywords
      - Inquirer Type
      - Default
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**Affected Customers:** CCSQ ServiceNow HIDS Security IAM

**IAM Manual Proofing Cases and Edit ServiceNow Assignment Group Requests Update**

On Friday, May 12, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the Manual Proofing Cases and Edit ServiceNow Assignment Group Requests so that they will be assigned to Services and Operations Support.

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**Affected Customers:** CCSQ ServiceNow Knowledge Team

**Knowledge Article Update: Renamed 'Category' Field**

On Friday, May 12, 2023, at 8:30 PM ET, CCSQ ServiceNow will change the 'Category(kb\_category)' field to 'Category' on the Knowledge Article form.

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