



QualityNet | CCSQ ServiceNow



July 28, 2023

CCSQ ServiceNow Updates

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

- CCSQ Support Central: iQIES Idea Portal Launch
- CCSQ ServiceNow: Incident Watchlist Notification Update
- 1135 Waivers: PII/PHI Verification Update

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

- Agent Workspace: 'Close Case' Button Update
- CCSQ ServiceNow: Change Request (CR) Approval Update
- CCSQ ServiceNow IT Services Catalog: 'Priority' Field in RITM/TASK Update
- CCSQ Support Central: Customer Satisfaction Surveys Update
- 2023 Medicare Promoting Interoperability (PI) Program Hardship Exception Application Form Update
- CCSQ ServiceNow Portal: Knowledge Base Update

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



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Center for Clinical Standards and Quality (CCSQ)