

## **Release Notes 13.7 for October 6, 2023**

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

**Affected Customers:** 1135 Waiver Requests Help Desk

#### **1135 Waivers: Special Handling Notes**

On Friday, September 15, 2023, at 5:00 PM ET, CCSQ ServiceNow updated the 1135 Waivers Special Handling Notes so the Agents now see a Special Handling Note that differentiates the States (Florida and Georgia) and their applicable PHE information (dates).

This information is being provided to the ServiceNow 1135 Waiver Agents so that they have the same information that is being provided to the 1135 Public Portal customers when submitting a waiver request.

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**Affected Customers:** iQIES Idea Portal Customers

#### **iQIES Idea Portal: Voting and Comment Updates**

On Friday, October 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will implement voting and comment updates on the iQIES Idea Portal. Customers will now be able to vote and comment on an idea no matter which state it is in, except for a completed Idea or one of the 3 'not implementing' states.

This will allow customers to vote and comment on more stages of the idea and provide the potential for more input to help the iQIES Idea Managers.

For more information, review the [Overview of iQIES Idea Portal and How to Submit an Idea](#) and related Knowledge Articles in CCSQ ServiceNow. *Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

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

**Affected Customers:** Division of Value, Incentives and Quality Reporting (DVIQR) and Hospital Hardship Submitters

#### **2023 Medicare Promoting Interoperability (PI) Program Hardship Exception Application Form Update**

On Sunday, September 30, 2023, at 12:00 AM ET, annual updates were completed to the PI Hospital Hardship Exception Application form for Critical Access Hospital (CAH) to reflect the submission window closing September 30, 2023.

Reports and Dashboard will also be updated to reflect the 2023 PI Hardship program reporting requirements.

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**Affected Customers:** 1135 Waiver Public Portal Customers and 1135 Waiver Agents

#### **1135 Waiver Public Portal: 'Add Another Inquiry Request' Field Update for the Visual Impaired**

On Friday, October 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the functionality of the 'Add Another Inquiry Request' button on the 1135 Waiver Public Portal. When a visually impaired customer clicks the 'Add Another Inquiry Request' button, the screen reader will function as intended and navigate to the next required field to create the additional Inquiry.

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

#### **CCSQ ServiceNow Agent Workspace: 'ES - Enterprise Services' Added to 'Convert Case' List Update**

On Friday, October 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the 'Convert Case' dropdown list in Agent Workspace. The 'ES - Enterprise Services' Case type will be added to the 'Convert Case' dropdown list when converting a case using Agent Workspace.

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

#### **CCSQ ServiceNow: 'Assigned to' Field Functionality Update**

On Friday, October 6, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the functionality of the 'Assigned to' field on Cases in the platform. The 'Assigned to' field will be cleared when an Agent changes the 'Assignment Group' to one that the Agent is not a member.

The Agent will no longer be assigned to the Case, and the Change Notification is sent to the members of the reassigned Assignment Group. This ensures the best practice that requires the Case Assignee to be a part of the Assignment Group listed.