

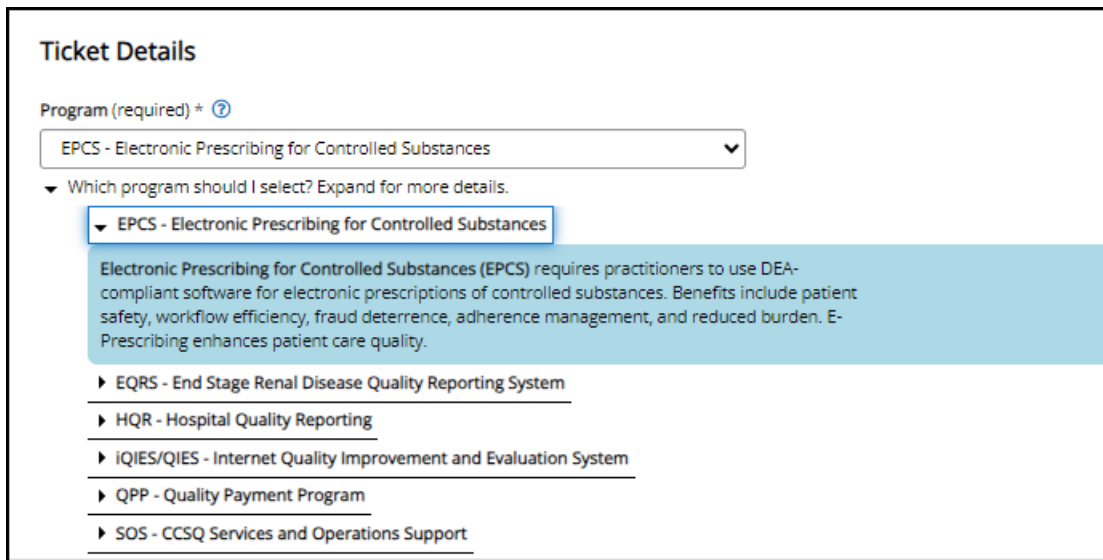
Release Notes 14.2 for December 21, 2023

The following enhancements will be completed during this iteration:

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: New 'Program' Field Tool Tip

On Thursday, December 21, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the tool tip for the 'Program' field under the 'Ticket Details' section for the 'Create a New Ticket' page in Support Central. The new tool tip will include a Program Summary to provide more information on each Program. This update will help customers select the correct Program when submitting a new ticket in CCSQ Support Central resulting in faster resolution time.



Ticket Details

Program (required) * ?

EPCS - Electronic Prescribing for Controlled Substances

▼ Which program should I select? Expand for more details.

▼ EPCS - Electronic Prescribing for Controlled Substances

Electronic Prescribing for Controlled Substances (EPCS) requires practitioners to use DEA-compliant software for electronic prescriptions of controlled substances. Benefits include patient safety, workflow efficiency, fraud deterrence, adherence management, and reduced burden. E-Prescribing enhances patient care quality.

- ▶ EQRS - End Stage Renal Disease Quality Reporting System
- ▶ HQR - Hospital Quality Reporting
- ▶ IQIES/QIES - Internet Quality Improvement and Evaluation System
- ▶ QPP - Quality Payment Program
- ▶ SOS - CCSQ Services and Operations Support

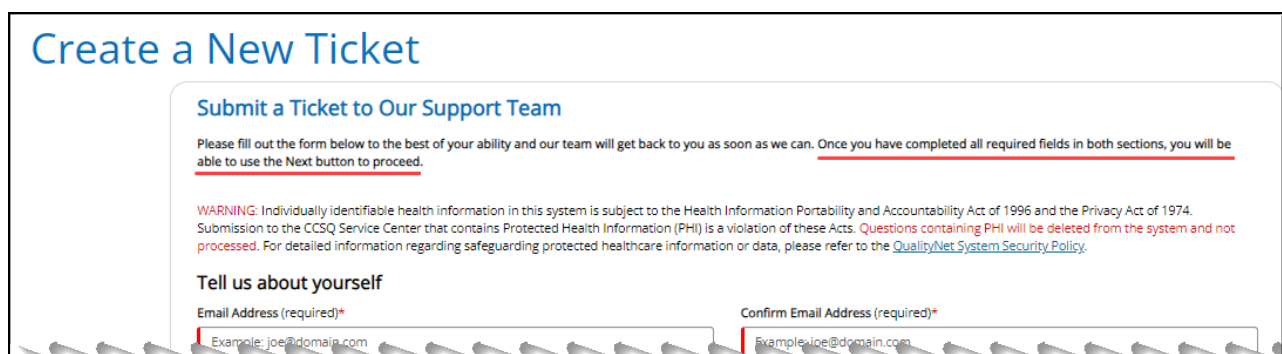
Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: Create a New Ticket and Track an Existing Ticket Messaging Updates

On Thursday, December 21, 2023, at 8:30 PM ET, CCSQ ServiceNow will update CCSQ Support Central Create a New Ticket and Track an Existing Ticket messaging so the forms provide instructional text that will be readable by screen readers and to ensure compliance with Section 508 of the Rehabilitation Act.

The following functionality will be updated:

- Create a New Ticket and Track an Existing Ticket will have an additional instructional message at the beginning of each form that is screen readable. The new message will inform the requester that they must complete all required fields for the 'Next' or 'Submit' button to be available allowing them to proceed.



Create a New Ticket

Submit a Ticket to Our Support Team

Please fill out the form below to the best of your ability and our team will get back to you as soon as we can. Once you have completed all required fields in both sections, you will be able to use the Next button to proceed.

WARNING: Individually identifiable health information in this system is subject to the Health Information Portability and Accountability Act of 1996 and the Privacy Act of 1974. Submission to the CCSQ Service Center that contains Protected Health Information (PHI) is a violation of these Acts. **Questions containing PHI will be deleted from the system and not processed.** For detailed information regarding safeguarding protected healthcare information or data, please refer to the [QualityNet System Security Policy](#).

Tell us about yourself

Email Address (required)* Confirm Email Address (required)*

Example: joe@domain.com Example: joe@domain.com

- Create a New Ticket field tool tips will be readable by the screen reader. These are identified by the Question Mark icon.

These updates will provide a better customer experience when filling out the Create a New Ticket and Track an Existing Ticket forms.

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Customers

CCSQ ServiceNow: Logo Updates for the Visual Impaired

On Thursday, December 21, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the alternative text for the following Logos that appear in the ServiceNow portal headers and footers:

- Centers for Medicare & Medicaid Services (CMS)
- Department of Health & Human Services (DHS)
- QualityNet

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: New EQRS URL Links

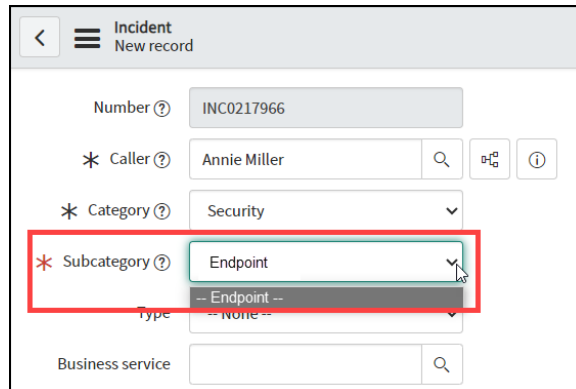
On Thursday, December 21, 2023, at 8:30 PM ET, CCSQ ServiceNow will update the EQRS links on Support Central to the new EQRS URL (<https://eqrs.cms.gov/>).

This update ensures that customers will navigate to the correct EQRS website.

Affected Customers: CCSQ ServiceNow Customers

New Subcategory for Security Incidents and Problems

On Thursday, December 21, 2023, at 8:30 PM ET, CCSQ ServiceNow will add a Subcategory menu option for new Incident and Problem records titled 'Endpoint' when 'Security' is the selected Category.



The screenshot shows the 'New record' form for an Incident in ServiceNow. The form includes the following fields:

- Number: INC0217966
- Caller: Annie Miller
- Category: Security
- Subcategory: Endpoint (highlighted with a red box and a dropdown menu open showing 'Endpoint --' as the selected option)
- Business service: (empty)

This will improve the customer experience by providing a Subcategory selection for this required field that previously offered no drop-down selections.

Affected Customers: CCSQ ServiceNow System Team

CCSQ ServiceNow: Utah Patch 9 Upgrade

On Saturday, December 23, 2023, at 2:00 PM ET, CCSQ ServiceNow will be updated to include the Utah Patch 9 upgrade as scheduled in HIWAVE as a part of the monthly patching program.

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.