



CCSQ ServiceNow 'New Account' Section Update on Case Form

Affected Customers: Service Center Agents supporting HQR, EQRS, EPCS, iQIES/QIES, & QSEP

Good afternoon,

On December 22, 2022, CCSQ ServiceNow released an update to the 'New Account' section on the QPP case form. This functionality simplifies the Customer data entry process by eliminating the extra keystrokes required to complete the form.

QPP Case Form Update:

- The 'New Account' section on the QPP Case form on the ServiceNow Platform and Agent Workspace has been updated to move the 'Account Zip Code' field above the 'Account State' and 'Account City' fields.
- This change allows the field that triggers the auto-fill to be presented before the fields that are filled to simplify and speed up data entry for New QPP Accounts.

We plan to demonstrate this functionality at the CCSQ SNOW Express ART System Demo on Thursday, January 12, 2022, at 2:00-3:00 ET to provide more insight and answer any questions. You will receive a separate email invitation to the system demo later today. If you have not received it by end of today and are interested in attending, please contact Katherine.Edwards@ventechsolutions.com to be invited.

If you need additional information, Slack: #help-servicenow.

If you need additional information, contact us:

Phone: 1-866-288-8914
Slack: #help-service-center-sos

Save time. Submit and Track your ticket!

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