January 13, 2023

CCSQ ServiceNow
'New Account' Section Update on Case Form

Invited Stakeholders: Service Center Agents supporting HQR, EQRS, EPCS, iQIES/QIES, & QSEP

Good afternoon,

Thank you for attending the ServiceNow 'New Account' Section Update on Case Form Demo yesterday! As mentioned, this functionality simplifies the Customer data entry process for the QPP agents by eliminating the extra keystrokes required to complete the form since its release to their program on December 22, 2022.

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.

If you are interested in implementing this functionality for your program, please submit a miscellaneous service request in the CCSQ ServiceNow IT Service Catalog to update the New Account Section on the Case Form for your Program.

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!
VISIT CCSQ Support Central

Email:
ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)