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July 5, 2023

Resolved - CCSQ ServiceNow Original Case Update

Affected Customers: CCSQ Service Center Agents and CCSQ ServiceNow Customers

The following issue has been resolved.

Issue Description: Certain Resolved cases weren't moving to an Open state when the customer rejected the solution by clicking on the 'Reopen Ticket' button on the email Case Resolution notification. Customers who selected "Reopen Case" from the email were not notified, and no notice was provided to the Agents that an attempt to re-open the case was made. However, normal platform functions to re-open these original Cases continued to work, only notifications were not sent to the customer or agent.

This impacted the following Case types: PQRS, DEL, and Unsupported Case types in a Resolved or Closed state.

Status: Resolved. Going forward, when the customer rejects the solution by clicking on the 'Reopen Ticket' button on the email Case Resolution notification, notifications will be sent to the customer and the agent assigned to the case.

We apologize for the disruption of service and any inconvenience this may have caused. Should the need for assistance or additional questions arise, please reach out to the CCSQ SOS Team.

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)