Release Notes 14.4 for January 19, 2024

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

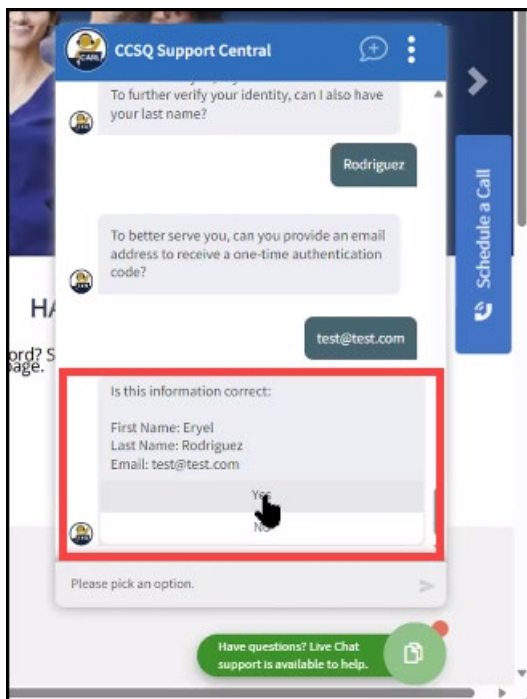**Affected Customers:** CCSQ Support Central Customers and Live Chat Agents

CCSQ Support Central: Live Agent Enhancements

On January 19, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement enhancements to the CCSQ Support Central Live Agent functionality. These enhancements will improve the customer's experience when using CCSQ Support Central Live Agent functionality by providing greater visibility of the chat function, easier authentication, and an estimated wait time.

- Better visibility of chat icon to provide better marketing for Live Agent/Virtual Chat button on CCSQ Support Central homepage.
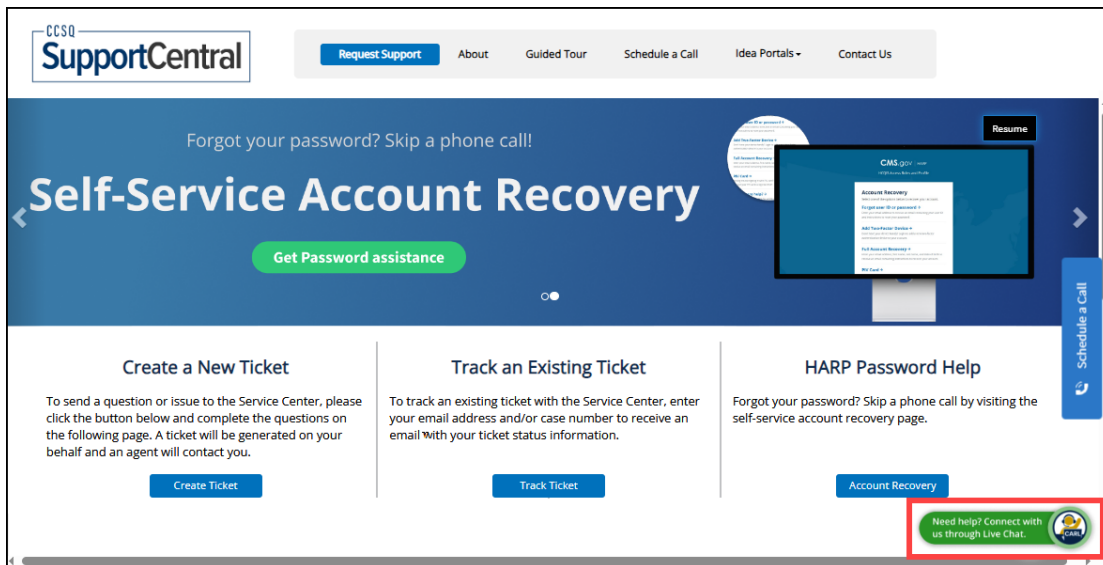
- Customers will be able to edit the authentication code value fields (First name, last name, and email) if originally entered incorrectly.

- An estimated wait time of one to three minutes will display for the customer to know when they will be connected to a live agent.
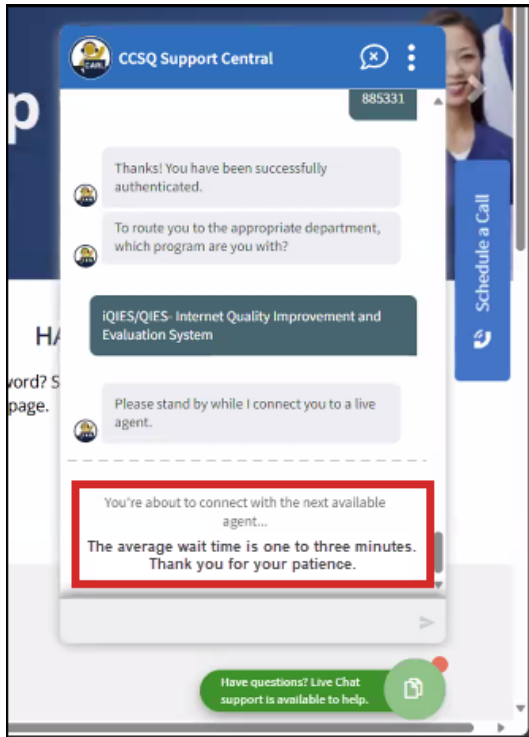
For more information, review the Master Article for CCSQ Support Central - Home Page and related Knowledge Articles in CCSQ ServiceNow. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

_____

Affected Customers: CCSQ ServiceNow iQIES Customers

iQIES HCD Research Form Updates

On January 19, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the iQIES HCD Research Form. These enhancements will improve the efficiency of the form.

- The radio buttons selections under the 'Research Type' and 'Affiliation' fields will now be read aloud for customers who rely on the screen reader.

- A multi-select option will be added to the 'Specialty Type' field. Customers who rely on the screen reader will now be read their selection(s).

- The 'Submit' button color will be updated from grey to the active blue color. This change will provide a better color contrast that in some cases can be challenging for customers to see.

_____

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Systems Team

ServiceNow Health Scan Update

On January 19, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates to CCSQ ServiceNow and the Q&A Portal to address the 2023 Health Scan findings in the "Act" Definition Category. These updates will improve performance and follow best practice standards.

- **Portal Performance Update:** AngularJS directives will be used instead of JavaScript window objects.
- **Platform Performance Update:** A business rule in the global scope was removed and replaced by generic script.

_____

Affected Customers: CCSQ ServiceNow iQIES Customers

iQIES Case Form Update

On January 19, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the iQIES Case Form. The iQIES team will be supporting Ambulatory Surgical Centers (ASC) with Survey and Certifications, therefore, ASC will be added to the Participation Options drop-down list on the iQIES Case form.

ASC will be added to the Participation Options drop-down list for all Contact types:

- Providers
- States
- CMS
- Vendors
- MAC
- Contract Surveyors
- Other

_____

Affected Customers: CCSQ ServiceNow Agents

Agent Workspace: 'Handle as Manual Proofing Case' Update

On January 19, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update in Agent Workspace. 'Handle As Manual Proofing Case' will no longer be an option in the Agent Workspace view.

_____

Affected Customers: CCSQ ServiceNow Platform Customers

Assignment Group Name Updates

On January 19, 2024, at 8:30 PM ET, CCSQ ServiceNow will rename and retire the following Assignment Groups.

Assignment Groups that will be *renamed:*

Old HIDS Assignment Group Name	New Assignment Group Name
HIDS ServiceNow-Architects	ServiceNow-Architects
HIDS ServiceNow-Developers	ServiceNow-Developers
HIDS Metrics Reporting	ServiceNow-Metrics Reporting

Assignment Groups that will be *retired:*

HIDS-Staff	ServiceNow - PI3
Minions	ServiceNow - QSEP team
More Review	ServiceNow - Team 1
ORL Release Team	ServiceNow - Team 2 - Access Management Team
Performance Analytics ServiceNow Team	ServiceNow - Team 2 - On-Boarding (12th SoW/ Enhancement)
Portal Redesign Team	ServiceNow - Team 2 - On-boarding Team
Remedy Decom Team	ServiceNow - Team 2 - On-boarding Team-X
Service Portal Metrics Overview	ServiceNow - Team 2 - Solarwinds Integration
ServiceNow	ServiceNow - Team 3 - RightNow Transition
ServiceNow - FAQ/CS Team	ServiceNow COVID-19 Help Desk
ServiceNow - O&CI	ServiceNow QIES Phase 2 Team
ServiceNow - Password Reset Team	Services Portfolio Admins

_____

Affected Customers: CCSQ ServiceNow Q&A Portal Customers

Q&A Portal Updates

On January 19, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates to the CCSQ Question & Answer (Q&A) Portal:

- **Inpatient-Measures & Data Element Abstraction Program Update: Remove Subtopics for Hospital Inpatient - PC-01**

  The subtopics for Hospital Inpatient - PC-01 are no longer needed and will be removed.
  - Data Submission
  - General Abstraction Guidelines
  - Population and Sampling

  The Hospital Inpatient - PC-01 topic will remain.
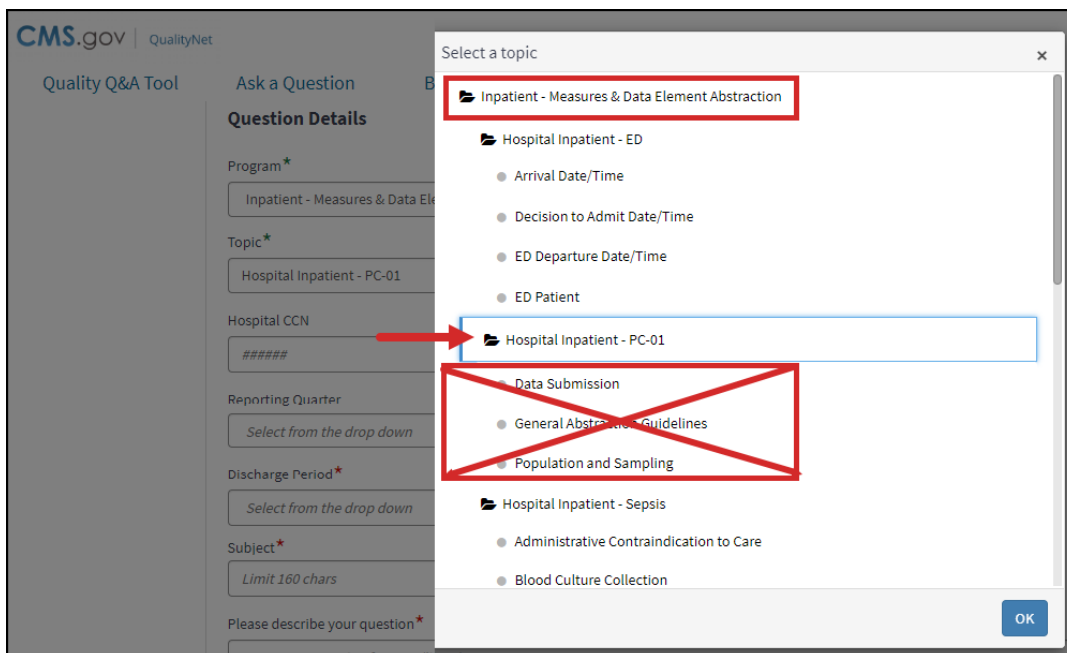
- **Assignment Group Update for Screening for Metabolic Disorders Topic**

  The Screening for Metabolic Disorders topic assignment group will be updated to the Public QA – Measure Writers team. The Screening for Metabolic Disorders topic is located under the IPF - Inpatient Psychiatric Facility program.

_____

Affected Customers: 1135 Public Portal Customers and Agents

CCSQ ServiceNow 1135 Waiver/Flexibility Request and Inquiry Form Updates

On January 19, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the 1135 Waiver/Flexibility Request and Inquiry Form as follows:

- **'Submit' Button Redesign and Mandatory Fields Error Messaging**
  - The 'Submit' button will appear at the bottom of the form after the completion of each section.
  - After all mandatory fields are completed in a section, the next section will appear.
  - When there are incomplete mandatory fields, upon clicking the 'Submit' button, an error message pop-up window will appear at the top of the form. The error message reads "Some sections are incomplete." and includes the names of the mandatory fields to complete.
  - Click the 'X' in the error message to close that window.

- The focus will then be directed to the first incomplete mandatory field upon closing the error message.

- The error message will reappear if the 'Submit' button is clicked again without completing the mandatory field(s).
- When all mandatory fields are complete, clicking the 'Submit' button will trigger the form submission.

- **Minimum of Four Characters Required**
  - Customers will be required to enter a minimum of four characters in the field that is presented when the "Click here if you do not see your Waiver Request Type" checkbox is selected in the 'Waiver/Flexibility Request Type' field in Section 3.

- o If the Customer enters less than four characters in the field, an error message will appear. When the error message is closed by clicking 'X' or the 'OK' button, the customer will be sent to the related field to correct their entry.
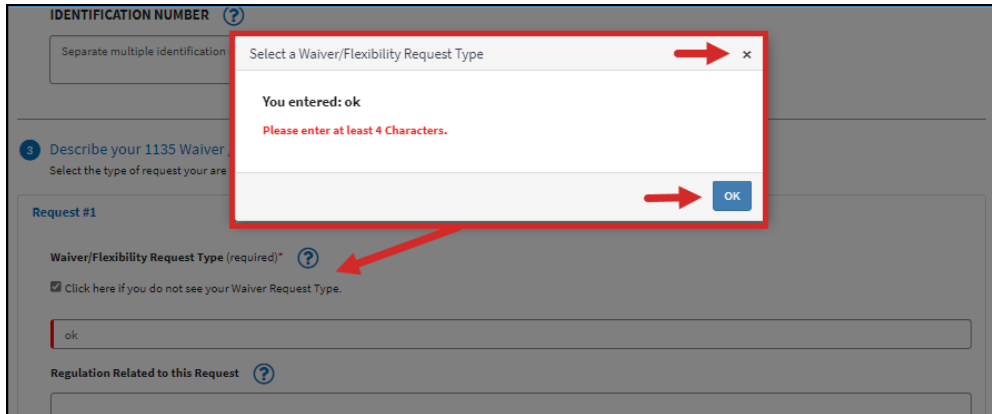
These updates will meet 508 Compliance requirements. Customers who rely on the screen reader will now be read error messages and will be guided through the form to correct the error(s) and proceed with their submission.