

## CCSQ ServiceNow Updates

The following CCSQ ServiceNow enhancements will be completed during this iteration:

- CCSQ Support Central: Live Agent Enhancements
- iQIES HCD Research Form Updates

The following CCSQ ServiceNow maintenance tasks will be completed during this iteration:

- ServiceNow Health Scan Update
- iQIES Case Format Update
- Agent Workspace: 'Handle as Manual Proofing Case' Update
- Assignment Group Name Updates
  - Rename HIDS Non-Assignable Groups
  - Retire Groups: HIDS Assignment Group
- Question and Answer (Q&A) Portal Updates
  - Inpatient-Measures & Data Element Abstraction Program Update: Remove Subtopics for Hospital Inpatient - PC-01
  - Assignment Group Update for Screening for Metabolic Disorders Topic
- CCSQ ServiceNow 1135 Waiver/Flexibility Request and Inquiry Form Updates
  - 'Submit' Button Redesign and Mandatory Fields Error Messaging
  - Minimum of Four Characters Required

For additional information on these changes, please view the full [Release Notes](#) on the CCSQ ServiceNow page.

*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](mailto:ServiceCenterSOS@cms.hhs.gov)