

Release Notes 15.6 for May 23, 2024

The following enhancements will be completed during this iteration:

Affected Customers: QSEP Portal Customers

CCSQ ServiceNow: QSEP Portal Enhancements

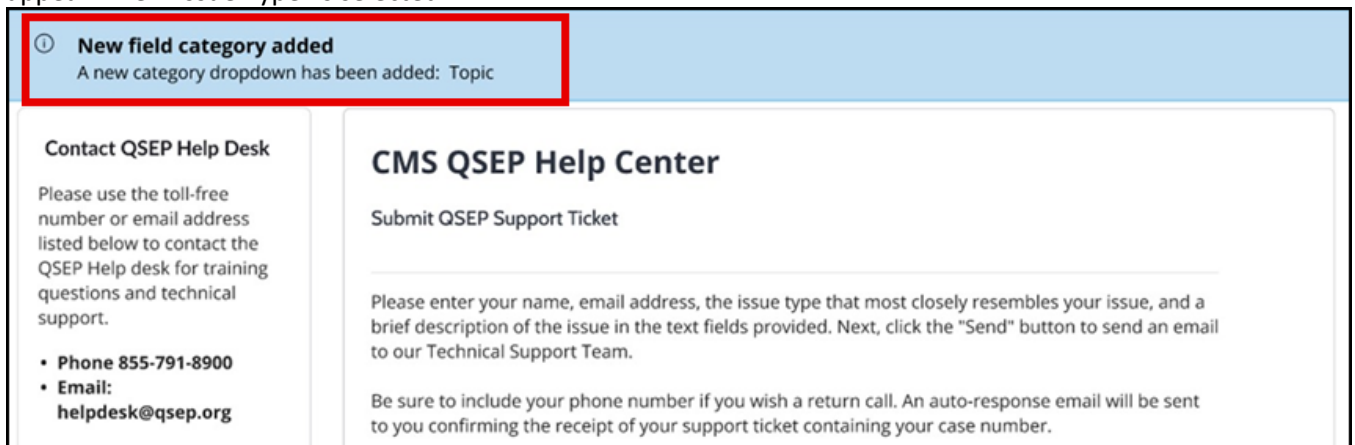
On May 23, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the following enhancements to the QSEP Portal:

The QSEP Portal 'Topic Fields' will be updated with the following subcategories:

- Account Management:
 - Identity Proofing
 - Password Reset/Unlock
 - Profile Information
 - Provider Account
 - Role Removal
 - Role Request
- Programmatic:
 - Certificate
 - Reports
 - Site Navigation
 - Test/Evaluation
 - Training Content
 - Training Plan
 - Transcript
- Technical Support:
 - Audio/Visual
 - Browser Plugins
 - Page Errors
 - Other

The QSEP Catalog Items will be updated with the following:

- The QSEP Catalog Item banner will alert customers that the 'New Category Field' has been added. This will appear when 'Issue Type' is selected:



The screenshot shows a notification banner at the top of the QSEP Help Center. The banner has a light blue background and a red border. It contains the following text:

① New field category added
A new category dropdown has been added: Topic

Below the banner, the page is divided into two columns. The left column is titled "Contact QSEP Help Desk" and contains the following text:

Please use the toll-free number or email address listed below to contact the QSEP Help desk for training questions and technical support.

- Phone 855-791-8900
- Email: helpdesk@qsep.org

The right column is titled "CMS QSEP Help Center" and contains the following text:

Submit QSEP Support Ticket

Please enter your name, email address, the issue type that most closely resembles your issue, and a brief description of the issue in the text fields provided. Next, click the "Send" button to send an email to our Technical Support Team.

Be sure to include your phone number if you wish a return call. An auto-response email will be sent to you confirming the receipt of your support ticket containing your case number.

- The following 'Watchlist' functionality will be implemented:

CMS QSEP Help Center

Submit QSEP Support Ticket

Please enter your name, email address, the issue type that most closely resembles your issue, and a brief description of the issue in the text fields provided. Next, click the "Send" button to send an email to our Technical Support Team.

Be sure to include your phone number if you wish a return call. An auto-response email will be sent to you confirming the receipt of your support ticket containing your case number.

Watchlist



Is there anyone else that should have access to the status of this ticket?

Up to 10 email addresses can be added. If adding multiple email addresses, separate the addresses with a comma. Recipients will not be able to add any information to your ticket or email the QSEP Help Desk on your behalf.

Please enter email addresses here

- Customers will not be able to enter duplicate email address or exceed ten email addresses in the field:

Watchlist

Is there anyone else that should have access to the status of this ticket? [?](#)

Up to 10 email addresses can be added. If adding multiple email addresses, separate the addresses with a comma. Recipients will not be able to add any information to your ticket or call the QSEP Help Desk on your behalf.

Please enter email addresses here

Cannot enter duplicate email addresses. You have already added to the watchlist: [asmith@gmail.com](#)

Input field with 10 slots, each containing a placeholder and a close button (X).

Watchlist

Is there anyone else that should have access to the status of this ticket? [?](#)

Up to 10 email addresses can be added. If adding multiple email addresses, separate the addresses with a comma. Recipients will not be able to add any information to your ticket or call the QSEP Help Desk on your behalf.

Please enter email addresses here

Cannot exceed 10 email addresses. If you need to add additional email addresses please contact the [QSEP Help Desk](#) for assistance.

Input field with 10 slots, each containing a placeholder and a close button (X).

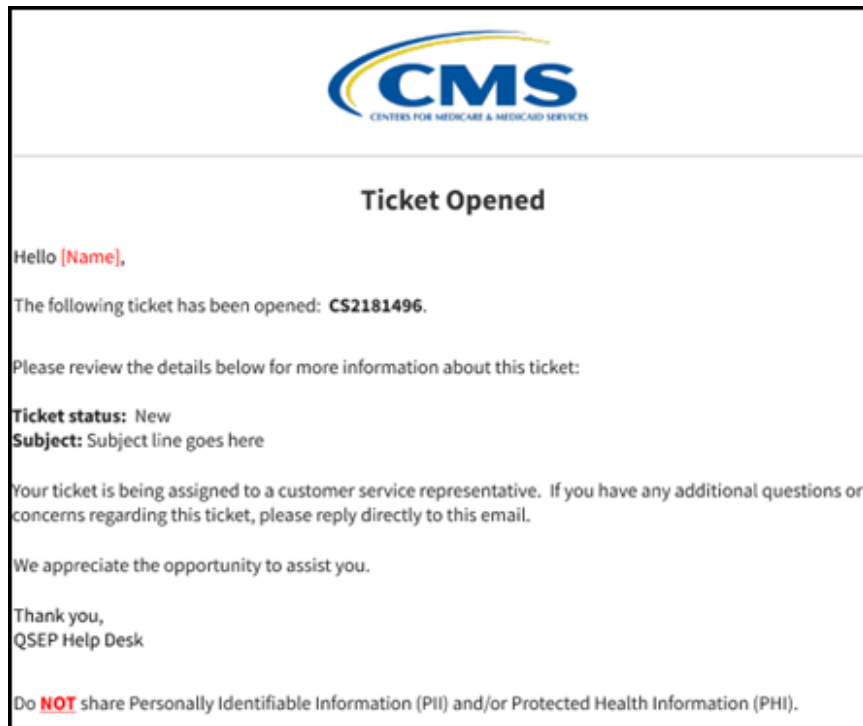
QSEP Catalog Item: Phone Number Extension, Issue Type, Topic field updates:

- 'Phone Number Extension' field
- 'Issue Type' field dropdown:

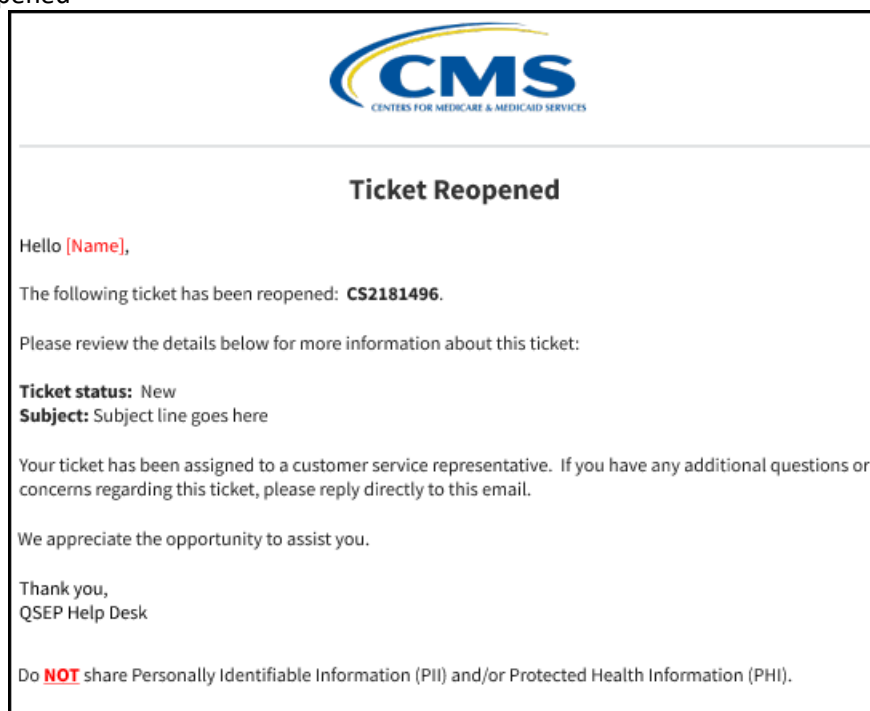
- Account Management
- Programmatic
- Technical Support
- The dropdown values for 'Issue Type' and 'Category' are in alphabetical order

The following 'Watchlist Notifications' will be updated to include:


- Customers will receive email notifications when added to the watchlist to a QSEP case and continue to receive notifications throughout the life cycle of the QSEP case. They also have the option to remove their email from the watchlist via email notification.
- 'Ticket Opened'



- 'Ticket Reopened'



- 'Additional Information Requested'



Additional Information Requested

Hello [Name],

Additional information has been requested on your ticket: **CS2181496**.


Ticket status: New
Subject: Subject line goes here
Agent Response: Need additional info on this ticket

Please reply directly to this email to provide the requested information.

Thank you,
QSEP Help Desk

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

- 'Added as a Watchlist Recipient'



Added as a Watchlist Recipient

Hello [Name],

You have been added to the watchlist of: **CSXXXXXXXX**.

Please review the details below for more information about this ticket:

Ticket status: [status]
Subject: [subject content]
Reason for Contacting Us: [reason for contact content]

Once this ticket is resolved, you will receive an additional notification notifying you of the status change.

If you feel you received this message in error or no longer wish to receive updates, [click here to be removed from the watchlist](#).

We appreciate the opportunity to assist you.

Thank you,
QSEP Help Desk

Note: This is an auto-generated email. Please do not reply to this message.

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

- 'Case Resolved – Watchlist Recipient'



Case Resolved - Watchlist Recipient

Hello [Name],

You are a watchlist member of CSXXXXXXXX. You are receiving this update due to the change in ticket status.

CSXXXXXXXX has been marked as resolved on 03/27/2024 10:45:27 AM EDT.

Please review the details below for more information about this case:

Case status: [status]

Short description: [short descript content]

Close notes: [notes content]

We appreciate the opportunity to assist you.

Thank you,
QSEP Help Desk

Note: This is an auto-generated email. Please do not reply to this message.

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

These enhancements aim to improve the QSEP Customer Portal and Agent Platform experiences for the QSEP case lifecycle including transparency of QSEP cases to watchlist recipients.

For more information, review the Knowledge Article titled, [Create a New QSEP - Quality, Safety and Education Portal Case Form - Service Portal](#) and [Submit QSEP Help Center Portal Support Ticket from Portal to Catalog Item](#) after the update is completed on May 23, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

Affected Customers: 1135 Waiver Submitters and 1135 Waiver Administrators

CCSQ ServiceNow: 1135 Assignment Group Updates

On May 23, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the CCSQ ServiceNow 1135 Child Group Membership Roles so that when Group Members are added/removed, the 1135 Child Group roles will align with ServiceNow best practices.

Affected Customers: Knowledge Base Managers

Knowledge Article Base Rule Update

On May 23, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement an update to the Knowledge Base view count. The Knowledge base rule for removing Knowledge Article view counts every six months will now increase to one year.

Affected Customers: CCSQ Support Central Customers

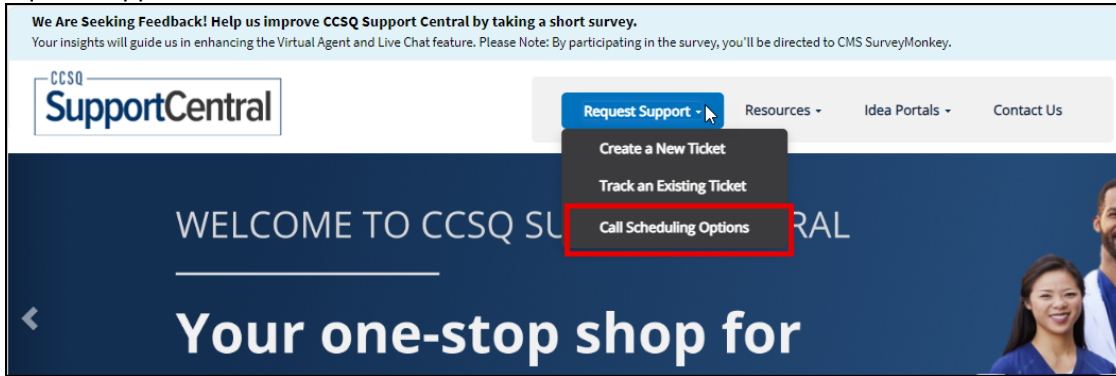
CCSQ Support Central: Call Scheduling Enhancements

On May 23, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement updates to CCSQ Support Central.

These updates will improve the Customer Experience when utilizing the 'Schedule a Call' functionality in CCSQ Support Central by implementing the ability to modify and or cancel existing appointments as well as schedule same day appointments.

'Schedule a Call' enhancements include:

- CCSQ Support Central Home Page Updates
 - A new option for the customer to navigate to the 'Call Scheduling Options' page will be added under Request Support.



- Webform Updates to the 'Schedule a Call' Page

- A 'Same-Day' callback option will be added underneath the 'Appointment Date' field.

A screenshot of the "Schedule a Call" webform. At the top, there is a notice: "Notice: The ServiceCenter call scheduling request allows customers to be placed into the phone queue at a desired date and time. Call Scheduling requests are accepted Monday through Friday 10:00 AM to 5:00 PM ET (Eastern Time) excluding Federal Holidays. Please note that same-day call requests can only be scheduled if the request is received before 3:00 PM ET." Below the notice, it says "To schedule a call request please provide the following contact details". The form title is "CCSQ Schedule a Call". There are four required fields: "Program (required)" with a dropdown menu showing "HQR - Hospital Quality Reporting"; "Set Your Time Zone (required)" with a dropdown menu showing "ET - Eastern Time"; "Appointment Date (required)" with a dropdown menu showing "Wednesday - May 22nd, 2024" and "Same-Day" (highlighted with a red box); and "Select a Time (required)" with a dropdown menu showing "10:00 AM - 10:15 AM". There are also fields for "Email Address (required)" and "Confirm Email Address (required)". A CAPTCHA icon is visible in the bottom right corner.

- An error message will display when the customer tries to schedule a call and an error has occurred. This error occurs when the customer tries to schedule more than one appointment.

A screenshot of the "Schedule a Call" webform showing an error message. The error message is: "An error has occurred. A call request cannot be completed at this time. You have reached the limit of active scheduled calls allowed. Please review your current scheduled call and try again." The message is displayed in a red box at the top of the page. Below the error message, the form content is partially visible, including the "Program" dropdown menu with "Policy Questions" selected, a CAPTCHA "I'm not a robot" field, and a "Submit" button.

- A 'Phone Extension' field will be added to the 'Schedule a Call' page.

Select Your Time Zone (required)*
ET - Eastern Time

Select a Time (required)*
03:00 PM - 03:45 PM

First Name (required)*
Joe

Last Name (required)*
Doe

Email Address (required)*
joe@example.com

Confirm Email Address (required)*
joe@example.com

Phone Number (required)*
{555} 555-5555

Confirm Phone Number (required)*
{555} 555-5555

Phone Extension
XXXXXXXX

Reason for Contacting Us (required)*

- Program Questions - For queries about measurement specifications, website content, file format requirements, or program details.
- Policy Questions - For questions on data collection procedures, data types, final rule, or legislature about the program.
- Technical Questions - If you're experiencing difficulties with data submission, error messages, or website functionality.
- Account Management Questions - For issues related to account roles, account registration, or password recovery.

- The 'Reason for Contacting Us' field will provide details/examples for each selection to clarify what category to select based on the customer's specific request.
- The Captcha on the 'Schedule A Call' page will include error messaging when the Customer attempts to click the 'Submit' button without all required fields completed.

We Are Seeking Feedback Your insights will guide us

Some fields are incomplete: Phone Number (required), Confirm Phone Number (required), Reason for Contacting Us (required)

Request Support - Resources - Idea Portals - Contact Us

CCSQ Schedule a Call

* Indicates required

* Program (required)

* Appointment Date (required)

* First Name (required) Test

* Last Name (required) Test

* Phone Number (required) (000) XXX-XXXX

* Confirm Phone Number (required) (000) XXX-XXXX

PHONE EXTENSION
XXXXXX

* Reason for Contacting Us (required)

- Program Questions - For queries about measurement specifications, website content, file format requirements, or program details.
- Policy Questions - For questions on data collection procedures, data types, final rule, or legislature about the program.
- Account Management Questions - For issues related to account roles, account registration, or password recovery.
- Technical Questions - If you are experiencing difficulties with data submission, error messages, or website functionality.
- Other - For general support or you require other forms of assistance.

I'm not a robot

Submit

- The Customer will be able to update or cancel the call after scheduling using the 'Modify an Appointment' option as a tab on the 'Call Scheduling Options' page.
- The Customer will be able to select an 'Action' to Modify or Cancel their appointment.

CCSQ SupportCentral

Request Support - Resources - Idea Portals - Contact Us

<Return to Homepage

To place a call request with a CCSQ Service Center Representative, select the **Schedule a Call** tab. To make changes or cancel an existing appointment, select **Modify an Appointment**.

Schedule a Call **Modify an Appointment**

Modify an Existing Appointment

To reschedule or cancel your call with the CCSQ Service Center representative, please enter your details as they appeared in your confirmation email.

First Name (required)*
Please enter your first name

Last Name (required)*
Please enter your last name

Email Address (required)*
Example: joe@domain.com

Confirm Email Address (required)*
Example: joe@domain.com

I'm not a robot

reCAPTCHA

Clear Form Find Appointment

Note: Click 'Clear Form' to reset all fields or 'Find Appointment' to locate your scheduled appointment.

CCSQ SupportCentral

Request Support - Resources - Idea Portals - Contact Us

Go back

Search Results

Upcoming Appointments for: [redacted]

Appointment Details	Date Created	Reason for Contacting	Actions
Wednesday - May 22nd, 2024/10:00 AM - 10:15 AM	05/21/2024 04:58:03 PM	Policy Questions - For questions on data collection procedures, data types, final rule, or legislature about the program.	Modify Cancel

- The Customer will then be able to 'Select a Time' to change appointment day and/or time.

Update your appointment by modifying the form below: Close

WARNING: Individually identifiable health information in this system is subject to the Health Information Portability and Accountability Act of 1996 and the Privacy Act of 1974. Submission to the CCSQ Service Center that contains Protected Health Information (PHI) is a violation of these Acts. **Questions containing PHI will be deleted from the system and not processed.** For detailed information regarding safeguarding protected healthcare information or data, please refer to the [Quality Systems Security Policy](#).

Notice: The Service Center call scheduling request allows customers to be placed into the phone queue at a desired date and time. Call Scheduling requests are accepted Monday through Friday 10:00 AM to 5:00 PM EST (Eastern Standard Time) excluding Federal Holidays. **Please note that same-day call requests can only be scheduled if the request is received before 4:00 PM EST.**

Program (required)*
HQR - Hospital Quality Reporting

Select Your Time Zone (required)*
ET - Eastern Time

First Name (required)*
Joe

Email Address (required)*
joe@example.com

Appointment Date (required)*
Tuesday - January 9th, 2024

Select a Time (required)*
01:00 PM - 01:45 PM
11:00 AM - 11:45 AM
12:30 PM - 01:15 PM
01:00 PM - 01:45 PM
02:15 PM - 03:00 PM

Confirm Email Address (required)*
joe@example.com

- Once the Customer books their appointment, they will see a 'Booking Success' message on the page.

CCSQ SupportCentral

Request Support - Resources - Idea Portals - Contact Us

✔ **Booking Success!** A confirmation email has been sent.

Phone Appointment Details:

Program: CCSQ Services & Operations Support
Date: Wednesday - May 22nd, 2024
Time: 10:00 AM - 10:15 AM ET - Eastern Time
Email Address: krapa.shah@itechag.com
Name: Krapa Shah
Phone Number: (123) 456-7890
Extension: 1
Reason For Contacting Us: Account Management Questions - For issues related to account roles, account registration, or password recovery.

To make changes to your appointment, please click the 'Modify' button. If you wish to cancel your appointment, please click the 'Cancel' button.

[Modify](#) [Cancel](#)

- Email Notification Updates

- An initial email notification will be sent upon scheduling a call.



Call Scheduling Appointment Confirmation

Program: EQRS - End Stage Renal Disease Quality Reporting System
Date: Thursday - August 11th, 2022
Time: 10:00 AM - 10:15 AM ET - Eastern Time
Email Address: TEST@EXAMPLE.COM
Name: TEST EXAMPLE
Phone Number: (000) 000-0000
Extension: N/A
Reason for Contacting Us: Account Management Questions

If you need to **reschedule** or **cancel** this appointment, click the "Modify Appointment" button below.

[Modify Appointment](#)

For additional support please sending an email to QualityNet Support Center at the following email address: qnetsupport-esrd@cms.hhs.gov

Thank you,
 CCSQ Service Center

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

U.S. Centers for Medicare & Medicaid Services
 QualityNet Service Center
 Phone: (866) 288-8912 | Email: qnetsupport-esrd@cms.hhs.gov
 For Hearing Impaired Customers: Telecommunications Relay Service: 711
 Monday - Friday 8am - 8pm ET

- A reminder email for the appointment will be sent to the Customer 1 hour in advance of the scheduled call.


CENTERS FOR MEDICARE & MEDICAID SERVICES

Call Scheduling Appointment Reminder

Program: EQRS - End Stage Renal Disease Quality Reporting System
Date: Thursday - August 11th, 2022
Time: 10:00 AM - 10:15 AM ET - Eastern Time
Email Address: TEST@EXAMPLE.COM
Name: TEST EXAMPLE
Phone Number: (000) 000-0000
Extension: N/A
Reason for Contacting Us: Account Management Questions

This is a reminder that you have an upcoming call scheduled with a CCSQ Service Center Representative today. If you need to **reschedule** or **cancel** this appointment, click the "Modify Appointment" button below.

[Modify Appointment](#)


For additional support please send an email to QualityNet Support Center at the following email address: qnetsupport-esrd@cms.hhs.gov

Thank you,
CCSQ Service Center

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

U.S. Centers for Medicare & Medicaid Services
QualityNet Service Center
Phone: (866) 288-8912 | Email: qnetsupport-esrd@cms.hhs.gov
For Hearing Impaired Customers: Telecommunications Relay Service: 711
Monday - Friday 8am - 8pm ET

- An email notification will be sent upon rescheduling a call.


CENTERS FOR MEDICARE & MEDICAID SERVICES

Call Scheduling Appointment Rescheduled

Program: EQRS - End Stage Renal Disease Quality Reporting System
New Date: Thursday - August 11th, 2022
New Time: 10:00 AM - 10:15 AM ET - Eastern Time
Email Address: TEST@EXAMPLE.COM
Name: TEST EXAMPLE
Phone Number: (000) 000-0000
Extension: N/A
Reason for Contacting Us: Account Management Questions

Your scheduled call appointment has been successfully rescheduled to the new date and time listed above. If you need to **reschedule** or **cancel** this appointment again, please click the "Modify Appointment" button below.

[Modify Appointment](#)

For additional support please send an email to QualityNet Support Center at the following email address: qnetsupport-esrd@cms.hhs.gov

Thank you,
CCSQ Service Center

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

U.S. Centers for Medicare & Medicaid Services
QualityNet Service Center
Phone: (866) 288-8912 | Email: qnetsupport-esrd@cms.hhs.gov
For Hearing Impaired Customers: Telecommunications Relay Service: 711
Monday - Friday 8am - 8pm ET

- If the call scheduling appointment is cancelled, the customer will receive an email confirmation.



Call Scheduling Appointment Canceled

Program: EQRS - End Stage Renal Disease Quality Reporting System
Date: Thursday - August 11th, 2022
Time: 10:00 AM - 10:15 AM ET - Eastern Time
Email Address: TEST@EXAMPLE.COM
Name: TEST EXAMPLE
Phone Number: (000) 000-0000
Extension: N/A
Reason for Contacting Us: Account Management Questions

Your scheduled call appointment has been successfully canceled. Should you need to reschedule or have any further questions, we are here to assist you. You can easily schedule a new appointment using the **Schedule a Call** button below. For additional support please sending an email to QualityNet Support Center at the following email address: qnetsupport-esrd@cms.hhs.gov

[Schedule a Call](#)

Thank you,
CCSQ Service Center
Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

U.S. Centers for Medicare & Medicaid Services
QualityNet Service Center
Phone: (866) 288-8912 | Email: qnetsupport-esrd@cms.hhs.gov
For Hearing Impaired Customers: Telecommunications Relay Service: 711
Monday - Friday 8am - 8pm ET

For more information, review the Knowledge Article titled [Call Scheduling Enhancements](#) after the update is completed on May 23, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

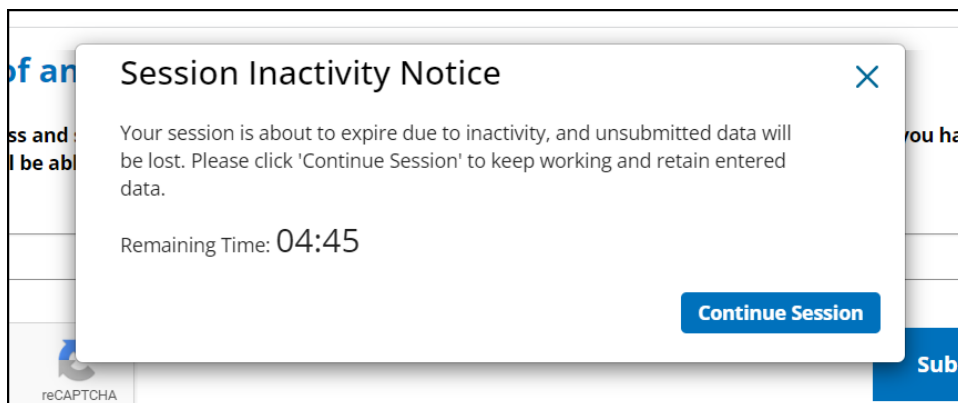
Affected Customers: CCSQ ServiceNow Portal Customers

CCSQ ServiceNow Portal Updates: Session Timeout

On May 23, 2024, at 8:30 PM ET, CCSQ ServiceNow will provide customers a new Session Timeout warning to the following Portals:

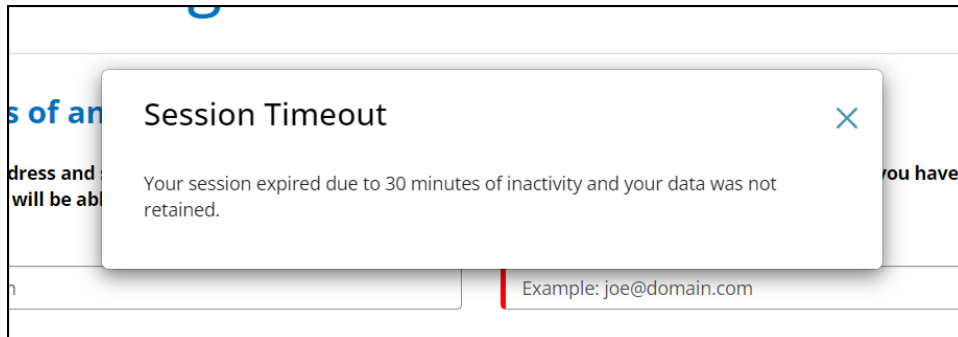
- CCSQ Support Central
- 1135 Waiver / Flexibility Request and Inquiry Form
- Hospital Hardship Application
- Q&A Portal
- iQIES HCD Research Form
- QSEP Help Center

Session Inactivity Notice



- The customer will be notified once their session has reached 25 minutes at which point they will have five minutes to extend the session or end it.
- If the customer clicks 'Continue Session' or 'X', their session will reset to 30 minutes and they will remain on the page.

Session Timeout



- If the customer allows the timer to reach zero, a Session Timeout message will display informing them that their data on the form was not retained.
- When the customer clicks the 'X', they will be redirected to the home page of the portal they are on, and their data will not be saved.

This update will improve Customer experience when using CCSQ ServiceNow Portals to provide full transparency to Customers on when their current session will time out.