

CCSQ Support Central: 'Schedule a Call' Updates

Affected Customers: CCSQ Support Central Customers

On September 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the following updates to the 'Schedule a Call' page:

- 'Modify an Appointment'
 - 'Same day option' on 'Modify an Appointment' is consistent with the initial 'Schedule a Call' page.

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 \(PHI\)](#) and Personally Identifiable Information (PII) 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 [CMS QualityNet System Privacy Policy](#).

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.**

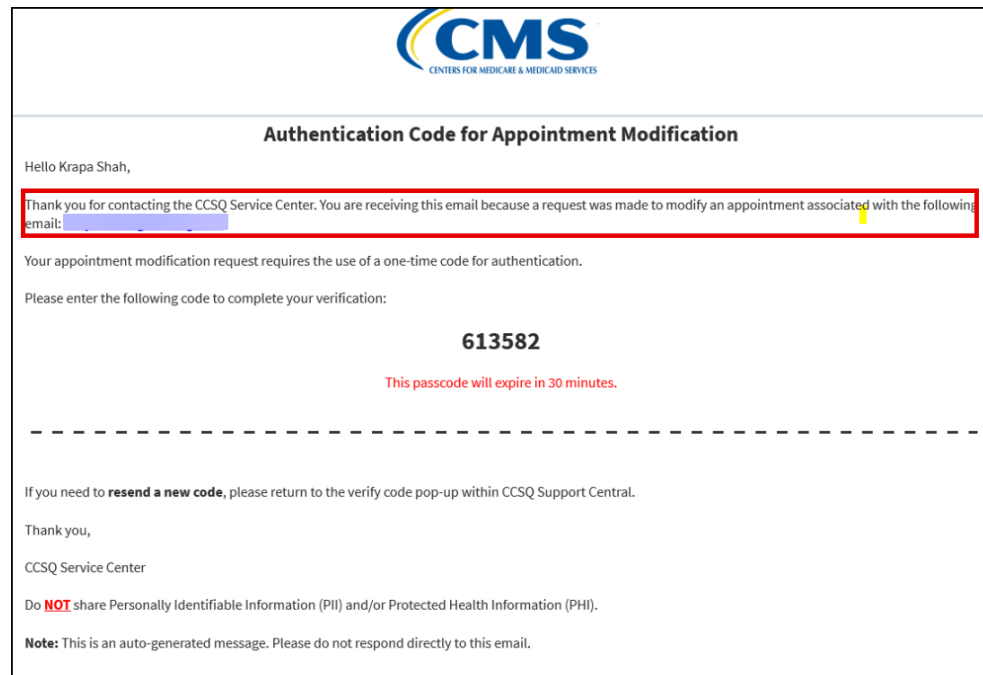
*Indicates required

*Program CCSQ Services & Operations Suppo	*Appointment Date Monday - August 26th, 2024 Same-Day
*Set Your Time Zone ET - Eastern Time	*Select a Time -- None --
*Email Address	*Confirm Email Address
*First Name	*Last Name
*Phone Number	*Confirm Phone Number
Phone Extension N/A	

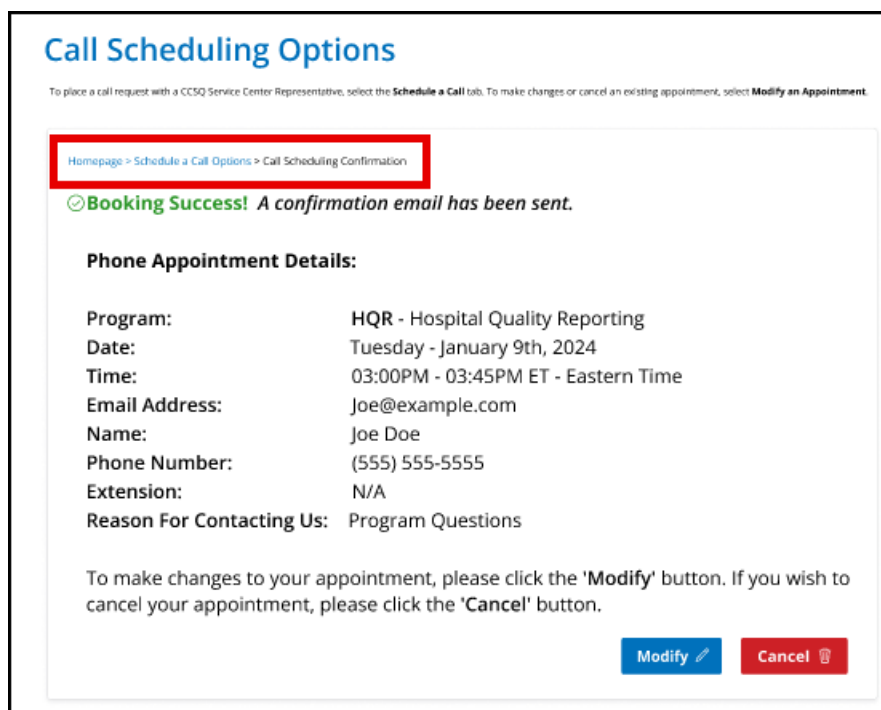
*Reason for Contacting Us

- 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 are 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 OTP 'Authentication Code for Appointment Modification' email will be updated to read:
 - Thank you for contacting the CCSQ Service Center. You are receiving this email because a request was made to modify an appointment associated with the following email: joe@domain.com.



- 'Booking Success'
 - Navigation will be added to the top of the 'Booking Success' page so the customer has an option to return back to 'Schedule a Call' page or the homepage.



- Verbiage Updates
 - 'Modify an Appointment Tab,' 'Modify an Appointment Modal,' and 'Schedule a Call' forms will be updated to includes asterisks '*Indicates Required.' 'Required' text has been removed from each page.
 - Text 'Required' is removed next to all the existing fields on the initial form.

Call Scheduling Options

[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

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To schedule a call request please provide the following contact details

CCSQ Schedule a Call

* Indicates required

* Program

-- None --

* Appointment Date

-- None --

* Set Your Time Zone

-- None --

* Select a Time

-- None --

* Email Address

Example: joe@domain.com

* Confirm Email Address

Example: joe@domain.com

* First Name

Please enter your first name

* Last Name

Please enter your last name

* Phone Number

0000 XXX-XXXX

* Confirm Phone Number

0000 XXX-XXXX

Phone Extension

XXXXXX

* Reason for Contacting Us

- 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



By implementing 'Schedule a Call' updates, this will provide clarity and improve consistency for Service Center and customers.

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)