

Release Notes for 17.6 on December 12, 2024

The following enhancements will be completed during this iteration:

Affected Customers: Hospital Hardship Customers

CCSQ ServiceNow - Hospital Hardship: Convert to Out-of-the-box ServiceNow Form

On December 12, 2024, at 8:30 PM ET, the Hospital Hardship Portal will be converted to an out-of-the-box ServiceNow Form to alleviate technical debt and simplify maintenance.

Affected Customers: CCSQ ServiceNow Customers using Next Experience UI (Platform) or CSM Configurable Workspace, Public Q&A Portal Submitters

Now Assist for Customer Service Management (CSM) and Now Assist Q&A Genius Results

On December 12, 2024, at 8:30 PM ET, Now Assist will be implemented in the following places:

- Now Assist for CSM:
 - Customer Service Management (CSM) Configurable Workspace for the following case types:
 - Original Case Form
 - Electronic Prescribing of Controlled Substances (EPCS)
 - End Stage Renal Disease Quality Reporting (EQRS)
 - Enterprise Services (ES)
 - Hospital Hardship (HH) (Case Summarization only)
 - Hospital Quality Reporting (HQR)
 - Internet Quality Improvement and Evaluation System (iQIES/QIES)
 - Quality Payment Program (QPP)
 - Next Experience UI (Platform)
- Now Assist Q&A Genius Results:
 - Q&A Portal
 - CCSQnow Self Service Portal
 - Customer Service Management (CSM) Configurable Workspace
 - Next Experience UI (Platform)

What is Now Assist Q&A Genius Results?

Now Assist Q&A Genius Results will be available on the Q&A Portal (*Figure 1*), CCSQnow Self-Service Portal (*Figure 2*), and Next Experience UI (Platform) (*Figure 3*) and will enable users to find answers quickly when searching. Now Assist Q&A Genius Results will provide actionable answers and resolutions from trusted Knowledge Base and Service Catalog sources.

The Now Assist Q&A Genius Results are identified by a label stating: “Answer generated by Now Assist. Check sources for accuracy.”

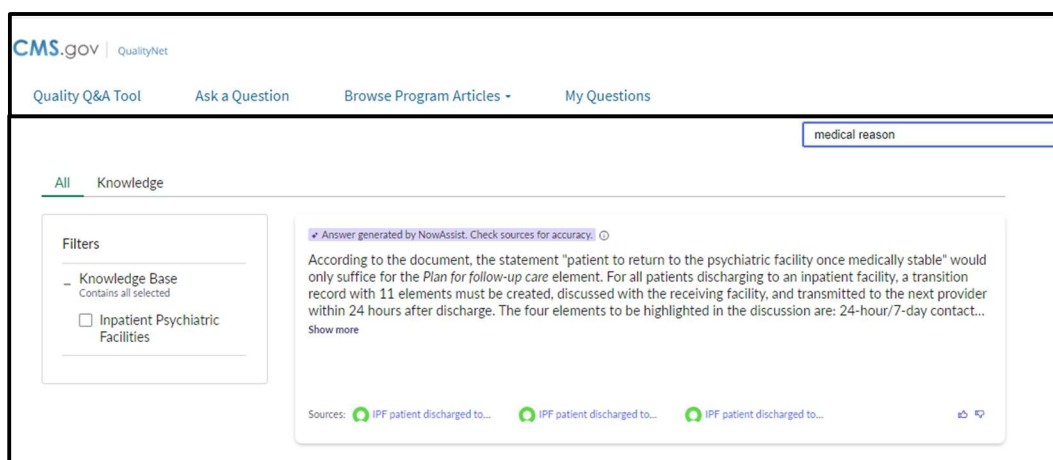


Figure 1: Now Assist Q&A Genius Results in Q&A Portal

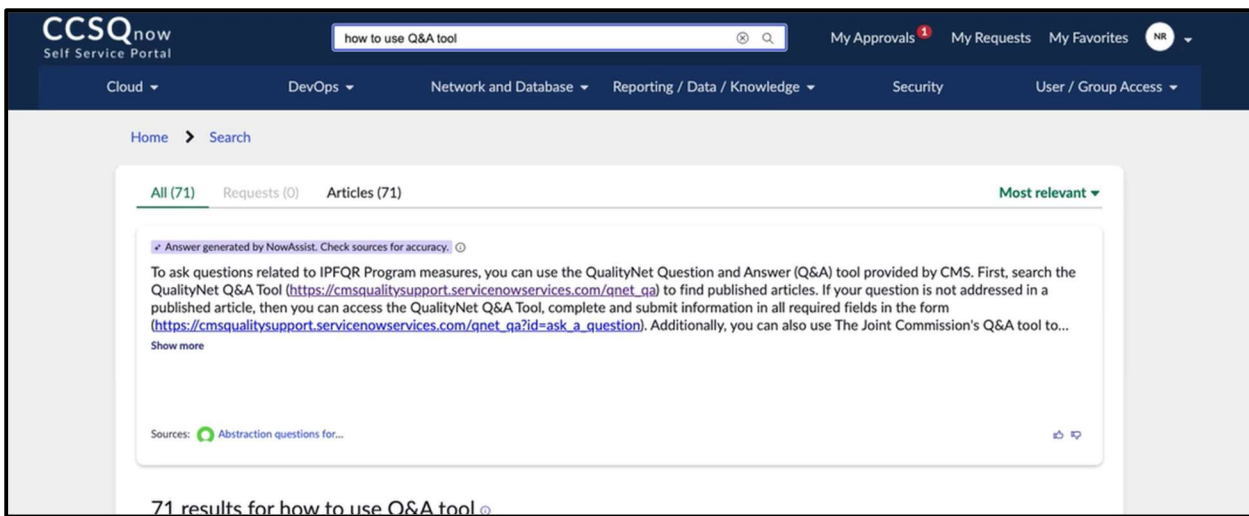


Figure 2: Now Assist Q&A Genius Results in CCSQnow Self-Service Portal

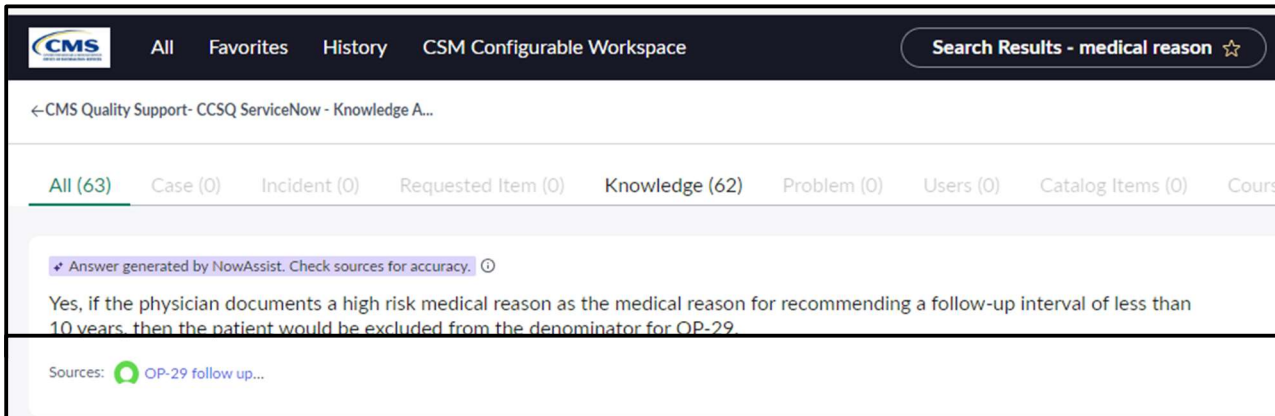


Figure 3: Now Assist Q&A Genius Results in Next Experience UI (Platform)

What is Now Assist in Next Experience UI (Platform) and CSM Configurable Workspace?

Now Assist will allow Customer Service Management (CSM) to streamline interaction notes for service center representatives and case managers, resulting in more efficient and effective customer experience.

Now Assist will have the following functionalities in Next Experience UI (Platform) and CSM Configurable Workspace:

- **Case Summarization** – provides a concise summary of a case, including the issue, actions taken, and resolution details.
- **Propose Solution** – generates resolution notes for a case, propose the resolution to the customer, and add the resolution information to the case record.
- **Chat Summarization** – generates a summary of the Virtual Agent chat history.

To learn more about how to utilize Now Assist in Next Experience UI (Platform) and in CSM Configurable Workspace, CCSQ ServiceNow Internal Customers may read the knowledge article: [Now Assist in CSM Configurable Workspace Guide](#).

Affected Customers: CCSQ ServiceNow Customers

Changes to ServiceNow Account Deactivation Process

On December 12th, 2024, at 8:30 PM ET, the process of deactivating the CCSQ ServiceNow HARP roles due to inactivity will be updated from 180 days to 60 days. This will enhance the ServiceNow User decommission process with increased automation and additional process refinements.

The following maintenance tasks will be completed during this iteration:

Affected Customers: CCSQ ServiceNow Customers

Washington DC Patch 8

On December 7, 2024, at 10:00 PM ET, CCSQ ServiceNow implemented a maintenance task to upgrade to Washington DC Patch 8 in support of platform security and customer experience.

Affected Customers: CCSQ Support Central Customers

CCSQ Support Central: Closing Tickets in Track Multiple Tickets Page

On December 12, 2024, at 8:30 PM ET, the CCSQ Support Central 'Close Ticket' button will be modified to remove the 'Close Ticket' button when a ticket is in the 'Closed Complete' or 'Closed Incomplete' state. Users will no longer be able to re-close the ticket and add a new close note when in these states. This addresses a known issue while closing tickets in Requests and Request Items.

Affected Customers: CCSQ ServiceNow Customers

ServiceNow Catalog Application Returns Blank Page

On December 12, 2024, at 8:30 PM ET, a code fix will be implemented on the CCSQ ServiceNow Service Catalog to ensure users are directed to the CCSQnow Self-Service Portal.

Affected Customers: Public Q&A Portal Submitters

Program Removed from the QualityNet Q&A Tool

On December 12, 2024, at 8:30 PM ET, the Skilled Nursing Facility Value-Based Purchasing Program (SNF VBP) will be removed as an option along with its corresponding assignment groups from the Ask a Question page on the Quality Question and Answer (Q&A) Tool.

Affected Customers: CCSQ ServiceNow Customers

Report Clean-Up

On December 12, 2024, at 8:30 PM ET, reports assigned to non-existent groups, non-existent users, or inactive users will be removed to ensure all reports are assigned.

Affected Customers: CCSQ Services and Operations Support (SOS)

Duplicate Contact Final Clean-Up

On December 12, 2024, at 8:30 PM ET, duplicate contacts in ServiceNow will be cleaned up to reduce confusion and streamline ticket and case searches.

Affected Customers: CCSQ Support Central Customers

Track an Existing Ticket Fix

On December 12, 2024, at 8:30 PM ET, a code fix will be implemented on CCSQ Track a Ticket to ensure QPP cases display as intended.

Affected Customers: CCSQnow Self-Service Portal Customers

Knowledge Base Banner and CARL Icon Update

On December 12, 2024, at 8:30 PM ET, the Knowledge Base Banner on CCSQnow Self-Service Portal will receive an updated image. The CARL icon image has also been updated from green to blue to align with design guidelines. This update addresses a look and feel issue for better user experience.

Affected Customers: ServiceNow Platform Team

CCSQ Support Central: ATF-Portal

On December 12, 2024, at 8:30 PM ET, the Automated Testing Framework (ATF) scripts will be updated and/or created to reflect current CCSQ Support Central functionality. This will streamline and reduce the amount of time needed to perform upgrades and other major releases.

Affected Customers: ServiceNow Platform Team

ATF-Platform: Knowledge Management

On December 12, 2024, at 8:30 PM ET, the Automated Testing Framework (ATF) scripts will be updated and/or created to reflect current Knowledge Management functionality. This will streamline and reduce the amount of time needed to perform upgrades and other major releases.

Affected Customers: CCSQ Service Center, CCSQ Services and Operations Support (SOS)

API Integration QualityNet Mailer API Scheduled Job: Update Code

On December 12, 2024, at 8:30 PM ET, the QualityNet Mailer API will be updated to be a daily flow to simplify the process and improve manageability.

Affected Customers: CCSQ ServiceNow Customers

Standardizing "Do Not Respond" Verbiage on Notifications

On December 12, 2024, at 8:30 PM ET, all ServiceNow notifications will be updated to use a standardized "Do Not Reply" verbiage to alleviate confusion and align with ServiceNow best practices.

<p>different surveyors.</p> <p>Who/which roles will benefit from implementing this idea? Administrative/QA Staff, Health Surveyor, Supervisor</p> <p>Please visit Identify Tag Levels on Citations for Surveyor to view this idea. You may be prompted to log in using your iQIES User ID and password.</p> <p>If you feel you received this message in error or no longer wish to receive updates, click here to be removed from this idea subscription.</p> <p>If you have any additional questions, please visit us at CCSQ Support Central and submit a new ticket.</p> <p>Please do not respond directly to this email.</p> <p>Thank you, iQIES Customer Experience Team</p> <p>Do NOT share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).</p> <p>U.S. Centers for Medicare & Medicaid Services QIES/iQIES Service Center Phone: (800) 339-9313 Email: iqies@cms.hhs.gov For Hearing Impaired Customers: Telecommunications Relay Service: 711 Monday - Friday 8am - 8pm ET</p>	<p>Who/which roles will benefit from implementing this idea? No response given</p> <p>Please visit to view this idea. You may be prompted to log in using your User ID and password.</p> <p>If you feel you received this message in error or no longer wish to receive updates, click here to be removed from this idea subscription.</p> <p>If you have any additional questions, please visit us at CCSQ Support Central and submit a new ticket.</p> <p>Thank you, iQIES Customer Experience Team</p> <p>Note: This is an auto-generated email. Please do not reply to this message.</p> <p>Do NOT share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).</p> <p>U.S. Centers for Medicare & Medicaid Services QIES/iQIES Service Center Phone: (800) 339-9313 Email: iqies@cms.hhs.gov For Hearing Impaired Customers: Telecommunications Relay Service: 711 Monday - Friday 8am - 8pm ET</p>
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