CCSQ ServiceNow: QSEP Portal Enhancements

Affected Customers: QSEP Portal Customers

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

This 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 following 'Watchlist' functionality will be implemented:

- 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.
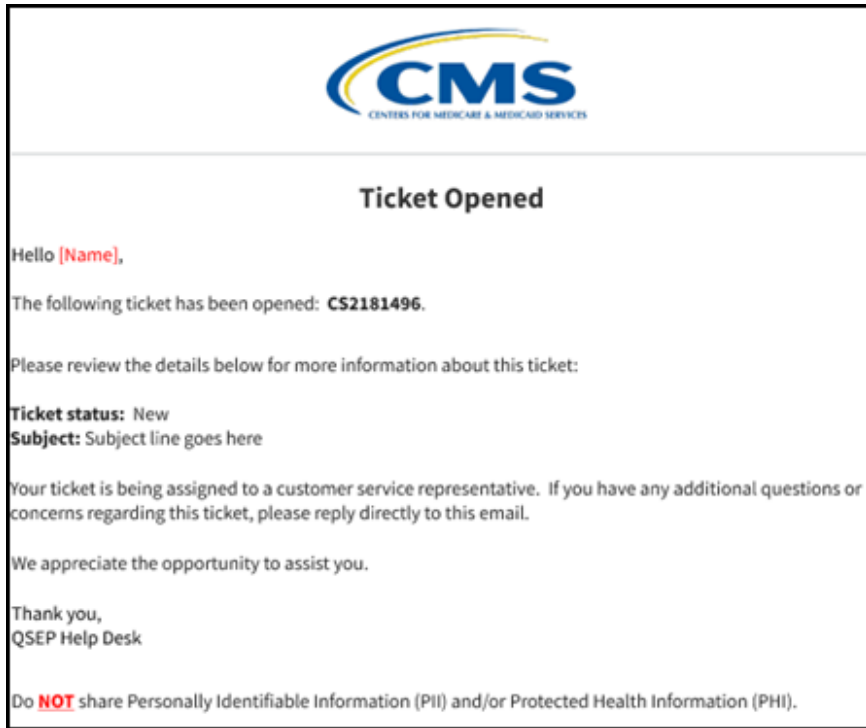
Please enter email addresses here

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

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'

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Ticket Opened

Hello [Name],

The following ticket has been opened: **CS2181496**.

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

Ticket status: New
Subject: Subject line goes here

Your ticket is being assigned to a customer service representative. If you have any additional questions or concerns regarding this ticket, please reply directly to this email.

We appreciate the opportunity to assist you.

Thank you,
QSEP Help Desk

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

- 'Ticket Reopened'

Ticket Reopened

Hello [Name],

The following ticket has been reopened: **CS2181496**.

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

Ticket status: New
Subject: Subject line goes here

Your ticket has been assigned to a customer service representative. If you have any additional questions or concerns regarding this ticket, please reply directly to this email.

We appreciate the opportunity to assist you.

Thank you,
QSEP Help Desk

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

- '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'

- 'Case Resolved – Watchlist Recipient'

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.*

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)