

Reference #: **2024-64-PCH**

From: Hospital Compare Support Contractor

Sent: 12/06/2024

To: HIQR, OQR, EHR, IPF, PCH, ASC and REH ListServes

Subject: Upcoming HQR Service Center Hold Times

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Due to the opening of the 2024 IQR-EHR and Promoting Interoperability data submission period, the CCSQ Service Center is projecting an increase in the volume of calls and emails between January 2, 2025, through February 28, 2025, which could result resulting in longer wait times.

CMS recommends the following to minimize wait times and ensure successful 2024 data submission:

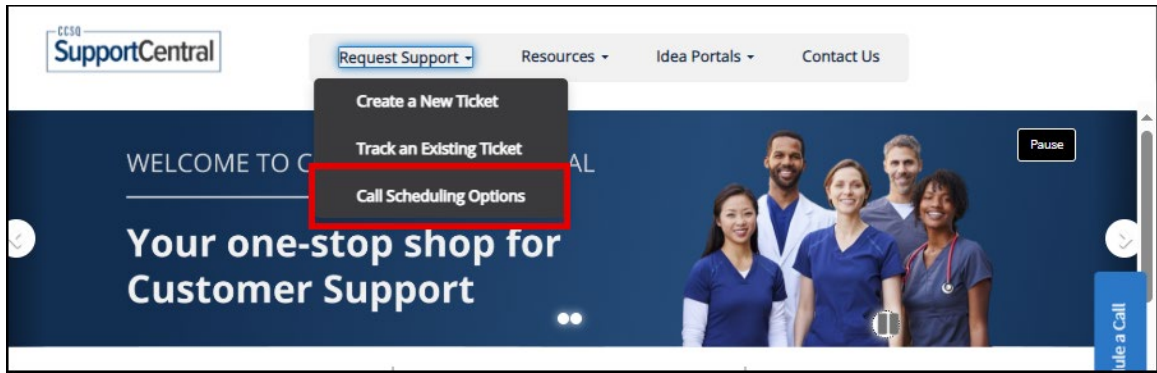
- **Did you know:**

There are a variety of methods to contact the CCSQ Service Center:

You can schedule a call with a Service Center Representative at a time that best works for you! Just go to the [CCSQ Support Central](#) page and click on Schedule a Call.

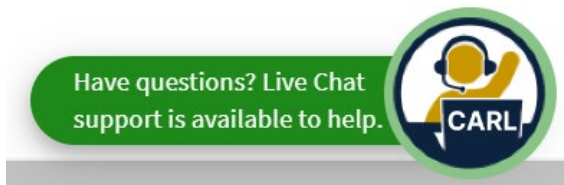
The screenshot shows the CCSQ Support Central website. At the top, there is a navigation bar with the following items: 'Request Support', 'Resources', 'Idea Portals', and 'Contact Us'. Below the navigation bar is a large banner with the text 'WELCOME TO CCSQ SUPPORT CENTRAL' and 'Your one-stop shop for Customer Support'. The banner also features a group of healthcare professionals. Below the banner are three main sections: 'Create a New Ticket', 'Track an Existing Ticket', and 'HARP Password Help'. A red box highlights the 'Schedule a Call' button in the right sidebar.

You can also submit a ticket for support by clicking on Request Support and selecting Call Scheduling Options from the dropdown menu.



- **Live Chat: CCSQ Support Central Chat and Resource Line (CARL)**

The Support Central Chat feature, CARL, is another option to use for assistance. To contact the Service Center via Chat, you will need to go to the [CCSQ Support Central](#) page and click on the Chat icon in the lower right area:



**In regards to the IQR-EHR program,** an [Extraordinary Circumstances Exceptions \(ECE\)](#) is currently available on QualityNet.org. The deadline for eQCM-related ECEs is April 1, 2025.

**Do you have Objective Interpretation questions for the Medicare Promoting Interoperability program?** Please email your detailed PI question to <https://qualitynet.cms.gov/support>.

**If you are looking to have a report resent that is from before November 2022, including the HAC, HRRP, HCVP, IQR, MSPB, or QIO reports,** please navigate to <https://qualitynet.cms.gov/support> and use the Question and Answer tool located at the top of the web page to submit a request that will be routed to the correct team.

### **Use One Method to Report Issues**

Due to the anticipated increase in volume at the CCSQ Service Center and to minimize a backlog, please use only one method of reporting for the same issue (phone, email, or CCSQ Support Central). Note: Cases are processed in the order in which they are received, regardless of how the Service Center was contacted. Please allow time for processing.

### **Submit Your Data Early**

We encourage you to submit your 2024 eQCM and Promoting Interoperability data early during the submission period. Early submission will allow you plenty of time for Service Center assistance if needed.

### Calling about an existing ticket

Please have your ticket number available for the representative that will be assisting you.

### For More Information

For Information related to Promoting Interoperability (PI) please see the [PI Program Landing Page](#). Information related to the IQR-EHR and eCQMs can be found on <https://qualitynet.cms.gov/support>.

Contact the CCSQ Service Center at 1-866-288-8912, Monday through Friday, 8:00 AM-8:00 PM ET, by e-mail at: [qnetsupport@cms.hhs.gov](mailto:qnetsupport@cms.hhs.gov) or by visiting the [CCSQ Support Central](#). Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant.

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Sent from an unmonitored email address. Replies will not be read.

For further assistance regarding the information contained in this message, contact the CCSQ Support Center:

[QNetSupport@cms.hhs.gov](mailto:QNetSupport@cms.hhs.gov)

866.288.8912

TTY: 877.715.6222

Mon. - Fri., 8 a.m. to 8 p.m. ET

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