CCSQ SupportCentral

EQRS • EPCS • HARP • HQR • iQIES/QIES • QIO • QPP • QualityNet IT Services

Our mission is to **connect** frontline workers, the healthcare community, and **support** contractors to the right resources to answer their CMS quality questions and **resolve** technical issues.

CCSQ SupportCentral

New Features include:

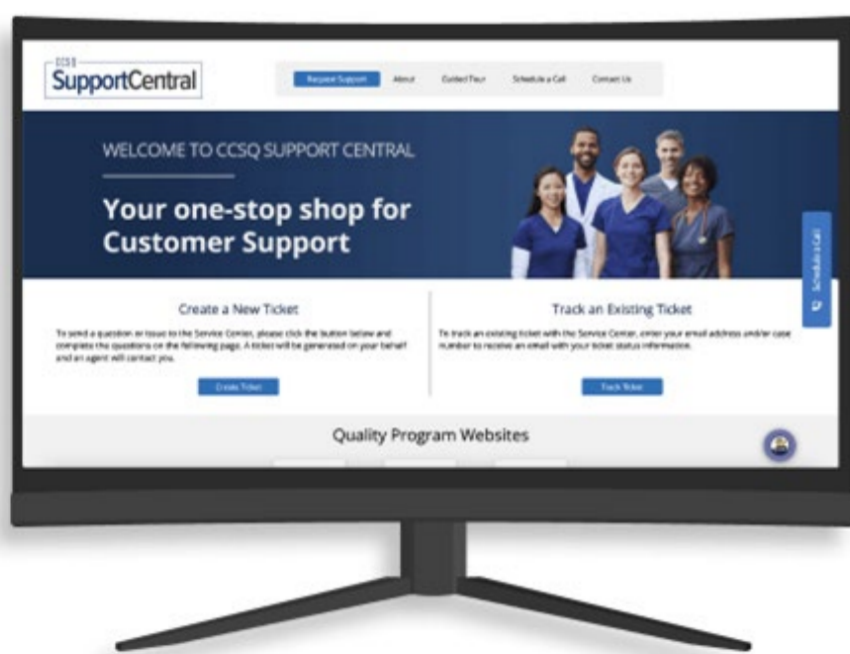Live Agent Chat featuring C.A.R.L (chatbot)

Schedule A Callback

Mobile Ticket Verification

CCSQ Support Central is a self-service tool that grants CCSQ customers the ability to **submit**, **check status**, and **comment** on tickets. Enhanced features allow customers to also **chat live wi**th agents with the aid of the **chatbot**, sc**hedule an agent call back,** and to verify their identity via **mobile verification.**

SupportCentral

WELCOME TO CCSQ SUPPORT CENTRAL

Your one-stop shop for Customer Support

Create a New Ticket

Track an Existing Ticket

Quality Program Websites

Future Enhancements

Customer Satisfaction Surveys

Centralized Knowledge Base + FAQ

CCSQ SERVICE CENTER

For Additional Information

Please send question or comments to CCSQServiceNow@cms.hhs.gov

Visit us and share feedback at CCSQ Support Central!