Reference #: 2023-04-IP
From: Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contractor
Sent: January 10, 2023
To: IQR and EHR

Subject: Upcoming HQR Service Center Hold Times

Due to the opening of the 2022 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 3, 2023, through March 31, 2023, which could result resulting in longer wait times.

CMS recommends the following to minimize wait times and ensure successful 2022 data submission:
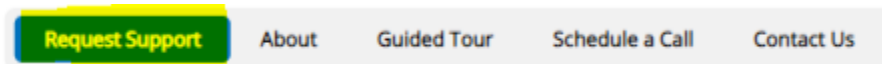
Did you know:

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

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

[CCSQ Support Central](#)
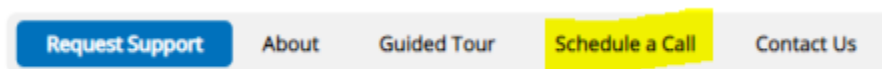
You can also submit a ticket for support by clicking on Request Support.

Coming Soon: Live Chat

Beginning December 19, 2022, the Service Center will be offering a new Chat feature as another method for customers to contact them for assistance. To contact the Service Center via Chat, you will need to go to the CCSQ Support Central page [CCSQ Support Central](#) and click on the Chat icon in the lower right area:

Was your ability to report impacted by a Hospital Hardship Issue? Promoting Interoperability(PI) for Program Year 2022; a [Hardship Exemption](#) application will be made available after the deadline of 02/28/2023.

In regards to the IQR-EHR program, an [Extraordinary Circumstances Exceptions (ECE)](#) is currently available on QualityNet.org. The deadline for eCQM-related ECEs is April 1, 2023.

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 2022 eCQM 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: https://qualitynet.cms.gov/support, or by visiting the CCSQ Support Central. Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant.