

**Reference #:** 2025-108-IP  
**From:** Inpatient and Outpatient Healthcare Quality Systems Development and Program Support  
**Sent:** Monday, December 22, 2025  
**To:** IQR, IPF, EHR, PI, PCH, OQR, ASC, and REH ListServe  
**Subject:** Upcoming HQR Service Center Hold Times



Due to the opening of the 2025 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, 2026, through February 28, 2026, which could result in longer wait times.

CMS recommends the following to minimize wait times and ensure successful 2025 data submission:

- **Did you know:**

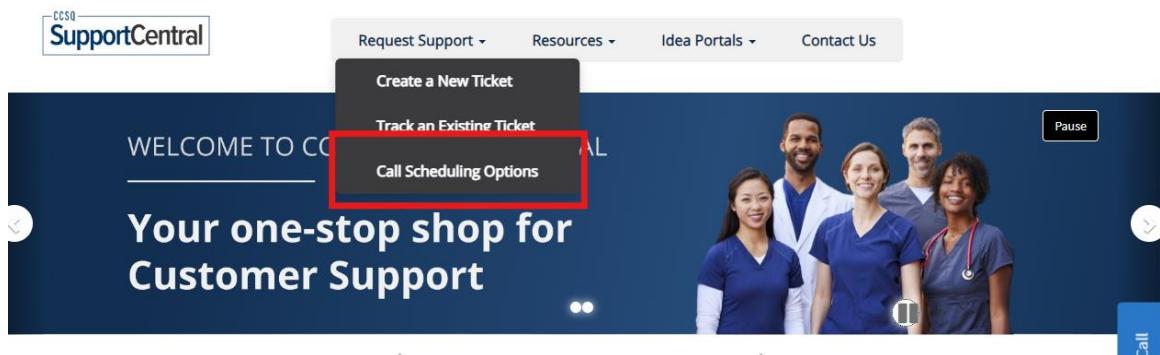
There are a variety of methods to contact the CCSQ Service Center:

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.



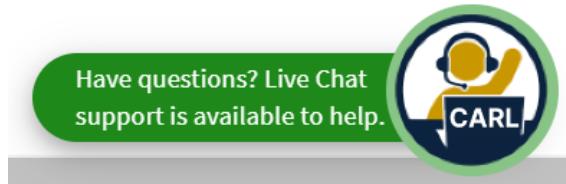
The screenshot shows the CCSQ Support Central homepage. At the top, there is a navigation bar with links for "Request Support", "Resources", "Idea Portals", and "Contact Us". The main header reads "WELCOME TO CCSQ SUPPORT CENTRAL" and "Your one-stop shop for Customer Support". Below this, there is a group photo of five healthcare professionals (doctors and nurses) in blue scrubs. To the right, a vertical blue button is highlighted with a red box, labeled "Schedule a Call". The bottom of the page is divided into three sections: "Create a New Ticket", "Track an Existing Ticket", and "HARP Password Help".

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. HARP password and MFA issues can now be reset via chat. Please note that Chat support is currently limited to 9:00 AM ET-5:00 PM ET, Monday through Friday.



- **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, 2026.
- **Do you have Objective Interpretation questions for the Medicare Promoting Interoperability program?** Please email your detailed PI question to [PIProgramSupport@hsag.com](mailto:PIProgramSupport@hsag.com).
- **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> and use the Question and Answer tools located under Help, at the top of the web page to submit a request that will be routed to the correct team.
- For Information related to Promoting Interoperability (PI) please see the Promoting Interoperability Programs page [here](#). Information related to the IQR-EHR and eCQMs can be found on <https://qualitynet.cms.gov/outpatient/measures/ecqm>.
- **If you already have a case open with the Service Center**, please have that ticket number ready when a Representative comes on the line.
- Please have information available about the specific issue you are calling about, such as your hospital's 6-digit CCN or 10-digit NP or in the case of an existing ticket with the Service Center, your ticket number.

**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 2025 eCQM and Promoting Interoperability data early during the submission period. Early submission will allow you plenty of time for Service Center assistance if needed.

#### **For More Information**

The CCSQ Service Center is open Monday through Friday, 8:00 AM-8:00 PM Eastern Time, and can be reached by phone at (866) 288-8912, email at [gnestsupport@cms.hhs.gov](mailto:gnestsupport@cms.hhs.gov), or by going to [CCSQ Support Central](#) to open a Web Ticket or Chat with a live agent using CARL. Please note that Chat support is currently limited to 9:00 AM-5:00 PM ET, Monday through Friday.