

From: Centers for Medicare & Medicaid Services <cmslists@subscriptions.cms.hhs.gov>
Sent: Monday, December 15, 2025 7:17 AM
Subject: Upcoming iQIES Service Center Hold Times



Upcoming iQIES Service Center Hold Times

To: QIES/iQIES Users

Due to the Payroll Based Journal quarterly deadline, the iQIES Service Center is projecting an increase in the volume of calls and emails between January 2, 2026, and February 14, 2026.

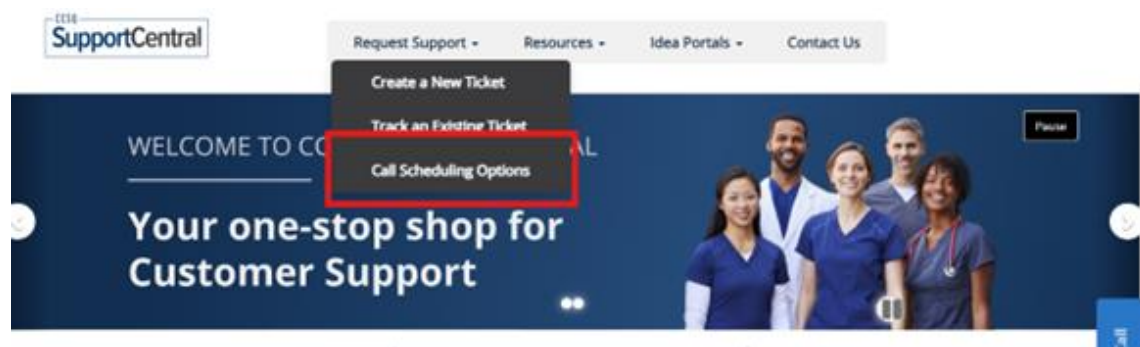
- **Did you know:**

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.

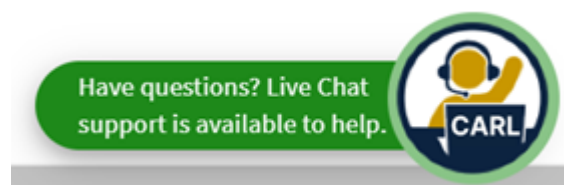


You can also submit a ticket for support by clicking on Request Support and selecting Call Scheduling Options from the dropdown menu.



- **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.



- **Live phone and email support for February 14, 2026, PBJ Deadline** will be available through Friday, February 13, 2026, until 8:00 PM ET. All files must be submitted by February 14, 2026, at 11:59 PM ET. Files for Fiscal Quarter 1, with the reporting period of October 1, 2025, through December 31, 2025, will not be accepted after this deadline.
- Questions regarding the PBJ policy information should be directed to nhstaffing@cms.hhs.gov.
- **If you already have a case open with the Service Center**, please have that ticket number ready when a Representative comes on the line.
- **If you are having password issues or a rejected file**, please have your CCN and QIES User ID available for the Representative.
- **For PBJ submission inquiries**, please have your staffing summary report, individual daily staffing report and/or the Submission ID ready to provide to the Representative.

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 Fiscal Quarter 1 PBJ data early during the submission period. Early submission will allow you plenty of time for Service Center assistance if needed.

Reminder: Remote users that use Windows 10 will not be able to access the CMS Network (CMSNet) Quality Improvement and Evaluation System (QIES) Virtual Private Network (VPN) effective as of 11/15/2025. This is due to Windows 10 being no longer supported by Microsoft as of October 14, 2025. Access to the following systems impacted: Hospice Submission system for Hospice Item Set (HIS) submissions, Payroll Based Journal (PBJ) submissions and access to the Certification and Survey Provider Enhanced Reports (CASPER) reporting. This change in policy does not directly impact State/Federal users. The recommendation is to upgrade the end-user device to use Windows 11 or use a different operating system and/or machine. If you have any questions concerning

this information, please contact the CMSNet Remote User Helpdesk at mdcn.mco@palmettogba.com or 1 (888) 238-2122.

For More Information

Contact the iQIES Service Center at (800) 339-9313, Monday through Friday, 8:00 AM-8:00 PM EST, by e-mail at: iqies@cms.hhs.gov or by going to CCSQ Support Central at [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.