

**From:** Centers for Medicare & Medicaid Services <[cmslists@subscriptions.cms.hhs.gov](mailto:cmslists@subscriptions.cms.hhs.gov)>

**Sent:** Tuesday, September 30, 2025 9:14 AM

**Subject:** Upcoming PBJ Submission Deadline and iQIES Service Center Availability Reminder



## **Upcoming PBJ Submission Deadline and iQIES Service Center Availability Reminder**

To: QIES/iQIES Users

### **Upcoming iQIES Service Center Hold Times**

Due to the **Payroll Based Journal (PBJ)** quarterly submission deadline on **November 14, 2025**, the iQIES Service Center is anticipating a significant increase in the volume of calls and emails.

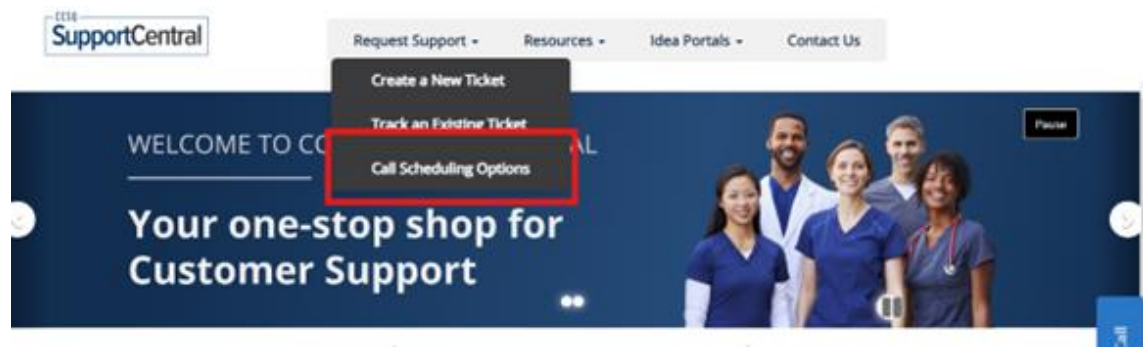
### **Contacting the iQIES Service Center**

There are multiple ways to reach the CCSQ Service Center:

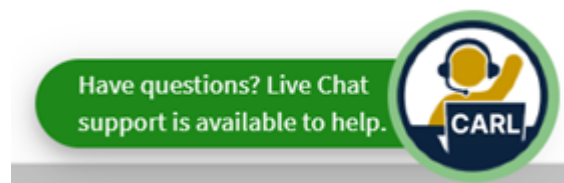
- **Schedule a Call:** Choose a time that works best for you by visiting the [CCSQ Support Central](#) page and clicking "**Schedule a Call.**"



- **Submit a Support Ticket:** Click "**Request Support**" on the Support Central page to submit a help ticket.



- **Live Chat (CARL):** Use the [CCSQ Support Central Chat and Resource Line \(CARL\)](#) by clicking the **Chat icon** located in the lower-right corner of the Support Central page.



### Phone and Email Support:

Phone and email support for the PBJ deadline will be available **through Friday, November 14, 2025, until 8:00 PM ET.**

- All PBJ files must be submitted by **November 14, 2025, at 11:59 PM ET.**
- Submissions for Fiscal Quarter 4 (July 1 – September 30) **will not be accepted after this deadline.**

### When Contacting the Service Center

Please have the following ready:

- For **password or file rejection issues:** your **CCN** and **QIES User ID.**
- For **PBJ submission issues:** your **Staffing Summary Report, Individual Daily Staffing Report,** and/or **Submission ID.**

### Important Reminders

- **Use Only One Reporting Method:** To reduce backlog and ensure timely support, **please use only one method** (phone, email, or chat) to report the same issue. Cases are processed in the order received.
- **Submit Your Data Early:** Early submission allows time for troubleshooting and support if needed.

### Need More Help?

- **Email:** [iqies@cms.hhs.gov](mailto:iqies@cms.hhs.gov)
- **Phone:** 1-800-339-9313
- **Self-Service Portal:** CCSQ Support Central Use this [portal](#) to create or track tickets, or recover your HARP password.

For HARP account or role assistance, please contact the iQIES Service Center by phone at (800) 339-9313. **Please note: Due to privacy regulations, we are unable to assist with HARP account issues via email or web at this time.**