

From: Centers for Medicare & Medicaid Services <cmslists@subscriptions.cms.hhs.gov>

Sent: Tuesday, April 15, 2025 9:46 AM

Subject: Upcoming iQIES Service Center Hold Times May Deadline Reminder



Upcoming iQIES Service Center Hold Times: May PBJ Submission Deadline

To: QIES/iQIES Users

Upcoming iQIES Service Center Hold Times

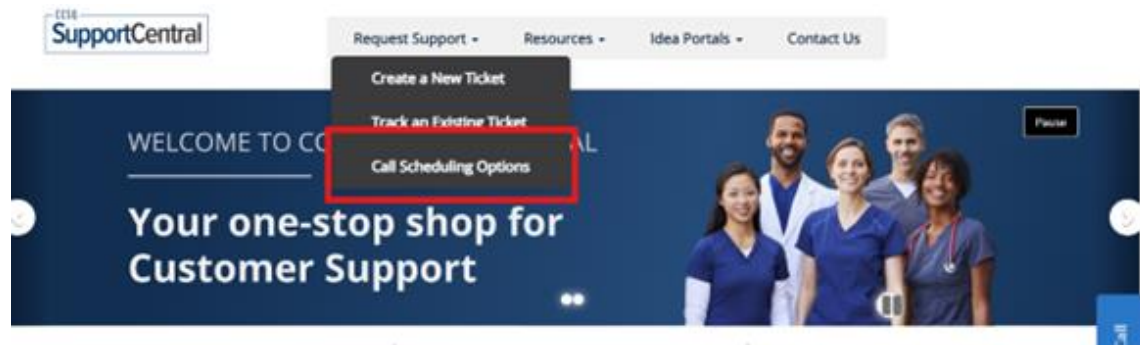
Due to the Payroll Based Journal quarterly deadline, the iQIES Service Center is projecting an increase in the volume of calls and emails between now and May 15, 2025.

Did you know:

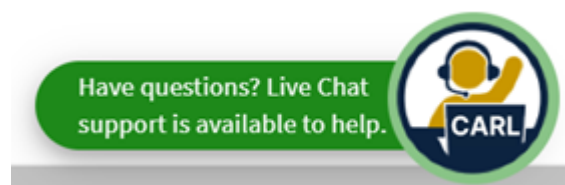
- There are a variety of methods to contact the CCSQ Service Center.
- You can schedule a call with a Service Center Representative at a time that best works for you! Just go to the [CCSQ Support Central](#) page and click on Schedule a Call.



- You can also submit a ticket for support by clicking on Request Support.



- 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:



- Live phone and email support for May 15, 2025, PBJ Deadline** will be available through Friday, May 15, 2025 8:00 PM ET. All files must be submitted by May 15, at 11:59 PM ET. Files for Fiscal Quarter 2, with the reporting period of January 1, 2025, through March 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 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: CMSNet activated the new Cisco VPN client for all QIES gateways (QIES-East/QIES-West) on Friday March 14, 2025, and has discontinued use of the former Ivanti client.

Installation documentation for the new Cisco VPN client can be found here, under the "FAQ" tab:

<https://cmsruas.com/internet/CMSNet3.nsf/vForm?ReadForm>

Please note, there will be NO changes to existing usernames & passwords. The CMSNet Help Desk contact information will not change, and is available to assist if issues are encountered. If you have any questions concerning this information, please contact the CMSNet Help Desk at 888-238-2122.

Reminder: A QIES Multi-Factor Authentication (MFA) requirement was instituted Monday, March 24th – All PBJs submission logins will require input of an emailed code to the email address associated with your QIES profile. After supplying valid credentials, you will then be presented with a “One Time Passcode (OTP) Verification” screen. You will need to retrieve the email containing the 6 digit code for input within the QIES “One Time Passcode (OTP) Verification” screen to fully log in . If you have any question/issue, please contact the iQIES helpdesk.

For More Information:

Please contact the iQIES Service Center by email: iqies@cms.hhs.gov or by phone: 1-800-339-9313. Or to create a new ticket online, track an existing ticket, or recover your HARP password account, please use our [CCSQ Support Central: Self-Service Portal](#).