From: Centers for Medicare & Medicaid Services <cmslists@subscriptions.cms.hhs.gov>
Sent: Tuesday, July 9, 2024 12:45 PM
Subject: Upcoming iQIES Service Center Hold Times August Deadline

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CENTERS FOR MEDICARE & MEDICAID SERVICES

iQIES

Upcoming iQIES Service Center Hold Times: August PBJ Submission Deadline Reminder

To: QIES/iQIES Users

Upcoming iQIES Service Center Hold Times

Due to the August Payroll Based Journal (PBJ) quarterly submission deadline, the iQIES Service Center is projecting an increase in the volume of calls and emails between now and August 14, 2024.

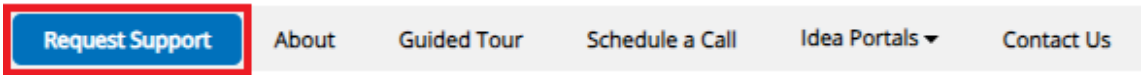
Please Note: On June 28th, the CMSNet East Gateway became temporarily unavailable for an extended length of time. During this time, all users must switch to the West Gateway in order to complete their submissions.

The instructions to switch to West Gateway can be accessed here:
https://cmsruas.com/internet/cmsnet3.nsf/ChangingToWestGateway.pdf

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 the Wednesday, August 14, 2024, PBJ Deadline** will be available through Wednesday, August 14, 2024, at 8:00 PM ET. All files must be submitted by August 14, 2024, at 11:59 PM ET. Files for Fiscal Quarter 3, with the reporting period of April 1, 2024, through June 30, 2024, will not be accepted after the 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 3 PBJ data early during the submission period. Early submission will allow you plenty of time for Service Center assistance if needed.

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.

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