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Your one-stop shop for Customer Support



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To send a question or issue to the Service Center, please click the button below and complete the questions on the following page. A ticket will be generated on your behalf and an agent will contact you.

[Create Ticket](#)

Track an Existing Ticket

To track an existing ticket with the Service Center, enter your email address and/or case number to receive an email with your ticket status information.

[Track Ticket](#)

HARP Password Help

Forgot your password? Skip a phone call by visiting the self-service account recovery page.

[Account Recovery](#)

Quality Program Websites

[Electronic Prescribing for Controlled Substances \(EPCS\)](#)[End-Stage Renal Disease Quality Reporting System \(EQRS\)](#)[HCQIS Access Roles and Profiles \(HARP\)](#)[Hospital Quality Reporting \(HQR\)](#)[Internet Quality Improvement & Evaluation System \(iQIES\)](#)[Quality Improvement & Evaluation System \(QIES\)](#)[Quality Payment Program \(QPP\)](#)

Idea Portals

Our program-specific Idea Portals serve as a centralized hub for collecting, curating, and promoting ideas, enabling the integration of customer feedback into future product development.



CMS QIO Platform

EQRS

End Stage Renal
Disease Quality
Reporting System



Hospital Quality
Reporting System

 iQIES

Internet Quality
Improvement &
Evaluation System

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Idea Portals

Our program-

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CMS QIO Platform



Internet Quality
Improvement &
Evaluation System



Information Required



Please complete the fields below to verify your information to log in to the CQP Idea Portal.

*First name

*Last name

*Email address

*CQP username [?](#)

The system will allow three (3) verification attempts.

(Attempt 1 of 3)

Submit

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*First name

*Last name

*Email address

*CQP username [?](#)

Your CQP username is the same as your HARP ID. [x](#)

The system will allow three (3) verification attempts.

(Attempt 1 of 3)

[Submit](#)

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CMS QIO Platform



Internet Quality Improvement & Evaluation System



Login Error



We were unable to log you in using the credentials you provided. If you would like to create a ticket to get further assistance, click the button below.

Create a Ticket

Email or call the Service Center for assistance

cqp@cms.hhs.gov

1-(866)-288-8914 (TRS: 711)

Contact this service center for assistance for the following issues. Technical Support for CCSQ Support Central, HARP Account Management for CMS employees and CMS contractor staff, and issues or questions related to QualityNet IT Services, CCSQ Atlassian, ServiceNow and Slack.

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Sign In

Username

Enter Username

Password

Enter Password

Sign In

OR

[Sign in with PIV / CAC card](#)



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Be sure to vote on ideas you find most significant to help CMS understand consumer feedback. To keep track of your own ideas, click the **My Ideas** tab. To view all idea submissions, click the **All Ideas** tab.

Subscribe to an idea to receive a weekly update on the status of the idea.

If you need assistance or want to learn more, please refer to the [CQP Communications Hub](#).

Create Idea

Search

Q

All Ideas	My Ideas	?
Status Under review Category A3C Sort by Recent		
91 Results		
^ 21	GDPR Compliance Audit Creator: Maggie Fowler Date created: 11-25-2023 Status: Under review Categories: A3C Comments: 33 Unsubscribe Comment	
^ 4	HIPAA Compliance Creator: Jim Munson Date created: 07-19-2023 Status: Under review Categories: A3C Comments: 17 Subscribe Comment	
^ 0	Update Application Suite for 2023 Compliance laws Creator: Frank Miller Date created: 12-07-2022 Status: Under review Categories: A3C Comments: 2 Subscribe Comment	
^ 21	GDPR Compliance Audit Creator: Maggie Fowler Date created: 02-25-2022 Status: Under review Categories: A3C Comments: 19 Unsubscribe Comment	
^ 4	HIPAA Compliance Creator: Jim Munson Date created: 07-19-2021 Status: Under review Categories: A3C Comments: 5 Subscribe Comment	
^ 0	Update Application Suite for 2023 Compliance laws Creator: Frank Miller Date created: 12-07-2019 Status: Under review Categories: A3C Comments: 2 Subscribe Comment	
^ 0	Update Application Suite for 2023 Compliance laws Creator: Frank Miller Date created: 12-07-2019 Status: Under review Categories: A3C Comments: 1 Subscribe Comment	
^ 21	GDPR Compliance Audit Creator: Maggie Fowler Date created: 02-25-2022 Status: Under review Categories: A3C Comments: 16 Unsubscribe Comment	
^ 4	HIPAA Compliance Creator: Jim Munson Date created: 07-19-2021 Status: Under review Categories: A3C Comments: 7 Subscribe Comment	
^ 0	Update Application Suite for 2022 Compliance laws Creator: Frank Miller Date created: 12-07-2019 Status: Under review Categories: A3C Comments: 1 Subscribe Comment	

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GDPR Compliance Audit

by Hillary Holmes
- 💡

HR Service: Early career hiring

by Helga Windle
- 💡

Migrate internal build instances to sec...

by Adele Sernvace
- 💡

Online payments security enhancemen...

by Bill Cartwright
- 💡

e-Compliance project

by Mike Jordan



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Create Idea

Search

Q

All Ideas

My Ideas

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Status

Any status

Any status

Draft

Submitted

Under review

Need more information

In backlog

Planned

In development

Completed

Accepted

Unlikely to implement

Duplicate

Already exists

Category

A3C

A3C

Access Portal

AIMs

Business Process

Comms

Email Notifications

FQS

General Directory

General UI

QIO Connect

Release Process

Reports/Dashboards

System Navigation

Training

Usage

Workspace (QIN-QIO/AIAN)

Sort by

Created Date

Created Date

Most Voted

My Subscriptions

Recently Updated

Unsubscribe

Comment

Subscribe

Comment

Update Application Suite for 2023 Compliance laws

Creator:

 Frank Miller

Date created:

 12-07-2022

Status:

 Under review

Categories:

 A3C

Comments:

 2

Subscribe

Comment

GDPR Compliance Audit

Creator:

 Maggie Fowler

Date created:

 02-25-2022

Status:

 Under review

Categories:

 A3C

Comments:

 19

Unsubscribe

Comment

HIPAA Compliance

Creator:

 Jim Munson

Date created:

 07-19-2021

Status:

 Under review

Categories:

 A3C

Comments:

 5

Subscribe

Comment

Update Application Suite for 2023 Compliance laws

Creator:

 Frank Miller

Date created:

 12-07-2019

Status:

 Under review

Categories:

 A3C

Comments:

 2

Subscribe

Comment

Update Application Suite for 2023 Compliance laws

Creator:

 Frank Miller

Date created:

 12-07-2019

Status:

 Under review

Categories:

 A3C

Comments:

 1

Subscribe

Comment

GDPR Compliance Audit

Creator:

 Maggie Fowler

Date created:

 02-25-2022

Status:

 Under review

Categories:

 A3C

Comments:

 16

Unsubscribe

Comment

HIPAA Compliance

Creator:

 Jim Munson

Date created:

 07-19-2021

Status:

 Under review

Categories:

 A3C

Comments:

 7

Subscribe

Comment

Update Application Suite for 2022 Compliance laws

Creator:

 Frank Miller

Date created:

 12-07-2019

Status:

 Under review

Categories:

 A3C

Comments:

 1

Subscribe

Comment

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IdeaPortal

Idea

Automated VM Server Provisioning

JE

 by Jade Edwards
created 2y ago (edited about a year ago) • Open • Submitted

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Category:

Email Notifications

How this idea will improve the program?

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Who/which roles will benefit from implementing this idea?

AIAN User

CMS User

Comment

4 Views

3 Additional comments (Latest reply 1m ago by Hillary Holmes)

Show All Replies

HH

Hillary Holmes • just now

Nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Lorem ipsum.

Reply

Hide replies

MJ

Mike Jordan • just now

Ullamco laboris nisi ut aliquip ex ea commodo consequat. Lorem ipsum flip.

HH

Hillary Holmes • just now

Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip at.

HH

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Create Idea

* Indicates required

* Title of idea

* Category

-- None --

* Idea description

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Paragraph

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How this idea will improve CQP

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Who/which roles will benefit from implementing this idea

Create Idea

Required information

Title of idea

Category

Idea description

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Create Idea

* Indicates required

* Title of idea

* Category

-- None --

A3C

Access Portal

AIMs

Business Process

Comms

Email Notifications

FQS

General Directory

General UI

QIO Connect

Release Process

Reports/Dashboards

System Navigation

Training

Usage

Workspace (QIN-QIO/AIAN)

Who/which roles will benefit from implementing this idea

Create Idea

Required information

Title of idea

Category

Idea description

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Create Idea

* Indicates required

* Title of idea

* Category ?

-- None --

* Idea description ?

[illegible]

How this idea will improve CQP 

[illegible]

Who/which roles will benefit from implementing this idea ?

- AIAN User
- CMS User
- QIN-QIO User

Title of idea	Category	Idea description
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Create Idea

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* Title of idea

* Category ?

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* Idea description ?

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Who/which roles will benefit from implementing this idea ?

✖ AIAN User

✖ CMS User

✖ QIN-QIO User

Create Idea

Required information

Title of idea

Category

Idea description

Enter other role here

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Create Idea

* Indicates required

* Title of idea

* Category ?

Select a category that relates best to your idea. Each category can affect different roles within CQP.

-- None --

* Idea description ?

Tell us what your idea is about in this section. If possible, please provide as much detail as you can and be as descriptive as possible.

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How this idea will improve CQP ?

Tell us how your idea will benefit CQP. Let us know what roles, business processes, and areas of the organization will benefit from this idea.

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Who/which roles will benefit from implementing this idea ?

Please select all roles that will benefit from implementing this idea.

Create Idea

Required information

Title of ideaCategoryIdea description

Add attachments



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Create Idea

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* Title of idea

* Category ?

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Who/which roles will benefit from implementing this idea ?

Create Idea

Required information

Title of ideaCategoryIdea description

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Create Idea

* Indicates required

*Title of idea

Automated VM Server Provisioning

*Category ?

A3C

*Idea description ?

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How this idea will improve CQP ?

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Who/which roles will benefit from implementing this idea ?

✕ AIAN User

✕ CMS User

Create Idea

Required information

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JE

by Jade Edwards
created 2y ago (edited about a year ago) •

Open

 •

Submitted

4

Category:

A3C

How this idea will improve the program:

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Who/which roles will benefit from implementing this idea:

AIAN User

CMS User

Comment

4 Views

3 Additional comments (Latest reply 1m ago by Hillary Holmes)

Show All Replies

HH

Hillary Holmes

just now

Nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Lorem ipsum.

Reply

Hide replies

- MJ

Mike Jordan

just now

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HH

Hillary Holmes

just now

Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip at.

HH

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Status ?

Under review

91 Results

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21

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Creator:

Maggie Fowler

Date created:

11-25-2023

Status:

Under review

Categories:

A3C

Comments:

33

Unsubscribe

Comment

^

4

HIPAA Compliance

Creator:

Jim Munson

Date created:

07-19-2023

Status:

Under review

Categories:

A3C

Comments:

17

Subscribe

Comment

^

0

Update Application Suite for 2023 Compliance laws

Creator:

Frank Miller

Date created:

12-07-2022

Status:

Under review

Categories:

A3C

Comments:

2

Subscribe

Comment

^

21

GDPR Compliance Audit

Creator:

Maggie Fowler

Date created:

02-25-2022

Status:

Under review

Categories:

A3C

Comments:

19

Unsubscribe

Comment

^

4

HIPAA Compliance

Creator:

Jim Munson

Date created:

07-19-2021

Status:

Under review

Categories:

A3C

Comments:

5

Subscribe

Comment

^

0

Update Application Suite for 2023 Compliance laws

Creator:

Frank Miller

Date created:

12-07-2019

Status:

Under review

Categories:

A3C

Comments:

2

Subscribe

Comment

^

0

Update Application Suite for 2023 Compliance laws

Creator:

Frank Miller

Date created:

12-07-2019

Status:

Under review

Categories:

A3C

Comments:

1

Subscribe

Comment

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21

GDPR Compliance Audit

Creator:

Maggie Fowler

Date created:

02-25-2022

Status:

Under review

Categories:

A3C

Comments:

16

Unsubscribe

Comment

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4

HIPAA Compliance

Creator:

Jim Munson

Date created:

07-19-2021

Status:

Under review

Categories:

A3C

Comments:

7

Subscribe

Comment

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Update Application Suite for 2022 Compliance laws

Creator:

Frank Miller

Date created:

12-07-2019

Status:

Under review

Categories:

A3C

Comments:

1

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Idea

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by Jade Edwards

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⬆

4

Category:

A3C

How this idea will improve the program:

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Who/which roles will benefit from implementing this idea:

AIAN User

CMS User

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Comment

4 Views

3 Additional comments (Latest reply 1m ago by Hillary Holmes)

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Reply

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Hide replies

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3 Additional comments (Latest reply 1m ago by Hillary Holmes)

Show All Replies

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Reply

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Hide replies

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by Jade Edwards
created 2y ago (edited abo

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Hillary Holmes • just now

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test

CQP - Idea
test

FollowUpdateSaveRequest Info

NumberIDEA0008079

StateDraft

Submitted byRhiannon Hill

Opened11/21/2024 10:32:11 AM

Contract

Subscription count1

Manager

Vote count0

Technical contacts

Business contacts

Intake Request Details

Related Records

Notes

Correlation ID

Correlation display

JIRA ticket number

UpdateSaveRequest Info

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test

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Follow Update Save Request Info

NumberIDEA0008079

StateDraft

Submitted byRhiannon Hill

Opened11/21/2024 10:32:11 AM

Contract

Subscription count1

Manager

Vote count0

Technical contacts

Business contacts

Intake Request Details

Related Records

Notes

Work notes

Additional comments (Customer visible)

Post

Activities: 6

System

Email sent • 11/22/2024 12:00:07 PM

Email sent

Subject: CQP Idea Weekly Summary of IDEA0008079 - test

From: CMS Quality Support - Test

To: rhiannon.hill@ntpinc.io

Show email details

System

Email sent • 11/21/2024 01:30:54 PM

Email sent

Subject: CQP Idea - comments added by Submitter

From: CMS Quality Support - Test

To: ahmar.wazir@cms.hhs.gov, danita.patel@cms.hhs.gov, michellene.roberts@cms.hhs.gov, elape@bellese.io, mwilkins@tantustech.com...

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When to send: When an idea is submitted

Who will receive: Submitter

Email subject: CQP Idea Submitted - [Idea #IDEA0007327] - [Title of Idea]



CQP Idea Portal - Idea Submitted

Hello [name],

You have successfully submitted [Idea Ticket #IDEA0007327]. Please review the details below for more information.

Title of idea: [title]

Category: [category]

Idea description: Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

How will this idea improve CQP? At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

Who/which roles will benefit from implementing this idea? [Role type 1] [Role type 2]

Please visit [\[Idea title\]](#) to view this idea. You may be prompted to log in using your CQP User ID and password.

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When to send: When an idea is approved
Who will receive: Submitter and subscriber
Email subject: CQP Idea Approved - [Idea #IDEA0007327] - [Title of Idea]



CQP Idea Portal - Idea Approved

Hello [name],

[Idea Ticket #IDEA0007327] has been approved! You will receive notifications as this idea moves through the Product Development Process. Please review the details below for more information.

Title of idea: [title]

Category: [category]

Idea description: Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

How will this idea improve CQP? At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

Who/which roles will benefit from implementing this idea? [Role type 1] [Role type 2]

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When to send: When an idea is not approved

Who will receive: Submitter and subscriber

Email subject: CQP Idea Not Accepted - [Idea #IDEA0007327] - [Title of Idea]



CQP Idea Portal - Idea Not Accepted

Hello [name],

[Idea Ticket #IDEA0007327] has not been accepted. Please review the details below for more information.

Title of idea: [title]

Why was this idea not accepted? Lorem ipsum dolor sit amet, consetetur

Please visit [\[Idea title\]](#) to view this idea. You may be prompted to log in using your CQP User ID and password.

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When to send: When a person subscribes to an idea
Who will receive: Subscriber
Email subject: CQP Subscribed To Idea - [Idea #IDEA0007327] - [Title of Idea]



CQP Idea Portal - Subscribed to Idea

Hello [name],

You have subscribed to [Idea Ticket #IDEA0007327]. Subscribing to an idea means you will receive notifications when this idea is updated, commented on, and moved through the Product Development Process. Please review the details below for more information.

Title of idea: [title]

Category: [category]

Idea description: Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

How will this idea improve CQP? Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore.

Who/which roles will benefit from implementing this idea? [Role type 1], [Role type 2]

Please visit [\[Idea title\]](#) to view this idea. You may be prompted to log in using your CQP User ID and password.

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Idea Portal Weekly Summary

Hello [Submitter or Subscriber name],

Weekly summary for [Idea Ticket #IDEA0007327]:

New Comments Added

No new update this week.

Vote Received

Total number of votes received: 27

Idea Updated

Field updated: Idea description

Status change: Submitted

Please visit [\[Idea title\]](#) to view this idea. You may be prompted to log in using your CQP User ID and password.

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Idea Portal Weekly Summary

Hello [Submitter or Subscriber name],

Weekly summary for [Idea Ticket #IDEA0007327]:

New Comments Added

- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
- Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.
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Vote Received

Total number of votes received: 27

Idea Updated

Field updated: Idea description

Status change: Submitted

Please visit [\[Idea title\]](#) to view this idea. You may be prompted to log in using your CQP User ID and password.

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When to send: When an idea is submitted

Who will receive: CQP Idea Managers

Email subject: CQP Idea Submitted - [Idea #IDEA0007327] - [Title of Idea]



CQP Idea Portal - Idea Submitted

Hello [CQP Idea Manager],

Please review the following idea assigned to your group.

Idea number: [IDEA0007327](#)

Title of idea: [title]

Category: [category]

Idea description: Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

How will this idea improve CQP? At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

Who/which roles will benefit from implementing this idea? [Role type 1] [Role type 2]

Thank you.

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U.S. Centers for Medicare & Medicaid Services

CQP Service Center

Phone: (866) 288-8914 | Email: cqp@cms.hhs.gov

For Hearing Impaired Customers: Telecommunications Relay Service: 711

Monday - Friday 8am - 8pm ET

Notification Title: CQP Idea - comments added by manager

When to send: When a CQP Idea Manager adds a comment to an idea

Who will receive: Submitter

Email subject: CQP Idea - comments added by manager



Comment added by CQP Idea Manager

Hello [name],

Comment added by CQP Idea Manager: [date and time] This is an example comment. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam.

Click the button below to provide us more information.

Provide Additional Info

Please visit [\[Idea title\]](#) to view this idea. You may be prompted to log in using your CQP User ID and password.

Thank you,
CQP Customer Experience Team

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For Hearing Impaired Customers: Telecommunications Relay Service: 711

Monday - Friday 8am - 8pm ET

Notification Title: CQP Idea - comments added by submitter

When to send: When a CQP Idea Submitter adds a comment to an idea

Who will receive: CQP Idea Manager

Email subject: CQP Idea - comments added by Submitter



Comment added by CQP Idea Submitter

Hello [name],

Title of idea: [\[title\]](#)

Comment added by CQP Idea Submitter: [date and time] This is an example comment. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam.

Thank you,
CQP Customer Experience Team

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