



QTSO MEMORANDUM

MEMO

NUMBER: 2023-028

TO: QIES State Coordinators

CC: CMS Central and Regional Office Contacts

FROM: Wilson Banga, CMS

DATE: May 25, 2023

**SUBJECT: Scheduled Verizon Maintenance Downtime: West Gateway
May 30, 2023**

CMS OIT/Verizon will be conducting maintenance on the West CMSNet Gateway (states west of the Mississippi) on Tuesday, May 30th, starting at 9:00 pm (PST). The downtime will end by 10 pm (PST) on the same day.

During the downtime, all provider access to CMS pulse secure connections used for PBJ, MDS, MDS Swing Bed, Hospice, and the ePOC website for QIES on the West Gateway will be unavailable.

The East Gateway (states east of the Mississippi) will be available to use, please contact your local IT support to route you to East Gateway URL.

If you have any questions concerning this information, please contact the QTSO Help Desk at iqies@cms.hhs.gov or 1 (800) 339-9313