



QTSO MEMORANDUM

MEMO

NUMBER: 2024-015

TO: QIES State Coordinators

CC: CMS Central and Regional Office Contacts

FROM: Wilson Banga, CMS

DATE: APRIL 17, 2024

SUBJECT: SCHEDULED VERIZON MAINTENANCE DOWNTIME: APRIL 20, 2024

This notification is being distributed to all states and state coordinators, CMS CO/RO, and appropriate helpdesk contractors:

CMS OIT/Verizon will be conducting maintenance on the CMSNet East Gateway (states east of the Mississippi) and CMSNet West (states west of the Mississippi) on Saturday, April 20th, starting at 7:00 am (EST). The downtime will end by 12 Noon (EST) on the same day.

During the downtime, all provider access to CMS Pulse Secure/Ivanti connections used for QIES access to PBJ, Hospice, and the ePOC websites, will be unavailable.

If you have any questions concerning this information, please contact the iQIES help desk at iqies@cms.hhs.gov or [1 \(888\) 477-7876](tel:18884777876)