



## QTSO MEMORANDUM

**MEMO**

**NUMBER:** 2024-018

**TO:** QIES State Coordinators

**CC:** CMS Central and Regional Office Contacts

**FROM:** Wilson Banga, CMS

**DATE:** MAY 15, 2024

**SUBJECT: SCHEDULED CMSNET/VERIZON ACTIVE DIRECTORY MAINTENANCE  
DOWNTIME: MAY 18, 2024**

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CMSNet/Verizon will be conducting scheduled maintenance on Saturday, May 18th to begin at 7 AM (ET) and will end the same day by 11:30 AM (ET). During this time, connectivity may be intermittent or unavailable for providers who utilize the CMSNet/Ivanti VPN client for QIES access to applications such as:

ePOC  
Hospice Submissions  
Casper reporting  
PBJ

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