



QTSO MEMORANDUM

MEMO

NUMBER: 2024-038

TO: QIES State Coordinators

CC: CMS Central and Regional Office Contacts

FROM: Wilson Banga, CMS

DATE: SEPTEMBER 17, 2024

**SUBJECT: SCHEDULED CMSNET/VERIZON ACTIVE DIRECTORY MAINTENANCE
DOWNTIME: SEPTEMBER 21, 2024**

This notification is being distributed to all QTSO Memo distribution Groups

CMSNet/Verizon will be conducting scheduled maintenance on Saturday, September 21st 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

This memo will be posted to:

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If you have any questions concerning this information, please contact the QTSO Help Desk at iqies@cms.hhs.gov or 1 (888) 477-7876