



QTSO MEMORANDUM

MEMO

NUMBER: 2024-053

TO: QIES State Coordinators

CC: CMS Central and Regional Office Contacts

FROM: Wilson Banga, CMS

DATE: DECEMBER 16, 2024

**SUBJECT: SCHEDULED CMSNET/VERIZON MAINTENANCE DOWNTIME:
DECEMBER 21, 2024**

CMSNet/Verizon will be conducting scheduled maintenance on Saturday, December 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

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