

A variety of options are available to contact the CCSQ Service Center:

- **Schedule a call** with a Service Center Representative at a time that best works for you! Just go to the [CCSQ Support Central](#) page and click on Schedule a Call.
- **Submit a ticket** for support by clicking on Request Support and selecting Call Scheduling Options from the dropdown menu.
- **Live Chat: CCSQ Support Central Chat and Resource Line (CARL)**

The Support Central Chat feature, CARL, is another option to use for assistance. To contact the Service Center via Chat, you will need to go to the [CCSQ Support Central](#) page and click on the Chat icon in the lower right area.

- An [Extraordinary Circumstances Exceptions \(ECE\)](#) is currently available on QualityNet.org. The deadline for eCQM-related ECEs is April 1, 2025.
- **Objective Interpretation questions for the Medicare Promoting Interoperability Program can be emailed to <https://qualitynet.cms.gov/support>.**
- **For historical reporting needs before November 2022 pertaining to HAC, HRRP, HCVP, IQR, MSPB, or QIO reports**, please navigate to <https://qualitynet.cms.gov/support> and use the Question and Answer tool located at the top of the web page to submit a request that will be routed to the correct team.