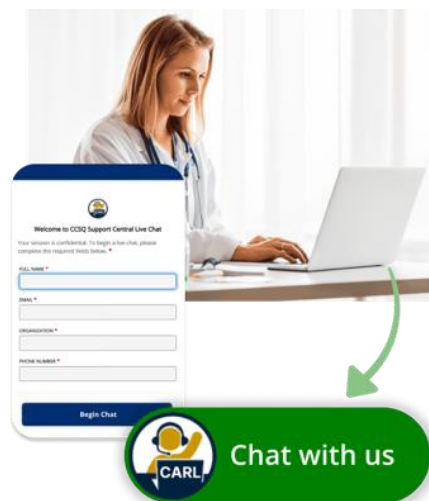


Reference #: 2026-27-PCH
From: Inpatient and Outpatient Healthcare Quality Systems Development and Program Support
Sent: September 1, 2026
To: IQR, PCH, IPF, EHR, PI, OQR, OQR-EHR, ASC and REH Recipient List
Subject: Chat and Resource Line (CARL) Virtual Agent Live in HQR

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Getting help in HQR is now easier than ever. CARL live chat is now available throughout the HQR portal, making it simple to connect with an HQR live representative without interrupting your workflow.

When you start a chat, you'll first be greeted by the CARL virtual agent, which will ask a few quick questions to better understand your request before seamlessly connecting you with a Live Representative.



With the CARL virtual agent feature, you can:

- Connect with an HQR live representative directly from anywhere within the HQR portal.
- Receive support for nearly all HQR-related questions and issues.
- Securely share screenshots and attachments to help explain your issue and speed resolution.
- Get assistance with account access, password resets, and other HQR support needs.

To get started, select the green **Chat with us** button available throughout the HQR site and follow the prompts to begin your conversation.

Chat support is available Monday through Friday, 9:00 a.m. to 5:00 p.m. ET, excluding federal holidays.

We encourage you to try CARL live chat and share your feedback. Your input helps us continue improving the HQR support experience.

[Log into HQR](#)

Sent from an unmonitored email address. Replies will not be read.

For further assistance regarding the information contained in this message, contact the CCSQ Support Center:

QNetSupport@cms.hhs.gov

866.288.8912

TTY: 877.715.6222

Mon. - Fri., 8 a.m. to 8 p.m. ET

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