

## ON24/7 TICKETING SYSTEM USER GUIDE

- Online Support Requests 24/7
- Custom Support Advisories
- Automatic Updates
- Status Tracking



## INTRODUCTION

**NOTE**

ON24/7 user tools may vary depending on user administration levels and the products and services being used. This user guide serves as a general self-help tool; some elements may appear different, and user choices may vary.

Change Healthcare created ON24/7 to improve our services and assist clients to utilize available resources. ON24/7 allows requests to be submitted online anytime and gives clients access to service requests, references, self-help, status tracking and more.

### Features

- Online support requests 24/7
- Automatic form population with client contact information
- Status tracking and automatic updates while the ticket is being worked
- Customized support advisories to keep clients informed of payer outages

### Benefits

- Solve support issues quickly and effectively
- Fill out online requests without having to pick up the phone
- Know the status of support requests anytime

**NOTE**

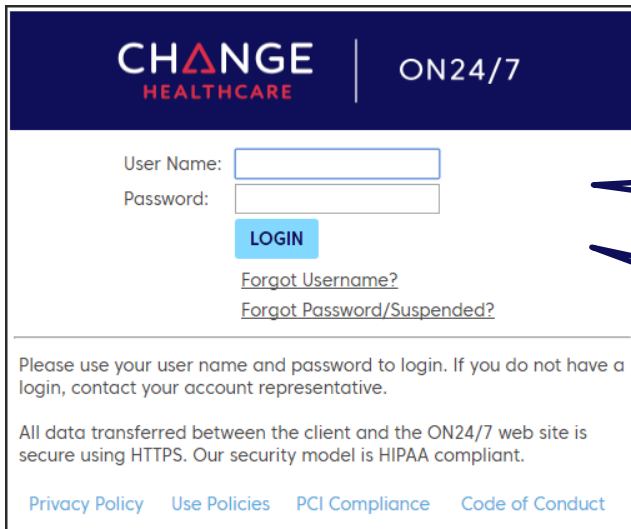
ON24/7 encrypts communication with Hypertext Transfer Protocol Secure (HTTPS) and provides a secure channel between the client and the server. Our security model is HIPAA compliant, and we process thousands of secure transactions daily.

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## A. LOGIN AND HOMEPAGE

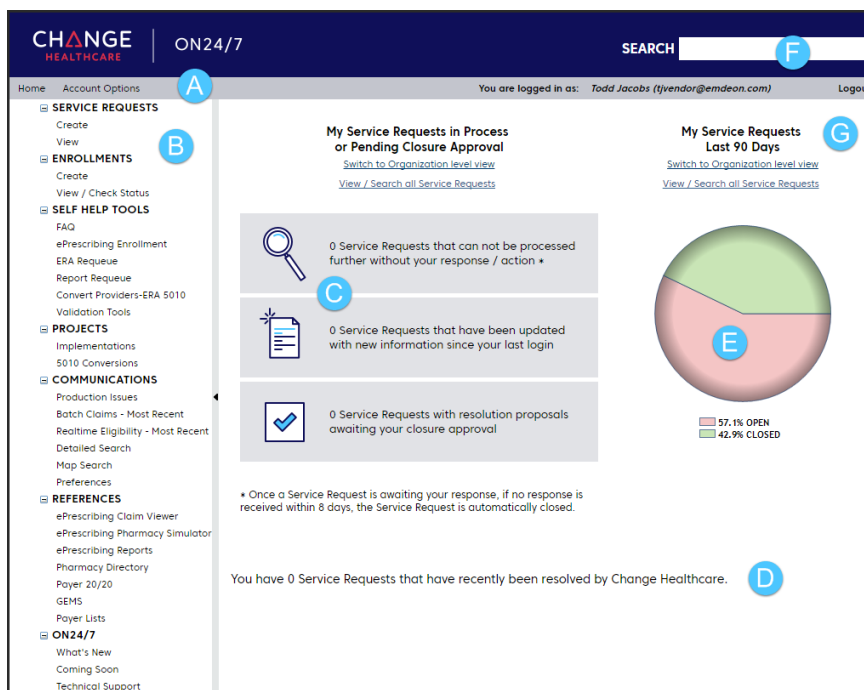
1. Navigate to [clientsupport.emdeon.com](https://clientsupport.emdeon.com). Enter **User Name** (user email address) and **Password** (sent via secure email). Click **Login**.



**First-time users** are asked to change a temporary password and answer security questions.

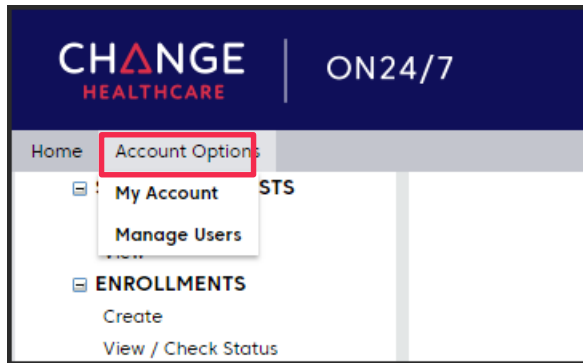
Obtain **User Name** and **Password** from your account representative.

2. The ON24/7 homepage displays the following information:
  - a. **Menu Bar** – Home, Logout, and Account Options
  - b. **Side Bar** – Contains links to ON24/7 tools
  - c. **Service Requests** – Shows service request actions to be taken
  - d. **Messages** – User-specific communications
  - e. **Pie Graph** – Represents service request status for the last 90 days
  - f. **Search** – Search service Request #, My Tracking Info, or FAQ
  - g. **Frequently Asked Questions** – Available on subsequent pages



## B. USER PROFILE

1. Click My Account under Account Options.



2. Make changes to user profiles and click **Save**.

**My Profile**

[Save](#)

First Name:

Last Name:

Phone:

Email Address:

Send me an email notification when any of my service requests are updated, resolved, or awaiting my action.

---

**Change Password**

[Save](#)

Current Password:

New Password:

Confirm New Password:

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**Change Security Questions**

[Save](#)

Security Question 1:

Answer to Question 1:

Security Question 2:

Answer to Question 2:

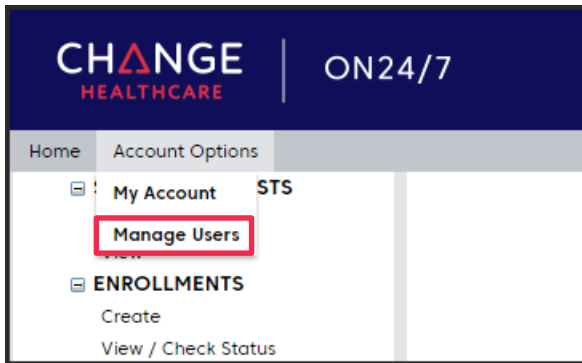
Changes to **My Profile** update user information at Change Healthcare.

Click **Save** when finished with changes.

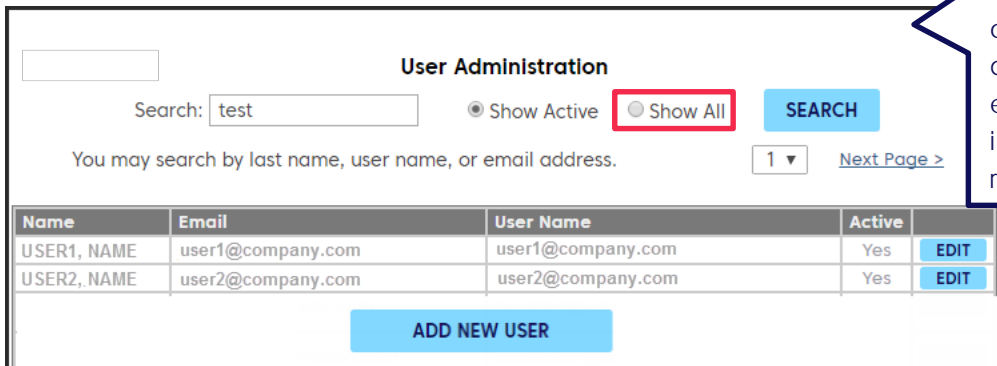
Recover **User Name** and **Password**.

## C. MANAGE USERS

1. Click **Manage Users** under **Account Options**.

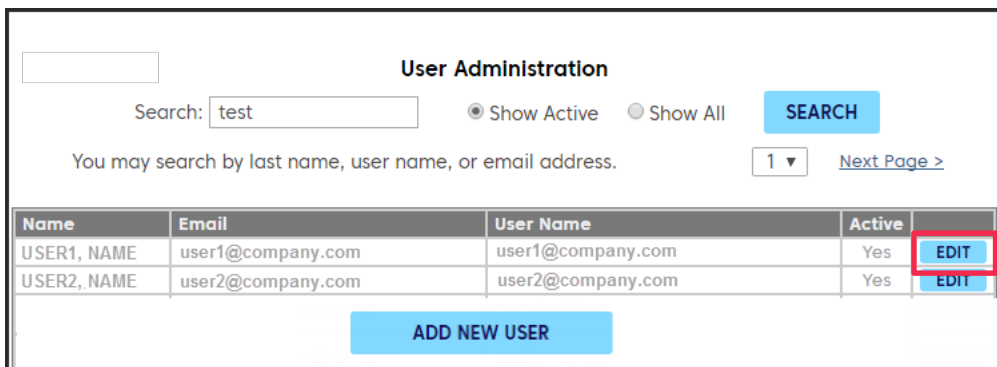


2. The **User Administration** screen defaults to active users. To view all users, choose **Show All** and click **Search**.



Administrators can add and deactivate users, edit user information and reset passwords.

3. Click **Edit** to view and edit user information.



4. **Edit User** fields may be edited. User Name does not change when the Email Address is edited. Click **Save** to keep changes.

### Edit User

First Name:

Last Name:

User Name: \_\_\_\_\_

Email Address:  Email addresses can be changed as necessary. Changing an email address does not change the name.

Confirm Email Address:

Active User:  Yes  No Activate users.

ON24/7 Administrator:  Yes  No

[Password / Security Reset](#) Reset password and security questions. An email is sent to the user with a temporary password. The user is asked to change the password and set security questions.

[Select All](#)

Access	Name	Submitter ID	Tax ID	Payer ID	IDCS ID	Cl
<input checked="" type="checkbox"/>	USER, NAME					
<input checked="" type="checkbox"/>	USER, NAME					
<input checked="" type="checkbox"/>	USER, NAME					

SAVE
CANCEL
RETURN TO LIST

Selection boxes for **multiple-account** user names.

Administrators can add and deactivate users, edit user information and reset passwords.

5. Click **Add New User** to access the **Add User** screen.

### User Administration

Search:   Show Active  Show All SEARCH

You may search by last name, user name, or email address. 1 ▾ [Next Page >](#)

Name	Email	User Name	Active	
USER1, NAME	user1@company.com	user1@company.com	Yes	<span style="background-color: #00a0e3; color: white; padding: 2px 5px;">EDIT</span>
USER2, NAME	user2@company.com	user2@company.com	Yes	<span style="background-color: #00a0e3; color: white; padding: 2px 5px;">EDIT</span>

ADD NEW USER

6. Enter user information, select user administration levels and click **Save**.

**NOTE**

Once setup is complete, users log in to ON24/7 using the email address for their username and the password created.

### Add User

First Name:

Last Name:

Email Address:  Must be a valid email address for this user.

Confirm Email Address:

Temporary Password:  Password must be at least 8 characters and contain at least one uppercase letter, one lowercase letter, one Special Character and one number.

Confirm Temporary Password:

Active User:  Yes  No

ON24/7 Administrator:  Yes  No

User status.

[Select All](#)

Access	Name	Submitter ID	Tax ID	Payer ID	IDCS ID	Claim Master ID
<input checked="" type="checkbox"/>	USER, NAME					
<input checked="" type="checkbox"/>	USER, NAME					

Selection boxes for **multiple-account** user names.

Note: Once setup is complete, the user will log in to On 24/7 using the above email address as the username, and using the password entered above.

SAVE

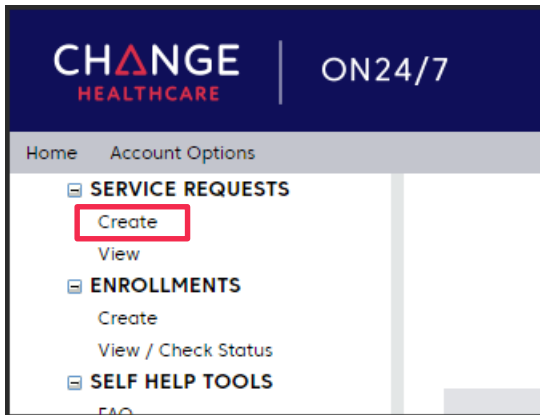
CANCEL

RETURN TO LIST

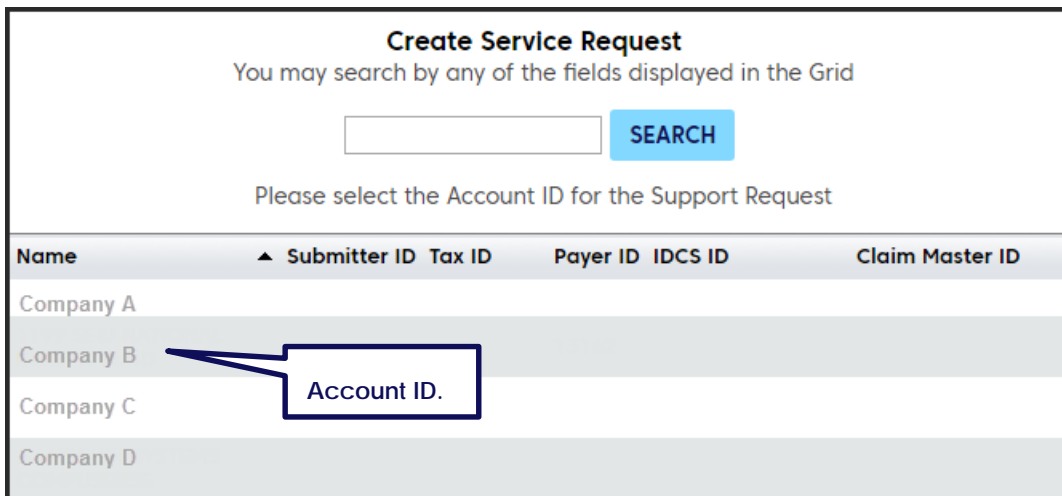


## D. CREATE A SERVICE REQUEST

1. Click **Create** under **Service Requests** on the sidebar menu.



2. On the **Create Service Request** page, select the **Account ID** for the Support Request.



The screenshot shows the 'Create Service Request' page. At the top, it says 'Create Service Request' and 'You may search by any of the fields displayed in the Grid'. Below this is a search bar with a 'SEARCH' button. Underneath, it says 'Please select the Account ID for the Support Request'. A table is displayed with the following columns: Name, Submitter ID, Tax ID, Payer ID, IDCS ID, and Claim Master ID. The table lists four companies: Company A, Company B, Company C, and Company D. A callout box with a blue border and a pointer points to 'Company B' in the 'Name' column, containing the text 'Account ID.'.

Name	Submitter ID	Tax ID	Payer ID	IDCS ID	Claim Master ID
Company A					
Company B					
Company C					
Company D					

3. Select the option that most closely matches the problem you are having. Options vary depending on the tool or service.

### Create Service Request

Please choose the product related to this issue: Not Product Related ▼

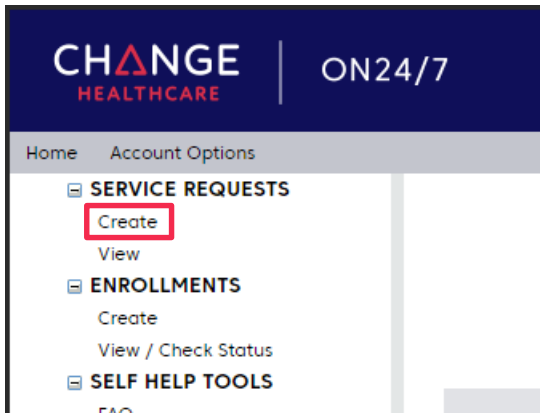
Please select the option that most closely matches the problem you are having.

<b>Change Healthcare Vision Support</b>	Change Healthcare Vision Technical Support and Password Reset Requests
<b>Claims</b>	Issues surrounding individual or groups of claims, including claim, batch, or file rejections, claim status, etc.
<b>Enrollment</b>	Questions or problems regarding your enrollment with Change Healthcare or a specific payer.
<b>ERA</b>	Any issues regarding ERA transactions.
<b>General Requests</b>	Questions or issues not addressed by other categories or forms
<b>Enrollment</b>	Questions or problems regarding your enrollment with Change Healthcare or a specific payer.
<b>Real-Time &amp; Batch Eligibility</b>	Any issues regarding Real-Time & batch eligibility transactions.
<b>Reports</b>	Issues surrounding the receipt of reports, including unreadable reports, missing reports, duplicate reports, new requests, etc.
<b>Tool Training Request</b>	Client request for Change Healthcare Vision and ON247 training

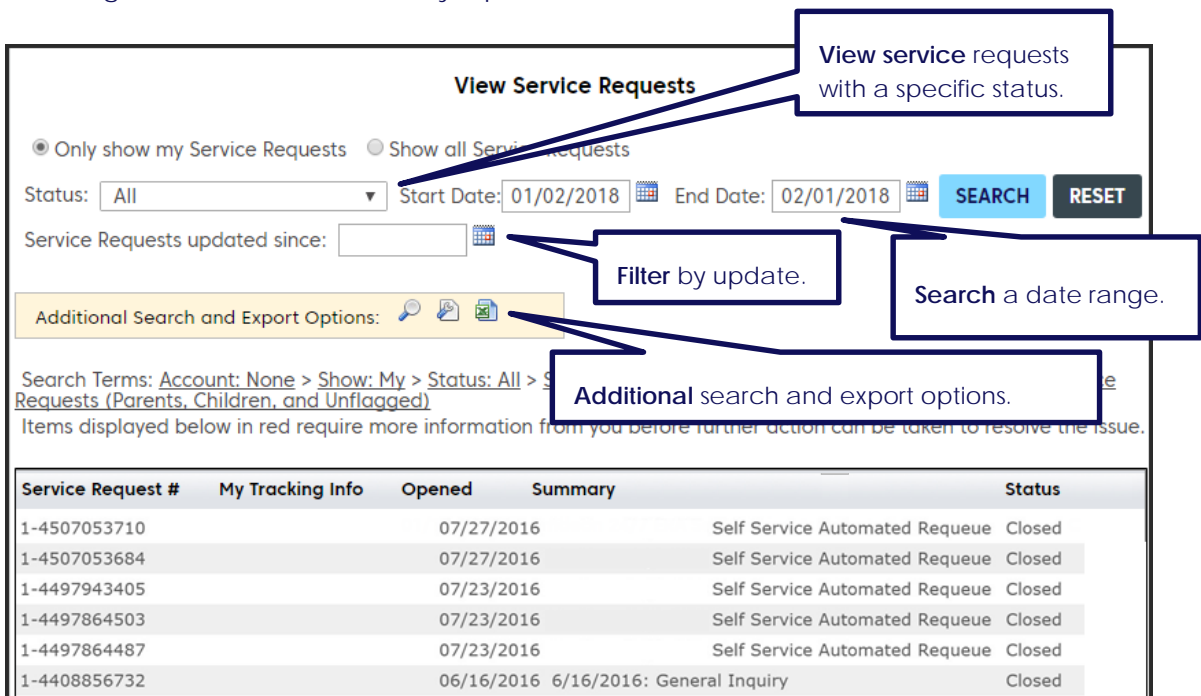
4. On the next screen, you may be prompted to select another option to narrow down the Service Request to better match the issue. Click **Continue** and follow the instructions to complete the Service Request. Options will include explanations to help with the choice.

## E. VIEW A SERVICE REQUEST

1. Click **View** under **Service Requests** on the sidebar menu or **View / Search all Service Requests** on the main screen.



2. Choose options for the Service Request and click **Search**. Click on the **Service Request #** to review its activities. Several actions may be performed on the Service Request including the following: View details, view history, upload files, include comments, and escalate.



**View Service Requests**

View service requests with a specific status.

Only show my Service Requests
  Show all Service Requests

Status: All Start Date: 01/02/2018 End Date: 02/01/2018
SEARCH RESET

Service Requests updated since:

Filter by update.

Search a date range.

Additional Search and Export Options:

Additional search and export options.

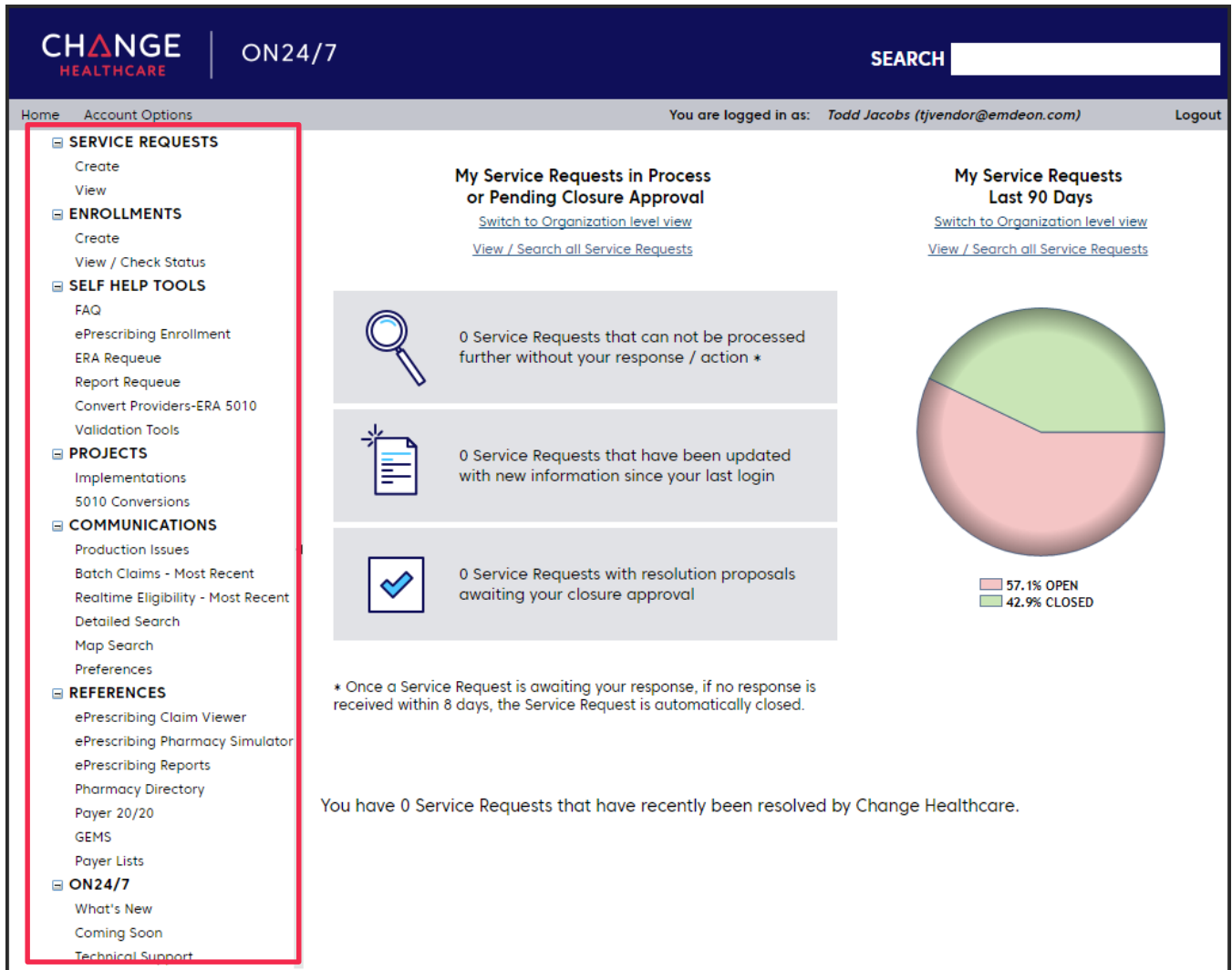
Search Terms: Account: None > Show: My > Status: All > Service Requests (Parents, Children, and Unflagged)

Items displayed below in red require more information from you before further action can be taken to resolve the issue.

Service Request #	My Tracking Info	Opened	Summary	Status
1-4507053710		07/27/2016	Self Service Automated Requeue	Closed
1-4507053684		07/27/2016	Self Service Automated Requeue	Closed
1-4497943405		07/23/2016	Self Service Automated Requeue	Closed
1-4497864503		07/23/2016	Self Service Automated Requeue	Closed
1-4497864487		07/23/2016	Self Service Automated Requeue	Closed
1-4408856732		06/16/2016	6/16/2016: General Inquiry	Closed

## F. ON24/7 TOOLS

ON27/7 tools include **Self Help Tools**, **Projects**, **References** and **ON24/7** information. Use hyperlinks on the sidebar menu to view these tools. The list of available tools is based on end user permissions.




**CHANGE HEALTHCARE** | ON24/7 SEARCH

Home Account Options You are logged in as: *Todd Jacobs (tjvendor@emdeon.com)* Logout


- ▣ **SERVICE REQUESTS**
  - Create
  - View
- ▣ **ENROLLMENTS**
  - Create
  - View / Check Status
- ▣ **SELF HELP TOOLS**
  - FAQ
  - ePrescribing Enrollment
  - ERA Requeue
  - Report Requeue
  - Convert Providers-ERA 5010
  - Validation Tools
- ▣ **PROJECTS**
  - Implementations
  - 5010 Conversions
- ▣ **COMMUNICATIONS**
  - Production Issues
  - Batch Claims - Most Recent
  - Realtime Eligibility - Most Recent
  - Detailed Search
  - Map Search
  - Preferences
- ▣ **REFERENCES**
  - ePrescribing Claim Viewer
  - ePrescribing Pharmacy Simulator
  - ePrescribing Reports
  - Pharmacy Directory
  - Payer 20/20
  - GEMS
  - Payer Lists
- ▣ **ON24/7**
  - What's New
  - Coming Soon
  - Technical Support

### My Service Requests in Process or Pending Closure Approval


[Switch to Organization level view](#)  
[View / Search all Service Requests](#)



0 Service Requests that can not be processed further without your response / action \*



0 Service Requests that have been updated with new information since your last login



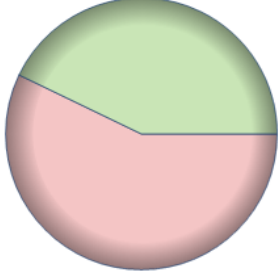
0 Service Requests with resolution proposals awaiting your closure approval

\* Once a Service Request is awaiting your response, if no response is received within 8 days, the Service Request is automatically closed.

You have 0 Service Requests that have recently been resolved by Change Healthcare.

### My Service Requests Last 90 Days

[Switch to Organization level view](#)  
[View / Search all Service Requests](#)



57.1% OPEN  
42.9% CLOSED