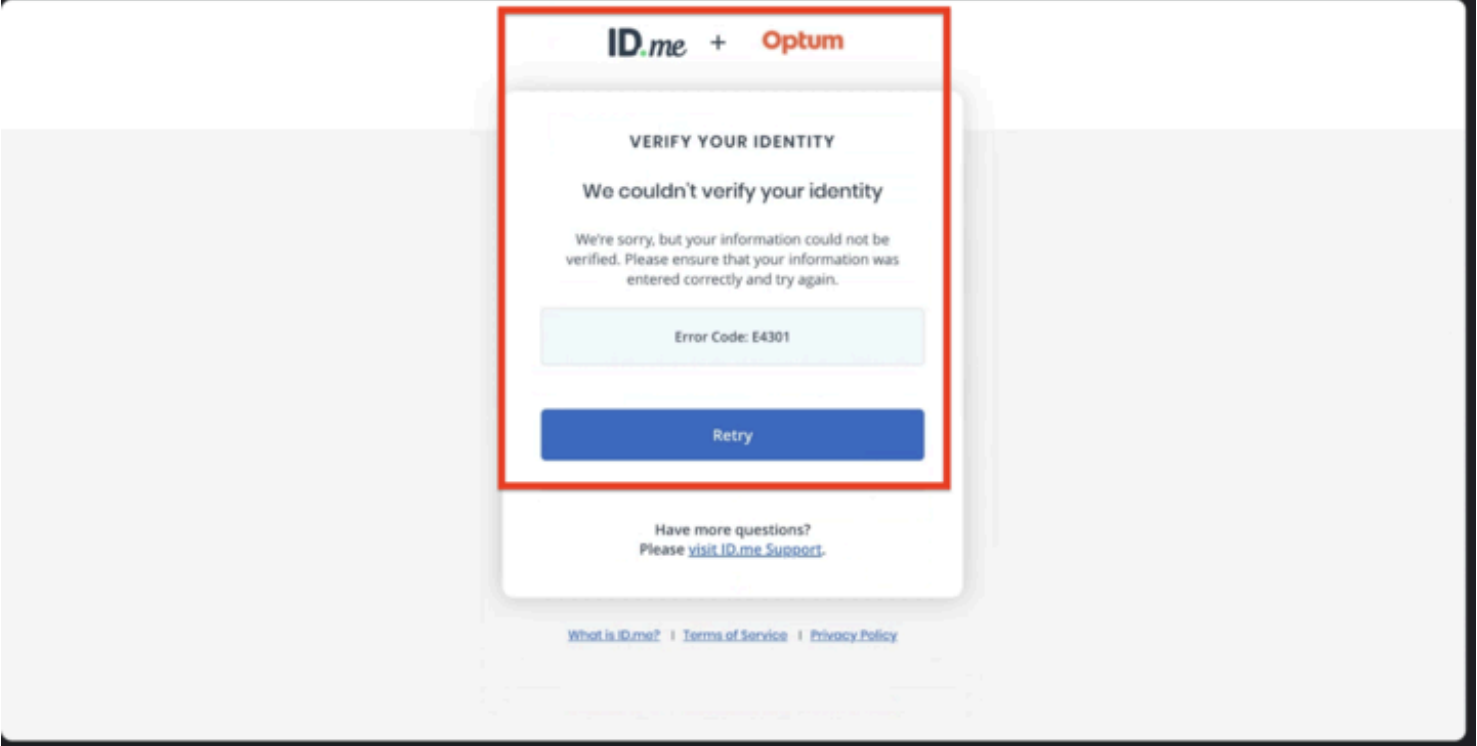


Change Healthcare (TO-1227)			
🔗 [TO-1949] CHC: Roohi Jeelani recieve errors for ID.me configuration Created: 09/Jul/24 Updated: 11/Sep/24			
Status:	TICKET RESOLVED		
Project:	Technology Operations Board		
Components:	None		
Fix versions:	None		
Parent:	Change Healthcare		
Type:	Break Fix	Priority:	Medium
Reporter:	Roohi Jeelani	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	1 hour, 50 minutes		
Original estimate:	Not Specified		
Attachments:	image-20240709-140334.png Screenshot 2024-07-10 at 11.20.12AM.png Screenshot 2024-07-10 at 11.19.02AM.png image-20240724-222010.png Screenshot 2024-08-27 at 1.51.24 PM.png Screenshot 2024-09-04 at 10.41.59AM.png Screenshot 2024-09-11 at 10.12.45AM.png		
Issue links:	Blocks		
	blocks	TO-671 Parent Ticket - KBV Chicago Provider ...	TICKET RESOLVED
	Relates		
	relates to	TO-2105 CHC: Alexis Graham Rx Error when orde...	TICKET RESOLVED
Vendor / Issue Type:	Break Fix, Change Healthcare/Optum, Maintenance		
Key Performance Indicator:	Break Fix, Completion and accuracy of records		
Secondary:	Jainea Williams (Inactive)		
Office/Clinic Location:	IL-02 West Loop Clinic		
Vendor Ticket ID:	Case Number 09019236 , Case 09078020		

Description

Background: Provider Roohi Jeelani is experiencing issues when attempting to link her profile onto <http://ID.me> . She receives an error that her identity is not identified. User receives this error at the very end when she scans her license



Next Steps:

- Submit a CHC ticket for them to further investigate why CHC is giving errors for this user
 - Meet with Koren and Roohi Jeelani

Follow Up:

CHC: Roohi <http://ID.me> Setup

Tuesday, July 9 · 3:30 – 4:00pm

Time zone: America/Chicago

Google Meet joining info

Video call link: <https://meet.google.com/oky-owuy-bke>

Or dial: (US) +1 754-702-3181 PIN: 674 175 581#

More phone numbers: <https://tel.meet/oky-owuy-bke?pin=8313208810161>

References:

Comments

Comment by [Solounge Bowen](#) [09/Jul/24]

CHC confirmed that provider will need to submit a case with [ID.me](#) directly with the error code because it may be something to do with the name setup

Comment by [Jainea Williams \(Inactive\)](#) [09/Jul/24]

Name: Roohi Jeelani **UPDATED NAME (ROOHI NAJEEMUDDIN M.D.)** - Last Updated: 2024-05-23

<https://npiregistry.cms.hhs.gov/provider-view/1619302411>

Comment by [Solounge Bowen](#) [10/Jul/24]

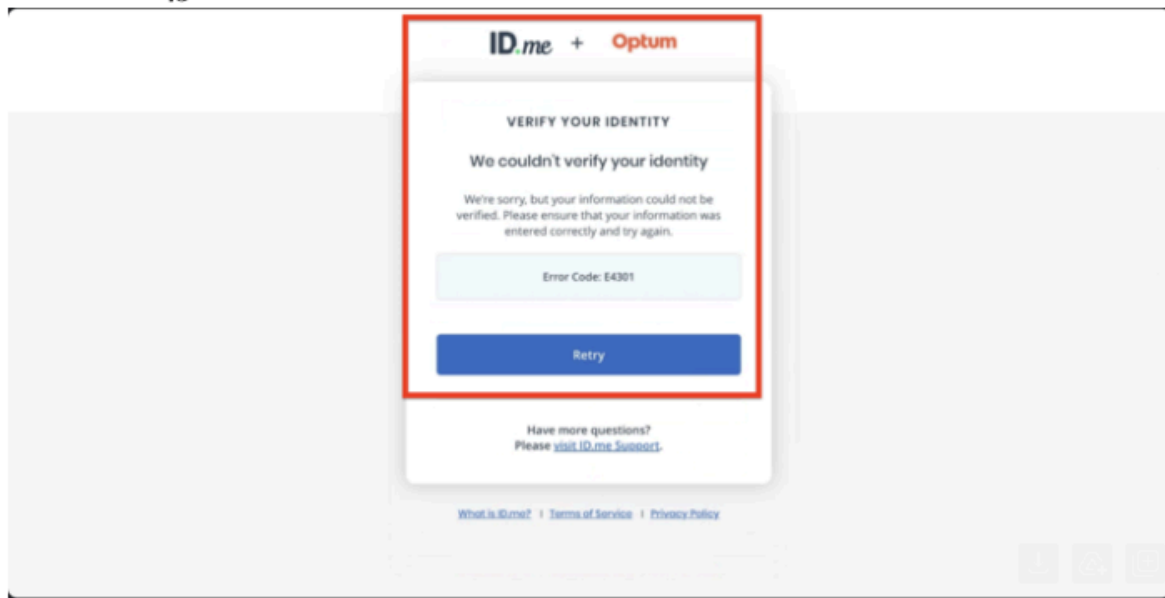
Per email sent to provider:

Hi Roohi,

After meeting with Change Healthcare they've suggested that you are possibly receiving these errors due to your latest name change. It appears in your old NPI & DEA number and will need you to contact ID.me support to have your information updated so that it can fix the error you were re

Since you have an existing account , you'd have to sign in and submit a ticket on your behalf along with providing the following screenshot with th were receiving after scanning your License. Once that's done, you would be able to properly link CHC /EPCS access. Please let me know if you hav

Error Code: E4301



Reference:

- Once ID.me fixes your issue please use the link below to proceed with linking your ID.me account to CHC/Optum
 - [Click Here to Open Link](#)

Comment by [Solounge Bowen](#) [10/Jul/24]

Per CHC update

 **Koren Heersink left a comment** 07/09/2024 08:25:15 PM

Hello Solounge,

Per our phone call today, we found that the provider changed her name. She will need to get this corrected at the D new DEA card to match her name. Once this is corrected, have the provider register under her new name. Also please let me know when you want me to update her name in our system and Surescripts system.

Thank you

Korie Heersink

Comment by [Solounge Bowen](#) [11/Jul/24]

Will leave this in Backlog until further notice from the provider, since the next steps requires them to contact ID>me themselves

Comment by [Solounge Bowen](#) [24/Jul/24]

Roohi confirmed via email that she submitted a [ID.me](#) ticket and is pending update from them. On hold until further notice,.

2:06 



message received

Our support team will review your ticket and be in touch soon.



My Open Tickets

You will receive messages from ID.me Member Support at: **roohi1704@gmail.com**. If we can reach you at a better email address, you can [update your primary email address](#).

TICKET #

1825-1260

DESCRIPTION

Can you please change my last name It has
ow been changed to my married name Roo
Jeelani No longer roohi Najeemuddin

ACTIVITY

Submitted

UPDATED

SUBMITTED

07/22/2024 2:06 PM

 [account.id.me](#)

Comment by [Solounge Bowen](#) [06/Aug/24]

Per CHC's update:

- They've requested to know the person currently assigned to Dr.Jeelani's ticket so that they can escalate the ticket.

Per Dr. Jeelani's update

- I've contacted Dr. Jeelani for updates to check if she recieved an messages from [ID.me](#). Pending a response

Comment by [Solounge Bowen](#) [12/Aug/24]

Per meeting with Dr.Roohi and Koren we have confirmed the following:

- Provider
- Koren requested that [ID.me](#) delete the provider's old account so that she can re-register using the update email
 - Confirmation Ticket : 18449214

Next Steps

- Once the [Id.me](#) responds to the ticket with updates, Koren will then contact Tech Ops to proceed with provider credentialing
- Dr.Jeelani will then proceed with selecting the link provided by CHC to proceed with her Optum/Id.me set up

Comment by [Jasmine Sekhon](#) [12/Aug/24]

Koren at CHC has created a ticket(18449214) with [ID.me](#) to delete Dr. Jeelani's old account. When deleted, the Dr. Jeelani will reregister via [ID.me](#) and Optum, Koren will s

Comment by [Solounge Bowen](#) [22/Aug/24]

Update: Provider seems to be having difficulties uploading documentation onto profile. Scheduled a meeting time to assist provider on uploading information within Profile s

Roohi / Solounge

Thursday, August 22 · 9:00 – 9:30am

Time zone: America/Chicago

Google Meet joining info

Video call link: <https://meet.google.com/iaf-xsxp-ezo>

Or dial: (US) +1 208-717-2975 PIN: 917 104 785#

More phone numbers: <https://tel.meet/iaf-xsxp-ezo?pin=6160766529378>

Comment by [Solounge Bowen](#) [22/Aug/24]

After meeting with provider I was able to confirm the following:

- Duplicate account (gmail email) has been deleted
- Provider was able to sign into [ID.me](#) under kindbody email.
- Provider was able to upload identification documentation for name change
- Provider is pending [ID.me](#) to change her last name in the system so that we can proceed with EPCS access with Optum/CHC

Comment by [Roohi Jeelani](#) [22/Aug/24]

thank you

Comment by [Solounge Bowen](#) [27/Aug/24]

Per Koren's response to me requesting for Roohi's EPCS pin

NPI:1619302411

DEAs:

IL: FJ6524309

MI: FJ86634



Heersink, Koren M

to me, Roohi, ROOHI, Jasmine ▼

Hello Solounge,

Username: rjeelani_1

Pin: 3826

 **Koren Heersink left a comment** 09/04/2024 08:05:16 AM

Hello Solounge,

This provider now has access to the Admin>Manage Caregiver so she can go in and approve herself.

****Providers Credentials****

Name: Roohi Jeelani

NPI: 1619302411

DEA: FJ6524309

Email: roohi.jeelani@kindbody.com

Username: rjeelani_1

PIN: 3826

Please have her go in and complete this and then let me know once ok to close.

Thank you

Korie Heersink

Comment by [Solounge Bowen](#) [11/Sep/24]

After meeting with Dr.Jeelani, we have confirmed she is now EPCS credentialed in the Chicago market

Facility **Please allow up to 24 hours for any transaction type (Refill, Cancel, Change, Fill and EPCS) changes on this screen to become effective on the pharmacy networks. This includes Approving a caregiver for EPCS.**
Note: This does not apply to Reset Passphrase.

Name	Sure Scripts Enrolled?	Refill request?	Cancel?	Change?	Rx Fill Status?	EPCS?	\$
36 Caregiver(s) In List:							
Adams, Shannel R	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
ALKUNANI, ANWAR S	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Alvarez, Juan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
ANDERSON, KELSEY LAUREN	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
BABOULAS, ANNA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
BAIL, ELIZABETH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Barmat, Larry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Beltsos, Angeline	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
BLEY, CAITLIN ELIZABETH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Cain, Kristen	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Cooper, Amber	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
EMINGER, MORGAN	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Gorson, Staci	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Greenacre, Lisa	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
GRUBER, SHOSHANAM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Haver, Ellen C	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Jeelani, Roohi	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

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