

Status:	Completed
Project:	Technology Support Desk
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Requests/Permissions	Priority:	High
Reporter:	Kaelin Unks	Assignee:	Ryan Perry
Resolution:	Resolved	Votes:	0
Labels:	on-call		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Attachments:	
TSD Approval:	Haley Kleugel
TSD Request Type:	Change Permissions
SD Urgency:	Severe - Can't Work
System:	KindEMR
Current Computer:	Macbook
Office/Clinic Location:	CO-01 Denver
TSD Provider:	No
PHI Acknowledgement:	I will not place any PHI within this ticket, the discussion, attachments, or images.
Agent Selected System:	Kindbody Clinical (EMR/LIS/Billing/etc) - Change Healthcare
Request participants:	
Tech Team:	Help Desk
Organizations:	None
Offboard/LOA SLA:	
Time to first response:	0:30 ✓
Time to resolution:	-3:15 X
Work Time:	-2:09 X
Equipment Return:	

Description

I need Dr. Bendikson, who is now managing patients in the Denver market, to be added to the list of MDs I am able to order medications under in the EMR, specifically through change healthcare. The other clinic nurses Ann Rollins Johnson and Elizabeth (Liz) Martin also need this immediately

Request created using [HelpDesk+](#) from [Slack message](#).

Comments

Comment by System [22/Mar/25]

[Sync] Pedro Molina acknowledged alert: On-Call Ticket TSD-43597 COMPLETED . adding a provider to my ordering list

Comment by Ryan Perry [24/Mar/25]

Hello [Kaelin Unks](#) I've made the changes you've requested. You, Ann Rollins Johnson, and Liz Martin, all should have Dr. Bendikson (along with all other providers in the system) applied to the Change Healthcare system.

Comment by Ryan Perry [24/Mar/25]

[Kaelin Unks](#) changes made are now active!

Comment by Automation for Jira [24/Mar/25]

Your ticket has now been closed. Please take a moment to fill out the satisfaction survey that you have been emailed.

Thank you

Comment by [Support Bot](#) [25/Mar/25]

[Ryan Perry](#) Dr. Bendikson is still not in my ordering list. What should I do?? [Ann Johnson Elizabeth Martin \(c\)](#) for vis

Customer: [Kaelin Unks](#) via *Helpdesk+ in Slack*

Comment by [Support Bot](#) [25/Mar/25]

She isn't on my list either

Customer: [Elizabeth Martin \(c\)](#) via *Helpdesk+ in Slack*

Comment by [Ryan Perry](#) [25/Mar/25]

[Solounge Bowen](#) using SST I enabled limited md for each user and ordering provision under all providers.

Comment by [Ryan Perry](#) [25/Mar/25]

[Kaelin Unks Elizabeth Martin \(c\)](#) could you verify you're in the Denver market in KEMR please, when attempting to order?

Comment by [Solounge Bowen](#) [25/Mar/25]

Hey [Ryan Perry](#) , I looked into this and it looks like you'd added/updated the two users access however you did not add the provider as a caregiver in Denver hence why user list and then you'll see all the providers that are set within each market (screenshots attached)

Kindbody Denver

OVERVIEWREQUESTS

Requests

SST REQUEST #	PRACTICE	LAB NAME	REQUEST DATE	STATUS	REQUEST TYPE	ACTION	USER
2092773	Kindbody Denver	-	03/24/2025 10:13 AM	LIVE	BOTH+EPCS	UPDATE USER - Elizabeth Martin	ryan.perr indbody.c
2092764	Kindbody Denver	-	03/24/2025 10:11 AM	LIVE	BOTH+EPCS	UPDATE USER - Ann Rollins Johnson	ryan.perr indbody.c

Kindbody Denver

OVERVIEW REQUESTS

QUEST DIAGNOSTICS-ST. LOUIS	QUEST	STL	231204
QUEST DIAGNOSTICS-TAMPA	QUEST	TMP	231206
QUEST PITTSBURGH	QUEST	PBL	4008329631
Quest Diag Inc CL 0091	NEL	NEL	1544187831
Quest Diagnostics - Oklahoma	QUEST	DLO	1125176951
Quest Diagnostics - West Region	QUEST	MET	231195

Caregivers 17

NAME	INDIVIDUAL NPI	CHC OBJID	GENDER
BAKARE, TOLULOPE	1023309986	4019639388	F
BREMS, JACOB	1215381462	4033963265	
Cowan, Barrett	1831182203	4015763380	
CRUMP, NATALIE M	1861160830	4018973041	F
Gonzalez, Christina	1336415249	4003090898	F
Grob, Natalia M	1053622639	4020306763	F
GUILLAUME, JESSICA	1710667704	4033243349	
Hayes, Ellen C	1174546899	4009375445	F
Magarelli, Paul C	1932114402	4019324528	M
MCMANAMAN, ELISE	1295394526	4021853210	F
Richards, Brooke	1891031308	4017116641	
Sasan, Fahimeh	1306005145	4008784902	F
SHAH, DEVKI	1538712526	4033927055	
Skaznik-Wikiel, Malgorzata	1386864155	4002128748	F
Walker, Kelly	1063839512	4015489484	
WALTON, MARY	1548760606	4033795357	
WESTPHAL, LYNN	1134269723	4009215241	F

I've went ahead and added Dr.Bendikson and it should take a bit for SST to update and notify me .

Add Caregiver

NPI*

1609081140

DATE OF BIRTH

12/12/1912

GENDER

Select

FIRST NAME *

Kristin

MI

LAST NAME *

Bendikson

SUFFIX

TITLE

EMAIL *

kristin.bendikson@kindbody.com

Does this person have an existing Clinician username?

YES

NO

kendikson_1

Does your application require specific username to be used?

YES

NO

☒ All existing users can issue prescriptions for this caregiver

☒ Can issue prescriptions for all other caregivers in the practice

☐ Set up for EPCS

DEA Information

☐ Institutional DEA

STATE

Colorado

DEA

SET AS DEFAULT

☒

+

Medical License Information (Only one license number per state allowed)

STATE

Colorado

LICENSE NUMBER

LICENSE DESCRIPTION

Done

Cancel

SST REQUEST #	PRACTICE	LAB NAME	REQUEST DATE	STATUS	REQUEST TYPE	ACTION	USER
2092918	Kindbody Denver	-	03/25/2025 04:10 PM	PENDING ENROLLMENT	BOTH+EPCS	ADD CAREGIVER - Kristin Bendikson	solounge@kindbody.com

Comment by Solounge Bowen [25/Mar/25]

Hi Kaelin Unks ! I've went ahead and added Dr.Bendikson to Denver, it should take at least30 minutes for her to get synced . I'll follow up in this thread once I get confirm

SST REQUEST #	PRACTICE	LAB NAME	REQUEST DATE	STATUS	REQUEST TYPE	ACTION	USER
2092918	Kindbody Denver	-	03/25/2025 04:10 PM	PENDING ENROLLMENT	BOTH+EPCS	ADD CAREGIVER - Kristin Bendikson	solounge@kindbody.com

Comment by Support Bot [25/Mar/25]

It is working now! Thank you!

Customer: Kaelin Unks via Helpdesk+ in Slack

Comment by Support Bot [25/Mar/25]

Ryan Perry

Customer: Kaelin Unks via Helpdesk+ in Slack

Comment by Solounge Bowen [25/Mar/25]

Perfect thank you for confirming!!

Comment by Support Bot [25/Mar/25]

actually nevermind :confused: see screenshot attached (no PHI) orders won't go through. Solounge Bowen Ryan Perry

Customer: Kaelin Unks via Helpdesk+ in Slack

Comment by Support Bot [25/Mar/25]

Attachment added to ticket.

[illegible]

Kaelin Unks

If this does not work still can you confirm is this a controlled substance being ordered? If not, I'll have to have this escalated to see what may be needed on the backend

Submitted a CHC ticket just in case it still does not work if user tries again.

Case Number 09436850


[Link to Change Healthcare Ticket Hub](#)

Close case

Standard Open

Case Number 09436850

[Details](#) [Comment](#) [Attachment](#) [Contacts](#)

Account name	Product request type	Product request subtype	Analyst assigned
KINDBODY (KBI SERVICES INC)	Rx Issues	Receiving an Error	Clinician Tier 1
<hr/>			
Product	Date created	External reference	Next follow up date
ePrescribing Type 1 (Embedded)	03/25/2025 05:04:56 PM	TSD-43597	 03/27/2025
<hr/>			
Date Issue Started	Provider DEA Number	Provider NPI	Username
03/25/2025	na	1609081140	kunks
<hr/>			
Patient Example			
Sayler, Ashley			

Description

User attempted to place an Rx order under Dr.Bendikson and keeps getting an error stating "Authorization failed for rx.issue"

Can we please have this fixed asap as we need to have this order sent out?(screenshot attached)

Can confirm it is working now, thank you!

Kaelin Unks,

This ticket has been closed. If you need to report a new issue, please open a new ticket at support.kindbody.com.

Thank you,