

[TO-3660] CHC: Provider Mary Walton issues with EPCS setup ini Dallas

Created: 14/Mar/25 Updated: 20/Mar/25

|                            |   |           |                |
|----------------------------|---|-----------|----------------|
| Status:                    | TICKET RESOLVED   |           |                |
| Project:                   | Technology Operations Board   |           |                |
| Components:                | None  |           |                |
| Fix versions:              | None  |           |                |
| Type:                      | Break Fix   | Priority: | Medium         |
| Reporter:                  | Mary Walton   | Assignee: | Solounge Bowen |
| Resolution:                | Unresolved  | Votes:    | 0              |
| Labels:                    | None  |           |                |
| Remaining Estimate:        | Not Specified   |           |                |
| Time Spent:                | Not Specified   |           |                |
| Original estimate:         | Not Specified   |           |                |
| Issue links:               | Blocks  |           |                |
|                            | blocks  | TSD-43345 | ticket On Hold |
| Vendor / Issue Type:       | Change Healthcare/Optum, EMR  |           |                |
| Key Performance Indicator: | Break Fix, Completion and accuracy of records, Impact on cost of care, Improved User Experience   |           |                |
| KPI Measure:               | Scheduled a meeting with Koren and Mary to troubleshoot EPCS setup. Confirmed Mary followed all steps correctly. After re-running her profile, the "Approve" button appeared. Mary is now credentialed and ready for Rx ordering. |           |                |
| Office/Clinic Location:    | TX-03 Dallas  |           |                |
| Vendor Ticket ID:          | Case Number 09421734  |           |                |
| Completion date:           | 20/Mar/25 9:02 AM   |           |                |

Description

Background: MArY is experiencing issues with setting up her EPCS access in Dallas, I've provided her the steps and she's confirmed to have set up her ID.me account with her Kindbody email. She also signed into CLinical exchange however the “Approve” button is not appearing next to her name

Next Steps:

- Meet with user & have her share her screen to confirm what she is receiving
- Create a CHC ticket to investigate why the button is not appearing.

Follow Up:

References:

CHC ID: mwalton\_12

## Comments

Comment by [Solounge Bowen](#) [ 18/Mar/25 ]

I have scheduled a meeting with Koren and Mary to review the user's account. I have confirmed that she is following the correct procedures, and we would like to determine if there is anything we might be overlooking.

Comment by [Solounge Bowen](#) [ 18/Mar/25 ]

Case Number 09421734- Provider EPCS Setup

Thursday, March 20 · 8:00 – 8:30am

Time zone: America/Chicago

Google Meet joining info

Video call link: <https://meet.google.com/ocd-qwjt-tud>

Or dial: (US) +1 406-578-3650 PIN: 549 065 136#

More phone numbers: <https://tel.meet/ocd-qwjt-tud?pin=8517626271023>

Comment by [Solounge Bowen](#) [ 20/Mar/25 ]

Had a meeting with Koren, Judan and Mary to go over this workflow.

- We've confirmed that Mary followed all of the correct steps and her information matched in the their system
- Koren suggested re-running her profile and she noticed the only difference were the providers that Mary would be able to approve
- After it was re-ran, Mary re-tried her access and the approve button appeared
- Her access to other providers should not have blocked her Approve button to appear so we do not know exactly why this did not work
- Mary was able to get herself credentialed in Dallas market and is ready for a Rx ordering for controlled substances

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