

Benefits issue

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'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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'value': 'b7aedef521b9e3990e4f7eb10604bcbbd'}

Purpose:

Follow this procedure when a user reports issue with Benefits

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

For Benefits login,

Employees can access Benefit Connect through single sign-on when on the company network. Start by going to the Employee Service Center and launch Benefit Connect. If you are not connected to the company network, you can access Benefit Connect at <https://fmcna.ehr.com>, where you will be asked to log in to Benefit Connect with multi-factor authentication.

5.

If you have questions or need help enrolling in your benefits, contact the experts at the Benefit Service Center at 855-362-6247, option #2. Representatives are available Monday – Friday, 8 a.m. – 8 p.m. ET.

6.

Follow the resolution process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Software & Applications

Service

Not found

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Inquiry / Help

Resolution Subcategory

Software & Applications

Resolution Service

Should generally be identical to Service

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