

Phone Numbers that Help Desk Agents may have to provide to Users

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'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

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Purpose:

Follow this procedure when a user need assistance on issues related to departments not supported by Helpdesk

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

Phone Numbers Users May Need

Different Supports

Contact details

Acumen Support

866.398.1474

ADP iPay

844.227.5237

Basware Support

APCustomerSupport@fmc-na.com & (855) 362-7786

Benefits Service

877.525.6290

Compliance Wire

QSTraining@fmc-na.com

Concur Travel Management Company

855.417.4020

Contingent Resource Center Support

ContingentResourceCenter@fmc-na.com & 781.699.2100

Employee Service Center

855.362.6247

Open Enrollment Benefits

Opt 2

Hawaii or RII 1199 or Middletown 1199

Opt 2 at first prompt

Other HR or Disaster Assistance

Opt 3 at first prompt, gives below opt.

In Need of Disaster Assistance

Opt 1 at start of second prompt

Benefits Educator New Hire

Opt 2

Leave of Absence

Opt 3

Kronos

Opt 4

Applying for a job

Opt 5

401(k)

Opt 6

Employment verification

Opt 7

Concur

Opt 8

HR Question (non-LOA/401k/Kronos)

Opt 1

Epic Helpdesk

608.271.9000

Fresenius Customer Service

800.323.5188

Fresenius IT Help Desk

866.491.8167

Health Stream Support

800.521.0574

I9 Support

800.888.5773 Opt 1 or email: employment.support@lexisnexis.com

ICG Help Desk

512.642.8450

ICG Support Helpdesk

512.642.8450

Iron Mountain Customer Support

800.934.3453

NextGen Support

855.510.6398

Patient Compliance action number

800.362.6990

Patient Portal (Patient Calling)

800.313.1143

PayActive Support

877.937.6966

Payroll

888.362.7291

Pharmacy and Therapeutics

855.362.6789 or email: PTcommittee@fmc-na.com

Physician's Hotline/Doctor's Corner

855.322.4968

QualityNet

866.288.8912

Qualtrics Support

800.340.9194

RTG Technical Support

800.227.2572

ScheduleWise Concierge Team (PW Reset)

844.362.2222

ScheduleWise Technical Issue

schedulewise@fmc-na.com

SIMply Done (email Only)

SIMplydone@fmc-na.com

SIMS Support (email Only)

SIMsupport@fmc-na.com

Smart Source (Marketing Site)

FMC.CustomerSupport@smartsourcellc.com

Spectra Labs Tech Support East

800.522.4662 Opt 2

Admission number

833.362.4321 / 8664342597

R2P Helpdesk

866-576-8324

R2P lockout

855-457-3375 / R2P AskR2P@fmc-na.com

Azure Help Desk

610-644-8914 / azuraservicedesk@azuracare.com

INTEL-ex

Intelex@intelex.com / 416-599-6009 / 1877-932-3747 / 416-599-6867 (Fax

Health Stream Support number

800.521.0574

Biomed number

(800-662-1237) ext 2979

Hand-Held support

866-576-8324

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