

Issues related with Relay

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Purpose:

Follow this procedure when user reports any issues related to Change Healthcare – Relay Assurance – Relay Clearance – Missing Remits

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDescription of the issueScreenshot of the error (if have any)

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.

Please document detailed description of the issue in Description field - for any issues related to Change Healthcare – Relay Assurance – Relay Clearance – Missing Remits.

5.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Relay Health Clearance / Relay Health Assurance Plus

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

Billing Verification COE

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