ePOC – Benefit Investigation Status Error

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ePOC – Benefit Investigation Status Error

Purpose: Follow this procedure when a user reports issue with ePOC – Benefit Investigation Status Error.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed Description of the issue.Screen shot of the Error

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. Attach screen shot of error to the ticket.

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

Escalation Process

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

Assign the Incident to the Following Group

DTI--EUX-Help Desk-Clinical Java Review - L1

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