**Form for Reporting Client Issues**

*This form does not replace your standard operating procedures- it is for reporting purposes only!*

# You may use this form to report issues or trends you’ve identified for any client. Examples of client issues:

* Eligibility
* ID Cards/Materials
* Benefits (UIDs not working, pricing/copay, etc.)
* Phone Issue (Toll Free/IVR issues)

# What is NOT a Client Issue?

* Individual work station issues
* Normal everyday issues that occur not related to a client implementation or a client change
* Issues with systems or processes that are not specific to a client

**Download this form** to your computer and then fill out the following information. **All fields are required.**



* The Download icon is located in the top right of the form in theSource.
* Go to the folder where you saved the file and open it from there.
* Do NOT use the download shortcut bar on the bottom of Chrome.
* Unsure where to find your downloaded files? Check the Downloads folder on your computer or enable the "Ask to Save Each File Before Downloading" function located in the Google Chrome Advanced Settings.

# Line of Business:

**Employee First & Last Name:**

(No nicknames)

# Employee Email Address:

(If you don't have email, enter Supervisor or designated email address)

# Supervisor First & Last Name: Client Name:

**Client Code:**

**Member's First & Last Name: Member ID:**

**Member DOB: Caller's Name:**

**Relationship to Member:**

**Caller's Phone Number:**

(For research purposes only; follow-up calls will not be made)

# Description of Issue:

**Comments (Please provide a detailed summary of what the issue is):**

**Submit and Create Email**

# Next Steps:

* 1. Prior to submission, please ensure all fields are completed as each field is required.
  2. Click the button above when the form is complete. This will attach the completed form to an email with a pre-populated email address.
  3. Send the email to submit the form.

4. Once submitted, you will only receive an email from our team if additional information is needed; know that we have received and are working your issue. Turnaround times for resolution will vary based on request.

*Thank you for taking the time to submit your feedback; you are our eyes and ears!*