

Procedure to Submit a Request via Zendesk



Introduction

The Zendesk tool is an internal ticketing application, used by Team Members within Change Healthcare as a central point to submit certain types of requests to Customer Security Assurance and Enterprise Compliance:

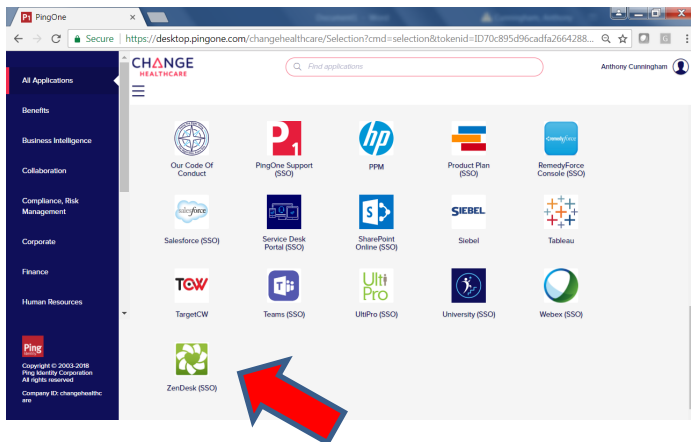
- Customer Security Assurance Requests
 - e.g. Assessments; Questionnaires; Third Party Reports/Certifications (SOC, HITRUST); InfoSec Audits;
- Enterprise Compliance Customer Requests
 - e.g. CMS Attestations; Offshore Attestations; Customer Audits
- Enterprise Policy Requests
 - e.g. Questions about specific Enterprise Policies and requests to update an Enterprise Policy, create a new Enterprise Policy, or archive an existing Enterprise Policy.

Team Members' use of Zendesk will help to ensure that requests are not lost in e-mail and that they go to the appropriate responding group.

Note: Please do not post or upload regulated (e.g. PHI, PCI) information into a request/ticket.

Procedure

1. To submit a request, locate the Zendesk application on PingOne:

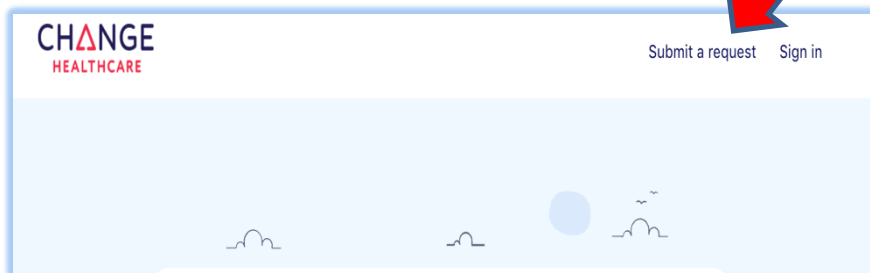


If you do not have the Zendesk application, open a web browser (Internet Explorer 9+ or Google Chrome) and enter the following URL:

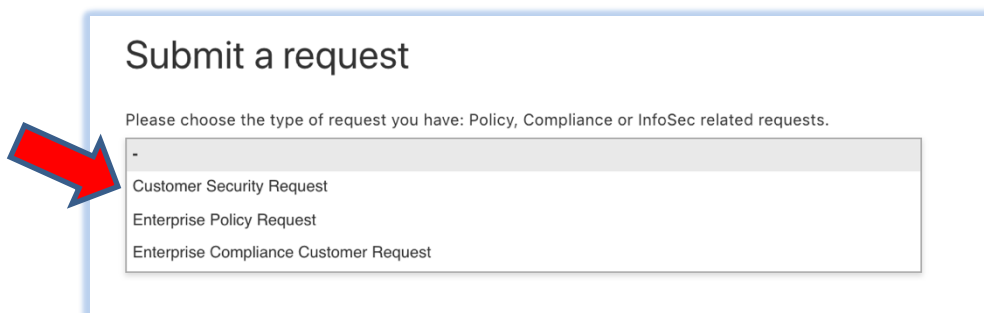
<https://emdeoncompliance.zendesk.com/>

NOTE: The site will not function properly with an outdated browser. If you require Internet Explorer 8 for Siebel, we strongly suggest installing GoogleChrome.

2. Begin by clicking the Submit a request link at the top right corner of the browser. **You do not need to Sign in.**



3. Select the type of request you are submitting



4. Fill in all fields and click on "Submit".
 - Double check you typed in your e-mail address correctly. If your address is incorrect we will not receive your request and you will not receive confirmation your ticket has been submitted.
 - Fields with an asterisk are mandatory.
 - Do not enter any regulated data such as PHI or PCI.

Your email address *


Subject *

Description *

Please provide a description of the request and any other pertinent information. Pertinent information such as: What is urgency? What are the primary services? Application Names? SMEs associated with product? CHC Attorney? The more information the better.




Attachments

 Add file or drop files here

CHANGE

HEALTHCARE

5. Within a few hours you should receive confirmation of your submission via email, such as below.

 **Emdeon EIS Compliance** <support@emdeoncompliance.zendesk.com>

Thursday, March 8, 2018 at 9:40 AM
[Show Details](#)

##– Please type your reply above this line –##

Thank you for submitting a request to our team. Your request (4789) will be assigned to an agent as soon as possible. In most cases we must facilitate getting responses from numerous subject matter experts throughout our company.

Fulfilling your request could take 2+ weeks.

Please reply to this email if you have any questions or concerns.

This email is a service from Change Healthcare Compliance Request Center.
Delivered by **Zendesk**