CCM REFERENCE SHEET

CCM ISSUES

- **Primary Contact**: Jenny
  - Patient Issues
    - Patient concerns/complaints
    - Patient emergencies
    - Questions about patient conditions
    - Productivity Issues (Valids/Goals)

CAMPAIGN ISSUES

- **Primary Contact**: Prashant, Adhi
  - Personal campaign issues
  - When you are in need of a campaign
  - Updating phone numbers in patient chart
  - CCM Letter Requests

QUALITY ISSUES

- **Primary Contact**: Tiffany
  - Questions on barriers
  - Documentation
  - Disposition issues
  - If you have any ideas for new barriers

PRACTICE ISSUES

- **Primary Contact**: Jenny, Tiffany
  - Issues/concerns presented by doctor's office [by the nurse, office staff, or doctor(s)]
  - When you cannot reach a doctor's office
  - Doctors office issues (presented by patients)

CCM REFERENCE SHEET

RPM ISSUES
- **Primary Contact**: **Kimberly, Tiffany**
  - Issues/concerns presented by doctor's office [by the nurse, office staff, or doctor(s)] in regard to the RPM program
  - Nurse support
  - Patient Emergencies

IT/VIRTUAL DESKTOP/LAPTOP ISSUES
- **Primary Contact**: **Richard**
  - Lagging/slowness of the system

RING CENTRAL ISSUES:
- **Primary Contact**: **Vinoth, Sasi**
  - Any phone/app issues
  - Caller ID
  - Call Recording

IP WHITELISTING:
- **Primary Contact**: **Prasanth, Adhi**
  - If there is a change in your internet provider that causes a change with your IP address
  - Any changes to your IP address

EHI APPS/CCM CHART ISSUES:
- **Primary Contact**: **Richard**
  - Any CCM application issues

UATTEND ISSUES:
  - **Primary Contact**: **Jenny & Amin**
  - If you forget to punch out/in (send Jenny & Amin a v3 message with the correct time)
  - If you have a tech issue that prevents you from punching in/working

Updated: 10-2023

CCM REFERENCE SHEET

WHEN CALLING OUT SICK:

- ➢ Fill out the time off request form
- ➢ Scan and email (from your personal email) to Jenny (**jenny@ehiehr.com**), and Amin (**amin@ehiehr.com**)
- ➢ Please be sure to specify if you would like to use Vacation/Sick hours on the form
- ➢ **Notify us PRIOR TO YOUR SHIFT!!!**
- ➢ *If you are unable/away from your laptop:*
  - o Call/message via RingCentral (you can call/text our numbers from your cellphone)
  - o **Do not forget to leave us a voicemail!**
  - o Scan and email form when you return

WHEN STARTING LATE:

Send Jenny and Amin a v3 message **PRIOR to your shift**

If you are unable/away from your laptop:
Send us an email from your personal email to Jenny (**jenny@ehiehr.com**) and Amin (**amin@ehiehr.com**)

-OR-

Call/message via RingCentral (you can call our numbers from your cellphone).
Do not forget to leave us a voicemail!

Updated: 10-2023

CCM REFERENCE SHEET

CONTACT PREFERENCES
(based in order if you are not able to reach with the first mode of contact)

Jenny: (862) 300-4757 -   call/message via Ring Central first, send v3 message

Tiffany: (862) 300-5422 -   call/message via Ring Central first, send v3 message

Vipal: (973) 435-2131 -   call/message via Ring Central first, send v3 message

Prasanth: (973) 705-2582 -   send v3 message to CCM Tech Support group, call via Ring Central

Adhi: (973) 200-7308 -   send v3 message to CCM Tech Support group, call via Ring Central

Richard: (973) 463-6732 -   send v3 message to CCM Tech Support group, call via Ring Central

Sharmil: (973) 435-4563 -   send v3 message to CCM Tech Support group, call via Ring Central

Vinoth/Sasi: (973) 435-8465 - call via Ring Central **(DO NOT v3!)**

Rohit: (973) 200-7337 -   please call via Ring Central **(DO NOT v3!)**

Amin: (973) 200-7338 -   please v3 first, call via Ring Central, email amin@ehiehr.com

Kimberly: (917) 594-5214 -   send v3 message to RPM Nurse Support group, call via Ring Central

Updated: 10-2023