

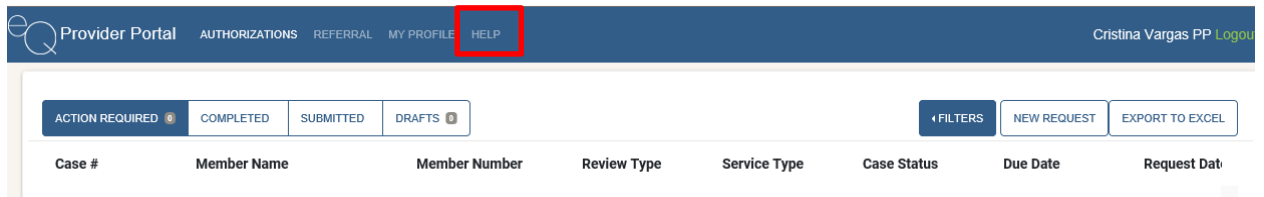
---

## Provider Help Ticket User Guide

**Purpose:** A reference for providers on how to navigate the POB ticketing system in eQSuite.

### How to Create a New Ticket

Click on the “**Help**” tab



The provider will then click on “**Submit Help Ticket**”

### Contact Us

#### Arkansas

For Help please contact our customer support line at 1-888-660-3831.

SUBMIT HELP TICKET

CLOSE

To submit a new Ticket, you will click on “AR Portal Support Form” and a new tab will generate.

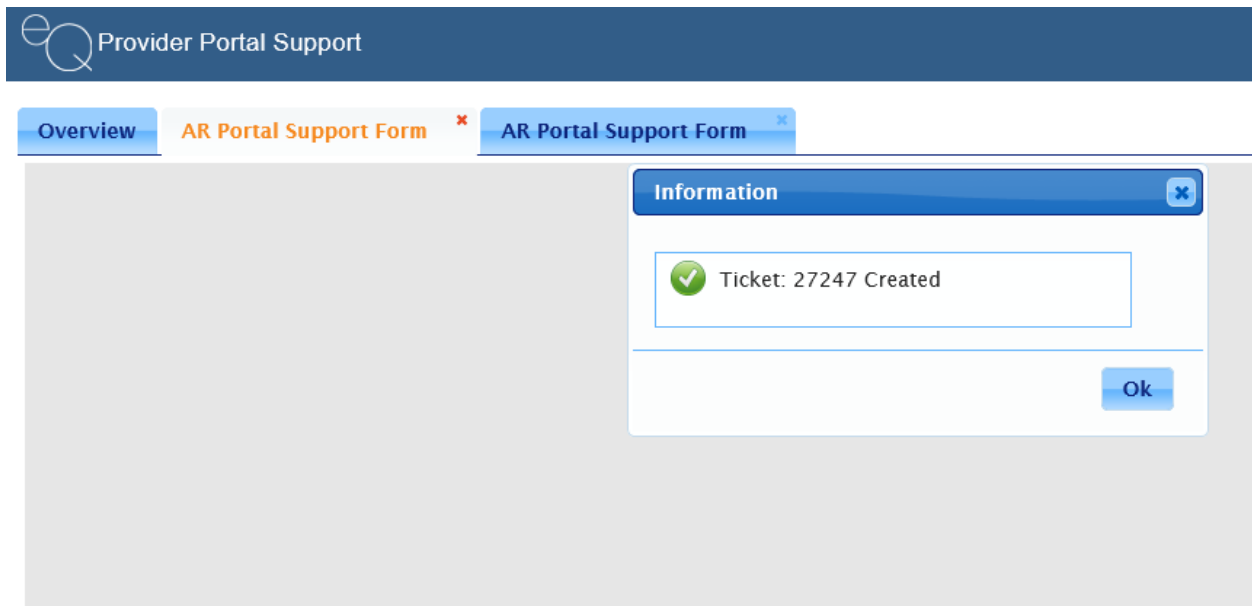
The screenshot shows the 'Provider Portal Support' interface. At the top, there is a navigation bar with 'Overview' and 'AR Portal Support Form' tabs. The 'AR Portal Support Form' tab is highlighted with a red box and an arrow. Below the navigation bar, there are three main sections: 'Options', 'My Tickets', and 'Ticket Summary'. The 'Options' section contains two items: 'AR Portal Support Form' (highlighted with a red box) and 'Organization Ticket List'. The 'My Tickets' section has a dropdown menu set to 'Custom' and 'Ascending'. The 'Ticket Summary' section has a 'Save' button and a 'Ticket Information' section with the following fields: 'Id' (with a note 'Automatically generated field is required.'), 'Ticket Type' (with a note 'Please select an option.'), 'Description', 'Status' (set to 'Open'), 'Category', and 'Opened'.

The provider will enter the following fields:

- Phone Number
- Select a Subject from the Drop Down Menu (Required field)
- Please include a Case ID or Authorization # if applicable and enter a detailed description of the question/issue.

The screenshot shows the 'AR Portal Support Form' form. It has a title bar with 'Overview' and 'AR Portal Support Form' tabs. The form contains the following sections: 'Alt Phone Number' (input field), 'Subject' (input field with a search icon), a blue banner that says 'Please provide the Case ID or the Authorization number if applicable' above an input field, 'Detailed Description' (rich text editor with a toolbar), 'Attachments' (with an 'Attach' button and a 'Drop your files here to upload' message), and a 'Submit' button at the bottom.

Once you click Submit, a Ticket # will Generate and you will also receive an email notification with the ticket details.



Test User,

Thank you for contacting the Service Desk. Your ticket information is below. Please retain this information for reference purposes. One of our representatives may contact you if more information is needed. If you have any additional information to add to this case, please reply to this notification without modifying the Subject line.

**Request ID:**  
27233  
**Description:**  
**Details:**  
**All Phone Number:**  
**Subject:** [Therapy Review](#)  
Detailed Description:

This is a Test Submission.

**Status:**  
Open  
**Date and Time created:**  
12/19/2019 1:23:52 PM  
**Contact Name:**  
Test

**Contact Email:**  
Test

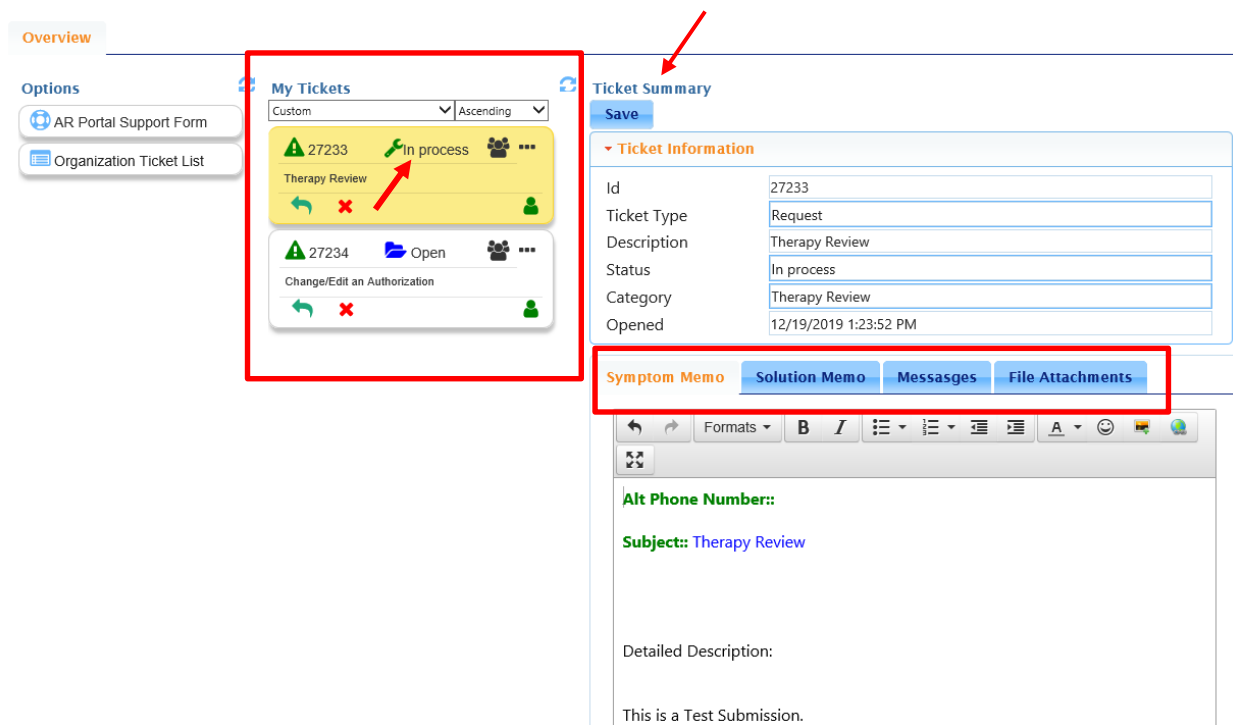
**Contact Phone:**  
**Alternate Contact Information:**  
Mobile:  
Pager:  
Alternate Number: |

If you have [questions](#) please reply to this email without modifying the subject line.

## [Checking the status of your ticket](#)

You can view All tickets in the “**My Tickets**” section

- You can see the status of the ticket “In process/Open”
- If you click on the Ticket, the details will open on the “Ticket Summary”
- There will be a series of tabs that populate
  - ❖ Symptom Memo: Will list the Details from the Ticket you submitted
  - ❖ Solution Memo: You will see all responses from Acentra Health Representative
  - ❖ Messages: Correspondence of emails sent to/from provider
  - ❖ File Attachments: View previous documents that were attached or upload additional documents if needed.
- If you click on the **Red X** you will remove the ticket from your view, this does not delete the Ticket.
- Once a reviewer resolves your ticket you will receive an email notification and the status of your ticket will change to “Closed”



- If you need to reply to a message from an Acentra Health representative you can click on the **Solution Memo** Tab and type in your response/question.
  - Then click **Save**
  - If you have not received a response you can request a status update by clicking on the **“Green Arrow”** in “My Tickets”.
- (Please do **NOT** enter a new Help Ticket as it will result in a duplicate request)

Provider Portal Support

Overview **AR Portal Support Form**

Options

- AR Portal Support Form
- Organization Ticket List

My Tickets

Custom Ascending

27233 In process

Therapy Review

Ticket Summary

Save

Click Save

Click on the green arrow to request a Response

Ticket Information

Id	27233
Ticket Type	Request
Description	Therapy Review
Status	In process
Category	Therapy Review
Opened	12/19/2019 1:23:52 PM

Symptom Memo **Solution Memo** Messages File Attachments

Can you please call me. 555-555-5555  
 >>-----  
 >> 12/20/2019 1:36 PM - **c.vargas** (AR Provider Relations Team)  
 >>-----  
 Test reply  
 <<

How to View all tickets from your Organization

Click on **Organization Ticket List**

- o You will be able to view all tickets that have been submitted by your organization.

Provider Portal Support

Overview **Organization Ticket List**

Options

- AR Portal Support Form
- Organization Ticket List**

My Tickets



Custom Ascending

27233 In process

Therapy Review

 Provider Portal Support

**Overview**   Organization Ticket List \*

Tickets  

Id	Customer	Status	Category	Description	Opened
27220		Open		I'm getting an error or e test ticket	12/11/2019 10:28:07
27231		Open	Change/Edit an Authori.	Change/Edit an Authorization	12/17/2019 9:07:04 A
27233		In process	Therapy Review	Therapy Review	12/19/2019 1:23:52 P