

Introduction to ON 24/7

Quick Start Guide

Introduction

To improve our level of service and better utilize available resources, we have created a secure application to assist you during the implementation process. The application is called ON 24/7 and gives you access to our project plan and timelines. In addition, it allows for project communication between your team and ours to include sending attachments. The steps to access and utilize the tool are outlined below.

Step 1

Go to <https://client-support.changehealthcare.com/Login.aspx> and enter your user name and password (previously sent via email).

Step 2

Once logged in, select the Implementations link under the Projects menu to see all of your current projects and their status.

The screenshot displays the ON 24/7 application interface. At the top, there is a navigation bar with 'Home' and 'Account Options' on the left, and 'You are logged in as: Karena Bailey (kaballey@changehealthcare.com)' and 'Logout' on the right. A left-hand navigation menu is visible, with the 'PROJECTS' section expanded. The 'Implementations' link is highlighted with a red box and a red arrow pointing to it. The main content area shows a dashboard with three summary cards: 'My Service Requests in Process or Pending Closure Approval', 'My Service Requests Last 90 Days', and a card with a magnifying glass icon. Each card displays '0' and a brief description of the service requests. A pie chart on the right shows '100% OPEN'. A footer note states: '* Once a Service Request is awaiting your response, if no response is received within 8 days, the Service Request is automatically closed.'

Step 3

If you have more than one project, the below screen will appear. Select the project you want to view.

Please choose a project from the list below: Current Owner Change Healthcare Current Owner Client

Project ID	Project Name	Product	Line Of Business	Status	Substatus	Timeliness	My Tracking Info
1-1106972386	UNIVERSITY MEDICAL CENTER - Payment Manager	Payment Manager		Client Not Ready	Implementing Another LOB 30	Not Started	tracking test2
1-1293943863	Test Project2 for v6.8 ON247 release	Commercial Image to 835		Testing / QA	Customer Testing	Past Due Awaiting Client	test edit my track
1-1292706723	Test Project for v6.8 ON247 Release	Commercial Image to 835	Professional	Testing / QA	Customer Testing	Past Due Awaiting Client	test567
1-1100257102	OTOLARYNGOLOGY ASSOCIATES PC - Payment Manager	Payment Manager		Training	Training Scheduled	Past Due Awaiting Emdeon	
1-1283077606	AUTOMATED HEALTHCARE SOLUTIONS - Office Claims and RT	Office Claims and RT		Preliminary Setup Complete	Enrollment Complete	Not Started	

Step 4

The below screen will appear and show the high level project plan and timelines including target completion date and percent complete. Click on the Projects Communications link to read any posted comments.

UNIVERSITY MEDICAL CENTER - PAYMENT MANAGER
Project ID: 1-1106972386

Project Status: Client Not Ready Start Date: 6/29/2011
 Project Sub-Status: Implementing Another LOB 30 Kick-off Date:
 Project Analyst: Target Completion Date: 10/28/2016
 Project LOB: Product: Payment Manager

My Tracking Info: [Edit tracking test2](#)

[Return to Project Home Page](#)
 Project Temperature Current: ● (Satisfactory/Excellent) Project is **0%** Complete

[Project Communications](#) [ADD NEW](#)

Project Temperature Change: Green. Comments: fd	TODD JACOBS-VENDOR	10/13/2016
testing new test+test.txt	TODD JACOBS-VENDOR	10/11/2016

Step 5

You can review available comments that have been posted by both the Change Healthcare team and your team. To add a comment or an attachment, click on the Add New button. Enter your comments in the box and/or click on Choose File to locate and attach a file. Once completed, click the SEND button.

Please add your comments below.

You have 1480 characters left. (Maximum: 1480)

Choose 'Browse' to locate any files you wish to attach to the project.

No file chosen