

Introduction to ON 24/7

Quick Start Guide

Introduction

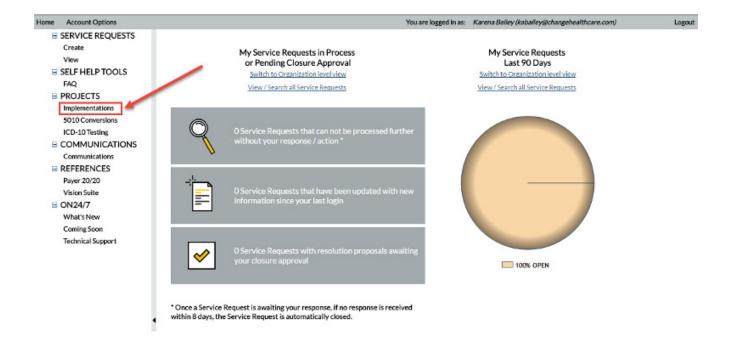
To improve our level of service and better utilize available resources, we have created a secure application to assist you during the implementation process. The application is called ON 24/7 and gives you access to our project plan and timelines. In addition, it allows for project communication between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



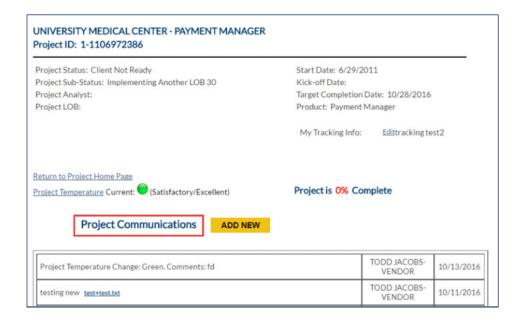
Step 3

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

asc choose o	a project from the list below:		urrent Owner Chai	nge i realtinear e	- Can	rent Owner	O.I.C.
Project ID	Project Name	Product	Line Of Business	Status	Substatus	Timeliness	My Tracki Info
1-1106972386	UNIVERSITY MEDICAL CENTER- Payment Manager	Payment Manager		Client Not Ready	Implementing Another LOB 30	Not Started	track test2
1-1293943863	Test Project2 for v6.8 ON247 release	Commercial Image to 835		Testing/QA	Customer Testing	Past Due Awaiting Client	test e my track
1-1292706723	Test Project for v6.8 ON247 Release	Commercial Image to 835	Professional	Testing/QA	Customer Testing	Past Due Awaiting Client	test5
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.



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.

