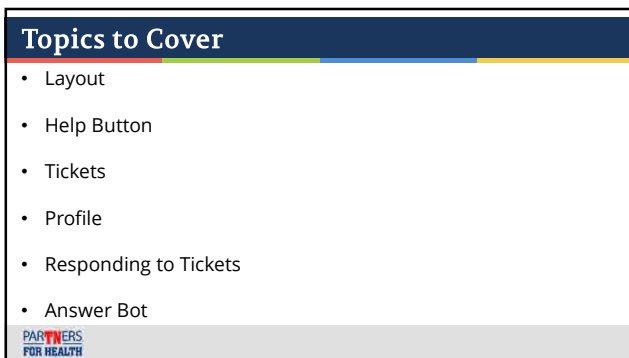
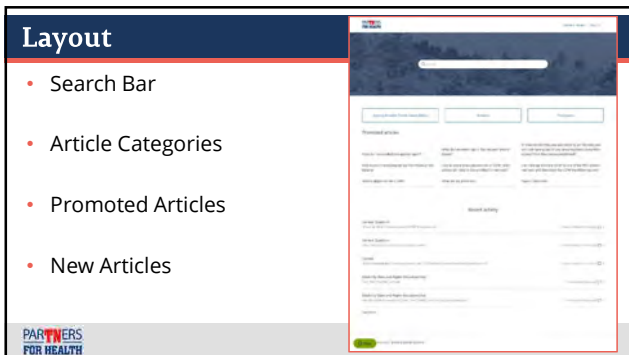




1




2



3

Layout – Search Bar



- Use two or more words.
 - HSA Investment will provide better results than just HSA.
- Do not use complete sentences.
- Use quotation marks for specificity.
 - "Tennessee Plan" returns results that include words in that order
 - A search for Tennessee Plan returns results that include both of those in any place in the article.
- Do not search for personal information.

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4

Layout – Article Categories

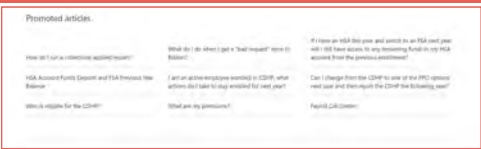


- Located just below the Search Bar, the Article Categories buttons allow you to browse articles by subject.
- The categories are divided into information relevant to the ABC community, active employees and retirees.
- They could also be some of our most frequently asked questions.

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5

Layout – Promoted Content




- The Promoted Content section is located below the Article Categories section.
- These are articles that BA is promoting because of their important information.
- Some articles, for example, could refer to recent news or changes.


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6

Layout – New Articles




- The New Articles section, located below Promoted Content, highlights BA's recent posts.
- Check this section periodically to keep up with our latest developments!



7

Help Button

- Located at the bottom of Zendesk and on the ParTNers for Health website.
- Includes all content from the Help Center.
- Desktop Icon: 




8

Help Button – Live Chat



- 1 Click the Help Button.
- 2 Click "Get in Touch."
- 3 Click "Live Chat."
- 4 Insert name, email and click "Start Chat."



9

Help Button – Live Chat

Type in Your Inquiry. 5

Customer Support Replies. 6

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10

Live Chat

- Live chat with BA will open a ticket.
- After your chat, you should receive an email with a full transcript of what you discussed.
- You can use this email to continue the conversation, should you need to follow up.

11

Tickets

- We will look at:
 - The different ways to submit a ticket.
 - Which of those ways are not meant for enrollments.
 - Step-by-step instructions on how to submit a ticket.

12

The ways to submit a ticket:

Via email

- Benefits.administration@tn.gov
- Retirement.insurance@tn.gov
- Benefits.info@tn.gov
- Ben.admin.ssysup@tn.gov
- Benefits.training@tn.gov
- Flexible.benefits@tn.gov



- Email
- Phone
- Live Chat
- Online
- Help Button




13


The ways to submit a ticket:

Via phone to the Service Center

- 800.253.9981
- 615.741.3590




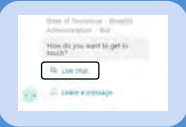
- Email
- Phone
- Live Chat
- Online
- Help Button




14

The ways to submit a ticket:

Via Live Chat




- Email
- Phone
- Live Chat
- Online
- Help Button



15

The ways to submit a ticket:
Via benefitssupport.tn.gov

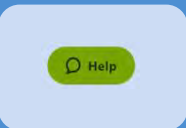


- Email
- Phone
- Live Chat
- Online
- Help Button

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The ways to submit a ticket:
Via The Help Button




- Email
- Phone
- Live Chat
- Online
- Help Button

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17

Tickets for Enrollment & Documents

- Email, Phone and Chat tickets **cannot be** used for Enrollment Forms or Dependent Verification.



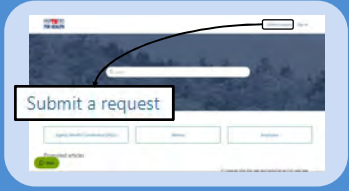
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18

1 Request

Submitting a ticket Online

Click the Submit a Request Link.



Submit a request

2 Issue

3 Fields

4 Submit

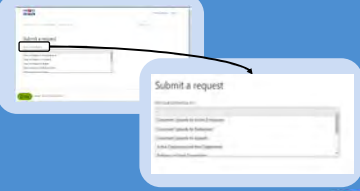
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19

1 Request

Submitting a ticket Online

Click the My Issue Concerns... dropdown.



Submit a request

2 Issue

3 Fields

4 Submit

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20

1 Request

Submitting a ticket Online

Fill out the fields.

Fields to fill out may include:

- Your email address
- Subject (don't use PHI)
- Issue Topic
- Edison Employee ID
- Your Name
- Phone Number
- Position

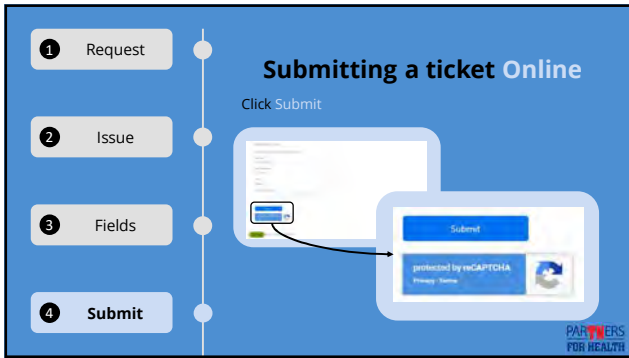
2 Issue

3 Fields

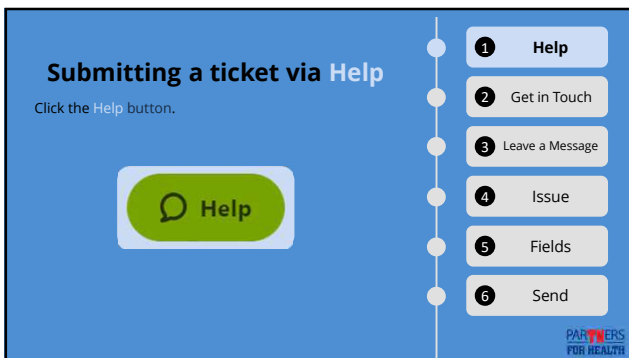
4 Submit

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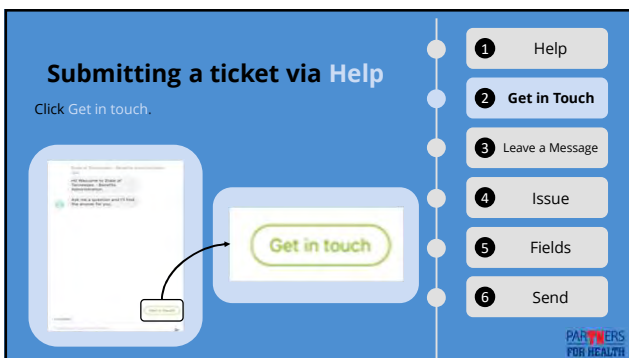
21



22



23



24

Submitting a ticket via Help

Click Leave a message.



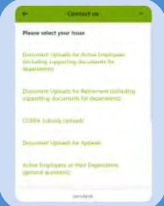
- 1 Help
- 2 Get in Touch
- 3 Leave a Message
- 4 Issue
- 5 Fields
- 6 Send




25

Submitting a ticket via Help

Select your issue.




- 1 Help
- 2 Get in Touch
- 3 Leave a Message
- 4 Issue
- 5 Fields
- 6 Send




26

Submitting a ticket via Help

Fill out the fields.



- 1 Help
- 2 Get in Touch
- 3 Leave a Message
- 4 Issue
- 5 Fields
- 6 Send



27

Submitting a ticket via Help

Click Send.

- 1 Help
- 2 Get in Touch
- 3 Leave a Message
- 4 Issue
- 5 Fields
- 6 Send

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28

A New Field

- On some ticket forms, there is now a question: **Is this ticket for a specific account?**

29


A New Field

- If it is, check the box and fill in HIPAA verification information for that employee.

30

Profile

- You can edit your contact information and monitor the status of your tickets online.
- Whether you have logged on before or not, start by clicking **Sign in**.

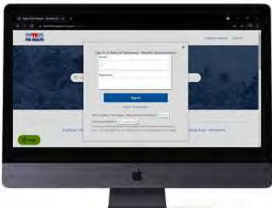


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Profile – Signing In

- After you click **Sign in**, you will have three options.



- If you have never logged in before but have emailed us... Click "Get a password"
- If you have never emailed us before... Click "Sign up"
- If you have created a password previously... Enter your email and password

Partners for Health logo

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Profile – After Signing In

- Once you are signed in, click your name in the upper-right corner.
- My profile:** Allows you to see and edit information on your account.
- My activities:** allows you to see tickets associated with your account.

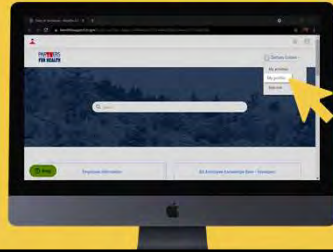


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Profile – Clicking My Profile

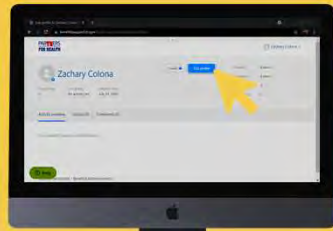
- To view the information on your account, click **My Profile**.



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Profile – Clicking My Profile

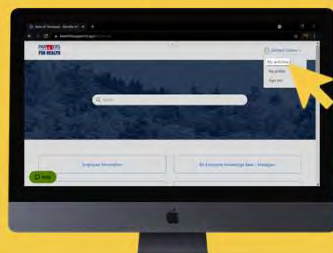
- To edit your name or contact information, click **Edit Profile**.
- You can edit your name, email address, phone number and add a profile picture.
- We encourage you to add the number you most often call from to your account.



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Profile – Clicking My Activities

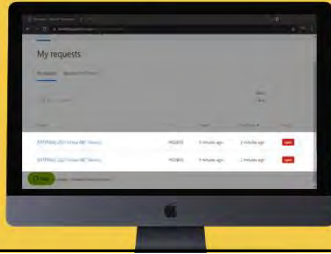
- To view the tickets associated with your account, click **My Activities**.



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Profile – Clicking My Activities

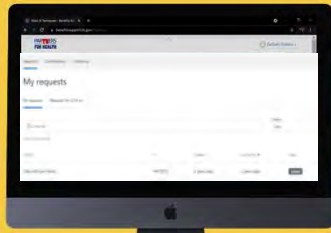
- You will now see a list of all tickets you have ever submitted.
- Clicking the ticket subject will allow you to access all information on this ticket.



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Profile – My Activities

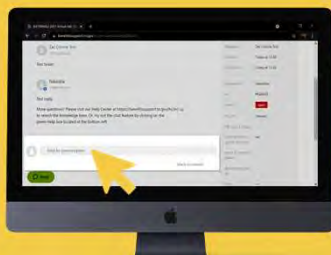
- You can also search your previous tickets.
- Clicking the Search box will allow you to enter information from tickets, such as HOC name, Edison Employee ID, SSN, etc.
- Just fill out the Search box and hit Enter.



38

Profile – Clicking My Activities


- Click **Add to Conversation** on an open ticket to add comments or upload files.



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Responding to Tickets

- When responding to tickets via email:
 - Always reply above the line that says
##- Please type your reply above this line -##



- Remove any images from your email signature.

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Answer Bot

- Answer Bot is an automated answer suggestion service, using content from our Help Center.
- It will suggest articles for you to read.
- It does not have access to any personal information and cannot resolve account-specific questions.
- It can offer general information, such as enrollment requirements.
- It will suggest answers to tickets that were submitted via:
 - Leave a Message
 - Submit a Request (except if you select Document Uploads)
 - Email

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Answer Bot – Via Submit a Request

- Answer Bot will present a list of articles it believes are relevant to your question.
- After reading the articles (or if no articles are relevant), you will be presented with two options.
 - Yes, close my request.
 - Not helpful.

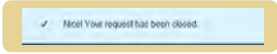


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Answer Bot – Via Submit a Request

- If you click **Yes, close my request**, you will receive a confirmation that the article answered your question and no help from BA staff is needed.




- Your ticket will be closed and the Service Center will not see it.

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Answer Bot – Via Email

- Your ticket confirmation email may contain Answer Bot articles.
- It will present a list of articles it believes are relevant to your question.
- As mentioned earlier, if you click **Yes, close my request**, Answer Bot will resolve the ticket and the Service Center will not see it.



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Any Questions?

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