



# STATE OF TENNESSEE

**ABC Uploading Documents through Zendesk**

April 2018



# Important Notes about Zendesk

- Documents will be accepted through Zendesk or Fax
- Zendesk is the preferred method
- Employees will still be able to upload documents directly in Edison
- Zendesk is compatible with all browsers

# Zendesk – Save as a Favorite

## Zendesk login link:

<https://benefitssupport.tn.gov/hc/en-us>

# Zendesk – Submit a request

The screenshot shows the top navigation bar of the TN Partners for Health Zendesk portal. On the left is the logo with 'TN' in a red square and 'PARTNERS FOR HEALTH' in white text. On the right is a white button labeled 'Agent Sign In'. Below the navigation bar is a search bar with the placeholder text 'Search' and a dark blue button labeled 'Search'. Above the search bar, the text 'search the help desk | find articles | submit a request' is displayed. A red arrow points from the word 'submit' in this text to the search bar. Another red arrow points from the 'submit a request' text to the 'Agent Sign In' button. Below the search bar, a list of categories is shown: PPACA, Agency Benefits Coordinators (ABCs), Retirees, General, State New Hire Documentation for ABCs, and COBRA. Active Employees is also listed.

TN PARTNERS FOR HEALTH

Agent Sign In

search the help desk | find articles | submit a request

Search Search

PPACA State New Hire Documentation for ABCs

Agency Benefits Coordinators (ABCs) COBRA

Retirees Active Employees

General

# Zendesk – Click the Drop Down Arrow



Agent Sign In

Search

Search

[State of Tennessee - Benefits Administration](#) > [Submit a request](#)

## Submit a request

My issue concerns a/an:



# Zendesk – Select ABC Uploading Documents

State of Tennessee - Benefits Administration > Submit a request

## Submit a request

My issue concerns a/an:

-

Active Employees and their Dependents

Retirees and their Dependents

COBRA Recipients

Agency Benefits Coordinator Uploading Documents



# Zendesk – Submit a request

**Submit a request**

My issue concerns a/an:  
Agency Benefits Coordinator Uploading Documents

Your email address \*

Subject \*

Description \*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Coverage Effective Date \*

Please enter the effective date of coverage, or change in coverage.

Edison Employee ID \*

Enter the Edison Employee ID of the employee this is about.

SSN \*

Enter the employee's social security number, without dashes.

Type of Document \*

Entity \*

Attachments

[Add file](#) or [drop files here](#)

Submit

A series of red arrows pointing from the right side of the form to the fields marked with an asterisk: Your email address, Subject, Description, Coverage Effective Date, Edison Employee ID, SSN, Type of Document, Entity, and Attachments.

**Note:**  
Fields with an asterisk are required.

# Zendesk - Questions

- If you have questions regarding Uploading Documents in Zendesk, please create a Zendesk ticket, or contact our service center at 615-741-3590 or 1-800-253-9981 Monday-Friday, between 8am-4:30pm CST.