Customer Support and Payer Management

This document provides an overview of Madaket's Support, how to engage with Support and how to communicate new and changed payer connections.

Madaket Support

Madaket's dedicated Support Team is focused on supporting all inbound customer inquiries and educating customers on Madaket's process and system.

Email	support@madakethealth.com
Phone	(617) 932-7577
Response Time	1 Business Day
Business Hours	Monday-Friday, 9-5pm EST

When contacting Madaket Support

Customers should provide the below information when contacting Madaket Support:

- Customer Name - *In subject line of email*
- Enrollment ID # or Request ID (if applicable)
- TIN and NPI
- Plan ID
- Medical Group Name
- Transaction Type
- If applicable, screenshot of error message and steps to recreate

Provider Support Inquiries - If contacted by a Provider, Madaket will address basic inquires but will refer the Provider to their Clearinghouse for additional support.

- Common Inquires Madaket Supports -
    - Who is Madaket, why they received enrollment forms, etc.
    - Status - Madaket will share the enrollment status
    - How to complete forms and self-service portals
    - Enrollment cancellation requests
- Common Inquires Madaket defers to Customer

○ New enrollment requests
○ Data changes (TIN, address, emails, etc.)
○ Customer portal questions
○ Rejection reasons

Payer Connection Management

If a customer needs to add or change a payer connection (i.e. plan) they must following the below process.

Process - Customer will send the below email template to support@madakethealth.com

Response and Resolution Time - Tickets submitted will receive an initial response within 1 business day and completed within 1-2 business day. If Madaket expects a longer resolution time, client will be informed.

Email Subject Line - 'Customer', 'Add Plan' *or* 'Change Plan' (ex: 'Customer, Add Plan', 'Customer, Change Plan')

- Multiple Plans and Changes -
    ○ Email Subject Line - Add 'Multiple' to the end of the subject line (ex. '[[CUSTOMER NAME]] Add Plan, Multiple') AND
    ○ Email Template - Repeat the below template to include all associated plans

Email Template -

Plan Name:
[[CUSTOMER NAME]] Internal ID: ex.
Outbound Plan ID:
Submitter Name:
Plan Type: Institutional or Professional
Transaction Type: ERA, EDI, EFT
Connection: Direct *or* Indirect (if Indirect, include the Trading Partner/Clearinghouse the connection is through)
Other notes: If Applicable (ex. Submitter ID, portal credentials, submission method (csv, fax, email, etc.)

Example Email -
To: support@madakethealth.com
Subject: [[CUSTOMER NAME]], Aetna, Plan Change

Email Body:
Plan Name: Aetna
[[CUSTOMER NAME]] Internal ID: 1234
Outbound Plan ID: 54321
Submitter Name: G4
Plan Type: Institutional
Transaction Type: EDI, ERA
Connection: Indirect through Emdeon
Other Notes: Submitter ID is 987654321

Escalation Management Process

1. Introduction

The Madaket Support escalation process ensures that Madaket provides customers and partners with the means to give a specific issue broader attention. We are committed to delivering high-quality support to all our customers and partners. If you need to escalate an issue, our team is ready and available to help you quickly bring your issue to closure.

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2. Types of Escalation

Escalations occur for a variety of reasons. Madaket provides our customers and partners with the two types of escalation described below.

  a. High Escalation
      This process is used when the Madaket Support team is unable to resolve the issue or stay within the agreed timeline (meaning, the targeted time for resolution is exceeded). It can also be used if something needs immediate attention that has a higher priority than the normal means of submission.
  b. Urgent Escalation
      An issue that renders the application inoperative, or causes it to fail catastrophically. It can also be an issue that highly affects the operation and materially degrades the use of the Madaket systems.

The essence of our escalation management is to bring order, structure, focused management attention, and additional resources to those customer situations which could otherwise result in a high level of customer dissatisfaction and/or damage to the service provider's reputation.

3. When Should an Escalation Be Initiated

If you have worked through our standard support processes and with our teams and you are not satisfied with the level or timeliness of service you received, you can escalate accordingly. Additionally, an escalation should be initiated when there is tangible impact to your production environment, after the SLA response time or there is high risk to the business operations. We assign the issue to teams based on the skill set required to resolve the issue.

Listed below are some examples of reasons to initiate an escalation.

- Management of a major problem, especially where impact to business is high and the problem is taking too long to isolate the cause of the incidents.
- A prolonged outage that exceeds or threaten to exceed the SLA or timeframe.
- Frequently recurring or multiple related high-priority incidents where the priority is related to business impact and urgency.
- Security breaches identified or reported by a customer without a work around that is mutually agreed upon.
- Risk of potential or actual damage to the customer's or provider's reputation.
- Data loss or risk of potential data loss.
- Common sense

4. What is the Process for Escalating an issue?

The entry point into the Madaket escalation process is through Madaket's support email at support@madakethealth.com and CC your Account Manager. All emails should state "Escalate" in the subject line.

Please note that for an issue to be escalated, a support case needs to be created through the process of submitting an email to support@madakethealth.com. Madaket will not accept escalations solely based on communications sent to individual employees. The reason behind this is to get multiple teams involved if need be in a consolidated manner. All communication between departments from the inception of the case should be documented within the case notes so all involved teams can view the progression of the issue. This information will be provided to customers via email.

Customer to provide the following in the email:
- Customer Name - In subject line of email
- Enrollment ID # or Request ID (if applicable)
- TIN and NPI
- Plan ID
- Medical Group Name
- Transaction Type

- Documentation of the issue in its entirety if known (the problem, replication steps, screenshots, what has been done so far, the last status, impact)
- Expected resolution or goal

5. What Can I Expect During an Escalated Status?
You will be contacted by the assigned Service Delivery Lead via email and will collaborate and develop a plan within 1 business day (Business hours are 9am to 5pm EST, excluding federal and Madaket holidays). The Lead will also update your Account Manager of the case progression. The Account Manager will work as an advocate internally and be a member of the problem-resolution team.

6. What Criteria Does Madaket Use for Closing My Escalation?
- The objectives that were initially agreed upon have been achieved
- A satisfactory monitoring period has elapsed without problem recurrence
- The escalation has been reviewed and an agreement reached to downgrade the case severity level
- You have agreed that the issue is resolved
- A mutually accountable decision has been made that the issue cannot or will not be resolved and this has been communicated to all parties.

As part of our continuous improvement process, your escalation will be documented and reviewed to help Madaket determine the steps that led to the escalation and how to avoid the issue from recurring.

Madaket reserves the right to de-escalate any issue, if escalation is not needed according to the definitions described in this document.

Widespread Issue Notification

Examples of when Madaket would notify a customer using the Issue Notification Distribution List:
- Madaket System down
- Madaket closed i.e company holiday, company outing
- When client is not notifying us of an issue but we discover it is a bigger issue than reported and needs escalation
- Issues with forms or workflows that result in restarts
- Percentage of total enrollments affected by an issue