

2022

ZENDESK GUIDE

for ABCs

PARTNERS
FOR HEALTH

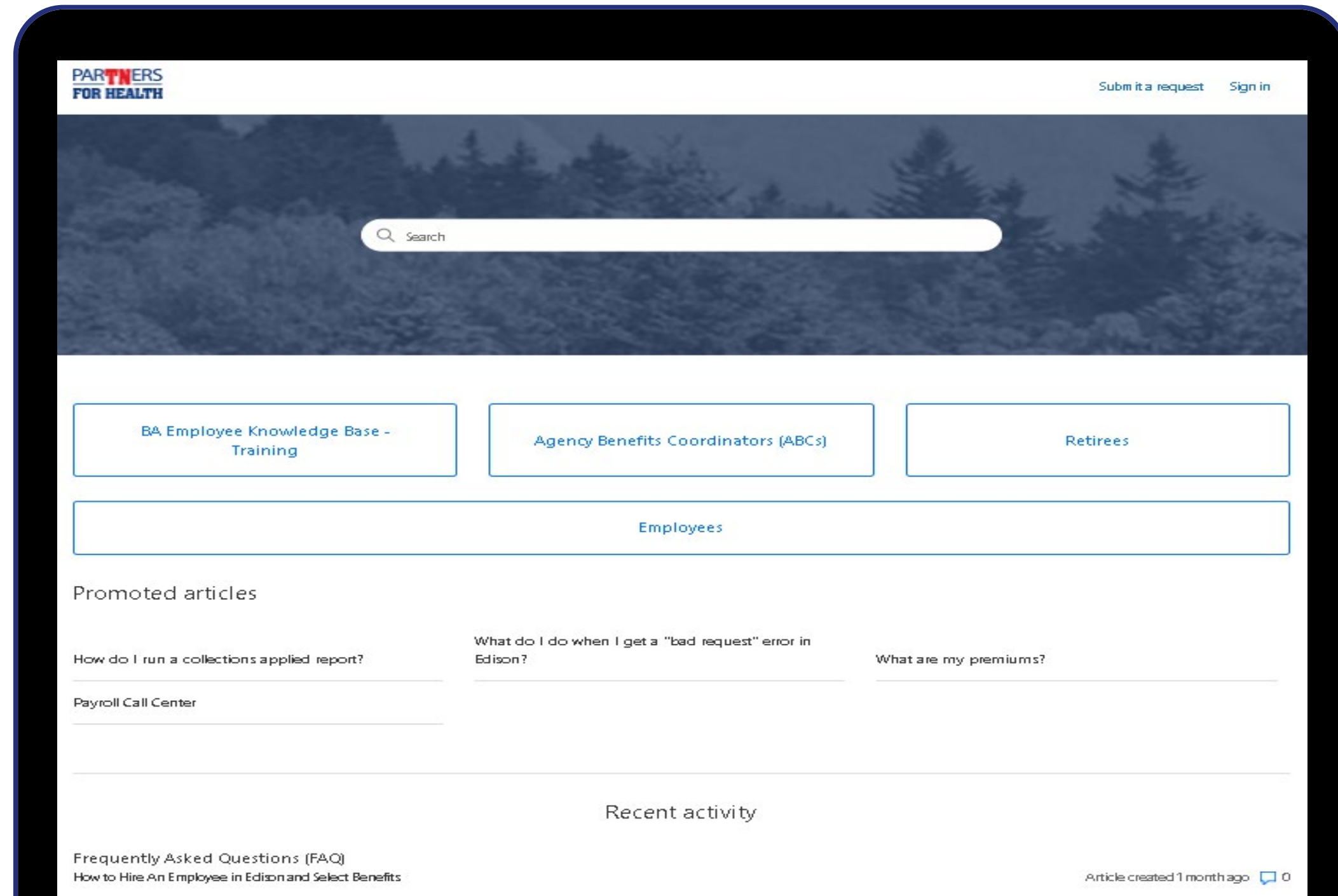


Ian Harris
Systems Administration
Manager



Zendesk Help Center

https://benefitssupport.tn.gov



Promoted Content

Promoted articles

How do I run a collections applied report?

Payroll Call Center

What do I do when I get a "bad request" error in Edison?


What are my premiums?





Recently Added Articles


Recent activity


- Frequently Asked Questions (FAQ)
How to Hire An Employee in Edison and Select Benefits

Article created 21 days ago  0
- Frequently Asked Questions (FAQ)
How do I update an employee's email address in Edison?

Article created 1 month ago  0
- General Questions
How do I update my email address in Edison?

Article created 1 month ago  0
- CDHP/HSA and Local CDHP/HSA
Does enrollment in Medicare impact my HSA eligibility?

Article created 2 months ago  0
- CDHP/HSA and Local CDHP/HSA
If my spouse is on Medicare, can I choose the CDHP?

Article created 2 months ago  0

[See more](#)

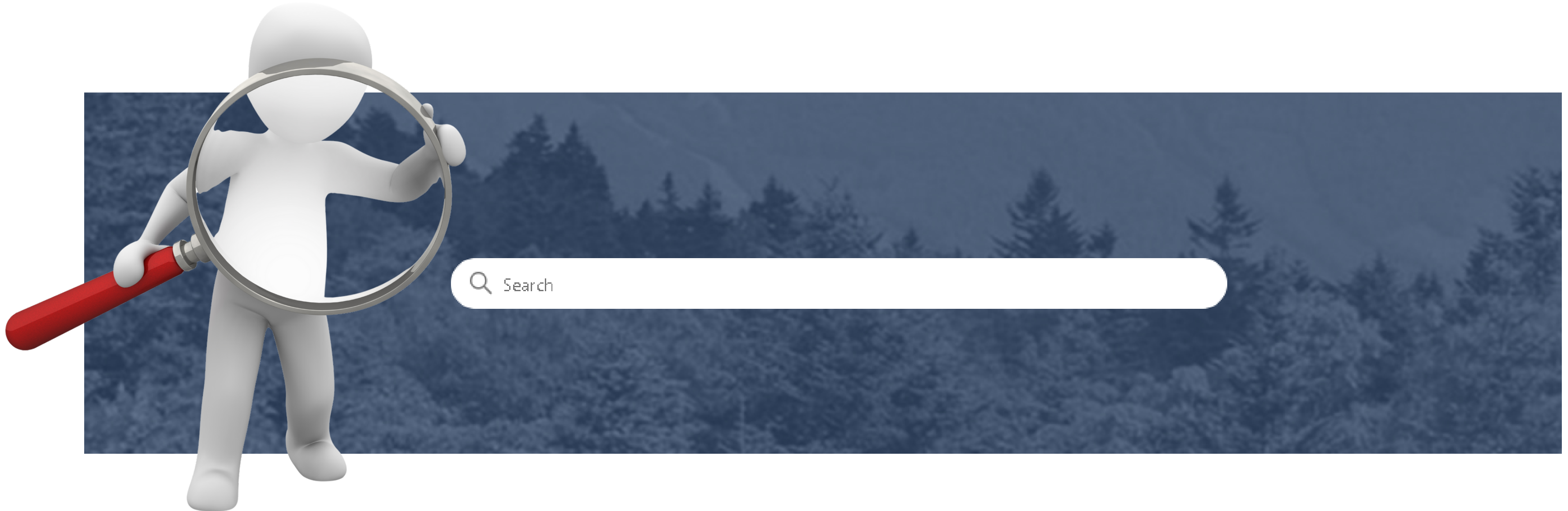
A Note on Browsers

Internet Explorer is no longer supported by Zendesk (or Microsoft)

Recommended browsers are Firefox, Chrome, or Microsoft Edge



Using the Search Bar





Zendesk Search Tips

01

Use two or more words (ex. search for "HSA investment" for better results than just "HSA")

02

However, do not use complete sentences

03

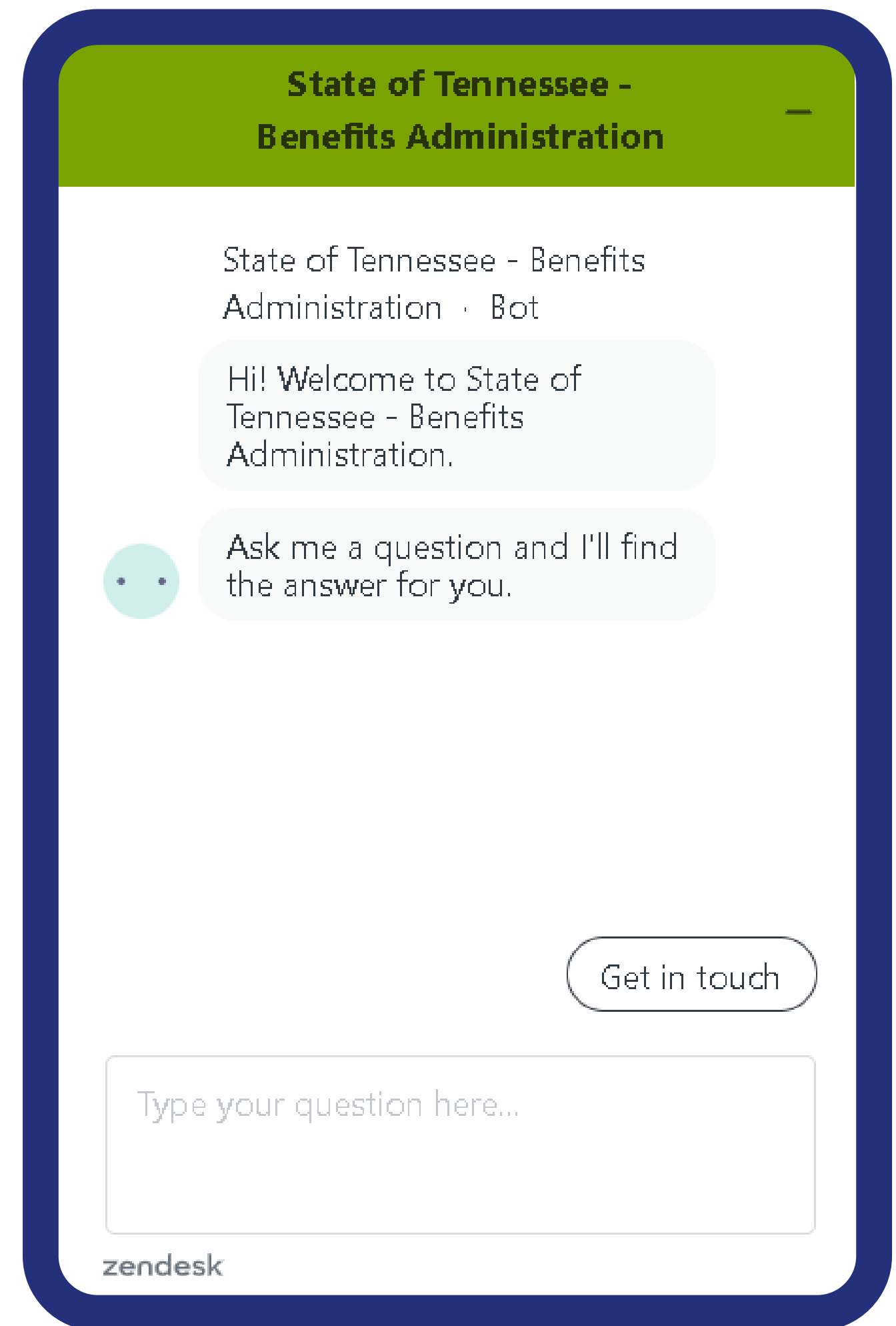
Do Not Search for personal information

04

Use quotation marks for specificity ("Tennessee Plan" returns results that include those words in that order; a search for Tennessee Plan returns results that include both of those words in any place in the article)

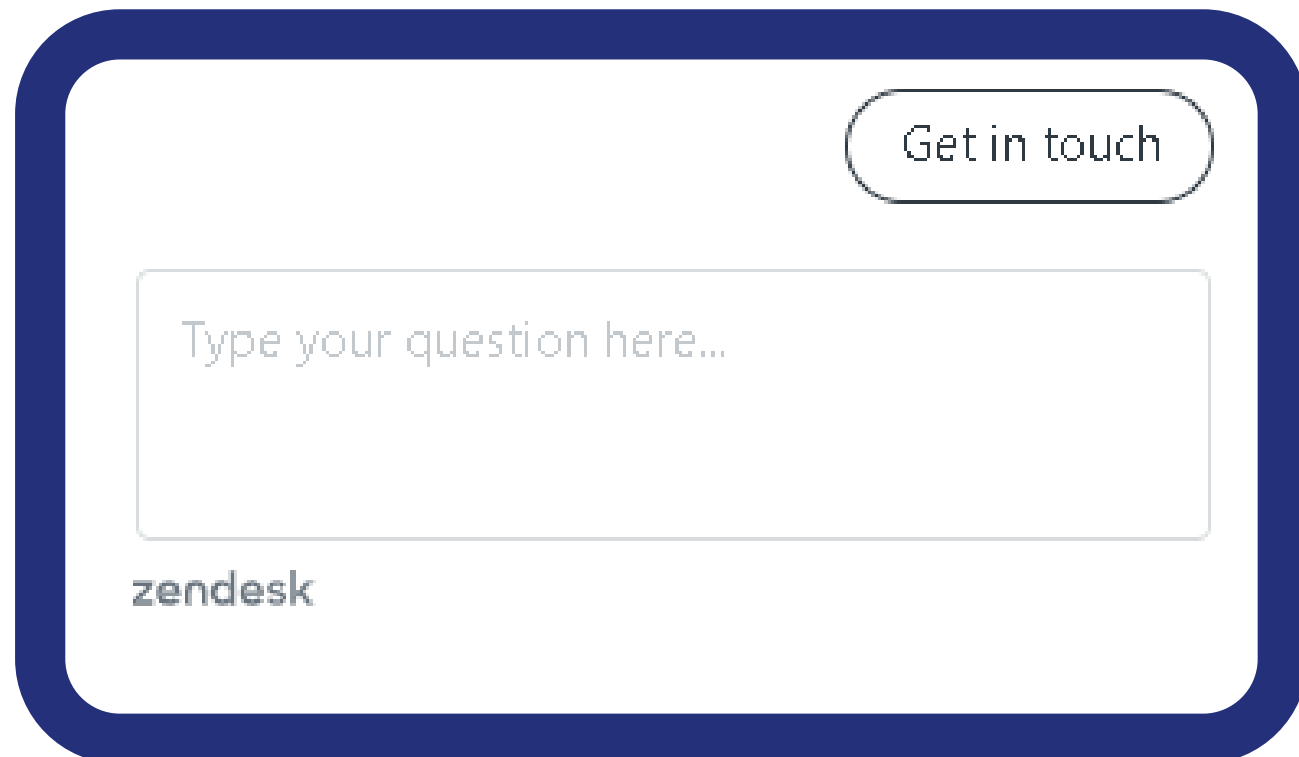
Search from Help Button

- Located at the bottom of Help Center and on ParTNers For Health website
- Includes all content from Help Center

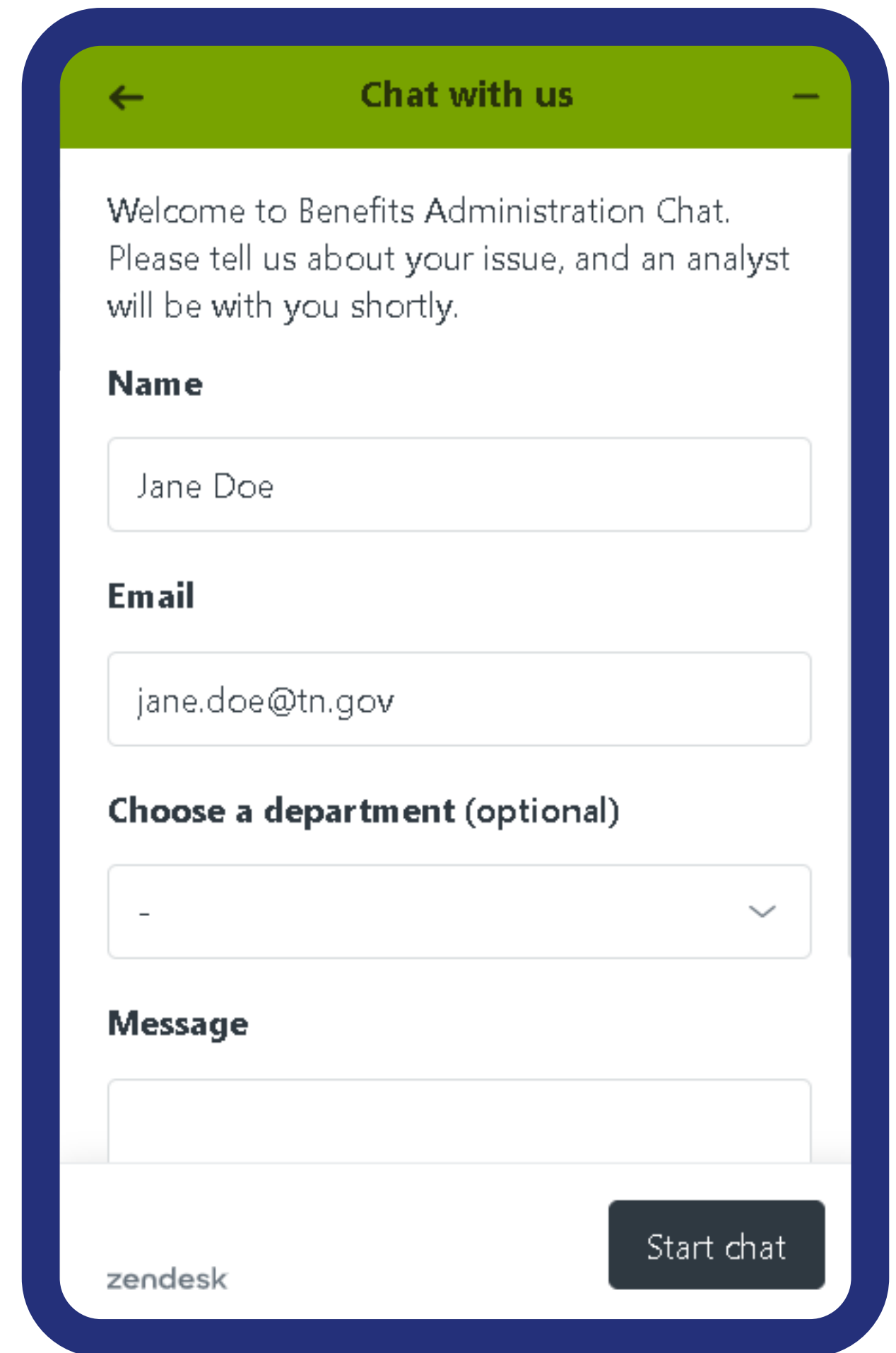


Live Chat

- Click the Help Button
- Click "Get In Touch"
- Click "Live Chat"
- Type your name, email, and click "Start Chat"



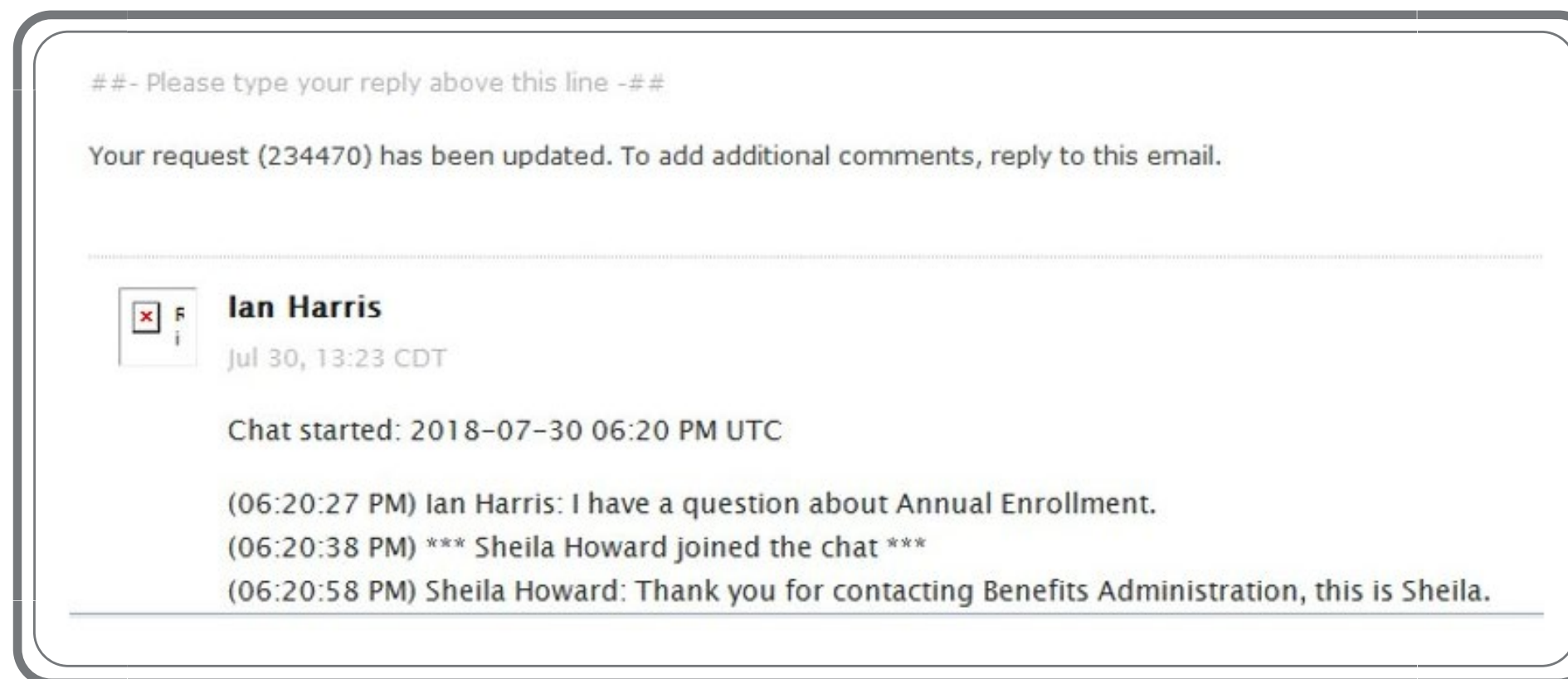
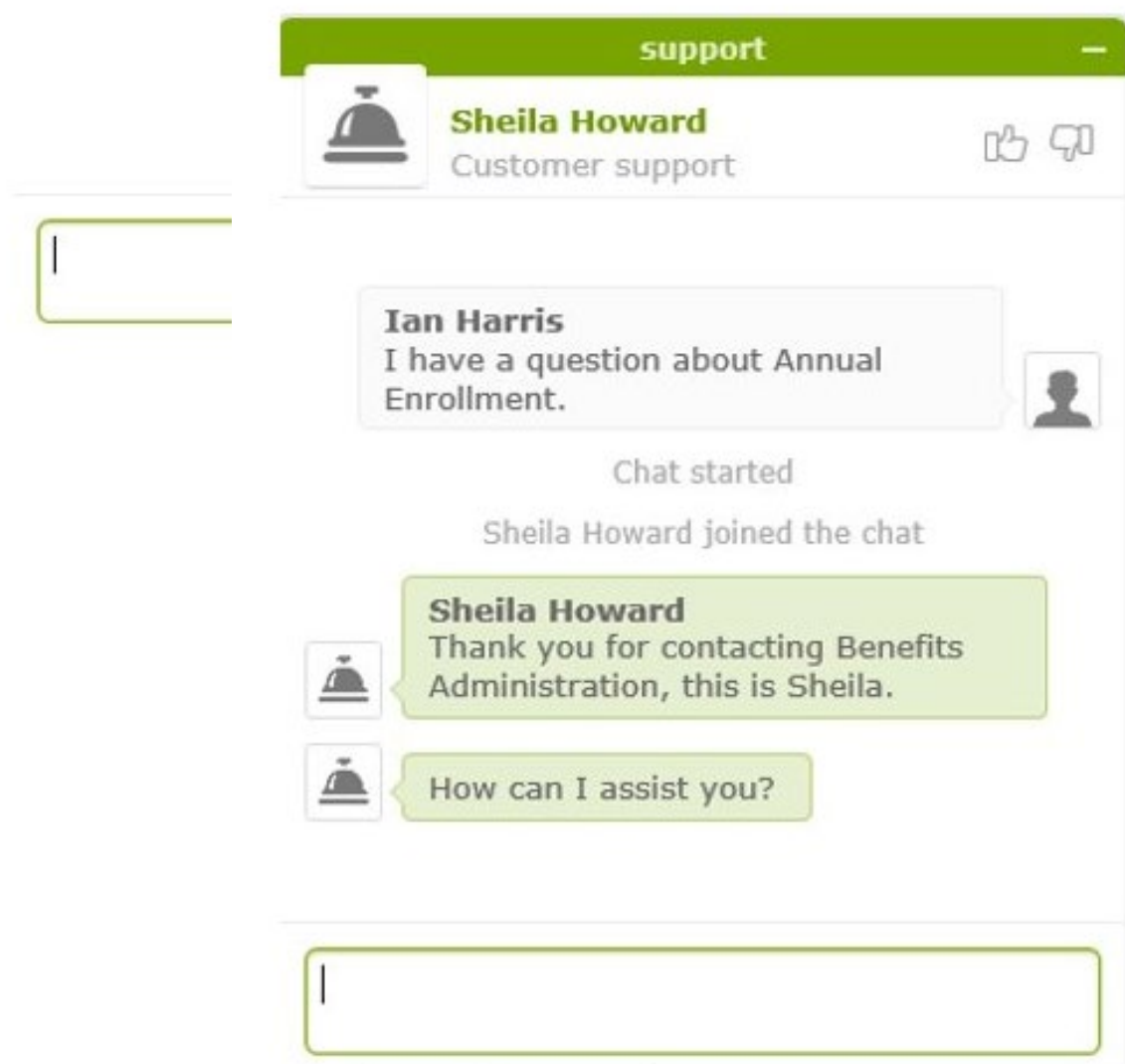
A screenshot of a mobile application interface. At the top right, there is a rounded rectangular button labeled "Get in touch". Below it is a large text input field with the placeholder text "Type your question here...". In the bottom left corner, the word "zendesk" is displayed in a small, lowercase font.



A screenshot of a mobile application interface titled "Chat with us". The header is green with a back arrow on the left and a minus sign on the right. Below the header, there is a welcome message: "Welcome to Benefits Administration Chat. Please tell us about your issue, and an analyst will be with you shortly." The form contains several fields: a "Name" field with the text "Jane Doe", an "Email" field with the text "jane.doe@tn.gov", and a "Choose a department (optional)" dropdown menu with a hyphen "-" and a downward arrow. Below these is a "Message" text input field. At the bottom right, there is a dark grey button labeled "Start chat". In the bottom left corner, the word "zendesk" is displayed in a small, lowercase font.

Live Chat

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



Submitting a Ticket

1 By phone to our Service Center (800-253-9981 or 615-741-3590)

2 By Live Chat

3 Online at <https://benefitssupport.tn.gov>

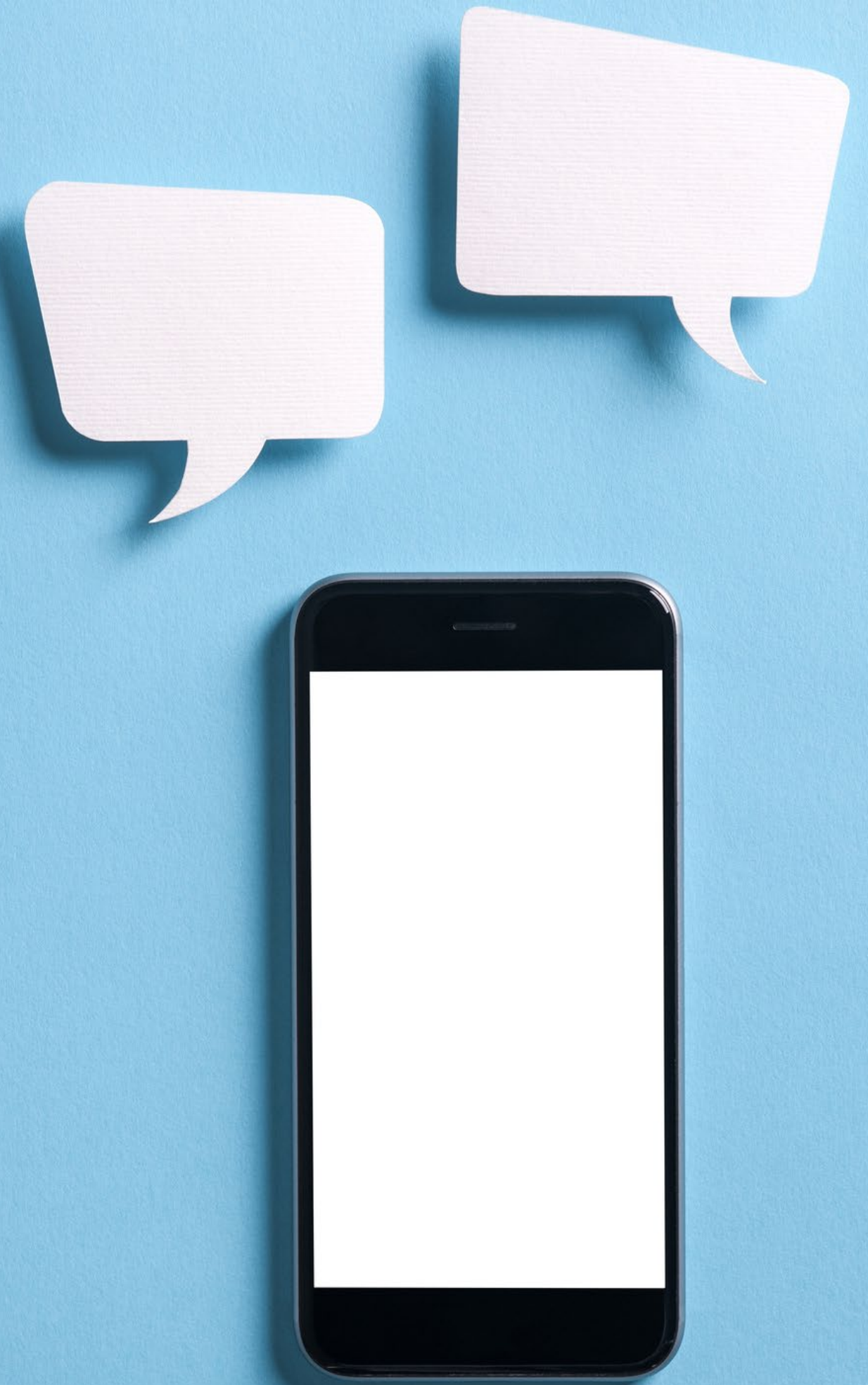
4 Via the Help Button

- 5 By Email to:
- Benefits.administration@tn.gov
 - Retirement.insurance@tn.gov
 - Benefits.info@tn.gov
 - Ben.admin.syssup@tn.gov
 - Benefits.training@tn.gov
 - Flexible.benefits@tn.gov



Submitting a Ticket

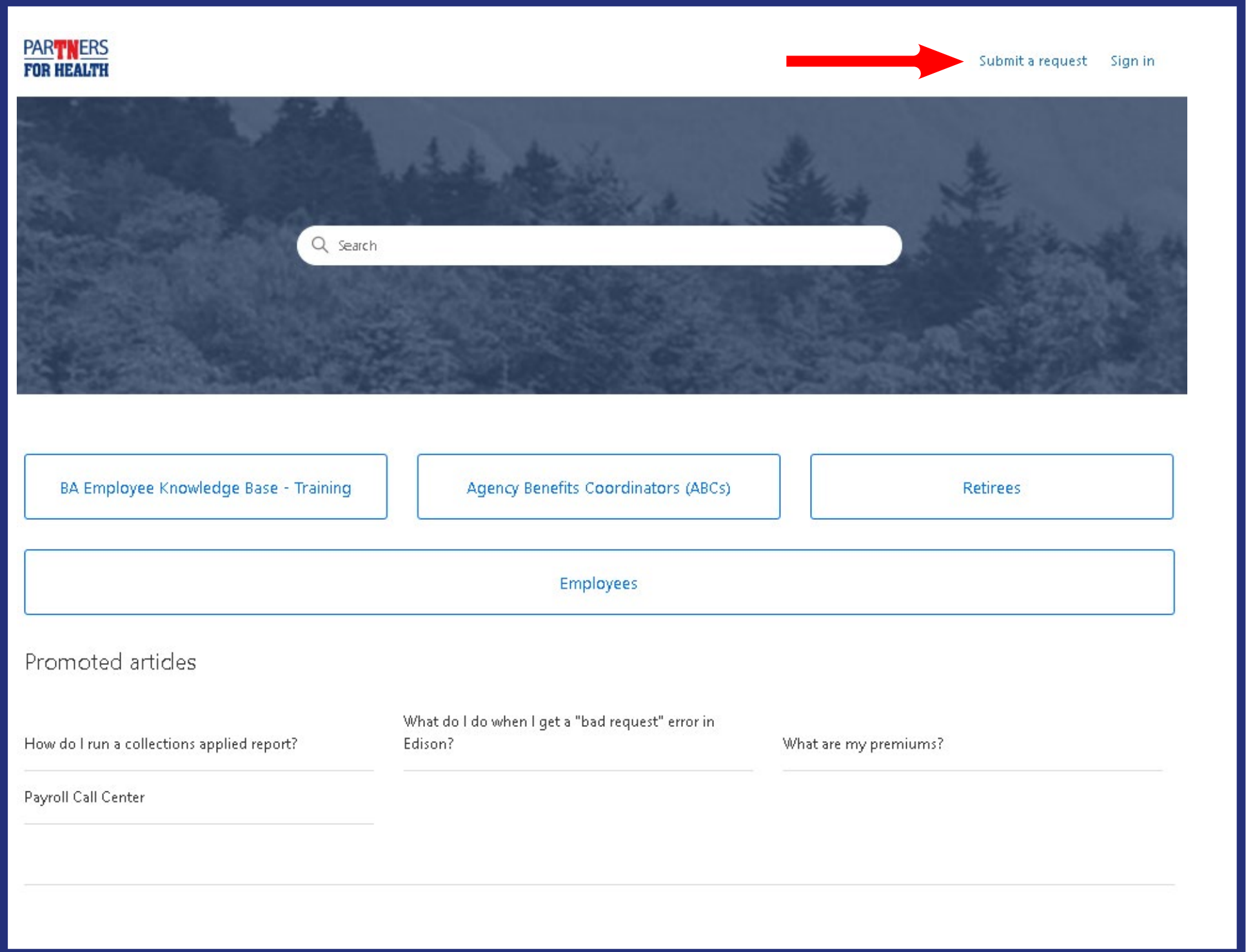
Phone and Chat tickets cannot be used for Enrollment Forms or Dependent Verification Documents.



Submitting a Ticket Online

To submit a ticket online, click the "Submit a Request" link on the top right-hand corner of the Zendesk page.

Submit a request



The screenshot shows the top right corner of the Partners for Health Zendesk page. The logo "PARTNERS FOR HEALTH" is in the top left. In the top right, there are two links: "Submit a request" and "Sign in". A red arrow points to the "Submit a request" link. Below the header is a search bar with a magnifying glass icon and the word "Search". Underneath the search bar are three buttons: "BA Employee Knowledge Base - Training", "Agency Benefits Coordinators (ABCs)", and "Retirees". Below these buttons is a button labeled "Employees". The bottom section is titled "Promoted articles" and contains three article titles: "How do I run a collections applied report?", "What do I do when I get a 'bad request' error in Edison?", and "What are my premiums?". Below these titles are horizontal lines representing the article content.

Submitting a Ticket Online

Click the "My Issue Concerns a/an" dropdown.



Submit a request

My issue concerns a/an:

-

- Document Uploads for Active Employees (including supporting documents for dependents)
- Document Uploads for Retirement (including supporting documents for dependents)
- COBRA Subsidy Uploads
- Document Uploads for Appeals
- Active Employees or their Dependents (general questions)

Submitting a Ticket Online

Fill out the fields.

My issue concerns a/an:

Document Uploads for Active Employees (including supporting documents for dependents) ▾

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 (optional)

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

SSN

Enter the employee's Social Security Number, without dashes.

Type of Document

Enrollment Change Application ▾

Entity

- ▾

Submitting a Ticket Online

Is this for a specific account?

- Checkbox



On the forms for general questions, this checkbox will cause additional fields for the HOC's personal information to appear.

Filling out this box will pre-verify HIPAA for this ticket and allow us to respond without having to call for HIPAA verification.

A screenshot of a web form titled 'Is this ticket for a specific account? (optional)'. The checkbox is checked. Below it are several input fields: 'Head of Contract Name', 'Edison Employee ID', 'SSN', 'HOC Date of Birth', and 'HOC Address'. Each field has a corresponding label and a small instruction below it. The form is enclosed in a blue border.

Is this ticket for a specific account? (optional)

Check this box to enter the Head of Contract's information.

Head of Contract Name

Edison Employee ID

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

SSN

Enter the employee's Social Security Number, without dashes.

HOC Date of Birth

HOC Address

Submitting a Ticket Online

- Add any attachments.

Attachments (optional)

Add file or drop files here

- Click submit.
- You will receive an email confirmation and updates.
- You can review the status online.

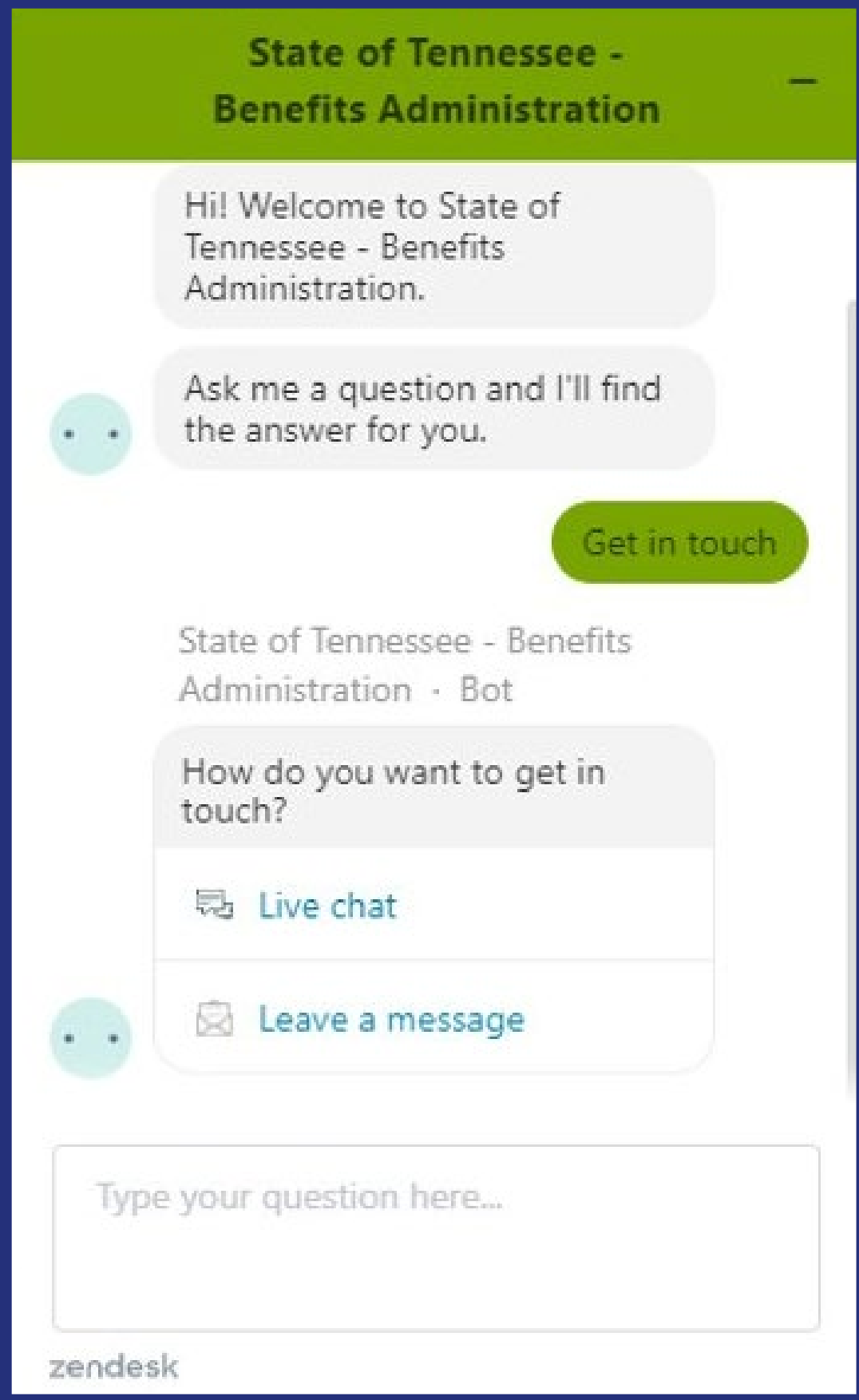
Submit

protected by reCAPTCHA
Privacy - Terms



Submitting a Ticket via the Help Button

- Click "Get in touch"
- Click "Leave a message"



State of Tennessee -
Benefits Administration

Hi! Welcome to State of Tennessee - Benefits Administration.

Ask me a question and I'll find the answer for you.

Get in touch

State of Tennessee - Benefits Administration · Bot

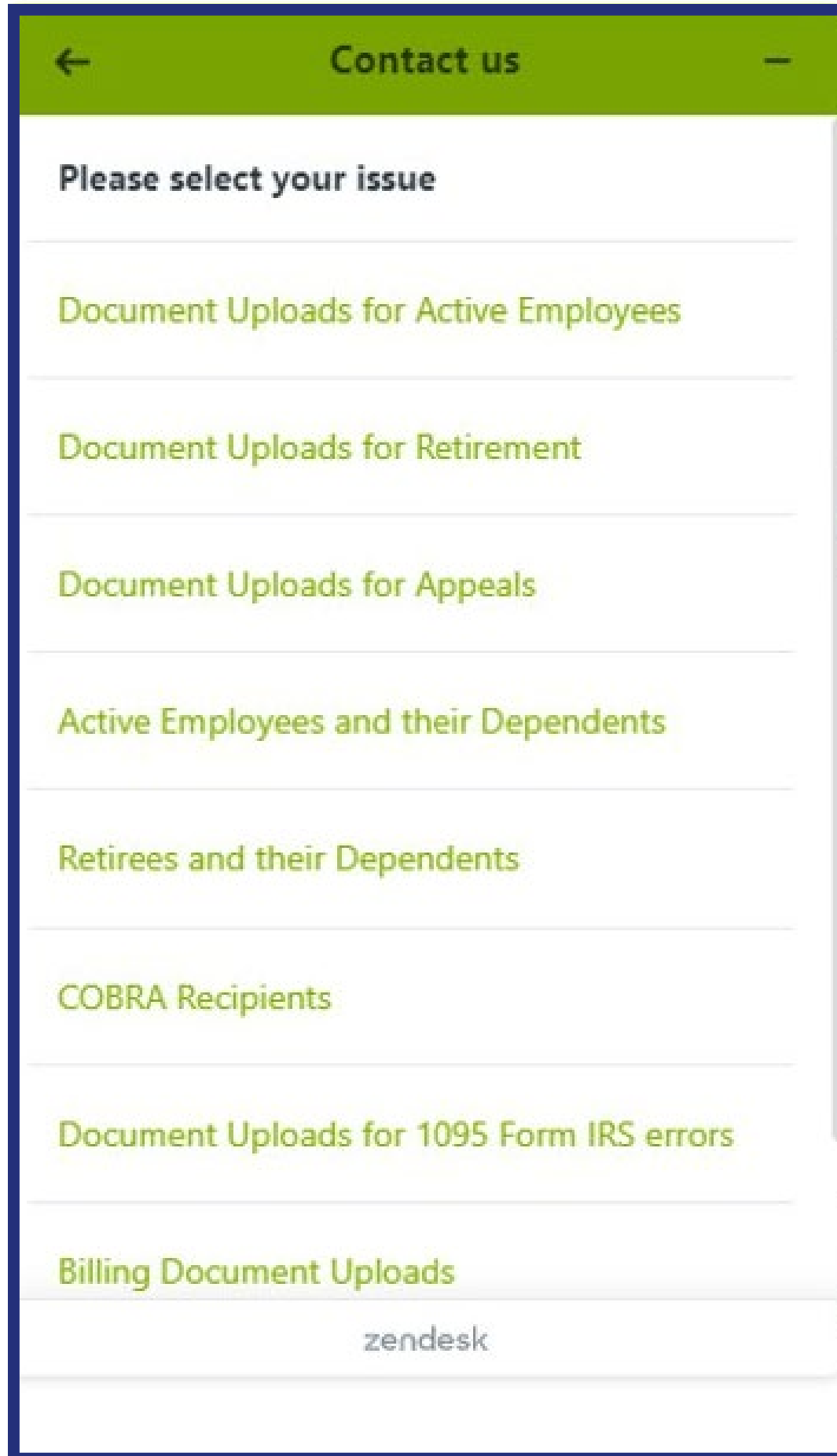
How do you want to get in touch?

Live chat

Leave a message

Type your question here...

zendesk



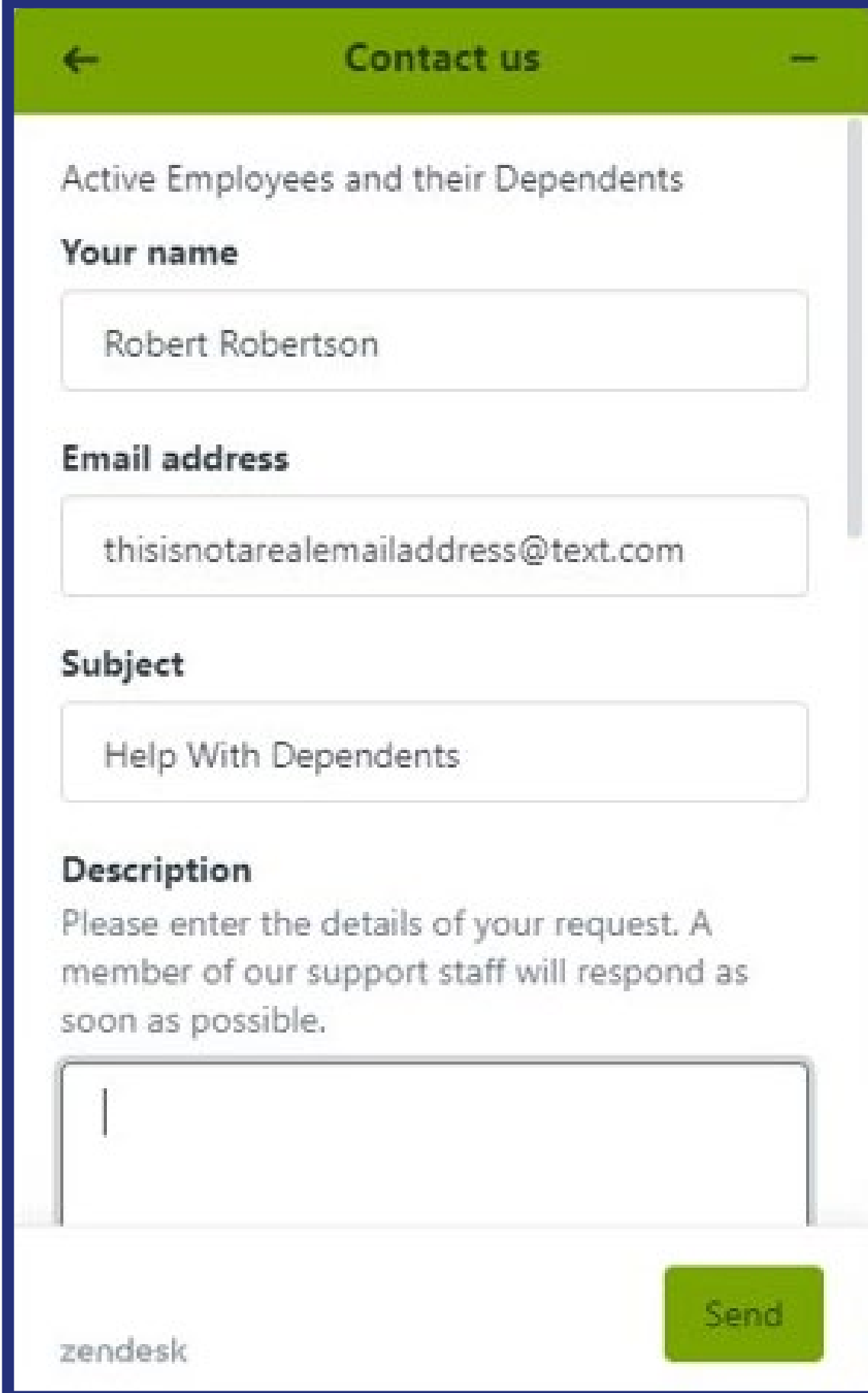
Submitting a Ticket via the Help Button

- Select your issue



Submitting a Ticket via the Help Button

- Fill out the fields
- Click send
- You will receive an email confirmation and updates. You can review the status online.



← Contact us

Active Employees and their Dependents

Your name

Robert Robertson

Email address

thisisnotarealemailaddress@text.com

Subject

Help With Dependents

Description

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

Send

zendesk

Zendesk Tickets



Phone calls to our Service Center also generate a Zendesk ticket.

- These tickets are viewable when signed in if you have linked your phone number to your email address.
- This may not work if your ID displays a generic office line instead of a direct line.



Using our Callback function:

- Once you have navigated the menu system and are waiting on an analyst, you may press 2 to request a callback instead of holding.
- Once you request a callback, you will be given the option to confirm the number we dial.
- The callback function cannot dial an extension, you must have a direct line.

File Attachments on Tickets

Attachments are scanned for viruses and malware and may be rejected.

Attachment limitations:

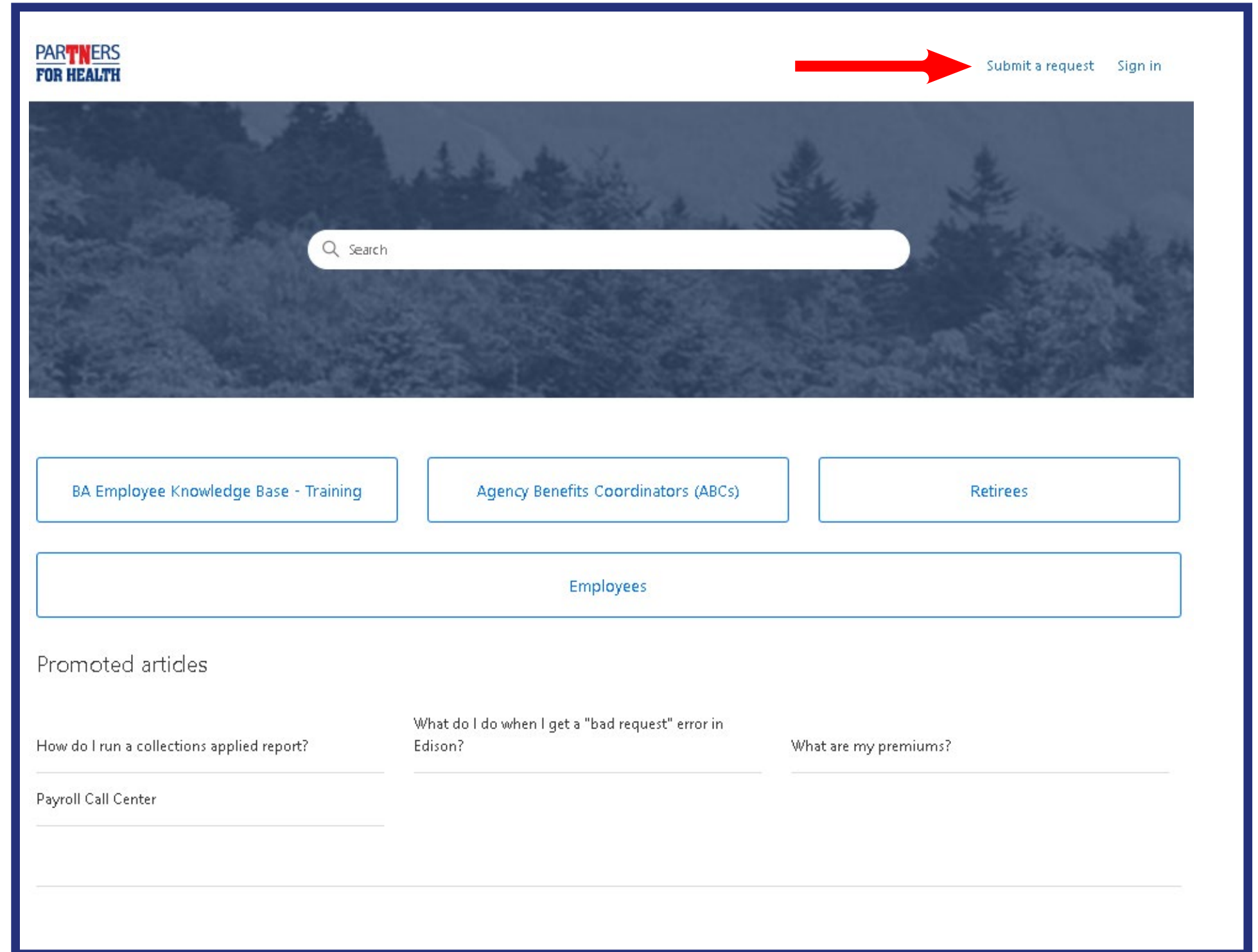
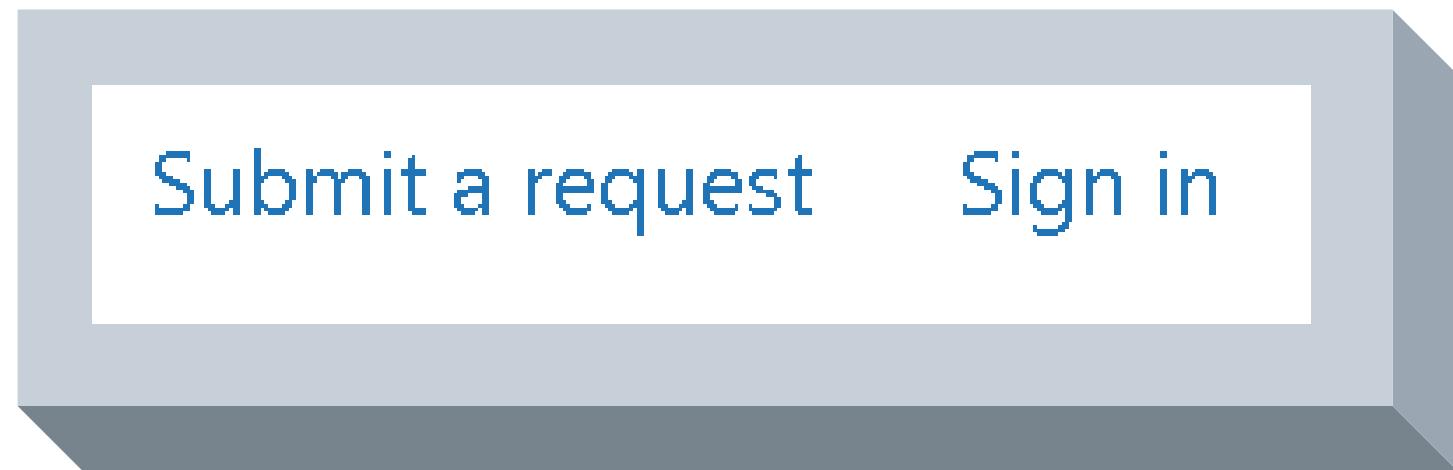
- For Web Forms/Help Button: 50 MB total in up to 5 files if not signed in, 100 MB in 10 files if signed in.
- For emails: 50 MB total, please note that your email service provider may have a different/smaller unit on sending/receiving attachments.
- For Live Chat: 20 MB per file, limited to PDF, PNG, JPEG, GIF, TXT



Viewing Your Profile and Tickets

You can edit your contact information and monitor the status of your tickets online.

Whether you have ever logged in before or not, start by clicking "Sign In" on our Help Center.



Sign in to State of Tennessee - Benefits Administration



Email

Password

Stay signed in

Sign in

[Forgot my password](#)

New to State of Tennessee - Benefits Administration? [Sign up](#)

Have you emailed us? [Get a password](#)

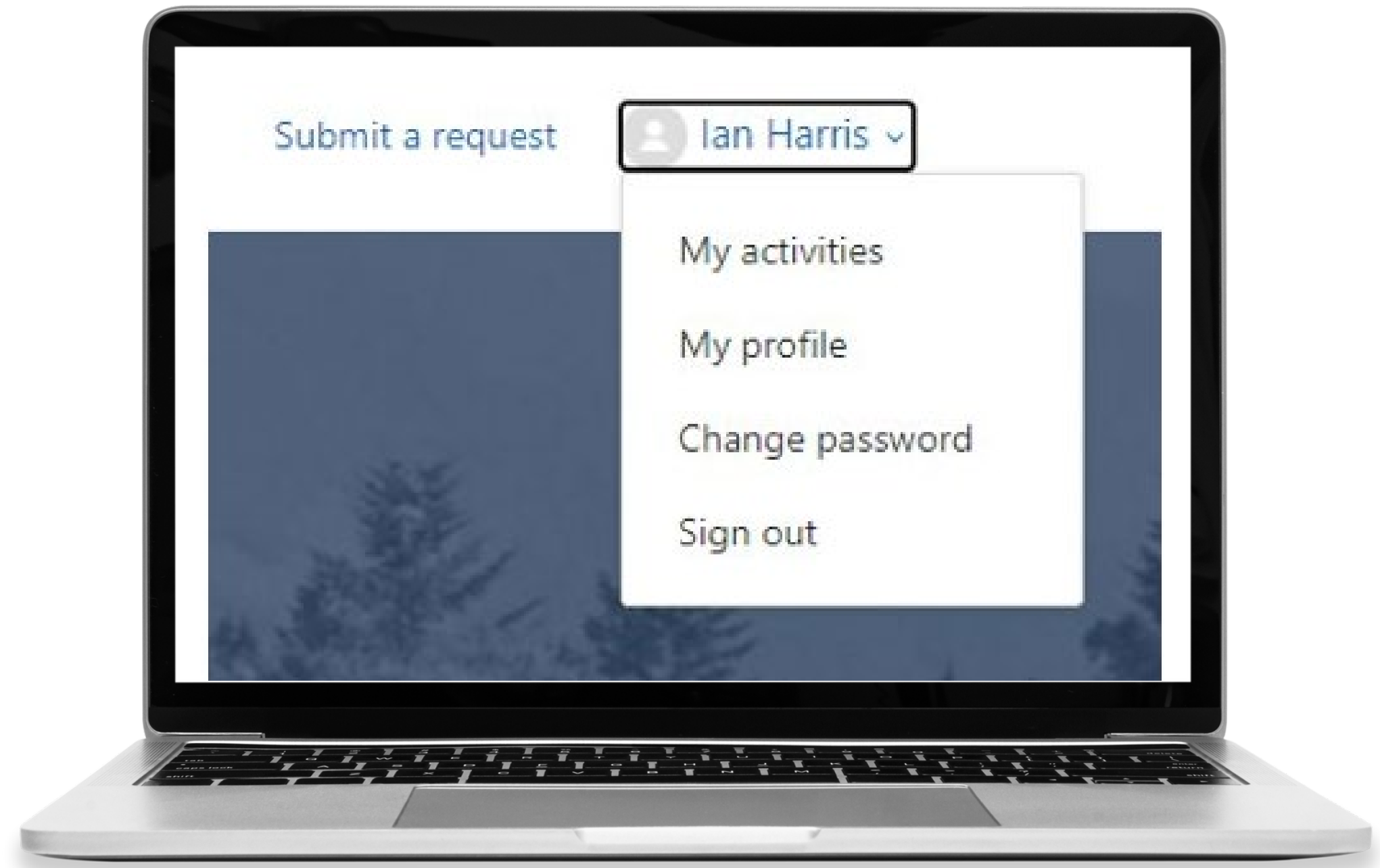
If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

Signing In

- If you have never logged in before but have emailed us, click "Get a Password".
- To create a new account, click "Sign Up".
- If you have created a password previously, enter your email address and password.

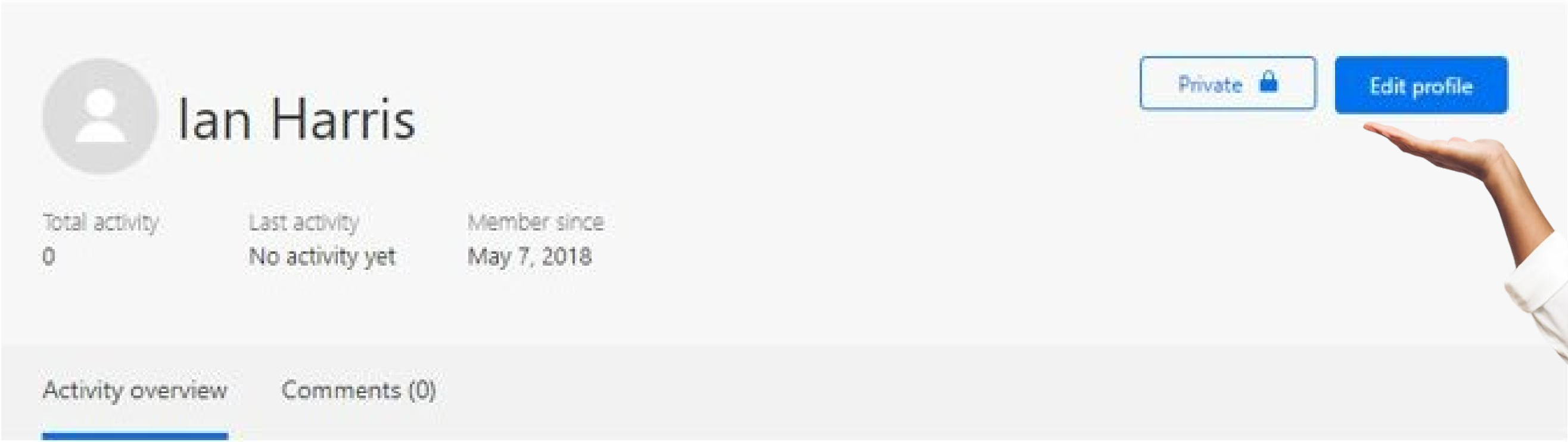
Viewing Your Profile

- Once signed in, click your name in the upper-right corner.
- Click "My Profile"

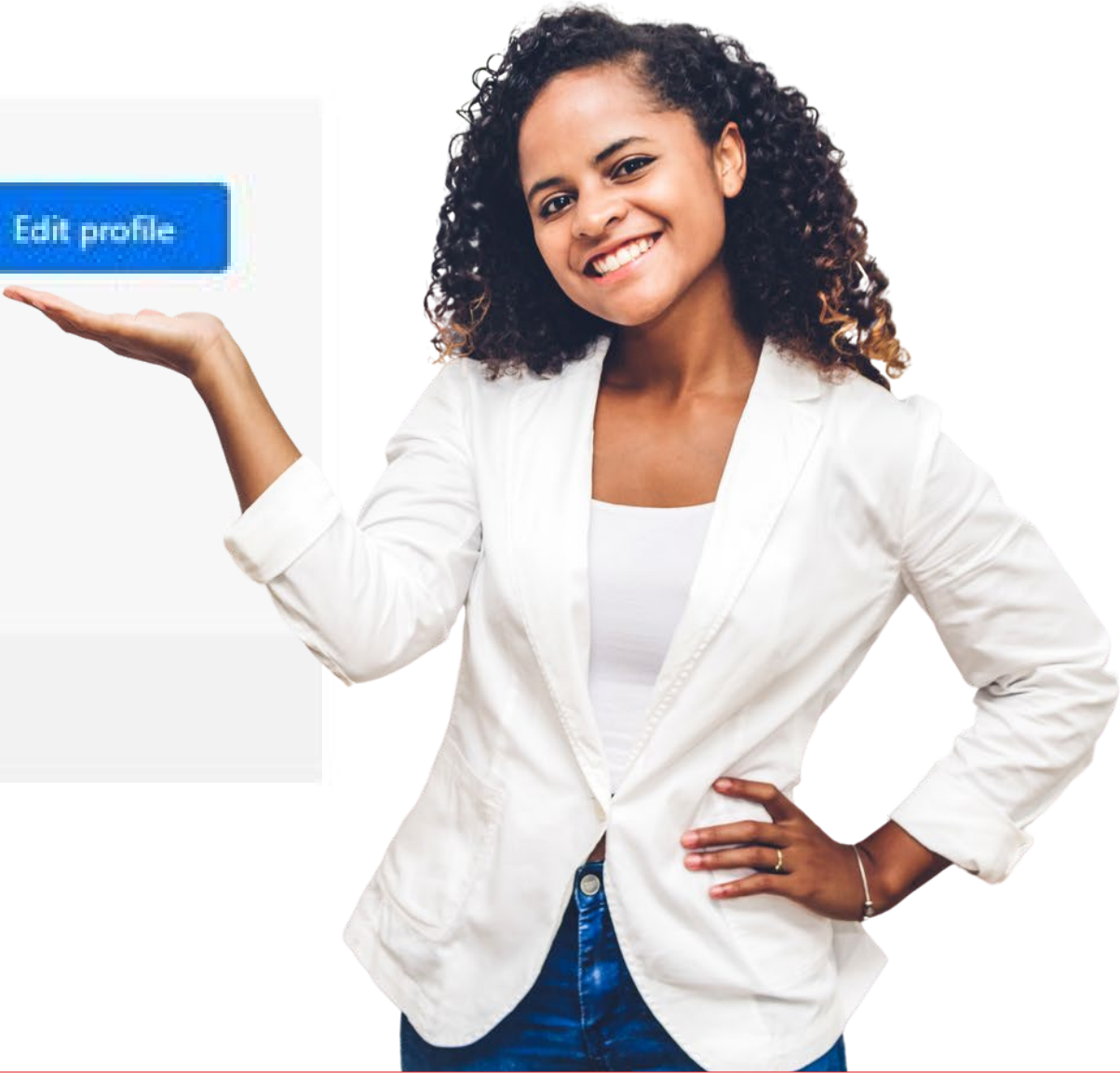


Viewing Your Profile

To edit your name or contact information, click "Edit Profile".

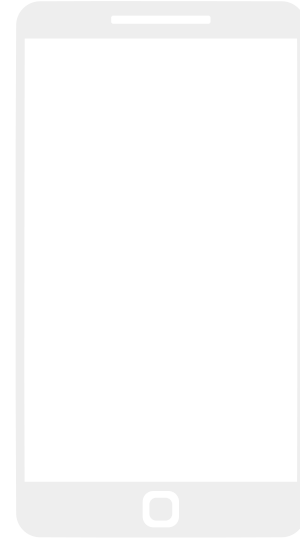


The screenshot shows a user profile for Ian Harris. On the left is a grey profile picture icon. To its right is the name "Ian Harris". Further right are two buttons: "Private" with a lock icon and "Edit profile" in blue. Below the name, there are three statistics: "Total activity 0", "Last activity No activity yet", and "Member since May 7, 2018". At the bottom, there are two tabs: "Activity overview" (which is selected with a blue underline) and "Comments (0)".

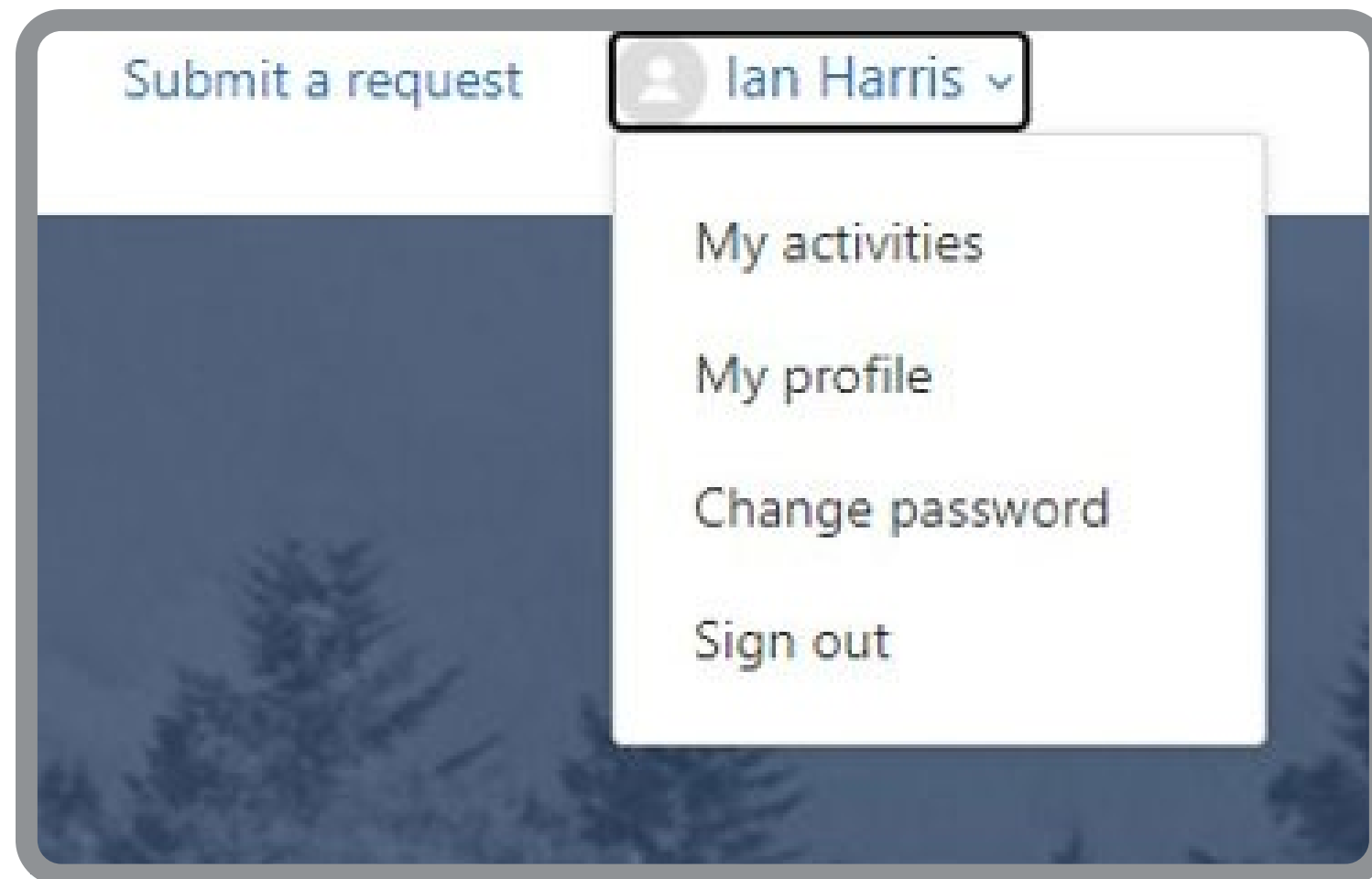


Viewing Your Profile

You can edit your name, email address, phone number, and add a profile picture.

A screenshot of a mobile app profile editing screen. The screen is titled "Edit my profile" and contains several input fields and a button. The fields are: "Name" with the text "Ian Harris", "Profile photo (optional)" with a person icon and a "Change photo" button, "Email" with the text "thehartley@gmail.com", "Phone (optional)" with the text "+16152933642", and "Description (optional)" with an empty text area. The screen is framed by a thick black border.

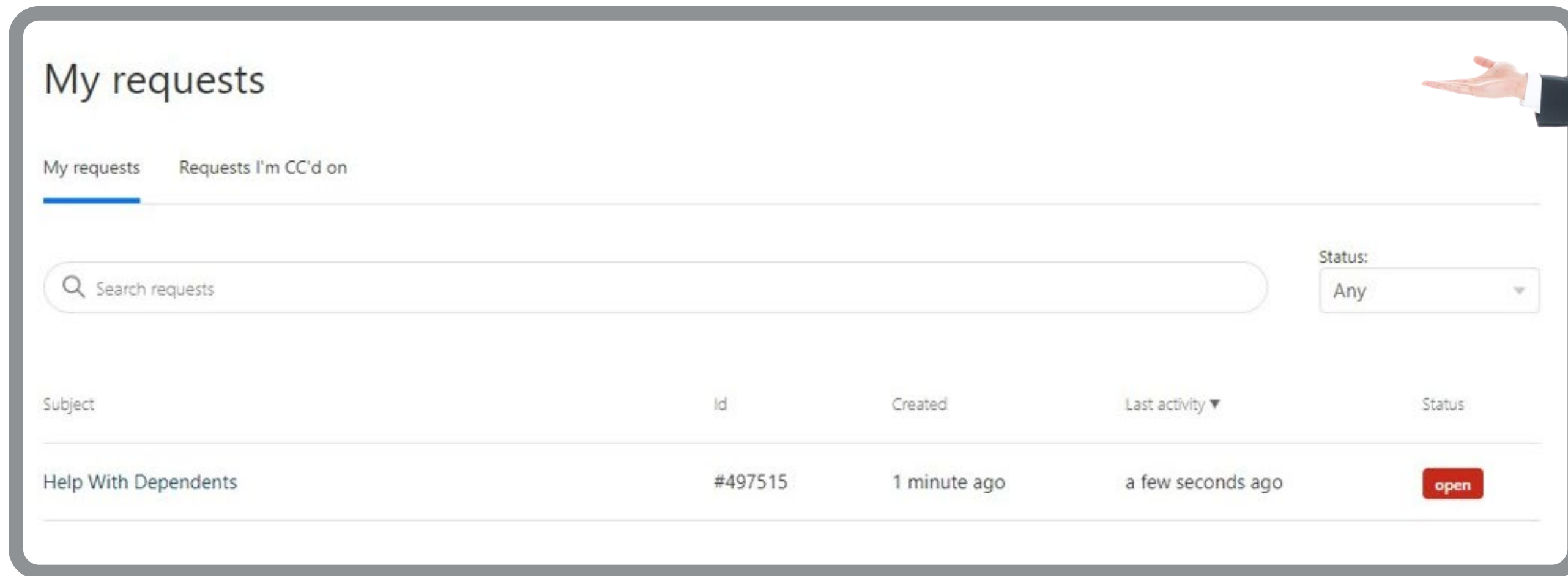
Viewing Your Tickets



Click on your name in the upper right-hand side, then click on "My activities".

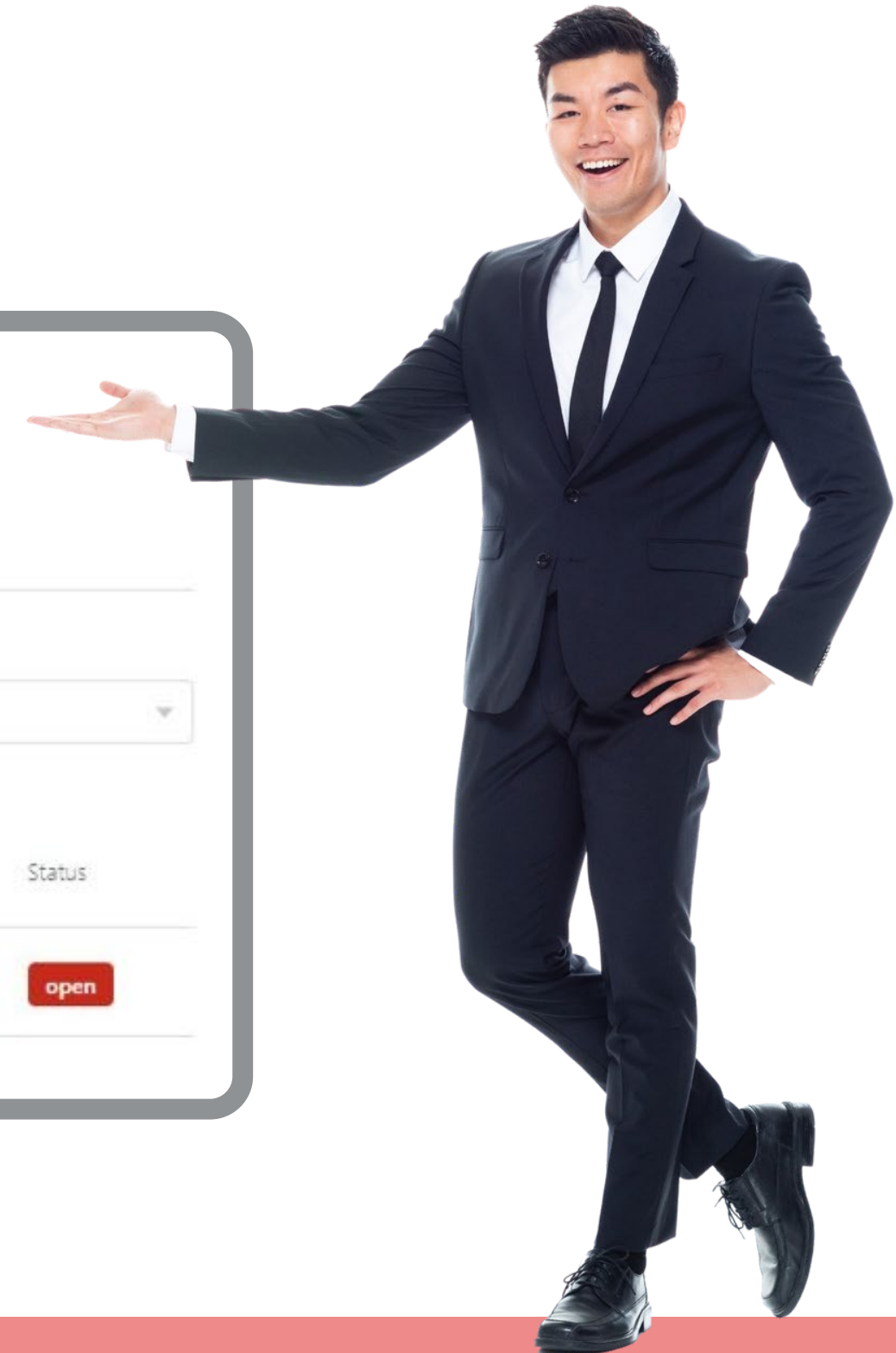
Viewing Your Tickets

You will see a list of all tickets you have ever submitted.



The screenshot displays a user interface for viewing tickets. At the top, there are two tabs: 'My requests' (which is active) and 'Requests I'm CC'd on'. Below the tabs is a search bar labeled 'Search requests' and a status filter dropdown menu currently set to 'Any'. The main content is a table with the following columns: Subject, Id, Created, Last activity, and Status.

Subject	Id	Created	Last activity	Status
Help With Dependents	#497515	1 minute ago	a few seconds ago	open



Viewing Your Tickets

Click on a ticket for more details.

Help With Dependents



Ian Harris
3 minutes ago

I need help with what kind of dependent documentation is acceptable.

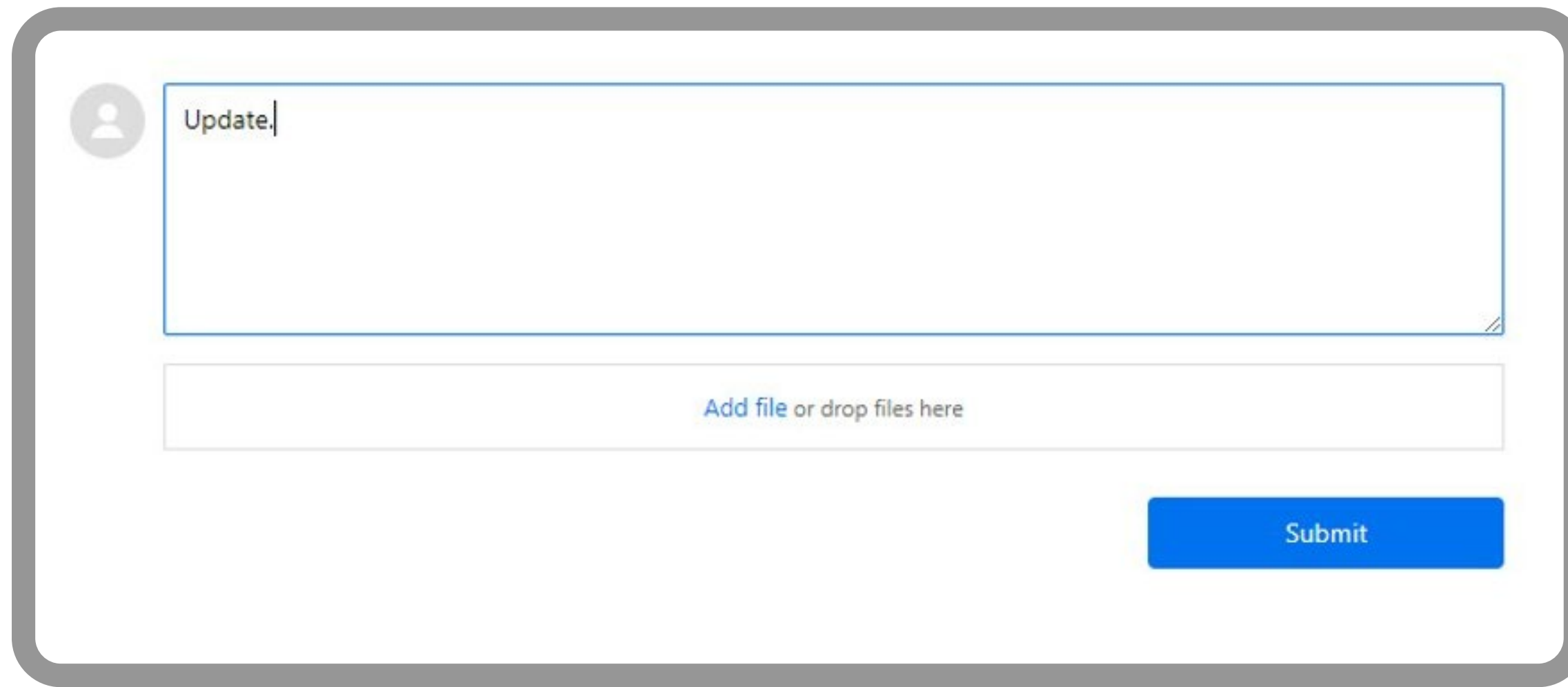


Add to conversation

Requester	Ian Harris
Created	Today at 13:27
Last activity	Today at 13:28
<hr/>	
Id	#497515
Status	open
Priority	Normal
My Issue is About...	Enrollment

Updating Your Tickets Online

Click "Add to Conversation" to add a comment or upload files.



A screenshot of a web form for updating a ticket. The form is enclosed in a rounded rectangular frame. On the left side of the form, there is a small grey circular icon containing a white person silhouette. To the right of this icon is a large white text input field with a blue border, containing the text "Update." followed by a cursor. Below the text input field is a white rectangular area with a thin blue border, containing the text "Add file or drop files here" in blue. At the bottom right of the form is a solid blue rectangular button with the word "Submit" in white text.





Answer Bot

- 1** Answer Bot is an automated answer suggestion service, using content from our Help Center.
- 2** Answer Bot will suggest articles for you to read.
- 3** Answer Bot will suggest answers to tickets you submit via the "Leave a Message" feature, via email, or via submit a request (except document uploads).

Answer Bot - Submit a Request

✓ Your request was successfully submitted.

While you wait, do any of these articles answer your question?

[I am over 65 and enrolled on the Tennessee Plan Medicare supplement. Am I eligible to enroll in coverage on the retiree vision plan?](#)

No. You must be covered on the retiree group health plan to enroll on the retiree vision plan. If you were covered on the vision plan as an active employee you should receive a COBRA notification...

[Am I eligible for The Tennessee Plan \(Medicare supplement\)?](#)

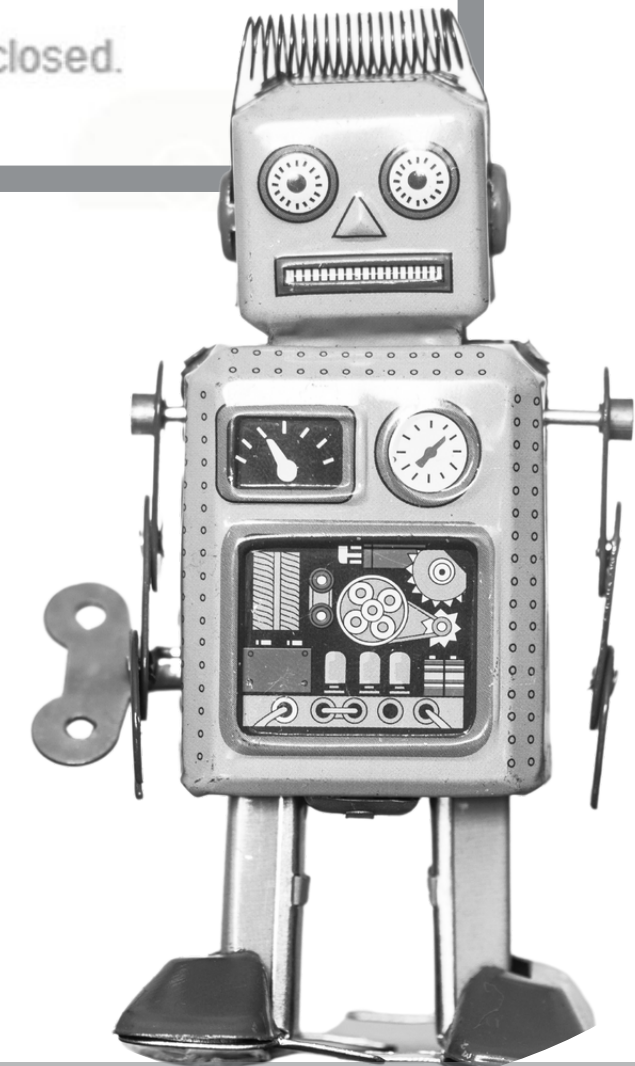
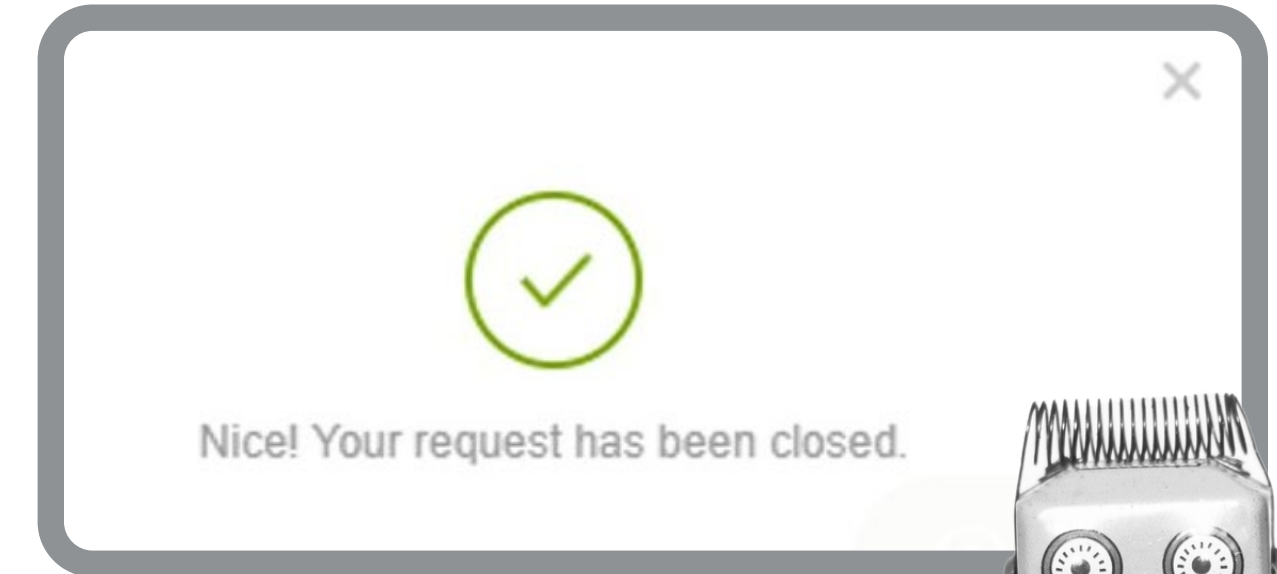
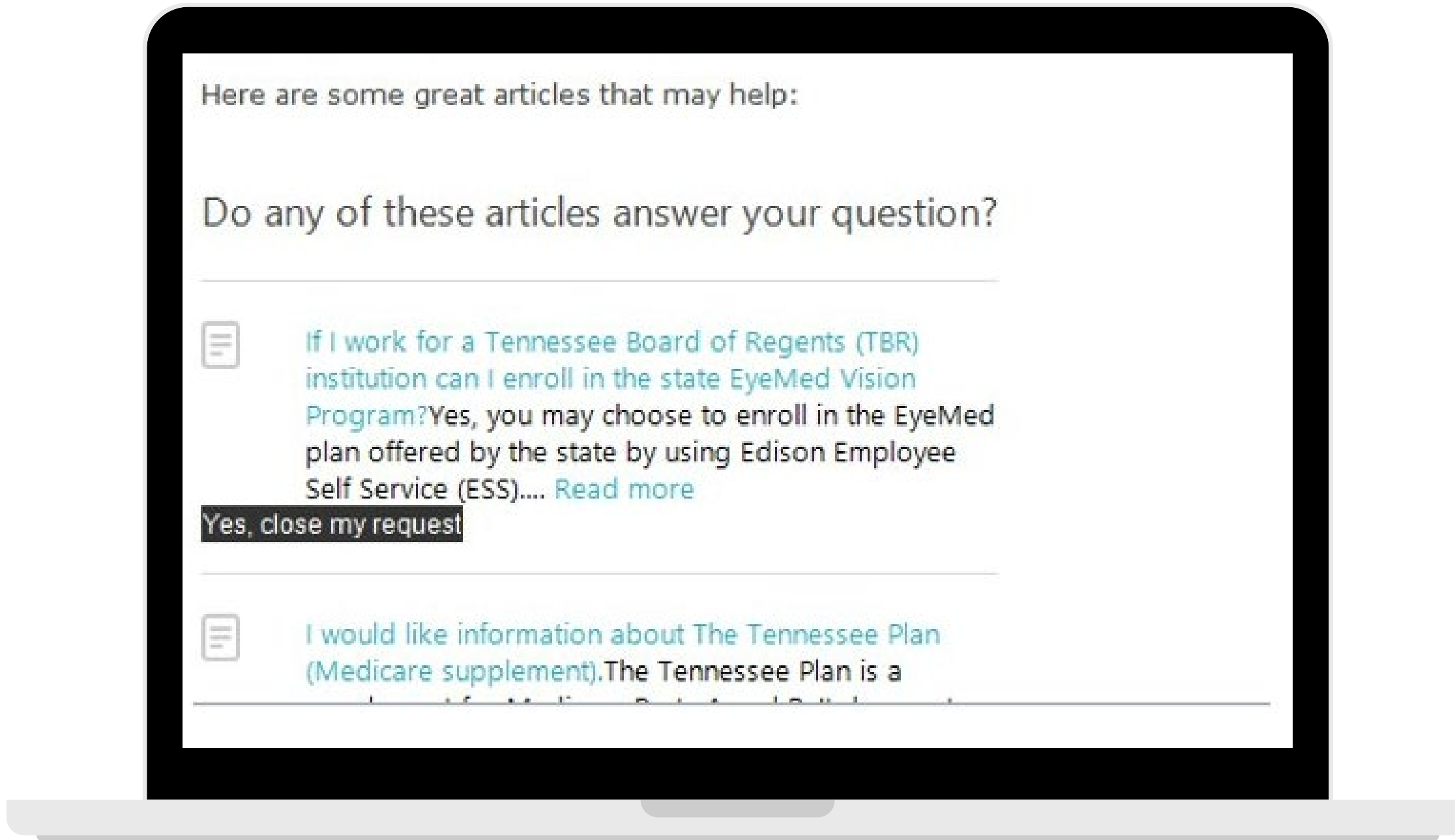
[I would like information about The Tennessee Plan \(Medicare supplement\).](#)

Does this article answer your question?

✓ Nice! Your request has been closed.



Answer Bot - Via Email



Answer Bot

If you click "Yes, close my request," Answer Bot will resolve the ticket without any action taken by the BA Service Center.



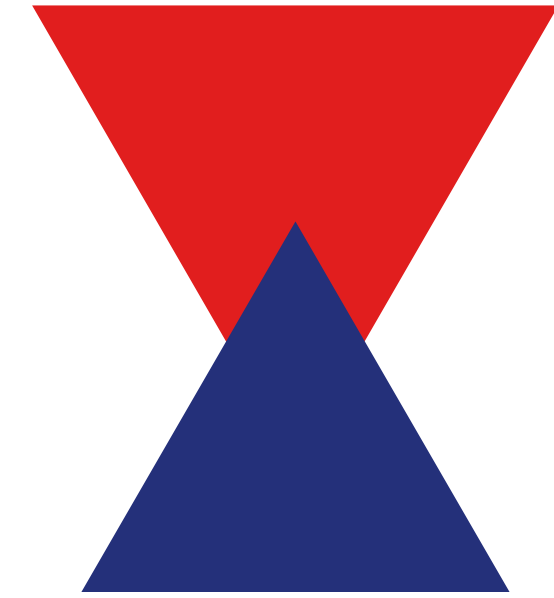
Answer Bot does not have access to personal information and cannot resolve account-specific questions. However, if you click "Yes" to a suggested answer, the ticket is still marked as solved.



Answer Bot can offer general information, such as enrollment requirements.



2022



What questions can we
answer?

Benefits Administration
THANKS YOU!

PARTNERS
FOR HEALTH