

**PARTNERS**  
**FOR HEALTH**

**Zendesk**

# What is Zendesk?

- ❖ Zendesk is a customer service software that provides a cloud-based customer support platform which allows quicker and easier interaction between businesses and customers.
- ❖ Agency Benefits Coordinators will be able to search the knowledge base system for Frequently Asked Questions, policies and procedures.
- ❖ Some examples of Articles and FAQ include: “How do I run a collections applied report?” and “I have submitted an enrollment request. How do I know it has been entered?”
- ❖ Agency Benefits coordinators will use Zendesk to submit tickets for issues that require further research.
- ❖ Zendesk will have articles and Frequently Asked Questions that you will be able to search before submitting a ticket/request.
- ❖ Zendesk will take the place of Remedy.

# What is Zendesk?

- ❖ When Benefits Administration receives a call from an ABC or employee, a ticket/incident will be created.
  - If the issue cannot be resolved while the analyst is on the phone, the incident will be sent to the BA service desk to be issued to the appropriate department that can answer the question or resolve the issue.
- ❖ Benefits Administration strives to resolve the issue within 1.5 business days or less.
- ❖ Some examples of issues in which a ticket should be created by an ABC include: billing questions, enrollment delays, eligibility questions, and/or general questions. In many cases, a call to Benefits Administration or creating a ticket may not be necessary. ABCs can find answers to many of their questions by searching Zendesk's knowledge base or viewing Edison Notes.

# Accessing Zendesk

- ❖ Agency Benefits Coordinators can access Zendesk at the following link below:

[benefitssupport.tn.gov/hc](https://benefitssupport.tn.gov/hc)

# Zendesk Home Page



Agent Sign In

**search** the help desk | **find** articles | **submit** a request

[Agency Benefits Coordinators \(ABCs\)](#)

[COBRA](#)

[Retirees](#)

[Active Employees](#)

[General](#)

# Zendesk Home Page



Click here at any time to return to Zendesk Home Page.

Agent Sign In

search the help desk | find articles | submit a request

Search

Search

Click “Agency Benefits Coordinators” for articles relating to ABCs.

Agency Benefits Coordinators (ABCs)

COBRA

Retirees

Active Employees

General

# Zendesk Home Page



Agent Sign In

search the help desk | find articles | submit a request

Search  **Search**

Select an option to view a list of articles.



- Agency Benefits Coordinators (ABCs)
- COBRA
- HSA/CDHP Questions
- Frequently Asked Questions (FAQ)
- Retirees
- Active Employees
- General

Promoted articles

What is a Proof of Joint Ownership document?

# Zendesk Home Page



Agent Sign In

search the help desk | find articles | submit a request

Search

Search

Select an option that is related to your issue.

## Agency Benefits Coordinators (ABCs)

HSA/CDHP Questions

Frequently Asked Questions (FAQ)

- ? What is a Proof of Joint Ownership document?
- I entered the wrong begin date in Edison/on the form and need to change it. How do I do that?
- I have submitted an enrollment request. How do I know it has been entered?
- How do I run a collections applied report?

## Retirees

The Tennessee Plan Medicare Supplement

Vision for Retirees

Dental for Retirees

Local Government Retiree Group Health

## COBRA

Frequently Asked Questions (FAQ)

## Active Employees

Frequently Asked Questions (FAQ)

# Using the Search Box

search the help desk | find articles | submit a request

Search

Search

The search box is similar to an internet search engine such as Google. ABCs can utilize the search box to quickly search for articles by using keywords.

Agency Benefits Coordinators (ABCs)

HSA/CDHP Questions

Frequently Asked Questions (FAQ)

- ? What is a Proof of Joint Ownership document?
- I entered the wrong begin date in Edison/on the form and need to change it. How do I do that?
- I have submitted an enrollment request. How do I know it has been entered?
- How do I run a collections applied report?

Retirees

The Tennessee Plan Medicare Supplement

Vision for Retirees

Dental for Retirees

Local Government Retiree Group Health

COBRA

Frequently Asked Questions (FAQ)

Active Employees

Frequently Asked Questions (FAQ)

# Using the Search Box

Enter a keyword.

dependents

Search

The search box will produce all articles related to the keyword.

State of Tennessee - Benefits Administration > Search results

**53 results for "dependents"**

Knowledge Base

Can children under age 26 be covered as dependents on their parents' plan if they are eligible for their own coverage (e.g., at another job)?

by Admin 4 months ago in General > Enrollment and Eligibility

Yes, access to other coverage is not a factor.

What are COBRA Qualifying Events for Dependents?

by Admin 3 months ago in COBRA > Frequently Asked Questions (FAQ)

Dependents already insured may continue coverage under COBRA for 18 months based on the events listed for employees...

How do I know if my dependents are eligible for dental benefits?

by Admin 3 months ago in Retirees > Dental for Retirees

If you are eligible for the optional retiree dental coverage, your eligible dependents are also eligible for dental

# Using the Search Box

"Special Qualifying Event"

Search

State of Tennessee - Benefits Administration > Search results

**16 results for ""Special Qualifying Event" "**

## Knowledge Base

What qualifies as a Special Qualifying Event?

by Admin 22 days ago in Active Employees > Frequently Asked Questions (FAQ)

A *special qualifying event* (SQE) allows you to enroll in coverage or add previously eligible dependents to your...

There was an error on a recent enrollment/Special Qualifying Event (SQE) request form. How do I make the correction?

by Admin 22 days ago in Active Employees > Frequently Asked Questions (FAQ)

If there is an error concerning your coverage choices, dependents coverage or your coverage begin date, contact your Age...

What is a Special Qualifying Event?

by Admin 3 months ago in General > FAQ

A *special qualifying event* (SQE) allows you to enroll in coverage or add previously eligible dependents to your...

For more specific results use quotations before and after the keyword.

# Creating a Ticket/Submitting a Request



Click here at any time to return to Zendesk Home Page.

Agent Sign In

HIPAA

Search

State of Tennessee - Benefits Administration > Search results

**No results for "HIPAA"**

Knowledge Base

No results for "HIPAA". Browse Knowledge Base

If you were unsuccessful in finding an article that was related to your issue, then you would need to create a ticket. Return to Zendesk home page to create a ticket.

# Creating a Ticket/Submitting a Request

search the help desk | find articles | **submit a request**

Click on “**submit a request.**”

Search

Search

Agency Benefits Coordinators (ABCs)

COBRA

Retirees

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Promoted articles

What is a Proof of Joint Ownership document?

# Creating a Ticket/Submitting a Request



Agent Sign In

Search

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



Select an option.

# Creating a Ticket/Submitting a Request

## Submit a request

My issue concerns a/an:  
Active Employees and their Dependents

Your email address \*  
ABC@agency.com

Subject \*  
HIPAA

Description \*  
I need assistance enrolling in the HIPAA training.

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

My Issue is About... \*  
Edison Security Access  
Eligibility Questions  
ELM Issues  
Enrollment Error  
Forms Request  
Healthcare

Complete each field. Each field that has an asterisk \* is required information that Benefits Administration needs to process a request.

Select an option from the drop down menu that is related to the issue.

# Creating a Ticket/Submitting a Request

**My Issue is About... \***  
ELM Issues

**Head of Contract Name (if different than your own)** ←

**Edison Employee ID** ←  
0000000

**Name** ←  
Agency Benefits Coordinator

**Phone Number** ←  
615-999-9999

**I work for... (ie, Agency Name) \*** ←  
State of Tennessee

**I am a... \***  
-  
Agency Benefits Coordinator - Higher Education  
Agency Benefits Coordinator - Local Education  
Agency Benefits Coordinator - Local Government ←  
Agency Benefits Coordinator - State Agency  
COBRA Recipient

**Submit** ←

Click "Submit."

Complete each field. Make sure you enter your **name**, **phone number**, and **Edison ID #**. If it's an issue regarding the ABC, enter the ABC info. If the issue is about a specific employee, please enter their name and Edison ID #.

Enter the agency name that you work for. For example: **Coffee County Schools, Dept of Children's Services, City of Layfatte, Tennessee State University**

Enter your entity.

# Creating a Ticket/Submitting a Request

\*\*\* This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. - STS-Security\*\*\*

----- Forwarded message -----

From: "State of Tennessee - Benefits Administration" <[support@stateoftennessee-benefitsadministration.zendesk.com](mailto:support@stateoftennessee-benefitsadministration.zendesk.com)>

Date: Jun 10, 2016 9:21 AM

Subject: [Request received] HIPAA

To: "Nakeishamyles" <[nakeishamyles@gmail.com](mailto:nakeishamyles@gmail.com)>

Cc:

##

Your request (468) has been received and is being reviewed by our support staff.

To add additional comments, reply to this email.



Nakeishamyles

I need assistance enrolling in the HIPAA training.

This transmission, regardless of modality, contains confidential information and may be subject to protection under the law, including the Health Insurance Portability and Accountability Act (HIPAA). If you are not the intended recipient, or an authorized agent for the intended recipient, you are hereby notified that use, such as but not limited to disclosure, copying, or distribution, is PROHIBITED! Please destroy any and all copies immediately and notify the sender of this erroneous receipt.

This email is a service from State of Tennessee - Benefits Administration. Delivered by [Zendesk](#)

Retention Policy: All Folders (90 days) Expires: 9/8/2016

\*\*\* This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. - STS-Security\*\*\*

----- Forwarded message -----

From: "Nakeisha Myles (State of Tennessee - Benefits Administration)" <[support@stateoftennessee-benefitsadministration.zendesk.com](mailto:support@stateoftennessee-benefitsadministration.zendesk.com)>

Date: Jun 10, 2016 9:25 AM

Subject: (State of Tennessee - Benefits Administration) Re: HIPAA

To: "Nakeishamyles" <[nakeishamyles@gmail.com](mailto:nakeishamyles@gmail.com)>

Cc:

## - Please type your reply above this line - ##

Your request (468) has been updated. To add additional comments, reply to this email.



Nakeisha Myles (State of Tennessee - Benefits Administration)

Test Ticket. Complete



Nakeishamyles

I need assistance enrolling in the HIPAA training.

This transmission, regardless of modality, contains confidential information and may be subject to protection under the law, including the Health Insurance Portability and Accountability Act (HIPAA). If you are not the intended recipient, or an authorized agent for the intended recipient, you are hereby notified that use, such as but not limited to disclosure, copying, or distribution, is PROHIBITED! Please destroy any and all copies immediately and notify the sender of this erroneous receipt.

This email is a service from State of Tennessee - Benefits Administration. Delivered by [Zendesk](#)

**When the ticket is submitted, you will receive an email with the ticket number. You will also be notified any time there is a update on the ticket.**

# Creating a Profile



Agent Sign In

All current ABC's email addresses will be imported into Zendesk. In order to view tickets, like and/or follow articles, you will need to create a profile.

Click "Agent Sign In."

search the help desk | find articles | submit a request

Search

Search

Agency Benefits Coordinators (ABCs)

COBRA

Retirees

Active Employees

General

# Creating a Profile

## Sign in to State of Tennessee - Benefits Administration

Stay signed in

Your credentials will be sent over a secure connection

[Cancel](#)

[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.

Click "Get a password."

Search

Search

Agency Benefits Co

Retirees

General

Promoted articles

[What is a Proof of Joint Ownership document?](#)

# Creating a Profile



Agent Sign In

Enter the email address that you use as an Agency Benefits Coordinator and click "Submit."

Please set me up with a new password

To reset your password for <https://stateoftennessee-benefitsadministration.zendesk.com>, enter your email address and we'll send you an email with instructions.

Your email

ABC@agency.com

Submit

cancel

Agency Benefits Coordinators

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Promoted articles

[What is a Proof of Joint Ownership document?](#)

# Creating a Profile

## Check your email

If you are an existing user, we will immediately send you an email with a link to reset your password.

If you are not an existing user, you can sign up [here](#).

close

You will receive an email with a link to create a password.

Search

Agency Benefits Coordinators (ABCs)

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Promoted articles

[What is a Proof of Joint Ownership document?](#)

# Creating a Profile

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----- Forwarded message -----

From: "State of Tennessee - Benefits Administration" <[support@stateoftennessee-benefitsadministration.zendesk.com](mailto:support@stateoftennessee-benefitsadministration.zendesk.com)>

Date: Jun 10, 2016 9:33 AM

Subject: Welcome to State of Tennessee - Benefits Administration

To:

Cc:

Welcome to State of Tennessee - Benefits Administration. Please click the link below to create a password and sign-in.

<https://stateoftennessee-benefitsadministration.zendesk.com/verification/email/bt23qe6LQt75tMZAf0EkbqiSz>

Click the link provided in the email.

This transmission, regardless of modality, contains confidential information and may be subject to protection under the law, including the Health Insurance Portability and Accountability ACT (HIPAA). If you are not the intended recipient, or an authorized agent for the intended recipient, you are hereby notified that use, such as but not limited to disclosure, copying, or distribution, is PROHIBITED! Please destroy any and all copies immediately and notify the sender of this erroneous receipt.

This email is a service from State of Tennessee - Benefits Administration. Delivered by [Zendesk](#)

# Creating a Profile



TN

Create and enter a password and  
Click **“Set Password.”**

**Choose your secret password**

You'll use this password to sign in to State of Tennessee - Benefits Administration.

Your name

Your password

Password requirements:

- must be at least 5 characters
- must be different from email address

**Set password**

# Creating a Profile



After you have set your password, you will return to Zendesk Home page and your name will appear in the profile.



[search the help desk](#) | [find articles](#) | [submit a request](#)

BA Employee Knowledge Base - Active  
Call Center

Agency Benefits Coordinators (ABCs)

COBRA

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Active Employees

General

Promoted articles

[What is a Proof of Joint Ownership document?](#)

# Viewing Dashboard



Click "My Activities."

ABC

- My activities
- Edit my profile
- Change password
- Sign out

search the help desk | find articles | submit a request

Search

BA Employee Knowledge Base - Active  
Call Center

Agency Benefits Coordinators (ABCs)

COBRA

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Promoted articles

[What is a Proof of Joint Ownership document?](#)

# Viewing Dashboard

## My activities

Requests

Contributions

Following

You can search request here.

You will be able to see all tickets that you have submitted and the status.

My requests

Requests I'm CC'd on

Search requests

Status: Any

468 HIPAA

19 minutes ago

Solved

# How to Follow an Article



Click here to return to Zendesk Home Page.



search the help desk | find articles | submit a request

Search

Search

You can follow articles to easily find and refer back to your most asked questions.

BA Employee Knowledge Base - Active Call Center

Agency Benefits Coordinators (ABCs)

HSA/CDHP Questions

Frequently Asked Questions (FAQ)

Select any article.

- ? What is a Proof of Joint Ownership document?
- I entered the wrong begin date in Edison/on the form and need to change it. How do I do that?
- I have submitted an enrollment request. How do I know it has been entered?
- How do I run a collections applied report?

COBRA

Retirees

Active Employees

General

# How to Follow an Article

Search Search

State of Tennessee - Benefits Administration > Agency Benefits Coordinators (ABCs) > Frequently Asked Questions (FAQ) Follow

**Click "Follow."**

## What is a Proof of Joint Ownership document?

**Proof of Joint Ownership**  
Bank Statement issued within the last six months with both names; or

- Mortgage Statement issued within the last six months with both names; or
- Residential Lease Agreement within the current terms with both names; or
- Credit Card Statement issued within the last six months with both names; or
- Property Tax Statement issued within the last 12 months with both names; or
- The first page of most recent Federal Tax Return filed showing "married filing jointly" (if married filing separately, submit page 1 of both returns) or form 8879 (electronic filing)

Admin - Today at 09:45

Was this article helpful? 1 out of 1 found this helpful

Have more questions? Submit a request

# How to Follow an Article

✓ You are now following this article.

You will receive this message after you click "Follow."



ABC

Search

Search

State of Tennessee - Benefits Administration > Agency Benefits Coordinators (ABCs) > Frequently Asked Questions (FAQ)

Unfollow

## What is a Proof of Joint Ownership document?

### Proof of Joint Ownership

- Bank Statement issued within the last six months with both names; or
- Mortgage Statement issued within the last six months with both names; or
  - Residential Lease Agreement within the current terms with both names; or
  - Credit Card Statement issued within the last six months with both names; or
  - Property Tax Statement issued within the last 12 months with both names; or
  - The first page of most recent Federal Tax Return filed showing "married filing jointly" (if married filing separately, submit page 1 of both returns) or form 8879 (electronic filing)

Admin - Today at 09:45

Was this article helpful?



1 out of 1 found this helpful

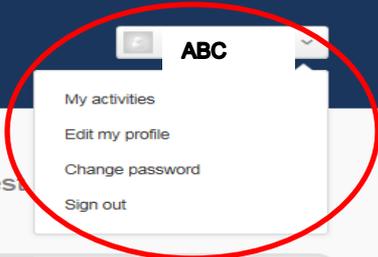


https://stateofennessee-benefitsadministration.zendesk.com/hc/en-us/search

# How to View Followed Articles



Click on **“My activities.”**



search the help desk | find articles | submit a request

Search  **Search**

BA Employee Knowledge Base - Active Call Center

Agency Benefits Coordinators (ABCs)

COBRA

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Active Employees

General

Promoted articles

[What is a Proof of Joint Ownership document?](#)

# How to View Followed Articles

## My activities

Requests

Contributions

Following

Click the "Following" link.

My requests

Requests I'm CC'd on

Search requests

Status: Any

Id	Subject	Last activity	Status
468	HIPAA	19 minutes ago	Solved

# How to View Followed Articles

## My activities

Requests | Contributions | **Following**

Title	Type	Following
What is a Proof of Joint Ownership document?	Article	Comments Unfollow

You will be able to view all articles that you are following.

# Reminders

- ❖ Zendesk will go live July 1<sup>st</sup>, 2016
- ❖ ABCs will no longer use Remedy
- ❖ Save the link to your Favorites for Quick Access
- ❖ Zendesk is compatible in all browsers



**QUESTIONS ???**