

mcp newsletter

April, 2016

16-02

TO: ALL PHYSICIANS AND DENTISTS

RE: CHANGE TO TELEPHONE NUMBER FOR 'TELECLAIM' AND 'TRANS' SOFTWARE SUPPORT

Effective April 12, 2016, the telephone number for TeleClaim and TRANS software support will change from MCP Operations (709) 758-1530 to OCIO Service Desk (709) 729-4357.

When answering a call OCIO Service Desk staff will ask for:

- the name of the caller;
- the telephone number of the caller;
- the six digit MCP Provider Number;
- the Provider's Name; and,
- a description of the support required.

If Service Desk staff cannot fulfill the support request during the call, a service ticket number will be provided to the caller and the request will be forwarded to MCP Operations for resolution. It is recommended that the caller note the service ticket number for reference purposes.

As a reminder please note that MCP provides software support for TeleClaim and TRANS only. MCP does not provide support for other software packages, hardware, network, or operating system issues. It's recommended that you seek the assistance of an IT professional for installation and ongoing support.