

# Washington IMC Provider ON24/7 Testing



## Submitter - ON24/7 Ticket Request

The provider or submitter with the connection to Change Healthcare will open an ON24/7 ticket by following these steps:

1. Log into Change Healthcare’s ON24/7 portal with your username and password:
  - o Address: <https://client-support.changehealthcare.com>
2. On the home screen, locate Service Requests and select Create.
3. Create Service Request: A list of request options will appear, choose General Requests. The next screen will have a sub selection called General Question, click Continue.
4. Enter information for the following fields:
  - o \*Please State Your Issue in Detail
    - Required Language – please copy/paste the following language into this field:
      - “The X12 837 attached to this ticket has been submitted to participate in Molina Healthcare’s Washington Provider Expansion testing. This ticket was created as a Molina requested TEST. We will provide this Ticket # to Molina for their retrieval of the file uploaded. Change Healthcare should work with Molina to test and deliver this file to them for processing.”
  - o Information can be entered but are not required in the following optional fields:
    - Case Tax ID
    - Case NPI
    - Alternate Email
    - My Tracking Info
5. You’ll be taken to a screen to review the information entered.
  - o Selecting Edit will return you to the previous screen to make any required updates.
  - o Selecting Submit will create the ticket and send it onto the Change Healthcare support team.
6. Once the SR ticket has been created, you must attach the X12 837 Test file to the ticket.
  - o Select the SR ticket and you’ll be taken to the Service Request Details screen.
  - o Toward the bottom of the screen the user will see multiple “Actions” that can be taken as shown below. Click on Upload File.

Actions: [New Comment](#) [Escalate](#) [Copy](#) [Upload File](#) [Fax Cover Sheet](#)  
[Flag as Parent](#) [Flag as Child](#)  
[View History](#) [View Original Details](#)

[BACK](#) [PRINT](#)

- o The user will be taken to a File Upload screen. Enter “Test File” in the comments field and click the Select button where you’ll be prompted to locate the test file on your local drive. Once selected, click the Send button.

## File Upload

Upload File to Service Request: [1-6493961912](#)

Test.txt

In the space below, please include information or instructions pertaining to the file you are uploading.

Test File

You have 1491 characters left. (Maximum: 1500)

- This concludes the steps required to attach the test file to the service request.
- 7. The final step is to reach out to Molina Healthcare via email and let them know a test file has been submitted to Change Healthcare.
  - Email Address: [IMCTesting@MolinaHealthcare.com](mailto:IMCTesting@MolinaHealthcare.com)
  - Detail: Please notify the Molina team that an ON24/7 ticket was opened with Change Healthcare for this testing effort. Ensure the SR ticket number is provided to Molina.

Once you have provided the ticket information to Molina, no further action is required. The Molina representative will reach out to their contact at Change Healthcare and request the test file be processed.