

CoverMyMeds Service Desk User Guide

07/24/2024 1:25 pm EDT

NOTE: This article is not to be shared with customers, internal tool use only.

CoverMyMeds support portal is available as an additional resource to the DrChrono support team in cases where additional review/assistance is needed.

The following individuals are credentialed to access the support portal :

- Roy Anderson
- Bindhu Mohl
- Kevin Wei

Ticket Response Time

- Hours of operation, 9-5 pm (M-F)
- Communication is via email
- High priority - same day
- Medium /Low - 24-48hrs

See attachment below for instructions ([CMM-ServiceDesk User Guide .pdf](#))

[Submitting a Prior Authorization using the CoverMyMeds integration \(Web\)](#)
