

INTERNAL: Contact Information List

07/24/2024 5:40 pm EDT

AdviNow

Jim Shelby, CTO / jim-shelby@gorvw.net

Appriss Health

Dennis Porter: deporter@apprisshealth.com

Carisk Partners (fka iHCFA)

Vincenia 862-268-2302 (cell) 976-947-8811 (office)

Carisk Partners clearinghouse help center: 888-207-6366

Technical support: cicsupport@cariskpartners.com

Provider Enrollment: provider@cariskpartners.com

For general info: cicinfo@cariskpartners.com

CoverMyMeds

Angela Liu (Account Manager/Product Owner) / ALiu@covermymeds.com

Brian Reimer (Sales) / BReimer@covermymeds.com

NEW for March 19 Integration:

Carly Turner - rmcferren@covermymeds.com - p.740.888.5038 - c.937.620.5620

Health eFilings

Ben West (CTO): bwest@healthefilings.com / 608 841 1381

Robert Hopton (CEO): rhopton@healthefilings.com

Health Gorilla

Use first: General Health Gorilla Support / 844-HGORILL (844-446-7455) support@healthgorilla.com

If further escalation is needed after support ticket is filed, please loop in

Tina Bresnahan, Director of Technical Services: tbresnahan@healthgorilla.com

For HG training:

The best way is to create a support ticket by writing your inquiry to support@healthgorilla.com. That way a support ticket is created to manage the request more efficiently. Also, it helps to include customer's full information including the exact name, address, phone and fax of the practice along with the NPI of the providers. This way support can first search if they are already in HG's system or not.

Vladimir Davydenko, Vice President of Operations / Phone ext 77 / vlad@healthgorilla.com

Steven Yaskin, CEO & Cofounder / syaskin@healthgorilla.com

Andrei Zudin, CTO & Cofounder / azudin@healthgorilla.com

Sergio Wagner, Chief Strategy Officer & Cofounder / swagner@healthgorilla.com

Ilya Ladnev, Engineer / iladnev@healthgorilla.com

HelloFax

Support Inquiries: apisupport@hellosign.com

ID.me

Customer Support email address drchrono.support@id.me

Account manager

Blake "BB" Burlage

Mobile: 757-513-6148

blake.burlage@id.me

Surescripts:

Jared Reynolds-Surescripts Account Manager
Jared Reynolds | Health Technology Vendor Account Manager
O: 763.316.2357 | C: 763.670.5550 | Jared.Reynolds@surescripts.com

Labcorp

Based on where your customer is located, a different support division should be contacted. Please see the map at the following link to identify where to send an email for support: [Labcorp Support Divisions](#)

Our main contact for high level general interface questions:

Bryn Hauser, Vendor Analyst: hauserb@labcorp.com

***For integration status inquiries/to request a new integration, please refer to the article noted [HERE](#).**

Labcorp interface testing available via our Business Development team's test account:

BTG into <https://cliestman.drchrono.com/crm/202262/>

Username: dgarchivebd

Doctor ID: 202262

Lexicomp

Aaron DeBerry: Aaron.Deberry@wolterskluwer.com

MModal

Paula Pasquinelli: paula.pasquinelli@mmodal.com

Nimblr.ai

Juan Vera, CEO / juan@nimblr.ai

Andres Rodriguez, CTO / andres@nimblr.ai

OutcomeMD

Justin Saliman, CEO / jsaliman@outcomemd.com / 310-867-3255

Blake Skenandore, Engineering / bskenandore@outcomemd.com

Quest Diagnostics

Quest EHR Interface Support / Client Connectivity Help Desk: Call 800-697-9302 Press 1, then 4.

Quest Support will ask for an account number. If you are calling to check on an issue affecting all of our customers, you can reply with "EVERY Quest account number going through HUB HORI24361" to indicate that the entire feed is down. Basically, you could pick any customer account number to give them and then stress that EVERY customer is affected. If you are calling about a specific customer of ours, you will need to provide that customer's Quest account number. Please ensure you receive a support ticket to refer to as needed.

Online ticket submission form: https://secure.questdiagnostics.com/ViewsFlash/servlet/viewsflash?cmd=page&pollid=it_ccsc!contact_2018q3&name=Vendor%20-%20DrChrono&user_type=vend

Vendor Account Manager: CISVendorImplementat@questdiagnostics.com

We don't have a specific AM. All of the AMs monitor the above email inbox.

***For integration status inquiries:** interfacerequests@questdiagnostics.com

***To request a new integration, please refer to the article noted [HERE](#).**

This email is specifically for project status inquiries as this mailbox is monitored by Quest interface coordinators.

***For customers who no longer want the pricing estimation page to generate:**

Steps to request the pricing transparency page be turned off

- A Service Now ticket will need to be opened by calling the Help Desk @ 800-697-9302, Options 1, 2, 1
- The ticket should be escalated to Quantum eLabs/LSM Support Tier3 in SNOW
- Please have the following information when calling in the ticket:

- Include the performing site and client account number(s) that are to be turned off
- The name of the person making the request and if it is the client or Quest/Optum resource
- This request is normally processed on a Tuesday or Thursday evening

Square

Title: Partner Manager

Name: Vikram Deshmukh

Email: vdeshmukh@squareup.com

Additional contact: Bryan Wiseman, Developer Success Engineer bwiseman@squareup.com

TriZetto

Jessica Kernan / Jessica.Kernan@cognizant.com

Twilio

Status page: <https://status.twilio.com/>

Email: support@twilio.com

Account SID (String Identifier): ACcd242daf90b2beef8b2348181cc3a91

Phone call reminder #: (866) 583-8119

Support plan type: Web only, no phone support. While there is no response time guarantee, a support representative will usually return a response within 1 business day.

Updox

Status page: <https://partnerstatus.updox.com>

E-mail (preferred): PartnerSupport@updox.com via Zendesk ticket. E-mailing this address will create a case in their queue that should be addressed within four business hours 8:30 am to 5:30 pm Mon-Fri EST. They will most likely reply via e-mail. If you need a callback, please make that request clear in the e-mail. For urgent issues, please do specify such in the subject of your e-mail.

Telephone: 614-798-8170, Option 4 - You'll have the ability to leave a voicemail as well.

The partner support team is small right now so you'll either talk with Karl Freudenreich or Noah Ebert, their new partner support analysts. You can also contact Karl directly if you have issues that are not getting resolved appropriately Karl@updox.com. His extension is 146. **Use this option only as a last resort.**
