

INTERNAL: ID.me Support Process

07/24/2024 5:55 pm EDT

In this article, we will look at the internal processes for contacting ID.me for support issues once we have done our part with the steps and tools we have in place.

We will look at:

- [Triaging a case](#)
- [Opening a Support Case with ID.me](#)
- [ID.me Support Ticket Process](#)
- [Contacting ID.me Support](#)
- [Contacting DrChrono Support](#)

DrChrono Support Case Triage

1. Support case arrives at DrChrono via existing support channels.
2. DrChrono Support staff performs case triage and provides initial support assistance to client/user.
3. If the end user is unable to proceed or has been unsuccessful with...
 - ...DrChrono product functionality, defer to existing DrChrono support processes and guidelines.
 - ...ID.me functionality, follow the process below for Opening a Case with ID.me Support.

Opening a Case with ID.me Support

1. Open a Support ticket on the end user's behalf by sending an email to: drchrono.support@id.me
2. **The email subject MUST be set to:** DrChrono; DrChrono ZenDesk Ticket Number; affected end user's email.
Example: DrChrono; XQ123; drsmith@clinic.com
3. **The email MUST contain the following details:**
 - Ticket sender (DrChrono agent) contact information (email and phone number and time of day to be reached/time zone)
 - **End User (Prescriber) Details:**
 1. First Name
 2. Last Name
 3. Email address that the end user (prescriber), used to sign up for ID.me. The email used by the end user to sign up for ID.me is how ID.me Support ensures a unique user match.
 4. Prescriber Contact Number(s)
 5. Preferred Contact Method of the prescriber (include time of day to be reached/time zone)
 - Alternate Prescriber Contact details:
 - If the prescriber would like for someone else to coordinate their support, e.g. an Office Manager, list their contact details and preferred contact method.

- Description of the problem
- Timestamp of the issue (when the issue was experienced by the client)
- Screenshots of the issue *Very helpful when troubleshooting*
- Any additional information that may help to troubleshoot the issue

4. Verify the email contains all relevant details before sending it to ID.me.

Note: Emails should NOT contain unnecessary personally identifiable information (PII) or any patient health information (PHI).

ID.me Support Ticket Process

Tickets submitted to ID.me will be handled in the order in which they were received.

1. ID.me Support receives an email from DrChrono which opens a ticket.
2. The DrChrono agent who submitted the ticket will receive notification that the ticket has been received. The email will include the following:
 - ID.me Support Ticket Number
3. ID.Me will triage the case.
 - If additional details are needed, ID.me will contact the DrChrono agent.
 - If no additional details are needed, ID.me will contact the end user directly to resolve the issue.
 - Please note: If a specific time call out from ID.me to a provider is requested, the call-out time is only a request until ID.me Support confirms the call-out appointment time.
 - ID.me Support will attempt to make contact with the end user three times:
 1. Upon ticket receipt
 2. +24 hours after the initial attempt
 3. +48 hours after the initial attempt
 - 4. At + 72 hours after the initial attempt to contact the end user, If ID.me Support has been unable to make contact with the end user, ID.me will contact the DrChrono agent who submitted the ticket and request help reaching the end user.
 - ID.me will close the ticket at the 72-hour mark and request that the DrChrono agent who submitted the ticket REPLY to the existing email thread which will reopen the ticket, should the end user still need assistance with the issue.
 - 4. If ID.me is able to make contact with the end user and resolve the issue, ID.me Support will notify the DrChrono agent that the issue is resolved and the ticket has been closed.
 - If ID.me is able to make contact with the end-user and the issue takes greater than 24 hours to resolve, ID.me Support will provide progress updates to the DrChrono agent who submitted the ticket no later than once every 24 hours.

5. If the issue is determined to not be an ID.me issue, any accumulated additional information will be provided back to the DrChrono agent.
6. If the issue has not been resolved and requires further coordination, ID.me will coordinate with the DrChrono agent and escalate as required.

Contacting ID.me Support

DrChrono Support will utilize the Support Process described above to contact ID.me Support.

ID.me Support normal business hours: Member support is available 24 x 7 x 365.

ID.me Support Escalations

If an escalation is required, contact the following ID.me Leadership Escalation contacts:

ID.me Support Escalations Contacts:

Name:	Blake Burlage
Title:	Customer Success Associate
Email:	blake.burlage@id.me
Name:	Santi Espinosa
Title:	Healthcare Lead, ID.me Member Support
Email:	santiago.espinosa@id.me

ID.me Normal Business Hours Technical Support

If a technical issue is believed to exist involving ID.me, escalate internally to DrChrono engineers for assessment. If escalation to ID.me is required, contact the following ID.me Technical Escalation contacts:

ID.me Technical Escalation Contacts

Name:	Anthony Spriggs
Title:	Sales Integration Engineer II
Email:	anthony.spriggs@id.me
Name:	Blake Burlage
Title:	Customer Success Associate
Email:	blake.burlage@id.me

ID.me After Hours Emergency Technical Support:

After normal business hours, assistance is available 24 x 7 x 365 when the support issue meets the following criteria: **A production system is down and inoperative.**

Contact after-hours Support by emailing: alert@idmeinc.pagerduty.com. This will notify personnel on call, the email sender should receive a response within 30 minutes. Please use this only in the case of an emergency.

Contacting DrChrono Support

ID.me Support will utilize the ID.me Support Ticket Process described above to contact the DrChrono Support Teams.

DrChrono Support normal business hours: DrChrono Support is available 5 am-5 pm PST M-F.

- DrChrono Email: support@drchrono.com
-