
MMCGME Services making the switch to HelpSpot

Sent to: RMS Coordinators, Program Coordinators, Education Managers and Reimbursement Personnel

Dear MMCGME Community Member,

On Tuesday, February 3rd, 2009, MMCGME Services will be switching our RMS Help software to HelpSpot, a customer service software package, to provide more transparency to the community to ensure that your response needs are being met to the best of our ability. As a result, all new request submissions will generate an automated email response, along with a tracking number to assist in monitoring issues and feedback from our team. Please note that rmshelp@umn.edu *has not changed* as our main point of contact, nor has 612-624-0750.

The following chart outlines the standard problem definitions that RMS Help encounters, how they are classified, and expected turnaround times for problem resolution based upon priority status levels, as approved by the Board of Directors:

| <u>Problem Priority</u> | <u>Status</u> | <u>Examples</u> | <u>Initial Response Time*</u> | <u>Time to Remedy</u> |
|-------------------------|------------------|---|-------------------------------|-----------------------|
| Priority 1 | Mission Critical | Any regulatory site visit, next day annual IRIS submission, 3 day audit penalty threshold | 4 working hours | 1 – 3 days |
| Priority 2 | Medium Priority | Next week month end close | Next working day | 1 – 5 days |
| Priority 3 | Low Priority | General inquiry/routine requests | 2 working days | Negotiated |

*The first correspondence acknowledging request receipt

If you have any questions or concerns, please feel free to contact RMS Help. MMCGME Services thanks you in advance for your patience during this transition period.
