

# Ohio Benefits Qualified Entity (QE) Incident Email Template

Technical Issues



**Email for New Issues:**

[DASOhioIE.Maintenance@das.ohio.gov](mailto:DASOhioIE.Maintenance@das.ohio.gov)

Please note that any emails sent to this address will result in an incident created in ServiceNow, which also includes any replies to the initial email sent.

**Email for Follow-up's:**

[DAS.CustomerSupport@das.ohio.gov](mailto:DAS.CustomerSupport@das.ohio.gov)

To avoid duplicate incident creation, **ensure to include Ref:String** located at the bottom of each generated ServiceNow email.

\*\*\*BEGIN OF OB INCIDENT TEMPLATE\*\*\*

===SUBMITTER NAME:	
===SUBMITTER PHONE:	
===SUBMITTER EMAIL:	
===SUBMITTER QUALIFIED ENTITY:	
===INCIDENT WATCHLIST:	
===ISSUE SHORT DESCRIPTION:	
===ISSUE DETAILED DESCRIPTION:	
===ISSUE IS URGENT – YES/NO:	
===IMPACTED PROGRAM:	Medicaid
===DID YOU ATTEMPT OR APPLY A WORKAROUND – IF YES, PLEASE PROVIDE STEPS TAKEN:	
===RESULT(S) EXPECTED:	
===RESULT(S) ACTUAL:	
===SCREENSHOT ATTACHED – YES/NO:	
====IF NO, IMPACTED SCREEN OR PROCESS:	

\*\*\*END OF OB INCIDENT TEMPLATE\*\*\*

**DISCLAIMER:** Please do **NOT** respond with protected health information (PHI) and/or personally identifiable information (PII) such as consumer name, address, phone number, income, Social Security number, program name, medical nor financial information in the body of an email. All confidential PHI/PII must be contained in an email attachment.

Do **NOT** send Federal Tax Information (FTI) via email or as an attachment to the Help Desk.