

## Objective

The objective of this document is to provide an overview of the updated Ohio Benefits Incident Email Template, as well as detail steps on the various ways to submit and manage incidents with the Ohio Benefits Help Desk (OBHD).

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## Ohio Benefits QE Incident Email Template Overview

1. Download the Ohio Benefits QE Incident Email Template.

2. Enter your contact information.

**===SUBMITTER NAME:**

**===SUBMITTER PHONE:**

**===SUBMITTER EMAIL:**

**===SUBMITTER QUALIFIED ENTITY:** *The name of the Qualified Entity you represent.*

3. List the names & email address of all individuals that should be included in the incident updates. These individuals will receive ServiceNow notifications sent to the Requester regarding the incident.

**===INCIDENT WATCHLIST:** *Person1\_Name first.lastname@medicaid.ohio.gov; Person2\_Name first.lastname@ohio.gov;*

4. Describe the issue in detail.

**===ISSUE SHORT DESCRIPTION:** *Is a short and concise description of the issue, which should also be used for the Email Subject line.*

**===ISSUE DETAILED DESCRIPTION:** *Provide as much relevant detail about the issue you are seeing and the impact it is having.*

**===ISSUE IS URGENT – YES/NO:** *Is the issue of urgent nature? For example: MITS is not showing eligibility, but the case is approved in Deemed/PE Portal | Preventing eligibility determination in Deemed/PE Portal | Escalation should be expected, etc.*

**===IMPACTED PROGRAM:** Medicaid

5. If a workaround was provided and attempted, please provide insight on its results.

**===DID YOU ATTEMPT OR APPLY A WORKAROUND – If YES, please provide the steps taken:** *Provide as much relevant detail about the attempted workaround and the step(s) that did not work for you.*

**===RESULT(S) EXPECTED:** *Describe what results were expected.*

**===RESULT(S) ACTUAL:** *Describe what results transpired.*

6. This is an important support piece for the triage process. Screenshots can help provide essential insight into the issue and can speed up the triage by potentially avoiding additional follow-up questions.

**===SCREENSHOT ATTACHED – YES/NO:**

**====IF NO, IMPACTED SCREEN OR PROCESS:** *e.g. EDBC Results screen*

7. Save the template on your computer in the latest Microsoft Word format (.docx). Please avoid using graphical formats such as GIF, PNG, etc.
  - 7.1. For the document name it is suggested to use a brief but descriptive issue description.

## Contact the OBHD via Email

When contacting the OBHD via email there are a few things to consider, due to the automated incident creation feature of ServiceNow:

- **Is it to submit a new incident?**
  - See: [Submit a New Incident](#)
- **Is it to provide additional information for a submitted incident?**
  - See: [Submit Additional Information for an Active Incident](#)
- **Is it to check on the status of a submitted incident?**
  - See: [Request a Status Update on an Active Incident](#)
- **Is it to request a submitted resolved incident to be reopened?**
  - See: [Reopen a Resolved Incident](#)

**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.

## Submit a New Incident

1. To initiate a New Incident, enter the following email address into the **To:** field.

**To:** *DASOhioIE.Maintenance@das.ohio.gov*

2. Please state in the **Subject:** field the following.

**Subject:** *Ohio Benefits Technical Issue Deemed/PE Portal*

**NOTE:** The email subject line will define the incident Short Description field in ServiceNow, which has a character limit of 255.

Here are some examples to avoid:

- Ticket
  - Incident\_Email\_Template\_071718
  - Consumer John Doe 1234567
3. Attach the completed Incident Template to your email.

4. Send email.

### Submit Additional Information for an Active Incident

All emails sent from ServiceNow have two things in common:

- (1) the sender is State of Ohio <das.customersupport@das.ohio.gov>
- (2) at the bottom of the email body is an alphanumeric Reference ID String listed.

These two key things are important to tie any incoming communications to a specific incident. If either one is left out of the incoming communication, it will create a new incident. The below steps provide guidance to ensure your communication will tie back to your corresponding incident Activity Log.

### Option 1: Replying directly to a ServiceNow Email

1. Reply directly to the ServiceNow email received, ensuring the email thread is included in the response, which holds the Ref. ID String. Note that the To: line will show as OIT Customer Support which is an alias for das.customersupport@das.ohio.gov.
2. Attach the Incident Template with any additional information included.
3. Send email.

### Option 2: Forwarding or Creating a New Email

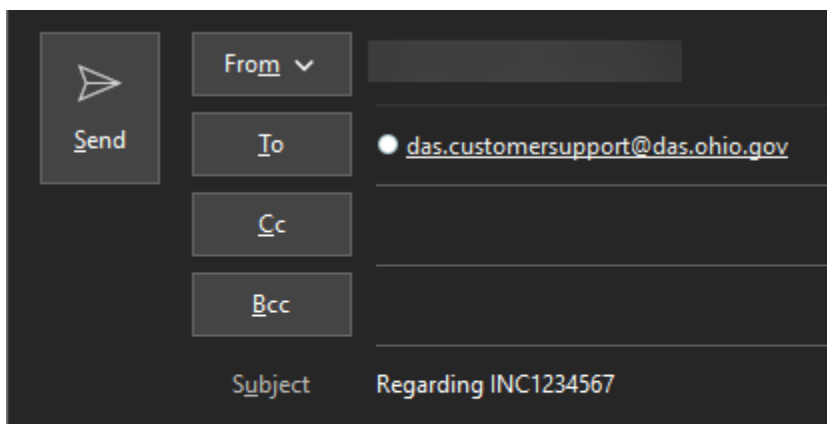
1. Enter the following email address into the **To:** field.

*To: das.customersupport@das.ohio.gov*

2. Copy and paste the **Ref.** ID String into the email body. The **Ref.** ID Sting can be found at the bottom of any received ServiceNow email. It is also called out in every OBHD email communication sent out.

Example:

**Ref:**MSGOH41588933\_OP2xKUL1hvm0kxii5

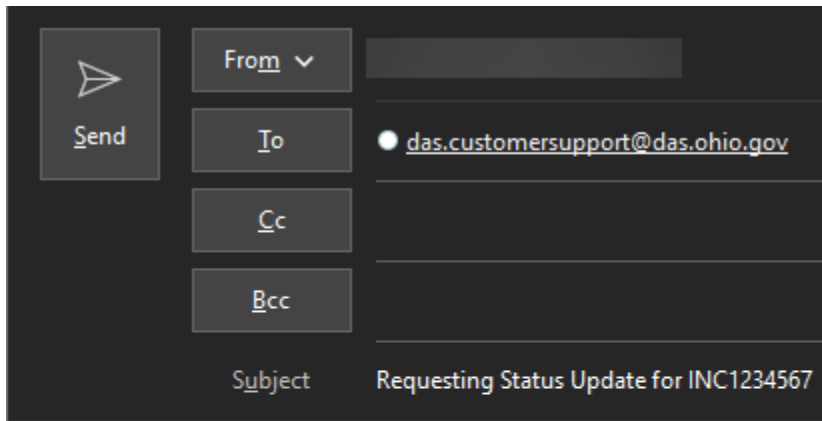


Ref:MSGOH41588933\_OP2xKUL1hvm0kxii5

3. Attach the Incident Template, with any Additional Information included.
4. Send Email.

### Request a Status Update on an Active Incident

Steps as listed in the above section, [Submit Additional Information for an Active Incident](#), also applies when requesting a status update for an active incident, with the only difference being the email Subject line, e.g. "Requesting Status Update for INC<xxxxxxx>".



The screenshot shows an email composition interface with a dark background. On the left is a 'Send' button with a paper plane icon. To its right are four input fields: 'From' (with a dropdown arrow), 'To' (containing 'das.customersupport@das.ohio.gov'), 'Cc', and 'Bcc'. Below these is a 'Subject' field containing 'Requesting Status Update for INC1234567'.

Hello,

Please provide a status update.

Best,

Your\_Signature

Ref:MSGOH41588933\_OP2xKUL1hvm0kxii5

### Reopen a Resolved Incident

1. Navigate to the received Resolved Incident email notification.
2. Reply directly to the received resolution email.
  - 2.1. Provide the justification as to why the incident should be reopened.

**Note:** Resolved incidents have a grace period of 3 days in which they can be reopened. Afterwards the incident moves into a Closed state, which will then require a new incident submission.