

ANNOUNCEMENT: New Enhanced Technical Help Desk Experience Coming to Ohio Benefits

June 20, 2018

Ohio Benefits Qualified Entities:

On July 2, 2018 at 7 a.m., the Ohio Benefits Project Team will begin providing Qualified Entities with a new and enhanced help desk experience to address technical or access issues regarding the Ohio Benefits Presumptive Eligibility (PE) Portal. Features of this new technical help desk will include dedicated hours of service 6 days each week, and the ability to speak with a help desk agent over the phone. Please see below and attached for additional detail.

ACTION REQUIRED:

- Beginning July 2, 2018 at 7 a.m., Qualified Entities will contact the Ohio Benefits Help Desk using DASOhioE.Maintenance@das.ohio.gov or (866) 846 4528 for support for all technical or access issues experienced with the PE Portal according to the following schedule:
 - Monday – Friday, 7 a.m. – 7 p.m. EST; and
 - Saturday, 9 a.m. – 5 p.m. EST.
- As part of this new process, Qualified Entities must complete and send the [technical template](#) to DASOhioE.Maintenance@das.ohio.gov when reporting an incident.
- All policy-related questions, should continue to be submitted to the Ohio Department of Medicaid using PEQuestions@medicaid.ohio.gov. Please also include a completed [policy template](#).

QUESTIONS?

- Policy – Please contact the Ohio Department of Medicaid at PEQuestions@medicaid.ohio.gov along with the completed policy template.
- Technical - Please contact the Ohio Benefits Help Desk at (866) 846-4528 or DASOhioE.Maintenance@das.ohio.gov to ask questions or report possible issues. If e-mailing the Help Desk, please refer to your technical template for helpful details.

Thank you.

The Ohio Benefits Communications Team