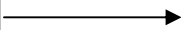# Customer Portal
Overview

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Introduction

- You must have your assigned User ID and Password
    - Delivered to you on the Welcome Letter sent to you within 3-4 business days from enrolling for service
    - Or, call 866-367-9778 to get your login information
- What is the Customer Portal
    - The Customer Portal allows customers to manage enrollment and claims issues, get answers to common questions and view customer EMC and ERA status
- This lesson will show you how to
    - Find the Home Page
    - Log in to the Customer Portal using the customer log in information
    - View current issues at the state level
    - Search the knowledge base for answers to questions or to help troubleshoot claims rejections
    - Add and view status of service tickets
    - Check EMC and ERA status
    - Access and complete the online customer survey
- Read the instructions in the gray boxes in this lesson
- Questions or problems can be reported to Technical Support at:
    - Email: tsupport@ENShealth.com
    - Or phone: 1-866-367-9778

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Customer Portal

Go to the ENS Main Home Page at: http:// www.enshealth.com
Helpful hint: if you haven't already done so, save it as a favorite for future use

Click on "Customer Support"

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Log in to Customer Support

Click on "Sign In"

Enter your User ID and Click "Continue"

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Viewing Current Issues

Important issues appear here, the issues are defaulted to the state the provider is located in. These issues are also posted on reports as provider announcements.

Customer Center

- Current Issues
- FAQ
- Knowledge Base
- Ticket Status
- EMC Status
- ERA Status
- Take Survey
- Logout

Current Issues

State: Colorado

New Payer Connection-Medica (Payer ID-94265)
New Payer Connection - Medica (Payer ID - 94265) ENS is pleased to announce the addition of Medica for the transmission of hospital claims.

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Viewing Current Issues

The knowledge base contains information to common questions and associated issues related to the search. This is helpful with training office staff and troubleshooting claim rejections

Add and View Status of Service Tickets

Ticket Status allows you to track all open and closed tickets, along with resolution.

New tickets can be added by selecting the Add New Ticket button. When a new ticket is added, it is assigned to a Technical Services Representative who will resolve your ticket and follow up with you.

Customer Center

- Current Issues
- FAQ
- Knowledge Base
- Ticket Status
- EMC Status
- ERA Status
- Take Survey
- Logout

Ticket Status

Add New Ticket

Show All:
- ● Open Tickets ○ Closed Tickets

Find individual ticket# [   ] [Search]

#	Ticket#	Description	Notes	Start Date ▽	Close Date
1	071720070002	Medicare claims getting denied for missing CLIA numbers	notes	7/17/2007 1:22:00 AM	

Record 1 of 1   Page 1 of 1

Add New Ticket

Type: [▼]

Short Description: [   ]

Details: [   ]

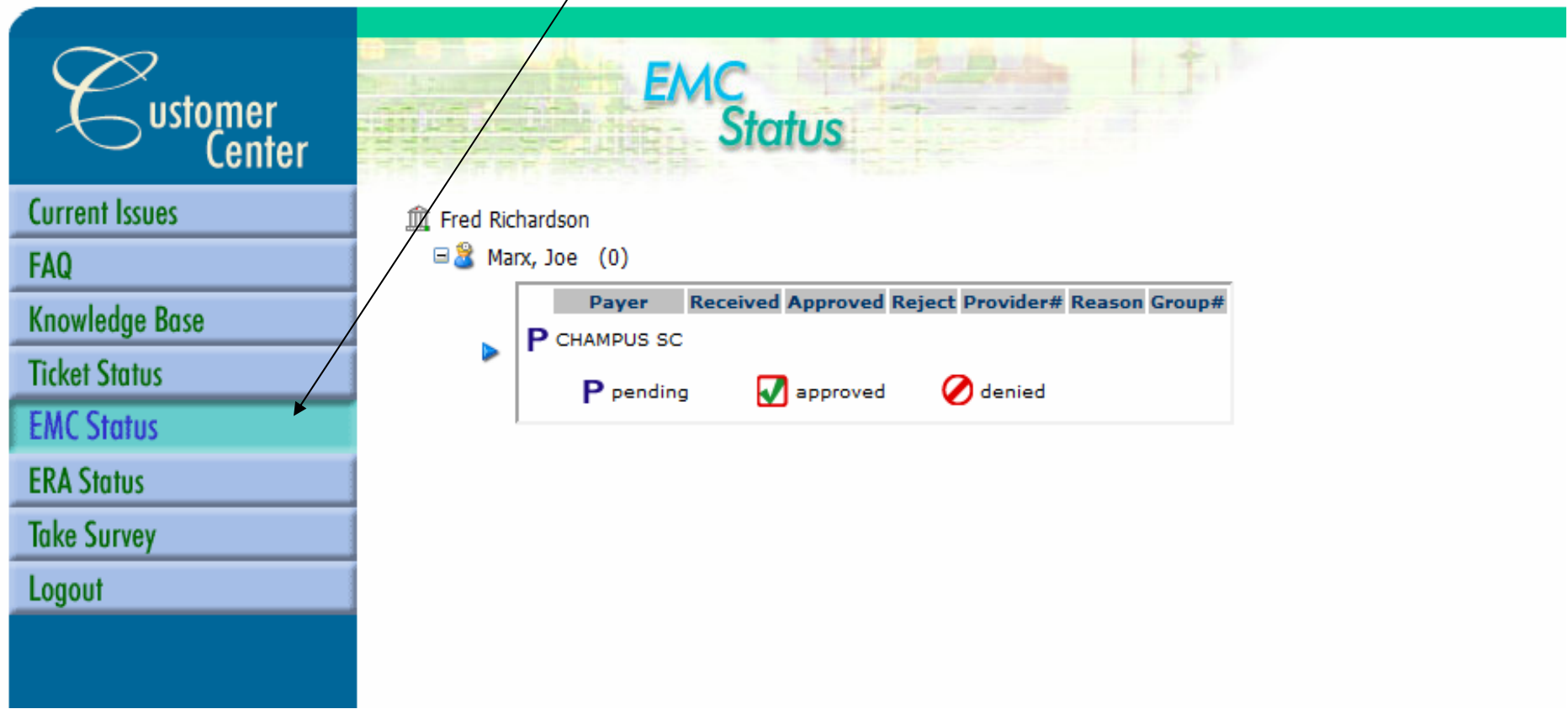[Save Ticket] [Cancel]

① Select the issue type from the dropdown

② Add a brief description of the issue

③ Add specific details on the issue. e.g., dates, report rejections, etc

④ Click on "Save Ticket"

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Viewing EMC and ERA Status

The EMC status tabs, show a status of a providers enrollment with a Payer. Here you can view the date and time an EMC was received and logged on our system. The EMC will have a status of Approved, Denied or Pending.

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Customer Survey

Please complete an online survey to let us know how we are doing and to help us improve our service

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Congratulations!

- You have now completed Customer Portal self-service training
- Questions or issues can be reported in one of two ways
  - Email Technical Support at tsupport@ENShealth.com
  - Or, call at 1-866-367-9778
- We appreciate your business!