

Questions raised by attendees during the webinar are noted below with their corresponding responses from PLEXIS.

1. Is there a configurable hierarchy so that a claim will only be in one queue at a time? [11:15 AM] AI N

[RESPONSE] Answered on webinar: No hierarchy, but this could be managed through the queue filter criteria.

2. Will Orion notify the requestor via email when the ticket is resolved? [11:22 AM] Lee B

[RESPONSE] Answered on webinar: Use of PLEXIS Alerts to email attached member\provider\client (assuming QC holds the email address information) when the CS ticket is marked as resolved.

3. For the tickets, can an email be ticketed directly and set as a task? eg can we give customers an email address for queries, and the incoming email will form or create a ticket? [11:23 AM] Rhonda D

[RESPONSE] Answered on webinar: Not a current function in Orion, inbound emails creating a CS ticket in Orion is a long-term roadmap item for Orion. NOTE: PLEXIS Alerts can be used to monitor inbound emails.

4. Can you add notes and edit member info in Orion that will then flow back to QC? [11:24 AM] Lee B

[RESPONSE] Not answered on webinar: Currently, Orion is limited to view-only of QC Note records. It is a long-term Orion roadmap item to allow for the add\update of QC Notes within Orion.

5. Can you order the screen - e.g. claims before enrollments? [11:25 AM] Marcia L

[RESPONSE] Not answered on webinar: Currently the CSR customization is limited to allowing\disallowing specific "sub grids" for display of QC information for tracking provider and members calls. The user-invoked ordering of those "sub grids" within the CS ticket screen is not currently available. PLEXIS can add this as a long-term roadmap item or work with our clients to prioritize and add this as a scheduled enhancement.

6. Does Orion include specific codes and tools for tracking Medicare A&G compliance? [11:35 AM] Mechelle R

[RESPONSE] Not answered on webinar: Orion does not have specific appeals and grievance functionality beyond what was demonstrated in the CS ticket demo. It is a long-term Orion roadmap item to expand the current functionality to better support appeals and grievance data tracking and reporting, and workflow needs.

7. Can you organize the column headings on this claim view. E.g. have the columns in a different order or can I select what columns I want as a user. [11:39 AM] Marcia L

[RESPONSE] Not answered on webinar: Currently the column headings and order of the claim view is restricted to what was demonstrated. PLEXIS can add the request for client configurations (at the Orion

instance level, not the Orion user level) as a long-term roadmap item or work with our clients to prioritize and add this as a scheduled enhancement.

8. For the tickets, can an email be ticketed directly and set as a task? eg can we give customers an email address for queries, and the incoming email will form or create a ticket? [11:58 AM] Rhonda D

We already have Plexis Alerts....so it would have to be created by a human and then the closure or result sent as an Alert...

[12:01 PM] Marcia L

[RESPONSE] Not answered on webinar: This is correct, PLEXIS Alerts can be configured to monitor for new\updated tasks (on a CS ticket or claim in a queue) and take a specific action (i.e., generate a report\letter, send an email, etc.). Currently, the creation of the task is limited to the Orion user manually adding the task. PLEXIS does have a long-term roadmap item for the automatic creation of task(s) based on the ticket criteria (i.e., category, ticket type, etc.).