

Vyne Product Support

NEA, powered by Vyne Product Support provides assistance to customers by delivering quality, responsive, caring and consistent services. Vyne Product Support is intended to assist, troubleshoot and resolve specific issues resulting from use of Vyne products on a supported platform which meets the technical pre-requisites set by The Vyne Corporation.

To deliver the highest quality service, Vyne Product Support is comprised of Implementation, Client Support and Payer Services with technical expertise of the Vyne product suites and knowledge of your specific setup and needs.

Whether your organization chooses to contact us via the Web, phone, or the Live Chat option, you can be assured Vyne Product Support personnel are committed to providing the best possible service available.

How We Support Our Clients

Vyne Support is available Monday through Thursday from 8:30am to 7:00pm EST and Friday 8:30am to 5:30pm EST. We are closed most major US holidays.

The majority of Vyne support inquiries are resolved with one-time resolution. In the event that your issue cannot be resolved during your initial call, a client support representative will provide a follow up date and time subsequent correspondence on a particular issue. Vyne Support will either provide you with the resolution to your inquiry, or document your case and escalate it to the next tier for resolution.

Phone Support

Utilizing phone support is the most frequently used method for contacting the support organization. Clients speak directly to a client support representative within seconds of calling. This is the quickest way to reach resolution to a request/problem. This method is recommended for more detailed involvement such as errors occurring using the software, new installations, or trainings. See Contacting Vyne Support section below for contact information.

Live Chat Support

Utilizing the award winning Vyne Support chat option is the second most utilized communication method. Live Chat is utilized for more common questions that doesn't require a substantial amount of research or follow up. Utilizing this method, the customer support representative interacts with the web visitor, understands the requirements, resolves the query and closes the interaction once resolved. If the query becomes more in depth and requires research the support representative will initiate and outbound call. This method is recommended for inquiries such as facility id requests, attachment questions, or general information. See Contacting Vyne Support section below for contact information.

Email Support

Email is the least used means of Vyne support. This communication method is great for general inquiries or inquires that are not of a sensitive nature. See Contacting Vyne Support section below for contact information.

Vyne Support Escalation Process

Each inquiry that cannot be handled by our Client Support Representatives will be escalated to a Senior Support Representative. It is the role of Senior Support Representative to further triage the issue, resolve if possible, or make a further determination regarding the severity level and the next stage of escalation based on multiple criteria, including the products affected and the function of the affected departments.

Information to Supply when Contacting Vyne Corporation Support

Please be prepared to provide the following information when contacting Vyne Client Support:

Provider Support

- Your Facility ID
- Your Contact Name, Username and ability answer to your security question
- Problem Description; please be specific with as many details as possible
- Has anything changed regarding the End-user system, network or business application?

Payer Services

- The Vyne assigned payer identification (normally 5 alpha characters)
- The payer name
- The Consultant Id, if applicable

Client Responsibilities for Problem Resolution

One of the critical factors in the success of the implementation and usage of Vyne products and services will be the support of potential customer resources. These resources may be required by Support to correct end-user problems. Vyne recommends the customer maintain contact information on hand for parties that fulfill the following roles:

- **Desktop Administrator:** The person(s) at your site responsible for administering and maintain your user's workstations.

While working with Vyne Client Support, you may be asked to actively participate in the troubleshooting process. These tasks may include, but are not limited to:

- Collecting any error message and sending it to the Vyne Support team
- Reproducing the symptom/problem
- Loading and installing new software

If you are not satisfied with a response from the customer or technical support staff, you may request that the issue be escalated to the Director of Client Services.

Vyne Product Support Policy

Clients are entitled to the following types of support:

- Support for all official and properly licensed Vyne products.
- Regular software updates to enhanced applications.
- Remote Desktop Application Support for end-user issues.

Vyne Client Support **does not** provide support for third-party products that may be used in conjunction with Vyne products.

Contacting the Vyne Support Group

Support Toll-Free Number: 1-800-782-5150

Payer Services: Option 3 then Option 5

Provider Services: Option 3 then Option 3

Contact via Live Chat: <http://www.nea-fast.com/help/>

Contact via Email

Payer Services: payerservices@vynecorp.com

Provider Services: wcsupport@vynecorp.com