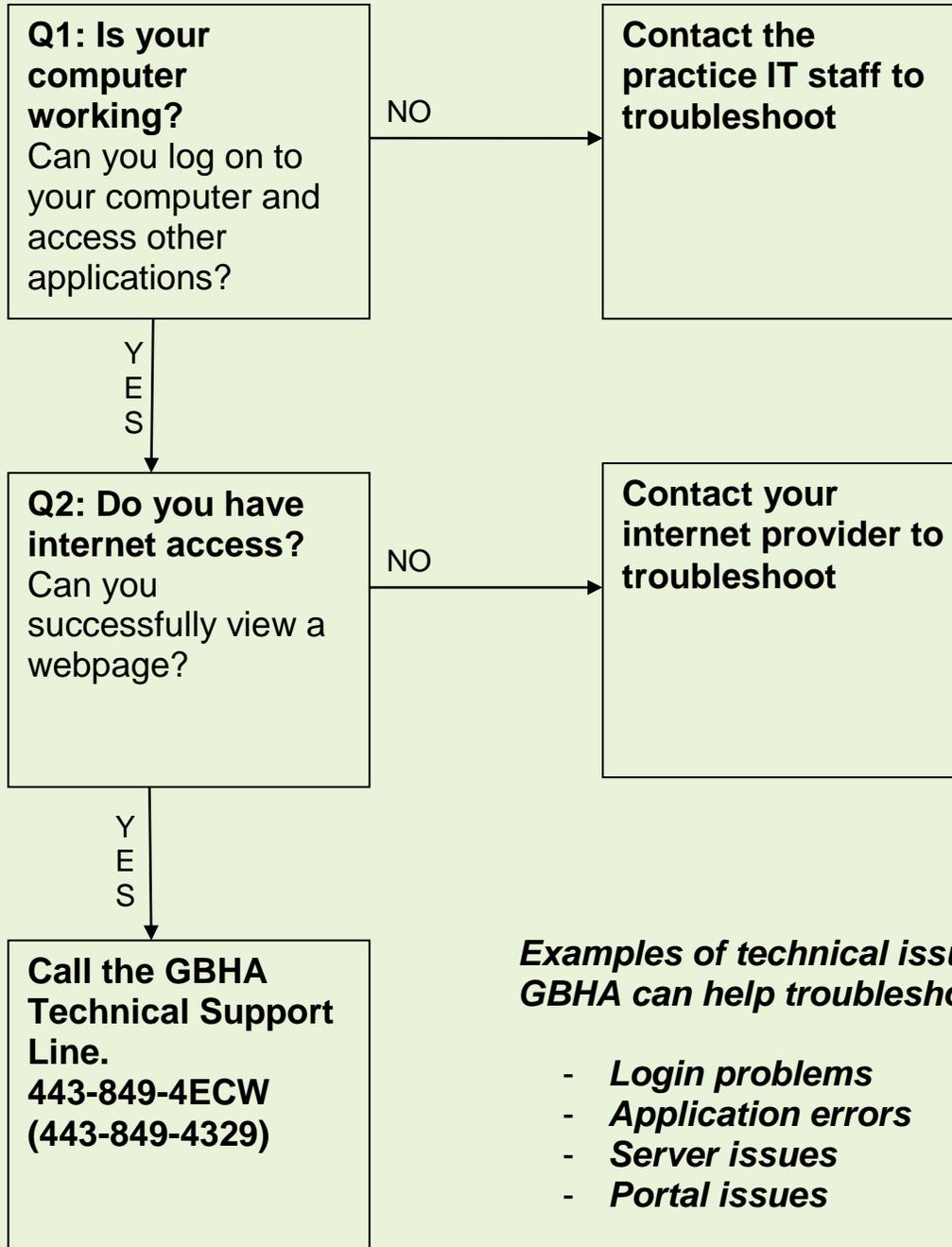


GBHA Troubleshooting Guide: Algorithm



Examples of technical issues that GBHA can help troubleshoot:

- ***Login problems***
- ***Application errors***
- ***Server issues***
- ***Portal issues***

GBHA Technical Support Line FAQs

What is the GBHA Technical Support Line?

The GBHA Customer Service Line is the number to call when you are experiencing technical issues with eCW.

Who will answer when I call?

During regular working hours (8:00 AM to 5:00 PM), a member of the GBHA team will answer your call. If the GBHA team is unavailable, please leave a voicemail with your name, practice, date, time and a detailed description of the issue. The GBHA team will be notified immediately upon receipt of the voicemail. We will respond to all voicemails as soon as possible.

Outside of regular working hours, your call will be automatically directed to the GBMC Help Desk. When calling outside of regular working hours, please inform the GBMC Help Desk that you are part of GBHA.

Who will create help desk tickets when I experience a problem?

The GBHA team or GBMC Help Desk will help identify the potential cause of the problem and decide whether a help desk ticket will need to be created. If required, we will create tickets on behalf of the practice. After we create the help desk ticket, we will inform the practice of the expected timeline and provide regular updates so that the issue can be resolved as soon as possible.

If the issue is determined to be related to the eCW application, we will create a case in the eCW customer service portal and notify the practice of the case number. If an eCW case is opened by the practice, please let us know so that we can help monitor the progress in resolving the issue

Key Contacts:

- **GBHA Technical Support Line**
443-849-4ECW
(443-849-4329)
- **D'Ambra Anderson**
443-849-2173
danderson@gbmc.org
- **Kiara King**
443-849-2490
kking@gbmc.org
- **Garret Morris**
443-849-4242
gemorris@gbmc.org
- **Megan Priolo**
443-849-2232
mpriolo@gbmc.org



GREATER BALTIMORE HEALTH ALLIANCE

GBHA Support Policy:

GBMC, as the host of the system data, provides the following service:

Scheduled Downtime. On a monthly basis, GBMC will perform preventative maintenance. GBMC will provide the schedule for downtime on an annual basis at the beginning of the calendar year. Changes to this schedule will be communicated one week in advance of the downtime event. Preventative maintenance should be performed during non-business hours for most trading partners.

Unscheduled but emergency maintenance. If an emergent situation requires unscheduled maintenance, GBMC will do all in its power to schedule outside of normal trading partner business hours. Where possible, two (2) hours of notification in advance of this type of maintenance will occur.

All other hosting support. GBMC will provide support through the GBHA Technical Support Line from 06:00 a.m. through 12:00 a.m. 365 days per year, at (443) 849-4329.

Response. In the event of a critical issue (as defined as a P1 issue which prevents any work within the eCW system without any form of workaround), the customer will receive a call back response with 15 minutes. In the event of a non-critical issue, the customer will receive a call back response within two business days.

GBMC is not responsible for issues related to Practice's computer hardware, internal or external network or internet connectivity.