

3M Client Support Services Overview

- Provides highly-experienced, comprehensive technical support for 3M Health Information Systems software
- Allows clients to troubleshoot problems via the complimentary, client-only support website
- Leverages the experience of 3M nosologists to answer questions regarding coding, grouping and regulatory changes

Experienced, reliable, comprehensive

The 3M Client Support Services team of dedicated analysts, product specialists and 3M nosologists are trained to provide the support clients need to keep their 3M software running smoothly and provide knowledgeable answers to challenging coding questions.

Our toll-free support number is available 24/7/365, plus our client-only support website provides a convenient, easy-to-use resource for resolving problems, downloading updates, and submitting and tracking support requests.

The challenge

Hospitals and health systems are always looking for the best software solutions to meet their needs, but that's not all they look for. With healthcare IT departments working around the clock to keep an organization's systems operational, hospitals also expect software vendors to do whatever it takes to keep software operating correctly and to address problems quickly.

Hospitals know their systems and applications are only as good as the vendors standing behind them. Real value and peace of mind comes when you know a vendor is committed to long-term, quality client support after the sale.

The 3M advantage

Since the early 1980s, 3M Health Information Systems has provided leading software solutions to support accurate, compliant coding, quality data for decision support, and full, appropriate reimbursement. At 3M, our focus on the client relationship means working with you before, during and after the sale. 3M takes pride in delivering a comprehensive, three-pronged client support program consisting of:

- *Technical software support* delivered via phone or online by knowledgeable 3M support analysts
- A "self-service" *client-only support website* with an extensive, searchable knowledge base
- *Coding-specific support* online from the 3M Nosology Support Services team of experienced, credentialed coders

The cornerstone: 3M technical support services

At 3M Health Information Systems, we understand how important technical software support is to our clients. Our team of analysts is trained to help you diagnosis and solve technical software issues quickly and effectively. 3M has developed a targeted support program to provide clients with the appropriate level of support they need when they need it.

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To help us assign the most appropriate resource to your request, 3M Client Support Services categorizes requests as either:

- **Priority 1 requests**—Emergency problems that have no hardware or software workarounds and that directly impact the critical, daily operations of your facility.
- **Priority 2 requests**—Represent non-emergency problems that have hardware or software workarounds or are related to system applications or implementation.

3M support is offered on a 24/7/365 basis and includes the ability to help solve software problems by employing remote diagnostic support from 3M software specialists. *For more details on support hours and how the system handles your calls, refer to page 4, “Working with 3M Client Support Services.”*

Always there: 3M online support services

Questions and client support issues can happen any day, any time. Online support from 3M’s free, client-only website lets you resolve support issues as they happen, whether you need the answer to a simple “how-to question” or want to explore a more complex issue. Using **Support.3MHIS.com**, you can:

- Download software updates and the latest product documentation for your licensed 3M products
- Research and provide your end-users, coders and IT staff with timely answers to specific questions
- Submit and review your support requests online, any time
- Check the support request status with real-time progress tracking
- Subscribe to and receive automated update notifications from 3M on the pre-selected topics you are interested in

Fast and easy problem resolution

At the heart of the Support.3MHIS.com website is a **searchable database** that provides information on common support issues gathered from 3M expert resources and even other 3M clients. As a licensed client, you can:

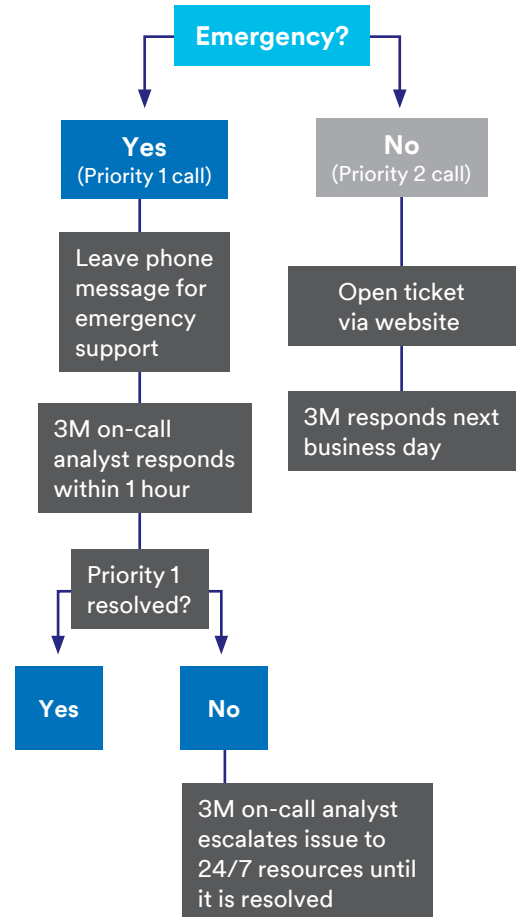
- Search the database by asking a question (natural language search) or browsing a list of identified solutions for specific 3M products
- Reference a library of issue-specific content (how-to hints, error messages, action steps to take, frequently asked questions, problem/solution articles)

3M online support community

Support.3MHIS.com includes a *3M Client Forum* for clients to interact with peers in the industry through private messaging, resource sharing, blogs, a discussion area, and Q&A posts. This online forum lets you network with other 3M clients and share best practices, requests for product enhancements and other ideas on getting the most value from your 3M applications.

Additionally, you can subscribe to the **“Notify Me”** feature to reduce searches and instead receive real-time e-mail notifications when the content you care most about is published or modified online.

After-hours support: 3M has you covered



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For coding and grouping clients: 3M Nosology Support Services

Healthcare delivery is a dynamic business. Even seasoned HIM professionals find it difficult to stay current on all the changes to codes and coding rules, and they often encounter situations where they need help in resolving a particularly challenging coding question.

Since the beginning, 3M has provided expert coding support through the **3M Nosology Support Services**, a team of highly experienced, credentialed coders who:

- Provide ICD-9-CM, ICD-10 CM/PCS and CPT® coding support relating to either inpatient or outpatient coding
- Respond to a range of grouper questions relating to CMS MS-DRGs, APCs, 3M™ Enhanced APGs, 3M™ APR DRGs, etc.
- Gather feedback from 3M clients on suggestions for enhancing 3M products
- Assist 3M product development to continuously improve the quality and accuracy of the **3M™ Coding and Reimbursement System**

How to work with 3M Nosology

Prior to contacting 3M Nosology Support Services for help, you should:

- Make every effort to resolve the issue internally
- Review and become familiar with the facts surrounding the particular coding issue
- Remove any protected health information (PHI) prior to submitting supporting documentation

3M also expects you to fully inform us of the results of your resolution efforts, including any codes you considered and the specific questions surrounding the coding issue.

Coding support “by the book”

3M nosologists are the primary contact for 3M coding and grouping clients with **coding queries**, rather than technical or software-related questions. Whether responding to a client question or defining a software enhancement or update, 3M nosologists proceed according to officially recognized resources, including:

- The current codebooks for ICD-9, ICD-10 and CPT® coding
- *Coding Clinics* published by the American Hospital Association (AHA)
- Centers for Medicare and Medicaid Services (CMS) Transmittals
- *CPT® Assistant*, published by the American Medical Association (AMA)

Please note: When no resolution is available from an official source, an opinion may be offered. *Check the sidebar entitled “Understanding the 3M client-nosologist relationship” for more details.*

Understanding the 3M client and nosologist relationship

3M Nosology support does not constitute official advice and may be impacted if information from the customer is inaccurate, incomplete, unsupported or omitted. 3M does not warrant its Nosology support. The customer is responsible for making final code selections and assignments.

3M Nosology support should not be reproduced or distributed outside the customer’s organization without 3M’s prior written consent. Previously rendered support may become inaccurate or obsolete due to the passage of time.

Optional: 3M “premium support” services

We can help stretch your resources or jump start your organization’s ability to achieve the full benefit of your software with the following services:

- For clients who license the 3M HDM product suite, **3M Premium Support Report Writing Services** provide the resources and expertise to help you generate standard reports or write and build custom reports for your 3M database products.
- For clients who license the 3M HDM or the 3M™ 360 Encompass™ System product suites, **3M Premium Support Update Services** provide the resources to consistently install 3M software updates as soon as they are released and also deliver an informative “What’s New?” overview presentation to your users.

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Working with 3M Client Support Services

In the information below, several references are made to numbered answers available on the 3M client-only website at <https://Support.3MHIS.com>. Please note that for convenience, you can search by the answer number and read this information without having to log into the site. From the Support home page, click on “Contact Support” in the upper left corner and use the “Find Answers” search field on the next screen to enter the answer numbers.

Always refer to the online Support website answers for the latest and more in-depth information. Good starting points are **answer 4658**, which describes how you can get technical help during normal business hours, and **answer 4661**, which covers after-hours support.

How it works

You can reach 3M Client Support Services by calling toll-free **800-435-7776** during the hours shown in the chart below.

You can reach 3M Client Support Services or the Nosology Support Services team online by visiting the client-only website any time at <https://Support.3MHIS.com>.

| Monday through Friday, regular business hours | | Monday through Friday, evening hours (emergency support)* | |
|---|------------------------|---|------------------------|
| Eastern | 7:30 a.m. to 8:30 p.m. | Eastern | 8:30 p.m. to 7:30 a.m. |
| Central | 6:30 a.m. to 7:30 p.m. | Central | 7:30 p.m. to 6:30 a.m. |
| Mountain | 5:30 a.m. to 6:30 p.m. | Mountain | 6:30 p.m. to 5:30 a.m. |
| Pacific | 4:30 a.m. to 5:30 p.m. | Pacific | 5:30 p.m. to 4:30 a.m. |

**For additional details on after-hours emergency support, or calls during weekend and holiday hours, please refer to Support.3MHIS.com, answer 4661.*

Key facts about after-hours support to keep in mind:

- Tickets opened via the web for non-emergency support will be responded to on the next business day
- Phone messages left for emergency support (Priority 1 requests) will be responded to by an on-call Support Analyst within one (1) hour
- Priority 1 requests can only be submitted through the toll-free phone number (and not through the Support website)

- Escalation resources are available 24 hours a day to provide 3M analysts with the assistance needed to resolve your issue
- Should escalation to 3M Client Support management be required after hours, follow the prompts on the emergency support line to have the manager on-call paged
- Please refer to Support.3MHIS.com, **answer 4662**, for more details on Priority 1 and 2 calls

Escalation process

At any point in the support process, you may escalate a call by requesting to speak to someone at the next higher level within the 3M Client Support Services team.

Call today

For more information on 3M Client Support Services, call us toll-free at **800-435-7776**, or visit us online at www.3m.com/his.



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