



# Benefit Overview

## Greenway Health ENTERPRISE SUPPORT



### Faster issue resolution –

Gain access to dedicated support experts who will help to resolve any issues you may encounter with your systems quickly. This process can help minimize the impact of issues on your business operations.



### Regulatory expertise –

Technicians who are familiar with and well-trained in regulatory programs such as Merit-Based Incentive Payment System (MIPS) and Uniform Data System (UDS), to ensure accurate reporting for maximum reimbursement.



### Advanced engagement –

Receive direct contact with Support Leadership to review open cases and issues, or discuss software and ongoing challenges. Enterprise clients can interact directly with our product management teams.

## Your Fast, Reliable, and Expert Technical Partner

Greenway Enterprise Support offers **advanced product knowledge, reliable break/fix expertise, and enhanced levels of support**, ensuring the optimal functioning of Greenway solutions with access to a wide range of benefits. To guarantee effective operations and the greatest patient care, the Enterprise Team devotes time to **getting to know your team and unique workflows.**

### CAPABILITIES:



- Provides 24/7 access to tenured, upskilled support, with extensive Greenway system knowledge
- Acknowledges cases within **24 hours (standard) – 4 hours (severe) – 1 hour (urgent)**
- Receive two non-billable hours per month for after-hours benefits
- Aligns cross-functionally for deep-dive case reviews
- Prioritize enrollment using Electronic Data Interchange (EDI) operations

***Our Enterprise Support team has an average tenure of 13 years!***

For more information, visit [greenwayhealth.com](https://greenwayhealth.com)