

Technical Bulletin

Rush Enrollment Requests

Issued: 7/2/2007

Summary:

In Order to keep up with the current demands for MedPlus Enrollment Requests, below is some clarification as to what constitutes a **Rush** request.

Guidelines:

- If the installation is same day or next day AM installation:
 - Limited to 10 or less users – all other users will be set up using normal enrollment guidelines.
- If an employee leaves Quest.
- If the Rush requests are received by noon (EST), then it will be completed by 5:00PM (EST) the same day, any requests received after noon, will be completed the following business morning. If it is needed the same day – please indicate in the comments section of eForm.

Exclusions:

- No add user rushes should be sent to MedPlus for the East Business Units, PHP, QWA, QCA, QBA and QPT – these requests go to the Quest Regional Help Desk for completion
- Requests for IPA's or HUB Interface should not be sent as Rushes.

Other Comments:

- Any requests with over 30 users will be considered a “project” request and will have a turn-around time of two business days.
- Parenting of users over 30 to more than 5 CareSites/Organizations will have a turn-around time of up to three business days.