






## Frequently Asked Question 001

To: All Members, Stakeholders, and Providers  
From: Cindy Ehlers, MS, LPC, Vice President  
Date: September 29, 2017  
Subject: Questions and Answers to **Network Communications Bulletin #006**

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1. Will responses be sent directly to the person asking the question or will all responses be recorded on a FAQ listing on the website?  
 Responses will be sent directly back to the person asking the question.
2. Will this new contact email be replacing our current method of communication with Temple Gintz for credentialing questions concerning our providers?  
 Yes, any questions a provider would have regarding Credentialing, Re-Credentialing, Network Development, and/or Network Monitoring will get submitted through the ticket system.
3. Can you tell me where to locate the Provider Ticket form for submission?  
 There is no ticket form to complete. When the ticket system goes LIVE with providers you will just send an email to the ticket system email address. That system is not currently LIVE yet for our providers.