



Transition to HealthStream Customer Support Systems

Dear Valued Customer,

We previously announced that our Capacity Management solutions – ANSOS™, Time and Attendance, Enterprise Visibility and Capacity and Resource Advisor are now supported by HealthStream™.

We are notifying you of the migration of Customer Support tools (CRM, Electronic File Transfers, Software/License downloads, Support Center portal for case creation and review) from Change Healthcare to HealthStream systems — effective Nov. 29, 2021.

We are excited to be sharing this news with you about the transformations underway.

Please take a few moments to read about what we're doing to serve you and your teams better. If you're unable to read this entire document below is a quick summary so you're prepared for the upcoming changes. We want to advise you of the following:

Effective November 29

1. Our **1-800-442-6767** contact center number **will remain the same**. You can continue to dial the number and select the options as you have in the past to interact with our support staff.
2. HealthStream's **Support Center** portal and its **Web Transfer Client** solutions will be used for **all online case entry and customer software, documentation and license requests**.
3. You may log non-critical cases via HealthStream's **Support Center** with the **new URL**:
<https://hstportal.force.com/HSTMsupport/s/>
4. You may download software, licenses, documentation via HealthStream's secure **Web Transfer Client** using the **new URL**:
<https://eft.healthstream.com>

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HealthStream Customer Support Systems Go-Live 11/29/2021: Things You Need to Know

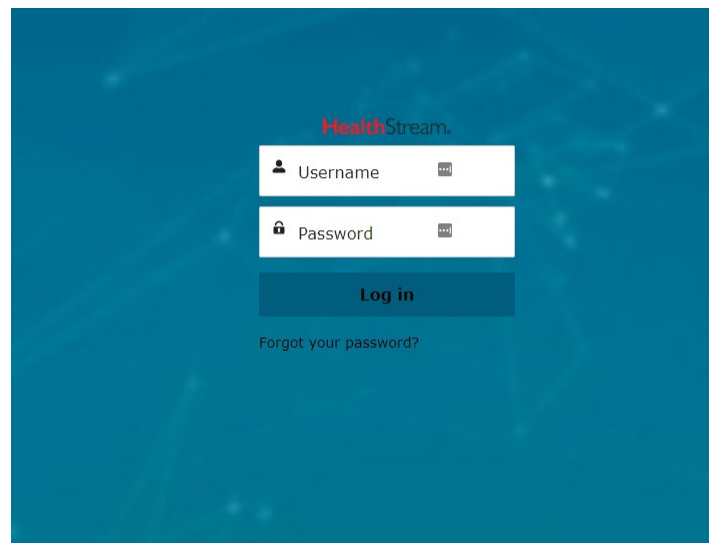
1. New HealthStream Support Center portal

If you previously logged into the Change Healthcare portal to submit a Service Order (SO), now called case, your new login URL will be

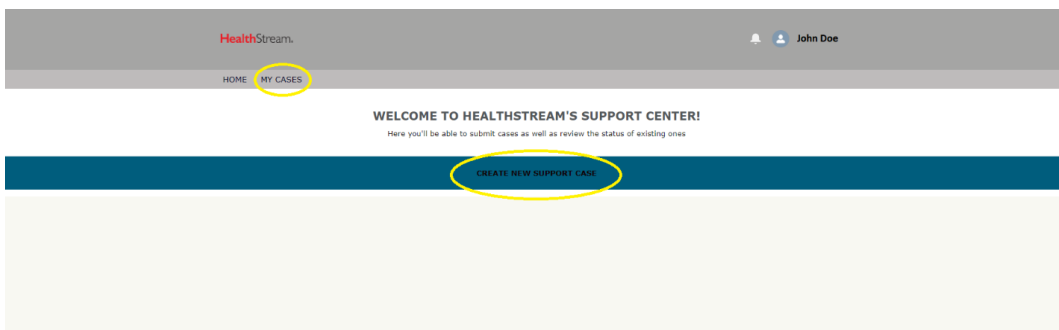
<https://hstmportal.force.com/HSTMsupport/s/>

Effective Nov. 29, 2021, please direct all new case requests to the new HealthStream Support Center URL listed above. You should receive your password reset notification from HealthStream on go-live day 11/29, please check your junk folders. If you have not received this email, please reach out to Customer Support for further assistance.

Support Center login screen:

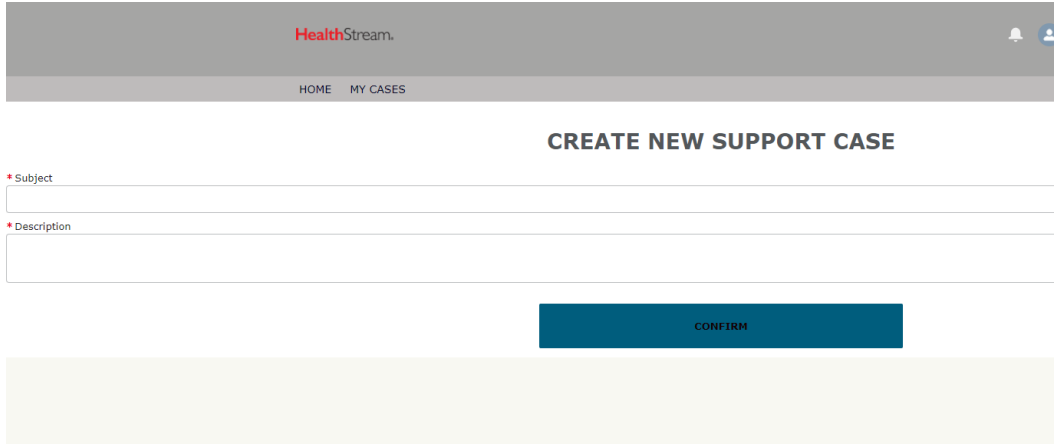


Once you have logged in, note the highlighted areas below to create a new support case or review past or current open cases.

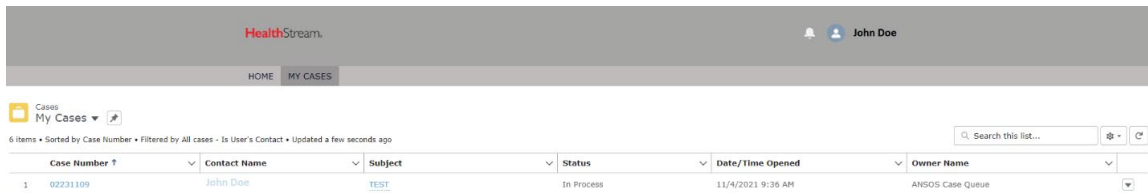


If you create a new case, you will see this screen (all fields required):

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You can also review your existing cases clicking on the “My Cases” tab:



Case Number ↑	Contact Name	Subject	Status	Date/Time Opened	Owner Name
1 02231109	John Doe	TEST	In Process	11/4/2021 9:36 AM	ANSOS Case Queue

2. New HealthStream Web Transfer Client

If you previously used Download Connect, please see the attached instructions specific to HealthStream’s new **Web Transfer Client** which will give you access to download current software, license files, and documentation for your ANSOS product suite. This will also be the tool used to securely exchange files or data with us for any reason.

3. New HealthStream SCM Community coming soon!

Soon we will announce our Scheduling and Capacity Management (SCM) Community going live as well. As a reminder HealthStream’s SCM division represents the union of all scheduling products in our division as previously announced (healthstream.com/strongertogether). *In the near future you will find an SCM specific tile under the HealthStream community page (<https://community.healthstream.com/home>). Instructions to register for the HealthStream Community will be forthcoming, please stay tuned!*

As part of the conversion process, there may be brief outages for our existing web portals as we cutover to these new URLs from November 25 through November 29, 7:00 a.m. EST.

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Remember you can always contact customer support for questions or to create a new service order or check the status of an existing service order via phone **1-800-442-6767 during this period.**

Additionally, you may submit non-critical for the ANSOS product suite via

ANSOSSupport@healthstream.com

HealthStream's Scheduling and Capacity Management Support organization is committed to evolving our capabilities to meet your ever-changing expectations and requirements. We know that your organizations are stressed, short-staffed in some cases, and under enormous pressure. We're here to help you and to prepare your teams for the responsibilities you carry in supporting scheduling and operational applications.

Our teams are committed to your success. The transformation underway in Scheduling and Capacity Management Support will help facilitate our goal: providing a consistent customer experience, meeting your expectations for rapid response and resolution of your issues, and exceeding your expectations around the value of your interactions with our experts.

Yours in service,

Charles Carter

Sr. Director SCM Customer Support

charles.carter@healthstream.com

1-800-442-6767

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