

INR	
Acelis Connected Health – INR 1-877-262-4669	

Department	Department Description	Phone Contact	Email Address
Customer Service	Handles inbound customer calls regarding benefits and order status questions. Handles customer contact for Reactivations.	Ext 4908 – Sub-menu Ext 5104 – Cust. Service Ext 5106 – Spanish	AHM.CustomerService@abbott.com
Customer Support	Provides telephone assistance with INR testing, errors and troubleshooting. Advocate with manufacturer issues.	Ext 5108 Ext 5106 - Spanish	CustomerSupportManagement@abbott.com CustomerSupport@abbott.com
Data Management	Responsible for creating new accounts in all systems and updating when new information or documentation is received.	N/A	Intake.Management@abbott.com
Enrollment Services	Handles inbound and outbound new customer calls. Reviews benefits coverage for new placements.	Ext 5115 Ext 4713 – Sub-menu Ext 5153 – Spanish Ext 5168 – Blue Letter F/U Ext 5169 – Enrollment F/U	ACHEnrollmentServices@abbott.com
HealthCheck Support	Assists customers with using the INR functions of HealthCheck App.	Ext 5707 Ext 5106 - Spanish	healthcheck@abbott.com

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Department	Department Description	Phone Contact	Email Address
INR Sales Operations	Communication, Quality, Training and Administrative Support. Send email for any questions, requests and escalations for INR.	N/A	AHM.SalesOperations@abbott.com
Insurance Data Management	Creates and manages plan codes and fee schedules. Maintains the Insurance Master Form.	N/A	InsuranceDataManagement@abbott.com
Professional Services (Formerly Clinic Support)	Handles inbound clinic calls, PC workflow tasks for Existing/Active customers, and requests to fax prior results.	Ext 5117 Ext 5106 - Spanish	Clinic.Support@abbott.com
Revenue Cycle	Billing, Collections and Cash Applications. Provides customer service support with customer questions regarding statements and billing.	Ext 5103 - Customer Account Specialists	Livermore.Collections@abbott.com *above used for insurance inquiries ACH.PatientAccount@abbott.com *above used for customer inquiries
Special Accounts	Achieves Letters of Agreements for non-contracted insurances.	Ext 5103 - Customer Account Specialists	Special.Accounts@abbott.com

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Department	Department Description	Phone Contact	Email Address
Testing Services	Records reported INR results, follows up with customers past-due for reporting, and performs outbound calls to clinics for INR result reported and customer follow-up calls. Processes supply orders.	Ext 5102 Ext 5106 – Spanish Ext 5184 – Five9 IVR	TestingServices.Management@abbott.com
Training Logistics	Coordinates new customers with Trainers to provide Face-2-Face training.	Ext 5124	ml-ACH-TrainingLogistics@abbott.com
Training Management/ Training Recruitment	Management: Trains and supports ACH Trainers throughout employment. Recruitment: Recruits, interviews, and hires new ACH Trainers.	Ext 5511	ml-ACH-TrainingManagement@abbott.com
Training Records	Processes all Training documents and paying trainers via GP.	N/A	ml-ACH-TrainerPayroll@abbott.com
Verification of Benefits	Verifies insurance coverage for new and existing customers. Collects insurance authorizations as needed.	Ext 5144 - Cust. Calls Ext 5146 - Ins Calls	AHM.CustomerBenefits@abbott.com
Workforce	Assists INR OPS with forecasting, FLEX, scheduling, Reports & Dashboards, special projects, and overall call center support.	N/A	Acelis.Workforce@abbott.com

VAD			
Acelis Connected Health – VAD 1-866-683-7331 VAD Email: ml-ACH-VADCARE@abbott.com			

Department	Department Description	Phone Contact	Email Address
Customer Service	All customer service-related questions, concerns or issues EXCEPT VADWatch.	Ext 5107 Ext 5121 - Spanish	ML-ACH-VADCS@abbott.com
Data Entry (API)	Responsible for creating new customer accounts. Inform all appropriate departments upon receipt of new or updated customer documents.	N/A	ml-API-VADDataEntry@abbott.com
Revenue Cycle (VAD Claim)	All related questions, concerns or issues with bills or claims.	Ext 5155	ACH.VADBilling@abbott.com
VAD Inside Account Executive (VAD IAE)	Inside Sales team for VAD customers. Works directly with Hospital VAD Coordinators.	Option 1	vad.salesoperations@abbott.com
VAD VOB	All related questions, out of pocket, deductibles, concerns or issues for benefits.	Ext 5149	AHMVADVOB@abbott.com
VADWatch	All VADWatch related questions, concerns or issues.	Ext 5152	ml-ACH-VADWatch@abbott.com

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Neuromodulation and CardioMEMS

Acelis Connected Health – 1-877-217-1485

Department	Department Description	Phone Contact	Email Address
Neuromodulation	All customer service related questions regarding replacement components for out of warranty Neuromodulation.	Option 3	nmdcontinuum@abbott.com
CardioMEMS	All customer service related questions regarding replacement components for out of warranty CardioMEMS.	Option 4	cardiomemscontinuum@abbott.com

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Enterprise-Wide Departments
Acelis Connected Health

Department	Department Description	Phone Contact	Email Address
Equipment Configuration	Pairing and configuration of Bluetooth equipment for HealthCheck connection.	Ext 7751	AHM.EquipmentConfiguration@abbott.com
Facilities Services	Maintains facility grounds	Ext 7390	Livermore.Facilities@abbott.com
Finance and Accounting	Provides Financial reporting and projections.	Ext 7527 – Jeff Roderick	Jeff.Roderick@abbott.com
INR Sales Operations	Communication, Quality, Training and Administrative Support. Questions, requests and escalations for INR should be sent to respective inbox.	N/A	AHM.SalesOperations@abbott.com
Logistics	Outbound shipping, inbound freight and receiving and inventory management for INR and VADWatch equipment.	N/A	TMI.Distribution-Shipping@abbott.com
Mail Operations	Mailing and print services	Ext 7209	LivermoreMail.Operations@abbott.com
Quality Assurance and Operations	Performs quality auditing to provide performance metrics.	N/A	ml-ACH-QualityOperations@abbott.com ml-ACH-QualityAssurance@abbott.com
RMA/TPA	RMA: Processes Return Merchandise Authorizations for INR & VADWatch TPA: Coordinates with contracted Third-Party accounts for INR.	RMA Ext 5116 TPA Ext 5516	AHM.OrderProcessing@abbott.com AHM.RMA@abbott.com EdgePark@abbott.com Partner.Administration@abbott.com
Site Security	Site Security services.	Ext 8000	Livermore.Security@abbott.com