Successfully Resolved - ROI

Here the yellow highlighted section is pulling the field **"County of Incident"** and **"Tier 1 - Resolution Description"**

From	Sarah Rogers <sarah.rogers@state.co.us>
To	
Subject	Encrypt HCPF County Relations Ticket 04006042: TEST TICKET | Thread:thread::rCOQgWaTcQavI9RSjrkOJj0::

Hello,

We are reaching out to inform you that your escalation ticket for Jon Snow has been successfully resolved.

We have worked with <mark>Adams</mark> and they informed us that the issue was resolved. Here are the details on the resolution:

<mark>Successfully resolved example - member was able to submit missing paperwork.</mark>

If you need anything further please respond to this email.

Thank you,

Escalations Team

When replying back to hcpf_membercomplaints@state.co.us. Do not alter or remove any part of the subject line, including the 'Thread:' in the subject line.
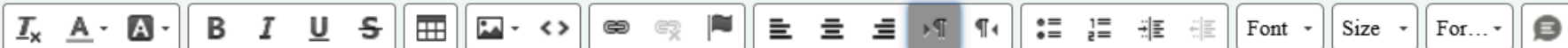thread::rCOQgWaTcQavI9RSjrkOJj0::

04006042

Send

Successfully Resolved - No ROI

Here the yellow highlighted section is pulling the field **"County of Incident"**

From	Sarah Rogers <sarah.rogers@state.co.us> ▼
To	
Subject	Encrypt HCPF County Relations Ticket 04006042: TEST TICKET | Thread:thread::rCOQgWaTcQavI9RSjrkOJj0::

Hello,

We are reaching out to inform you that your escalation ticket for Jon Snow has been successfully resolved.

We have worked with <mark>Adams</mark> and they informed us that the issue was resolved.

If you need anything further please respond to this email.

Thank you,

Escalations Team

When replying back to hcpf_membercomplaints@state.co.us. Do not alter or remove any part of the subject line, including the 'Thread:' in the subject line. thread::rCOQgWaTcQavI9RSjrkOJj0::

04006042

Send

Not Successfully Resolved

Here the yellow highlighted section is pulling the field **"Tier 1 - Resolution Description"**

From	Sarah Rogers <sarah.rogers@state.co.us>	▼
To		
Subject	Encrypt HCPF County Relations Ticket 04006042: TEST TICKET | Thread:thread::rCOQgWaTcQavI9RSjrkOJj0::	

Hello,

We are reaching out to inform you that we were unable to resolve your escalation ticket: 04006042.

==Successfully resolved example - member was able to submit missing paperwork.== To successfully resolve this complaint, please respond to this communication.

If you need anything further please respond to this email.

Thank you,

Escalations Team

When replying back to hcpf_membercomplaints@state.co.us. Do not alter or remove any part of the subject line, including the 'Thread:' in the subject line. thread::rCOQgWaTcQavI9RSjrkOJj0::

04006042

Send