



INSIGHTS Internal Training Announcement



Healthcare Insights®, LLC (HCI) is focused on your success. Our goal is to provide every INSIGHTS® licensee with a world-class financial solution and unmatched Solution Support services. With that in mind HCI employees will be participating in intensive support training classes in August 2014.

What is the likely impact on my INSIGHTS user experience?

HCI will deliver uninterrupted Solution Support service during employee training but some services, in particular resolution of new Cases, may experience short processing delays.

How will I contact INSIGHTS Solution Support during training?

INSIGHTS support will be available during employee training but some Solution Support team members may be unable to take your call during team building exercises.

When is HCI employee training?

The training dates are from **Monday August 18 to Thursday August 21.**

Best regards,

The Healthcare Insights Solution Support Team

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