Question or Issue with IVANS

Barnestorm does not support questions or issues with IVANS.
IVANS is not Barnestorm software, so your questions and issues with IVANS should be directed to them.

What if I have a question or issue with IVANS?
Our suggestions are:

1) Call them:

800-548-2675

2) Email them:

technical.support@ivans.com

3) Use their online support manual:

http://www.ivans.com/customer-support/medicaredownloads/IVANS_LIME_Portal_User_Guide.pdf

This policy applies to the following questions:
-My claim is not showing in IVANS.
-IVANS is slower than usual.
-IVANS has not posted a response to my claim.
-IVANS is giving me an error code.
-I can't log in to IVANS.
-IVANS is not working.
-I can't connect to IVANS.
-My IVANS password doesn't work.
-I don't know my IVANS password.
-I don't understand the response in IVANS.
-Why did they only pay X amount.

When you have those questions, please reference the IVANS phone number, manual, or email (posted above).

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50787.aspx