Update from Support Operations

Stage 4 evidence

Open only after your initial recommendation (Stage 3) is complete.

From: Samira Haddad, Head of Support Operations **To:** Fatima Al-Sayed (GRC); copy Aisha Rahman, Jordan Ellis **Date:** 2026-10-21 (day after the GRC freeze used for the first recommendation) **Subject:** Relay also needs Member Services tickets at go-live

Fatima,

Leadership wants Member Services on Relay at the **2026-11-17** go-live, not in a later phase.

Member Services answers people who contact Harborline about billing, benefits eligibility, appointment logistics, and care-navigation questions. They work tickets and live chat. They want those **tickets and chat transcripts** in Relay so IT, People, and Member Services share one agent workspace.

They are still not asking to connect the EHR. Member Services says the EHR stays in the clinical system. They would copy or type what the member already told Harborline into Relay so the agent can see it.

I need GRC to look at the attached field list and tell me what this does to the review we already started. Implementation does not want two tools on 17 November.

Samira