PROVIDER GUIDE – Using the Message Center for Massachusetts Prior Auth Requests ONLY

MESSAGE CENTER

Provider Express users will have access to the Message Center (as long as their account is granted rights to it). Upon logging in, user will see "Message Center" in the gray menu bar, second from the right.

							Log Out					
									Welcome,	Provider Name (provi	der)	•
Home	Eligibility & Benefits	Auth Request	Auth Inquiry	Claim Entry	Claim Inquiry	EPS	ALERT	Provider Reports	My Provider Express	My Practice Info	Message Center	Contact Us
Weld	Welcome to Provider Express!											
My Patients Member ID Search Name/DOB Search												

When user clicks on it, if they have access, the Message Center will open in a separate window.

	der Message Center	Welcome, Provider Name		
Filters Date Range From: 04/28/2016	Inbox Compose	nd c lick the "Delete" button.		
Message Folder Inbox Draft Sent Message Category Presses All ACE ALERT ALERT ALERT Authorizations Claim Inquiry Contracting Contracting Contracting Eligibility/Benefits Network Services Web Portal Filter	Nothing found to display.			

Within the Provider Message Center window, there are several sections (as referenced in color-coded screen print below):

Date Range (blue box) – defaults to the last 60 days, but can be changed for specific searches
Message Folder (green) – defaults to Inbox, but user can choose any option*
Message Category (yellow) – defaults to All, but user can filter to look for specific messages*
Filter (purple) - *if user changes any of the above options for specific searches, user needs to click on the
[Filter] button to complete the search (*Note: these changes will default back to the original settings after user closes the Message Center – for a more permanent change to the categories, see Preferences below*)
Preferences (teal) – user can make permanent changes to the Message Category as well as to the emails they receive

Compose (red) – user can click this to compose a message

Message Center (orange) – user can view messages, delete, and has the ability to filter any of the three headings

	der Message Center	Welcome, Provider Name		
			_	
Filters Date Range From: 04/28/2016	Inbox Compose	lick the "Delete" button.		
To: 06/27/2016	Message Category	Date	Subject	
Message Folder	Nothing found to display.			
Inbox Draft Sent				
All				
ACE ALERT Authorizations Claim Inquiry				
Contracting Credentialing				
Demographic Changes Eligibility/Benefits Network Services Web Portal				
Filter				
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COMPOSING & SENDING MESSAGES

When user clicks on **Compose** on the main page, the *Compose Message* page comes up. User would first choose the "about authorization/notification" option from the *I have a question* dropdown, then fill in State, Subject (see template info) and type in free-form text as specified in template.

Provider Name, TIN and NPI are automatically filled in and cannot be modified. User is required to fill in the Provider State and Subject fields. Final box is free-form to enter the contents of the authorization template.

IMPORTANT – please enter the Subject line as *MA Prior Auth Request* – failure to at least note *MA* in the Subject line means that the request may not get processed in a timely manner.

Complete the template you wish to utilize, and then copy and paste the contents into the message. (*Attachments cannot be sent through the Message Center.*)

Compose Message							
Send Save Draft Save Draft							
All fields with * are req	All fields with * are required						
Please tell us the reason for your communication today by selecting from the following list of options:							
I have a question:*	about authorization/nctification						
Provider Name:	John Doe						
Tax ID:	999999999						
NPI:	1234567899						
Provider State: *	MA						
Auth #:							
Subject:* MA Prior Auth Request							
[insert contents of	[insert contents of template here]						
and the second	يون الماجي الميني المنتجا محمدين ۾ الميانين ۽ جو ۾ ميناني الي وا						

Copy/Paste Keyboard Shortcuts for Windows users:

Ctrl-A = "select all" – use this in the template to select the contents

Ctrl-C = "copy" - use this shortcut to then copy the contents

Ctrl-V = "paste" – use this shortcut in the Message Center message to paste the contents you just copied

Copy/Paste Keyboard shortcuts for Mac users:

Command-A = "select all" – use this in the template to select the contents Command-C = "copy" – use this shortcut to then copy the contents Command-V = "paste" – use this shortcut in the Message Center message to paste the contents you just copied

Once message is complete, user can click the Send button (or can Save Draft, or Cancel).

Upon sending, user will be brought back to main screen with a confirmation.

Your m	Your message has been sent successfully.					
Filters Date Ran From:	ge 04/29/2016	Inbox Compose Compose Compose Compose Compose Compose Compose Compose Compose Compose Compose Compose Compose Compose Compose Compose Compose Compose Compos	'Delete'' button.			
To: Message	06/28/2016	Message Category Nothing found to display.	<u>Date</u>	<u>Subject</u>		
•	Draft Sent					

FILTERING

To filter message, user would choose the Message Folder (e.g. *Sent*) and then click the [Filter] button. In this example, it will then bring up any *Sent* messages. *User can filter further by modifying the Date Range and/or selecting specific category(ies) before clicking the [Filter] button.*

e Range	Sent Compose Sete			
Fom: 06/22/2016	To create a new message click "Compo 4 messages found, displaying all mess	ose" above. To delete a message check the cor ages.	rresponding checkbox and click the "Delete" button.	
anna Falder	Message Catego	ory Date	Subject	
ssage Folder	Authorizations	06/28/2016 11:58 AM	MA Prior Auth Request	
Inbox	Authorizations	06/23/2016 11:56 AM	MA Prior Auth Request	
Dratt	Authorizations	06/22/2016 2:46 PM	MA Prior Auth Request	
Jent	Authorizations	06/22/2016 2:28 PM	MA Prior Auth Request	
	 4 messages round, displaying an mess 	agua.		

To review any of the messages, user would click on the Subject line for that specific message.

INCOMING MESSAGE NOTIFICATIONS

All Users that listed an email address upon registration of their User ID will receive an email notice that they have a new message online. The email states that a message has been posted and provides a link to the Provider Express login page.



Please note: ALL USERS that are tied to the provider/group/facility that is receiving the message will receive the same email. Any users that do not wish to receive these emails can modify their preferences (see section below).

DELETING MESSAGES

To delete messages user would click on the box next to each message they wish to delete, then click the [Delete] button.

Inbox						
🔀 Compose						
To create a new message click "Compose" above. To delete a message check the corresponding checkbox and click the "Delete" button.						
1 message found, displaying message						
1 message found, displaying message <u>Message Category</u>	Date	<u>Subject</u>				
1 message found, displaying message <u>Message Category</u> Authorizations	Date 06/28/2016 12:44 PM	<u>Subject</u> RE:MA Prior Auth Request - test message				

User will then receive a message to confirm their desire to delete the message(s).

S Dele	Please Confirm ×	9191
message click	Once you delete the message you will	orresponding o
nd, displaying a	not be able to restore or read it again.	1111
<u>Aessage Cate</u>	Do you suil want to delete?	1111
Services		questing copy
ations	Yes No	Required - Te
nd, displaying a		8 1 1 1 1

Once user clicks "Yes" they will receive confirmation that the message(s) has/have been deleted.

The message has been deleted.

NOTE: External users (Providers/Agency representatives) that have access to the Provider Message Center (PMC) and have e-mail notification turned on, will all receive the same e-mail that a request/reply has been posted. It is important that all users are aware of this. Once a user deletes a message, it is deleted for all users. SO, a couple of things can be done to remediate this:

- 1. Inform all users for that group that if they do not wish to see/receive notification of Authorization messages (for example, a claim or contracting person likely will not need to see these), they can use the Preferences option and change the view, so they do not get those e-mails (this applies across-the-board, so perhaps a staff member only concerned with Authorizations does not want/need to see Billing messages, they can modify that view as well).
- 2. Inform all users for that group that a certain person/persons should be the ones to delete messages, and no one else.

PREFERENCES

All users can modify their preferences so they do not see messages and/or receive emails on categories that may not apply to them (e.g. a claim person can modify their preferences to only see messages and receive emails specific to claims).

Message Category	Preferences

By clicking on "Preferences" in the Message Category box, it will allow users to determine which messages and/or which email notifications they receive. Users can uncheck (or re-check) options and then click on the "Update my preferences" button at the bottom of that page.

This is an important step for all users, since messages in the in-box are not specific to the user, but to the group/provider as a whole. As noted in the deletion section above, **once a user deletes a message, it is deleted for all users**.

Preferences					
By updating your selections, you may not be able to see certain messages or receive email notifications even if you submit an inquiry under one of the unchecked categories.					
In most cases, you will want your selection under Update Default Category View to match your selections under Update Email Notification.					
Update Default Category View What's this 🖓	Update Email Notification What's this 🖓				
Select the Message Category you want to see (check all that apply):	Select the Message Category you want to receive (check all that apply):				
CFE/FQM	CFE/FQM				
Authorizations	Authorizations				
Claim Inquiry	Claim Inquiry				
Contracting	Contracting				
Credentialing	Credentialing				
Demographic Changes	Demographic Changes				
Eligibility/Benefits	Eligibility/Benefits				
Network Services	Network Services				
Web Portal	Web Portal				
Update n	Update my preferences				