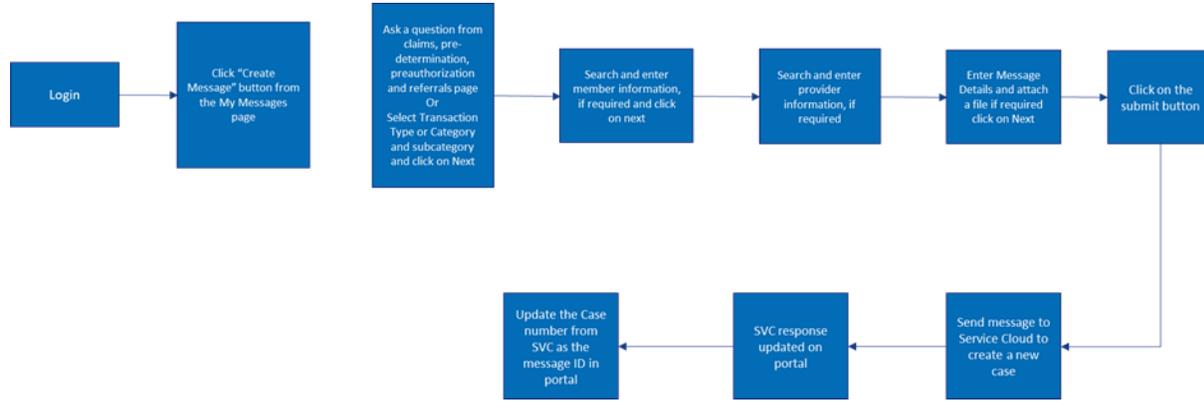# M5 – Provider Portal

Create Message

General Topic

Quick Reference Guide (QRG)

This Quick Reference Guide (QRG) will provide an overview of how to create a message about a general topic in the Provider Portal Message Center.

The table below shows all the options for the categories and subcategories within the portal.

Category	Subcategory
Benefits and Eligibility	Benefits
	Eligibility
Care Management	Class inquiry or registration
	Community resources
	Consition-specific ediucation
	Diabetes education
	Provider: Clinical Hospice only
	Provider: Non-Clinical Hospice only
	Single Case Agreemenet - Hospice & Trnsplant only
	Treatment question
Claims and Payments	Dispute allowance or rate
	Explaination of payment
	Status
	Other
Dental Pre-Determinations	n/a
Document or Report Request	n/a
General Inquiry	n/a
Grievances & Appeals	Pre-service Appeal
	Post-service Appeal
Hospital Admission	Concurrent Review
	ER Notification
Pharmacy	Academic Detailing Reports
	Drug policy look up
	Formulary look up
	Gaps in Care alerts
	Quality Scorecards
	Site of Care
Portal Assistance	n/a
Preauthorizations	n/a
Privacy	n/a
Provider Portal	Credentialing
	Demographic Updates
Referrals	n/a
Report Fraud, Waste, and Abuse	Member
	Provider
Vision	n/a

![ConnectiCare logo]
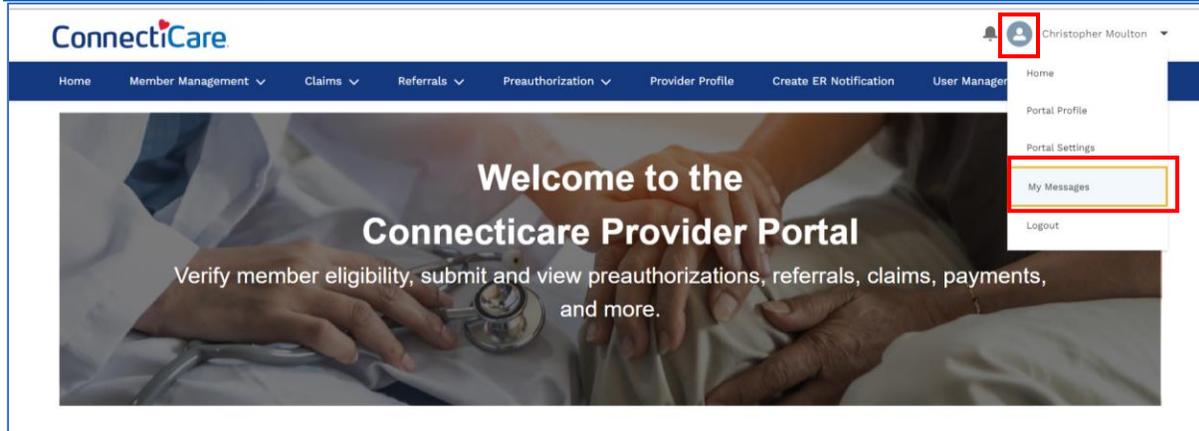
Let us look at the steps in detail for creating a message about a general topic.

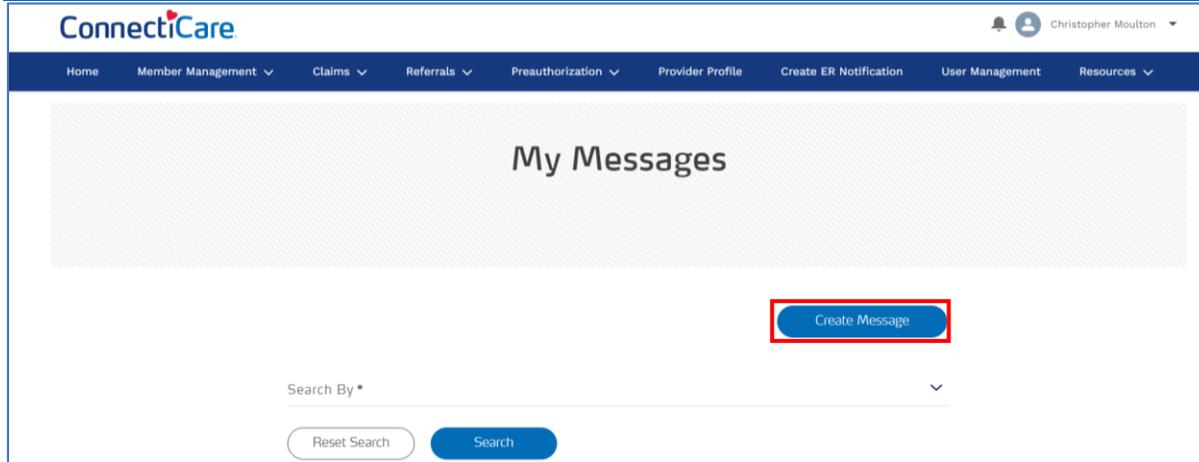| **Purpose: Create a message about a general topic.** |
| --- |

Step 1:	1. From the **ConnectiCare Home** page, select the **User Profile Icon**. 2. From the drop-down list, select **My Messages**.

Step 2:	The My Messages screen will display. 1. Click **Create Message**.

Step 3:	The Create Message screen will display.
	1. For a question about more general topic, select the appropriate category from the **Category** drop-down menu.
	Note: For this example, we will use the **General Inquiry** category.
	2. If a subcategory is needed, select it from the **Select Subcategory** drop-down menu.
	3. Click **Next**.

CREATE MESSAGE

Message Subject

Tell us what you need help with so we can make sure your question goes to the right place. It may take up to 48 hours to get a response.

Is your question about a specific transaction?

If you have a specific transaction in mind, select the type of transaction; otherwise, select a category and subcategory below.

Claim	Preauthorization	Referral

OR

Is your question about a more general topic?

Choose a category and subcategory for your message. If you need help choosing an option, visit our help section. ⤴

Select Category ⌄	Select Subcategory ⌄

✓
Benefits and Eligibility
Care Management
Claims and Payments
Dental Pre-Determinations
Document or Report Requests
General Inquiry
Grievances & Appeals
Hospital Admission
Pharmacy
Portal Assistance
Preauthorizations
Privacy
Provider Profile

Next

Cancel

![ConnectiCare logo]

Step 4:	The Member Information screen displays. 1. In the **Search By** field, select Member Name or Member ID from the drop-down menu. **Note**: For this example, we will use **Member ID**.

CREATE MESSAGE

Member Information

Choose the record you want to ask about.

Search By *

Member Id ⌄

| Member Name |
| **Member Id** |

Member Id ⓘ

(Reset Search)   [Search]

(Previous)   [Next]

Cancel

Step 5:	1. Enter the **Member ID**. 2. Click **Search**.

CREATE MESSAGE

Member Information

Choose the record you want to ask about.

Search By *
Member Id ⌄

Member Id ⓘ

(Reset Search)   [Search]

(Previous)   [Next]

Cancel

Step 6:

The search results display.
1. Select the required member.
   Note: You can use **Filter By** to narrow down the search results.
2. Click **Next**.

CREATE MESSAGE

Member Information

Choose the record you want to ask about.

Search By *
Member ID

Member ID *
K1000124801

[Reset search] [Search]

Filter By ⓘ

Member ID ↑	Member Name	Status	Date of Birth
● K1000124801	John Davis	Active	02/07/1987
○ K1000124801	John Davis	Inactive	02/07/1987

Total Records: 2   ‹ Showing 1-2 ›

[Previous] [Next]

Cancel

ConnectiCare.

Step 7:	The Provider Information screen will display. 1. In the **Search By** field, select Provider name or Provider NPI from the drop-down menu. **Note**: for this example, we will use **Provider Name**. 2. Enter at least 2 characters of the provider's first or last name. **Note**: You can enter the Specialty, City, State, and Zip Code to further refine your search. Fields marked in asterisk are mandatory. 3. Click **Search**.

CREATE MESSAGE
Provider Information

Complete the details below and click on Next to continue.

(i) To refine your search , enter specialty, zip code or city and state.

Search By
Provider Name   ⌄

Provider Name
Provider NPI

Provider Name   Specialty

City   State   ⌄

ZIP Code

(Reset Search)   (Search)

ConnectiCare.

Step 8:	1. Select the appropriate provider from the search results.
	2. Click **Next**.

CREATE MESSAGE

Provider Information

Choose the record you want to ask about.

You can enter specialty, zip code, or city and state for better results.

Search By *
Provider Name

Provider Name
Cody Williams

Specialty
Internal Medicine

City

State

Zip code

Reset search   Search

Filter By ⓘ

	Name ↑	Address	Provider ID	NPI	Type	Specialty
●	Cody Williams	30 Kimball Ave, Yonkers, NY-10704	499256	1798728123	Practitioner	Internal Medicine
○	Cody Williams	81 S Broadway, Yonkers, NY-10701	499256	1798728123	Practitioner	Internal Medicine
○	Cody Williams	5665 Riverdale Ave, Bronx, NY-10471	499256	1798728123	Practitioner	Internal Medicine

Total Records: 3   ‹ Showing 1-3 ›

Previous   Next

Cancel

Step 9:	The Message Details page will display. 1. Enter your message content. **Note:** Upload attachments if necessary. 2. Click **Submit**.

CREATE MESSAGE

Message Details

Complete the details below and click on Submit to continue.

Category
Claims and Payments

Subcategory
Explanation of Payment

Member Name
John Davis

Provider Name
Cody Williams

Message *
Incorrect claim amount

Contact Name
Lucy Livingston

Contact Phone
773-673-3782

Attach Documents:

1. Allowed file types to attach .csv, .svg, .jpg, .png, .doc, .docx, .xls, .xlsx, .gif, .txt, .tiff, .bmp, .pptx, .ppt
2. File limit of 4 MB for each attachment.
3. Maximum 5 attachments.

Attachment

Submit

ConnectiCare.

| **Step 10:** | The Confirmation page displays with the Message ID number.
 1. Click **Done.** |

Confirmation

Confirmation

Your message ID 00017261 has been sent.

Please check the Message Center for updates.

Done

Thank You

ConnectiCare