

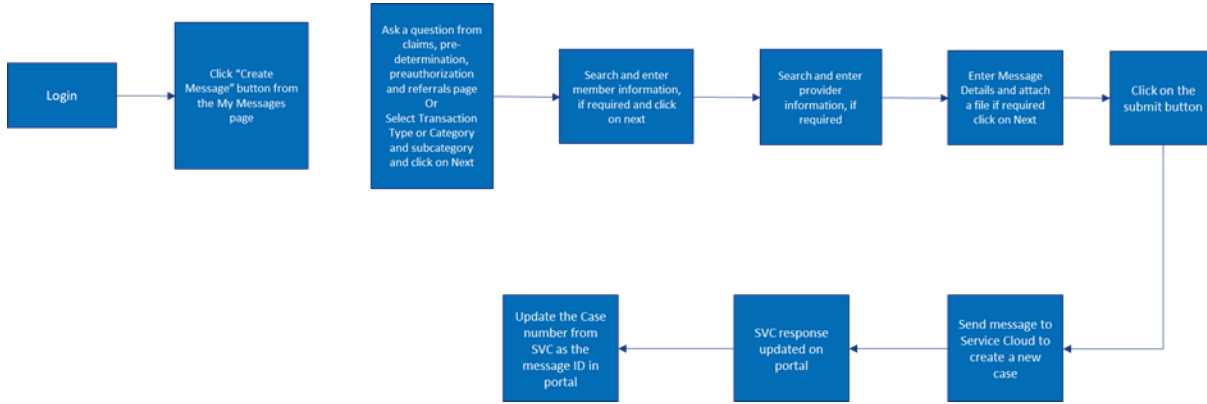
# M5 – Provider Portal Create Message

Specific Transaction

Quick Reference Guide (QRG)




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



Let us look at the steps in detail for creating a message about a specific transaction.

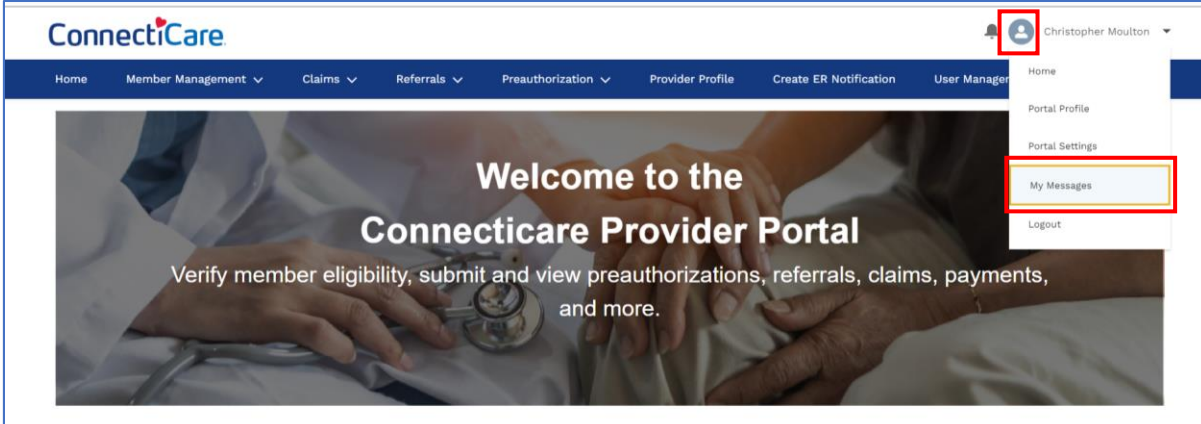
**Purpose: Create a message about a specific transaction.**

**Create Main Topic Message.**



**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**.

## My Messages

Create Message

Search By \*



Reset Search

Search



Step 3:

The Create Message screen will display.

1. For a question about a specific transaction, select the type of transaction. **Note:** Transaction types include Claims, Preauthorization, and Referral. For this example we will create a Referral Message.
2. Click **Next**.

Select Category

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
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By clicking Next you will go to the Search Referrals page where you can choose a specific referral. Then, from the detail page, click Ask a Question to create and send your message.

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

Next

Cancel



Step 4:

The Referrals screen will display.

1. In the **Search By\*** field, select one of the search options from the drop-down menu: Reference ID, Member ID, Member Name, or Referring Provider Name.

**Note:** For this example, we will use **Reference ID**.

## Referrals

You can download up to 10,000 records at a time. If you want to export your data to Excel, make sure you narrow your results to 10,000 records or less.

Export To Excel

Create Referrals

Search By \*  
Reference ID

- Reference ID
- Member ID
- Member Name
- Referring Provider Name
- Servicing Provider Name



Step 5:

1. Enter the **Reference ID**.
2. Click **Search**.

## Referrals

You can view up to 10,000 records at a time. If you want to save your data, make sure you narrow down your results to 10,000 or less.

Export to Excel

Create Referrals

Search By \*  
Reference ID

Reference ID \*

Reset Search

Search



**Step 6:**

1. Select the desired referral from the search results.

Lucy Livingston ▾

Home
Member Management ▾
Claims ▾
Referrals ▾
Prior Authorizations ▾
Provider Profile
Create ER Notification
User Management
More ▾

## Referrals

You can view up to 10,000 records at a time. If you want to save your data, make sure you narrow down your results to 10,000 or less.

Export to Excel
Create Referrals

Search By \*  
Reference ID ▾

Reference ID \*

Reset Search
Search

i Referral submission doesn't guarantee claim payment. Payment is subject to member's eligibility for benefits on date of service. Emergency services do not require a referral.

i It may take up to 5 hours to see a referral here. If you are searching for a referral that was recently created, please check back soon. If your referral was created more than 5 hours ago and you still don't see it, contact our Provider Services team at: 866-447-9717.

Filter By i


Reference ID	Member ID	Member Name	Requesting Provider Name	Servicing Provider Name	Service Start Date	Service End Date	Status
003656770	K6013570701	Carter, Michael	Gordon, Ariya	Densel, Donna	01/20/2021	01/20/21	Fully Approved

Total Records: 1
< Showing 1 - 1 >




Step 6:

- The Referral details page will display.
1. Click **Ask a Question**.


Lucy Livingston ▾

Home
Member Management ▾
Claims ▾
Referrals ▾
Prior Authorizations ▾
Provider Profile
Create ER Notification
User Management
More ▾

## Referral Details

	<b>Reference ID</b> 003656770	<b>Status</b> Fully Approved	<b>Date Submitted</b> 01/20/2021	<b>Submission Source</b> Web Portal
	<b>Member Name</b> Carter, Michael	<b>Member Date of Birth</b> 09/12/1968	<b>Member ID</b> K6013570701	<b>Gender</b> Male
	<b>Plan Name</b> Connecticare Passage Plan 1 (HMO)	<b>Product Type</b> HMO	<b>Coverage Start Date</b> 11/01/2020	<b>Coverage End Date</b> 12/31/9999
	<b>PCP Name</b> Gordon, Ariya			
	<span style="border: 2px solid red; padding: 2px 10px; color: white; font-weight: bold;">Ask a Question</span>			

i Referral submission doesn't guarantee claim payment. Payment is subject to member's eligibility for benefits on date of service. Emergency services do not require a referral.

- > Service Dates
- > Member Details
- > Referring Provider
- > Servicing Provider
- > Diagnosis Codes
- > Service Details
- > Created By



The Message Details page will display.

1. Select the **Category** and **Subcategory**.

Category	Subcategory
Grievances & Appeals	Pre-Service Appeal
	Post-Service Appeal
Referrals	n/a

2. Enter your message content.

**Note:** Upload attachments if necessary.

3. Click **Submit**.

CREATE MESSAGE

## Message Details

Complete the details below and click on Submit to continue.

Category Referrals	Subcategory
Member Name Carter, Michael	Provider Phone Gordon, Ariya
Reference ID 003656770	
Message Content * Referrals status information clarification. ⓘ	
Contact Name Lucy Livingston	Contact Phone 773-673-3782
<b>Attach Documents:</b> <ol style="list-style-type: none"> <li>1. Allowed file types to attach .csv, .svg, .jpg, .png, .doc, .docx, .xls, .xlsx, .gif, .txt, .tiff, .bmp, .pptx, .ppt</li> <li>2. File limit of 4 MB for each attachment.</li> <li>3. Maximum 5 attachments.</li> </ol>	
<div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;"> <p>Attachment <span style="float: right;">📎</span></p> <p>Referrals_screenshot.jpg ( 1.2 MB )</p> </div>	
<div style="border: 1px solid red; display: inline-block; padding: 10px 20px; background-color: #0070c0; color: white; border-radius: 5px;">           Submit         </div>	





Step 7:

- The Confirmation page displays with the Message ID number.
1. Click **Done**.



## Confirmation

Your message ID 00017261 has been sent.

Please check the Message Center for updates.



Thank You