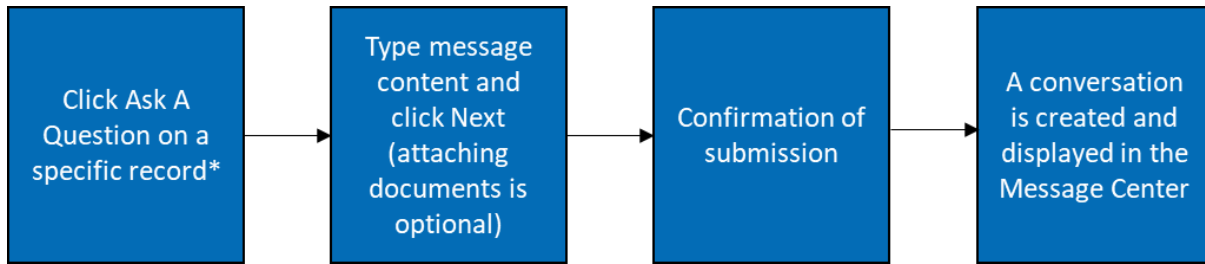


Secure Messaging – Create a Message Using Ask A Question

Quick Reference Guide (QRG)




This Quick Reference Guide (QRG) will provide an overview of the process for Creating a Message Using Ask A Question.



*Note: Clicking the Ask A Question button on a specific record will create a message with the previous information auto-populated.

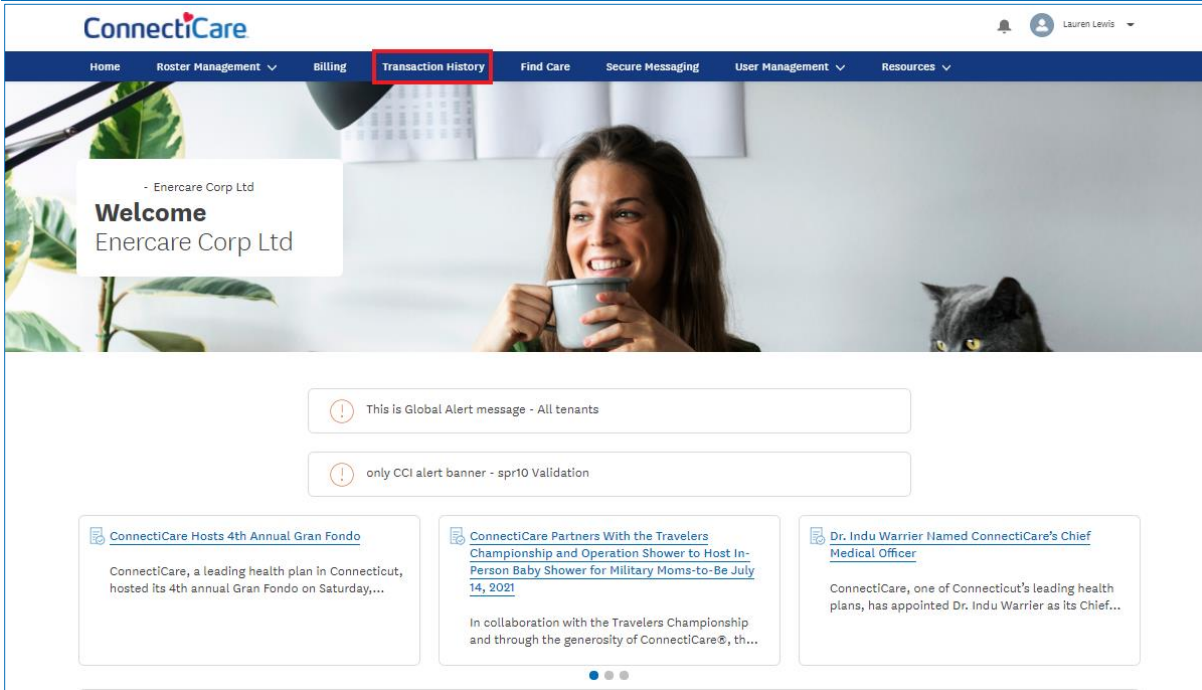
Let us look at the steps in detail for Creating a Message using Ask A Question.

Purpose: Create a Message using Ask A Question.



Step 1:

- From the **ConnectiCare Home** page, click the **Transaction History** tab.
Note: The Ask A Question option is also available on the Billing and Subscriber and Dependent pages. In this example, we are going to click on the Transaction History tab.



The screenshot shows the ConnectiCare Home page. The navigation bar at the top includes links for Home, Roster Management, Billing, Transaction History (highlighted with a red box), Find Care, Secure Messaging, User Management, and Resources. Below the navigation bar is a large banner image of a smiling woman holding a mug. Under the banner, there are several alert messages and news items. The first alert message says "This is Global Alert message - All tenants". The second alert message says "only CCI alert banner - spr10 Validation". Below the alerts, there are three news items: "ConnectiCare Hosts 4th Annual Gran Fondo", "ConnectiCare Partners With the Travelers Championship and Operation Shower to Host In-Person Baby Shower for Military Moms-to-Be July 14, 2021", and "Dr. Indu Warrior Named ConnectiCare's Chief Medical Officer".



Step 2:

The Transaction History screen displays.

1. Click the **Case ID** to view transaction details.

[Home](#) > [Transaction History](#)

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Transaction History

Below is a list of online transactions submitted for your employer group. We will process all requests as soon as possible. Most transactions will be completed and reflected online within a day, but some may take up to three (3) business days depending on the type of request.

Filter by Date

From Date
05-11-2020



To Date
05-11-2022



Subgroup ID - Name

Member Name

Transaction Type



Transaction Status



Clear Filters

Apply Filters

Export to Excel

Case ID ↓	Transaction Type	Subgroup ID	Subgroup Name	Submitted for	Date Submitted	Submitted by	Transaction Status
02421780	Add Subscriber	1001	CCI LG Commerical Subgroup_2020	-	12/16/2021 12:29 AM	futureProducts, Test	-
02421546	Terminate Coverage	1001	CCI LG Commerical Subgroup_2020	Adam, Henry	12/13/2021 08:20 PM	Lewis, Lauren	-
02421545	Change Name	1001	CCI LG Commerical Subgroup_2020	Adam, Henry	12/13/2021 08:09 PM	Lewis, Lauren	Open*
02421544	Change Plan(Qualified Life Event)	1001	CCI LG Commerical Subgroup_2020	Adam, Henry	12/13/2021 08:00 PM	Lewis, Lauren	Open*
02420749	Change PCP	1001	CCI LG Commerical Subgroup_2020	-	12/07/2021 03:22 AM	futureProducts, Test	Completed
02420645	Request ID Card	1001	CCI LG Commerical Subgroup_2020	-	12/06/2021 10:28 AM	futureProducts, Test	Completed
02420585	Request ID Card	1001	CCI LG Commerical Subgroup_2020	-	12/06/2021 04:35 AM	futureProducts, Test	Completed
02420584	Request ID Card	1001	CCI LG Commerical Subgroup_2020	-	12/06/2021 04:30 AM	futureProducts, Test	Completed
02420573	Request ID Card	1001	CCI LG Commerical Subgroup_2020	-	12/06/2021 03:53 AM	futureProducts, Test	Completed
02420572	Request ID Card	1001	CCI LG Commerical Subgroup_2020	-	12/06/2021 03:50 AM	futureProducts, Test	Completed

Total records: 148

*Only "Open" transactions may be canceled.



Step 3:

The Transaction Details screen displays.
1. Click **Ask A Question**.

Home > Transaction History > Transaction Details

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Transaction Details

Ask A Question

Transaction Information

Case 02421545	Transaction Type Change Name	Transaction Reason	Date/Time Opened 12/13/2021 08:12 PM
Group ID .	Group Name Group 2738	Subgroup ID 1001	Subgroup Name CCI LG Commerical Subgroup_2020
Submitted For Henry Adam	Submitted By Lewis, Lauren	Executed Entity Employer Portal	Transaction Status Open*
Date/Time Closed			

Transaction Details

SUBSCRIBER

	Old Value	New Value
Memberid	K3763733101	K3763733101
MemberFirstName	Henry	Henry
MemberLastName	Adam	Adam
Relationship	Employee	Employee

Cancel Transaction



Step 4:

The Message Details screen displays.

1. Enter text in the **Message** field.
2. (Optional) Click **Upload Files** to add supporting documents.
3. Click **Submit**.

Note: The Category and Subcategory fields will pre-populate with information pertaining to the specific page on which the Ask A Question button was clicked. In this example, these fields pre-populated based on the Change Name transaction.

Message Details

Message Details

CREATE MESSAGE

Complete the details below and click on Submit to continue.

Category*
Subcategory*

Enrollment / Eligibility
Demographic Change inquiry

Case Id
02421545

Message* ⓘ

Is any further information needed to process this transaction?

Attach Documents

Upload Files
Or drop files

*Required information

You can upload up to five files that are .doc, .docx, .xls, .xlsx, .ppt, .pptx, .zip, .zipx, .pdf, .gif, .jpg, .jpeg and .png. Files must be less than 10 MB in size.

Submit

Cancel



Step 5:

The Confirmation screen displays.

1. Click **Done**.

Confirmation

Your message has been successfully submitted.
Your Case ID is 02432990
Please check your Message Center for updates.

Done



Step 6:

The Transaction Details page displays.

1. To view the message in the message center, click the **Secure Messaging** tab.

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Transaction Details

Ask A Question

Transaction Information

Case 02421545	Transaction Type Change Name	Transaction Reason	Date/Time Opened 12/13/2021 08:12 PM
Group ID	Group Name Group 2738	Subgroup ID 1001	Subgroup Name 1104567subgroup1001
Submitted For Henry Adam	Submitted By Lewis, Lauren	Executed Entity Employer Portal	Transaction Status Open*
Date/Time Closed			



Step 7:

The Message Center page displays.

1. View the Message ID in the message center table.

Note: The **Identifier** column lists the case ID of the specific transaction linked to the message query.

Home > Secure Messaging

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Message Center

Create Message

Select Category ▼ Select Subcategory ▼

Clear Filters Apply Filters

Q Search ⓘ

Message ID	Conversation ID	Subgroup ID	Response Received	Category	Subcategory	Identifier	Date Sent
02432990	02432990	-	No	Enrollment / Eligibility	Demographic Change Inquiry	Case Id:02421545	4/6/22 4:54 AM
02427793	02427793	-	No	Enrollment / Eligibility	ID Card Inquiry	Case Id:02424301	2/4/22 7:57 PM
02427662	02427662	1001	No	Enrollment / Eligibility	Membership Inquiry	-	2/4/22 1:30 AM
02421567	02421567	-	No	Enrollment / Eligibility	Membership Inquiry	Case Id:02421546	12/14/21 2:41 AM
02417571	02417571	-	No	Enrollment / Eligibility	Membership Inquiry	Member Id:K3763537401	11/8/21 8:43 AM

Thank You