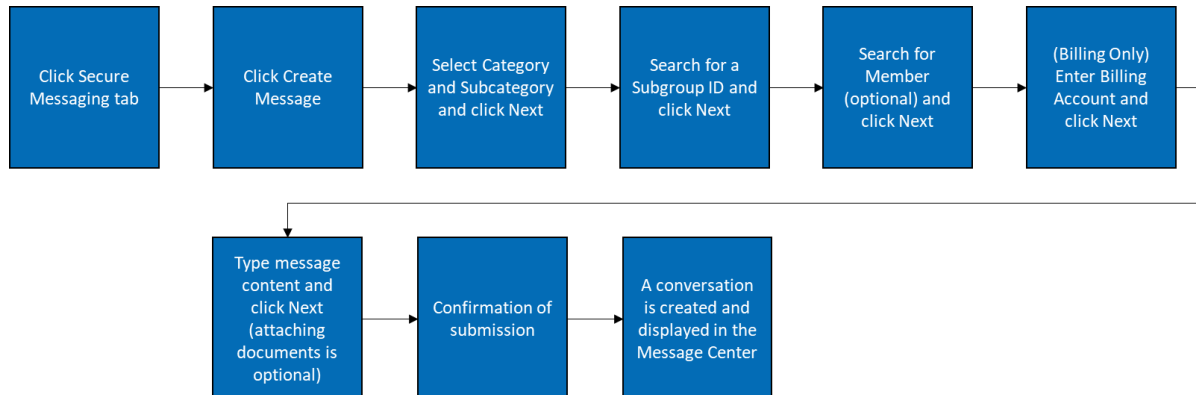


Secure Messaging – Create a Message

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the process for Creating a Message in the Employer Portal.



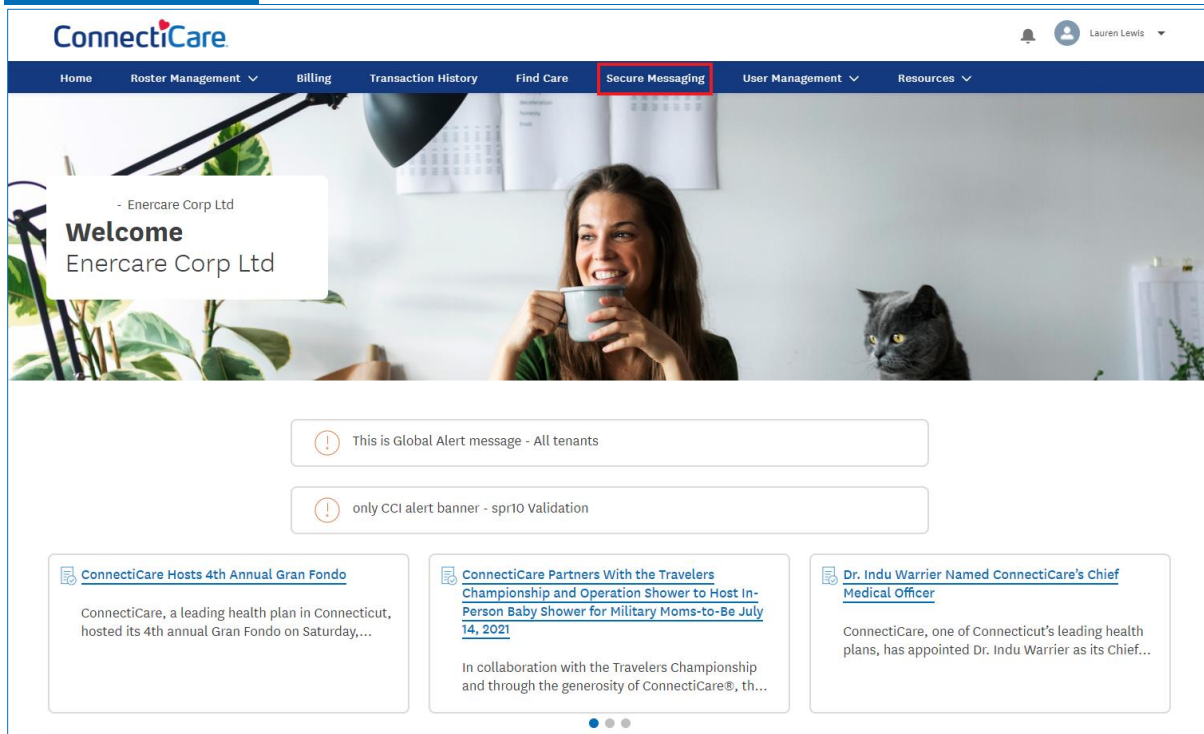
Let us look at the steps in detail for Creating a Message.

Purpose: Create a Message.



Step 1:

1. From the **ConnectiCare** Home page, click the **Secure Messaging** tab.





Step 2:

The Message Center page displays.

1. Click **Create Message**.

[Home](#) > [Secure Messaging](#)

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Message Center

Create Message

Select Category



Select Subcategory



Clear Filters

Apply Filters

Search

Message ID	Conversation ID	Subgroup ID	Response Received	Category	Subcategory ↓	Identifier	Date Sent
02416706	02416706	-	No	Enrollment / Eligibility	PCP Inquiry	-	10/28/21 5:05 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
02417450	02417450	-	No	Enrollment / Eligibility	Membership Inquiry	Member Id:K3763537701	11/4/21 4:20 PM
02416705	02416705	-	No	Enrollment / Eligibility	ID Card Inquiry	-	10/28/21 5:03 PM
02416601	02416601	-	No	Enrollment / Eligibility	ID Card Inquiry	-	10/27/21 5:59 PM



Step 3:

- The Message Subject screen displays.
1. Select a **Category** from the drop-down menu.
 2. Select a **Subcategory** from the drop-down menu.
 3. Click **Next**.

● — ● — ● — ● — ● — ● —

Message Category

CREATE MESSAGE

Message Subject

Tell us what category and subcategory your message falls under so we can have the right team help you. We will do our best to reply to your message quickly, but there may be times it may take us up 48 hours to respond.

There may be times when technical issues could prevent tasks from being completed. We thank you for your patience in these instances. Please see the transaction history page to confirm the initiation and status of your portal transactions. ConnectiCare is not responsible for the portal being temporarily unavailable due to technical issues.

Choose a category and subcategory for your message. If you need help choosing an option, visit our [Help Section](#)

Category*

▼

Enrollment / Eligibility

Billing and Payment

Subcategory*

▼

Next

[Cancel](#)

Category*

Enrollment / Eligibility

▼

Subcategory*

▼

Membership Inquiry

ID Card Inquiry

PCP Inquiry

Demographic Change Inquiry

Enrollment Request

General Inquiry

Next

[Cancel](#)

Category*

Enrollment / Eligibility

▼

Subcategory*

Membership Inquiry

▼

Next

[Cancel](#)



Step 4:

The Select Subgroup screen displays.

1. Enter Subgroup ID in the **Search** field.
2. Click **Next**.

CREATE MESSAGE

Select Subgroup

Search Subgroup ID below

Search

1001 - subgroup1001

Next

[Cancel](#)

Note: For Billing and Payments messages, after clicking Next, you will be directed to the Billing and Payments screen, where you will be required to select your Billing Account Number from a drop-down menu.

Cancel

3. Click **Submit**.

6



Step 7:

The Confirmation screen displays.

1. Click **Done**.

CREATE MESSAGE

Confirmation

Thank you for your submission. Your case number is 02427662
Please check your Message Center for updates.

Done



Step 8:

The Message Center page displays.

1. Click the **Message ID** to view message details.

[Home](#) > [Secure Messaging](#)

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Message Center

Create Message

Select Category

Select Subcategory

Clear Filters

Apply Filters

Search

Message ID	Conversation ID	Subgroup ID	Response Received	Category	Subcategory	Identifier	Date Sent
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
02417450	02417450	-	No	Enrollment / Eligibility	Membership Inquiry	Member Id:K3763537701	11/4/21 4:20 PM
02416714	02416714	-	No	Billing and Payment		-	10/28/21 5:24 PM



Step 9:

The Message Details screen displays.

Home > Secure Messaging > Message Details

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Message Details

Enrollment / Eligibility - Membership Inquiry

Sub Group Id	Sub Group Name	Member ID
1001	subgroup1001	NA
Member Name	Identifier	
NA	-	

Message - 02427662 ^

Reply

Sent on 2/4/22 1:30 AM

Description
test What is my effective date?

Attachments

Thank You