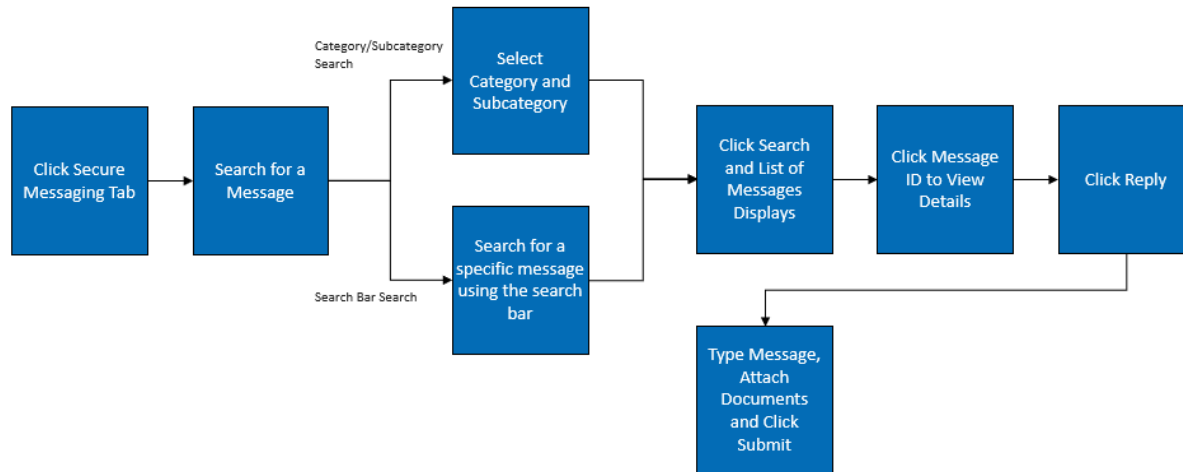


Secure Messaging – View & Respond to Messages

Quick Reference Guide (QRG)




This Quick Reference Guide (QRG) will provide an overview of the process for Viewing and Responding to messages in the Employer Portal.



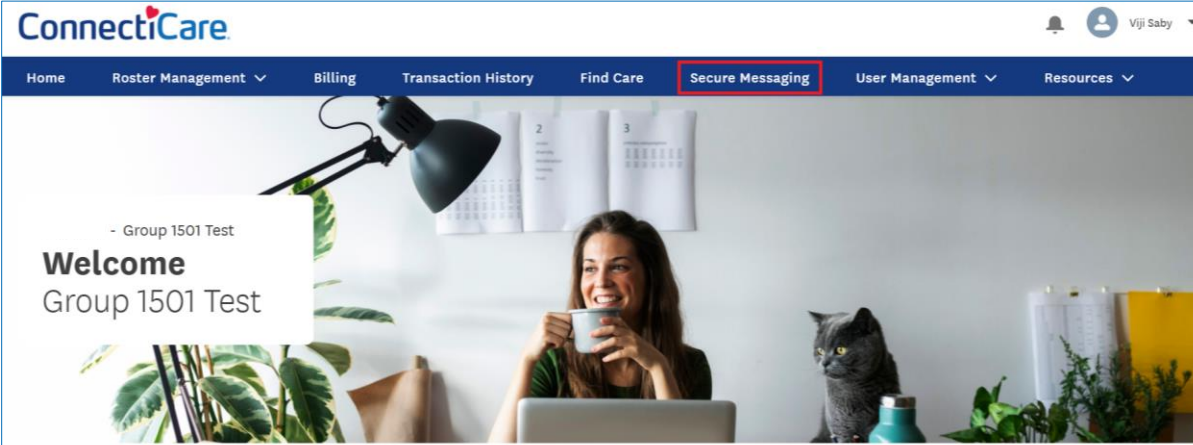
Let us look at the steps in detail for Viewing and Responding to messages.

Purpose: To View and Respond to Messages.



Step 1:

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



The screenshot shows the ConnectiCare Home page. The navigation bar at the top includes links for Home, Roster Management, Billing, Transaction History, Find Care, **Secure Messaging** (highlighted with a red box), User Management, and Resources. Below the navigation bar is a large banner image of a woman smiling at a laptop. A white box on the left of the banner says "Welcome Group 1501 Test". At the bottom of the page, there is a global alert message: "This is Global Alert message - All tenants".



Step 2:

The Message Center page displays.

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

Note: Click the Conversation ID to view the initial message and all subsequent responses in the message chain. When a customer service representative responds to your query, you will receive an in-app portal notification and the Response Received column will update to Yes.

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

- GROUP 1501 TEST

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
02427626	02427626	-	Yes	Enrollment / Eligibility	Membership Inquiry	-	2/3/22 11:36 PM
02423077	02423077	1001	No	Enrollment / Eligibility	General Inquiry	-	12/29/21 8:14 PM
02415760	02415760	-	No	Billing and Payment	Payment Inquiry	Invoice Number:00000000006802	10/20/21 1:00 PM
02415758	02415758	1002	No	Billing and Payment	Balance Inquiry	-	10/20/21 12:38



Step 3:

- The Message details screen displays.
1. Click **View related response** to open the message from the customer service representative in your browser as a PDF file.
- Note:** Any attachments added within the message chain can be viewed under **Attachments**.

Home > Secure Messaging > Message Details

GROUP 1501 TEST

Message Details

Enrollment / Eligibility - Membership Inquiry

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

Message - 02427626

Received: You have received a message response. Please click the link below

[View related response](#)

4/6/2022

Reply

Sent on 2/3/22 11:36 PM

Description

test What is my effective date?

Attachments



Step 4:

Return to the Message Details page.

1. Click **Reply** to respond to the message.

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

- GROUP 1501 TEST

Message Details

Enrollment / Eligibility - Membership Inquiry

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

Message - 02427626

Received: You have received a message response. Please click the link below

[View related response](#)

4/6/2022

Reply

Sent on 2/3/22 11:36 PM

Description

test What is my effective date?

Attachments

1. Enter text in the **Message** field.
Note: If you are inquiring about multiple members, include the Member ID for each one.
2. (Optional) Click **Upload Files** to add supporting documents.
3. Click **Submit**.

5



Step 6:

The Confirmation screen displays.

1. Click **Done**.

Confirmation

Your message has been successfully submitted.

Your Case ID is 02427632

Please check your Message Center for updates.

Done

Thank You