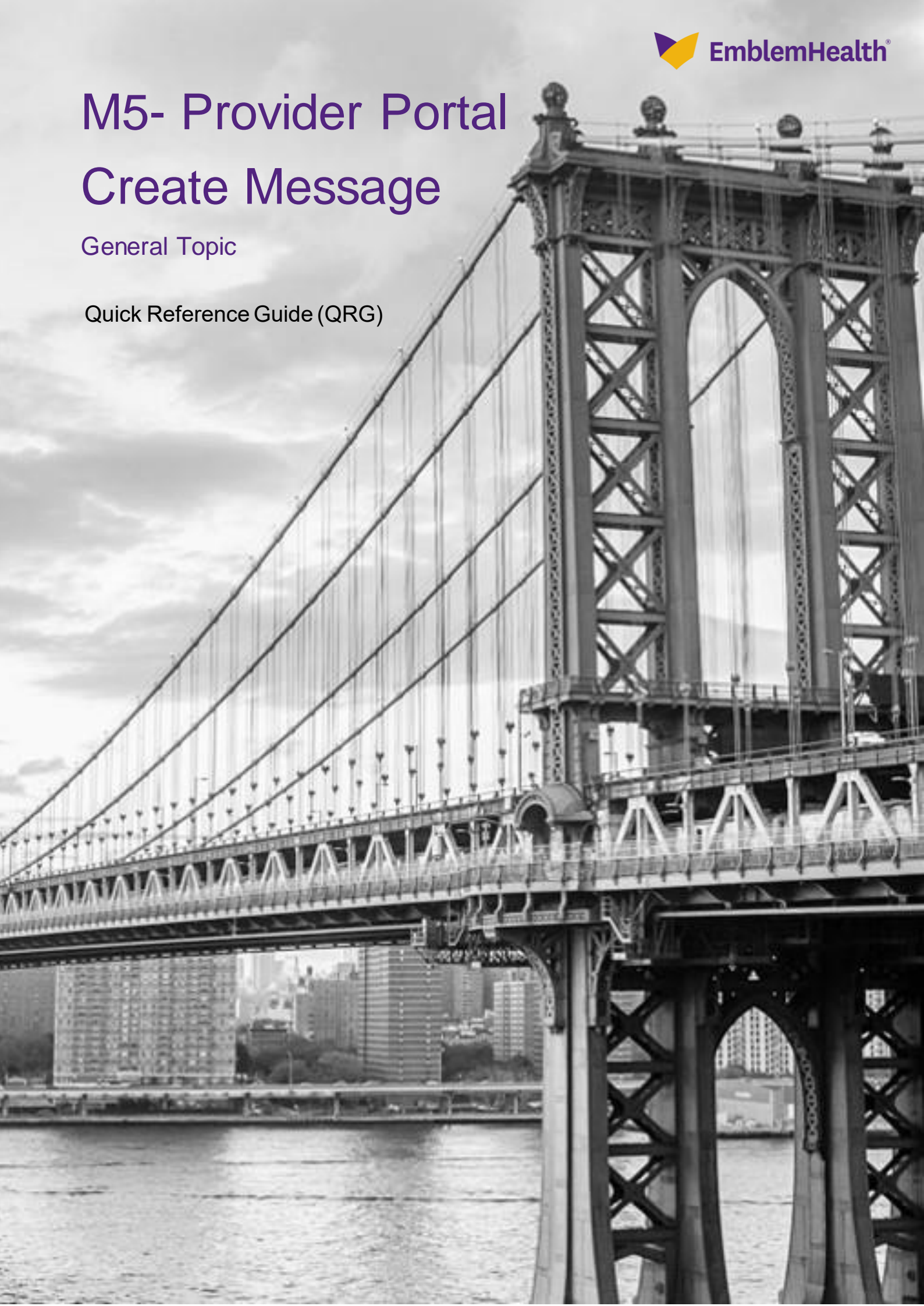


M5- Provider Portal Create Message

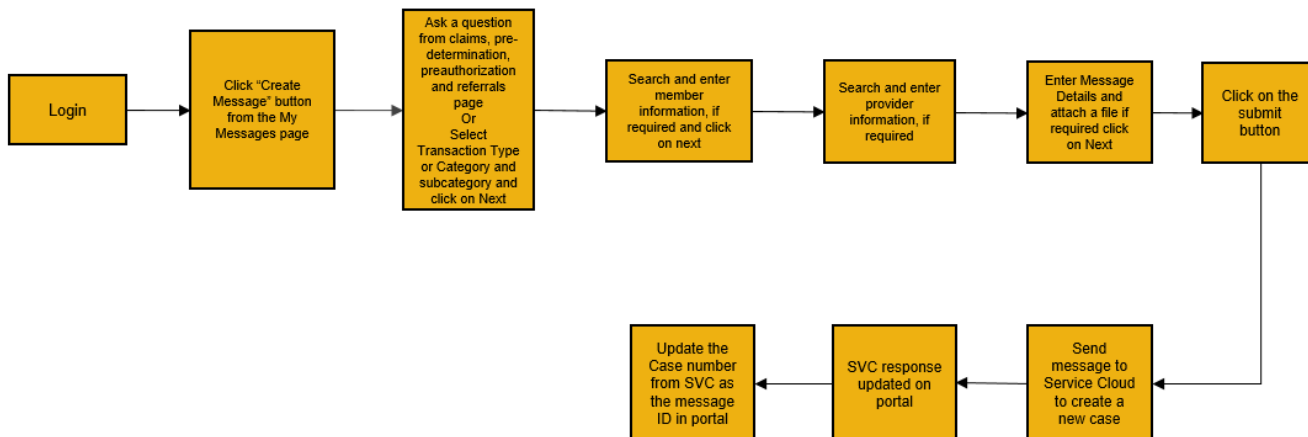
General Topic

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
	Condition-specific education
	Diabetes education
	Provider: Clinical Hospice only
	Provider: Non-Clinical Hospice only
	Single Case Agreement - Hospice & Transplant only
Treatment question	
Claims and Payments	Dispute allowance or rate
	Explanation 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

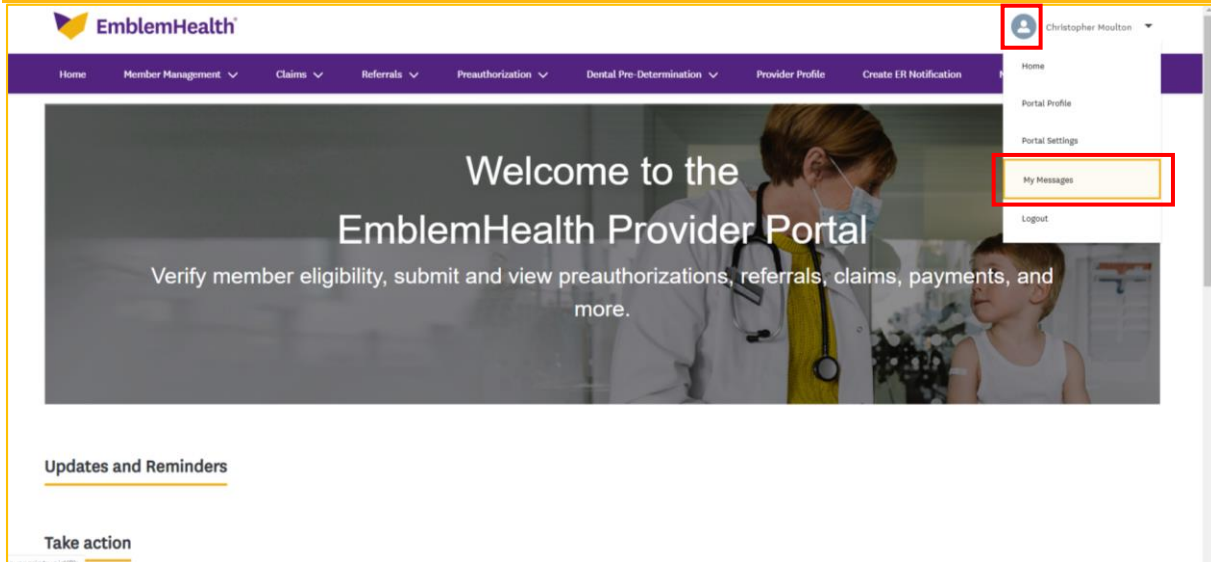
Let us look at the steps in detail for creating a message about a general topic.

Purpose: Create a message about a general topic.



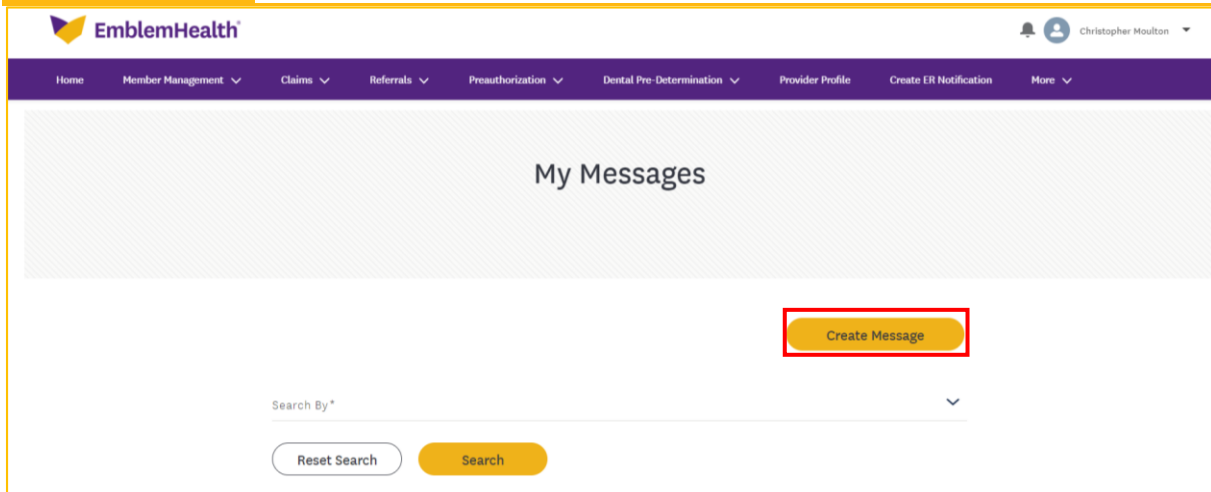
Step 1:

1. From the **EmblemHealth 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 your question is about to make sure it gets to right people to address it. 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	Dental Predetermination
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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](#).

<p>Category</p> <p>General Inquiry</p>	<p>Subcategory</p> <p>N/A</p>
--	-------------------------------

Next

Cancel



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**.

The screenshot shows the EmblemHealth Provider Portal interface. At the top, there is a navigation bar with the EmblemHealth logo and user information for Christopher Moulton. Below the navigation bar, the main content area is titled "CREATE MESSAGE" and "Member Information". A sub-header reads "Choose the record you want to ask about." The "Search By" dropdown menu is open, showing two options: "Member Name" and "Member Id". The "Search" button is highlighted with a red box. Below the search buttons, there are "Previous" and "Next" buttons, and a "Cancel" link at the bottom.



Step 5:

2. Enter the **Member ID**.
3. Click **Search**.

The screenshot shows the EmblemHealth Provider Portal interface. The "Search By" dropdown menu is now set to "Member Id". The "Member Id" input field is highlighted with a red box. The "Search" button is highlighted with a red box. Below the search buttons, there are "Previous" and "Next" buttons, and a "Cancel" link at the bottom.



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
<input checked="" type="radio"/> K1000124801	Davis, John	Active	02/07/1987
<input type="radio"/> K1000124801	Davis, John	Inactive	02/07/1987

Total Records: 2 < Showing 1-2 >

Previous Next

Cancel



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



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: Williams, Cody Specialty: Internal Medicine

City: _____ State: ▼

Zip code: _____

Reset search Search

Filter By 1

Name ↑	Address	Provider ID	NPI	Type	Specialty
<input checked="" type="radio"/> Williams, Cody	30 Kimball Ave, Yonkers, NY-10704	499256	1798728123	Practitioner	Internal Medicine
<input type="radio"/> Williams, Cody	81 S Broadway, Yonkers, NY-10701	499256	1798728123	Practitioner	Internal Medicine
<input type="radio"/> Williams, Cody	5665 Riverdale Ave, Bronx, NY-10471	499256	1798728123	Practitioner	Internal Medicine

Total Records: 3 < Showing 1-3 >

Previous Next



Step 9:

The Message Details page will display.

1. Enter your message content.
Note: Upload attachments if necessary.
2. Click **Next**.

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 Content * Incorrect claim amount i	
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 🔗

Claims.jpg

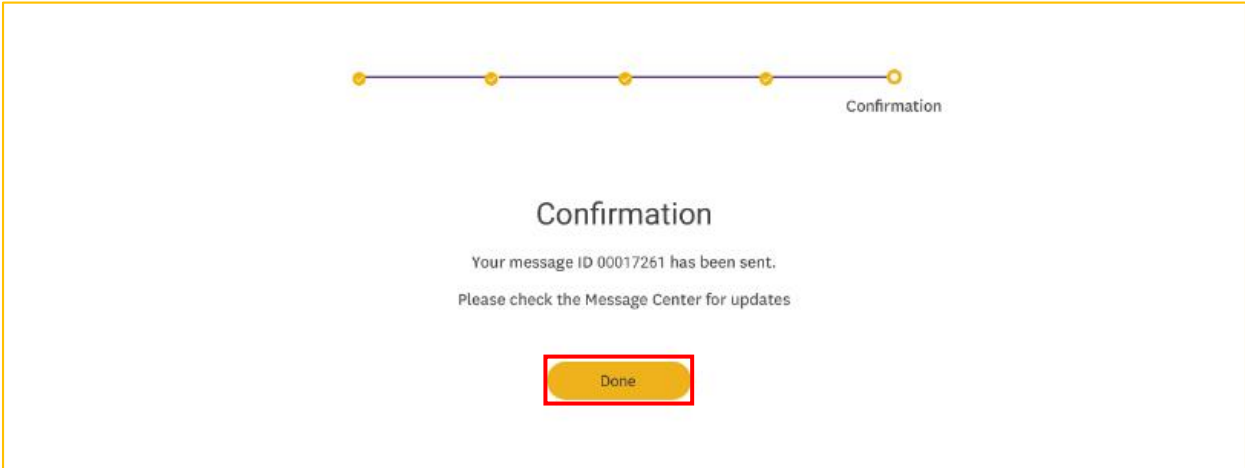
Previous Next

Cancel



Step 10:

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



Thank
You

