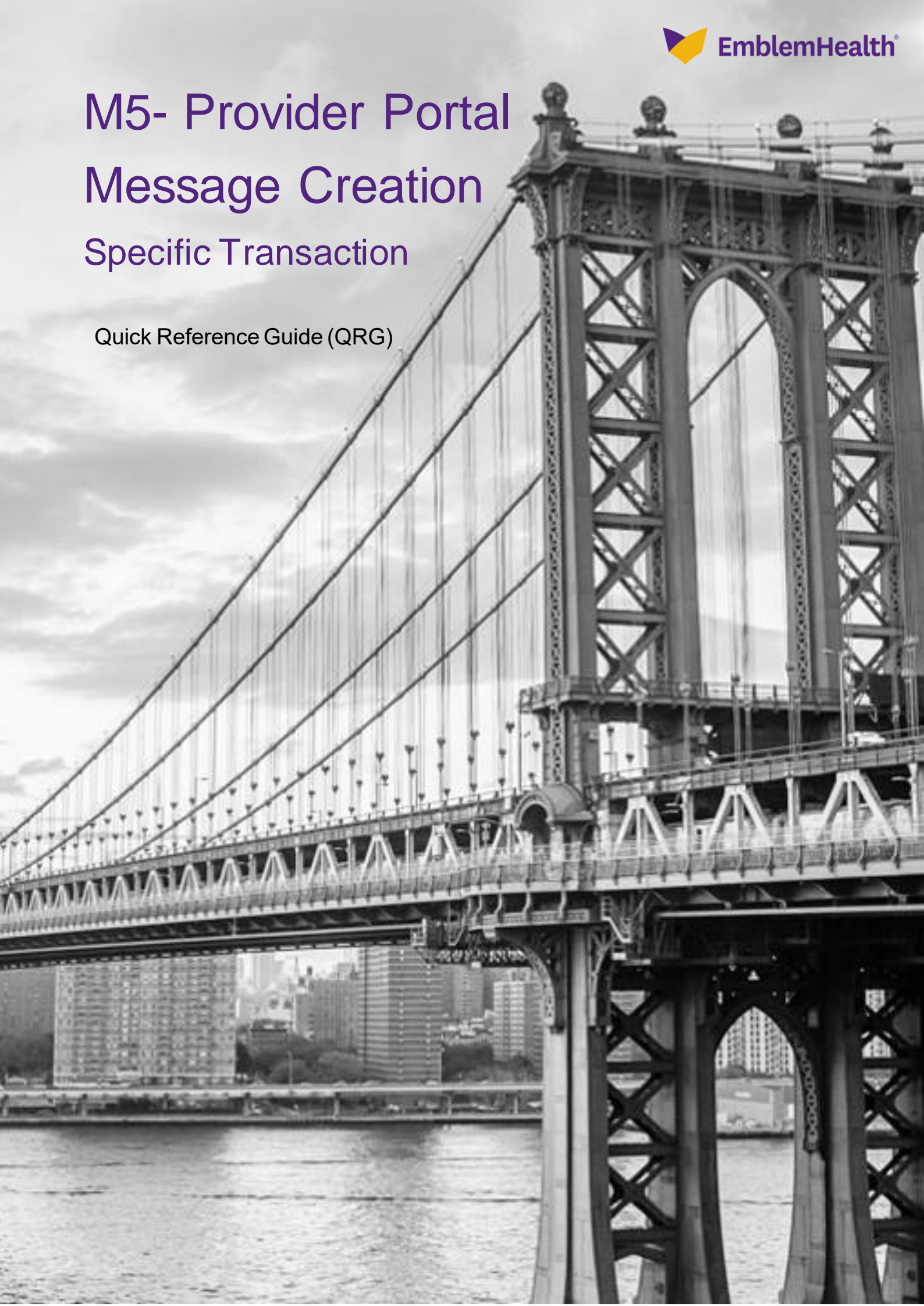
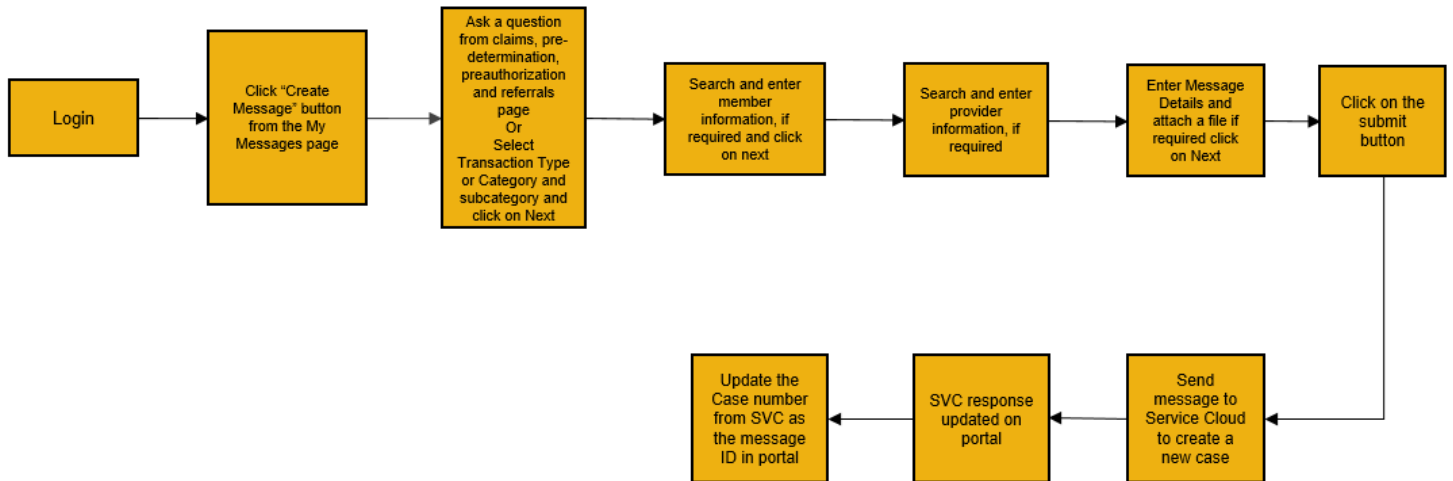


M5- Provider Portal Message Creation Specific Transaction

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.



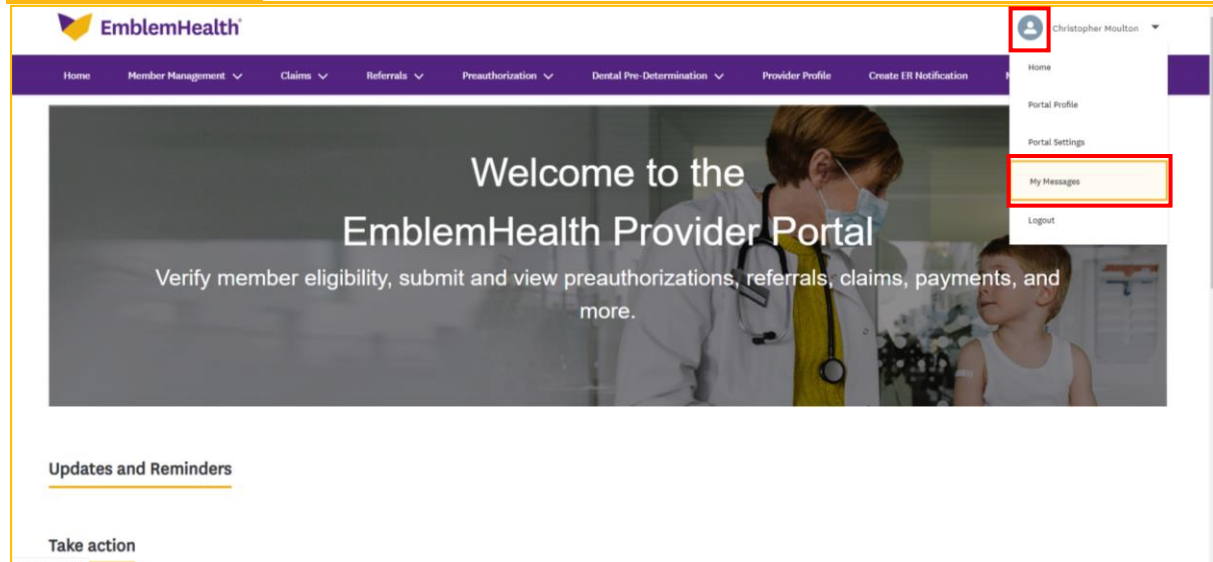
Let us look at the steps in detail for creating a message about a specific transaction.

Purpose: Create a message about a specific transaction.



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**.

The screenshot shows the EmblemHealth provider portal interface. At the top left is the EmblemHealth logo. The top navigation bar includes links for Home, Member Management, Claims, Referrals, Preauthorization, Dental Pre-Determination, Provider Profile, Create ER Notification, and More. The user's name, Christopher Moulton, is displayed in the top right corner. The main content area is titled "My Messages". A yellow "Create Message" button is highlighted with a red rectangular box. Below this, there is a search section with a "Search By*" dropdown menu, a "Reset Search" button, and a "Search" button.



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, Referral, and Dental Pre-Determination. 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	Dental Pre-Determination
-------	------------------	-----------------	--------------------------

By clicking Next you will go to the Search Preauthorizations page where you can choose a specific preauthorization. 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

Submit



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**.

The screenshot shows the 'Referrals' screen with the following elements:

- Header: 'Referrals' and a note: '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.'
- Buttons: 'Export To Excel' and 'Create Referrals'.
- Search Section: 'Search By*' dropdown menu with 'Reference ID' selected. Below the dropdown is a 'Search' button and a 'Reset Search' button.



Step 5:

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

The screenshot shows the 'Referrals' screen with the following elements:

- Header: 'Referrals' and a note: '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.'
- Buttons: 'Export to Excel' and 'Create Referrals'.
- Search Section: 'Search By*' dropdown menu with 'Reference ID' selected. Below the dropdown is a text input field labeled 'Reference ID *' which is highlighted with a red box. Below the input field are 'Reset Search' and 'Search' buttons.



Step 6:

1. Select the desired referral from the search results.

The screenshot shows the EmblemHealth Referrals search interface. At the top, there is a navigation bar with the EmblemHealth logo and the user name 'Lucy Livingston'. Below the navigation bar, the page title is 'Referrals'. A message states: '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.' There are two buttons: 'Export to Excel' and 'Create Referrals'. The search section includes a 'Search By *' dropdown menu set to 'Reference ID', a 'Reference ID *' input field, and 'Reset Search' and 'Search' buttons. Below the search section, there are two informational messages: 1. '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.' 2. '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.' A 'Filter By' section with a search icon is also present. The main content is a table with the following data:

Reference ID	Member ID	Member Name	Requesting Provider Name	Servicing Provider Name	Service Start Date	Service End Date	Status
003656770	K601357070	Carter, Michael	Gordon, Ariya	Densel, Donna	01/20/2021	01/20/21	Fully Ap

At the bottom of the table, it says 'Total Records: 1' and '< Showing 1 - 1 >'.



Step 6:

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

EmblemHealth Lucy Livingston

Home Member Management Claims Referrals Preauthorization Dental Pre-Determination Provider Profile More

Referral Details

Reference ID 003656770	Status Fully Approved	Date Submitted 01/20/2021	Submission Source Web Portal
Member Name Carter, Michael	Member Date of Birth 09/12/1968	Member ID K6013570701	Gender Male
Plan Name Connecticare Passage Plan 1 (HMO)	Product Type HMO	Coverage Start Date 11/01/2020	Coverage End Date 12/31/9999
PCP Name Gordon, Ariya			

[Ask a Question](#)

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



Step 7:

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 *

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

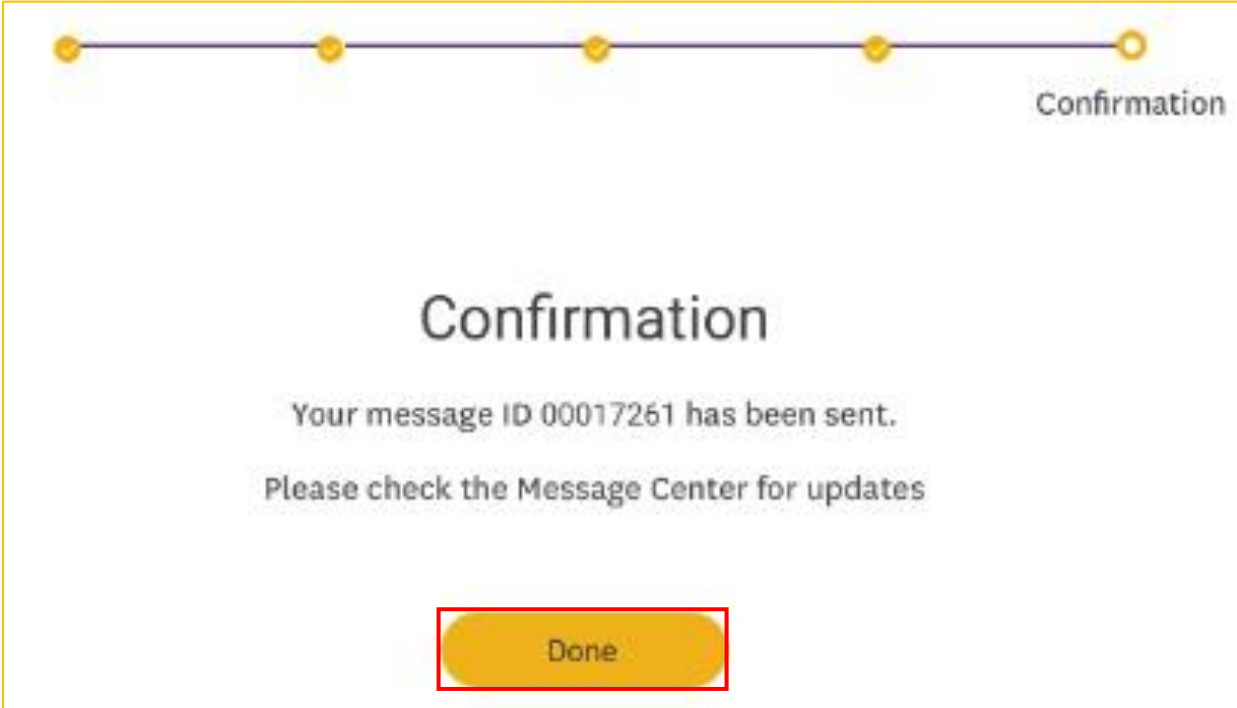
Referrals.jpg

Submit



Step 7:

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



Thank
You

