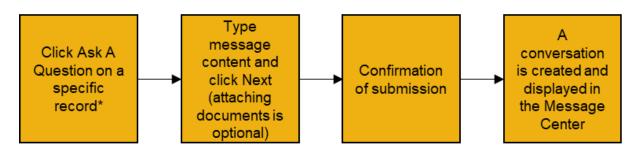# Secure Messaging – Create a Message Using Ask A Question

Quick Reference Guide (QRG)
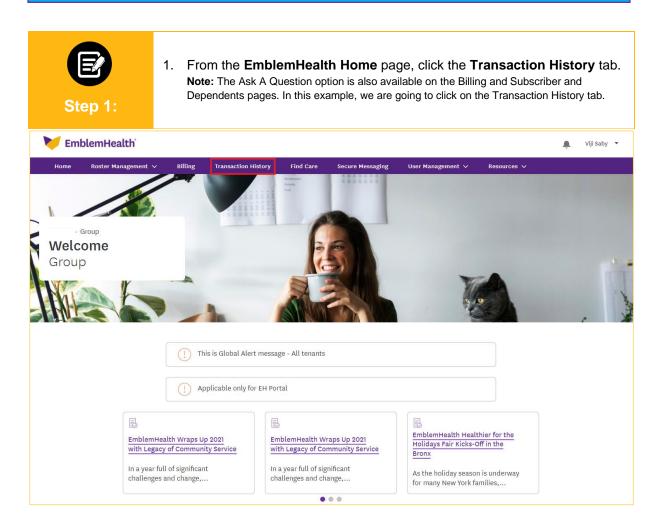
This Quick Reference Guide (QRG) will provide an overview of the process to create a message using 'Ask A Question'.

Click Ask A Question on a specific record*	→	Type message content and click Next (attaching documents is optional)	→	Confirmation of submission	→	A conversation is created and displayed in the Message Center

*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 to Create a Message Using Ask A Question.

Purpose: Create a Message using Ask A Question.

Step 1:

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

Step 2:

The Transaction History screen displays.
1. Click the **Case ID** to view transaction details.

Home › Transaction History

- GROUP

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	To Date	Subgroup ID - Name
05-11-2020	05-11-2022	

Member Name	Transaction Type	Transaction Status

Clear Filters | Apply Filters

Export to Excel

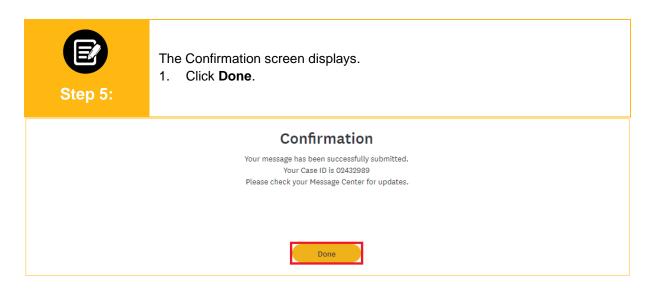| Case ID ↓	Transaction Type	Subgroup ID	Subgroup Name	Submitted for	Date Submitted	Submitted by	Transaction Status
02430207	Terminate Subscriber	1001	Group 1124425 SG 1001	-	02/28/2022 01:58 AM	Saby, Viji	In Progress
02430179	Change Name	1001	Group 1124425 SG 1001	-	02/28/2022 01:10 AM	Saby, Viji	In Progress
02428083	Terminate Subscriber	1001	Group 1124425 SG 1001	-	02/09/2022 05:23 AM	Saby, Viji	Completed
02422276	Reinstate Dependent	1001	Group 1124425 SG 1001	-	12/20/2021 03:15 AM	Saby, Viji	-
02421707	Reinstate Dependent	1001	Group 1124425 SG 1001	-	12/15/2021 05:23 AM	Saby, Viji	-
02418914	Reinstate Dependent	1001	Group 1124425 SG 1001	-	11/22/2021 07:51 AM	Saby, Viji	Completed
02418422	Reinstate Dependent	1001	Group 1124425 SG 1001	-	11/17/2021 07:40 AM	Saby, Viji	Completed

Total records: 17

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Step 3:

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

Transaction Details

Home > Transaction History > Transaction Details

[Ask A Question]

⌄ Transaction Information

Case	Transaction Type	Transaction Reason	Date/Time Opened
02430179	Change Name		02/28/2022 01:02 AM
Group ID	Group Name	Subgroup ID	Subgroup Name
		1001	SG 1001
Submitted For	Submitted By	Executed Entity	Transaction Status
	Saby, Viji	Employer Portal	In Progress
Date/Time Closed			
02/28/2022 01:02 AM			

⌄ Transaction Details

SUBSCRIBER

	Old Value	New Value
Member ID	K3764296801	K3764296801
Member First Name	jayson	jayson
Member Middle Name	-	-
Member Last Name	johnson	johnson
Relationship	Employee	Employee

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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

CREATE MESSAGE

Message Details

Complete the details below and click on Submit to continue.

Category*
Enrollment / Eligibility

Subcategory*
Demographic Change inquiry

Case Id
02430179

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 02432989
Please check your Message Center for updates.

Done

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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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| Home | Roster Management ⌄ | Billing | Transaction History | Find Care | **Secure Messaging** | User Management ⌄ | Resources ⌄ | Co-browsing with Agent |

Transaction Details

Home > Transaction History > Transaction Details

Ask A Question

⌄ Transaction Information

| Case | Transaction Type | Transaction Reason | Date/Time Opened |
| 02430179 | Change Name | | 02/28/2022 01:02 AM |

| Group ID | Group Name | Subgroup ID | Subgroup Name |
| | | 1001 | SG 1001 |

| Submitted For | Submitted By | Executed Entity | Transaction Status |
| | Saby, Viji | Employer Portal | In Progress |

| Date/Time Closed |
| 02/28/2022 01:02 AM |

⌄ Transaction Details

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

- GROUP
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
02432989	02432989	-	No	Enrollment / Eligibility	Demographic Change inquiry	Case Id:02430179	4/6/22 3:57 AM
02432944	02432944	-	No	Enrollment / Eligibility	Membership Inquiry	-	4/6/22 1:18 AM
02427796	02427796	-	No	Enrollment / Eligibility	Membership Inquiry	Case Id:02418914	2/4/22 8:45 PM
02427795	02427795	-	No	Enrollment / Eligibility	Membership Inquiry	Case Id:02418914	2/4/22 8:44 PM
02427678	02427678	1001	No	Enrollment / Eligibility	Membership Inquiry	-	2/4/22 3:03 AM
02421430	02421430	-	No	Enrollment / Eligibility	Membership Inquiry	Case Id:02421428	12/13/21 2:02 AM

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Thank You