

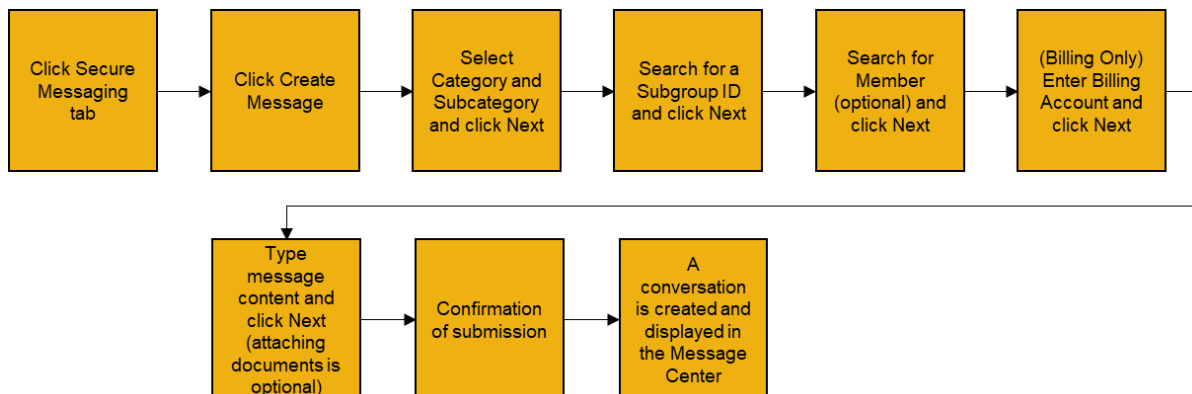
Secure Messaging – Create a Message

Quick Reference Guide (QRG)



Secure Messaging – Create a Message

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: to Create Message.



Step 1:

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

The screenshot shows the EmblemHealth portal interface. The navigation menu at the top includes Home, Roster Management, Billing, Transaction History, Find Care, **Secure Messaging** (highlighted with a red box), User Management, and Resources. Below the navigation menu, there is a large banner image of a woman smiling and holding a mug, with a grey cat sitting next to her. A white box on the left side of the banner says "Welcome Group". Below the banner, there are two alert boxes: "This is Global Alert message - All tenants" and "Applicable only for EH Portal". Below the alerts, there are three news cards with titles like "EmblemHealth Wraps Up 2021 with Legacy of Community Service" and "EmblemHealth Healthier for the Holidays Fair Kicks-Off in the Bronx". At the bottom, there is a "Group" section with a group icon.



Step 2:

The Message Center page displays.
1. Click **Create Message**.

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

- GROUP

Message Center

Create Message

Select Category



Select Subcategory



Clear Filters

Apply Filters

Search ¹

Message ID	Conversation ID	Subgroup ID	Response Received	Category	Subcategory	Identifier	Date Sent
02421430	02421430	-	No	Enrollment / Eligibility	Membership Inquiry	Case Id:02421428	12/13/21 2:02 AM
02421428	02421428	1001	No	Enrollment / Eligibility	Membership Inquiry	-	12/13/21 1:46 AM
02421241	02421241	1001	No	Enrollment / Eligibility	Membership Inquiry	Member ID:K3764485901	12/9/21 5:47 PM

TOTAL RECORDS: 3



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 to 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. EmblemHealth 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*
Subcategory*

Enrollment / Eligibility
Billing and Payment

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

Subgroup Info

<

CREATE MESSAGE

Select Subgroup

Search Subgroup ID below

Search	
1001 -	SG 1001

Next

[Cancel](#)



Step 5:

The Member Information page displays.

1. Select the relevant option from the **Search by** drop-down menu.
Note: Populate the fields on this page if your message is member specific. If you are not inquiring about a specific member, click next.
2. (Optional) Search by **Member ID**.
3. (Optional) Search by **First/Last/SSN**.
4. Click **Next**.
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.

Member Information

CREATE MESSAGE

Member Information

Populate the fields below only if your message is member specific. If you are not inquiring about a specific member, please click next.

Search by
Member ID

Member ID

Reset Search

Member ID	First Name	Last Name	Status	Date of Birth
NO RECORDS TO DISPLAY.				

Next

[Cancel](#)



Step 6:

The Message Details screen displays.

1. Enter text in the **Message** field.
Note: It is important to include specific and detailed information in your message.
2. (Optional) Click **Upload Files** to add supporting documents.
3. Click **Next**.

Message Details

Complete the details below and click on Submit to continue.

Category
Enrollment / Eligibility

Subcategory
Membership Inquiry

Subgroup ID
1001 - SG 1001

Message*
When is my effective date?

If you are inquiring about multiple members, please include a Member ID for each member.

Attach Documents
Upload Files Or drop files

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 7:

The Confirmation screen displays.
1. Click **Done**.

CREATE MESSAGE Confirmation

Thank you for your submission. Your case number is 02427678
Please check your Message Center for updates.

Done



Step 8:

The Message Center page displays.
1. Click **Message ID** to view the message details.

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

- GROUP

Message Center

Create Message

Select Category Select Subcategory

Clear Filters

Apply Filters

Q Search

Message ID	Conversation ID	Subgroup ID	Response Received	Category	Subcategory	Identifier	Date Sent
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
02421428	02421428	1001	No	Enrollment / Eligibility	Membership Inquiry	-	12/13/21 1:46 AM
02421241	02421241	1001	No	Enrollment / Eligibility	Membership Inquiry	Member ID:K3764485901	12/9/21 5:47 PM

TOTAL RECORDS: 4



Step 9:

The Message Details screen displays.

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

- GROUP

Message Details

Enrollment / Eligibility - Membership Inquiry

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

Message - 02427678

Reply

Sent on 2/4/22 3:03 AM

Description

test What is my effective date?

Attachments

Thank
You

