Secure Messaging – View & Respond to Messages
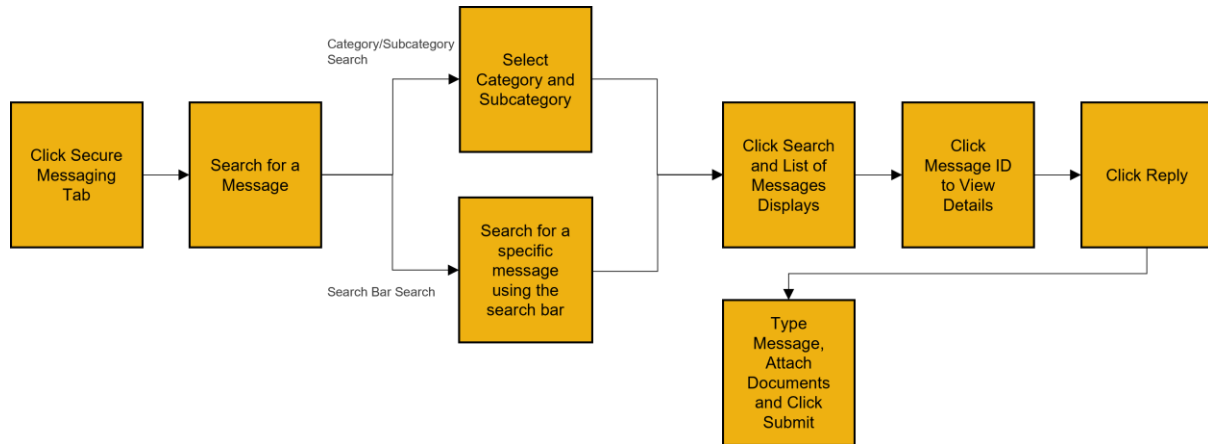
Quick Reference Guide (QRG)

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Secure Messaging – View & Respond to Messages

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

Category/Subcategory Search

Click Secure Messaging Tab → Search for a Message → Select Category and Subcategory → Click Search and List of Messages Displays → Click Message ID to View Details → Click Reply

Search for a specific message using the search bar

Search Bar Search

Type Message, Attach Documents and Click Submit

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 **EmblemHealth Home** page, click the **Secure Messaging** tab.
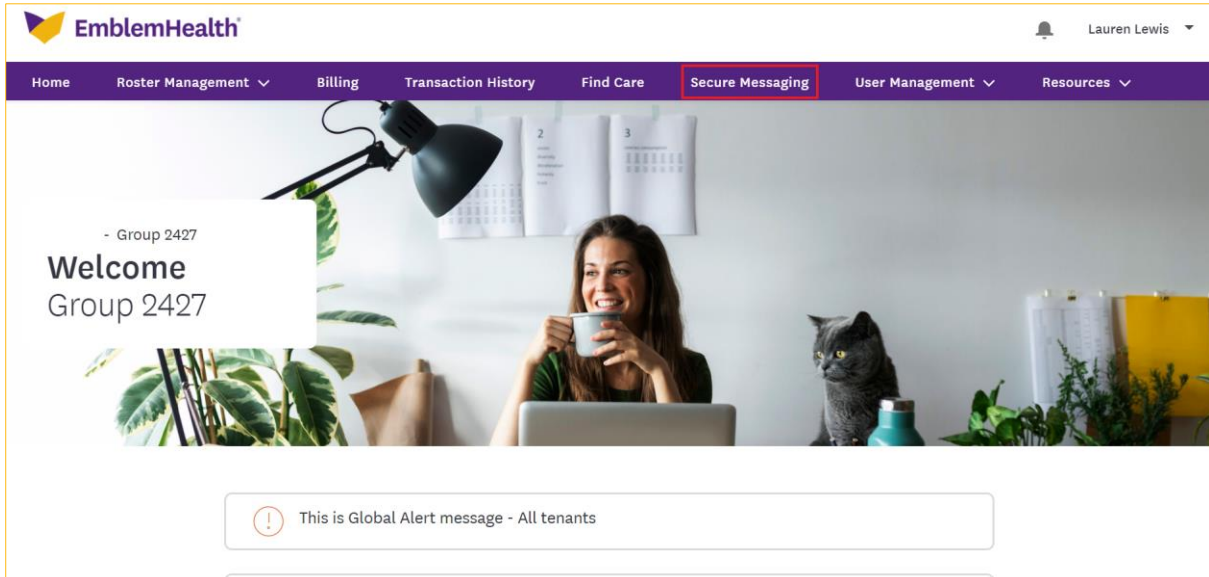
Step 2:

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 2427

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
02427640	02427640	1001	Yes	Enrollment / Eligibility	Membership Inquiry	-	2/4/22 12:42 AM
02426847	02425672	1001	No	Enrollment / Eligibility	Membership Inquiry	-	2/1/22 2:29 AM
02425672	02425672	1001	No	Enrollment / Eligibility	Membership Inquiry	-	1/20/22 5:49 PM
02422775	02422775	1001	No	Enrollment / Eligibility	ID Card Inquiry	-	12/23/21 7:30 PM
02421390	02421390	-	No	Enrollment / Eligibility	Membership Inquiry	Member Id:K8001871001	12/10/21 2:44 PM
02421388	02421388	1001	No	Enrollment / Eligibility	Membership Inquiry	-	12/10/21 2:35 PM

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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 2427

Message Details

Enrollment / Eligibility - Membership Inquiry

Sub Group Id	Sub Group Name	Member ID
1001	Pizza Boys SG 1	NA

Member Name	Identifier
NA	-

Message - 02427640

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

View related response

2/14/2022

Reply

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

View related response

2/10/2022

Sent on 2/4/22 12:42 AM

Description
test What is my effective date?

Attachments

Step 4:

Return to the Message Details page.
1. Click **Reply** to respond to the message.

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Step 5:	The Message Details screen displays.
	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.
	   Click **Submit**.

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Message Details

CREATE MESSAGE

Message Details

Complete the details below and click on Submit to continue.

Category
Enrollment / Eligibility

Subcategory
Membership Inquiry

Subgroup ID
1001 - Pizza Boys SG 1

Message* ⓘ

Follow up - when is my effective date and where can I find it?

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

Confirmation

Your message has been successfully submitted.
Your Case ID is 02427646
Please check your Message Center for updates.

Done

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Thank You