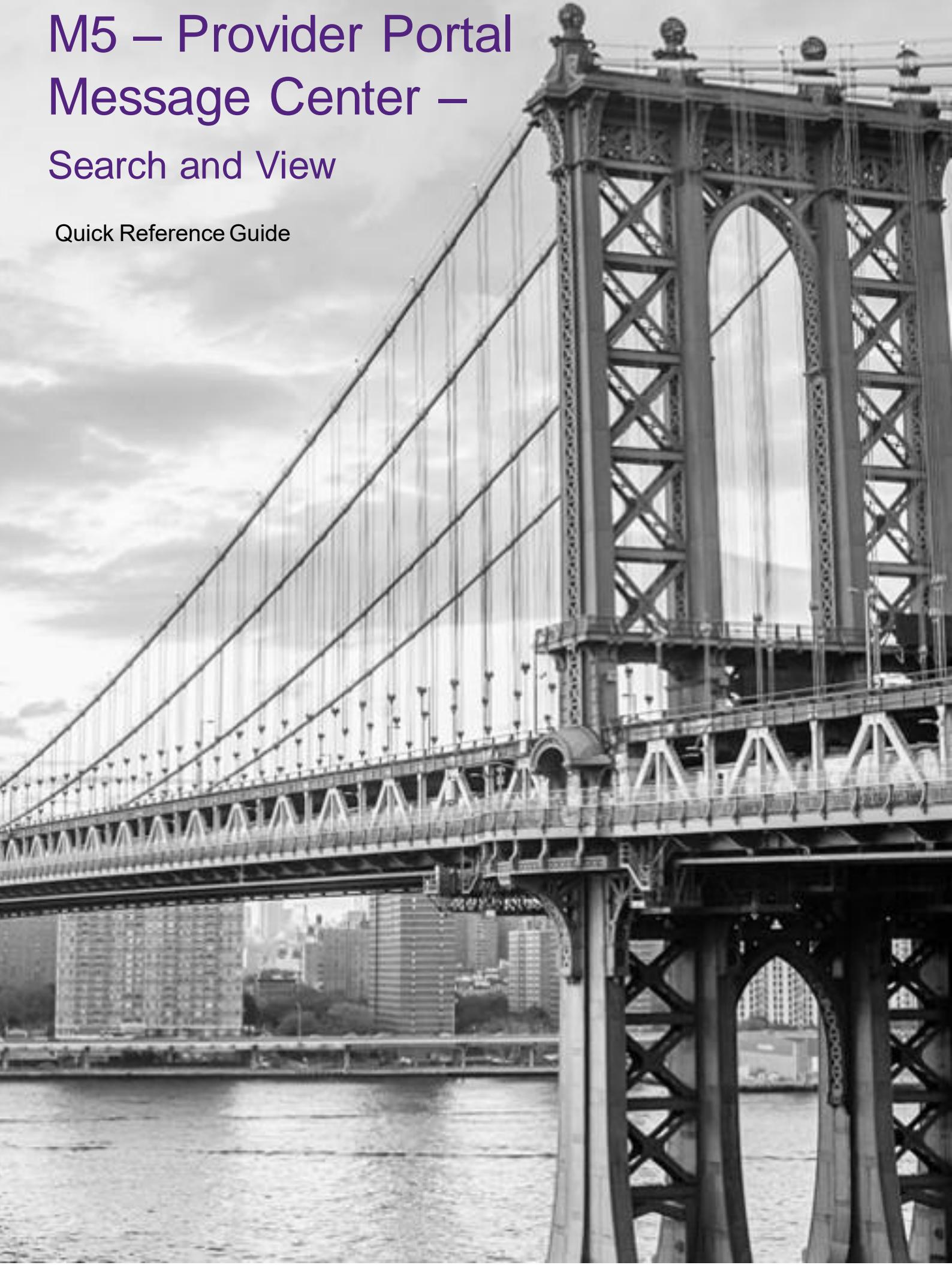


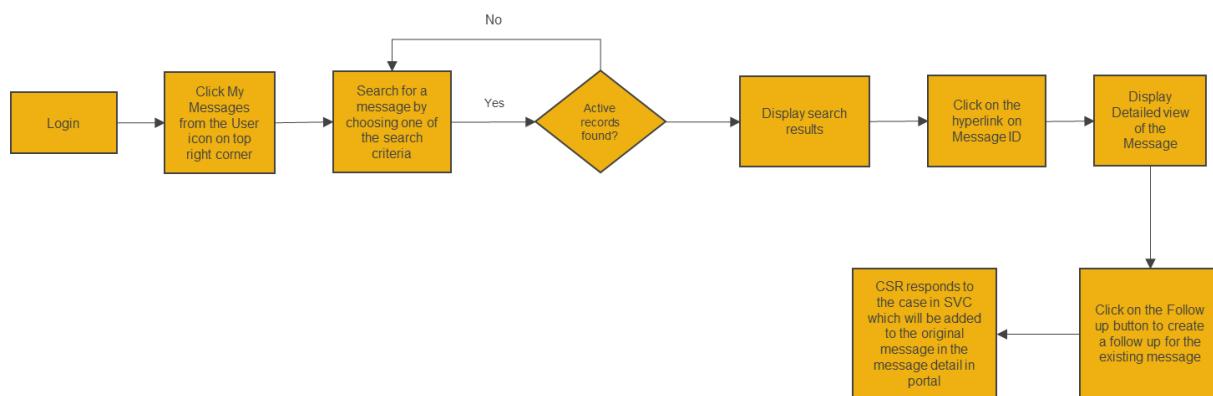
# M5 – Provider Portal Message Center – Search and View

Quick Reference Guide



# Provider Portal – Message Center – Search and View

This QRG will provide an overview of the Provider Portal – Message Center – Search and View.



Let us look at the steps in detail for searching for and viewing messages.

## Purpose: Search and view messages in Message Center.



Step 1:

1. From the **EmblemHealth Home** page, select the **User Profile Icon**.
2. From the drop-down menu, select **My Messages**.

The screenshot shows the EmblemHealth Provider Portal homepage. At the top, there is a navigation bar with links for Home, Member Management, Claims, Referrals, Preauthorization, Dental Pre-Determination, Provider Profile, and Create ER Notification. On the far right of the navigation bar, there is a dropdown menu for the user profile, which includes options for Home, Portal Profile, Portal Settings, and My Messages. The 'My Messages' option is highlighted with a red box. Below the navigation bar, there is a large banner with the text 'Welcome to the EmblemHealth Provider Portal' and a subtext 'Verify member eligibility, submit and view preauthorizations, referrals, claims, payments, and more.' At the bottom of the page, there are sections for 'Updates and Reminders' and 'Take action'.



## Step 2:

The My Messages screen will display with available messages and history.



Christopher Moulton

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

### My Messages

Create Message

Search By\*

Reset Search

Search



## Step 3:

1. Click **Search By\*** and select a drop-down option.
2. Enter the required information.
3. Click **Search**.



Christopher Moulton

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

Create Message

Search By\*

Message ID  
Claim  
Dental Claim/Pre-Determination  
Preauthorization  
Referral  
Member  
Date Sent

The screenshot shows the 'My Messages' section of the EmblemHealth Provider Portal. At the top, there is a navigation bar with links for Home, Member Management, Claims, Referrals, Preauthorization, Dental Pre-Determination, Provider Profile, Create ER Notification, and More. On the right side of the header, there is a user profile for 'Christopher Moulton' with a notification bell icon. Below the header, the main title 'My Messages' is centered. In the bottom left corner of the main area, there is a search bar labeled 'Search By\*' with a dropdown arrow. To the left of the search bar are two buttons: 'Reset Search' and 'Search'. The 'Search' button is highlighted with a red rectangular box. In the bottom right corner of the main area, there is a yellow button labeled 'Create Message'.

# Thank You

