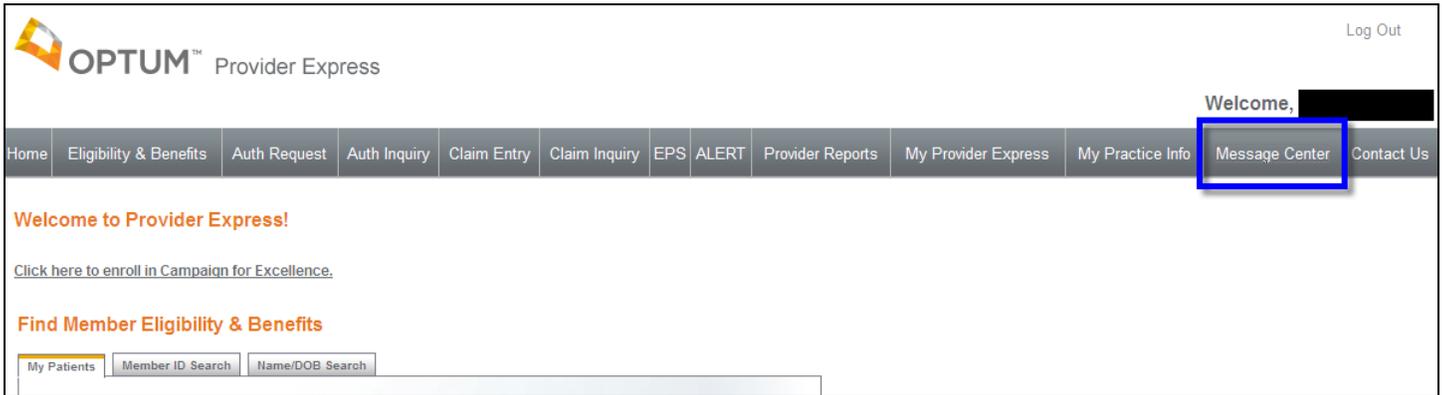
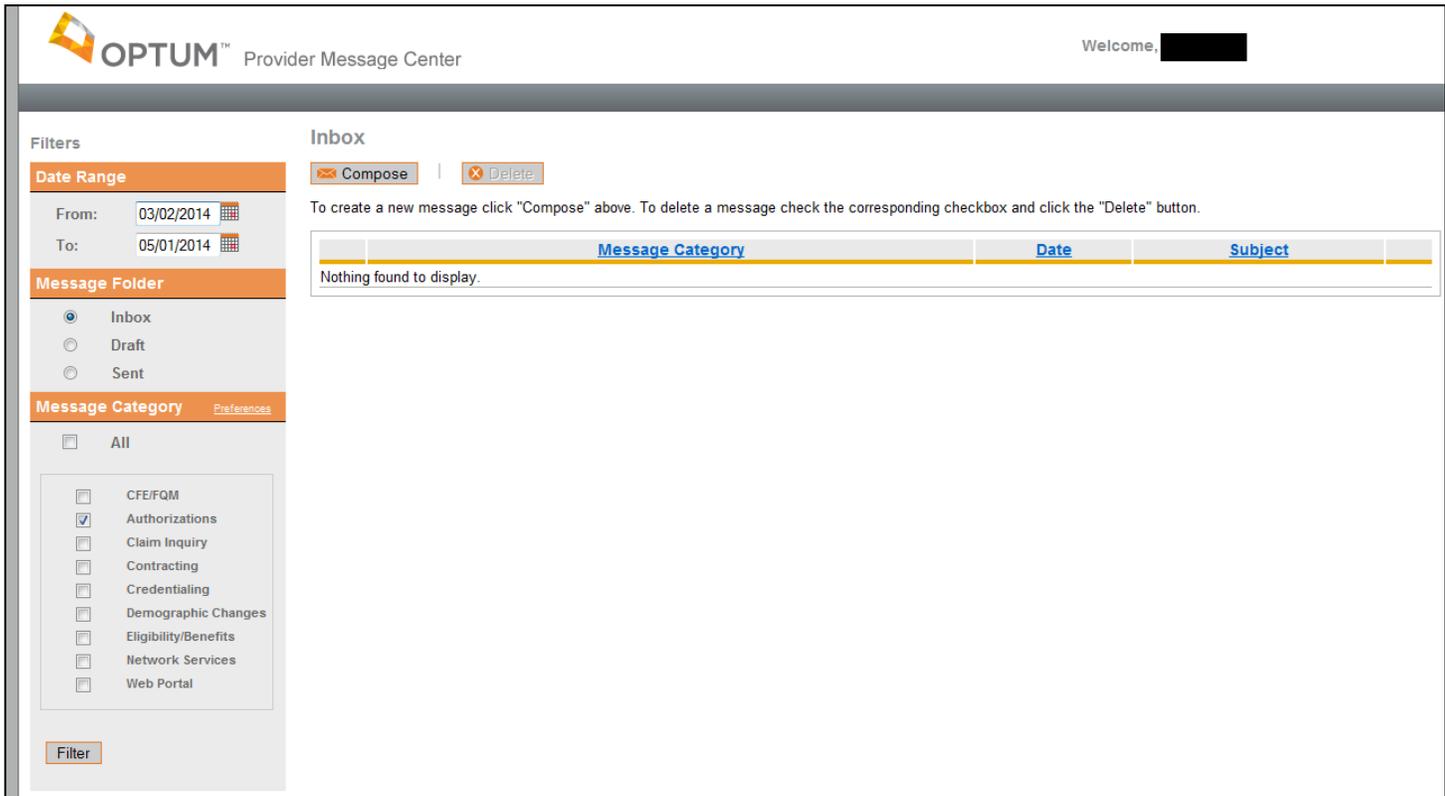


# PROVIDER GUIDE – Using the Message Center

Provider Express users will have access to the Message Center (as long as they are granted rights to their User ID). Upon logging in, the user will see “Message Center” in the gray menu bar, second from the right.



When the user clicks on Message Center, a separate window will pop up.



Within the Provider Message Center window, there are several sections (as referenced in screen print below):

Date Range (blue box) – defaults to the last 60 days, but can be changed for specific searches

Message Folder (green) – defaults to Inbox, but user can choose any option

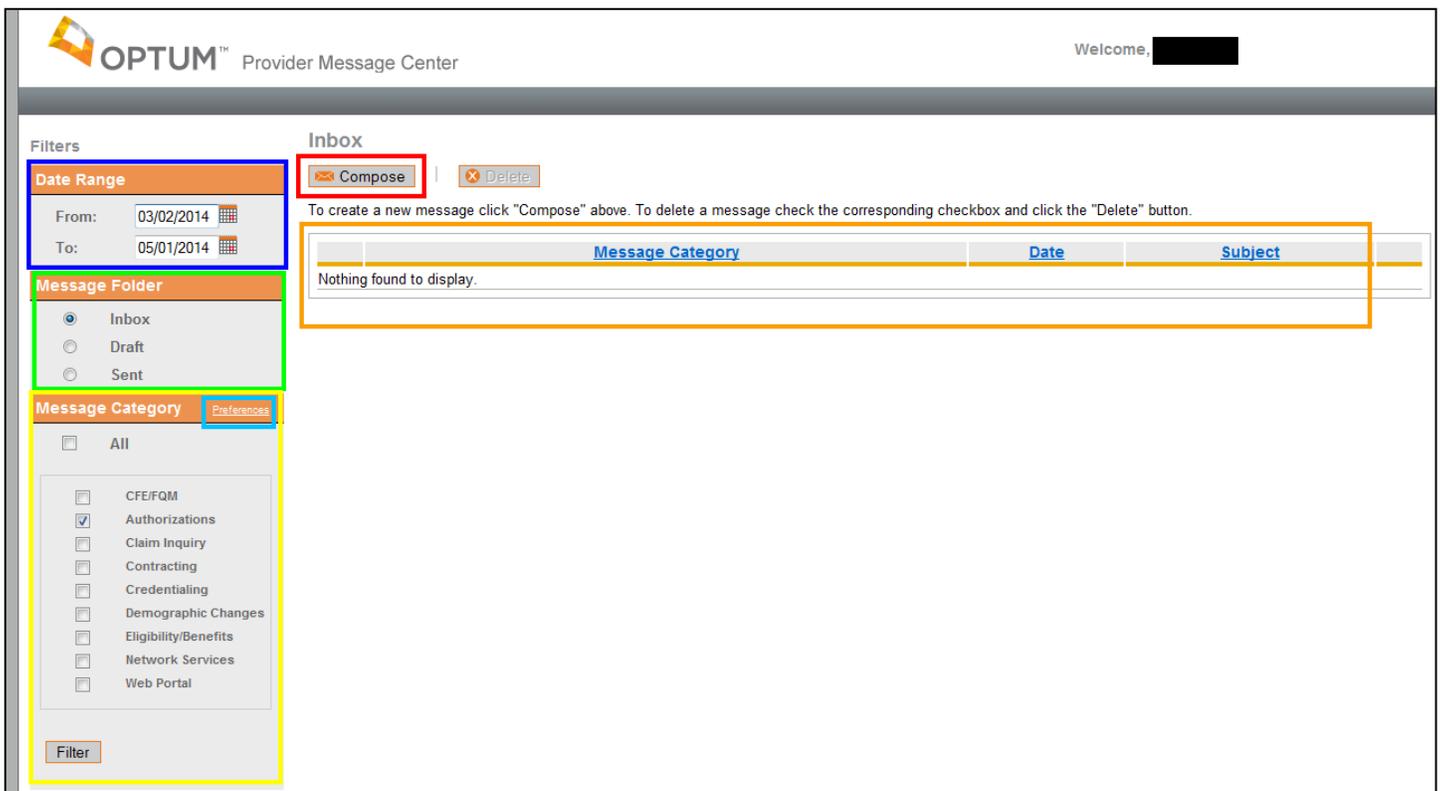
Message Category (yellow) – defaults to All, but user can filter to look for specific messages

Filter (purple) - if user changes any of the above options for specific searches, user needs to click on the [Filter] button to complete the search (*Note: these changes will default back to the original settings after user closes the Message Center – for a more permanent change to the categories, see Preferences below*)

Preferences (teal) – user can make permanent changes to the Message Category and to the emails they receive

Compose (red) – user can click this to compose a message

Message Center (orange) – user can view messages, delete, and has the ability to filter any of the three headings



## COMPOSING & SENDING MESSAGES

When user clicks on **Compose** on the main page, the *Compose Message* page comes up. User would first choose the “about authorization/notification” option from the *I have a question* dropdown, then fill in State, Subject “Optum Idaho Authorization Request” and type in free-form text as specified in the Template (see UM Authorization Template).

Provider Name, TIN and NPI are automatically filled in and cannot be modified.

Reminder: User is required to fill in the Provider State and Subject fields. For ALL authorization requests, the subject line of the request must read “Optum Idaho Authorization Request.” The final box is free-form to enter any text necessary, following the UM Authorization Template.

*Please note: Users cannot add/send attachments to their message.*

Once message is complete, user can click the **Send** button (or can **Save Draft**, or **Cancel**).

### Compose Message

|  |

All fields with \* are required

Please tell us the reason for your communication today by selecting from the following list of options:

I have a question:\* about authorization/notification

Provider Name: John Doe

Tax ID: 999999999

NPI: 1234567890

Provider State:\* ID

Auth #:

Subject:\* Optum Idaho Authorization Request

follow template as outlined

Upon sending, user will be brought back to main screen with a confirmation.

Your message has been sent successfully.

Filters

**Date Range**

From: 01/19/2013

To: 03/20/2013

**Message Folder**

Inbox

Draft

**Inbox**

|

To create a new message click "Compose" above. To delete a message check the corresponding checkbox and click the "Delete" button.

1 message found, displaying message

|                          | Message Category | Date               | Subject  |
|--------------------------|------------------|--------------------|--|
| <input type="checkbox"/> | Authorizations   | 03/11/2013 6:23 PM | <a href="#">Action Required - Test message multi providers</a> |

1 message found, displaying message

## FILTERING

To filter message, user would choose the Message Folder (e.g. *Sent*) and then click the [Filter] button. In this example, it will then bring up any *Sent* messages. *User can filter further by modifying the Date Range and/or selecting specific category(ies) before clicking the [Filter] button.*

**Filters**

**Date Range**

From: 01/16/2014  
To: 03/17/2014

**Message Folder**

Inbox  
 Draft  
 Sent

**Message Category**

All

- CFE/FQM
- Authorizations
- Claim Inquiry
- Contracting
- Credentialing
- Demographic Changes
- Eligibility/Benefits
- Network Services
- Web Portal

**Filter**

**Sent**

|

To create a new message click "Compose" above. To delete a message check the corresponding checkbox and click the "Delete" button.

2 messages found, displaying all messages.

|                          | Message Category | Date                | Subject   |
|--------------------------|------------------|---------------------|---|
| <input type="checkbox"/> | Authorizations   | 03/17/2014 12:30 PM | <a href="#">Optum Idaho Authorization Request</a> |
| <input type="checkbox"/> | Authorizations   | 03/17/2014 12:18 PM | <a href="#">Optum Idaho Authorization Request</a> |

2 messages found, displaying all messages.

To review any of the messages, user would click on the Subject line for that specific message.

## INCOMING MESSAGE NOTIFICATIONS

All Users that listed an email address upon registration of their User ID will receive an email notice that they have a new message online. The email states that a message has been posted and provides a link to the Provider Express login page.

**Provider Express** Information Only : You have a new message on Provider Express Wed 3/20/2013 8 KB

From: Provider Express [noReply@ProviderExpress.com] Sent: Wed 3/20/2013  
To: Faith, Karen; Mayfield, Michael  
Cc:  
Subject: You have a new message on Provider Express

Category - Network Services  
Provider Name - Audrey Jones

A message has been posted for you to the Optum Provider Express Secure Message Center. Please visit <https://www.ubhonline.com/loginUser.uol> and login to view the message.

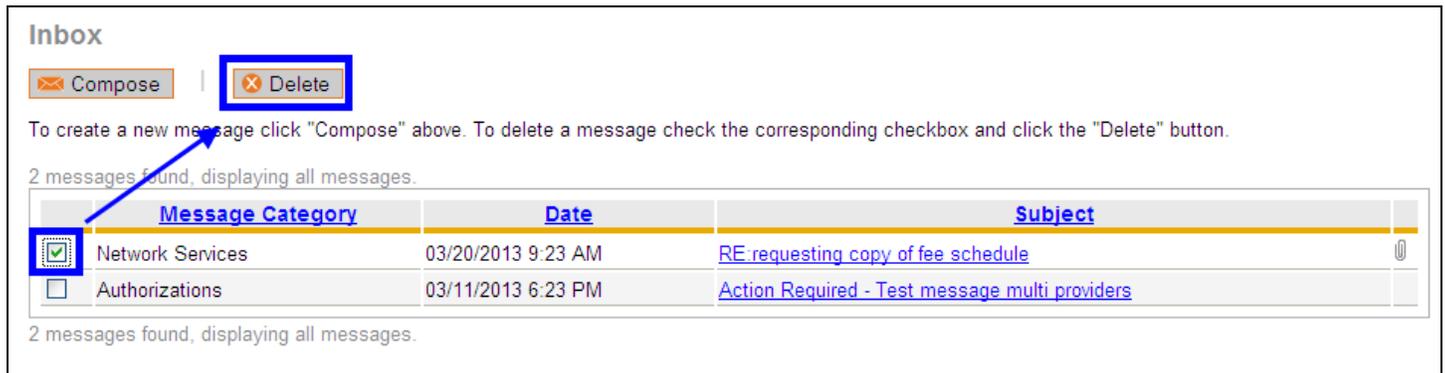
Thank you,  
Optum

*Please note: ALL USERS that are tied to the provider/group/facility that is receiving the message will receive the same email. Any users that do not wish to receive these emails can modify their preferences (see section below).*

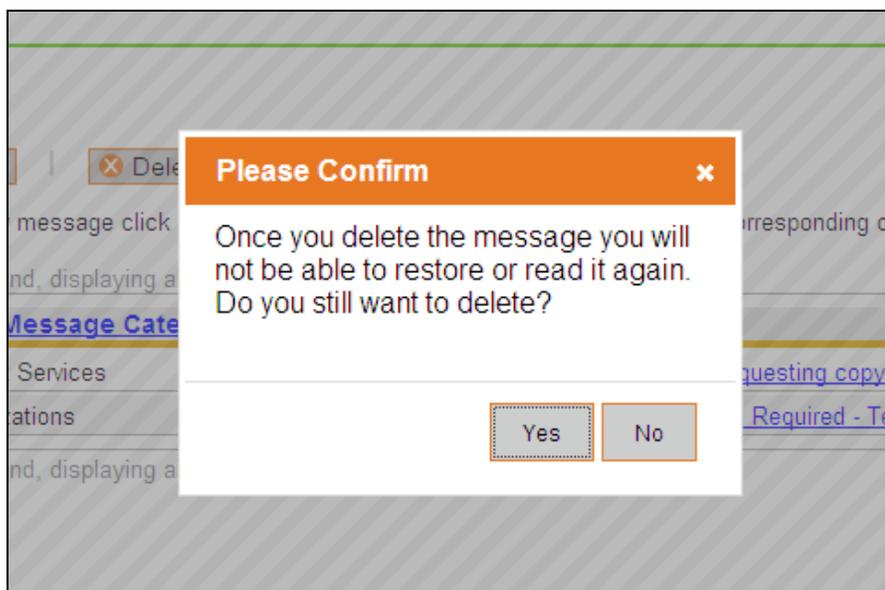
Optum Idaho

## DELETING MESSAGES

To delete messages user would click on the box next to each message they wish to delete, then click the [Delete] button.



User will then receive a message to confirm their desire to delete the message(s).



Once user clicks "Yes" they will receive confirmation that the message(s) has/have been deleted.

**NOTE:** *External users (Providers/Agency representatives) that have access to the Provider Message Center (PMC) and have e-mail notification turned on, will all receive the same e-mail that a request/reply has been posted. It is important that all users are aware of this. Once a user deletes a message, it is deleted for all users. A couple of things can be done to remediate this:*

- 1. Inform all users for that group that if they do not wish to see/receive notification of Authorization messages (for example, a claim or contracting person likely will not need to see these), they can use the Preferences option and change the view, so they do not get those e-mails (this applies across-the-board, so perhaps a staff member only concerned with Authorizations does not want/need to see Billing messages, they can modify that view as well).*
- 2. Inform all users for that group that a certain person/persons should be the ones to delete messages, and no one else.*

## PREFERENCES

All users can modify their preferences so they do not see messages and/or receive emails on categories that may not apply to them (e.g. a claim person can modify their preferences to only see messages and receive emails specific to claims).



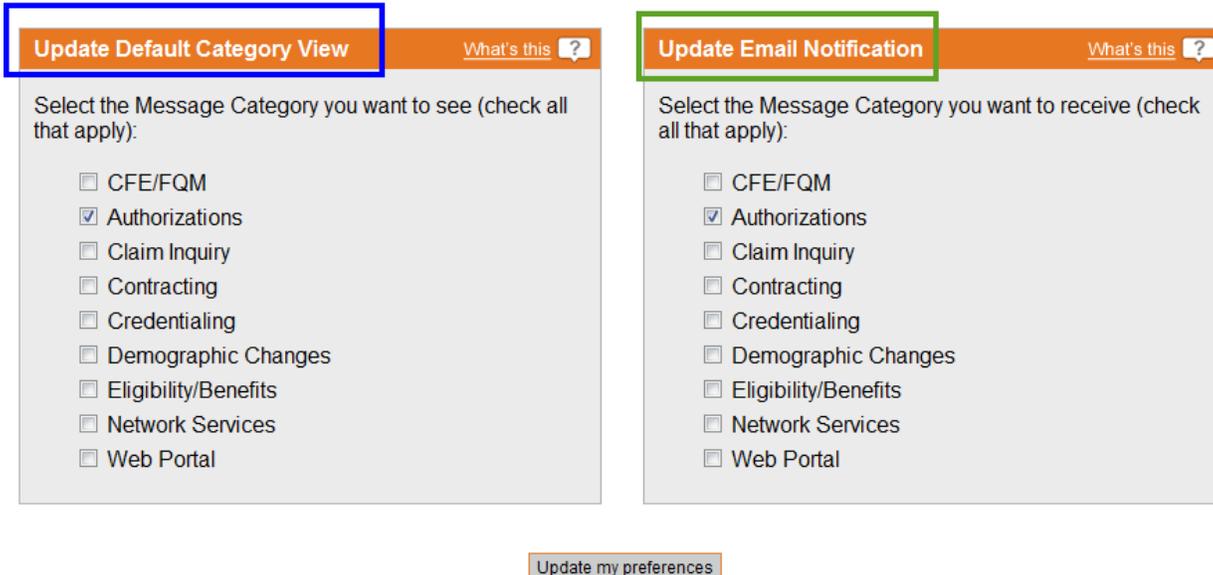
By clicking on “Preferences” in the Message Category box, it will allow users to determine which messages and/or which email notifications they receive. Users can uncheck (or re-check) options and then click on the “Update my preferences” button at the bottom of that page.

*This is an important step for all users, since messages in the in-box are not specific to the user, but to the group/provider as a whole. As noted in the deletion section above, once a user deletes a message, it is deleted for all users.*

### Preferences

By updating your selections, you may not be able to see certain messages or receive email notifications even if you submit an inquiry under one of the unchecked categories.

In most cases, you will want your selection under Update Default Category View to match your selections under Update Email Notification.



The image shows two side-by-side preference panels. The left panel is titled 'Update Default Category View' and the right panel is titled 'Update Email Notification'. Both panels have a 'What's this?' link with a question mark icon. Below the titles, both panels contain the instruction 'Select the Message Category you want to see (check all that apply):' followed by a list of categories with checkboxes. The categories are: CFE/FQM, Authorizations, Claim Inquiry, Contracting, Credentialing, Demographic Changes, Eligibility/Benefits, Network Services, and Web Portal. In both panels, the 'Authorizations' checkbox is checked. At the bottom center of the page, there is a button labeled 'Update my preferences'.