

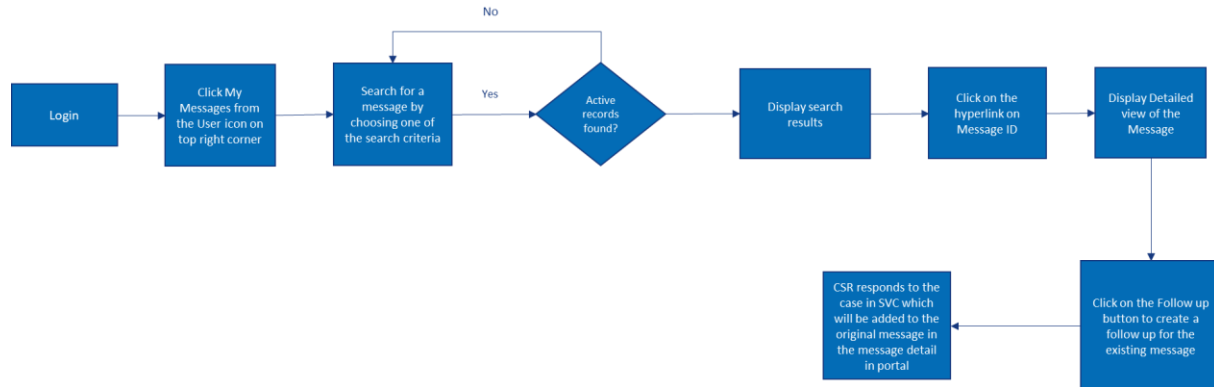
M5 – Provider Portal Message Center

Search and View

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the Provider Portal –Message Center – Search and View.



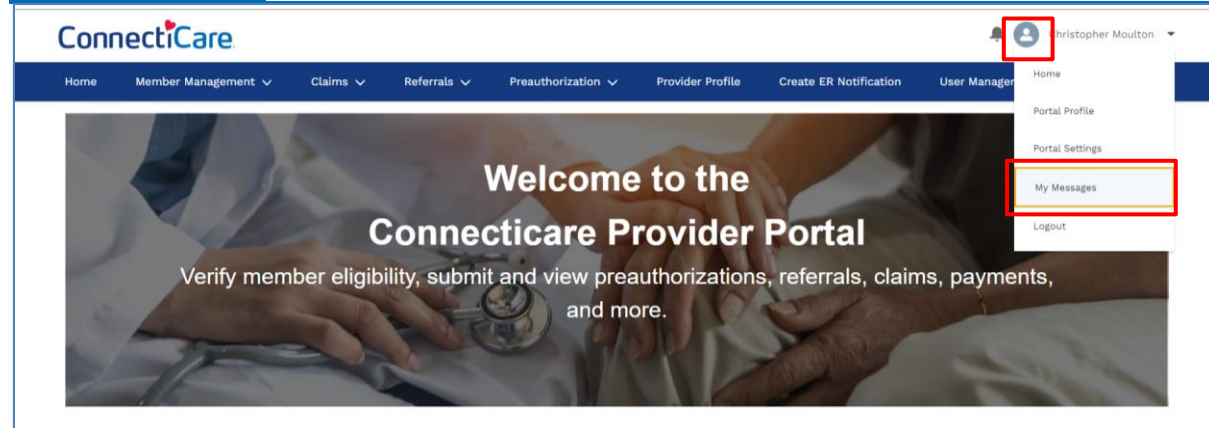
Let us look at the steps in detail for searching for and viewing messages.

Purpose: Search and view messages in the Message Center.



Step 1:

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





Step 2:

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

ConnectiCare

  Christopher Moulton

HomeMember ManagementClaimsReferralsPreauthorizationProvider ProfileCreate ER NotificationUser ManagementResources

My Messages

Create Message

Search By *

Reset SearchSearch



Step 2:

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

ConnectiCare

  Christopher Moulton

HomeMember ManagementClaimsReferralsPreauthorizationProvider ProfileCreate ER NotificationUser ManagementResources

Create Message

Search By *

Message ID

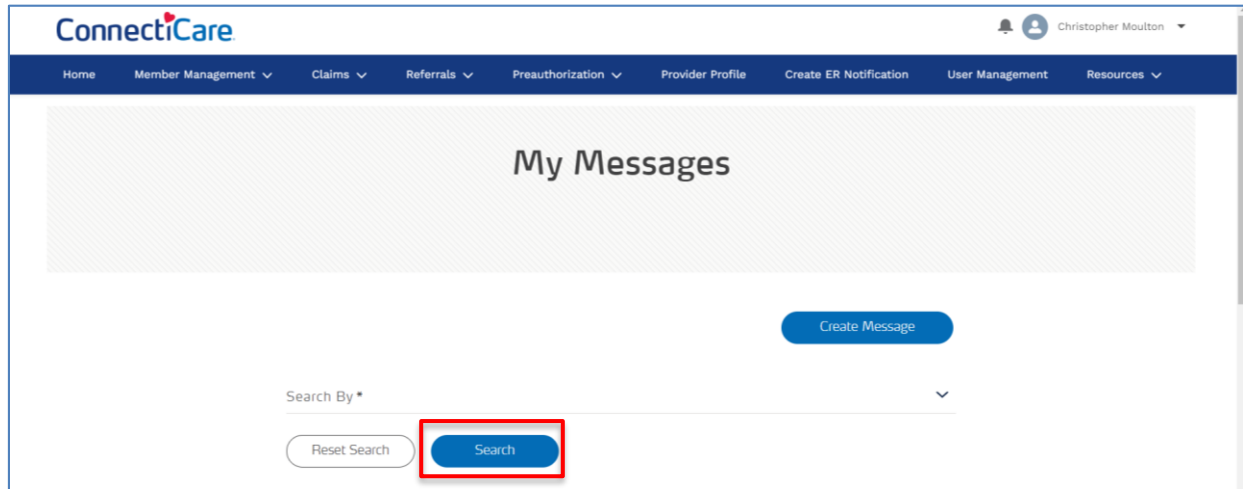
Claim

Preauthorization

Referral

Member

Date Sent



Thank
You