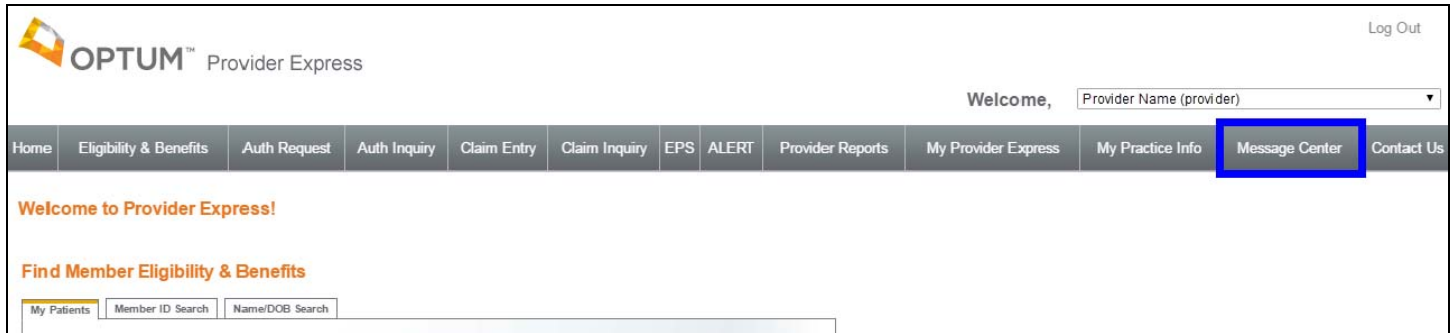# PROVIDER GUIDE – Using the Message Center
## for Massachusetts Prior Auth Requests ONLY

## MESSAGE CENTER

Provider Express users will have access to the Message Center (as long as their account is granted rights to it). Upon logging in, user will see "Message Center" in the gray menu bar, second from the right.



When user clicks on it, if they have access, the Message Center will open in a separate window.
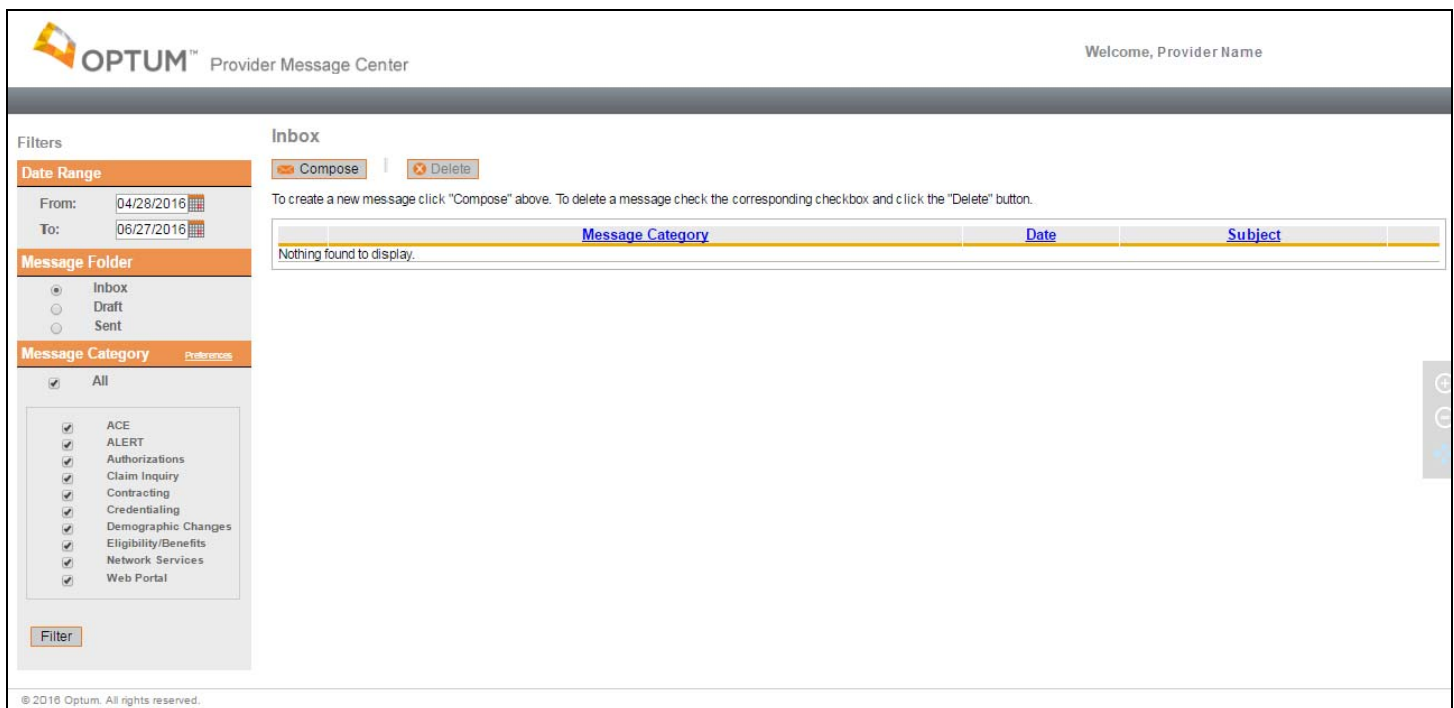
Within the Provider Message Center window, there are several sections (as referenced in color-coded screen print below):

**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 as well as 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
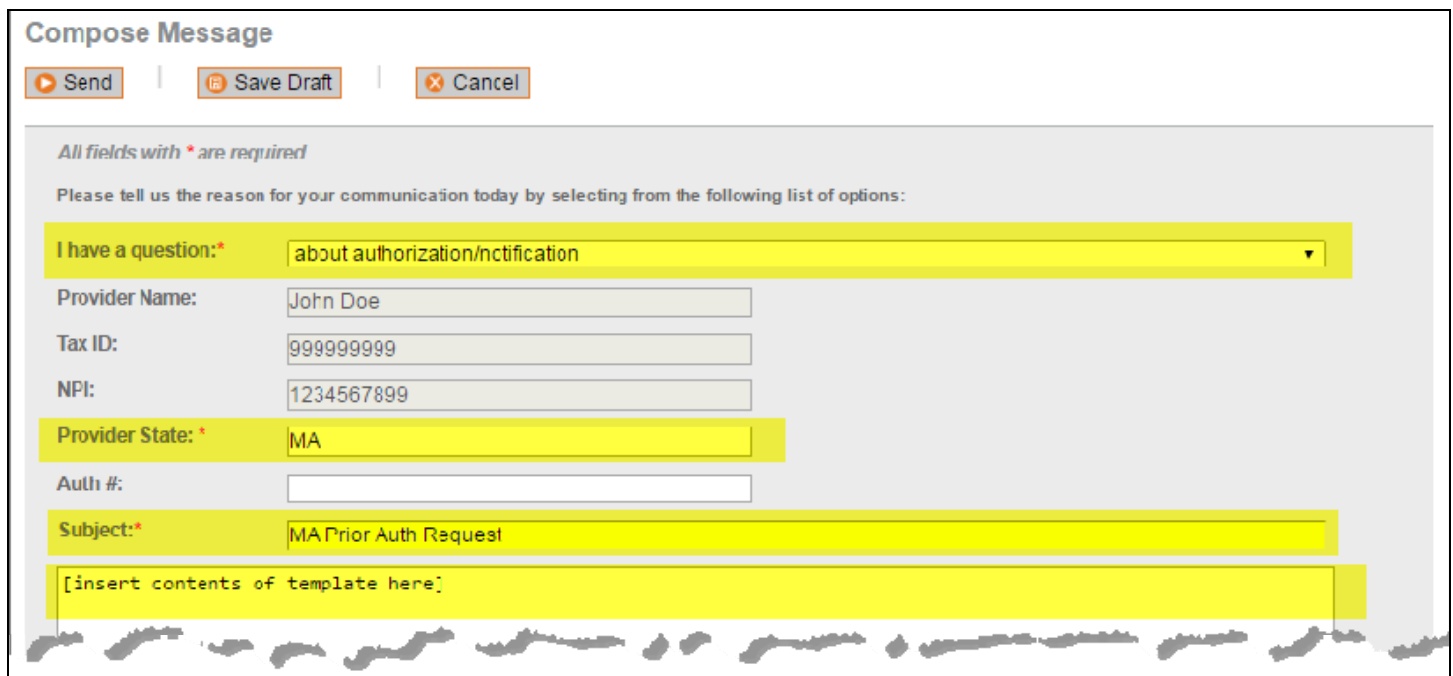
## COMPOSING & SENDING MESSAGES

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 (see template info) and type in free-form text as specified in template.

Provider Name, TIN and NPI are automatically filled in and cannot be modified.
User is required to fill in the Provider State and Subject fields. Final box is free-form to enter the contents of the authorization template.

**IMPORTANT – please enter the Subject line as** *MA Prior Auth Request* **– failure to at least note** *MA* **in the Subject line means that the request may not get processed in a timely manner.**

Complete the template you wish to utilize, and then copy and paste the contents into the message. *(Attachments cannot be sent through the Message Center.)*



*Copy/Paste Keyboard Shortcuts for Windows users:*
      *Ctrl-A = "select all" – use this in the template to select the contents*
      *Ctrl-C = "copy" – use this shortcut to then copy the contents*
      *Ctrl-V = "paste" – use this shortcut in the Message Center message to paste the contents you just copied*

*Copy/Paste Keyboard shortcuts for Mac users:*
      *Command-A = "select all" – use this in the template to select the contents*
      *Command-C = "copy" – use this shortcut to then copy the contents*
      *Command-V = "paste" – use this shortcut in the Message Center message to paste the contents you just copied*

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

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



## 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.*



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.
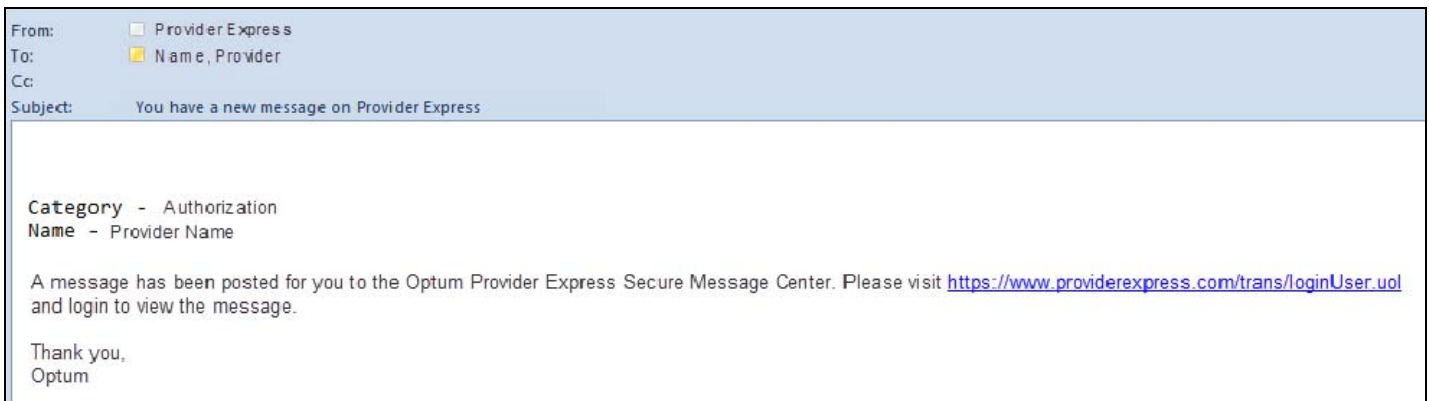


*Please note:  ALL USERS that are tied to the provider/group/facility that is receiving the message will receive the same email.  **Any users that do not wish to receive these emails can modify their preferences (see section below).***

## DELETING MESSAGES

To delete messages user would click on the box next to each message they wish to delete, then click the [Delete] button.
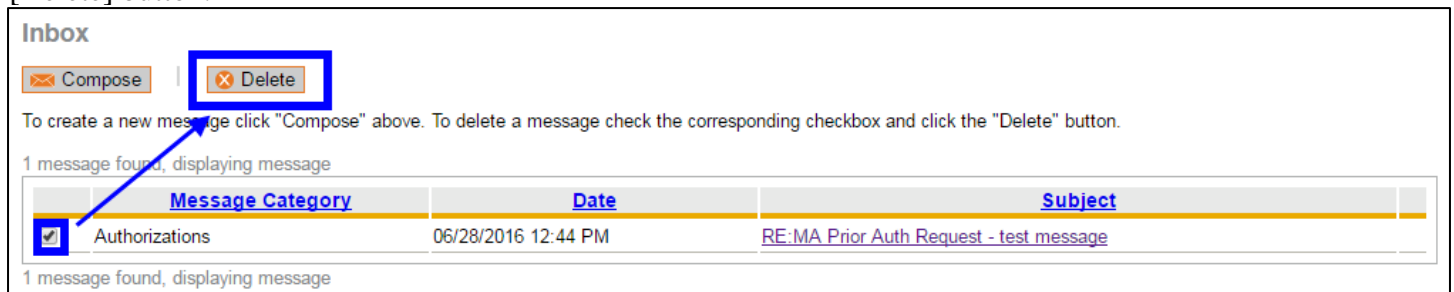
User will then receive a message to confirm their desire to delete the message(s).
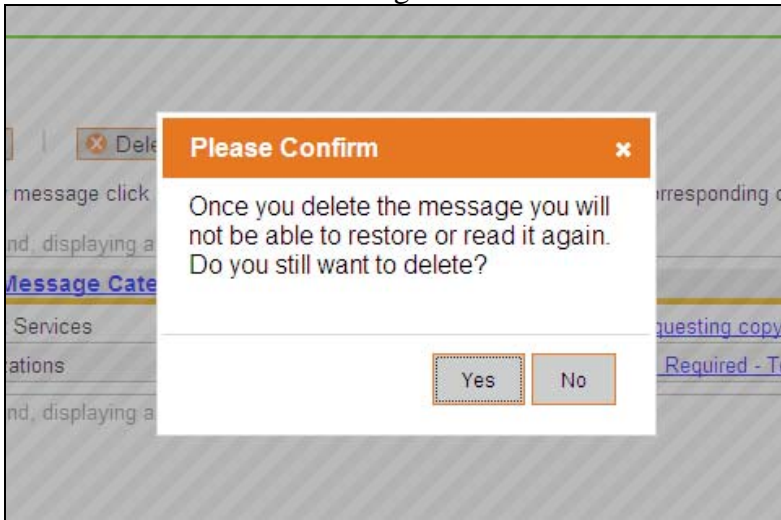


Once user clicks "Yes" they will receive confirmation that the message(s) has/have been deleted.

The message has 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.*** *SO, 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).
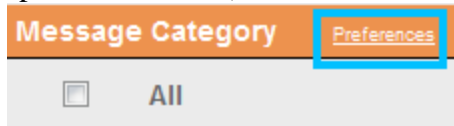


By clicking on "Preferences" in the Message Category box, it will allow users to determine which messages and/or which email notifications they receive. Users can uncheck (or re-check) options and then click on the "Update my preferences" button at the bottom of that page.

*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**.*