

Provider Message Center - Frequently Asked Questions

Introduction to Provider Message Center

1. What is Provider Message Center?

The Provider Message Center is a tool for both providers and Optum staff to communicate with one another in a secure, electronic environment. Communication can be initiated by either party.

2. Who can use Provider Message Center?

Providers who are registered users of Provider Express have access to the Provider Message Center. Designated Optum staff in Care Advocacy, Network Management, Credentialing, Claims/Customer Service, Campaign for Excellence, Facility Quality Measure, and Provider Express also have access to the Message Center.

3. Why did Optum create Provider Message Center?

Optum asked providers for ways that we could make your interactions with us easier, more efficient, and more convenient. One of the great ideas we received was a streamlined way of communicating with us that wasn't limited to specific hours. Standard email is not always a secure avenue. Direct mailing is time consuming, prone to mistakes, and costly. The Message Center provides you and Optum with a secure method of communicating on a variety of topics *at your convenience!*

Using Provider Message Center

4. How do I access Provider Message Center?

Provider Message Center is available now in the secure Transactions area of Provider Express! Simply go to providerexpress.com and log in to secure Transactions. Select "Message Center" from the menu bar to display your inbox.

5. Can I use Provider Message Center to send a message to Optum?

Yes, you can send messages to Optum. To send an inquiry using Provider Message Center, simply follow these steps:

- Log in to Provider Express
- Select "Message Center" from the grey menu bar at the top of the screen
- Your Message Center inbox will display
- To start a new message, select "Compose"

To respond to a message from Optum, simply follow these steps:

- Click on the subject line of the message in your inbox to view the message
- Click on the "Reply" button at the top of the screen to initiate a reply to Optum

Provider Message Center - Frequently Asked Questions

For both new messages and replies to existing messages:

- Attachments are not supported for outgoing messages
- The size of the message text box is virtually unlimited, allowing you ample space
- Clicking “Send” transmits your message to Optum

6. What types of information can I send to Optum via the Provider Message Center?

The Provider Message Center can be used to initiate/respond to inquiries regarding:

- Your Quality Campaign for Excellence (CFE)/Facility Quality Measure (FQM) scorecard
- Authorizations or notifications
- Your contract
- Your credentialing status
- Your previously submitted demographic changes or Tax ID number changes
- Inquiries to Network Management
- Use of the Provider Express Web Portal
- Previously submitted claims
- Member eligibility and/or benefits

The Message Center is not intended to replace all other methods of communication with Optum. For example, discussion of a clinical nature should be handled telephonically.

7. What if my question is not listed as an option in the Message Center?

The Provider Message Center has been designed to support the most common questions and inquiries from our Network. If your specific question is not shown as a selection, please choose the category that most closely matches your question. When your inquiry is received, we will route it to the appropriate area for response. We will periodically evaluate the types of questions received and if new topics are identified, the list of categories may be expanded. Please remember that Message Center is not intended to replace all other methods of communication with Optum. For example, discussion of a clinical nature should be handled telephonically.

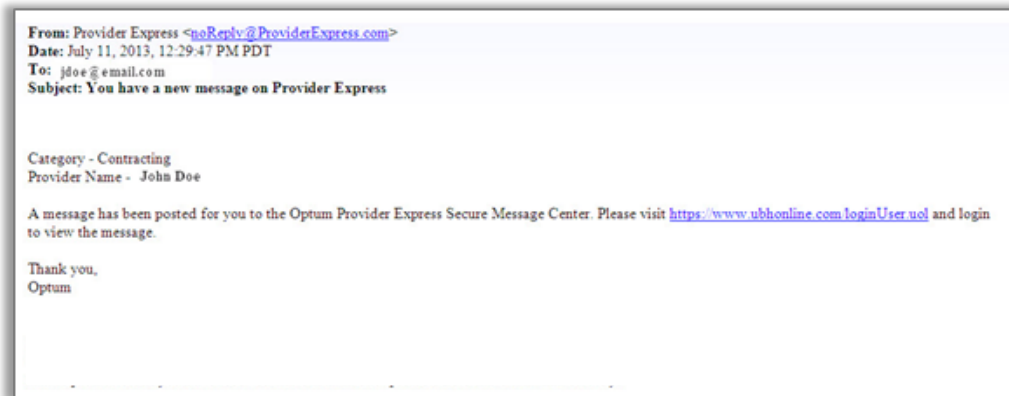
8. Will Optum send me information via Provider Message Center?

Yes. Provider Message Center communication can be initiated by you or by Optum to communicate in a secure, electronic environment. The Message Center is not intended to replace other methods of communication; you will still have the ability to communicate with us via telephone, fax and mail.

9. How will I know if Optum sends me a new message or responds to my message?

When a message has been posted for you in the Message Center, you will receive a notification email to the email address registered with your Provider Express account. This notification email will inform you that a new message is available for review. Simply log in to Provider Express to access the Message Center and view your inbox.

Provider Message Center - Frequently Asked Questions

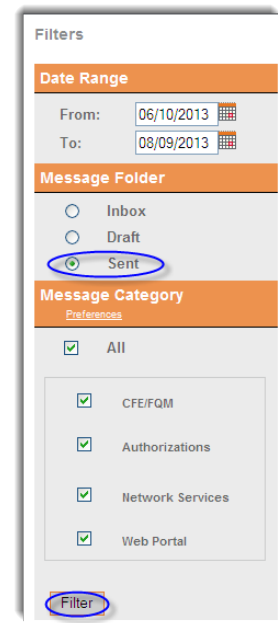


10. How do I check my inbox for messages?

Simply go to providerexpress.com and log in to secure Transactions. Select “Message Center” from the menu bar to display your inbox.

11. How do I view messages I have sent?

- Provider Message Center contains three main folders, much like your personal email account. The types of message folders include: Inbox, Draft, and Sent
- To access your sent items, click the appropriate radio button corresponding to the “Sent” folder in the “Message Folder” section on the left-hand side of the main Provider Message Center screen
- After selecting the folder you wish to view, click the “filter” button to apply the new view



12. Can I save a message I am sending to Optum as a draft, if I am not ready to send it yet?

Yes. The “Save as Draft” button will display at the top of the screen when you are composing a new message. After clicking “Save Draft”, a confirmation message will display at the top of the screen to indicate that the draft has been saved. To resume your draft at a later time, click the appropriate radio button corresponding to the “Draft” folder in the “Message Folder” section on the left-hand side of the main Provider Message Center screen. After selecting the folder you wish to view, click the “filter” button to apply the new view. You can then click on the subject line of the message to open the draft and resume editing.

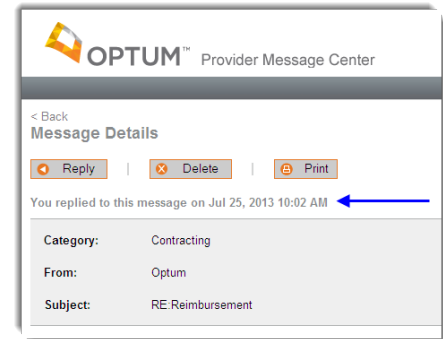
Provider Message Center - Frequently Asked Questions

13. Who can view the messages in my Provider Message Center folders?

Every individual who has a Provider Express Login ID can access Provider Message Center. If you have administrative support or you are working in a group practice or hospital setting, all staff members who have a Provider Express Login ID will be able to view and send messages.

14. How do I tell if a message in the Provider Message Center Inbox has been replied to already?

When you click on the subject line of a message to display the “Message Details” view, grey text will display across the top to indicate the date and time of a reply that was sent.

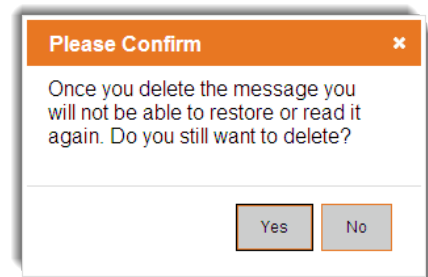


15. How long will messages stay in my Provider Message Center?

Messages will remain in Provider Message Center until they are deleted by you.

16. What happens if I delete a message? Can I get it back?

You will be unable to retrieve any messages that have been confirmed for deletion. Provider Message Center will warn you that messages cannot be restored or read after deletion and will ask you to confirm if you still want to delete the message.



17. I received a message that indicates “Time Sensitive” in the subject line. What does this mean?

We have designed the Provider Message Center to communicate in an efficient, electronic manner. To help support efficient communication, the messages you receive from Optum will have one of four designations in the subject line:

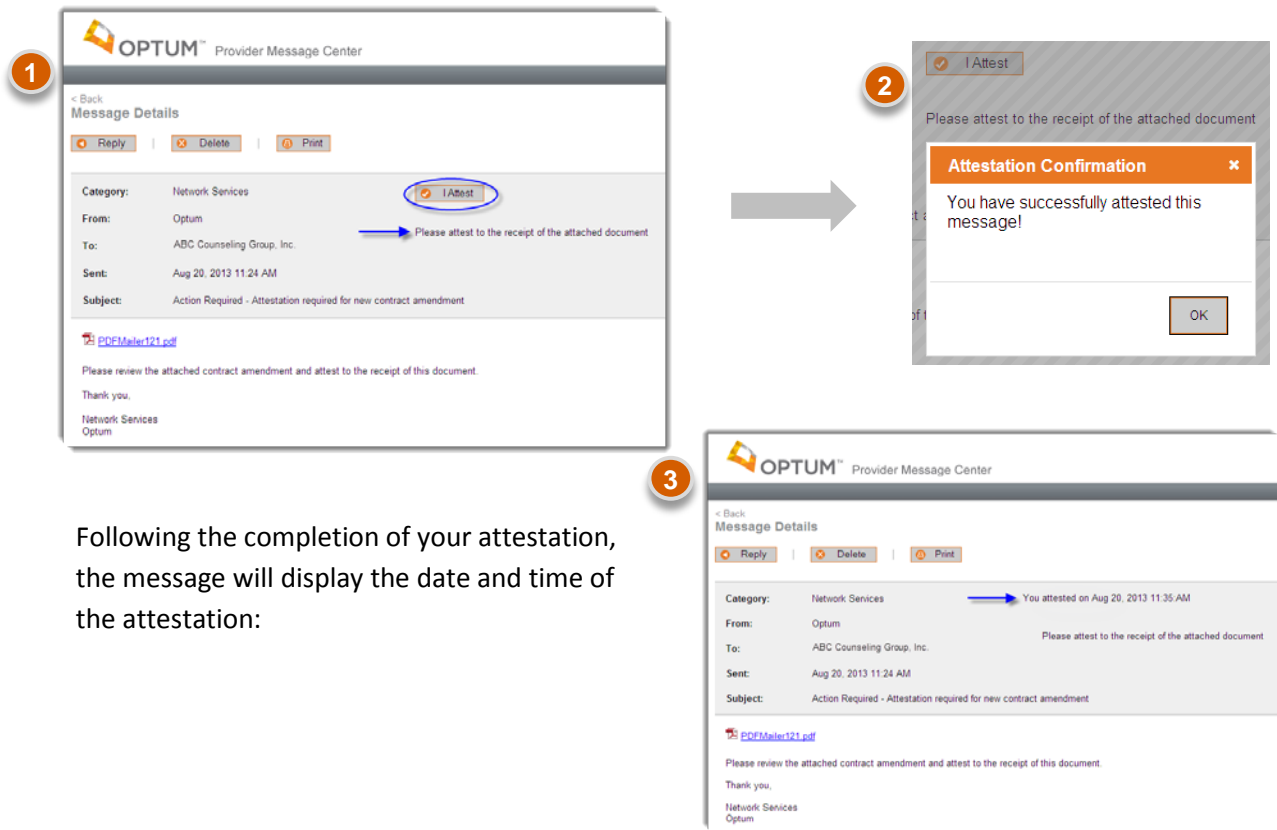
- Important Message
- Time Sensitive
- Action Required
- Information Only

We recommend that you pay special attention to messages marked as “Time Sensitive” or “Action Required.” Additional information will be available in the body of the message to describe the nature of the time sensitivity and/or required actions, as applicable.

Provider Message Center - Frequently Asked Questions

18. I received a message asking for my Attestation. How do I provide attestation?

When an attestation is being requested, a button will display reading “I Attest” within the Message Detail View. To provide your attestation, simply click on “I Attest” in the Message Detail view. After you have provided your attestation, a confirmation notice will display:



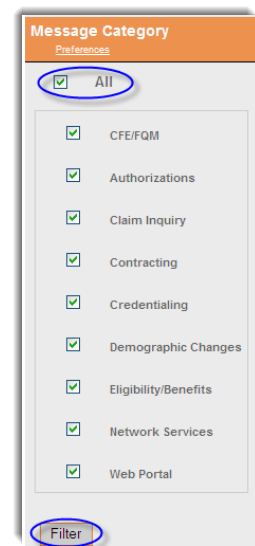
Following the completion of your attestation, the message will display the date and time of the attestation:

Customizing Your Message Center

19. There are messages in my inbox that do not pertain to my job function. Can I opt out of receiving certain categories of messages?

We designed Provider Message Center to support two-way communication about a variety of topics. You may control the types of messages that display in your folders by using the **Message Category filters** as follows:

- The filter function built into the Provider Message Center will allow each user to select the categories of messages that are most relevant to their job function



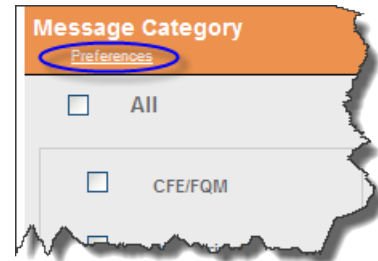
Provider Message Center - Frequently Asked Questions

- To select or remove message categories, simply check or uncheck the box corresponding to each designated message category and then click “filter” to apply the new view
- Adjusting the message categories will affect the view for all three of your message folders: Inbox, Draft and Sent messages
- Please note that filtering will *temporarily* adjust the types of messages that display for that session only. Next time you log in, all message categories will display unless you have adjusted the default view settings in the “Preferences” menu

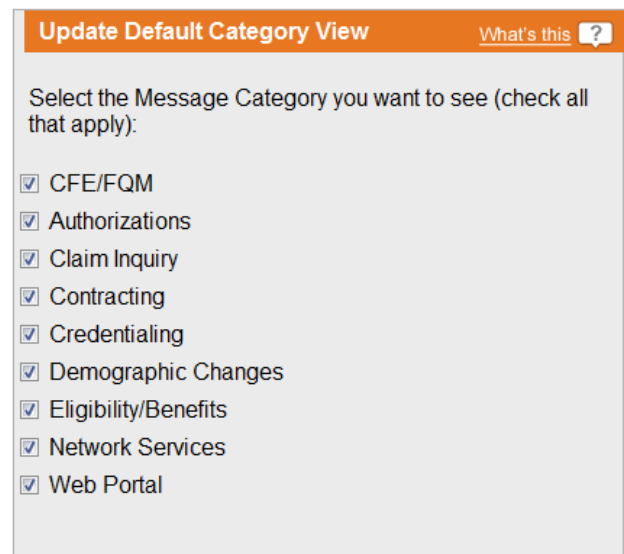
20. How do I adjust the default view for my folders using the “Preferences” feature?

We designed Provider Message Center to support two-way communication about a variety of topics. You may set up the default view for types of messages that display in your folders by using the **Preferences** feature as follows:

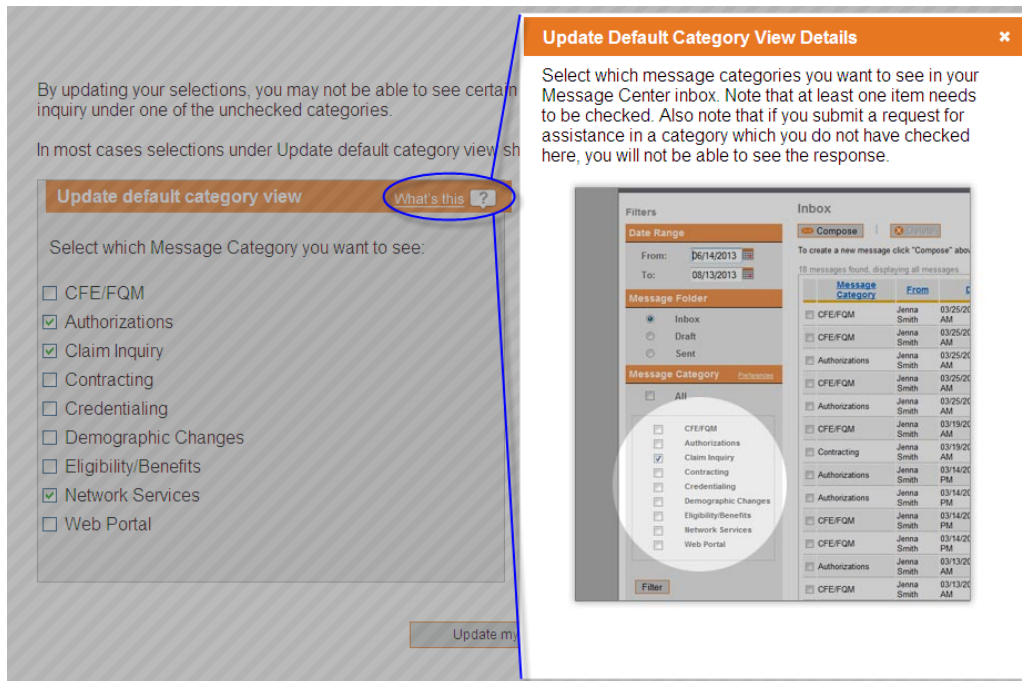
- To adjust the default view for your folders, simply click on the “Message Preferences” link to access the Preferences menu
- In the Preferences window, you will have the option of selecting and deselecting categories of messages that will display in the default view for your folders
- Unselecting a message category will remove emails in that category from the default view for your folders



- Please note that if you deselect a category, messages within that category will not display in your folders, even for cases where Optum is responding to a message that you sent
- At least one category must be selected at all times
- You may adjust what messages display in your folders either by returning to the Preferences Menu or by using the Message Category Filter
- Adjusting the message categories will affect the view for all three of your message folders: Inbox, Draft and Sent messages
- For additional information on updating the default folder view, please see the help feature built into the “Preferences” tool



Provider Message Center - Frequently Asked Questions



By updating your selections, you may not be able to see certain inquiry under one of the unchecked categories.

In most cases selections under Update default category view show

Update default category view What's this ?

Select which Message Category you want to see:

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

Update my...

Update Default Category View Details ×

Select which message categories you want to see in your Message Center inbox. Note that at least one item needs to be checked. Also note that if you submit a request for assistance in a category which you do not have checked here, you will not be able to see the response.

Filters

Date Range

From: 06/14/2013

To: 08/13/2013

Message Folder

- Inbox
- Draft
- Sent

Message Category

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

Filter

Inbox

Compose

To create a new message click "Compose" above.

18 messages found, displaying all messages.

Message Category	From	
<input type="checkbox"/> CFE/FQM	Jenna Smith	03/25/20 AM
<input type="checkbox"/> CFE/FQM	Jenna Smith	03/25/20 AM
<input type="checkbox"/> Authorizations	Jenna Smith	03/25/20 AM
<input type="checkbox"/> CFE/FQM	Jenna Smith	03/25/20 AM
<input type="checkbox"/> Authorizations	Jenna Smith	03/25/20 AM
<input type="checkbox"/> CFE/FQM	Jenna Smith	03/19/20 AM
<input type="checkbox"/> Contracting	Jenna Smith	03/19/20 AM
<input type="checkbox"/> Authorizations	Jenna Smith	03/14/20 PM
<input type="checkbox"/> Authorizations	Jenna Smith	03/14/20 PM
<input type="checkbox"/> CFE/FQM	Jenna Smith	03/14/20 PM
<input type="checkbox"/> CFE/FQM	Jenna Smith	03/14/20 PM
<input type="checkbox"/> Authorizations	Jenna Smith	03/13/20 AM
<input type="checkbox"/> CFE/FQM	Jenna Smith	03/13/20 AM

21. When I log in to Provider Message Center, my inbox appears to be empty but I know there should be messages waiting. What happened to my messages?

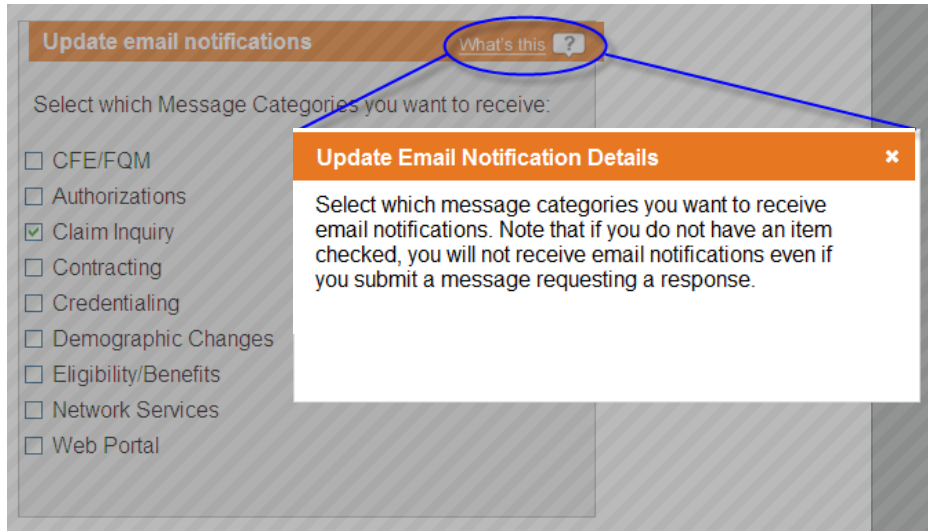
If you adjusted the default view for your folders, messages in any categories that were deselected will not display in your folders. You may adjust the default view of your folders by returning to the "Preferences" tool within Message Center and selecting additional message categories for your default view. You may also adjust the message category filters for just that session by selecting additional categories and then clicking the "filter" button to refresh your view.

22. I do not need to receive notification emails about new messages posted to my Provider Message Center inbox. Can I opt out of the notification messages?

Provider Message Center will automatically send a notification message to the email address registered with your Provider Express account each time a new message is sent to your Provider Message Center inbox. You may adjust the types of notification emails that you receive by accessing the Preferences Menu by clicking on the "Message Preferences" link

- On the Preferences Menu, you have the option of selecting categories of messages for which you wish to receive email notifications
- Deselecting a message category will prevent an email notification for that category
- You may choose to deselect all categories in order to prevent email notification for all incoming messages. However, please note that doing so will prevent all notifications, even for cases where Optum is responding to a message that you sent
- For additional information on updating the categories of email notifications, please see the help feature built into the "Preferences" tool

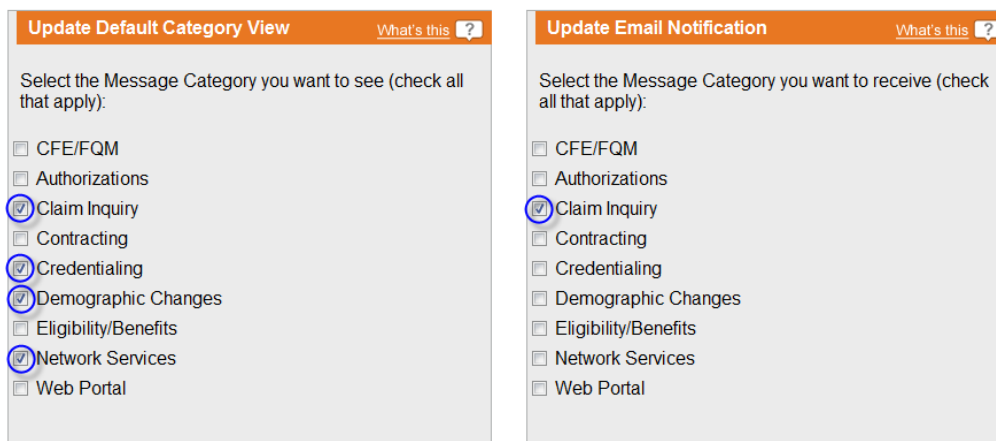
Provider Message Center - Frequently Asked Questions



23. If I update the default view for my folders, should I also adjust the notification message settings?

The default folder view and email notification settings operate independently, giving you the flexibility to select and deselect categories for both the folder view and email notifications to meet your needs.

- The categories of email notification messages you choose to receive will typically match the categories of messages that you select for default folder view. However, you have the option of turning off all email notifications by deselecting all categories
- In the example included below, the default folder view has been set to show messages relating to Authorizations, Claim Inquiries and Network Services. However, email notifications will only be received for incoming messages relating to Claim Inquiries



Provider Message Center - Frequently Asked Questions

24. How do I update the email address associated with my Provider Express Account?

Provider Message Center will automatically send a notification message to the email address registered with your Provider Express account each time a new message is sent to your Provider Message Center inbox. To update the email address registered with your Provider Express account:

- Click on “My Provider Express” from the Provider Express main menu
- You will then see an option to “Update Provider Express contact Email ” – click that link to access the screen where you can input your new email address



- Click “Submit Request” once you have entered the email address

