

# ProviderInfoSource®



## Provider User Guide

### My HealthLink Messages

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#### Chapter 12

HealthLink®



ProviderInfoSource is an online tool that gives you and your staff immediate access to information pertinent to your practice

<http://providerinfosource.healthlink.com>

## 12.0 MY HEALTHLINK MESSAGES

### 12.1 Overview

My HealthLink Messages allows you to send secure, electronic messages regarding any topic to Customer Service or to your Network Specialist. You will receive a response within 24 hours. We look forward to hearing from you! By the end of this My HealthLink Messages section, you should be able to do the following:

1. Successfully view a secure message
2. Create and send a secure message
3. Reply to and forward a secure message

### 12.2 How to View a Message

- a. On the Secured Home Page, find the My HealthLink Messages window and click [Inbox](#) or [Sent](#) (Figure 1).

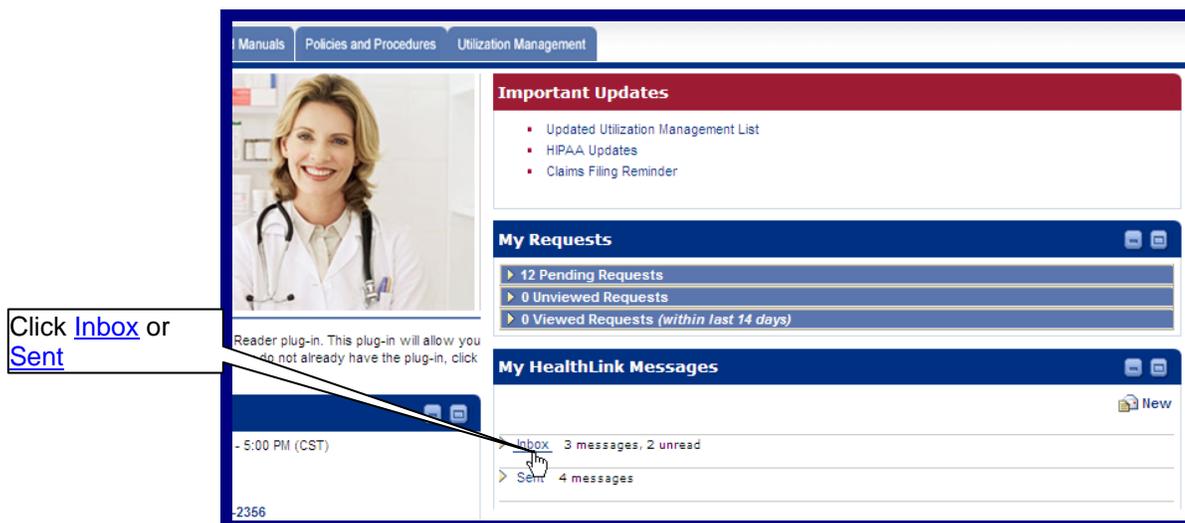


Figure 1. My HealthLink Messages–Secured Home Page.

- b. When the messages display, click the Subject of the desired message (Figure 2).

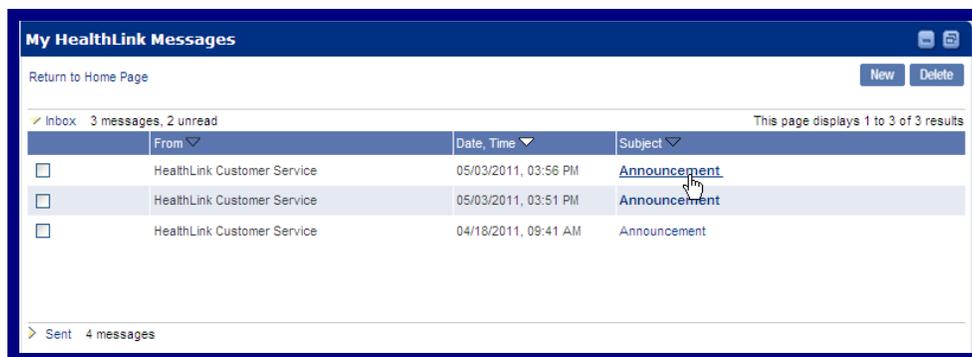


Figure 2. My HealthLink Messages–Inbox.

- c. The full message will display (Figure 3). Use the buttons at the top to return to the home page, create a new message, reply to the sender, go back to the previous window, or delete the message.



Figure 3. My HealthLink Messages–View Message.

### 12.3 How to Create & Send a Message

- a. On the Secured Home Page, find the My HealthLink Messages window and click [New](#) (Figure 4).



Figure 4. My HealthLink Messages–Secured Home Page.

- b. When the New Mail Message window displays, select the type of message and click [Continue](#) (Figure 5).



Figure 5. My HealthLink Messages–Message Type.

- c. When the New Message displays, type your message and click **Send** (Figure 6). You will be returned to the Secured Home Page.

**Note:** All new secured messages include rich text capabilities (e.g. font color, size, bold, italics).

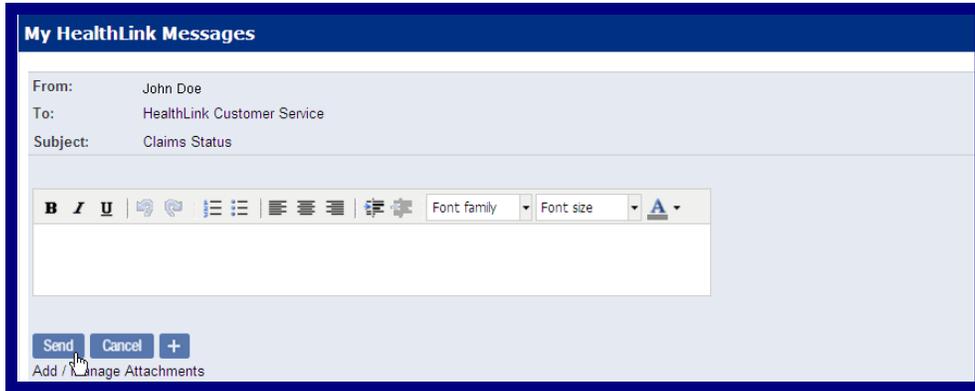


Figure 6. My HealthLink Messages–Secured Home Page.

## 12.4 Field Descriptions

Following are descriptions of the fields that are displayed in the My HealthLink Messages windows.

### a. Fields – Inbox (Figure 7)

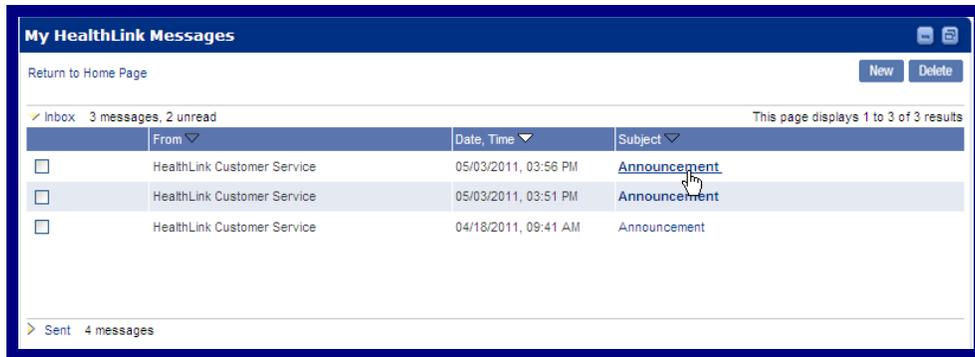


Figure 7. My HealthLink Messages–Inbox Fields.

Table 1. My HealthLink Messages–Inbox Fields.

Field	Description
Inbox	Lists all of your received messages.
From	Displays who the secure message is from.
Date, Time	Displays the date of the secure message.
To	Displays who the secure message is to.
Subject	Auto-populated based on the type of message that was selected. There are four selections for subjects. <ol style="list-style-type: none"> <li>1) Claims Status</li> <li>2) Eligibility / Benefits</li> <li>3) My Network Specialist</li> <li>4) General Questions</li> </ol>

<b>New</b> Button	Allows you to create a new message by selecting what type of message you want to create.
<b>Delete</b> Button	Allows you to delete a selected message.

**b. Fields – Mail Message (Figure 8)**

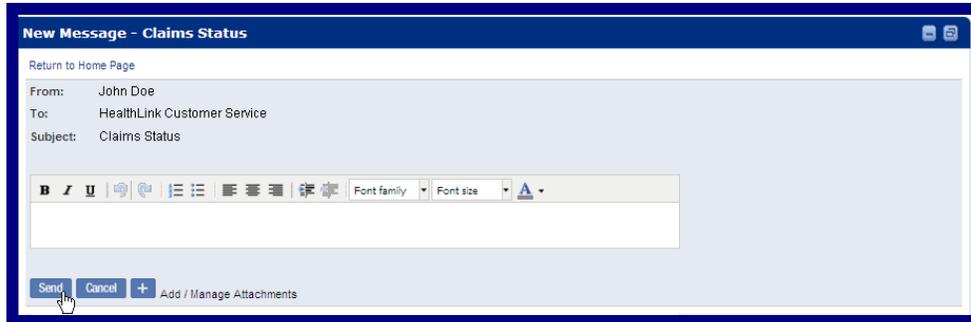


Figure 8. My HealthLink Messages–Mail Message Fields.

Table 2. My HealthLink Messages–Mail Message Fields.

Field	Description
<b>New</b> Button	Allows you to create a new message by selecting what type of message you want to create. New message types include Claim Status, Eligibility / Benefits, My Network Specialist, or General Questions.
<b>Reply</b> Button	Allows you to reply to a message within My HealthLink Messages (You may reply only to messages in your Inbox).
<b>&lt;Back</b> button	Returns you to the previous page that was being reviewed within My HealthLink Messages.
<b>Delete</b> button	Allows you to delete a selected message within My HealthLink Messages.
From	Displays who the secure message is from.
To	Displays who the secure message is to.
Date	Displays the date of the secure message.
Subject	Auto-populated based on the type of message that was selected from the New Mail Message window.

**12.5 Frequently Asked Questions (FAQ)**

If you were not able to complete a My HealthLink Messages task, here are possible scenarios and solutions.

**Question:**

How do I cancel a My HealthLink Message?

**Answer:**

Click **Cancel** when creating a new message. If *ProviderInfoSource* determines that you have not sent the new message that was being created, then a message displays: "Are you sure you want to leave your message window? You will lose your unsent message". Click **OK** to discard the unsent message, or click **Cancel** to continue drafting the message.