ProviderInfoSource[®]



Provider User Guide

My HealthLink Messages

Chapter 12



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

http://providerinfosource.healthlink.com

ProviderInfoSource User Guide

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).

My HealthLink	My HealthLink Messages 🗧 🗟			
Return to Home Pag	Return to Home Page New Delete			
🛩 Inbox 3 messag	ges, 2 unread			This page displays 1 to 3 of 3 results
	From▽	Date, Time 🔽	Subject 🔽	
	HealthLink Customer Service	05/03/2011, 03:56 PM	Announcement	
	HealthLink Customer Service	05/03/2011, 03:51 PM	Announcement	
	HealthLink Customer Service	04/18/2011, 09:41 AM	Announcement	
Sent 4 messages				

Figure 2. My HealthLink Messages-Inbox.

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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.

My Healthl	My HealthLink Messages	
Return to Home	Page	🖨 Print
New Reply	< Back Delete	
From:	HealthLink Cust Delete Message	
To:	All Portal Users	
Date:	2011-04-18	
Subject:	Announcement	
 Bold Underline Italics Color Change Font Change 		

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 <u>New</u> (Figure 4).

() ()	My Requests	80	
Postor pira in This skys in will slew you	 12 Pending Requests 0 Unviewed Requests 0 Viewed Requests (within last 14 days) 		Click <u>New</u>
you do not already have the plug-in, click	My HealthLink Messages		7
		🛐 New	
- 5:00 PM (CST)	> Inbox 3 messages, 2 unread → Sem 4 messages		
-2356			

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.



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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).

ly Health	Link Messages
From:	John Doe
То:	HealthLink Customer Service
Subject:	Claims Status
B / U	吻 @] 三 三 重 吾 语 律 律 Font family ▼ Font size ▼ ▲ ▼
Send Cancel + Add / Cancel +	

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)

My Health	My HealthLink Messages 🗧 🗟			
Return to Hom	Return to Home Page		New Delete	
✓ Inbox 3 m	nessages, 2 unread			This page displays 1 to 3 of 3 results
	From 🖓	Date, Time 🔽	Subject 🔽	
	HealthLink Customer Service	05/03/2011, 03:56 PM	Announcement	
	HealthLink Customer Service	05/03/2011, 03:51 PM	Announcement	
	HealthLink Customer Service	04/18/2011, 09:41 AM	Announcement	
> Sent 4 messages				

Figure 7. My HealthLink Messages–Inbox Fields.

	rabio ni my rioannemi moodagoo mbox riolao.
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.
То	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. 1) Claims Status 2) Eligibility / Benefits 3) My Network Specialist 4) General Questions

Table 1. My HealthLink Messages-Inbox Fields.



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

b. Fields – <u>Mail Message</u> (Figure 8)

New Mes	sage - Claims Status	80
Return to Ho	me Page	
From:	John Doe	
To:	HealthLink Customer Service	
Subject:	Claims Status	
BIU	[⑲ ⑳ 듣 듣 匡 喜 晋 钜 荦 Font family 🔹 Font size 🔹 🗛 •	
Send C	ancel + Add / Manage Attachments	

Figure 8. My HealthLink Messages–Mail Message Fields.

Table 2. My HealthLink Messages–Mail Message Fields.		
Field	Description	
New 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.	
Reply Button	Allows you to reply to a message within My HealthLink Messages (You may reply only to messages in your Inbox).	
<back button<="" td=""><td>Returns you to the previous page that was being reviewed within My HealthLink Messages.</td></back>	Returns you to the previous page that was being reviewed within My HealthLink Messages.	
Delete button	Allows you to delete a selected message within My HealthLink Messages.	
From	Displays who the secure message is from.	
То	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.

