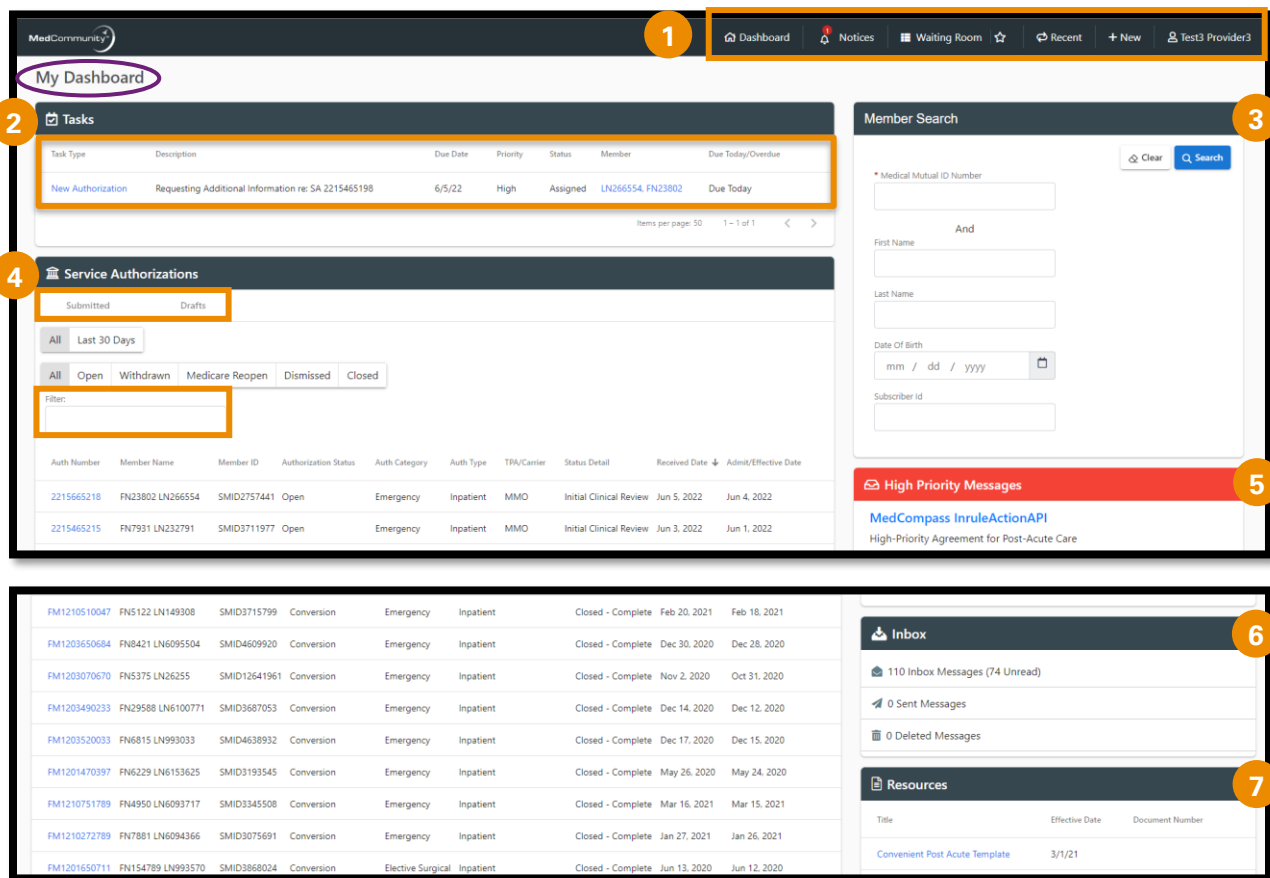# MEDICAL MUTUAL®

MedCommunity Quick Reference Guide:
My Dashboard

My Dashboard is the MedCommunity landing page after sign-in.

Please Note: Although every MedCommunity Dashboard is individualized to a specific user, MedCommunity has the additional functionality of a Shared Provider Dashboard.

The Shared Provider Dashboard allows individuals within the same Provider group to "share" system generated messages and notifications as well as submitted and draft Service Authorizations and Request for Information tasks.

1	**Global Navigation Bar**	**5**	**High Priority Messages Tab**
2	**Tasks Tab**	**6**	**Inbox Tab**
3	**Member Search Tab**	**7**	**Resources Tab**
4	**Service Authorizations Tab**		

1. **Global Navigation Bar:** Displays on all MedCommunity screens.

- **Dashboard**: Click this icon on any screen to return to "My Dashboard".

- **Notices**: Click to access new notifications. Appear in a teal color.
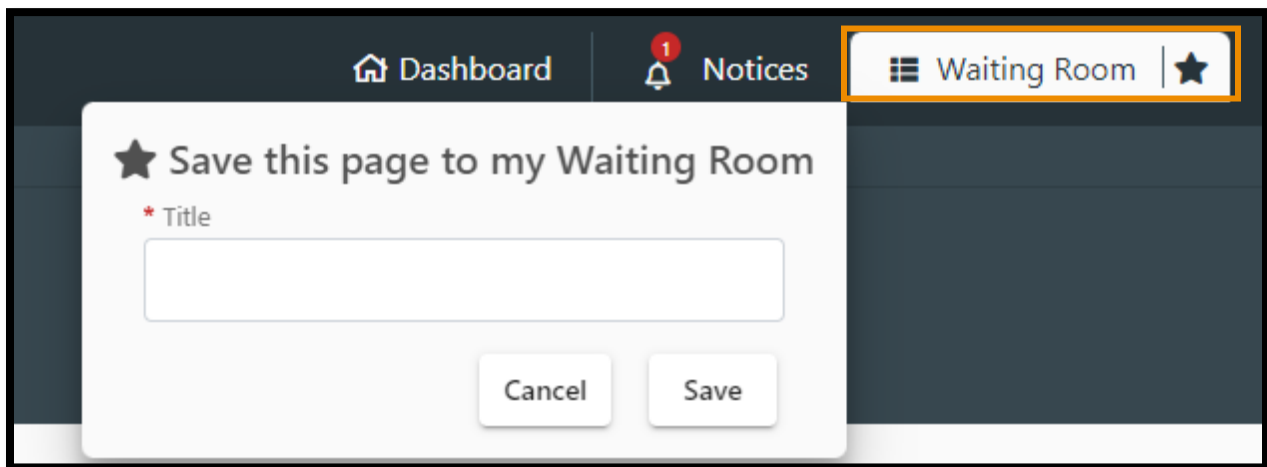
- **Waiting Room**: Saves up to 10 screens that Provider plans to return to.
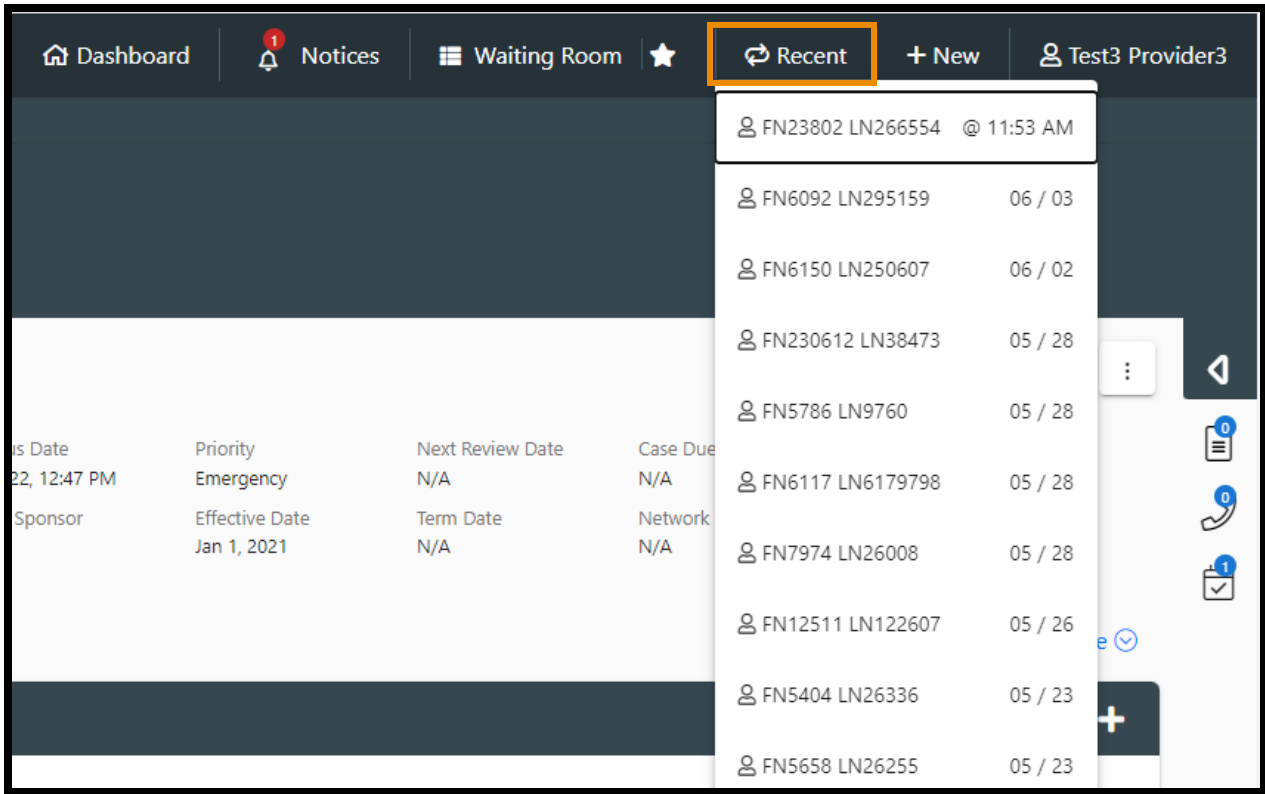
- **Recent**: Displays 10 most recent members Provider has accessed.
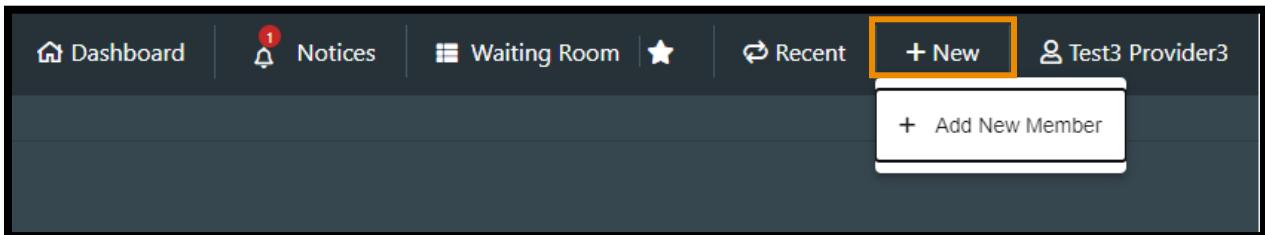
- **New**: Click to add a ***new*** member.
  - ➢ See "*Adding a New Member*" resource guide for instructions on adding a new member.

- **End User Name**: Click to display choices including log-out.

2. **Tasks Tab:** "To Do" items that need to be addressed by the Provider include responding to "Requests for Information".

- **Please Note:** With the Shared Prover Dashboard feature, all Request for Information tasks will display under the Task pane, regardless of who submitted the Service Authorization.
- See "*Responding to a Request for Information Task*" reference guide for instructions on completing task.

3. **Member Search Tab:** Used to find an existing member to add a new Service Authorization.

Member Search

◇ Clear   🔍 **Search**

* Medical Mutual ID Number

And

First Name

Last Name

Date Of Birth

mm / dd / yyyy   📅

- Must complete Medical Mutual ID Number, First Name, Last Name, Date of Birth fields.

- See "*Submitting New Service Authorization*" reference guide for instructions on submitting new Service Authorization.

4. **Service Authorizations Tab:** Shows Submitted and Draft (incomplete) Service Authorizations. (**A**)

🏛 Service Authorizations

Submitted   **A**   Drafts

B   All   Last 30 Days

All   Open   Withdrawn   Medicare Reopen   Dismissed   Closed

Filter:
C

Auth Number	Member Name	Member ID	Authorization Status	Auth Category	Auth Type	TPA/Carrier	Status Detail	Received Date ↓	Admit/Effective Date
2215665218	FN23802 LN266554	SMID2757441	Open	Emergency	Inpatient	MMO	Initial Clinical Review	Jun 5, 2022	Jun 4, 2022
2215465215	FN7931 LN232791	SMID3711977	Open	Emergency	Inpatient	MMO	Initial Clinical Review	Jun 3, 2022	Jun 1, 2022
2215465214	FN7931 LN232791	SMID3711977	Open	Emergency	Inpatient	MMO	Initial Clinical Review	Jun 3, 2022	Jun 1, 2022

- User may filter for "All" or for "Last 30 Days". (**B**)

- Filter field available to narrow search. (**C**)
- **Note:** With the Shared Prover Dashboard feature, you may access any Service Authorization that was placed in draft status by you or any other Provider in your Provider Group.

5. **High Priority Messages Tab:** Alerts a Provider to an event, an action, or a decision response from Medical Mutual.
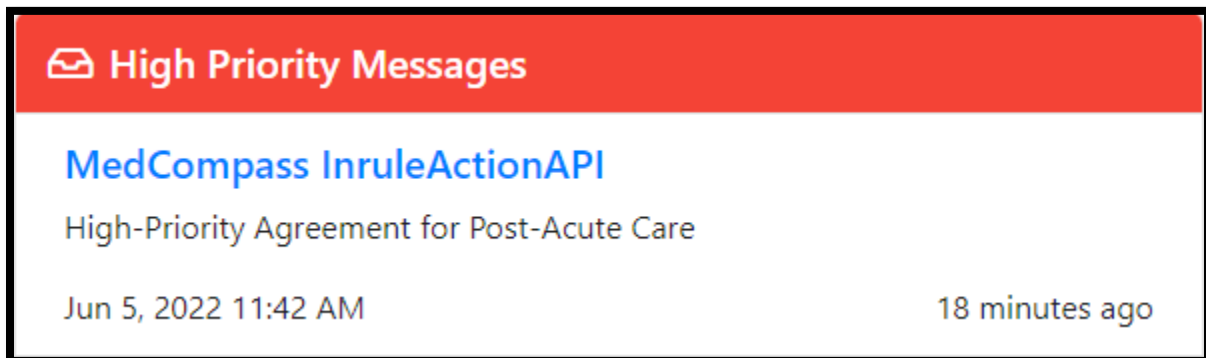

- Click on a message to open.
- Once read a High Priority Message will continue to display in the Inbox, where a Priority indicator (**!**) will indicate its high priority status.

6. **Inbox Tab:** Inbox messages will include notifications received regarding authorization submissions and determinations and all High Priority messages.
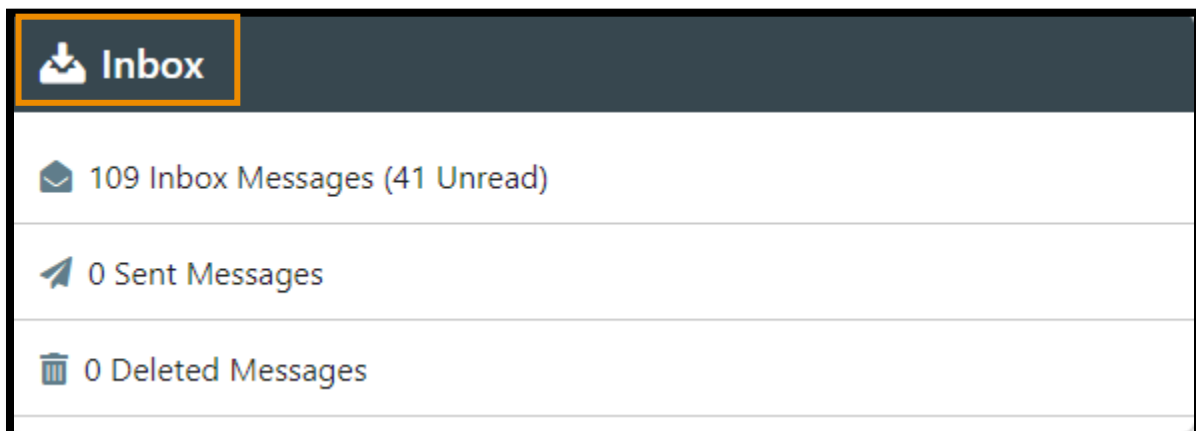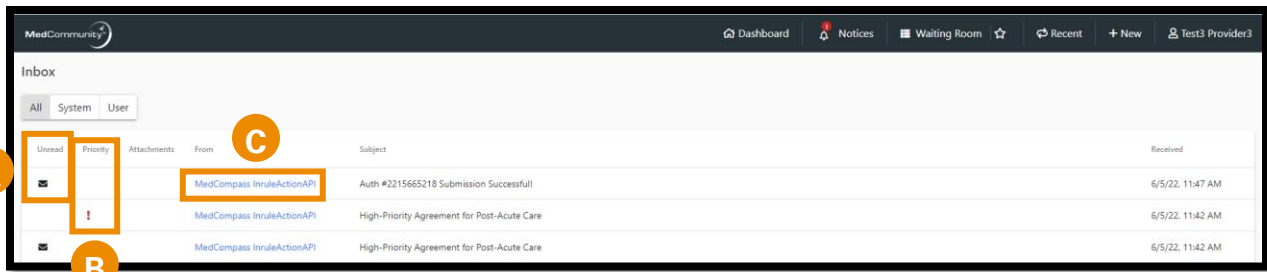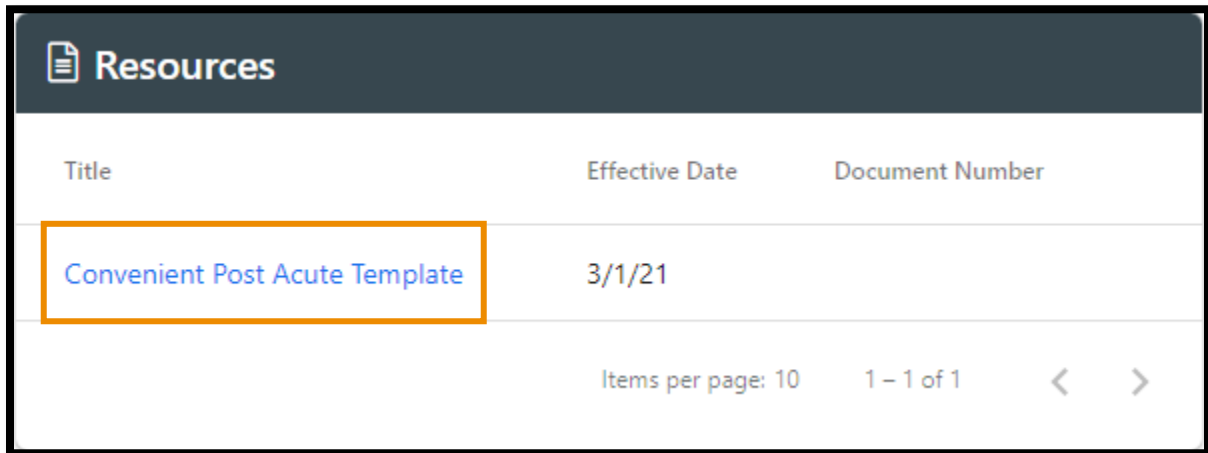
- Unread messages have an envelope icon in the Unread column. (**A**)

- High Priority Messages are identified with a **!** in the Priority column. (**B**)

- Click blue hyperlink to open message. (**C**)
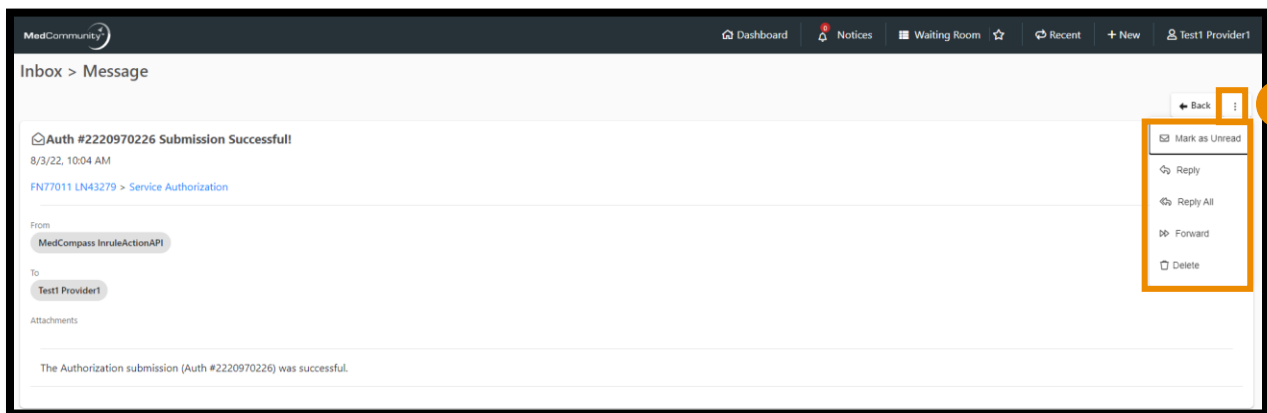
- Click ellipsis in upper right hand corner of message to manage your messages. (**D**)

  - ➤ **Note:** Deleted messages will be removed after 30 days.

- **Please Note:** With the Shared Provider Dashboard feature, if you delete or mark a message as unread, this action will be universal for everyone in your Provider Group.

7. Resources tab: Contains pertinent Provider resources.

- A user-friendly "Convenient Post Acute Template" is available to access for discharge collaboration on a post-acute level of care.
  - ➢ This resource is a Word document that the Provider can complete and attach to the member's record for discharge collaboration with Medical Mutual.