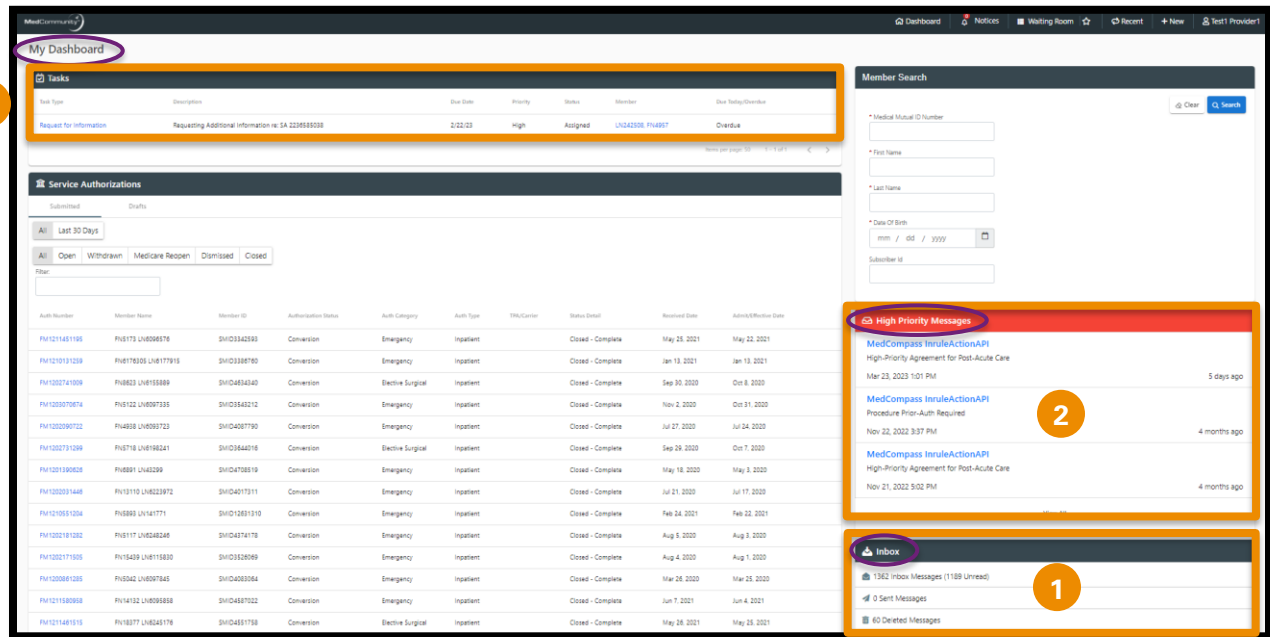
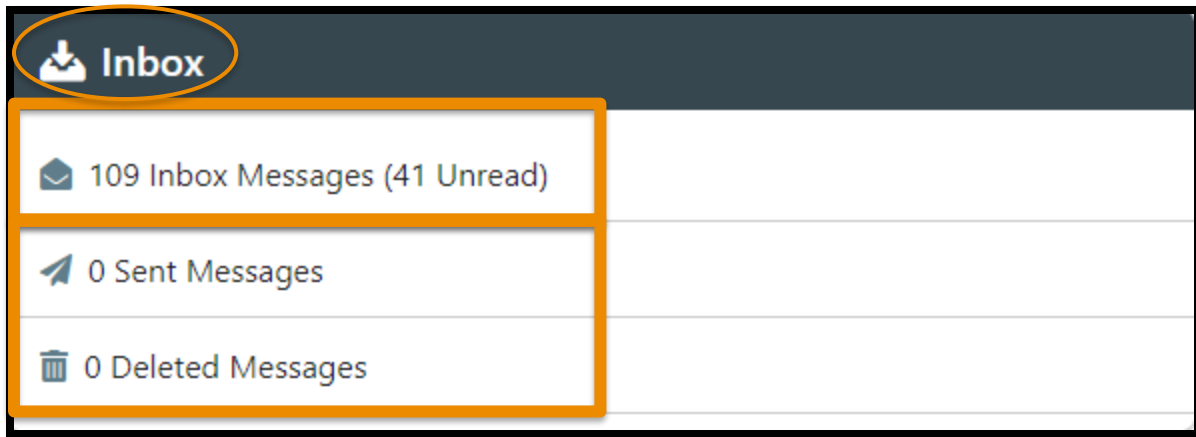


# MedCommunity Reference Guide

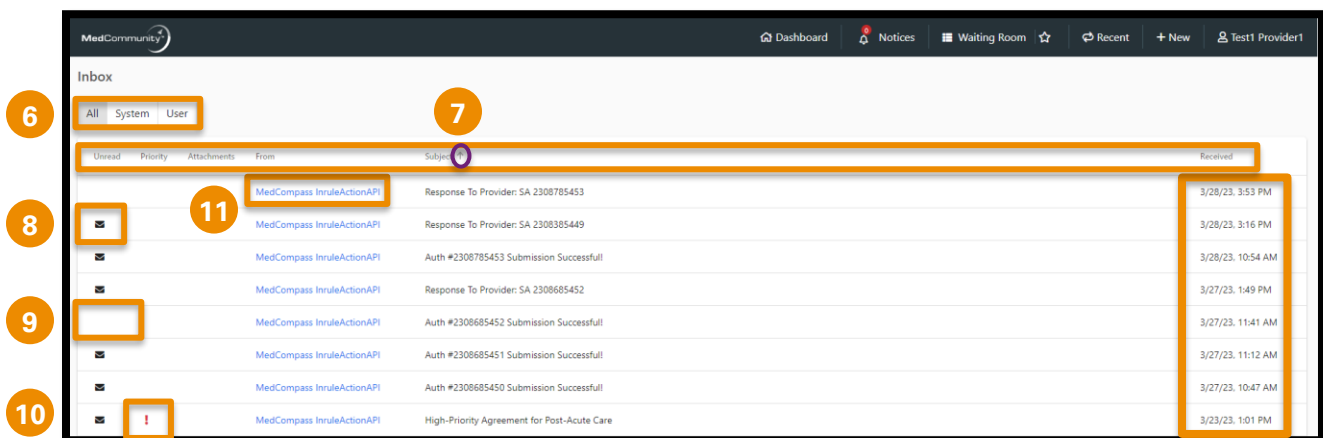
## Provider Inbox



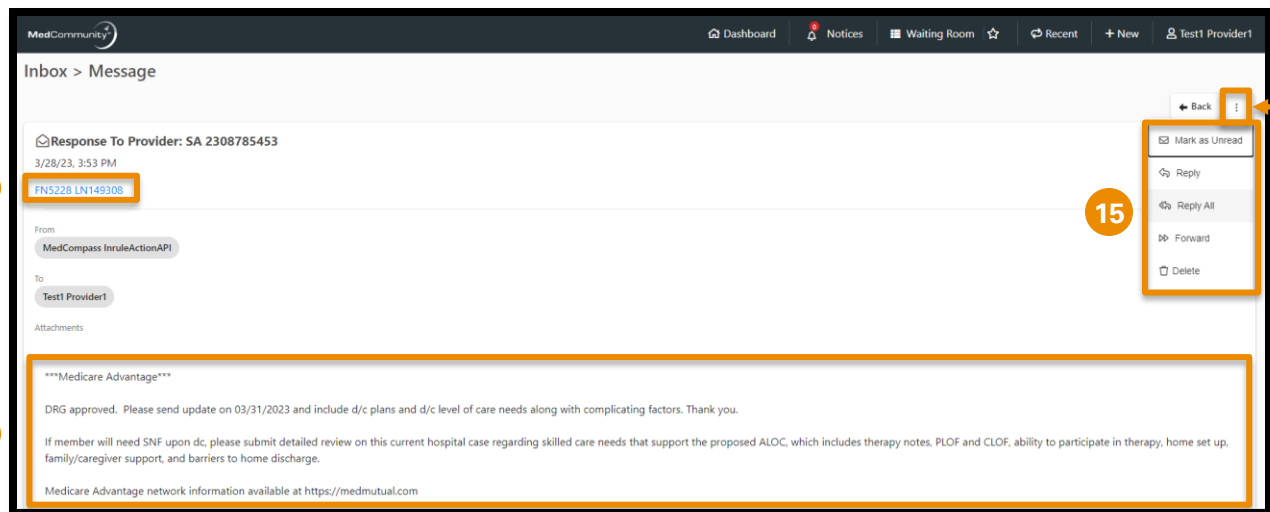
- The Provider Inbox is located in the lower right hand corner on My Dashboard. (1)
- The Provider Inbox is “shared” with all individuals within the same Provider Group.
- Any message that is designated as a “High Priority Message” displays in the High Priority Messages box (2) and in the Inbox. (1)
- **Note:** Request For Information Tasks **WILL NOT** be found in the Inbox. The Task is located under My Dashboard in the Tasks tab. (3)
  - See User Guide, “*Responding to a Request For Information Task*” for further direction on completing these requests.



- Inbox messages will include notifications received regarding authorization submissions, authorization determinations and all High Priority messages. (4)
- The Inbox also displays folders for Sent and Deleted Messages. (5)
- Click Inbox Messages to access all messages within the folder.



- Provider has the ability to view Inbox messages by System generated, User generated or All generated messages. (6)
- All columns may be sorted using the sort arrow located next to each column header. (7)
- Unread messages have an envelope icon in the Unread column. (8)
- Messages that have been read will not display an envelope icon. (9)
- High Priority Messages are identified with a ! in the Priority column. (10)
- Click [blue](#) hyperlink to open message. (11)



- The message will display the response or notification information. (12)
- Depending on the type of message, there will be a **blue** hyperlink to either the Member Record or the Member's Service Authorization. (13)
- After reading the message, click ellipsis in upper right hand corner (14) of message to display a dropdown. (15)
  - The Reply, Reply All and Forward functionality is not currently active.
    - **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.

## Types of Inbox Messages

### **1. Auth #XXXXXXXXXX Submission Successful!**

- This message displays when you have successfully submitted a new Inpatient Service Authorization request to MMO.

### **2. Response To Provider: SA XXXXXXXXXXXX**

- This message displays when MMO has sent a decision on an Inpatient Service Authorization request.

### **3. High-Priority Agreement for Post-Acute Care**

- This message displays when MMO has agreed to a post-acute level of care during discharge collaboration with the Provider.
- This message will display in the High Priority Messages box and in the Inbox.

### **4. Auth #XXXXXXXXXX Submission Unsuccessful – Required Providers Missing**

- This message displays if you omit either the Facility or the Physician from your Service Authorization request.
- This Service Authorization will remain in Draft status until you complete the required fields.

**5. Duplicate Authorization Submitted**

- This message displays if you submitted two Service Authorization requests for the same Facility, and with the same Admit Date.

**6. Procedure Prior-Auth Required**

- This message displays when you attempt to submit a Service Authorization request that contains a procedure that required Prior Authorization approval.

**7. Service Authorization #XXXXXXXXXX has been approved**

- This message displays if you submit a Service Authorization request that contains a procedure that is designated by MMO as an “auto-approved” procedure.

**8. Auth #XXXXXXXXXX Submission Unsuccessful - Required Procedure Code not included**

- This message displays if you did not add the required CPT code to an acute pre-service elective medical or elective surgical inpatient admission request.
- This Service Authorization will remain in Draft status until you complete the required fields.