

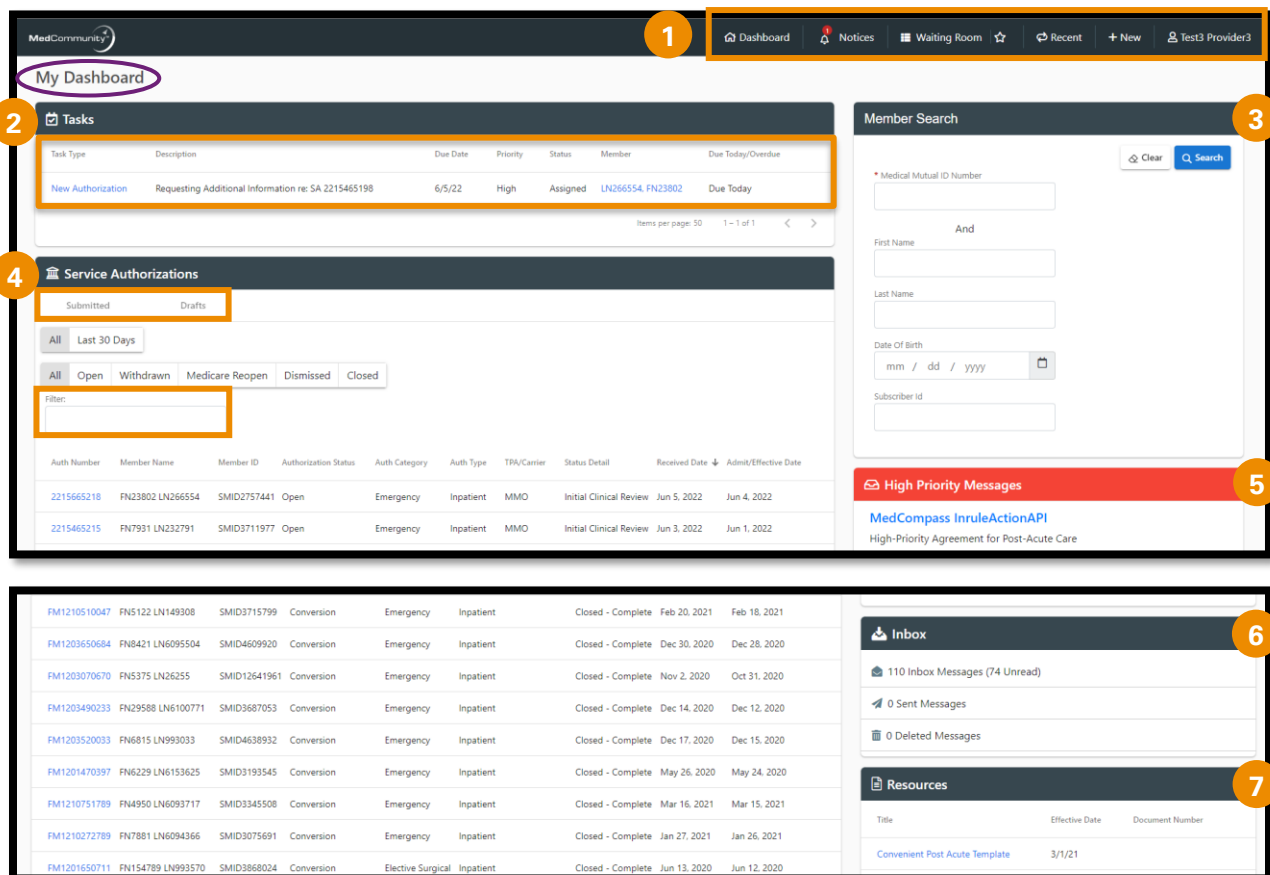
MedCommunity Quick Reference Guide:

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.



The screenshot displays the MedCommunity My Dashboard interface. It features a top navigation bar (1) with links for Dashboard, Notices, Waiting Room, Recent, and New. The main content area is divided into several sections: a Tasks tab (2) showing a table of tasks; a Service Authorizations tab (4) with filters and a table of authorizations; a Member Search tab (3) with search fields; a High Priority Messages tab (5) with a red banner; an Inbox tab (6) showing message counts; and a Resources tab (7) with a table of documents.

Task Type	Description	Due Date	Priority	Status	Member	Due Today/Override
New Authorization	Requesting Additional Information re: SA 2215465198	6/5/22	High	Assigned	LN266554 FN23802	Due Today

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

FM1210510047	FN5122 LN149308	SMID3715799	Conversion	Emergency	Inpatient	Closed - Complete	Feb 20, 2021	Feb 18, 2021
FM1203650684	FN8421 LN6095504	SMID4609920	Conversion	Emergency	Inpatient	Closed - Complete	Dec 30, 2020	Dec 28, 2020
FM1203070670	FN5375 LN26255	SMID12641961	Conversion	Emergency	Inpatient	Closed - Complete	Nov 2, 2020	Oct 31, 2020
FM1203490233	FN29588 LN6100771	SMID3687053	Conversion	Emergency	Inpatient	Closed - Complete	Dec 14, 2020	Dec 12, 2020
FM1203520033	FN6815 LN999033	SMID4638932	Conversion	Emergency	Inpatient	Closed - Complete	Dec 17, 2020	Dec 15, 2020
FM1201470397	FN6329 LN6153625	SMID3193545	Conversion	Emergency	Inpatient	Closed - Complete	May 26, 2020	May 24, 2020
FM1210751789	FN4950 LN6093717	SMID3345508	Conversion	Emergency	Inpatient	Closed - Complete	Mar 16, 2021	Mar 15, 2021
FM1210272789	FN7881 LN6094366	SMID3075691	Conversion	Emergency	Inpatient	Closed - Complete	Jan 27, 2021	Jan 26, 2021
FM1201650711	FN154789 LN9993570	SMID3868024	Conversion	Elective Surgical	Inpatient	Closed - Complete	Jun 13, 2020	Jun 12, 2020

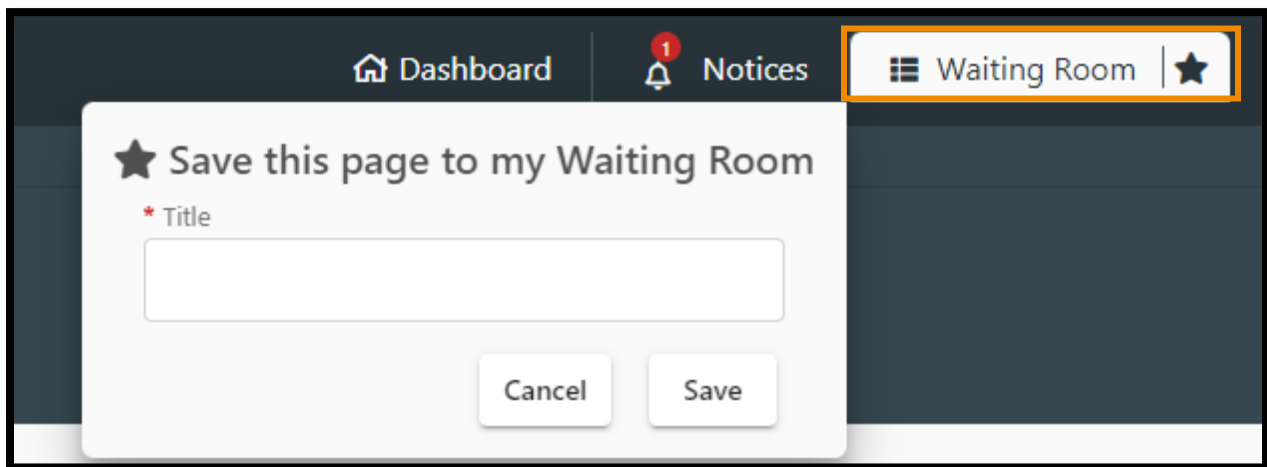
- 1 Global Navigation Bar
- 2 Tasks Tab
- 3 Member Search Tab
- 4 Service Authorizations Tab

- 5 High Priority Messages Tab
- 6 Inbox Tab
- 7 Resources Tab

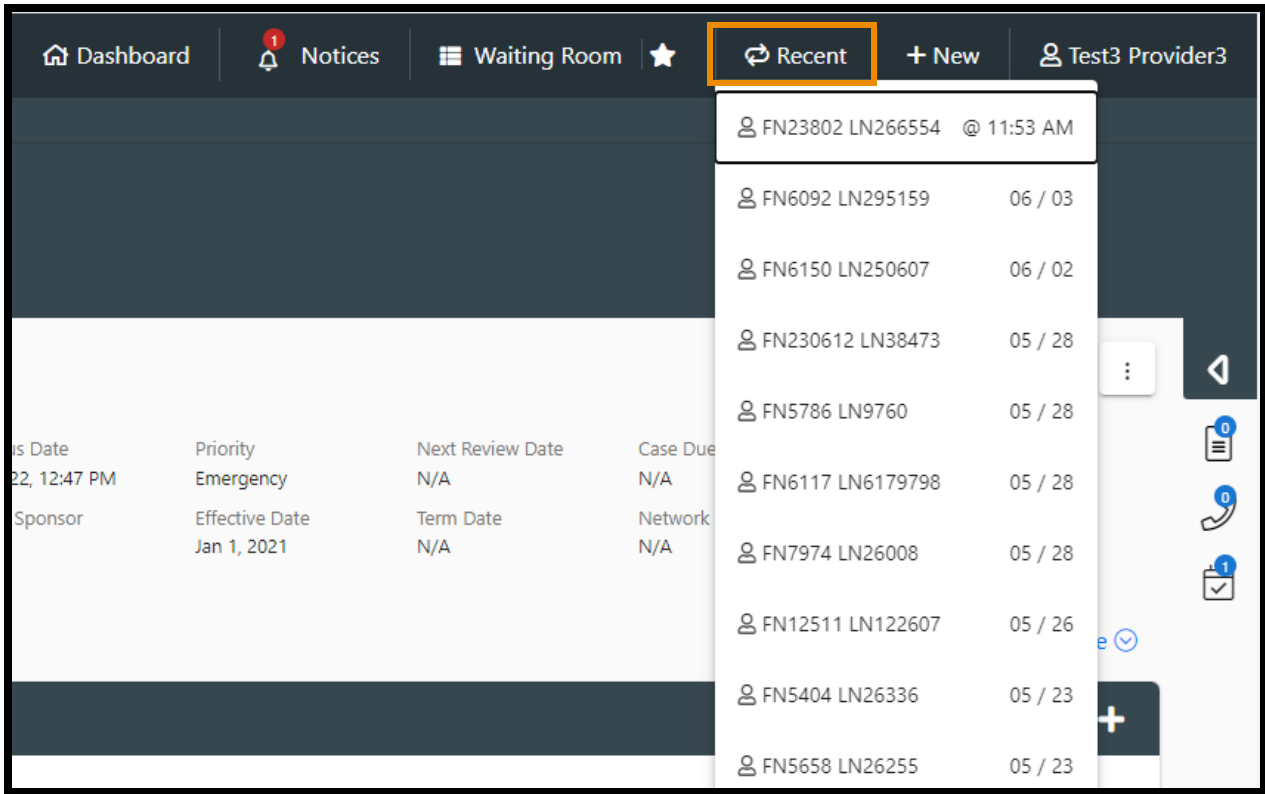
1. Global Navigation Bar: Displays on all MedCommunity screens.



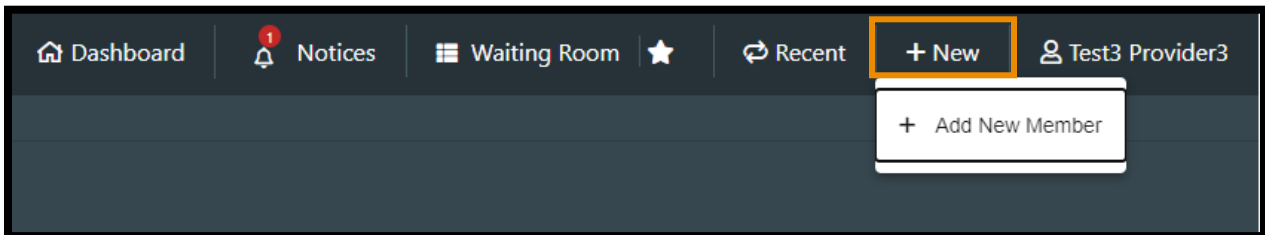
- **Dashboard:** Click this icon on any screen to return to “My Dashboard”.
- **Notices:** Click to access new notifications. Appear in a teal color.



- **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.

Request Date	Priority	Next Review Date	Case Due Date
6/22, 12:47 PM	Emergency	N/A	N/A
Sponsor	Effective Date	Term Date	Network
	Jan 1, 2021	N/A	N/A

- **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”.

Task Type	Description	Due Date	Priority	Status	Member	Due Today/Overdue
New Authorization	Requesting Additional Information re: SA 2215465198	6/5/22	High	Assigned	LN266554, FN23802	Due Today

- **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 Drafts

All Last 30 Days

All Open Withdrawn Medicare Reopen Dismissed Closed

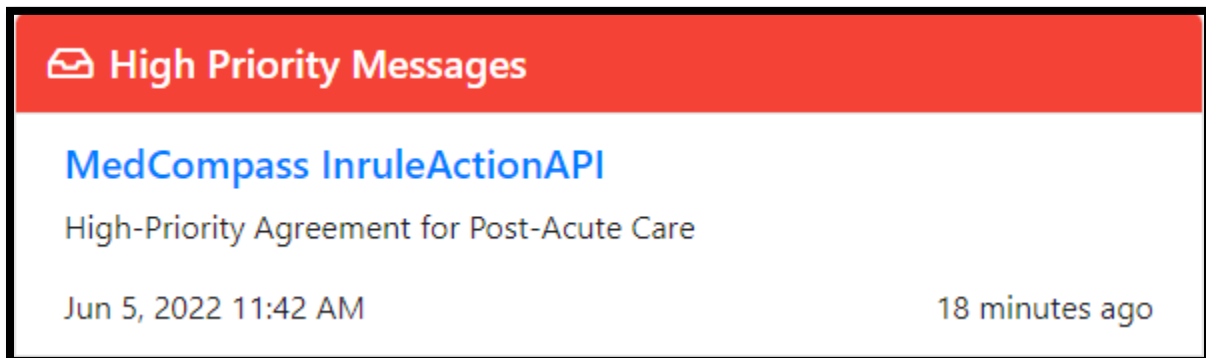
Filter:

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)

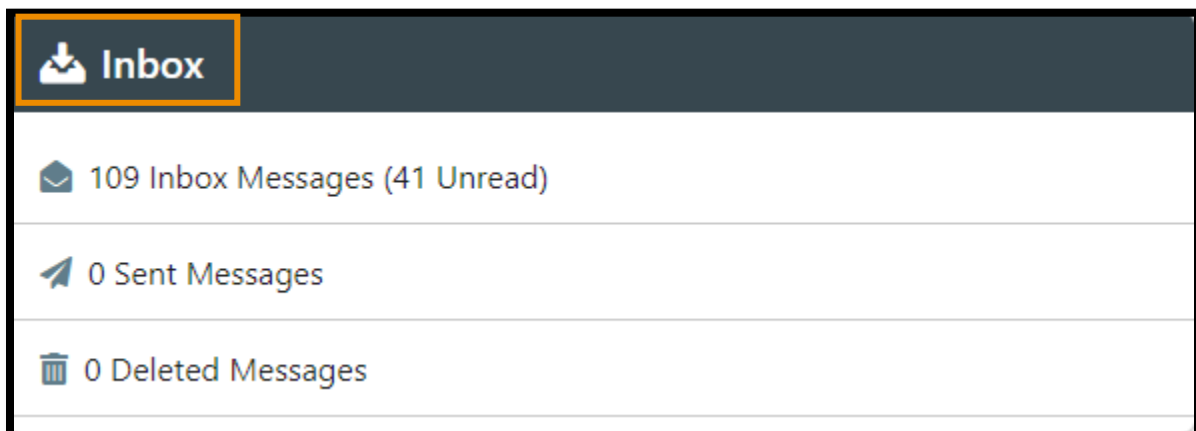
- Filter field available to narrow search. (C)
- **Note:** With the Shared Prover Dashboard feature, you may access any Service Authorization that was placed in draft status by you or any other Provider in your Provider Group.

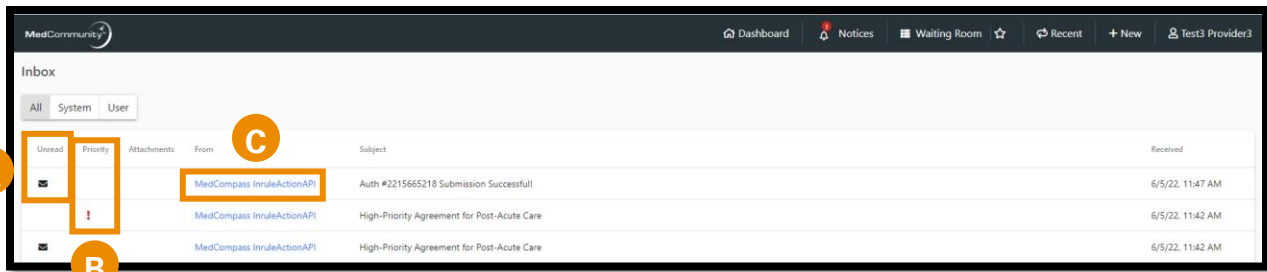
5. High Priority Messages Tab: Alerts a Provider to an event, an action, or a decision response from Medical Mutual.



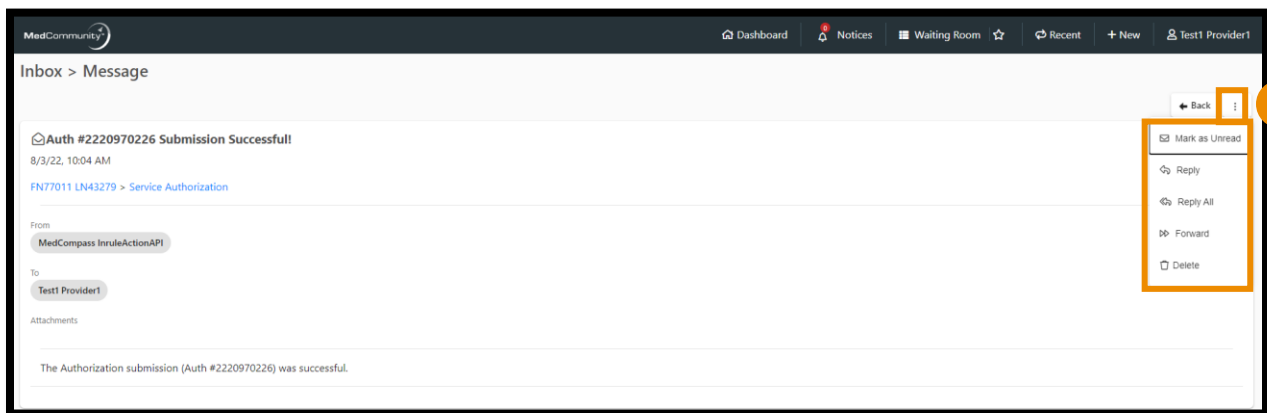
- Click on a message to open.
- Once read a High Priority Message will continue to display in the Inbox, where a Priority indicator (!) will indicate its high priority status.

6. Inbox Tab: Inbox messages will include notifications received regarding authorization submissions and determinations and all High Priority messages.



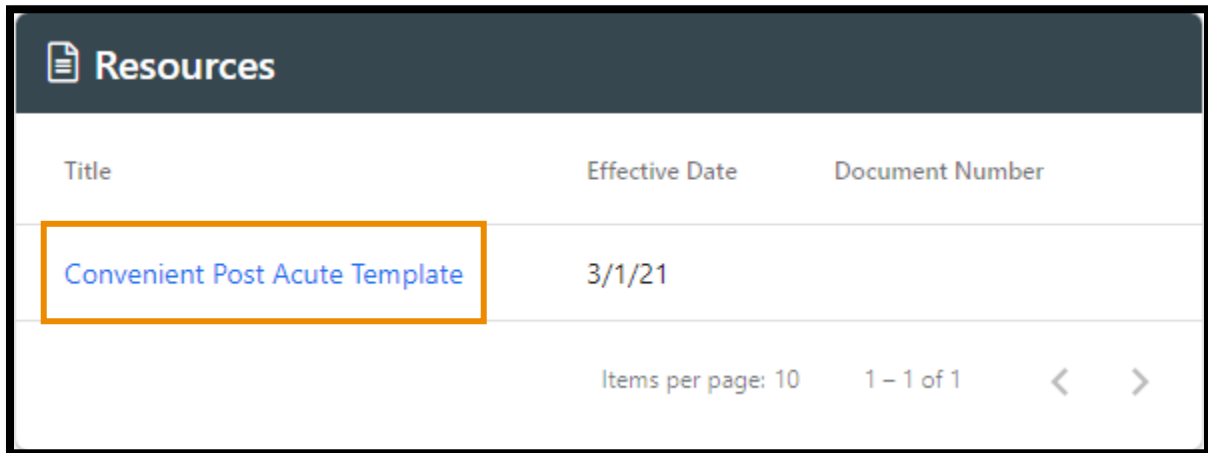


- Unread messages have an envelope icon in the Unread column. (A)
- High Priority Messages are identified with a ! in the Priority column. (B)
- Click [blue](#) hyperlink to open message. (C)



- 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 Prover Dashboard feature, you may choose to delete a message while another Provider in your Provider Group may choose to mark the same message as unread. Each Provider within the Provider Group manages their Inbox independently of any other Provider within the Provider Group.

7. Resources tab: Contains pertinent Provider resources.



Title	Effective Date	Document Number
Convenient Post Acute Template	3/1/21	

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- 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.