

MedCommunity Reference Guide

Provider Inbox

Mo	1Community)										යි Dashboard 🗳 Notices 🔳 W	laiting Room 🟠 🛛 🖨	Recent +	New 814	est1 Provide
N	ly Dashboard	>													
	힌 Tasks										Member Search				
	Task Type	Description				Due Date	Priority	Status Me	mber	Due Today/Overdue				@ Clear	Q Search
	Request for information	Requesting	Additional Information re	e: SA 2236585038		2/22/23	High	Assigned UN	(242508, FN4957	Overdue	* Medical Mutual ID Number				
										items per page: 50 1 - 1 of 1 🔍 🔪	* Fest Name				
	🕱 Service Autho	rizations													
10	Submitted	Drafts									- Last name				
	All Last 30 Days										* Date Of Birth				
	All Open Withd	rawn Medicare Reopen D	Dismissed Closed								mm / od / yyyy				
	Filter										SUBSCHORE NO				
	Auth Number	Member Name	Member ID	Authorization Status	Auth Category	Auth Type	TRA/Carrier	Status Detail	Received Date	Admit/Effective Date	High Priority Messages				
	FM1211451195	FN5173 LN6096576	SMI03342593	Conversion	Emergency	Inpatient		Closed - Complete	May 25, 2021	May 22, 2021	MedCompass InruleActionAPI				
_	FM1210131259	FN6176305 LN6177915	SMI03386760	Conversion	Emergency	Inpatient		Closed - Complete	Jan 13, 2021	Jan 13, 2021	High-Priority Agreement for Post-Acute Care			5.	daur acc
	FM1202741009	FN8623 LN6155889	SMID4634340	Conversion	Elective Surgical	Inpatient		Closed - Complete	Sep 30, 2020	Oct 8, 2020	Med Compare Innuio Action ADI				uays ayu
_	FM 1203070674	FN5122 LN6097335	SMID3543212	Conversion	Emergency	Inpatient		Closed - Complete	Nov 2, 2020	Oct 31, 2020	Procedure Prior-Auth Required	2			
	FM1202090722	FN4938 LN6093723	SMID4087790	Conversion	Emergency	Inpatient		Closed - Complete	Jul 27, 2020	Jul 24, 2020	Nov 22, 2022 3:37 PM			4 mo	nths ago
-	PM1202731299	PN5718 LN6198241	SMID3644016	Conversion	Elective Surgical	Inpatient		Closed - Complete	Sep 29, 2020	Oct 7, 2020	MedCompass InruleActionAPI				
-	PM1201390828	PN0891 LN43299	51104708519	Conversion	Emergency	Inpatient		Closed - Complete	May 18, 2020	May 3, 2020	Nov 21, 2022 5/02 PM			4 mo	nths ago
-	FM1210551204	FN5893 LN141771	SMID12631310	Conversion	Emergency	Inpatient		Closed - Complete	Feb 24, 2021	Feb 22, 2021					
	FM 1202181282	FN5117 LN6248246	SMID4374178	Conversion	Emergency	Inpatient		Closed - Complete	Aug 5, 2020	Aug 3, 2020					
	FM1202171505	FN15439 LN6115830	SMID3526069	Conversion	Emergency	Inpatient		Closed - Complete	Aug 4, 2020	Aug 1, 2020	📥 Inbox				
	FM1200861285	FN5042 LN6097845	SMID4083064	Conversion	Emergency	Inpatient		Closed - Complete	Mar 26, 2020	Mar 25, 2020	 1362 Inbox Messages (1189 Unread) 				
	FM1211580958	FN14132 LN8095858	SMID4587022	Conversion	Emergency	Inpatient		Closed - Complete	Jun 7, 2021	Jun 4, 2021	✓ 0 Sent Messages	V			
	FM1211461515	FN18377 LN6245176	SMI04551758	Conversion	Elective Surgical	Inpatient		Closed - Complete	May 26, 2021	May 25, 2021	60 Deleted Messages				

- 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.

	MedCommunity			යා Dashboard	Notices	📰 Waiting Room 🛛 🏠	🗭 Recent	+ New 2	Test1 Provider1
	Inbox								
6	All System User								_
	Unread Priority Attachments	From	Subjec					Receiv	ed
		MedCompass InruleActionAPI	Response To Provider: SA 2308785453					3/28/	23, 3:53 PM
8	• V	MedCompass InruleActionAPI	Response To Provider: SA 2308385449					3/28/	23, 3:16 PM
	3	MedCompass InruleActionAPI	Auth #2308785453 Submission Successful!					3/28/	23, 10:54 AM
	2	MedCompass InruleActionAPI	Response To Provider: SA 2308685452					3/27/	23, 1:49 PM
9		MedCompass InruleActionAPI	Auth #2308685452 Submission Successful!					3/27/	23. 11:41 AM
	2	MedCompass InruleActionAPI	Auth #2308685451 Submission Successful!					3/27/.	23, 11:12 AM
	2	MedCompass InruleActionAPI	Auth #2308685450 Submission Successful!					3/27/	23, 10:47 AM
10	z !	MedCompass InruleActionAPI	High-Priority Agreement for Post-Acute Care					3/23/	23, 1:01 PM

- 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)

	MedCommunity	🖨 Dashboard	A Notices	🔳 Waiting Room 🛛 🏠	C Recent + New	v 요 Test1 Provider1				
	nbox > Message									
						← Back :	1			
	©Response To Provider: SA 2308785453									
12	5/28/25, 3:53 PM									
					15	«ゐ Reply All				
	From MedCompass InruleActionAPI					D Forward				
	То					🗇 Delete				
	Test1 Provider1									
	Attachments									
12	***Medicare Advantage***									
	DRG approved. Please send update on 03/31/2023 and include d/c plans and d/c level of care needs along with complicating factors. Thank you.									
	If member will need SNF upon dc. please submit detailed review on this current hospital case regarding skilled care needs that support the proposed ALOC, which includes therapy notes, PLOF and CLOF, ability to participate in therapy, home set up, family/caregiver support, and barriers to home discharge.									
	Medicare Advantage network information available at https://medmutual.com									

- 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 XXXXXXXXXX

• 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 #XXXXXXXXX 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 #XXXXXXXXX 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.