

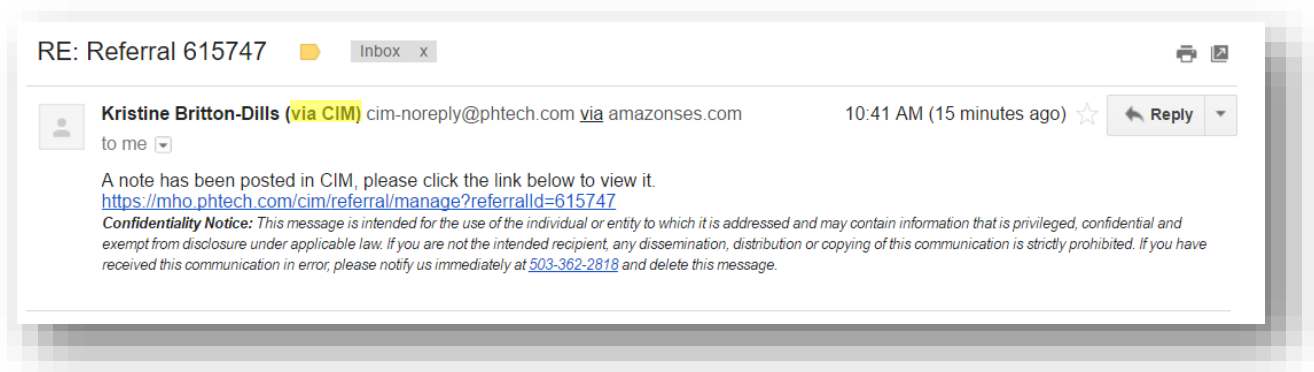
Receiving and Replying to Messages within CIM

Claims Integration Manager (CIM) has multiple message functions which make it easy for Providers to communicate with Care Coordinators regarding claims and authorizations.

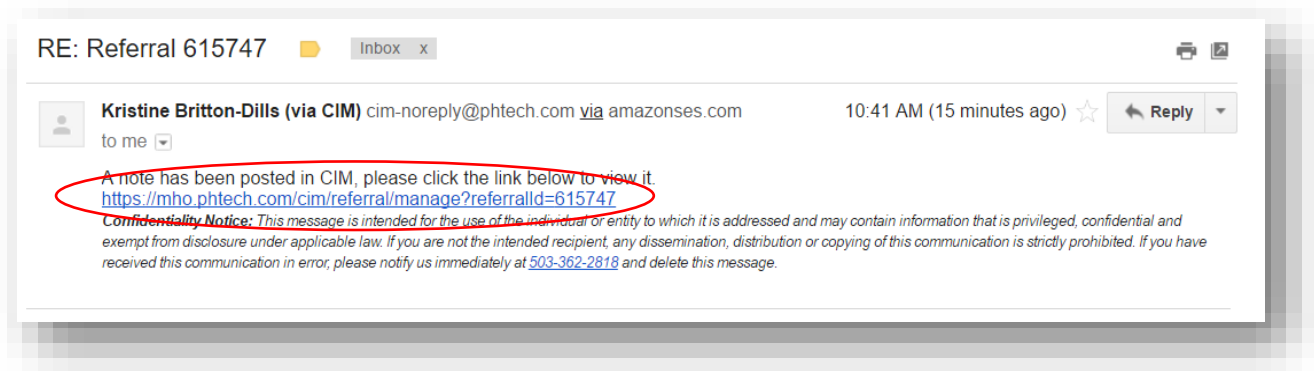
This document outlines what it looks like when you receive a message through CIM and how to reply to it.

Authorizations

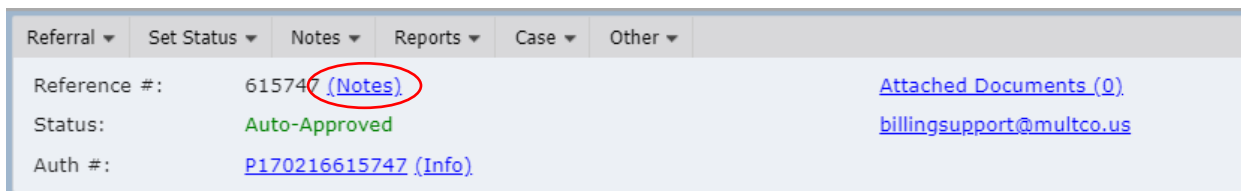
If someone sends you a message through CIM related to a specific authorization, you will receive an email that looks something like this:



In order to see the content of the message sent, click on the link in the email:



This will open the authorization within CIM (if you are not already in CIM, you will have to login). Once in the auth window, click the blue “(Notes)” link in the upper left corner.



Once "notes" is clicked, CIM will open another window with the "notes" history related to that auth. It will look like this:

View Professional Referral Notes
MemberX, TestMULT - Referral #: 615747

Search Options

Note Text Like:

Subject:	Referral Email Sent	2/16/2017 10:41 AM
Priority:	Low	
Owner:	Public	
Status:	Closed	
Entered by:	kbritton	
Text:	Email sent to: kristine.britton@multco.us This is an example of what one of the notes looks like when you are viewing it within CIM by clicking on the blue "notes" link. Kristine [Britton-Dills, Kristine] 2/16/2017 10:41:22 AM	

If you need to reply, close the "Referral Notes" window and click on the blue "Billing Support" link in the upper right hand corner of the auth window.

Referral ▾	Set Status ▾	Notes ▾	Reports ▾	Case ▾	Other ▾
Reference #:	615747 (Notes)	Attached Documents (0)			
Status:	Auto-Approved	billingsupport@multco.us			
Auth #:	P170216615747 (Info)				

Clicking the “Billing Support” link will bring up a pop-up window to reply by email:

Compose E-mail

TO: billingsupport@multco.us
Search Addresses...

CC: kristine.britton@multco.us
Search Addresses...

From: kristine.britton@multco.us

Visibility: Public - Visible to anyone with access to this referral

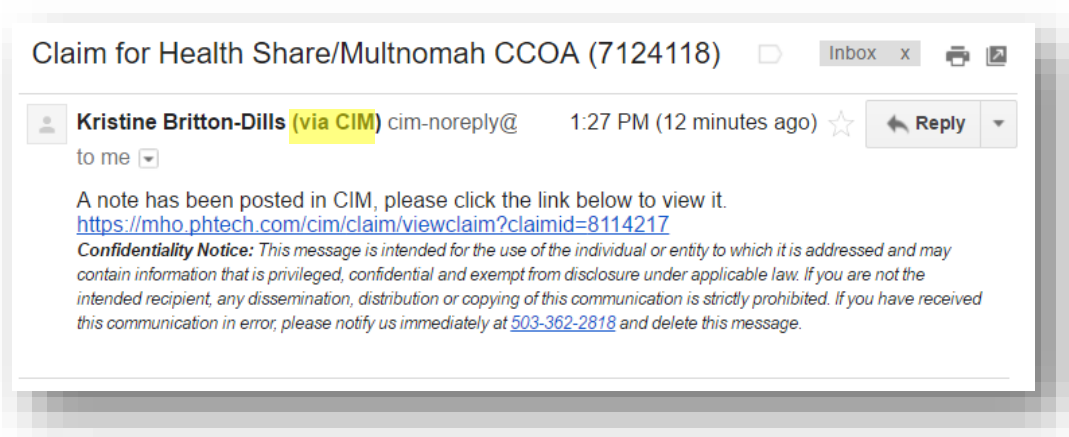
Subject: RE: Referral 615747

Type message here...

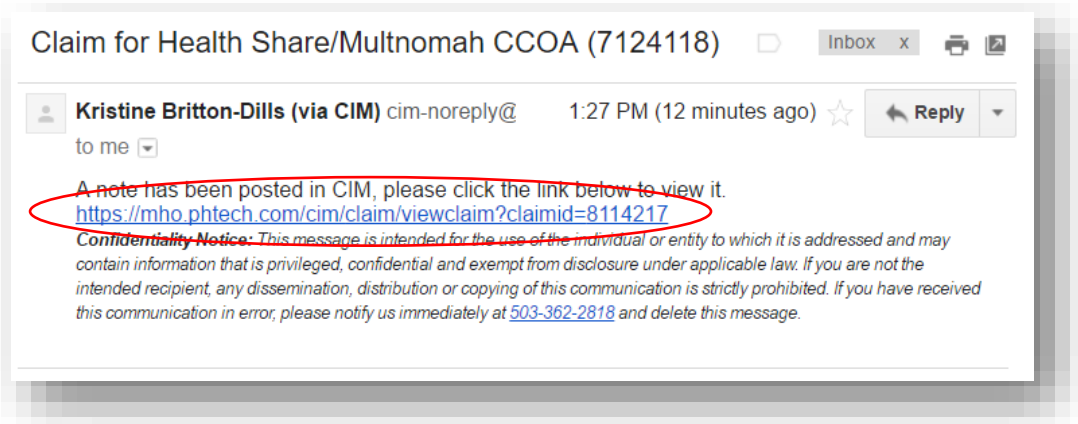
You can either leave the billing support email address in the "TO" field and send it like that, add another email address and send to both, or remove the billing support address and replace with one or more email addresses. Please do not include any recipients who should not have access to the member’s PHI. When finished, click send. Your message will then be stored under the “Notes” link related to that authorization.

Claims

If someone sends you a message through CIM related to a specific claim, you will receive an email that looks something like this:



In order to see the content of the message sent, click on the link in the email:



This will open the claim within CIM (if you are not already in CIM, you will have to login). Once in the claim window, look for a claim line with the red “N” button on the left. Click that button to see the notes.

MemberX, TestMULT																			
DOB: 04/21/1960																			
Policy No.: 1234567X																			
Carrier: Health Share/Multnomah CCOA																			
Benefitplan: Health Share/Multnomah CCOA																			
Add Patient Note View Patient Notes																			
Claim ID: 06142016180005 (Professional) Ref #: 567678 (P160615567678) Received: 06/14/2016 Email the claims process																			
(0) Documents 0 Related Claim(s)																			
DxCode Version: ICD-10 DX1: F14.20																			
Provider (Office):																			
Vendor	Proc. Code / NDC / Modifiers	Units	Svc. Date	Place of Svc.	Status	EOB	Charges	Write Off	Amt. Allowed	Add. Pat.	Deduct.	Copay Amt.	Coins.	COB Amt.	Withhold Amt.	FFSE Amt.	Net.		
N	Proc: H0019 Mods: HB	3	7/15/2016	55	In Process		\$500.00	\$110.00	\$390.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$390.00	
Total:							\$500.00	\$110.00	\$390.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$390.00	

This will bring up a pop-up “View Claim Procedure Notes” window with the content of the messages related to this claim, e.g.

Subject	Status	Note Text	Created By	Created	
Claim Email Sent	Closed	Email sent to: kristine.britton@multco.us This is a test note. Kristine [Britton-Dills, Kristine] 2/24/2017 1:27:00 PM	kbritton, Verity Integrated Behavioral Health Services	02/24/2017 13:27	<input type="checkbox"/>

If you want to reply, hover over the message to which you want to reply until it turns blue.

Subject	Status	Note Text	Created By	Created	
Claim Email Sent	Closed	Email sent to: Kristine.britton@multco.us This is a test note. Kristine [Britton-Dills, Kristine] 2/24/2017 1:27:00 PM	kbritton, Verity Integrated Behavioral Health Services	02/24/2017 13:27	<input type="checkbox"/>

Once it is blue, click on the message. This will bring up an alternate view of the “View Claim Procedure Note” with an “email reply” button on the bottom.

View ClaimProcedure Note

Patient: MemberX, TestMULT

Eligibility: 1234567X

Carrier: Health Share/Multnomah CCOA

Claim #: 06142016180005

Subject: Claim Email Sent

Priority: Low

Owner: Public

Status: Closed

Date: 02/24/2017

Text: Email sent to: kristine.britton@multco.us
This is a test note.
Kristine
[Britton-Dills, Kristine] 2/24/2017 1:27:00 PM

Entered By: kbritton, Verity Integrated Behavioral Health Services

Clicking the “Email Reply” button will bring up a “Compose E-mail” pop-up window that has the “TO” field already populated with the appropriate return email address.

Compose E-mail

TO: kristine.britton@multco.us
Search Addresses...

CC: Search Addresses...

From: Please select an email...

Visibility: Public

Reason: --None--

Subject: Claim for Health Share/Multnomah CCOA (7124118)

Thanks for the test. |

Your response, once sent, will be stored as a “conversation” within the “View Claim Procedure Notes” window (viewable when the red “N” is clicked).

Subject	Status	Note Text	Created By	Created	
Claim Email Sent	Closed	Email sent to: kristine.britton@multco.us This is a test note. Kristine [Britton-Dills, Kristine] 2/24/2017 1:27:00 PM Email sent to: kristine.britton@multco.us Thanks for the test. [Britton-Dills, Kristine] 3/1/2017 9:35:51 AM	kbritton, Verity Integrated Behavioral Health Services	02/24/2017 13:27	<input type="checkbox"/>

You can also send a message related to this claim to the PH Tech claims team by closing the “View Claim Procedure Notes” window and clicking on the blue “Email” link in the upper right corner of the claim window.

MemberX, TestMULT
 DOB: 04/21/1960
 Policy No.: 1234567X
 Carrier: Health Share/Multnomah CCOA
 Benefitplan: Health Share/Multnomah CCOA
[Add Patient Note](#) | [View Patient Notes](#)

#: [567678 \(P160615567678\)](#) Received: 06/14/2016 [Email](#) the claims processor regarding this claim.

Status	EOB	Charges	Write Off	Amt. Allowed	Add. Pat.	Deduct.	Copy Amt.	Coins.	COB Amt.	Withhold Amt.	FFSE Amt.	Net Amt	Transaction # / Rpt Date / Adj Run
In Process		\$500.00	\$110.00	\$390.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$390.00	Adj Run: HSJESSICATEST
Total:		\$500.00	\$110.00	\$390.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$390.00	

This will bring up a pop-up window to reply by email:

Compose E-mail

TO	<input type="text" value="verity.claims@phtech.com"/> Search Addresses...
CC	Search Addresses...
From	<input type="text" value="Please select an email..."/>
Visibility	<input type="text" value="Public"/>
Reason	<input type="text" value="--None--"/>
Subject	Claim for Health Share/Multnomah CCOA (7124118)
I have a question about this test claim...	

From here, you can either leave the PH Tech Claim support email address in the "TO" field, add another email address, or remove the PH Tech support address and replace with one or more email addresses. Please do not include any recipients who should not have access to the member's PHI. Your message will be stored within the "View Claim Procedure Notes" window associated with that claim as a separate line or conversation.

Subject	Status	Note Text	Created By	Created	<input type="checkbox"/>
Claim Email Sent	Closed	Email sent to: verity.claims@phtech.com I have a question about this test claim... [Britton-Dills, Kristine] 3/1/2017 9:42:47 AM	kbritton, Verity Integrated Behavioral Health Services	03/01/2017 09:42	<input type="checkbox"/>
Claim Email Sent	Closed	Email sent to: kristine.britton@multco.us This is a test note. Kristine [Britton-Dills, Kristine] 2/24/2017 1:27:00 PM Email sent to: kristine.britton@multco.us Thanks for the test. [Britton-Dills, Kristine] 3/1/2017 9:35:51 AM	kbritton, Verity Integrated Behavioral Health Services	02/24/2017 13:27	<input type="checkbox"/>