Receiving and Replying to Messages within CIM

What does it look like when you receive a message through CIM?
How do you reply?

NOTE: Both authorizations and claims referenced in this guide are associated with test members.
This document contains no PHI.

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, you have to click on the link …

…Which 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…
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CIM will open another window with the "notes" history related to that auth. It will look like this:

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

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, you have to click on the link …

…Which 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…

…This will bring up a pop-up “View Claim Procedure Notes” window with the content of the messages related to this claim, e.g.
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If you want to reply, hover over the message to which you want to reply until it turns blue…

…Then click. This will bring up an alternate view of the “View Claim Procedure Note” with an “email reply” button on the bottom.
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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 popup window]

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

![View Claim Procedure Notes window]

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…

![Email link in claim window]
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This will bring up a pop-up window to reply by email:

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.