

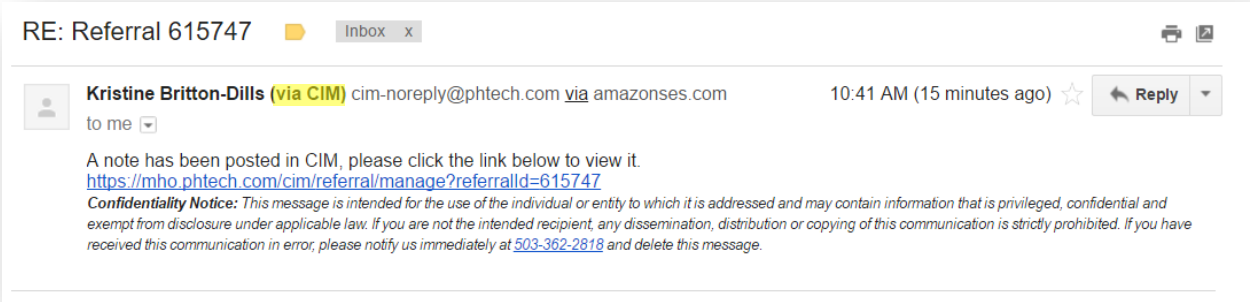
Receiving and Replying to Messages within CIM

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

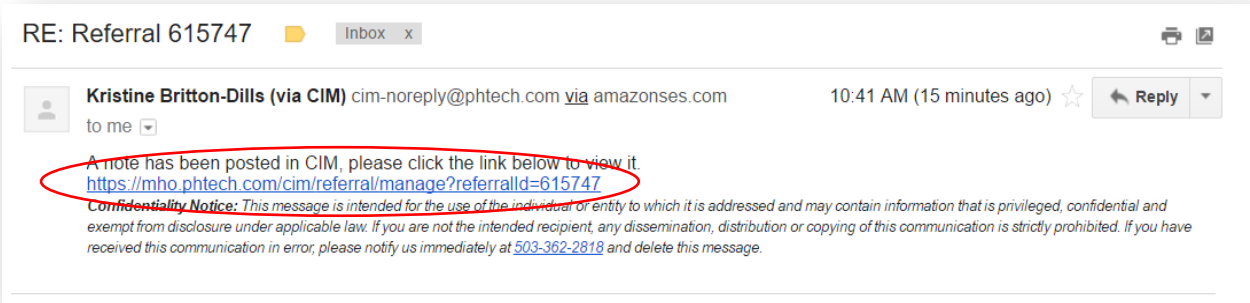
NOTE: Both authorizations and claims referenced in this guide are associated with test members. This document contains no PHI.

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...

Reference #: 615747	(Notes)	MemberX, TestMULT TEST MEMBER	(History)	Attached Documents (0)
Status: Auto-Approved		Auth #: P170216615747	(info)	billingsupport@multco.us
Member Details				
Member:	MemberX, TestMULT (TEST MEMBER)	PCP		
DOB:	04/21/1960 (56 years)	Name:	[none specified]	
Plan:	Health Share/Multnomah CCOA	Contact:	None Specified	
Member Id:	1234567X	Other Coverages (COB):	• No Current COB	
Elig. Dates:	01/01/2014 - Present			
Coverage:	F			

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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...

Reference #: 615747 [\(Notes\)](#) MemberX, TestMULT **TEST MEMBER** [\(History\)](#) [Attached Documents \(0\)](#)

Status: Auto-Approved Auth #: P170216615747 [\(info\)](#) billingsupport@multco.us

Member Details

Member:	MemberX, TestMULT (TEST MEMBER)	PCP
DOB:	04/21/1960 (56 years)	Name: [none specified]
Plan:	Health Share/Multnomah CCOA	Contact: None Specified
Member Id:	1234567X	Other Coverages (COB):
Elig. Dates:	01/01/2014 - Present	<ul style="list-style-type: none"> No Current COB
Coverage:	F	

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

Compose E-mail

TO ✕
Search Addresses...

CC

From kristine.britton@multco.us

Subject RE: Referral 548132

Type message here...


NOTE: A de-identified link will be automatically included in your message to allow the recipient to securely connect to CIM and access the information you have typed in the 'Body' field above (via Notes). Only the subject field and a link will be sent by email – please DO NOT include any PHI in the subject of your message. The recipient must be a registered CIM user in order to view the content of your message.

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:

Claim for Health Share/Multnomah CCOA (7124118) Inbox x 🖨 📧

 **Kristine Britton-Dills** (via CIM) cim-noreply@ 1:27 PM (12 minutes ago) ☆ Reply ▼

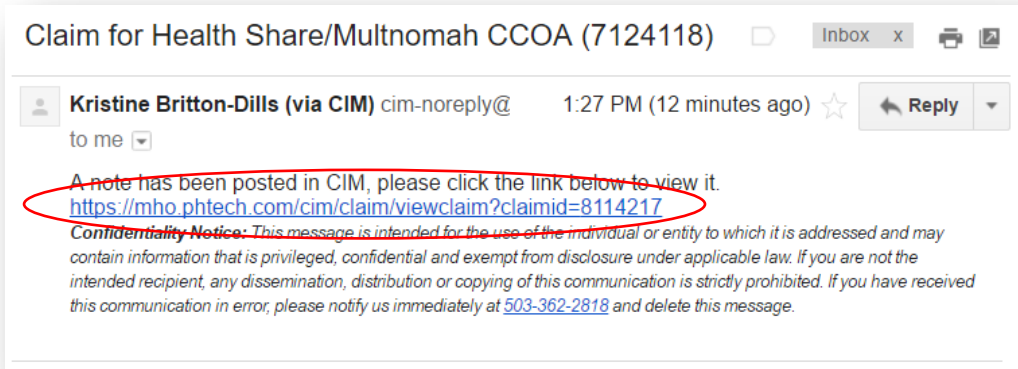
to me ▼

A note has been posted in CIM, please click the link below to view it.
<https://mho.phtech.com/cim/claim/viewclaim?claimid=8114217>

Confidentiality Notice: This message is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the intended recipient, any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately at [503-362-2818](tel:503-362-2818) and delete this message.

Receiving and Replying to Messages within CIM

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...

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 processor																	
(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	\$390.00
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 "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"/>

Receiving and Replying to Messages within CIM

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"/>

...Then click. 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

Receiving and Replying to Messages within CIM

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	<input style="width: 90%;" type="text" value="kristine.britton@multco.us"/> <small>Search Addresses...</small>
CC	<input style="width: 90%;" type="text" value="Search Addresses..."/>
From	<input style="width: 90%;" type="text" value="Please select an email..."/>
Visibility	<input style="width: 90%;" type="text" value="Public"/>
Reason	<input style="width: 90%;" type="text" value="--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 (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.	Copay 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	

Receiving and Replying to Messages within CIM

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

Compose E-mail

TO	<input type="text" value="verity.claims@phtech.com"/> <small>Search Addresses...</small>
CC	<input type="text" value="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	▶
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"/>