



ProviderCONNECT SECURE MESSAGES GUIDE

Introduction

Secure Messages is an app in ProviderCONNECT that enables Partners and providers to exchange messages within the secure portal. This is a step-by-step instructional guide to using the Secure Messages app.

Open your Internet Browser (Chrome is preferred) and navigate to <https://id.partnersbhm.org/>.

If you are a local administrator, click in the dashboard on “Partners ProviderCONNECT.”

If you are not a local administrator, you will be brought directly to the portal page.

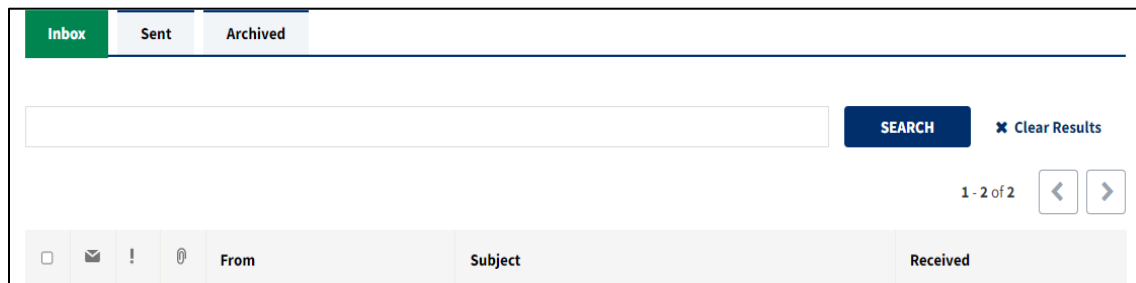
All users are General Users in ProviderCONNECT and may get back to the dashboard by clicking “Profile” on the top header of the portal screen.

To Get Started

1. Click the Messages icon at the top of the screen on the right over the “Welcome, [you]” message that has your name.



Note: The number in the little green box is an indicator of how many unread messages you have. Zero means there are no unread messages. It does not indicate how many messages you have in total.



Once you are in the Message Center, you can do several things:

- Sort existing messages by
 - From
 - Subject
 - Date Received (oldest/newest on top)
- Search for an existing messages in any tab
- Scroll through pages of messages
- Archive an existing message
- View archived messages
- Start a new message

As you scroll down, you will see the search function, enter the sender’s name or any part of the subject line of the message you are searching for. You may search for messages in either the Inbox, the Sent box, or the Archived box. You may also sort the list of messages you have received by clicking on the appropriate title heading “From,”



“Subject,” or “Received” date. The list is defaulted to sort by the Received date, newest on the top. To the left of each message, you can see the importance status of each message and if it has an attachment.

A. Sending a New Message

1. Click “NEW MESSAGE” at the top right corner of the screen.



2. Compose your Message starting with selecting the recipient. Click “ADD RECIPIENTS”

Compose Message for

From

To

[ADD RECIPIENTS](#) [Add CC](#)

Subject *

Attachments [Attach a file](#)

Select the Department(s) appropriate to your message content:

Add Recipients

Department ▾

1 - 10 of 19 <

Name	Category	
BH Care Management - providers	Department	Add
Credentialing Team	Department	Add
Eligibility and Enrollment Team - provi..	Department	Add
IDD Care Management - provider	Department	Add

By selecting Department, you will have the option to choose the Partners team that best fits the nature of your message. We continue to add new departments to this list. Click the “Add” button to the right of the appropriate department.



Once your choice is made of the above selections, it will appear in the “To” field at the bottom, click “ADD RECIPIENTS”. Use the “CANCEL” button if you want to cancel out the message.

A screenshot of a web form showing a "To" field with a dropdown menu. Below the field are two buttons: a green "ADD RECIPIENTS" button and a blue "CANCEL" button.

3. If you would like to copy the message to someone, click “Add CC” and repeat step #2.
4. Fill in the subject line.
5. Mark the message urgent if appropriate, by checking the box.
6. Attach a file, if appropriate. Click “Attach a file” and select the file you wish to attach and choose the file from your computer.

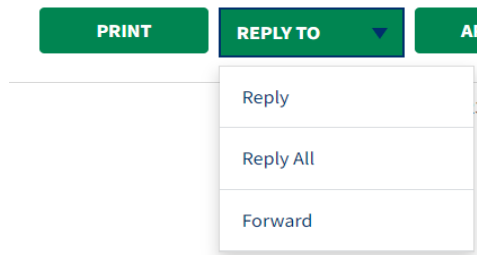
A screenshot of a web form showing the "Mark urgent" section with an unchecked checkbox and the "Attachments" section with an "Attach a file" button. Below these is a large empty text box for the message content. At the bottom are "SEND" and "CANCEL" buttons.

7. Write your message in the text box.
8. Click SEND when you are finished.

B. Reply to, forward, print, archive a message

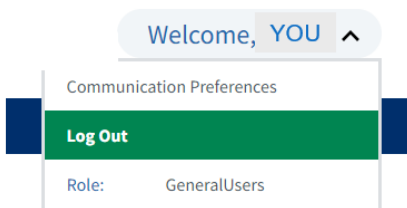
1. Select the message to which you wish to reply.
2. Click the “REPLY TO” box in the upper right corner of the screen. You may “Reply”, “Reply All”, or “Forward” a message using these dropdown options.

A screenshot of three buttons: a green "PRINT" button, a blue "REPLY TO" button with a dropdown arrow, and a green "ARCHIVE" button.



You may print the message or archive it using the green control buttons.

You can receive an email notification of an inbound Message if you are not checking your Messages inbox daily. That can be set through the Communication Preferences feature which is located above your name in the Welcome box at the upper right corner of the main page.



Setting Communication Preferences:

Secure messages allow you to get email notices when you receive a message. Edit the email where you want to receive notices if it is different than your default email. If you do not want to receive notices, click the “Online Only” option, which is the default selection.

Category List

Category	Email	Online Only
SECURE_MESSAGING	<input checked="" type="checkbox"/>	<input type="checkbox"/>

SAVE

Be sure to save your selection

Online Only option means you will be checking for messages regularly in the portal so there's no need for an email notification.

Email option means that you will get an email notification.

The information contained in ProviderCONNECT is privileged and confidential and intended solely for the use of the individual to whom it is addressed and others authorized to receive it. If you are not the intended recipient, any disclosure, copying, distribution or taking of any action in reliance on the contents of this information is prohibited. If you have received any information in error, please immediately notify the Partners sender by phone or e-mail.