

# Secure Provider Portal

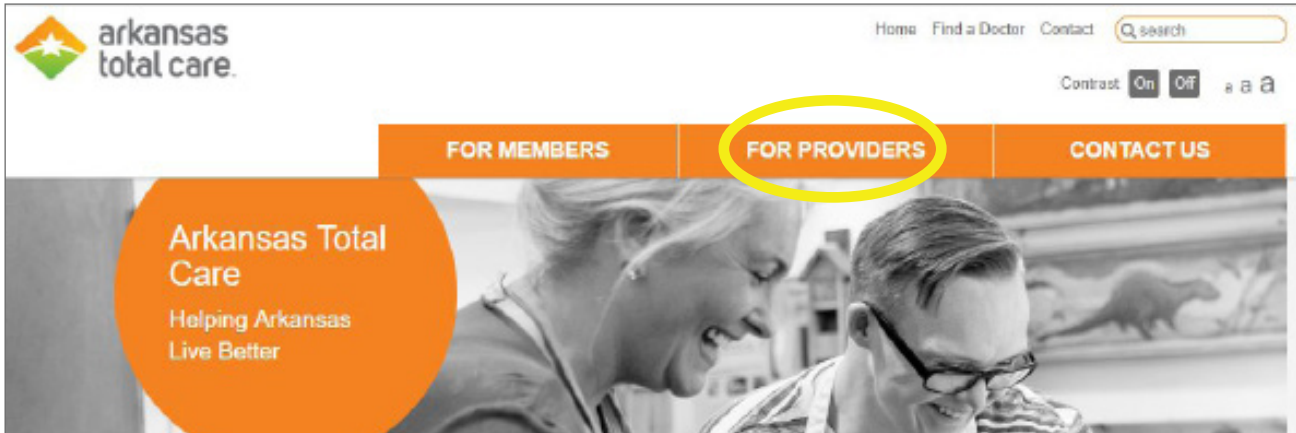
## HOW TO USE SECURE MESSAGING



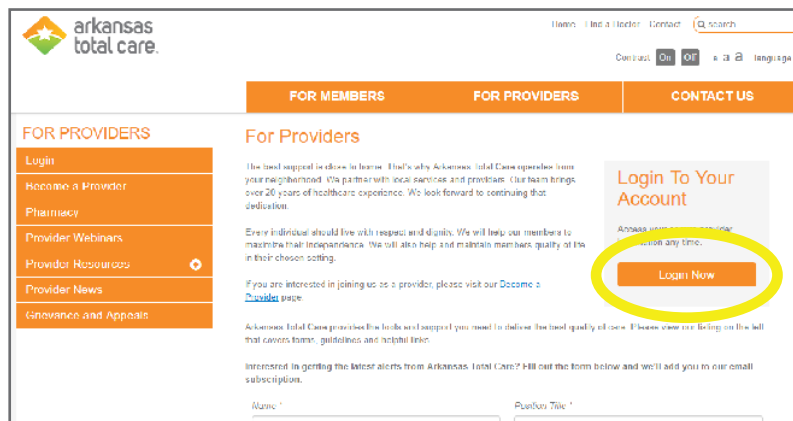
Follow the steps below to send messages directly to the health plan

### ● Visit the Arkansas Total Care Home Page

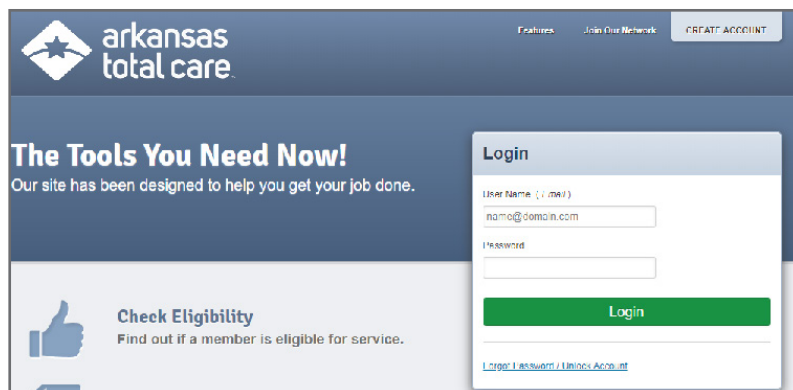
Click on 'For Providers' on the home page.



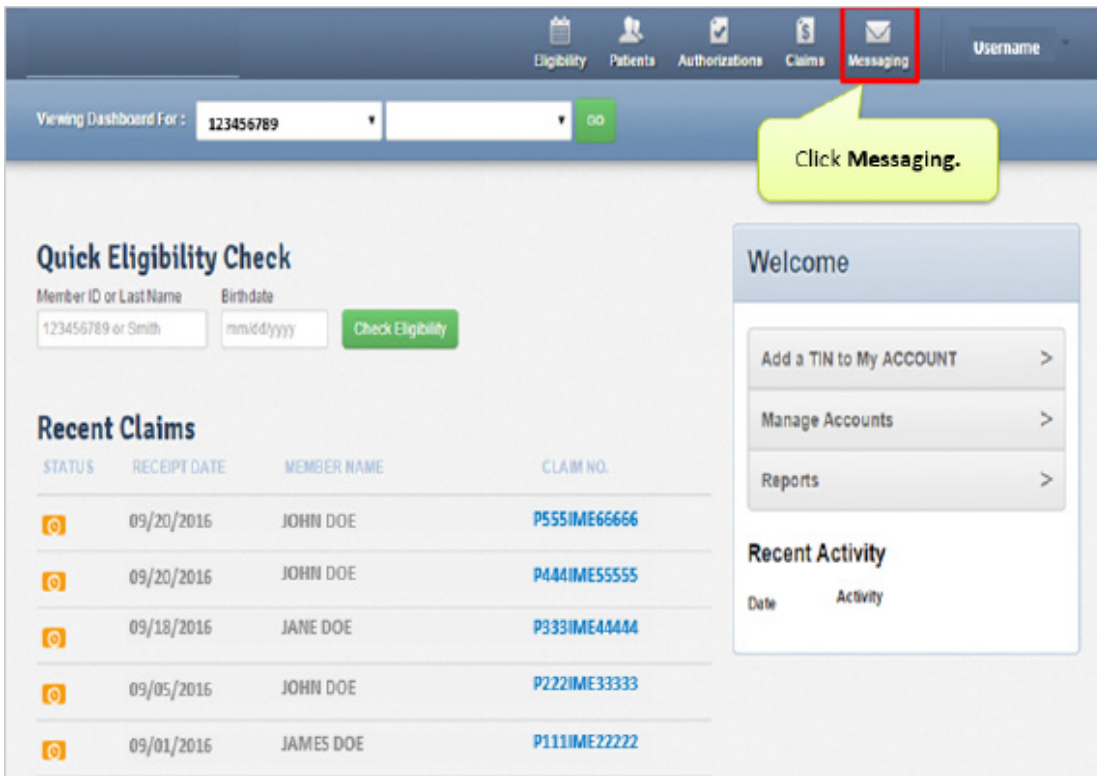
### ● Click 'Login Now'



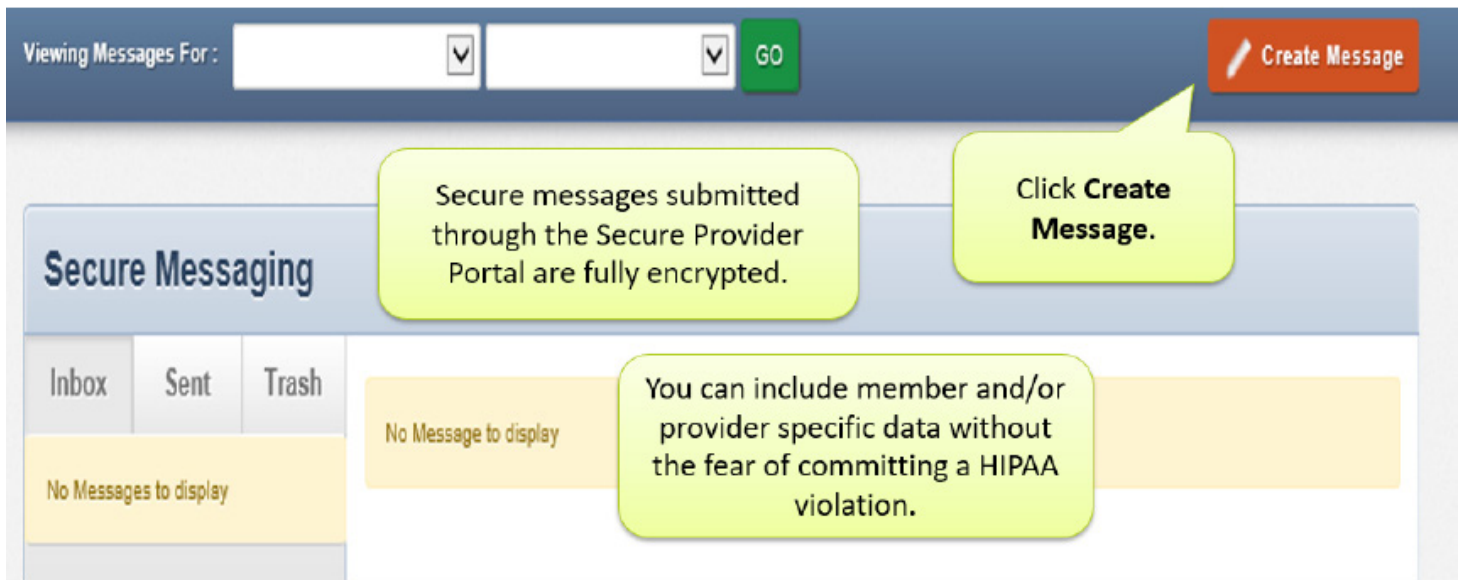
### ● Sign into your Secure Provider Portal



Secure Messaging is a feature within the Secure Provider Portal that allows you to submit messages directly to the health plan. Messages sent through the Secure Provider Portal are fully encrypted, so you can include information that is needed without fear of committing a HIPAA violation. Click 'Messaging' at the top of the page. The Secure Messaging Inbox will appear displaying all messages sent to you.



Click 'Create Message' to create a secure message.



Viewing Messages For:

### New Message

If your message is about a specific member, please include their ID and Date of Birth below.

To:

Member ID:

Date of Birth:

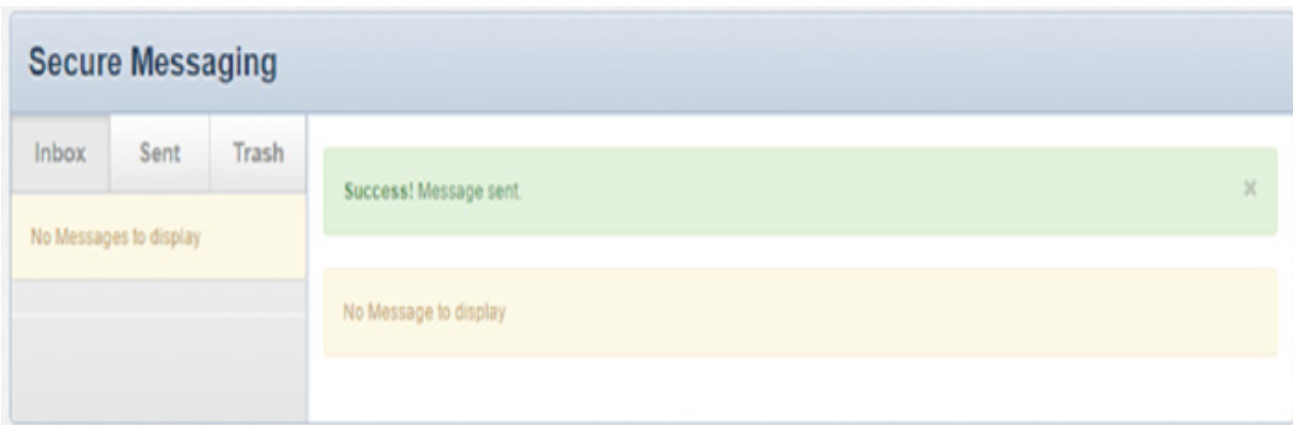
Subject:

- Benefit Inquiry - Transportation
- Eligibility Inquiry
- Claim Payment
- Claim Status
- Claim Adjustment
- Contract Clarification
- Contract Request
- Provider Material
- Provider Relations Visit Request
- Appeal
- Provider Demographic Correction/Update
- Member Connections Request - Member/Patient Outreach
- Provider Panel Question
- Member/Patient Problem
- Benefit Inquiry - Benefit Limits/Copy
- Other

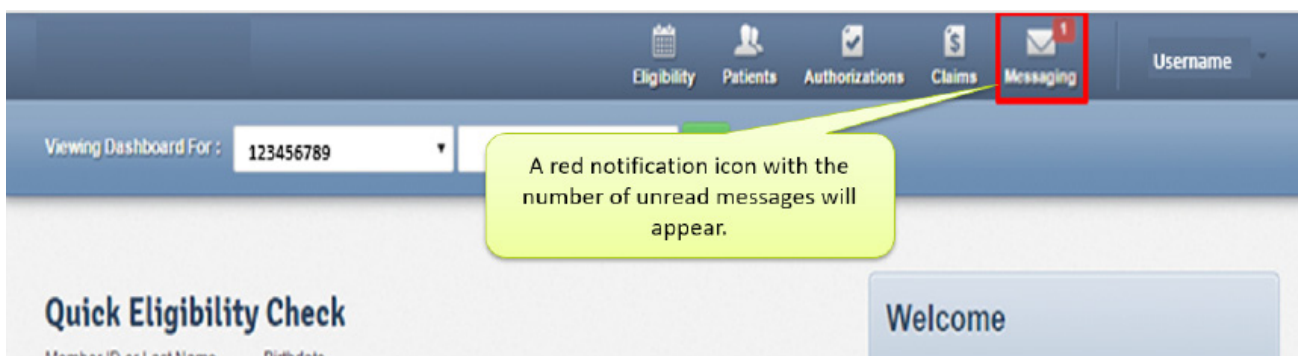
Your Message:

- In the 'New Message' screen, the 'To' field auto-populates and you are able to select a subject topic from the drop-down menu.
- In the 'Your Message' field you can freely type your message to Arkansas Total Care.
- Click 'Send' to deliver the message.

A confirmation message will appear after you click 'Send'. You will receive a response to your message within 1-2 business days.



A red notification icon will appear when you have unread messages in your Secure Messaging Inbox.



To reply to a message select 'Reply' | To delete a message select 'send to trash'

The screenshot shows the 'Secure Messaging' interface. On the left is a sidebar with 'Inbox', 'Sent', and 'Trash' tabs. Below these are two message entries: 'Arkansas Total Care 6/05/2019 Other' and 'Arkansas Total Care 6/04/2019 Other'. The main area displays an email from 'Arkansas Total Care' with subject 'Other', date '6/05/2019 at 8:16 AM', and tax ID. The email body says 'Your Message: Good morning. This has been escalated to provider relations and someone should be reaching out to you. Thanks, Provider Services'. Two callout boxes are present: one pointing to 'reply' and 'send to trash' buttons, and another pointing to the email body text.

In your Secure Messaging Inbox, click 'Sent' to view messages you have sent. Click 'Trash' to view deleted messages. Messages in the Trash will be permanently deleted after 30 days. Before messages are permanently deleted, you can take messages out of the Trash by selecting 'Not Trash'.

The screenshot shows the 'Secure Messaging' interface with an empty inbox. The sidebar shows 'Inbox', 'Sent', and 'Trash' tabs. The main area displays a yellow message box with the text 'No Message to display'. A footer note says 'Items will be deleted after 30 days.'

***Do you have more questions?***



Call us at:  
1-866-282-6280 (TDD/TTY: 711)

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