

# **HPHConnect for Providers User Guide**

## **How to Check Messages**

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December 2019

## Message Center

### Overview

When RA transactions are submitted via HPHConnect, the requesting provider receives an immediate response showing the details of the service along with the status and the service request number.

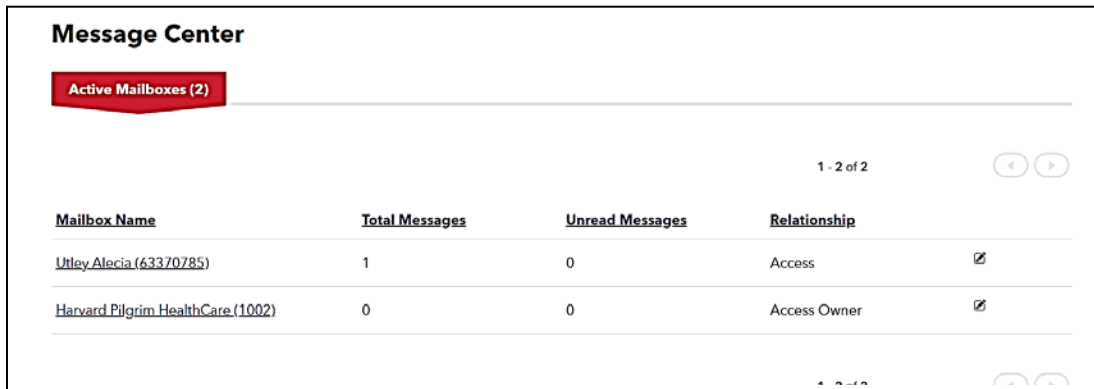
If, for some reason, a response is not returned immediately from the server, the requestor may receive the message below. The requestor can click on the browser's "Back" button to resubmit the transaction.



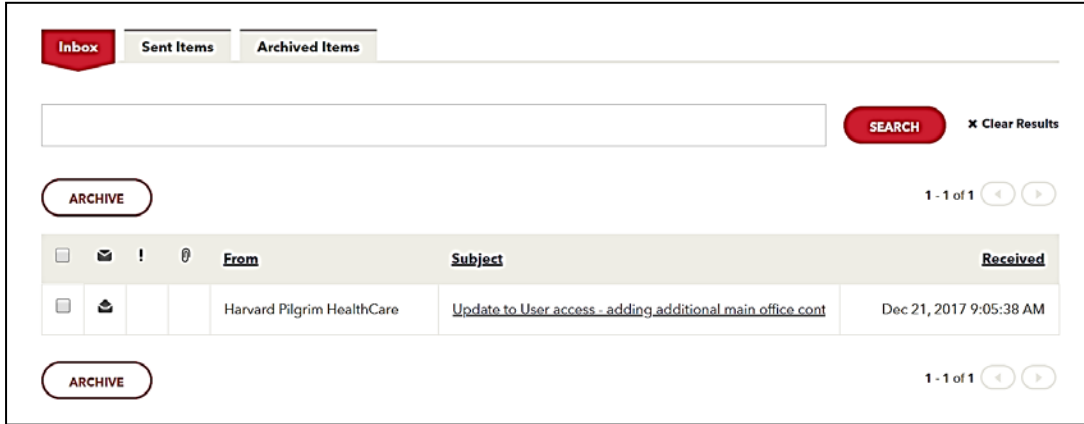
If the message re-displays, the requestor will receive a communiqué in the Message Center regarding the status of the request. The Message Center link on the home page indicates how many messages there are in all the mailboxes for your group.

### How to Check Messages

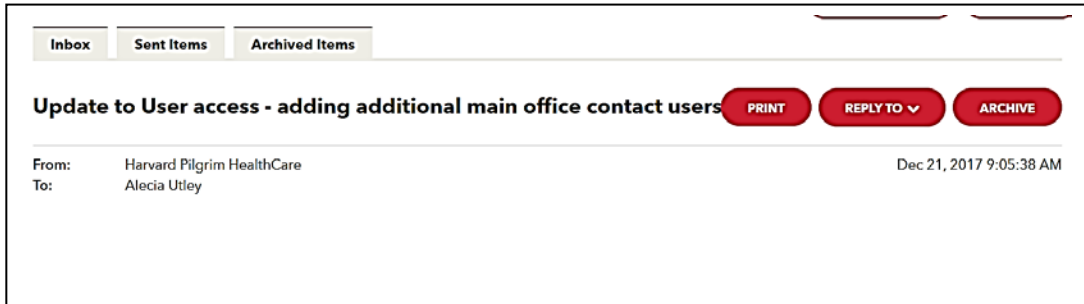
1. Click on the Message Center link to access the Mailbox Select list.



- The list of mailbox owners in your group practice will display. Click on a provider’s name hyperlink to access his/her messages.



- The provider’s inbox displays messages for that provider. Click on “Referral Authorization Request Results” to view the message about a new or modified record.



- An opened envelope indicates that the message has been opened.
- A closed envelope indicates that the message has not been opened.
- To remove the message, click the check box and then click on the “Archive” button.

- The message displays.
  - To print the message, click on the orange “Print” button.
  - To access the transaction, click on “click here” (Go to Step 5.)
- To remove the message from the Notification List, click on “Remove.” The transaction record will remain in HPHConnect and can be accessed via Patient Management or Office Management.