



MESSA[®]

Provider Portal

User Guide

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Introduction

MESSA Provider Portal is a web-based collaboration portal that provides interdisciplinary team members with the ability to cooperatively and securely access real-time *Member* information, easily submit new *Authorization* and requests, and quickly check the status of previously submitted requests.

Audience

This document was created for the user of the **MESSA Provider Portal** application.

Purpose

This guide will introduce the user to basic navigation and the use of features within the **MESSA Provider Portal**.

MESSA Provider Portal Login

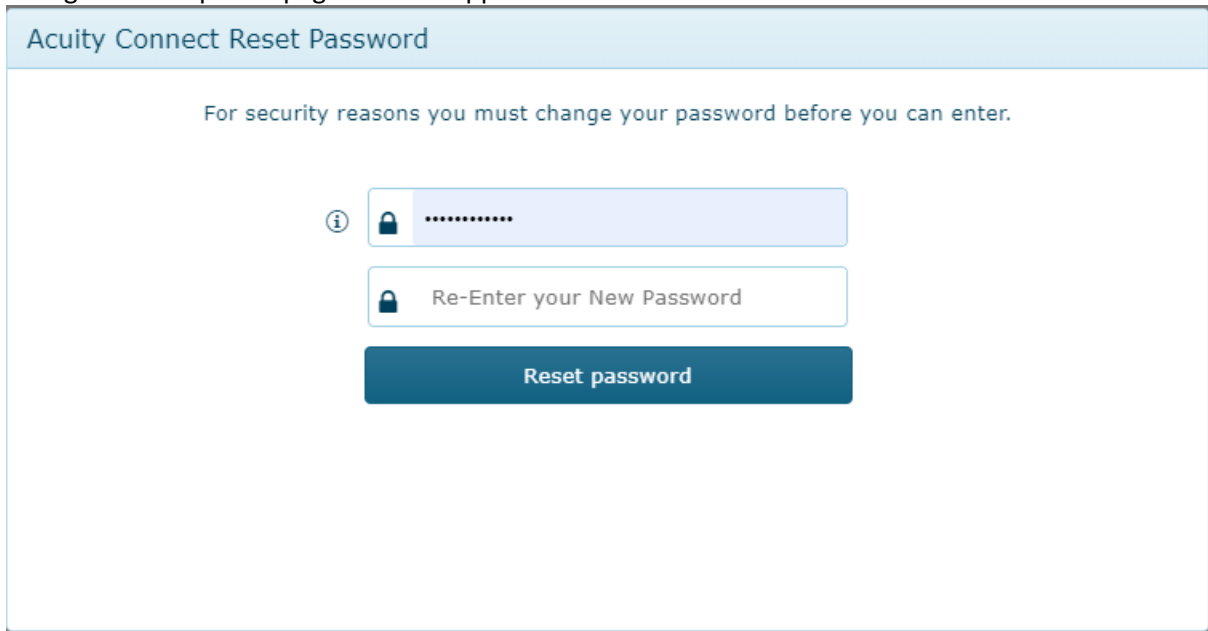
Supported Browsers

The **MESSA Provider Portal** collaboration portal can only be used with the following web browser applications:

- *Google® Chrome™* – most recent version.
- *Microsoft Edge™* – most recent version.

Creating a Password

A new user setup email will be sent by MESSA once the **MESSA Provider Portal** login is configured. This email includes a link to create the password that will be used to log into the collaboration portal. Clicking this link opens a page that will appear similar to the screenshot below.



All fields on this screen must be filled out to create the password. The required *Login ID* and *First Name* are included within the new user setup email.

The password must adhere to the password policy outlined by the System Administrator. Browse the mouse cursor over the help text icon (i) next to the *Password* field to see all password requirements. Click the *Create Password* button once a password is entered to be directed to the log in page.

Acuity Connect Security Questions



Acuity Connect Security Questions

Select... ▼

.....

Select... ▼

Enter your answer

Save Your Security Questions

- The following password policies are being enforced:
- It's OK to use dictionary words in your password.
 - It's not allowed for your passwords to contain more than 3 consecutive characters of your Login ID.
 - The maximum number of repeating, incrementing or decrementing numbers or letters that your password can contain is 4. (2222aaaaa, 8765432, etc)
 - Your password must contain at least one of the different character types (upper case alpha, lower case alpha, numeric, symbols).
 - Once a password has been used it can not be reused for 3 months
 - Your password must contain at least 8 characters


Logging In


To log into **MESSA Provider Portal**, open one of the [supported web browsers](#) and enter the web address (URL) that is provided by MESSA administrator. If a password was just created via the *Create Your Password* screen, the web browser will be redirected to this login page.


Fill in the *Login ID*, enter the password that was created previously, and click the *Log In* button.

When logging in for the first time, two *Security Questions* must be selected and given answers. A forgotten or reset password can be reset by answering both questions correctly. Note that these answers are not case sensitive.

Use the drop-down boxes to select the desired question, type in the answer below, and then click the *Save Your Security Questions* button to proceed into the portal.

 MESSA.

 Enter your Login ID

 Enter your Password

Log In

[Forgot password?](#)

In accessing MESSA's provider portal, I confirm:

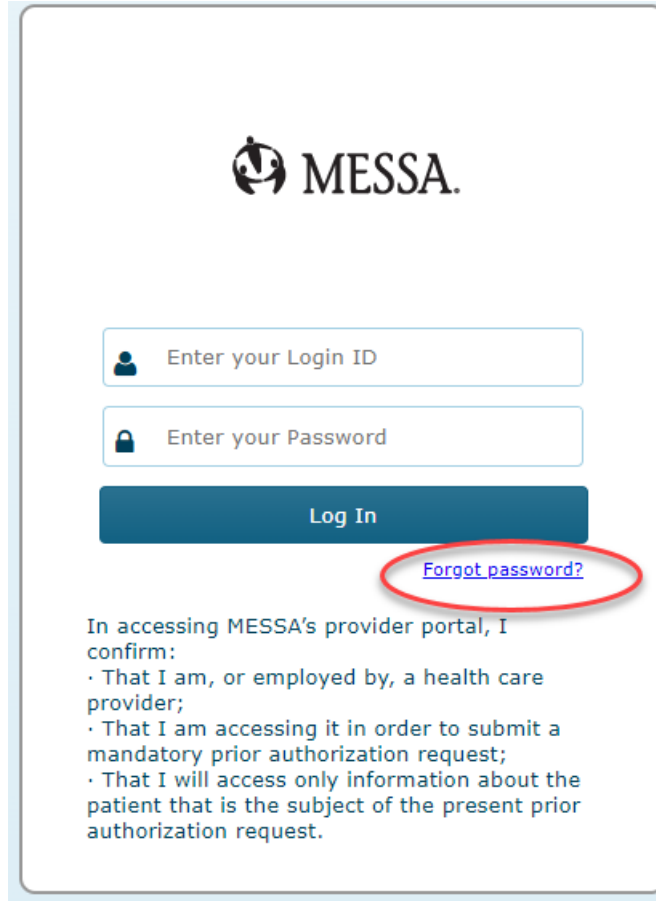
- That I am, or employed by, a health care provider;
- That I am accessing it in order to submit a mandatory prior authorization request;
- That I will access only information about the patient that is the subject of the present prior authorization request.

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Forgot Password?

If the **MESSA Provider Portal** password is forgotten or needs to be reset, click on the *Forgot password?* link just below the *Log In* button.



The screenshot shows the MESSA login interface. At the top is the MESSA logo. Below it are two input fields: "Enter your Login ID" and "Enter your Password". A dark blue "Log In" button is positioned below these fields. A red circle highlights the blue text link "Forgot password?" located directly beneath the "Log In" button. Below the login fields, there is a confirmation statement: "In accessing MESSA's provider portal, I confirm:" followed by three bullet points: "That I am, or employed by, a health care provider;", "That I am accessing it in order to submit a mandatory prior authorization request;", and "That I will access only information about the patient that is the subject of the present prior authorization request."

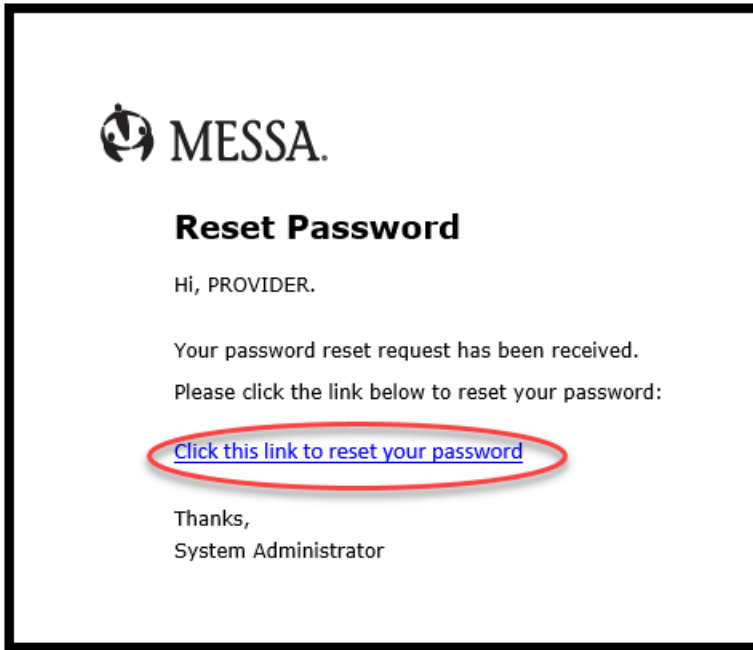
Enter the *Login ID* for the account to be reset and click the *Send Instructions* button. An email will be sent to the email address associated with the *Login ID* with a link to reset the password.



The screenshot shows the "Forgot your password?" page. At the top is a large blue circular icon containing a white padlock with a question mark. Below the icon, the text reads "Forgot your password?" and "Enter your Login ID and we'll send you instructions to reset it." There is a text input field labeled "MyLoginID|". Below the input field are two buttons: "Send Instructions" and "Return to Login". A red circle highlights the "Send Instructions" button, with a mouse cursor icon pointing at it.

If the *Login ID* is forgotten, please contact the MESSA at 800-336-0013.

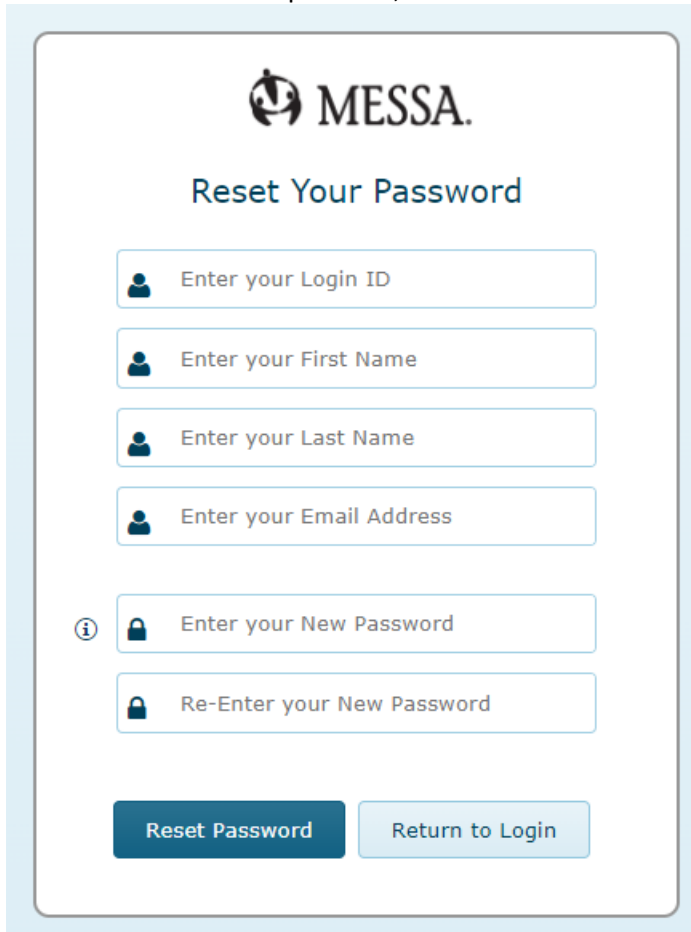
The email message will look something like this:



The link within the password reset email opens a page displaying the two *Security Questions* that were selected when the account was first used to login. These questions must be given the same answers as when they were first selected but are not case sensitive.



Once both answers are provided, click the *Reset Your Password* button.



The screenshot shows the MESSA logo at the top, followed by the heading "Reset Your Password". Below the heading are six input fields, each with a user icon on the left. The first four fields are labeled "Enter your Login ID", "Enter your First Name", "Enter your Last Name", and "Enter your Email Address". The fifth field is labeled "Enter your New Password" and includes an information icon (i) on the left. The sixth field is labeled "Re-Enter your New Password". At the bottom of the form are two buttons: a dark blue "Reset Password" button and a light blue "Return to Login" button.

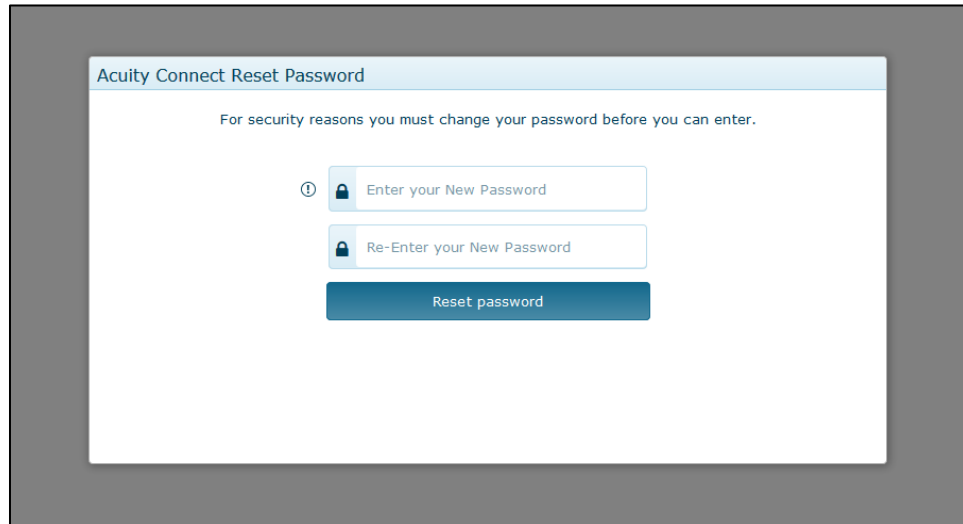
If the *Security Questions* were answered correctly, the *Reset Your Password* screen will appear. The *Login ID*, *First Name*, *Last Name*, and *Email Address* will need to be entered exactly in the same way as is on file with the **MESSA Provider Portal**.

Once all fields and the new password have been entered, click the *Reset Password* button to complete the change and log into the **MESSA Provider Portal** collaboration portal.

Password Reset by Administrator

The **MESSA Provider Portal** MESSA may require that a password be changed on a case-by-case basis or on a rotating schedule. In this situation, the following screen will appear after a successful login. *Security Questions* do not need to be answered in this case.

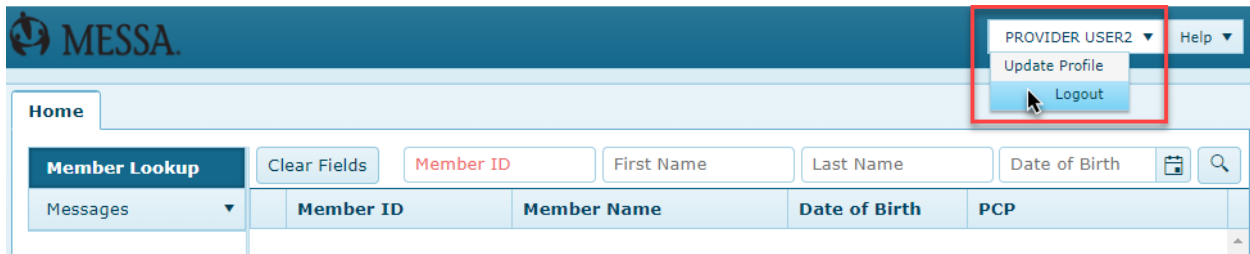
Enter the new password as desired and click the *Reset Password* button. Browse the mouse cursor over the help text icon (i) to verify the current password requirements.



Logging Out of MESSA Provider Portal

To log out of and exit **MESSA Provider Portal**, start by clicking the drop-down menu at the upper-right corner of the screen that lists the first and last name associated with this *Login ID*. Now click the *Logout* button.

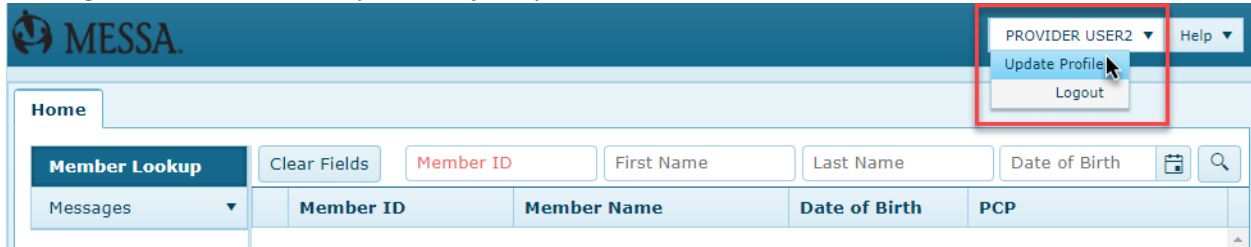
In the example below, “MESSA Provider Portal” is the full name of the *User* listed on the drop-down menu.



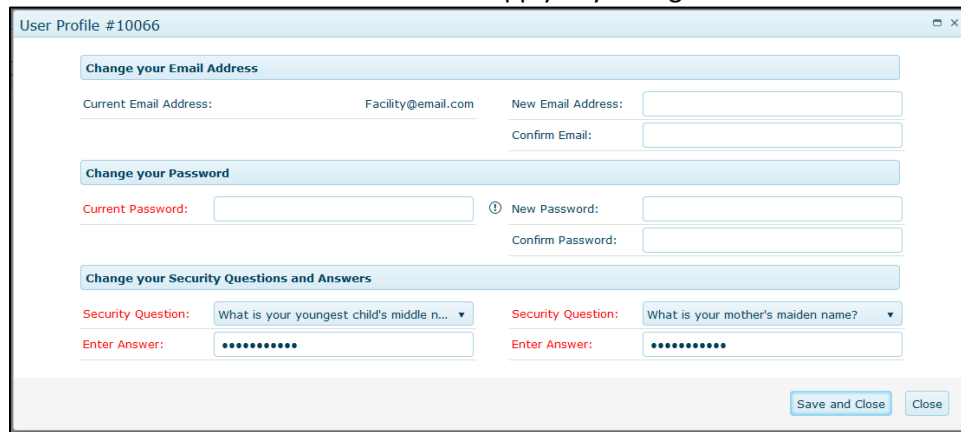
Updating the User Profile

The email address, password, *Security Questions*, and answers are all held within the *User Profile*. Any information in the *User Profile* can be changed once logged into the **MESSA Provider Portal**.

To update the *User Profile*, hover the mouse cursor over the drop-down menu next to *Help* in the upper-right corner of the screen. This drop-down will be named with the first and last name associated with this *Login ID*. Now click the *Update Profile* option.

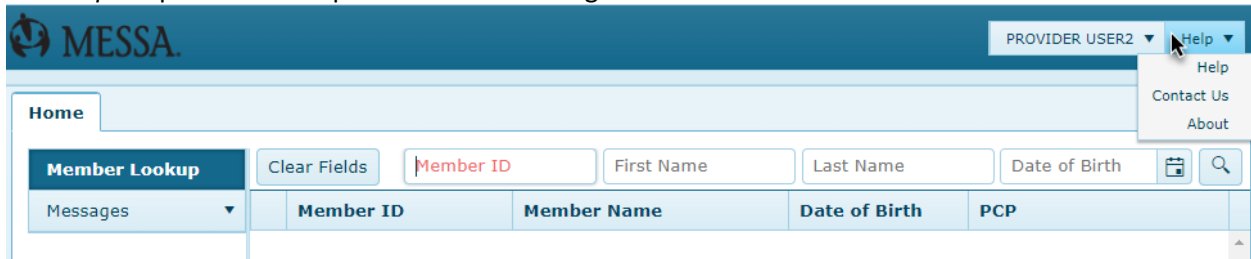


Note that if any changes are made, the current password and the answers to the *Security Questions* must be filled in. Click the *Save and Close* button to apply any changes.

A screenshot of the 'User Profile #10066' form. The form is titled 'User Profile #10066' and has three main sections: 'Change your Email Address', 'Change your Password', and 'Change your Security Questions and Answers'. The 'Change your Email Address' section has fields for 'Current Email Address' (Facility@email.com), 'New Email Address', and 'Confirm Email'. The 'Change your Password' section has fields for 'Current Password', 'New Password', and 'Confirm Password'. The 'Change your Security Questions and Answers' section has two security questions: 'What is your youngest child's middle n...' and 'What is your mother's maiden name?'. Each question has an 'Enter Answer' field with a masked input. At the bottom right, there are 'Save and Close' and 'Close' buttons.

Help Menu

The *Help* drop-down menu provides the following resources:



- **Help:** This option opens a PDF version of this user guide for reference.
- **Contact Us:** This option displays contact information for asking questions or reporting issues with the system. A *Message* box is provided for contacting MESSA.
- **About:** This option opens a window that displays the **MESSA Provider Portal** application versions.

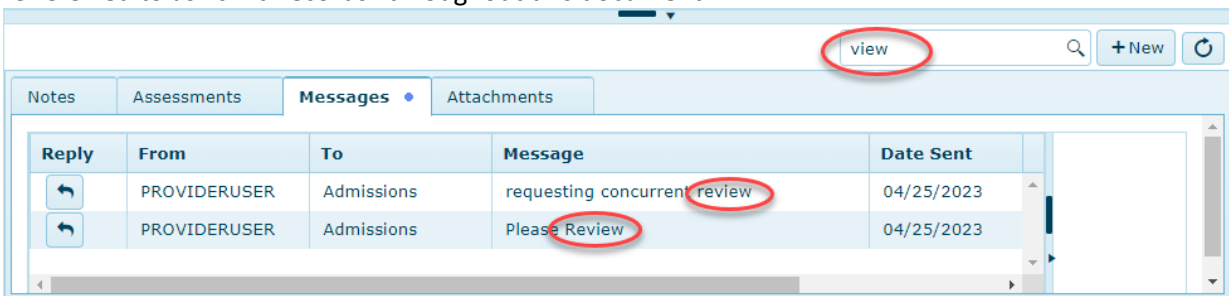
Search and Data Entry Tools

The following search tools and aids can be used to help find the right records and speed up data entry within the collaboration portal.

MESSA Provider Portal follows best practices related to PHI by not displaying any records in *Browses* until some search criteria has been entered, either with the *Simple Search* feature or the *Advanced Search Filters*.

Simple Search

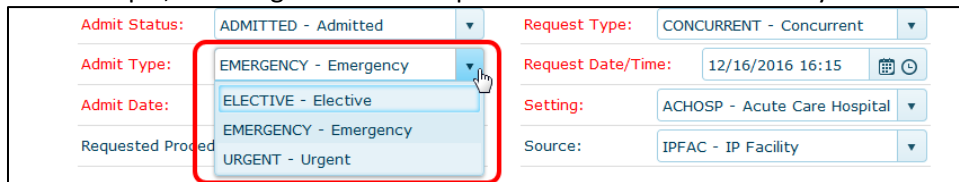
In the *Assessments*, *Messages*, and *Attachments* tabs, the *Simple Search* function checks to see if any words within the text of the record itself (*Detail*, *Assessment Description*, *Message*, or *File Name* columns) contain the search term. In the below example, the “view” text was used to find two *Messages* with “view” contained within the *Message* column. *Assessments*, *Messages*, and *Attachments* are referred to as “child records” throughout this document.



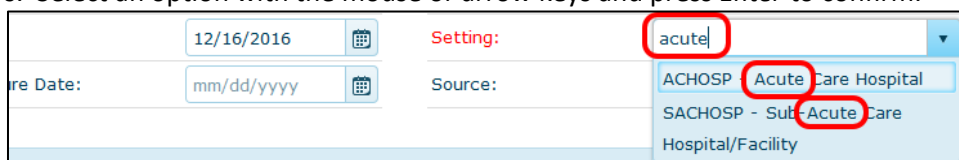
Drop-down Lists

MESSA Provider Portal fields use drop-down lists whenever multiple possible values can be selected. Two types of drop-down lists are found in the portal.

If a field has a drop-down arrow (▼), click this arrow to show a list of the first twenty available options. Click on one of the options to select it. This type of drop-down field is used when only a single entry can be entered. For example, selecting “ELECTIVE” replaces the “EMERGENCY” entry.



To find a specific option or an option not listed in the first twenty, click into the field and start typing. As each letter (“a,” then “c,” then “u,” etc.) is entered, the list refreshes to show only options containing those letters. Select an option with the mouse or arrow keys and press *Enter* to confirm.



In addition, some text fields may also include a drop-down list when multiple possible values can be entered, such as the *Assessment Question* shown below. These fields are typically designated with the small grey text of “Select or type...”

Click the text field to show a list of the first twenty possible values. This type of drop-down list can be used to select multiple options for the same field. As each option is selected, they are added to the box.

Typing into the text box will also automatically refresh the drop-down list to show only options that contain the entered letters. Select an option with the mouse or arrow keys and press *Enter* to confirm.

Date and Time Fields

Many fields within **MESSA Provider Portal** require either a date, a time, or both. To make this process easier, click the date button (📅) to open a calendar drop-down for selecting the appropriate day and month. Once a day is selected, it will be formatted appropriately as “mm/dd/yyyy”.

Some fields indicated with the date and time button (📅🕒), like the below *Request Date/Time* field, require a time stamp along with the date. If the date side of the button (📅) is clicked, a calendar will appear as noted above. If the time side of the button (🕒) is clicked, a drop-down list of times with 30-minute increments is displayed. Use both buttons to select the date and time desired.

Lookup Screens

While drop-down lists offer a quick and convenient way to choose from a short list of options, fields with larger or more complex sets of options also offer *Lookup* screens with a more robust set of search and filter options to help a user find an exact value.

If a field has a *Lookup* screen that can be used, such as the *Provider* and *Diagnosis* fields below, an ellipses button (...) will appear to the right of the field. To access the *Lookup* screen, click this button.

The screenshot shows a form with two main sections: 'Providers' and 'Diagnosis'. In the 'Providers' section, there are three rows of fields: 'Servicing Provider', 'Servicing Facility', and 'Requesting Provider'. Each row has a text input field followed by a dropdown arrow and an ellipses button (...). To the right of these fields are 'Role' dropdown menus. In the 'Diagnosis' section, there is a single 'Diagnosis' field with a text input, a dropdown arrow, and an ellipses button (...). Red circles highlight the ellipses buttons in both sections.

The below *Lookup* screen was opened from the *Diagnosis* field of an *Authorization* request. In this example, [Simple Search](#) was used to search for *Diagnosis Codes* involving “ketoacidosis.” [Advanced Search Filters](#) are also available on every column.

The screenshot shows a 'Lookup Diagnosis' window. At the top, there is a search bar containing the text 'ketoacidosis'. Below the search bar is a table with three columns: 'Code', 'Description', and 'Code Set'. Each column header has a dropdown arrow. The table contains eight rows of data. At the bottom of the window, there are navigation controls including a page number '1', a dropdown for '50 items per page', and a '1-8 of 8' indicator. There are also 'Select' and 'Cancel' buttons.


Code	Description	Code Set
E08.10	Diabetes due to underlying condition w ketoacidosis w/o coma	ICD10CM
E08.11	Diabetes due to underlying condition w ketoacidosis w coma	ICD10CM
E09.10	Drug/chem diabetes mellitus w ketoacidosis w/o coma	ICD10CM
E09.11	Drug/chem diabetes mellitus w ketoacidosis w coma	ICD10CM
E10.10	Type 1 diabetes mellitus with ketoacidosis without coma	ICD10CM
E10.11	Type 1 diabetes mellitus with ketoacidosis with coma	ICD10CM
E13.10	Oth diabetes mellitus with ketoacidosis without coma	ICD10CM
E13.11	Oth diabetes mellitus with ketoacidosis with coma	ICD10CM

Large Text Boxes

Text boxes that are intended for notes, comments, or a large amount of information will appear much larger than a normal text box to indicate that they can contain more than a single line of information.

These “large” text boxes support a large number of characters. To help manage this character limit, each large text box displays a live running count of the remaining characters available in the field.

The screenshot shows a 'Comments' section with a large text input area. The text inside the box reads 'Clinical Findings. Attach supporting documentation below.:'. At the bottom right corner of the text box, there is a red oval containing the text '32,766 characters remaining'.

Click and drag on the bottom right corner of the large text box to make the text area larger or smaller as needed. Click the flyout button () to open a larger pop-up text entry window.

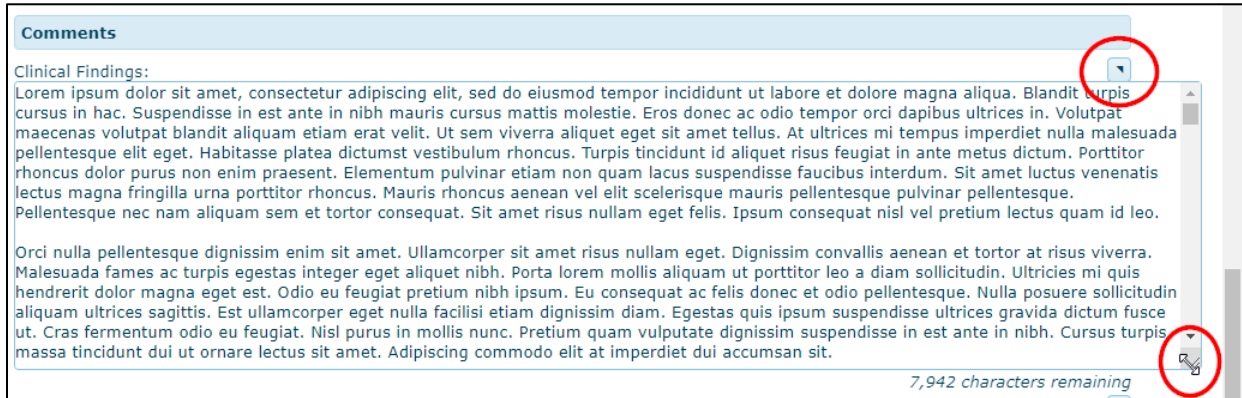
Comments

Clinical Findings:

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Blandit turpis cursus in hac. Suspendisse in est ante in nibh mauris cursus mattis molestie. Eros donec ac odio tempor orci dapibus ultrices in. Volutpat maecenas volutpat blandit aliquam etiam erat velit. Ut sem viverra aliquet eget sit amet tellus. At ultrices mi tempus imperdiet nulla malesuada pellentesque elit eget. Habitasse platea dictumst vestibulum rhoncus. Turpis tincidunt id aliquet risus feugiat in ante metus dictum. Porttitor rhoncus dolor purus non enim praesent. Elementum pulvinar etiam non quam lacus suspendisse faucibus interdum. Sit amet luctus venenatis lectus magna fringilla urna porttitor rhoncus. Mauris rhoncus aenean vel elit scelerisque mauris pellentesque pulvinar pellentesque. Pellentesque nec nam aliquam sem et tortor consequat. Sit amet risus nullam eget felis. Ipsum consequat nisl vel pretium lectus quam id leo.















Orci nulla pellentesque dignissim enim sit amet. Ullamcorper sit amet risus nullam eget. Dignissim convallis aenean et tortor at risus viverra. Malesuada fames ac turpis egestas integer eget aliquet nibh. Porta lorem mollis aliquam ut porttitor leo a diam sollicitudin. Ultricies mi quis hendrerit dolor magna eget est. Odio eu feugiat pretium nibh ipsum. Eu consequat ac felis donec et odio pellentesque. Nulla posuere sollicitudin aliquam ultrices sagittis. Est ullamcorper eget nulla facilisi etiam dignissim diam. Egestas quis ipsum suspendisse ultrices gravida dictum fusce ut. Cras fermentum odio eu feugiat. Nisl purus in mollis nunc. Pretium quam vulputate dignissim suspendisse in est ante in nibh. Cursus turpis massa tincidunt dui ut ornare lectus sit amet. Adipiscing commodo elit at imperdiet dui accumsan sit.

7,942 characters remaining



MESSA Provider Portal Icons and Buttons

The following table provides detailed descriptions of the icons found throughout the application.

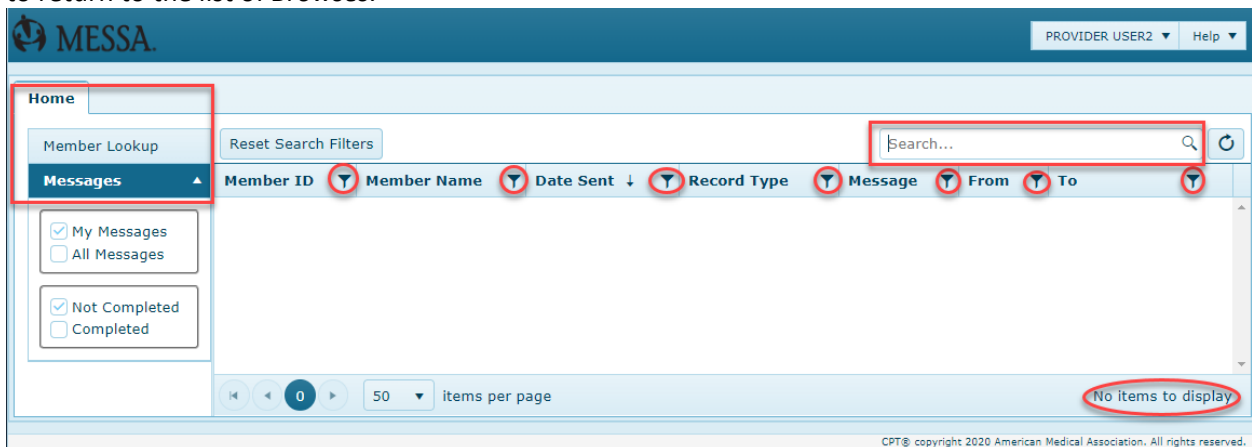
Icon	Description
 Date	Opens a calendar drop-down box that can be used to select a specific date.
 Date and Time	Opens a date drop-down box when clicking the calendar side (left). Opens a time drop-down box when clicking the clock side (right).
 Delete	Removes a line of information that had been added to the record.
 Drop-down Arrow	Opens a drop-down list of options that can be selected for the field.
 Ellipses	Opens a lookup window that can be used to find a specific value to enter into the field.
 Funnel/Advanced Search	Opens Advanced Search Filter options that can be applied to the column.
 Flyout Text	Opens a larger text box window.
 Help Text	Displays the help text for a field when the mouse cursor is browsed over this icon.
 Member Coverage	Indicates a member's coverage status in the <i>Member Browses</i> . <ul style="list-style-type: none"> • The "P" letter represents <i>Primary</i> coverage. • The "S" letter represents <i>Secondary</i> coverage. • The green color represents <i>Active</i> coverage. • The red color represents <i>Termed</i> coverage.
 Magnifying Glass	Starts a <i>Browse</i> search based on the text entered in the Simple Search box.
Admit Status: Mandatory Fields	Mandatory fields are indicated with red text. Data entry is required in all mandatory fields before saving a record.
 Column Headers	Click to sort or change order. An up arrow indicates ascending order (A-Z or 1-99) and a down arrow indicates descending order (Z-A or 99-1).
 Refresh	Updates the list of records in the <i>Browse</i> window to pull in any changes or new records.
 Reply	Opens a new <i>Message</i> to reply to an existing <i>Message</i> and its original creator.
 PDF Report	Creates a PDF summary of the current screen.

Browse Screens

After logging into **MESSA Provider Portal**, a *Browse* will be the first screen displayed in the portal. The *Browse* screens in **MESSA Provider Portal** are all primarily used to find *Members* and records.

When a *Browse* screen is first opened, a blank grid is displayed with “No items to display” text provided below. This is intended, as **MESSA Provider Portal** follows best practices related to PHI by hiding records until after search criteria has been entered. Records will only show after initiating a search within the [Member Lookup](#) *Browse*, or either using [Simple Search](#) or [Advanced Search Filters](#) in any other *Browse*.

All available *Browse* screens are listed on the left-side panel under the *home* tab. Click on any of the tabs on the left side to open that *Browse* screen. If a *Member* record is opened, click on the *Home* tab to return to the list of *Browses*.



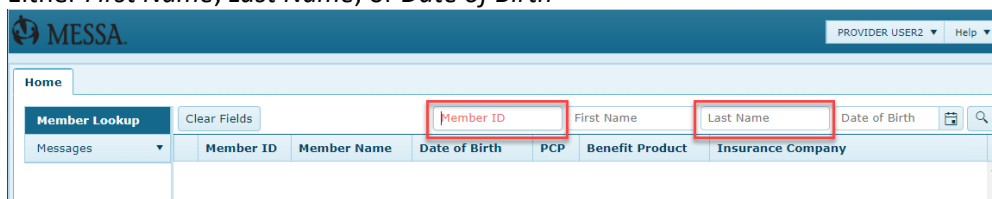
The *Browses*, functions, *Members*, and records available to each user will differ based on security and permissions setup provided by MESSA. As a result, some of the *Browses* and features described in the following may not be available. In addition, the *Members* and records that appear in a *Browse* search may be limited based on various criteria, such as if the record is connected to a particular *Provider* or if it involves behavioral health.

Member Lookup

Member Lookup is a simple *Browse* screen that can be used to access a single *Member* record at a time. This *Browse* screen is more restricted than most others, as it does not include the *Simple Search* box, any *Advanced Search Filters*, or the ability to export records.

To access a *Member* record, at least two fields need to be filled in:

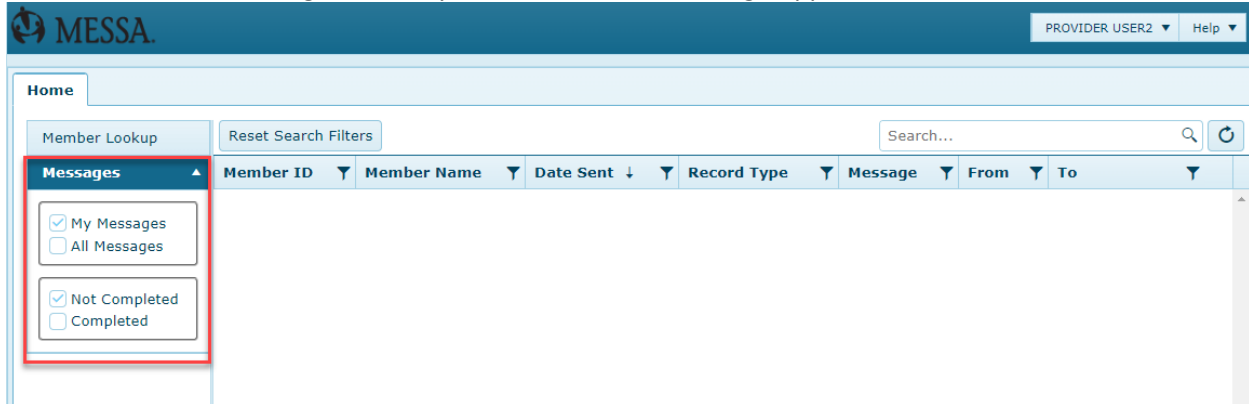
1. *Member ID*
2. Either *First Name*, *Last Name*, or *Date of Birth*



Messages Browse

Message records provide **MESSA Provider Portal** users with a method of communicating information or requests with other users or MESSA.

Messages displays all *Message* records that the user has access to. Any of the *Messages* displayed can be double clicked to navigate directly to the record the *Message* applies to.



Use the back (◀) and forward (▶) buttons to move through pages of *Messages*. The skip button (⏪) returns to the first page. Use the drop-down list provided to set how many *Messages* are shown on a single page, such as “50” in the example above.

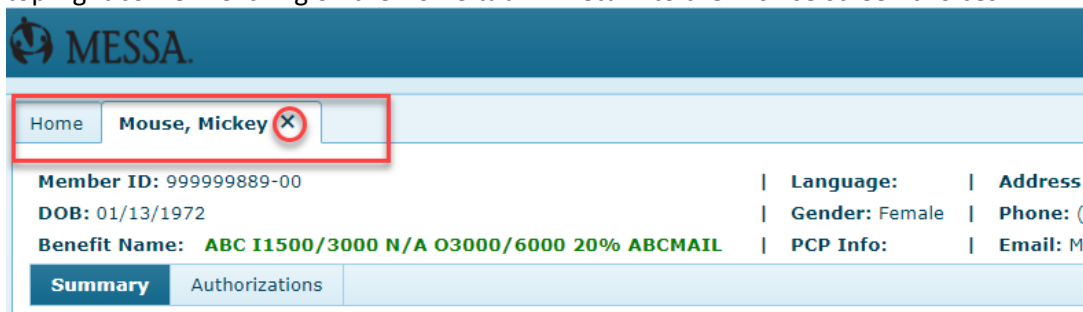
The following checkbox filters on the left side panel can be used to further filter search results:

- **My Messages:** This checkbox is marked by default and displays *Messages* assigned to this user.
- **All Messages:** If marked, this checkbox will display all *Messages* that the user has access to.
- **Not Completed:** This checkbox is marked by default and displays any *Messages* that have not been set to “Completed” Status. See the [Messages and Attachments Tabs](#) section.
- **Completed:** If marked, this checkbox displays all *Messages* that are set to “Completed” status.

Member Record

When a *Message*, *Member*, *Authorization* record is opened from a *Browse* screen, a new tab for that *Member* will open to the right side of *Home*. A maximum of five *Member* records can be opened at one time, each displayed in its own individual tab.

To switch between *Member* records, click on the named tab at the top. To close a tab, click on the “x” on the top-right corner. Clicking on the *Home* tab will return to the *Browse* screen choices.



General demographic information is displayed in the top header of the *Member* record along with the *Member ID* and the assigned benefit package.

Three modules are presented below as separate tabs. The module (tab) selected by default will depend on which *Browse* was used to access this *Member* record (such as *Authorization*). Depending on the permissions and roles assigned, some of the following modules may not appear.

Home Mouse, Mickey X

Member ID: 999999889-00 | Language: | Address:
DOB: 01/13/1972 | Gender: Female | Phone: (:
Benefit Name: ABC I1500/3000 N/A O3000/6000 20% ABCMAIL | PCP Info: | Email: Mi

Summary Authorizations

Allergies Known To Health Plan

NKA

- **Summary:** This module contains a 360-degree summary of the *Member* record, including any allergies, coverage, *Providers*, and summaries of *Authorizations* and *Care Enrollments*.
- **Authorizations:** This module provides a detailed view of authorization requests for this *Member* as well as the ability to create new ones. Separate tabs within the module provide access to [Assessments](#) as well as [Messages and Attachments](#). The records and features available may be limited by permissions and roles assigned.

Summary

The *Summary* module provides a 360-degree summary view of the *Member* record. If the *Member* record was opened from the *Member Browse*, this module is opened by default. All information is separated within several sections as detailed below.

The screenshot displays the MESSA Member Record Summary for Mickey Mouse. The page is divided into several sections, each with a red box highlighting its title:

- Member Information:** Member ID: 999999889-00, Language: [Redacted], Address: [Redacted], DOB: 01/13/1972, Gender: Female, Phone: [Redacted], Benefit Name: ABC 11500/3000 N/A O3000/6000 20% ABCMAIL, PCP Info: [Redacted], Email: [Redacted].
- Allergies Known To Health Plan:** NKA
- Eligibility Information:** A table showing one active plan:

Member ID	Payor	Benefit Name	Effective Date	Term Date
P 999999889-00	MESSA	ABC I1500/3000 N/A O3000/6000 20% ABCMAIL	04/01/2023	
- Care Team:** A table listing care team members:

Name	Collaborator Type	Associated Program	Phone	Email	Entry Date
[Redacted]	Servicing Provider	Authorization	[Redacted]		04/27/2023
[Redacted]	Facility	Authorization			04/25/2023
[Redacted]	Facility	Authorization			04/25/2023
[Redacted]	Requesting Provider	Authorization			04/27/2023
- Authorizations:** A table listing authorization requests:

Auth ID	Requesting Provider	Service Provider	Service Type	Request Type	Start Date	End Date	Total Approved	Status
2023000354	[Redacted]	[Redacted]	Genetic Testing	PTS-URGENT			0	Suspended
2023000332	[Redacted]	[Redacted]	Medical	PTS-STANDARD	04/25/2023		0	Suspended
2023000331	[Redacted]	[Redacted]	Medical	PTS-STANDARD	04/25/2023		0	Suspended
2023000330	[Redacted]	[Redacted]	Inpatient Rehabilitation	PTS-STANDARD	04/25/2023		0	Suspended

The following sections of information are displayed on this screen:

- **Eligibility Information:** Lists all current and historical insurance plans that are associated with this member.
- **Authorizations:** Includes a general summary of all accessible authorization requests that have been submitted for this member.

Authorizations Module

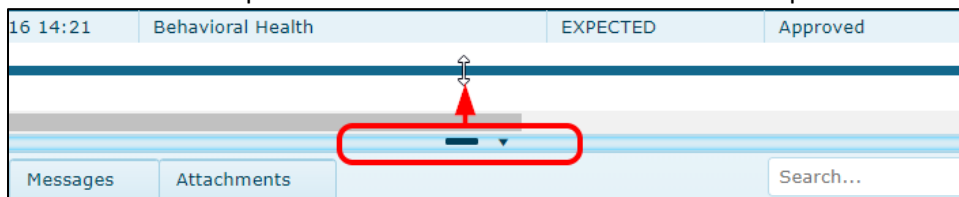
The *Authorization* module provides a detailed view of authorization requests for the member. The records and features presented in the *Authorization* module may be limited by permissions and roles assigned by MESSA.

All accessible *Authorization* records are presented within a view similar to the *Authorization Browse* screen. Click the column headings to [sort records](#) or apply [Advanced Search Filters](#) to determine which specific records are displayed below.

Hover the mouse cursor over the *+ New Authorization* drop-down button to reveal all available *Authorization* record types that can be created by the user.

Auth ID	Request Date	POS	Service Type	Expected Admit Date	Admit Date	Admit Status	Status
2023000354	04/27/2023 10:19:52	OP	Genetic Testing			EXPECTED	Suspended
2023000332	04/25/2023 11:04:03	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000331	04/25/2023 10:56:14	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000330	04/25/2023 10:50:14	IP	Inpatient Rehabilitation		04/25/2023	ADMITTED	Suspended

[Assessments](#) as well as [Messages and Attachments](#) for each *Authorization* are included in their own tabs within a child record panel on the bottom half of the screen. Use the sliding bar between both *Authorizations* and child record panels to increase or decrease the size of the panels.



Double click on any existing *Authorization* record to open it in a read-only mode.

Creating a New Inpatient Authorization Request

To create a new *Inpatient Authorization* request record, proceed as follows:

1. Find the *Member* record within the *Member look up* and open the *Authorizations* module.
2. Hover the mouse cursor over the button labeled *+ New Authorization*.
3. Choose *Inpatient*.

The screenshot shows the MESSA system interface. At the top, there's a header with the MESSA logo and user information: 'PROVIDER USER2' and 'Help'. Below the header, there's a navigation bar with 'Home' and 'Mouse, Mickey X'. The main content area displays member information: Member ID: 99999889-00, DOB: 01/13/1972, Gender: Female, etc. Below this is a table of authorizations. A red arrow points from the 'Authorizations' tab to the '+ New Authorization' button, which has a dropdown menu open with 'Inpatient' selected.

Auth ID	Request Date	POS	Service Type	Expected Admit Date	Admit Date	Admit Status	Admit Status
2023000354	04/27/2023 10:19:52	OP	Genetic Testing			EXPECTED	Outpatient
2023000332	04/25/2023 11:04:03	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000331	04/25/2023 10:56:14	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000330	04/25/2023 10:50:14	IP	Inpatient Rehabilitation		04/25/2023	ADMITTED	Suspended

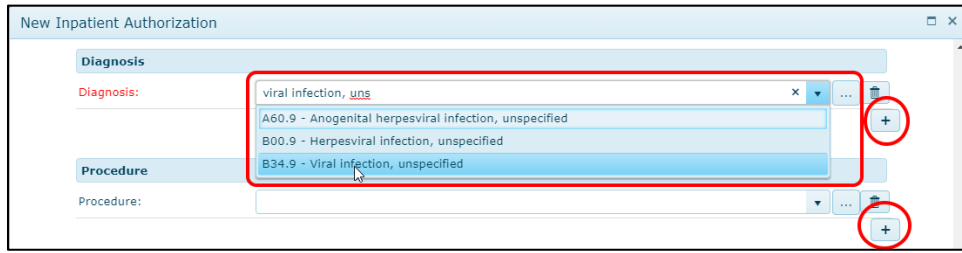
4. Fields with a red label are mandatory. These fields must be filled in before saving an *Inpatient Authorization* record.
5. Click the drop-down list for *Request Type* and select one of the options. The options are “AS POST” if patient is already admitted, “PTS-STANDARD” or “PTS URGENT” if authorization is requested prior to inpatient admission.

The screenshot shows the 'New Inpatient Authorization' form. The 'Request Type' dropdown menu is open, showing options like 'AS-POST - After Service - Post Service', 'PTS-STANDARD - Prior to Service-Standard', and 'PTS-URGENT - Prior to Service-Urgent'. Red boxes highlight the 'Request Type' dropdown and the 'Admit Status' field.

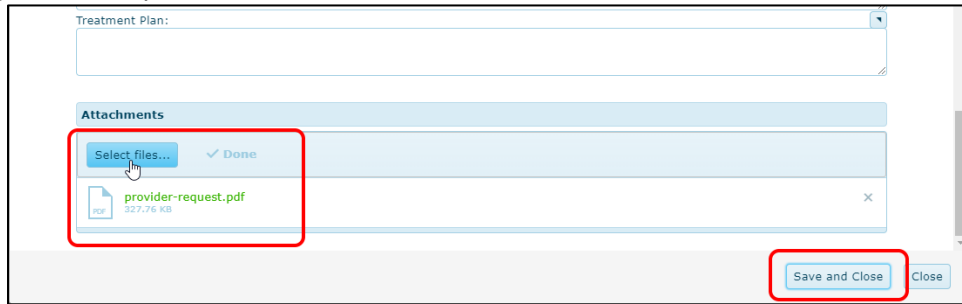
6. Fill out or confirm that the following mandatory fields are filled out as desired: *Expected Admit Date* or *Admit Date*, *Request Date/Time*, *Setting*, and *Bed Level*.
7. Use the arrow buttons or type the number of days requested in the *Length of Stay* field.
8. Search for the *Servicing Provider*, *Servicing Facility*, and *Requesting Provider* by typing into the drop-down fields or clicking the ellipses buttons (...) to open [Lookup screens](#). Click the add button (+) to document additional *Providers*.

The screenshot shows the 'New Inpatient Authorization' form, specifically the 'Providers' section. The 'Servicing Provider' dropdown is open, showing 'sacramento gen' and 'A2345678912 - Sacramento General Hospital'. A red box highlights the dropdown, and another red box highlights the '+' button.

9. Search for the applicable *Diagnosis*, or an optional *Procedure*, by typing into the dropdown field or using the ellipses button (⋮) to open a [Lookup screen](#). Click the add button (+) to document additional codes.



10. Type into the *Clinical Findings* field to enter comments. Click the flyout button (▾) to open to a larger text entry window.

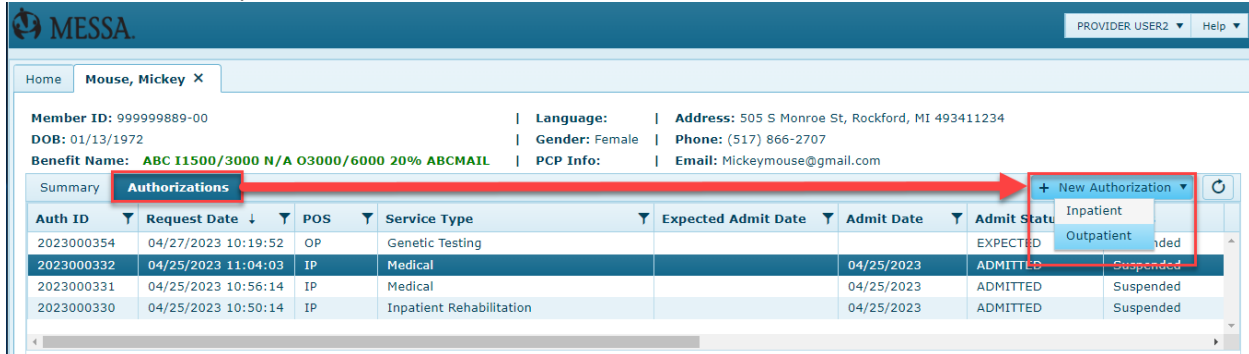


11. Add any relevant files, such as required clinical information, copy of license for verification or accreditation, by clicking the *Select Files...* button or by dragging the file into the box. The file displays as green if it is uploaded successfully.
12. Click the *Submit* button to complete the request. Note that the *Authorization* request cannot be modified in **MESSA Provider Portal** once it has been submitted.
13. The *Authorization* request is now submitted. An [Assessment](#) may be required before approval. Users should pay close attention to pop-up messaging in the system that will indicate when assessments are required. Users can review the status within the *Member* record or *Authorizations Browse*.

Creating a New Outpatient Authorization Request

To create a new *Outpatient Authorization* request record, proceed as follows:

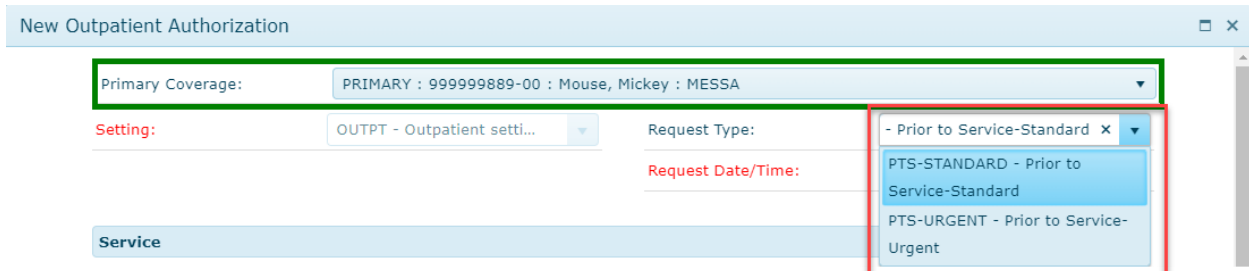
1. Find the *Member* record within the *Member look up* and open the *Authorizations* module.
2. Hover the mouse cursor over the button labeled *+ New Authorization*.
3. Choose *Outpatient*.



The screenshot shows the MESSA system interface. At the top, there is a header with the MESSA logo and a user profile for 'PROVIDER USER2'. Below the header, there is a navigation bar with 'Home' and 'Mouse, Mickey X'. The main content area displays member information for Mickey Mouse, including Member ID, DOB, Language, Address, Gender, Phone, PCP Info, and Email. Below this information is a table of authorizations. A red arrow points from the 'Authorizations' tab to the '+ New Authorization' button, which has a dropdown menu open showing 'Inpatient' and 'Outpatient' options.

Auth ID	Request Date	POS	Service Type	Expected Admit Date	Admit Date	Admit Status	Admit Status
2023000354	04/27/2023 10:19:52	OP	Genetic Testing			EXPECTED	Admitted
2023000332	04/25/2023 11:04:03	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000331	04/25/2023 10:56:14	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000330	04/25/2023 10:50:14	IP	Inpatient Rehabilitation		04/25/2023	ADMITTED	Suspended

4. Fields with a **red** label are mandatory. These fields must be filled in before saving an *Outpatient Authorization*.
5. Choose request type of "PTS-STANDARD" or "PTS-URGENT". (Please note if selecting "PTS-URGENT" that request qualifies as an urgent prior authorization request.)



The screenshot shows the 'New Outpatient Authorization' form. The 'Primary Coverage' field is set to 'PRIMARY : 999999889-00 : Mouse, Mickey : MESSA'. The 'Setting' is 'OUTPT - Outpatient setti...'. The 'Request Type' dropdown menu is open, showing options: '- Prior to Service-Standard', 'PTS-STANDARD - Prior to Service-Standard', and 'PTS-URGENT - Prior to Service-Urgent'. The 'Request Date/Time' field is empty.

6. Search for the *Service Type* by typing into the drop-down field or click the ellipses buttons (...) to open a [Lookup screen](#).

The screenshot shows the 'New Outpatient Authorization' form. The 'Primary Coverage' field is highlighted with a green box. The 'Service Type' dropdown menu is open, showing options like 'DENT - Dental Services', 'DME - Durable Medical Equipment', 'FORMU - Formula', 'GENET - Genetic Testing', 'INJ - Injections', 'LAB - Lab Testing', and 'NUTR - Nutritional Counseling'. The '# of Services' field is set to 0.

7. Fill in the mandatory *# of Services* field by typing up to four digits or clicking the arrow buttons. If authorization request is for private duty nursing please enter amount of hours per week in the *# of services* field.
8. The *Requested Start Date* is set to a default value. Use the date button (📅) to change it.
9. Search for the applicable *Procedure* by typing into the drop-down field or using the ellipses button (...) to open a [Lookup screen](#). Click the add button (+) to document additional codes.

The screenshot shows the 'New Outpatient Authorization' form. The 'Service Type' is now 'LAB - Lab Testing'. The 'Requested Start Date' is '05/05/2023'. The 'Procedure' dropdown menu is open, showing 'S371', 'S3711 - Circulating tumor cell test', and 'S3713 - Kras mutation analysis testing'. The '# of Services' field is now 1.

10. Search for the *Servicing Provider*, *Servicing Facility*, and *Requesting Provider* by typing into the drop-down fields or clicking the ellipses buttons (...) to open [Lookup screens](#). Click the add button (+) to document additional *Providers*.

11. A *Diagnosis* can be selected by typing into the drop-down field or using the ellipses button (...) to open a [Lookup screen](#). This field is only mandatory as long as there is no *Procedure Code*. Click the add button (+) to document additional codes.
12. Type into the *Clinical Findings* to enter comments. Click the flyout button (▾) to open to a larger text entry window.

13. Add any relevant files, such as an MRI scan, by clicking the *Select Files...* button or by dragging the file into the box. The file displays as green if it is uploaded successfully.
14. Click the *Submit* button to complete the request. Note that the *Authorization* request cannot be modified in **MESSA Provider Portal** once it has been submitted.
15. The *Authorization* request is now submitted. An [Assessment](#) may be required before approval. Users should pay close attention to pop-up messaging which will identify when assessments are required. Users can review the status within the *Member* record or *Authorizations Browse*.


Assessments Tab

All accessible *Assessments* are collected within a child record tab under the associated *Authorization*. This tab can be used to [conduct new Assessments](#), review prior *Assessments*, or compare responses from a member over time using the [Assessment Matrix](#). If the tab contains any accessible *Assessments*, a blue dot (•) is displayed on the right side of the tab label.

Note that the assigned permissions and roles may limit the *Assessments* that are displayed within this tab, may limit the available functions, or may hide this tab completely.

Double click on one of the *Assessment* records shown to open it in a read-only view.

Assessment #26336: 05/03/2023, □ ×



SUD Provider Verification (Residential)

Please complete the assessment and attach the following to your request: current licensure, current accreditation, clinical documentation, drug screening, MAT informed consent, program schedule, and individualized treatment plan:

The facility is licensed by the appropriate state agency to provide substance use disorder residential subacute rehabilitation level of care: Yes No

The facility is accredited by at least one national accreditation organization such as, but not limited to, the following: The Joint Commission (TJC)

The facility has a multidisciplinary staff consisting of a physician director, a psychiatrist (who may also be the director) or a fully licensed psychologist, and additional professional and paraprofessional staff (licensed, credentialed or certified): Yes No

The attending physician is a psychiatrist or addictionologist and completes a diagnostic evaluation within 48 hours of admission: Yes No

The physician or physician extender provides medical monitoring and a minimum weekly evaluation with documentation: Yes No

The physician is available 24 hours per day, seven days per week: Yes No

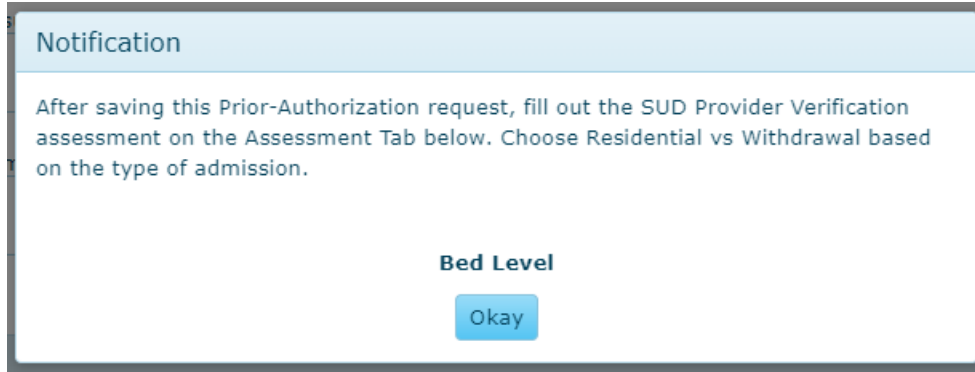
A history & physical examination with medical clearance is completed within 48 hours of admission: Yes No

Drug screens and relevant lab tests are completed upon admission and as clinically indicated: Yes No

Close

Conducting a New Assessment

Additional *Assessments* may be conducted and saved to an *Authorization* record by using prebuilt *Assessment Templates* provided by MESSA. An assessment is required for Private Duty Nursing, Substance Use Disorder and Mental Health providers. Any *Assessments* conducted in the portal can be accessed by MESSA. If an assessment is required for the prior authorization type being requested; a pop-up will come up on the screen:



To create a new *Assessment* record, proceed as follows:

1. Select the record that the *Assessment* will apply to. In the example below, a “Substance Use Disorder Residential” *Authorization* is selected.
2. Click the *Assessments* tab in the bottom half of the screen.
3. Click the *+ New* button.

MESSA PROVIDER USER2 Help

Home Mouse, Mickey X

Member ID: 999999889-00 | Language: | Address:
DOB: 01/13/1972 | Gender: Female | Phone: ()- - - - - |
Benefit Name: ABC I1500/3000 N/A O3000/6000 20% ABCMAIL | PCP Info: | Email: @gmail.com

Summary Authorizations + New Authorization

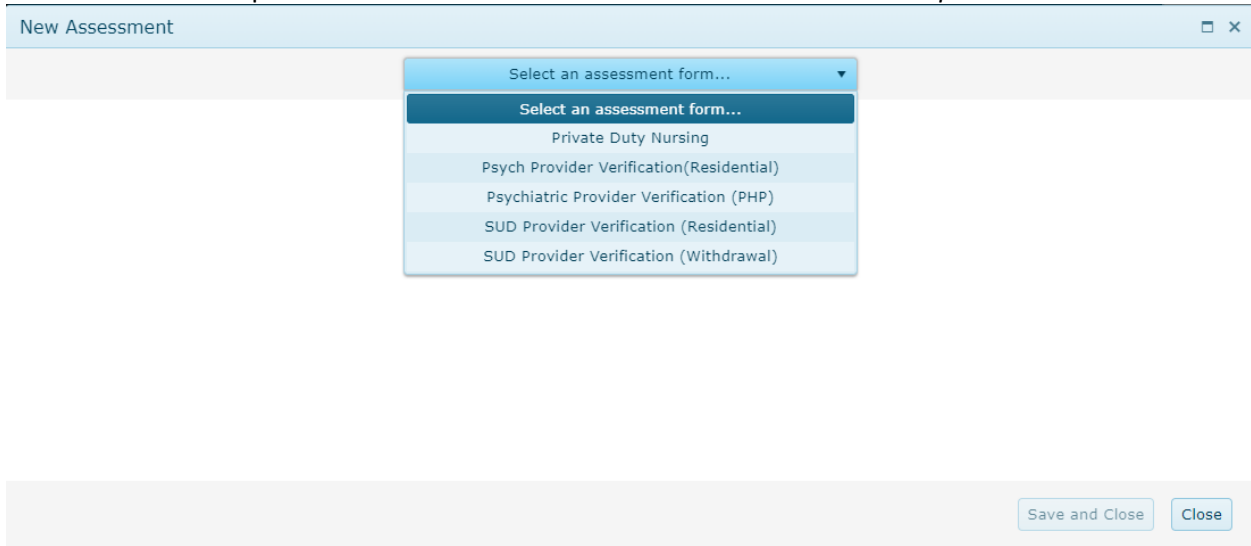
Auth ID	Request Date	POS	Service Type	Expected Admit Date	Admit Date	Admit Status	Status
2023000387	05/04/2023 16:29:11	IP	Substance Use Disorder Residential		05/05/2023	ADMITTED	Suspended
2023000354	04/27/2023 10:19:52	OP	Genetic Testing			EXPECTED	Suspended
2023000332	04/25/2023 11:04:03	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000331	04/25/2023 10:56:14	IP	Medical		04/25/2023	ADMITTED	Suspended

Notes Assessments Messages Attachments Search... + New

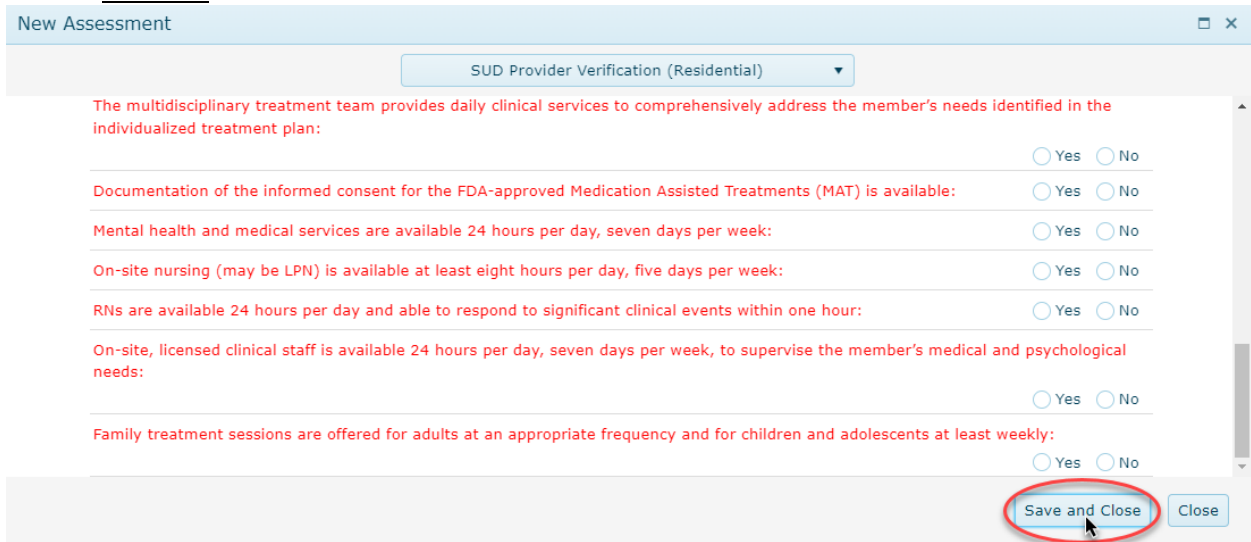
Entry Date	Entered By	Assessment Description
------------	------------	------------------------

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4. Click the drop-down list to view and select one of the *Assessment Templates* that are available.



5. Conduct and fill out the *Assessment* per standard operating procedures.
6. Click the *Save and Close* button to complete the *Assessment*. An *Assessment* cannot be modified in **MESSA Provider Portal** after it is saved.



Messages Attachments Tabs

All accessible *Messages*, and *Attachments* are collected within child record tabs under the associated *Authorization* record. These tabs can be used to send or coordinate communications with MESSA or other team members. If one of these tabs contains any accessible records, a blue dot (•) is displayed on the right side of the tab label.

Note that the assigned permissions and roles may limit the child records that are displayed within these tabs, may limit the available functions, or may hide any of these tabs.

In the below example, the only *messages* shown apply to the *Authorization* record with the *Auth ID* "2023000332." Use [Simple Search](#) to search for specific records by the text in the *Detail*, *Message*, or *File Name* columns. Click the column headings to [sort records](#) in ascending or descending order.

Auth ID	Request Date	POS	Service Type	Expected Admit Date	Admit Date	Admit Status	Status
2023000354	04/27/2023 10:19:52	OP	Genetic Testing			EXPECTED	Suspended
2023000332	04/25/2023 11:04:03	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000331	04/25/2023 10:56:14	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000330	04/25/2023 10:50:14	IP	Inpatient Rehabilitation		04/25/2023	ADMITTED	Suspended

Reply	From	To	Message	Date Sent
	PROVIDERUSER	Admissions	Please Review	04/25/2023

Double click on one of the records shown to open it in a read-only view. Opening an *Attachment* record will send the attached file to the web browser's download queue.

Message #139863: 04/25/2023, TEST, Provider level user

Message

Please Review

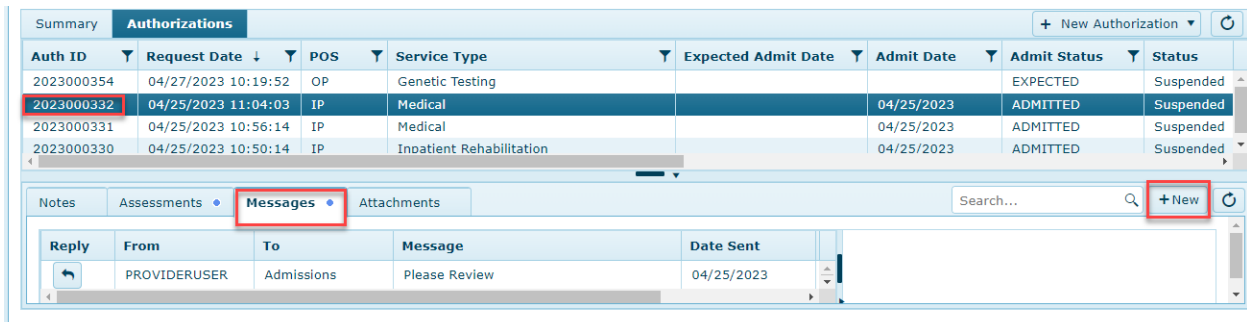
Reply Mark as completed Close

Adding a New Message

Messages can be created within any *Authorization* record to request concurrent review, ask questions, attach files, or provide information to MESSA. *Messages* are sent and assigned to a default intake team that is determined and set by MESSA. There is no limit to the number of *Messages* that can be added to a record.

To add a new *Message*, proceed as follows:

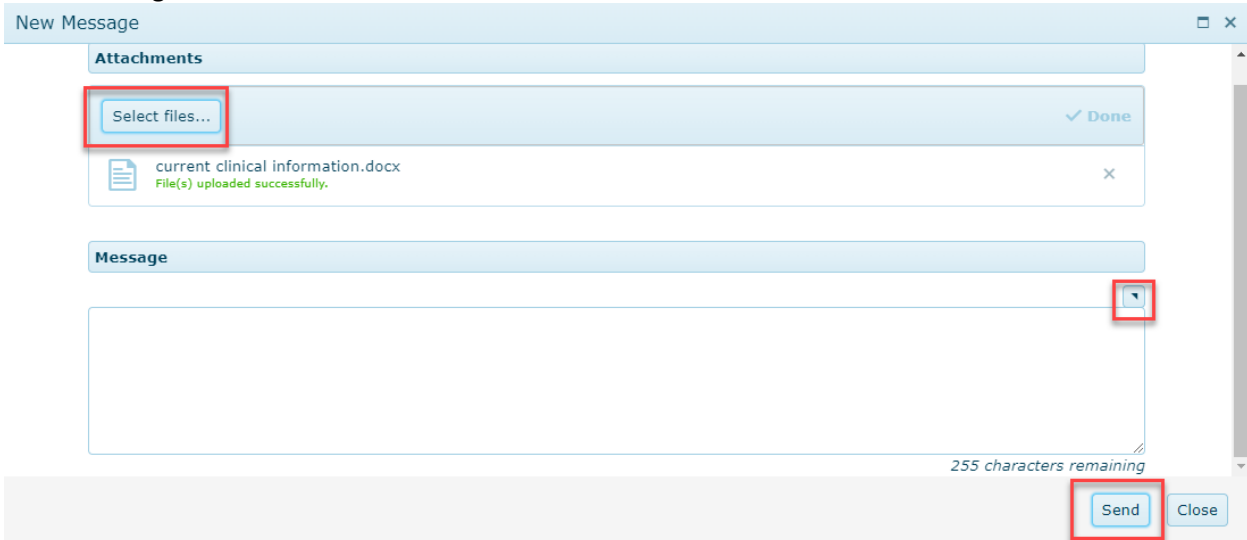
1. Select the *Authorization* record that the *Note* will apply to. In the example below, an *Authorization* with the Auth ID of “10001” is selected.
2. Click the *Messages* tab on the bottom half of the screen.
3. Click the **+ New** button.



The screenshot shows a table of Authorizations with columns: Auth ID, Request Date, POS, Service Type, Expected Admit Date, Admit Date, Admit Status, and Status. The row with Auth ID 2023000332 is highlighted. Below the table, the Messages tab is selected, and a + New button is visible.

Auth ID	Request Date	POS	Service Type	Expected Admit Date	Admit Date	Admit Status	Status
2023000354	04/27/2023 10:19:52	OP	Genetic Testing			EXPECTED	Suspended
2023000332	04/25/2023 11:04:03	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000331	04/25/2023 10:56:14	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000330	04/25/2023 10:50:14	IP	Inpatient Rehabilitation		04/25/2023	ADMITTED	Suspended

4. Files can be attached along with the *Message* by clicking the *Select Files...* button or by dragging the file into the *drop files here to upload* box. When successfully uploaded, the file will appear below and highlighted in green.
5. Enter the desired text within the *Message* text box field. Click the flyout button (▾) to open to a larger text window.



The screenshot shows the 'New Message' dialog box. It has an Attachments section with a 'Select files...' button and a list of uploaded files, including 'current clinical information.docx'. Below is a large text area for the message with a flyout button (▾) on the right. At the bottom, there are 'Send' and 'Close' buttons.

6. Click the *Send* button. A *Message cannot be modified* in the portal after it is saved. Any included files are added as *Attachment* records and can be found on the *Attachments* tab.

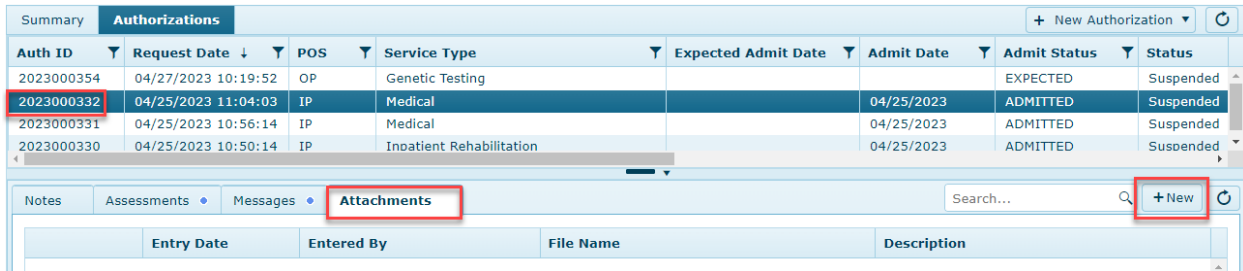
Adding an Attachment

Files can be added to any *Authorization* record as *Attachments* to provide additional information to MESSA or other team members.

Attachments may include required clinical documentation such as diagnostic reports, lab results, x-rays, or an MRI. Note that for security reasons, the portal will not accept files with the following extensions: .exe, .cpl, .csh, or .command. There is no limit on the number of *Attachments* that can be added to a record.

To add a new *Attachment*, proceed as follows:

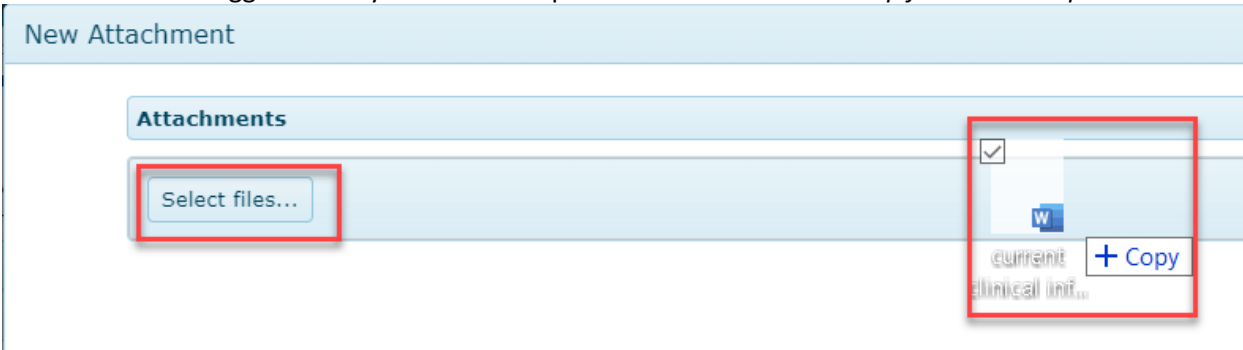
1. Select the *Authorization* record that the *Note* will apply to. In the below example, the *Authorization* record of *Auth ID* "10001" is selected.
2. Click the *Attachments* tab on the bottom half of the screen.
3. Click the *+ New* button.



The screenshot shows a table of Authorizations with columns: Auth ID, Request Date, POS, Service Type, Expected Admit Date, Admit Date, Admit Status, and Status. The row for Auth ID 2023000332 is highlighted. Below the table, the Attachments tab is selected, and the + New button is highlighted with a red box.

Auth ID	Request Date	POS	Service Type	Expected Admit Date	Admit Date	Admit Status	Status
2023000354	04/27/2023 10:19:52	OP	Genetic Testing			EXPECTED	Suspended
2023000332	04/25/2023 11:04:03	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000331	04/25/2023 10:56:14	IP	Medical		04/25/2023	ADMITTED	Suspended
2023000330	04/25/2023 10:50:14	IP	Inpatient Rehabilitation		04/25/2023	ADMITTED	Suspended

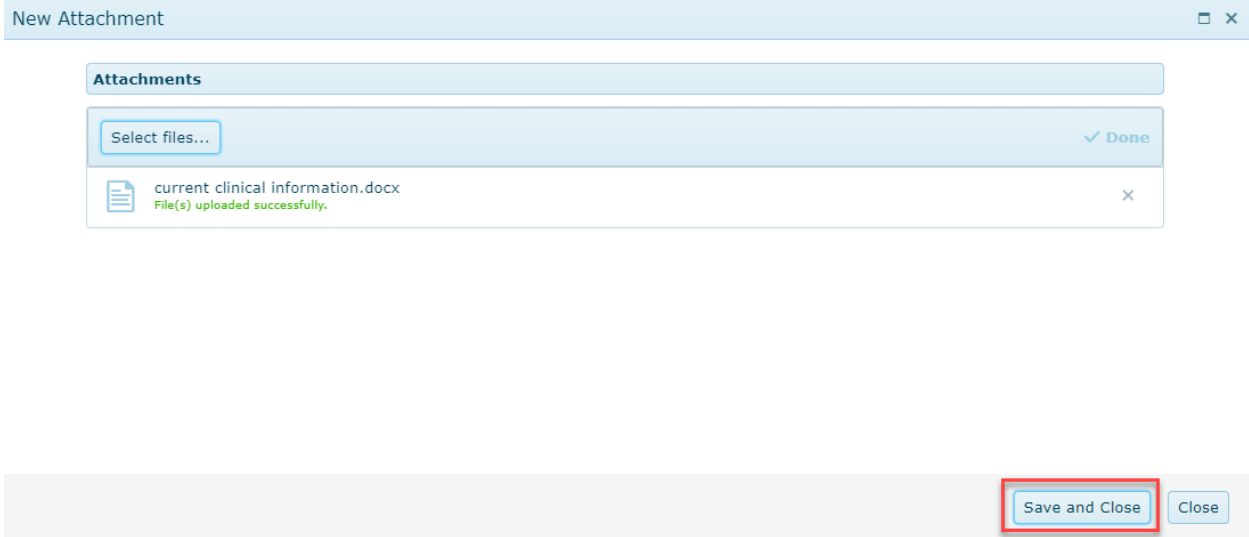
4. Click the *Select files...* button to browse the computer for the file to be attached. The file may also be dragged directly from the computer to the box labeled *drop files here to upload*.



The screenshot shows the 'New Attachment' screen. A 'Select files...' button is highlighted with a red box. To the right, a file upload preview is shown with a red box around it, displaying a file icon, a checkmark, and a '+ Copy' button.

5. Once the upload is successful, the file name is displayed below and highlighted in green. If the upload was not successful for any reason, the file name will be highlighted in red.

- Click the *Save and Close* button. An *Attachment* cannot be deleted in **MESSA Provider Portal** after it has been uploaded and saved.



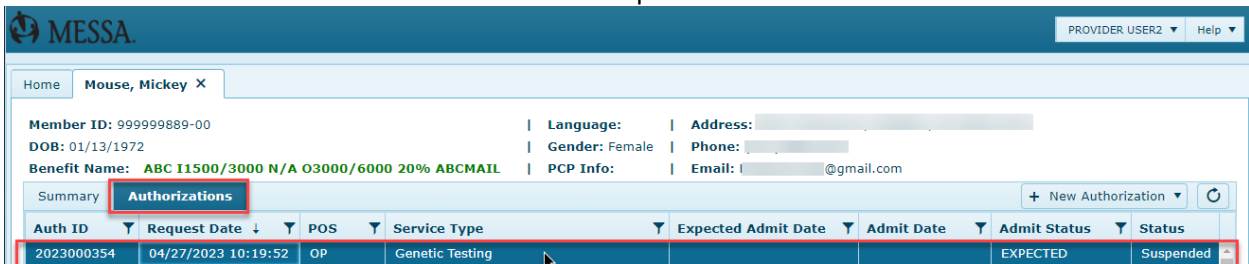
Reports

Several screens and record types within the MESSA provider portal include a red PDF button (📄) in the upper-right corner. This button can be used to export that screen or record to a downloadable PDF report. The following lists and describes the process for exporting each screen and record that supports this feature.

Authorization Record

To print a PDF copy of an [Authorization record](#), proceed as follows:

- Find and open the *Member* record by using one of the [Browse screens](#) available.
- Click on the *Authorizations* module.
- Double click on the *Authorization* record to open it.



- Click on the red PDF icon (📄) in the top-right corner of the record as shown below.

Member ID: 99999889-00 | Language: | Address: [REDACTED]
 DOB: 01/13/1972 | Gender: Female | Phone: [REDACTED]
 Benefit Name: ABC I1500/3000 N/A O3000/6000 20% ABCMAIL | PCP Info: | Email: [REDACTED]@gmail.com

Outpatient Authorization #2023000354

Primary Coverage: PRIMARY : 99999889-00 : Mickey, Mickey : M...
 Setting: OUTPT - Outpatient setting

Authorization Decision: **Suspended**
 Request Type: PTS-URGENT - Prior to Service- Urgent
 Request Date/Time: 04/27/2023 10:19:52

- A PDF report with the file name of “Last, First Name – Authorization Summary.pdf” will be generated and sent to the web browser for download.
- The exported file will appear similar to the one shown below.

Mouse, Mickey

Member ID: 99999889-00 | Language: | Address: [REDACTED]
 DOB: 01/13/1972 | Gender: Female | Phone: [REDACTED]
 Benefit Name: ABC I1500/3000 N/A O3000/6000 20% ABCMAIL | PCP Info: | Email: [REDACTED]@gmail.com

Outpatient Authorization #2023000354

Primary Coverage: PRIMARY : 99999889-00 : Mickey, Mickey : MESS
 Setting: OUTPT - Outpatient setting

Authorization Decision: **Suspended**
 Request Type: PTS-URGENT - Prior to Service- Urgent
 Request Date/Time: 04/27/2023 10:19:52

Services

Requested	Authorized
Service Type: GENET - Genetic Testing # of Services: 1 Procedure: 81420 - FETAL CHROMOSOMAL ANEUPLOIDY (EG, TRISOMY 21, MONOSOMY X) GENOMIC SEQUENCE ANALY	Decision 1: Suspended Decision Reason 1: Authorized Service Type 1: Authorized # of Services 1: 0 Authorized Procedure 1: Service Dates: 04/28/2023 - 04/26/2024