

# MemorialCare Link Ask A Question

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#### Overview

Users can ask MemorialCare Medical Foundation (MCMF) or MemorialCare Select Health Plan (MCSHP) questions regarding Patient's Claims, Remittance Advices, or Referrals. Ask a question by clicking anywhere the **Ask A Question** icon displays.

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Question	ų

## Ask A Question Availability

Ask A Question is available within the following MemorialCare Link activities:

- Demographics
  - o Patient Demographics
  - o Coverage/Enrollment
  - o Care Coordination



Coverage Detail Report

Coverage/Enrollment



- New Referral
  - o Authorization Status
  - o Referral Modification Request
  - o Care Coordination









- Referral by Member
  - o Authorization Status
  - o Referral Modification Request



• Claims by Member



- Remittance Advice Search
  - o Remittance Advice



- Remittance Advice Search > Claim Search
  - o Remittance Advice



## Sending an Ask A Question

- 1. Enter the MemorialCare Link User ID and Password.
- 2. Click LOG IN. The Home page displays.





	User ID:
MemorialCarelink 💯	Password:
MemorialCare.	Forgot password?
	Register a New Site

### 3. Click Select Patient. The Patient Search window will open.

MemorialCarelink 🕥 🥵 🍢 🐻 📰	Velcome to MemorialCare Link						8, 9 2, 3	0
Select Patient Open Chart Review Create Referral Remittance Advices Referral Search	MemorialCarelink 🕖	Select Patient	Open Chart Review	Create Referral	Remittance Advices	Referral Search		

#### 4. Search for and select the appropriate patient. *The Coverage Select screen opens.*

Patient Search				
		🖑 Search My Patients	🍓 Search All Patients	
	Name or MRN			₽ Search
			Additional search criteria	
My Patients Recent				

Refer to the Patient Search tip sheet located on the MC Link Home page for complete patient search instructions.

- 5. Within **Coverage Select**, select/highlight the appropriate coverage line.
- 6. Click **Select Coverage**. *The patient Demographics opens*.

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Demographics	Coverages	New Referral	Referral by Member	Claim by Member	SnapShot	Chart Review	Care Everywhere	Results Review	•••	14
Sector Coverage Se	lect									<b>9</b> 0
Select a coverage.	View Cove	rage Report								
Organization		Payor/Plan				Primary	Location Ef	fective Date	Termination	Date
MemorialC		ANTHEM BLUE CRC	DSS HMO MC / ANTHEM BU	UE CROSS MC SIS-3058	2	MMF C	M BAKER 7/	1/2018		
	2	Logo = Organizatio	on <							
		$\overline{\mathcal{V}}$	Y							

# Logo and corresponding organization found in MemorialCare Link:

Logo	Organization
MemorialCare. Medical Group	MemorialCare Medical Group (MCMG)
UC Irvine Health Medical Croup	UC Irvine Health Medical Group (UCI Med Grp)
UC Irvine Health Affiliated Physicians	UC Irvine Health Affiliated Physicians (UCI IPA)
UC Irvine Health	UC Irvine Health (UCI MSO)
Edinger Medical Group	Edinger Medical Group (EMG)
Greater Newport Physicians MemorialCare	Greater Newport Physicians (GNP) MemorialCare
MemorialCare. Select Health Plan	MemorialCare Select Health Plan (MCSHP)

- 7. Navigate to the appropriate activity (i.e., Demographics, Referrals, etc.).
- 8. Hover over Ask A Question.



9. Select the corresponding dropdown. *The message window opens.* 



- 10. Within the **Priority:** field, select the appropriate priority. *Routine is the default*.
  - Use best judgement when selecting the appropriate priority.
- 11. Within the **Attachments:** field, attach the item(s) the question is regarding, if applicable.
  - a. For example, click **Attach Referrals** or **Attach Claims**. *This step is optional. However, it is important to attach related items for MemorialCare to resolve the question in a timely manner.*

Authorization Status Question						
1 🚺 🚺 Priority: 🔘 High 🖲 Routine 🗆 Low						
11 Attachments:	Attach Referrals	Remove All Referrals				

- b. Select the appropriate record(s) based on the results returned.
- c. Click Attach. The record(s) are now attached to the Ask A Question.

Pat	ient Questi	on						
View Clic	Option: Sho k on the refe	w Active Referrals 💌 erral ID to view more informatio	n about that refe	rral				
Searc	h Results: 9	referrals found			12 V	5	Expiration	Creation
Ц	ID	Payor	Referred By	Referred To	Status	Start Date	Date	Date
	13466601	ANTHEM BLUE CROSS MEDI- CAL HMO MC	MCLINK, PROVIDER		AUTH	10/02/2019	12/31/2019	10/02/2019
	13466598	ANTHEM BLUE CROSS MEDI- CAL HMO MC	MCLINK, PROVIDER	-	AUTH	10/02/2019	12/31/2019	10/02/2019
	13466597	ANTHEM BLUE CROSS MEDI- CAL HMO MC	MCLINK, PROVIDER		AUTH	10/02/2019	12/31/2019	10/02/2019
	13466596	ANTHEM BLUE CROSS MEDI- CAL HMO MC	MCLINK, PROVIDER		AUTH	10/02/2019	12/31/2019	10/02/2019
	13466581	ANTHEM BLUE CROSS MEDI- CAL HMO MC	MCLINK, PROVIDER		AUTH	10/01/2019	12/30/2019	10/01/2019
	13451169	ANTHEM BLUE CROSS MEDI- CAL HMO MC	MCLINK, PROVIDER		AUTH	09/03/2019	12/02/2019	09/03/2019
							✓ Attach	× Cancel

Ask A Question > Attach record results





When submitting a question from within a specific claim or referral, the record will automatically attach within the **Ask A Question** window.

**Note:** When creating a Referral, the referral must be accepted to attach the Referral.

Additional records can also be attached if necessary.

- 12. Within the **Details** field, enter the question within text box.
- 13. Click **Submit**. *The question will automatically route to MemorialCare Medical Foundation or MemorialCare Select Health plan staff for a response.*

Authoriz	zation Stat	tus Ques	tion					
A	A Priority:	OHigh Attach F	Routir Referrals	ne O Low Remove All R	eferrals			
	ID	Patient	Status	Referred By	Referred To	Start	Expires	
×	292		Authorize	ed		06/07/2023	09/05/2023	
Attached record					10			
	\rm Details:	12						
					13	🗡 🗸 Submit	× Cance	el

a. Alternatively, click **Cancel** to cancel the question.



Was my message sent successfully?

Once **Submit** is clicked, a message will appear near the top of the screen stating, **The message has been sent successfully.** 

The message has been sent successfully.





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Ask A Question! within MemorialCare Link converts the message into a Tapestry Customer Relationship Management (CRM). All messages sent to MCMF or MCSHP are in the **In Basket** via **My Out Basket** in the **Customer Service Reply** folder.

My Out Basket	Sent Mess	sages	Custo	mer Ser	vice Reply
Sent Messages Customer Service Reply Member Not Sound	🖻 New Msg	Refre	esh Forwa	ard Recal	🔊 🍘 I Msg Resend
Newborn Add	Priority ▲	Status	Msg Date	Msg Time	Sent By
		Pend	08/19/2018	8:24 AM	BUILDER, TAPES
		Pend	07/21/2019	7:41 AM	BUILDER, TAPES
		Pend	07/21/2019	7:42 AM	BUILDER, TAPES
		Pend	07/21/2019	7:42 AM	BUILDER, TAPES
		Pend	10/13/2019	11:27 AM	BUILDER, TAPES
		То	tal <sup>20</sup>		
		Lege	nd 🕇	н	igh Priority
				Lo	ow Priority ritical
			÷	A	bnormal
			**	Pi	revious Abnormal
My In Basket					
14					

