

## MemorialCare Link Ask A Question

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### Overview

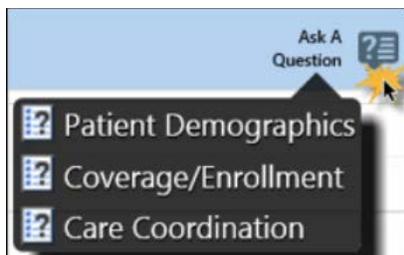
Users can ask MemorialCare Medical Foundation (MCMF) or MemorialCare Select Health Plan (MCSHP) questions regarding Patient’s Claims, Remittance Advices, or Referrals. Ask a question by clicking anywhere the **Ask A Question** icon displays.



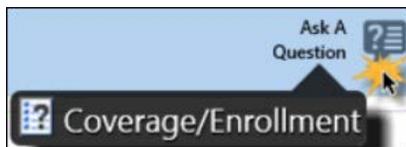
### Ask A Question Availability

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

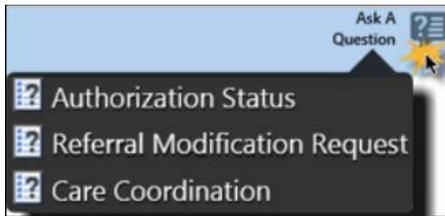
- **Demographics**
  - Patient Demographics
  - Coverage/Enrollment
  - Care Coordination



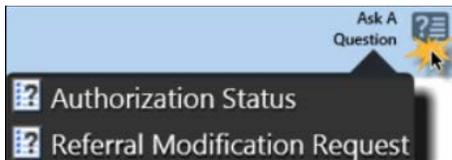
- **Coverage Detail Report**
  - Coverage/Enrollment



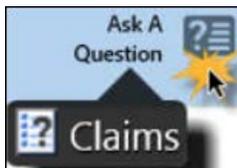
- **New Referral**
  - Authorization Status
  - Referral Modification Request
  - Care Coordination



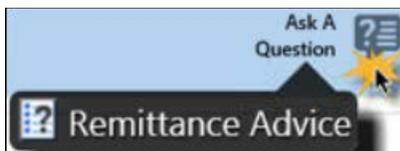
- **Referral by Member**
  - Authorization Status
  - Referral Modification Request



- **Claims by Member**
  - Claims



- **Remittance Advice Search**
  - Remittance Advice

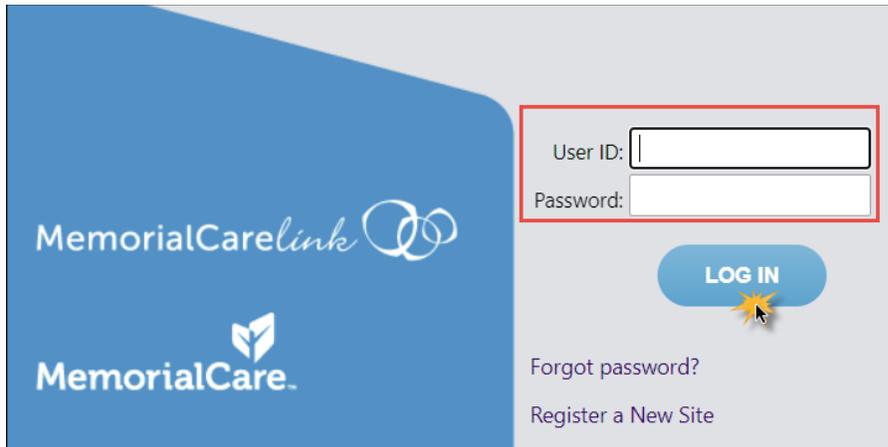


- **Remittance Advice Search > Claim Search**
  - Remittance Advice



## Sending an Ask A Question

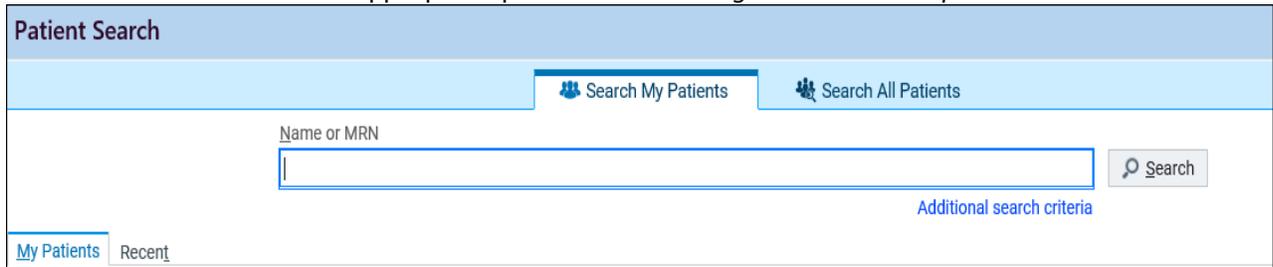
1. Enter the MemorialCare Link **User ID** and **Password**.
2. Click **LOG IN**. *The Home page displays.*



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



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



 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.*



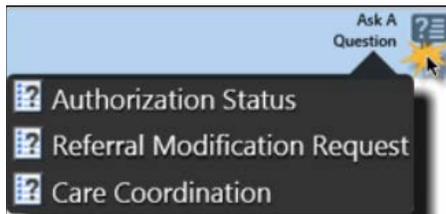
Logo = Organization

**Logo and corresponding organization found in MemorialCare Link:**

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

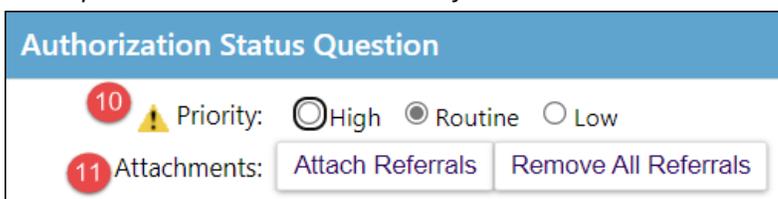


10. Within the **Priority:** field, select the appropriate priority. *Routine is the default.*

- Use best judgement when selecting the appropriate priority.

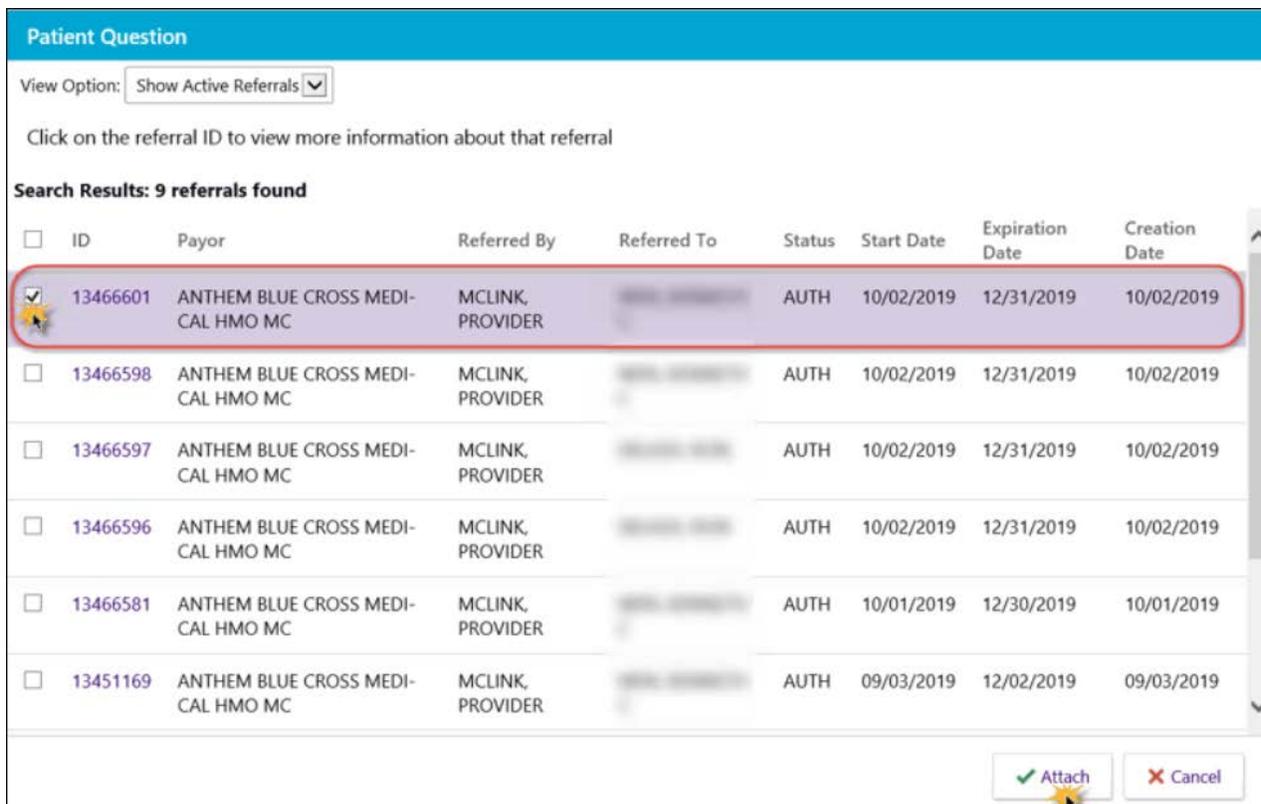
11. Within the **Attachments:** field, attach the item(s) the question is regarding, if applicable.

- 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.*



- Select the appropriate record(s) based on the results returned.

- Click **Attach**. *The record(s) are now attached to the Ask A Question.*



Ask A Question > Attach record results

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

ID	Patient	Status	Referred By	Referred To	Start	Expires
292		Authorized			06/07/2023	09/05/2023

**?** 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.



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 Messages**    **Customer Service Reply**

☐ Sent Messages

**Customer Service Reply**

Member Not Round

Newborn Add

New Msg    Refresh    Forward    Recall Msg    Resend

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

**Customer Service Reply**

**Total** 20

**Legend**

- ↑ High Priority
- ↓ Low Priority
- !! Critical
- ! Abnormal
- ↔! Previous Abnormal

My In Basket

**My Out Basket**