

**MemorialCare Link Member Not Found**

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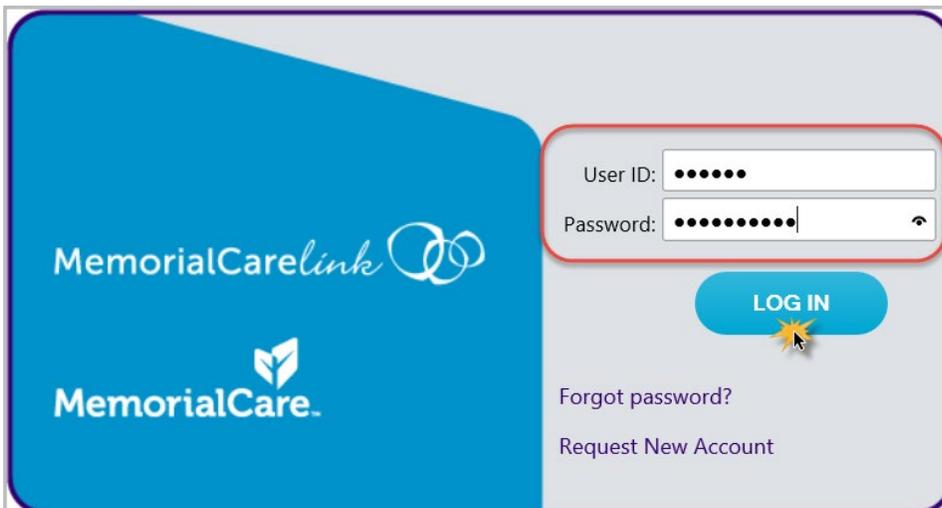
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**Overview**

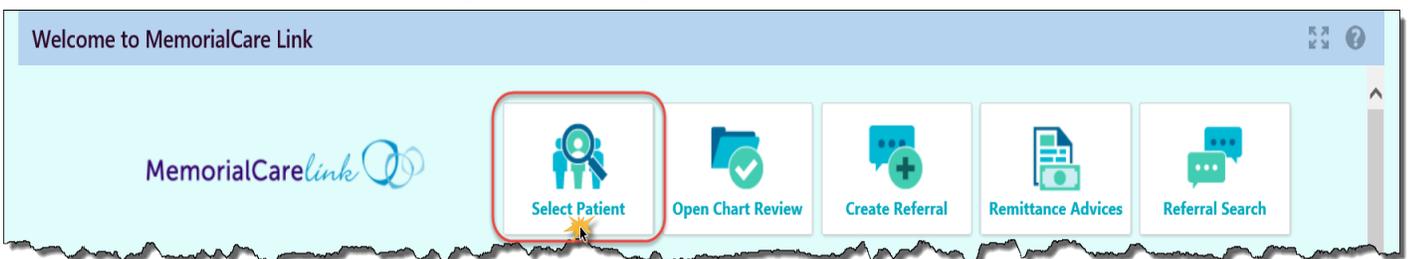
There may be instances when a patient record cannot be found within MemorialCare Link after a thorough patient search has been completed. This may be due to the patient being seen by your office prior to MemorialCare receiving the patient’s eligibility information. If the patient record cannot be found, follow the **Member Not Found** steps below.

**Creating a Member Not Found Message**

1. Log into **MemorialCare Link** with your **User ID** and **Password**. *You are now on the Welcome page.*



2. Within the Welcome page, click on **Select Patient**, complete a thorough patient search. *For detailed patient search instructions, see the [Patient Search](#) tip sheet located under the **Training** Links on the Welcome page.*
  - a. If no patient can be found, proceed to step 3.



Welcome page

- On the Welcome page, under **MMF Foundation** or **Health Plan Links**, click on **Member Not Found**. *The Member Not Found Message window will open.*



Welcome page

- Within the **Phone** field, enter a contact number you can be reached.
    - Select the **Call Me** box if your message requires a return call.
  - Within **Priority**, change to Routine or Low as appropriate. *Note: High is default.*
  - Within the **Note** section, complete the auto populated questions.
-  Fields with an asterisk are required. If any required fields are left blank, an auto-reply will immediately be sent to the In Basket asking that a new Member Not Found message be created with all required information and to mark the original message as 'Done.'
- Click **Send Message**. *The message will automatically be sent to MemorialCare staff for resolution or response AND your message is automatically stored in the Member Not Found folder within My Out Basket.*

**Member Not Found Message**

Subject: Member Not Found

Phone:   Call Me

Note: Please fill out the information below to locate a managed care member. Fields with an asterisk are required.

\*Member Name: Patienta, MC Link

\*Date of Birth: 07/07/1975

\*Home Address: 912 HOLLOW BROOK LN  
COSTA MESA California 92626

Insurance Carrier:

\*Insurance ID: JQV025M9577920

PCP/Location:

Priority:  High  Routine  Low





Member Not Found Message

**i** Once **Send Message** is clicked, a message will appear near the top of the screen stating, 'Your message was successfully sent. Please check your In Basket for a response.'

**i** Your message was successfully sent. Please check your In Basket for a response.



A blank Member Not Found Message will also appear. To go back to the Welcome page, click the button within the upper toolbar.

## Locate a Member Not Found Return Message

1. Click on **In Basket** within the upper toolbar.



Upper toolbar

2. Click on the **Member Not Found** folder.
  - a. Click on the **New** message. *The message will display at the bottom.*
  - b. View the message sent by MemorialCare.
  - c. Click **Done** to remove the message from your In Basket.

**i** The **Status** of the message will display **Done** and remain in your In Basket until the In Basket automatically refreshes or you click the **Refresh** button to immediately remove the message from the Member Not Found folder.

**My In Basket**    My Messages    Member Not Found

My Messages

- CRM
- Customer Service Reply (1)
- Member Not Found**

Priority ▲    Status    Msg Date    Msg Time    Sent By    Phone    Pool    Member Name    User Site(s)    Msg ID

<input checked="" type="checkbox"/>	↑	Read	06/28/2019	10:24 AM	MUNCH, SHANNON	555-555-5555		Member MCLink		368603126
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Select message line. Once clicked upon, the status will change to Read

**RE: Fwd: Member Not Found**    Received: Today

Munch, Shannon → [Redacted]

Phone Number: 555-555-5555

MC Link User,

Please select "Search All Patients" and enter the information below.

Name: XXXX

DOB: XXXX

Gender: X

Last 4 SSN: XXXX

Thank you,

Response from MemorialCare

In Basket > Member Not Found > MemorialCare User Reply

**My In Basket**    **My Messages**    **Member Not Found**

My Messages  
CRM  
Customer Service Reply (1)  
Member Not Found

New Msg   Refresh   Reply   Forward   Done   Search   Sort   Properties

Priority	Status	Msg Date	Msg Time	Sent By	Phone	Pool	Member Name	User Site(s)	Msg ID
↑	Read	06/30/2019	12:07 PM	MANAGED CARE AUTO-REPLY	555-555-5555		Jack Hill		368603232
↑	Read	06/28/2019	10:24 AM		555-555-5555		Member MCLink		368603126

**Re: Member Not Found**    Received: Today

Managed Care Auto-Reply  
Phone Number: 555-555-5555

\*\*\* This is an automated response. Please do not reply to this message. \*\*\*

Please select 'Search All Patients' and enter the information below to access the member:

Member Name: Jack Hill  
DOB: 04/08/1977  
Sex: Male  
Last-4 SSN:6677

Managed Care Auto-Reply with 4 identifiers to access patient

In Basket > Member Not Found > Auto-Reply with Patient Information Given

**My In Basket**    **My Messages**    **Member Not Found**

My Messages  
CRM  
Customer Service Reply (1)  
Member Not Found

New Msg   Refresh   Reply   Forward   Done   Search   Sort   Properties

Priority	Status	Msg Date	Msg Time	Sent By	Phone	Pool	Member Name	User Site(s)	Msg ID
↑	Read	06/30/2019	4:21 PM	MANAGED CARE AUTO-REPLY	555-555-5555		Jake Hill		368603234
↑	Read	06/30/2019	12:07 PM	MANAGED CARE AUTO-REPLY	555-555-5555		Jack Hill		368603232
↑	Read	06/28/2019	10:24 AM		555-555-5555		Member MCLink		368603126

**Re: Member Not Found**    Received: Today

Managed Care Auto-Reply  
Phone Number: 555-555-5555

\*\*\* This is an automated response. Please do not reply to this message. \*\*\*

Member Name: Jake Hill  
DOB:  
Address: 555 MAIN ST FOUNTAIN VALLEY CA  
Insurance ID:  
Your phone number: 555-555-5555

We need at least the patients' name, date of birth, address, and member ID. We also need your phone number in case we need to contact you. Please submit another Member Not Found message with this information. Thank you.  
-MemorialCare Customer Service

Auto-Reply requesting required information

In Basket > Member Not Found > Auto-Reply Missing Information



Did you know, if the system can find a match for the patient you are sending a Member Not Found message for, the system will immediately send an auto-reply to the In Basket with the 4 needed identifiers (Name, DOB, Gender & Last 4 of SSN) so you can search the patient. If the system cannot find a match, the message will be sent to MemorialCare staff for response.

## My Out Basket – Member Not Found Messages

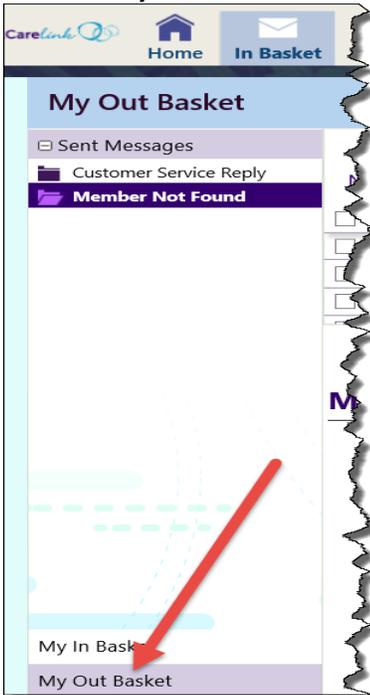
All MemorialCare Link messages sent, are automatically stored within the designated folder of **My Out Basket**. At any time, access the **My Out Basket** to view the messages sent specifically by the user.

1. Click **In Basket** from within the upper toolbar.

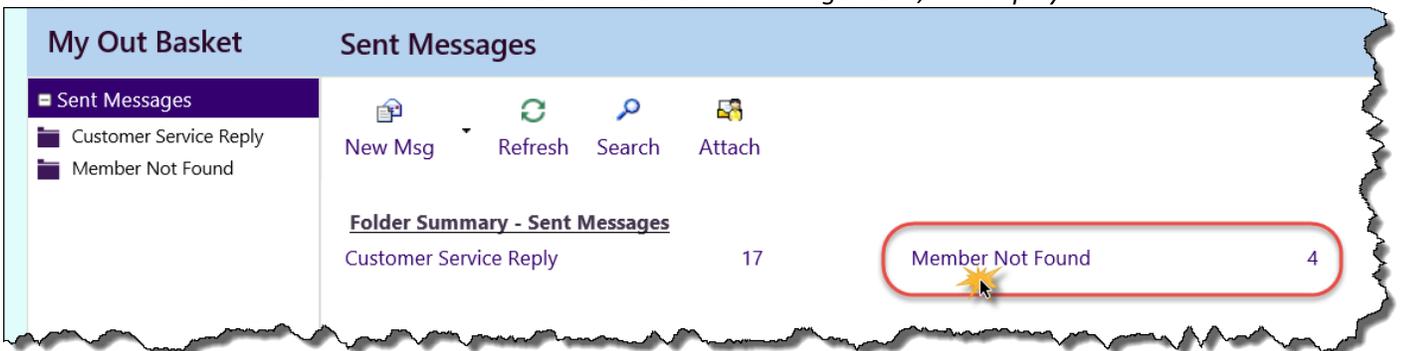


Upper toolbar

2. Click **My Out Basket** at the bottom of the In Basket. *The **Sent Messages** window will open.*



3. Click the **Member Not Found** link. *The Member Not Found messages sent, will display.*



My Out Basket > Sent Messages

**My Out Basket**    **Sent Messages** > **Member Not Found**

Customer Service Reply  
Member Not Found

Priority	Status	Msg Date	Msg Time	Sent By	Phone	Pool	Member Name	User Site(s)	Msg ID	Recipient
	Pend	06/28/2019	10:13 AM	RODRIGUEZ, GUILLERMINA	555-555-5555	X	Member MCLink	LEPORT GRP	368603125	P Mmf Crm Enrollment Planlink
	Done	06/28/2019	10:13 AM	RODRIGUEZ, GUILLERMINA	555-555-5555	X	Member MCLink	LEPORT GRP	368603124	P Mmf Tap Memnotfound Planlink
<input checked="" type="checkbox"/>	Sent	06/28/2019	9:57 AM	RODRIGUEZ, GUILLERMINA	555-555-5555	X	Patienta, MC Link	LEPORT GRP	368603123	P Mmf Crm Enrollment Planlink

**Fwd: Member Not Found**    Received: Today

Rodriguez, Guillermina → P Mmf Crm Enrollment Planlink  
Phone Number: 555-555-5555

Previous Messages ^

----- Message -----  
From: Rodriguez, Guillermina  
Sent: 6/28/2019 9:57 AM PDT  
To: Mmf Tap Memnotfound Planlink  
Subject: Member Not Found

Please fill out the information below to locate a managed care member. Fields with an asterisk are required.

My Out Basket > Sent Messages > Member Not Found



Be aware, there could be some sent messages with a **Status** of **Done** within My Out Basket. When some messages are sent to MemorialCare, a message line is systematically added to My Out Basket with a Done status for routing purposes. When looking for responses from MemorialCare, refer to the My In Basket folder. For additional information related to the In Basket, refer to the **MemorialCare Link In Basket Review** tip sheet.