

Enhanced Message Center:
A STREAMLINED,
SECURE MESSAGING
EXPERIENCE



Summary of change

We will be updating UMR's digital platforms to support a new, secure messaging experience. The new Message Center will allow users to send and receive messages and associated documents to and from UMR while logged in to the portals. Users will be notified by email any time a new message is available for them to view in their message center.

Who will this change affect?

The new Message Center will be activated for all portal user types: members, employers, providers, partners and producers.

Why is UMR making this change?

The platform upgrade will offer a simpler, more integrated user experience, while ensuring secure delivery of messages containing personal identifiable information (PII) or protected health information (PHI). It makes it easier for users to submit related documentation for review by UMR.

When will the new Message Center be available online?

The implementation of the Message Center upgrade is tied to the transition of our member login process to HealthSafe ID.

The two enhancements are scheduled to go live **Friday, Aug. 19.**

How will this be communicated?

We have provided a communication that you can share with your members. We are also communicating the change on our portal banners on umr.com. We will provide follow-up communications after the go-live date to confirm the update has successfully deployed.

What is secure messaging?

Optum Messaging Services enables secure, two-way communications between health care advocates, members, providers, businesses and UMR with more speed and flexibility. It makes it easier for our constituents to securely exchange documents/files and receive reminders, alerts and other messages.

Will this enhancement be available on our mobile responsive website?

No. We currently do not offer secure messaging on the mobile responsive website, and we will not be implementing the enhanced Message Center on this site.

Will this be in Spanish or other languages?

No. The interface will only be available in English.

Will users still have access to their email conversations in progress through the current system?

Yes.

Will this affect provider users?

Yes. The “Contact us” feature is widely used by provider users today, and this upgrade will offer them a more user-friendly experience. They will have the ability to easily submit documentation related to a claim or benefit in question. We will be posting information within the portal to notify current users of this update.

What email will the secure notification be sent to?

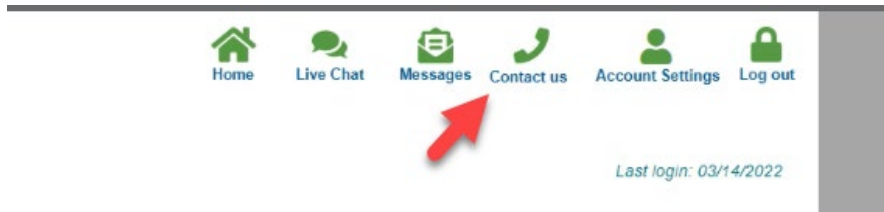
Email notifications alerting members that a secure message or response has posted will be sent to the email address listed in the member’s portal account settings.

Who will be responding to constituents’ secure messages?

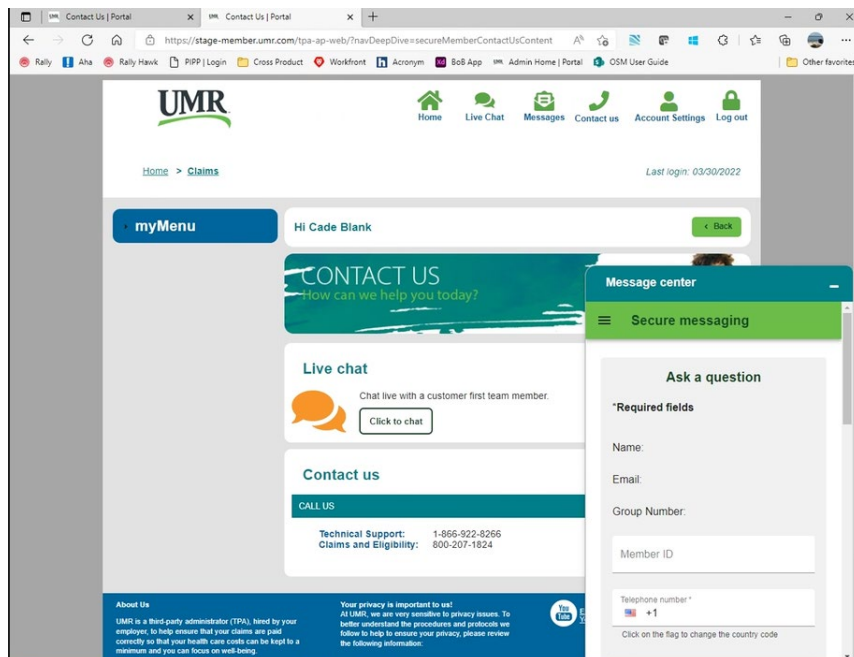
Messages will be routed to the same departments that receive and respond to emails submitted through the “Contact us” page today. Users can select the appropriate department from a dropdown list of topics when creating a new message.

NEW member experience

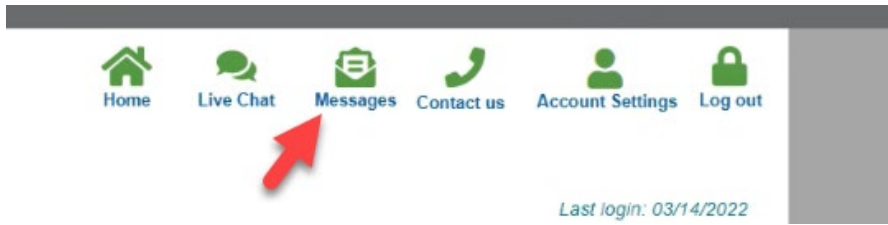
Member users can initiate a new secure message by logging in to their online account and selecting “Contact us” from the options at the top of the screen.



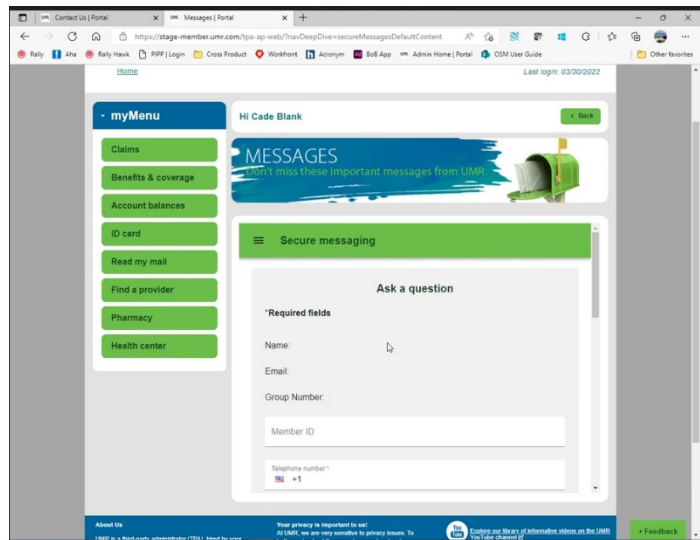
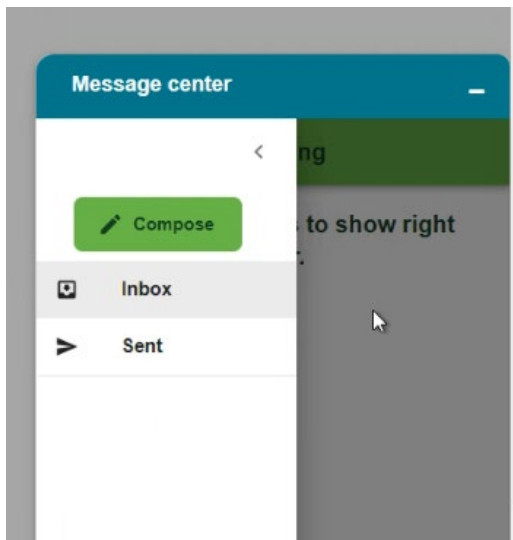
A Message Center window will display where members can create their new message. They will be asked to confirm their account credentials by completing all required fields. They will then be able to select the department/service they are inquiring about, type in their message and attach any associated documentation.



Members will be notified by email when they receive a response to their message. To view the response, member will log in to the online account and select "Messages" from the options at the top of the screen.

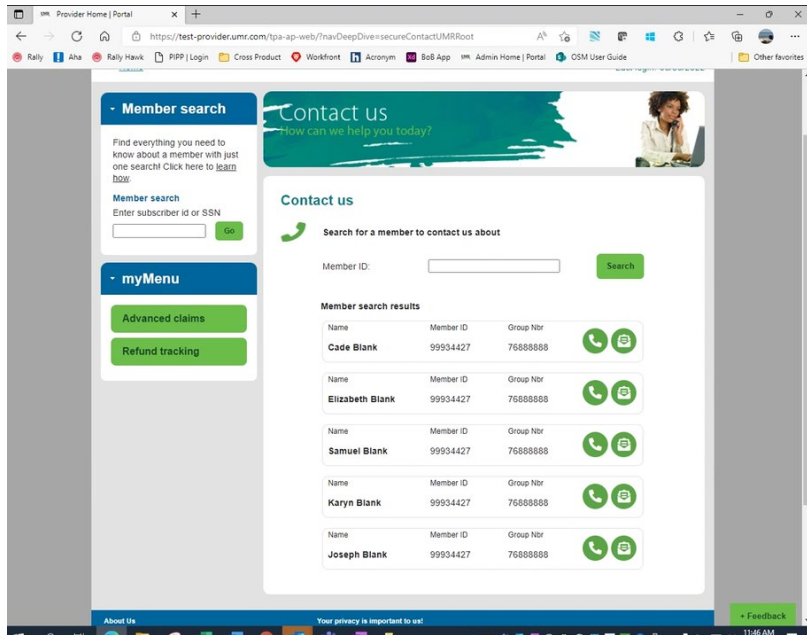


That will take the member to a screen where they can view an inbox of messages they have received, as well as a historical record of the messages they have sent. They will have the option to compose a new message or to reply to a selected message displayed in their inbox.



NEW provider experience

Provider users can initiate a new secure message by logging in to their online account and selecting “Contact us” from the options at the top of the screen. They then can search for the patient they wish to inquire about by entering the member ID and choosing from those covered under that account.



A Message Center window will display where providers can create their new message. They will be able to select the department/service they are inquiring about, type in their message and attach any associated documentation.

