



monroe plan

FOR MEDICAL CARE

Provider Quick Reference Guide

Monroe Plan for Medical Care
1120 Pittsford-Victor Road, Pittsford, NY 14534
Monroeplan.com

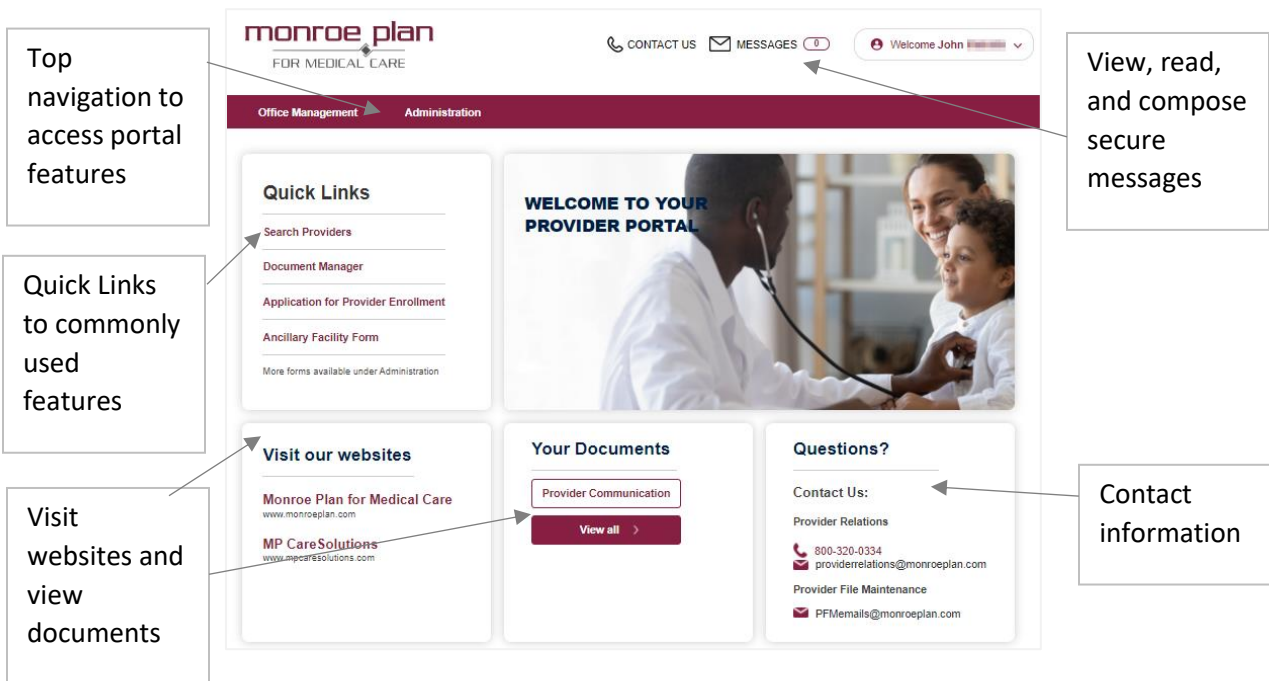
Log-In

Please use this link to log into to MPMC’s portal:

<https://monroeplan.healthtrioconnect.com/app/index.page>

Home Page

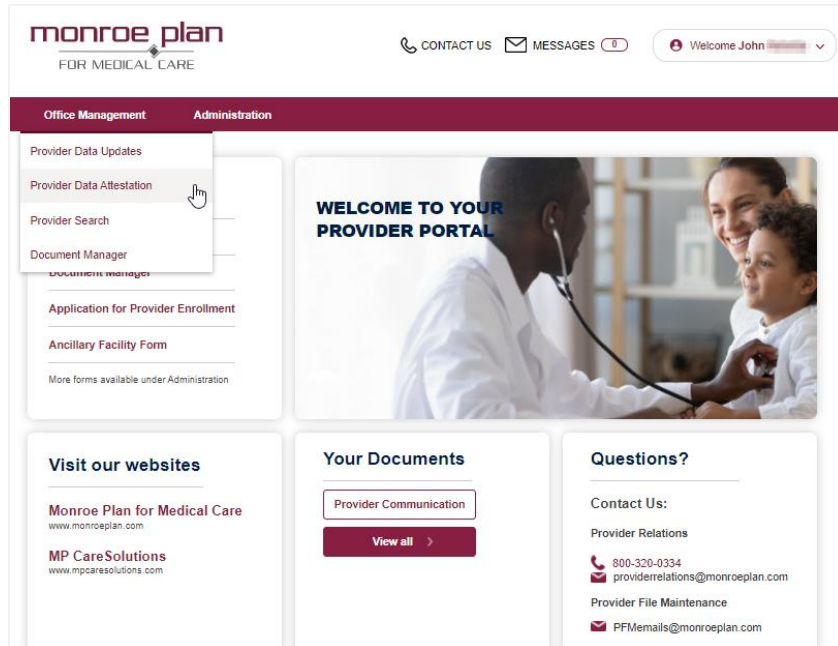
From the Monroe Plan for Medical Care home page, providers can use top navigation to access portal features. Quick links also provide easy access to commonly used features, websites, documents, and contact information.



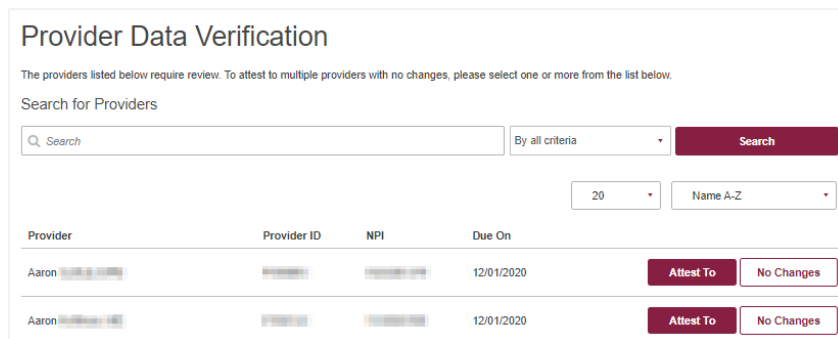
Attestation

Monroe Plan for Medical Care may ask providers to attest to provider data annually.

1. From the *Office Management* menu, select **Provider Data Attestation**.



2. In the *Provider Data Verification* screen, search for a provider and click **Attest To**.



- a. If there are no changes, click **No Changes**.
- b. In the *Complete Attestation* screen, click **Confirm**.



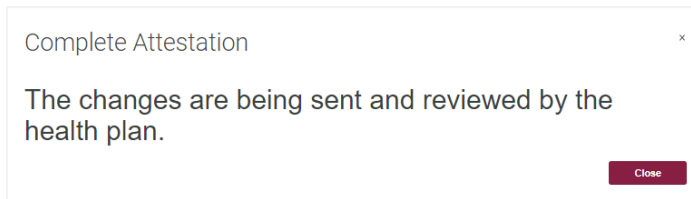
Complete Attestation

Please confirm the 1 providers below have no reported changes.

Name	ID	NPI
[Redacted]	[Redacted]	[Redacted]

Cancel Confirm

- c. Changes are sent to the health plan for review. Click **Close**.



Complete Attestation

The changes are being sent and reviewed by the health plan.

Close

- 3. The *Review Provider Information* pop-up screen displays. Verify provider personal information and click **Next**.

Review Provider Information ×
Aaron [blurred]

1 Personal **2 Practice list** 3 Submit 4 Submit 5 Anthony D 6 Anthony D 7 Submit 8 Submit 9 Submit

Provider personal information

*Type of practitioner
Clinician

Residency institutions

No records available.

Institution name Completion date

Add residency

Previous **Next**

4. Click through and review all practice tabs.

Review Provider Information ×
Aaron [blurred]

1 Personal **2 Practice list** 3 Submit 4 Submit 5 Anthony D 6 Anthony D 7 Submit 8 Submit 9 Submit

Practices to be reviewed

- [blurred]
- [blurred]
- [blurred]
- [blurred]
- [blurred]

Previous **Next**

5. Click **Next** to advance to the next tab.

Review Provider Information ×
Aaron ▢ ▢

1 Personal info 2 Practice info 3 **7** Submit

Information for Kaleida Health

Patient Age Range to

Previous **Next**

6. When finished updating provider and practice information, add any additional comments, and click the **Acknowledgment** checkbox. Click **Submit**.

Review Provider Information ×
Aaron ▢ ▢

1 Personal info 2 Practice info 3 4 5 6 7 8 **Submit**

Comments

* required
Additional comments

Characters remaining: 1000 / 1000

* Acknowledgment

In accordance with federal, state and regulatory requirements I have reviewed the provider directory information and attest that the information displayed is current and up to date.

Previous **Submit**

The *Thank You* screen displays with all requested updates.

Thank You

Your update request has been received.

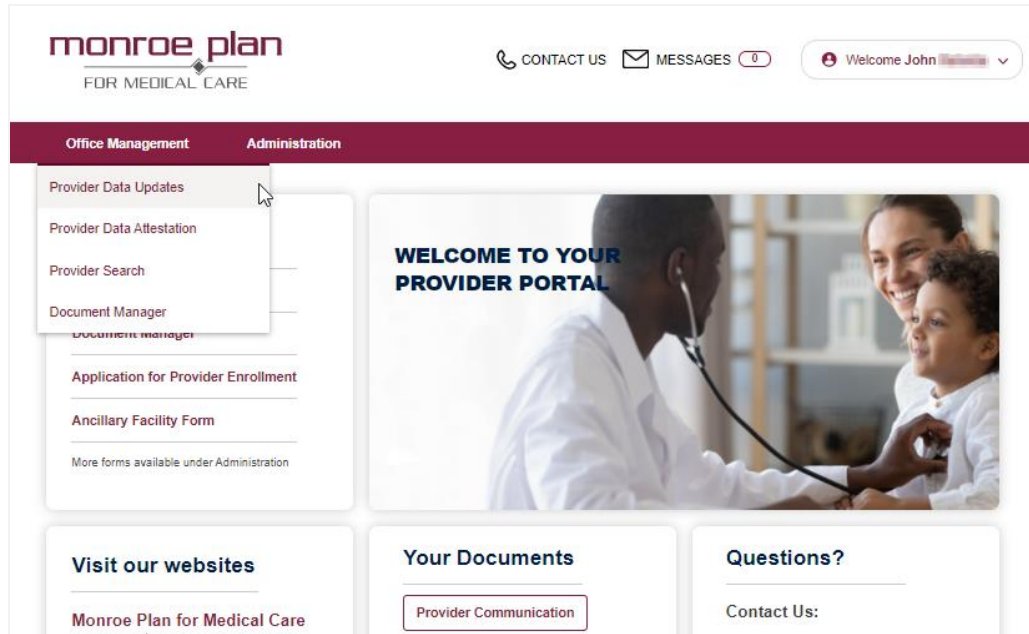
Requested Updates

Personal information		
Item	From	To
No records available.		
[No records available]		
No updates requested		
No updates requested		
No updates requested		
No updates requested		
No updates requested		

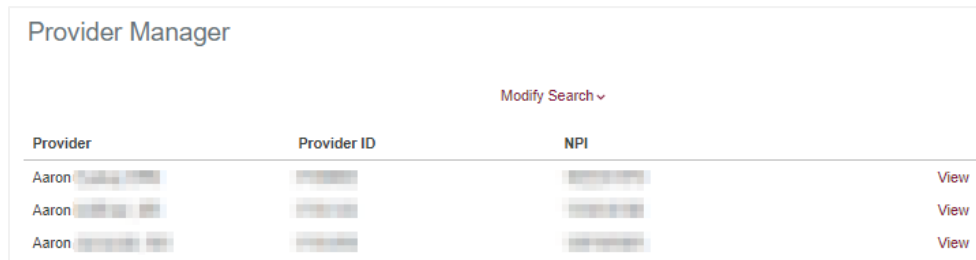
Update Information

Providers can make updates to personal and practice information at any time.

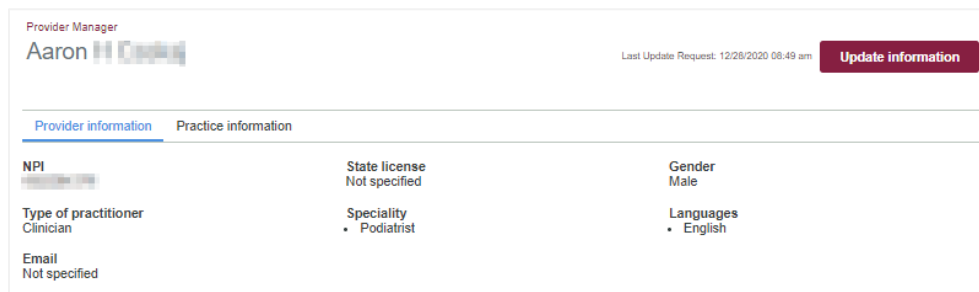
1. From the *Office Management* menu, select **Provider Data Updates**.



2. In the *Provider Manager* screen, search for a provider and click **View**.



3. View Provider and Practice information. Click **Update information**.



4. The *Update provider information* popup window displays. View and update provider personal information. Click **Next** to advance to the *Practice List* tab.

5. Select practices to update information and click **Next**, or click **Skip** if practice information does not need to be updated.

6. Review and update practice information. Click **Next**.

Update provider information Aaron [redacted]

1 Personal information 2 Practice list 3 **Practice list** 4 Submit

Information for [redacted]

Practice name [text box]

Accepting Medicare? Yes No

Accessibility available Yes No

Patient Age Range [] to []

Office phone [text box] Office fax [text box]

*Address [text box] Address line 2 [text box] [text box]

Accepting patients [text box]

Office hours [text box]

Previous Next

7. Add any additional comments and click **Submit**.

Update provider information Aaron [redacted]

1 Personal information 2 Practice list 3 Practice list 4 **Submit**

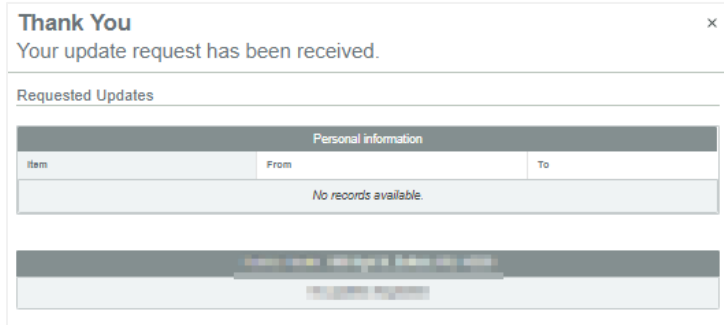
Comments

Additional comments [text area]

Characters remaining: 1000 / 1000

Previous Submit

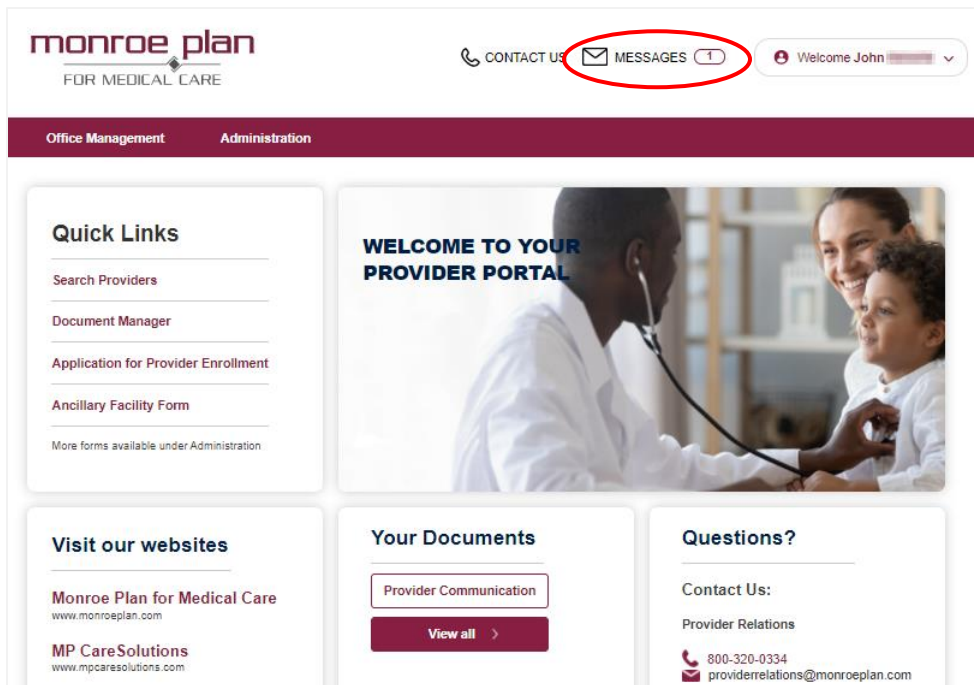
Your update request is sent to the health plan and the *Thank You* screen displays.



Secure Messages

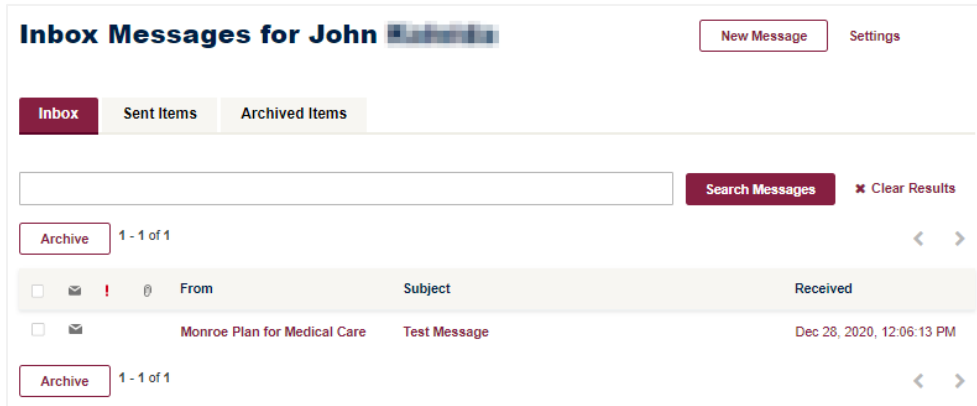
Providers can send and receive secure messages through the portal.

1. From the *Home* page, click the messages mailbox icon.

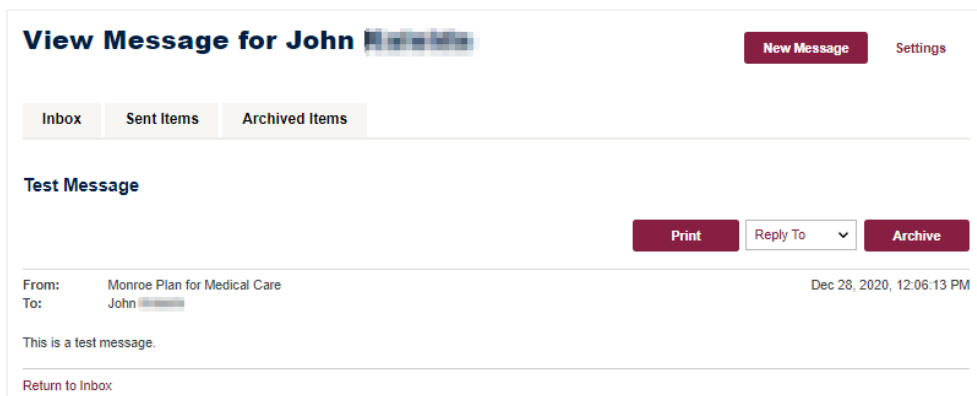


2. In the inbox, all messages are displayed. Click on a message to read it.

Note: Click the **Sent Items** or **Archived Items** tabs to view sent and/or archived messages.



3. In the *View Message* screen, providers can read messages as well as print, reply, or archive.



4. To compose a new message, click **New Message**. The *Compose Message* screen displays.



5. Click Add **Recipients**.

- The *Add Recipients* pop-up window displays. Click **Add** to select recipients. More than one recipient can be added. When finished, click **Add Recipients** and return to the *Compose Message* screen.

- Enter a Subject.
- Mark urgent, if needed.
- Click **Attach a file** to search for and select an attachment, if needed.
- Enter message text in the text box.

- When finished, click **Send**. Sent messages can be viewed in the **Sent Items** tab from the *Inbox* screen.