

PAN Foundation

HOW TO:

# USE SECURE MESSAGES



This portal guide takes you through steps to [write](#) to and [respond](#) to a secure message.

## About secure messages

- The PAN Foundation uses HIPPA-compliant secure messaging to protect sensitive patient information and provide a fast and efficient way to communicate with our call center.
- Use secure messaging in the provider or pharmacy portal to ask the call center representative questions.

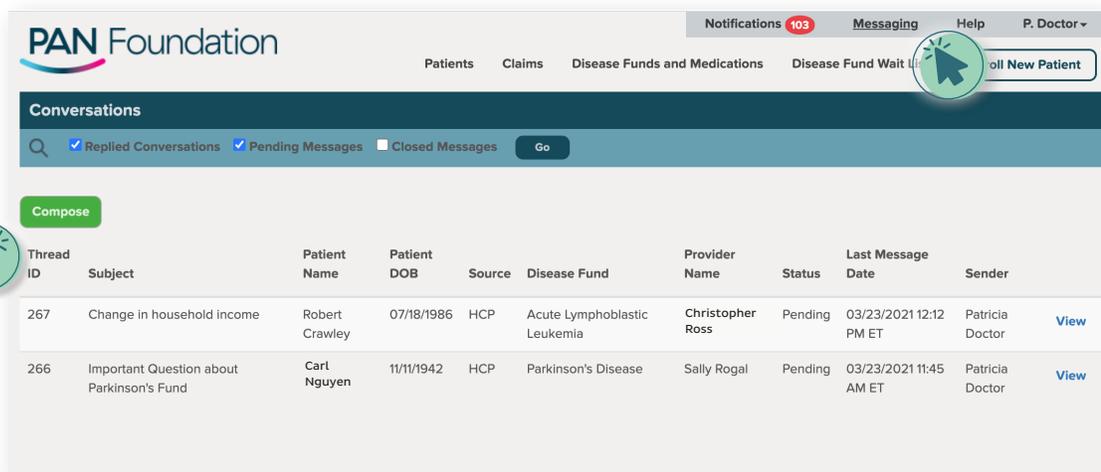
## How to write a secure message

1

Log in to your [provider](#) or [pharmacy](#) portal account and click on **“Messaging”** in the upper right-hand corner of the screen.

2

Click the green **“Compose”** button.

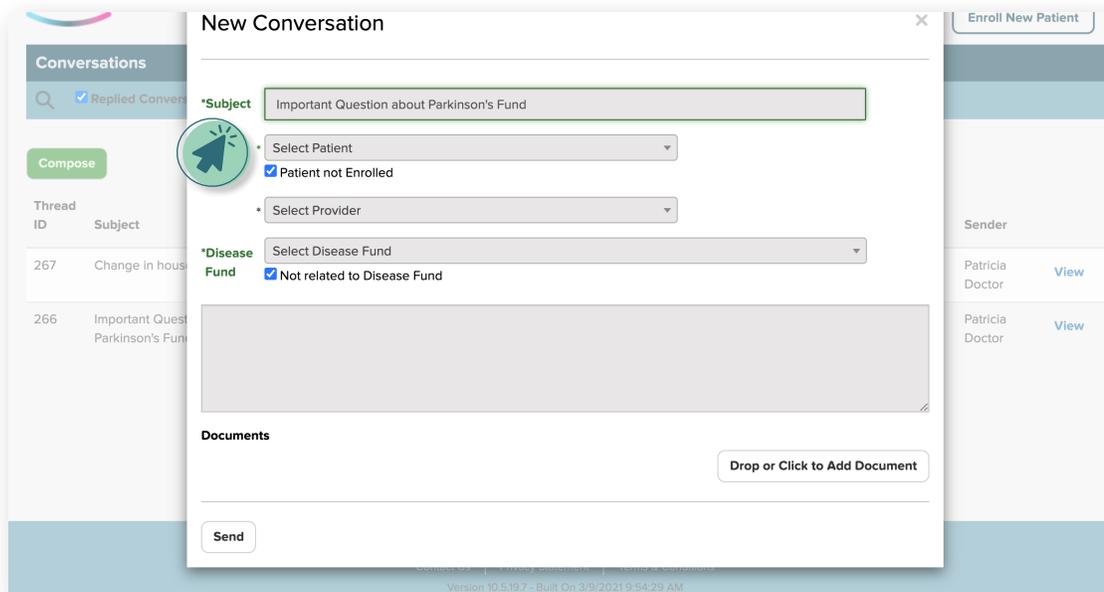


The screenshot shows the PAN Foundation patient portal interface. At the top, there are navigation links for Patients, Claims, Disease Funds and Medications, Disease Fund Wait List, and a button for Add New Patient. A 'Messaging' link is highlighted with a green callout arrow. Below the navigation is a 'Conversations' section with a search bar and filters for Replied Conversations, Pending Messages, and Closed Messages. A green 'Compose' button is also highlighted with a green callout arrow. Below this is a table of messages.

Thread ID	Subject	Patient Name	Patient DOB	Source	Disease Fund	Provider Name	Status	Last Message Date	Sender	
267	Change in household income	Robert Crawley	07/18/1986	HCP	Acute Lymphoblastic Leukemia	Christopher Ross	Pending	03/23/2021 12:12 PM ET	Patricia Doctor	<a href="#">View</a>
266	Important Question about Parkinson's Fund	Carl Nguyen	11/11/1942	HCP	Parkinson's Disease	Sally Rogal	Pending	03/23/2021 11:45 AM ET	Patricia Doctor	<a href="#">View</a>

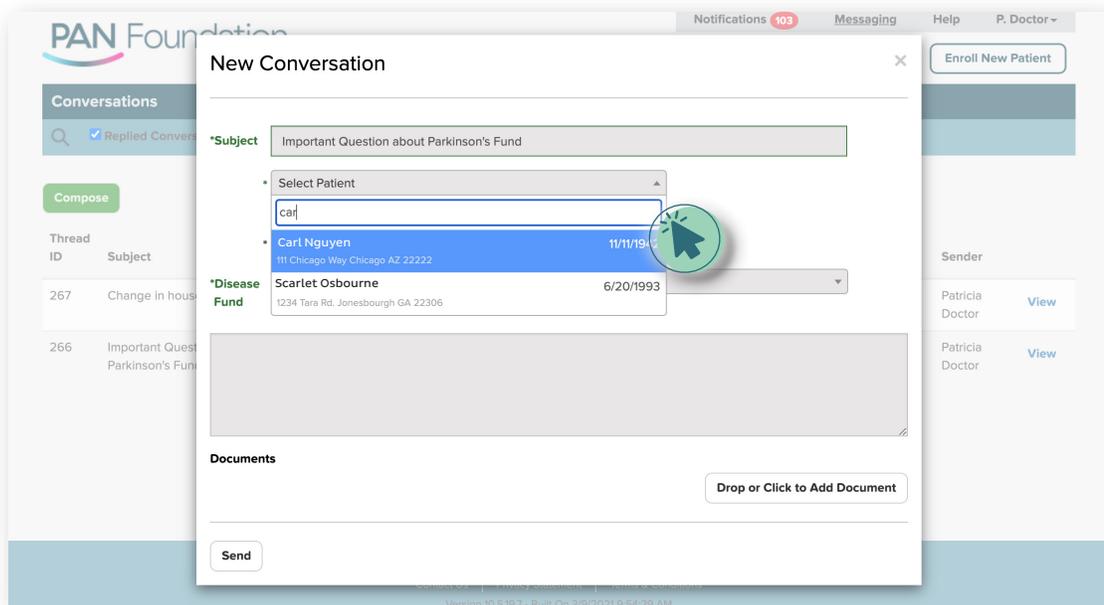
3

Enter a subject line.

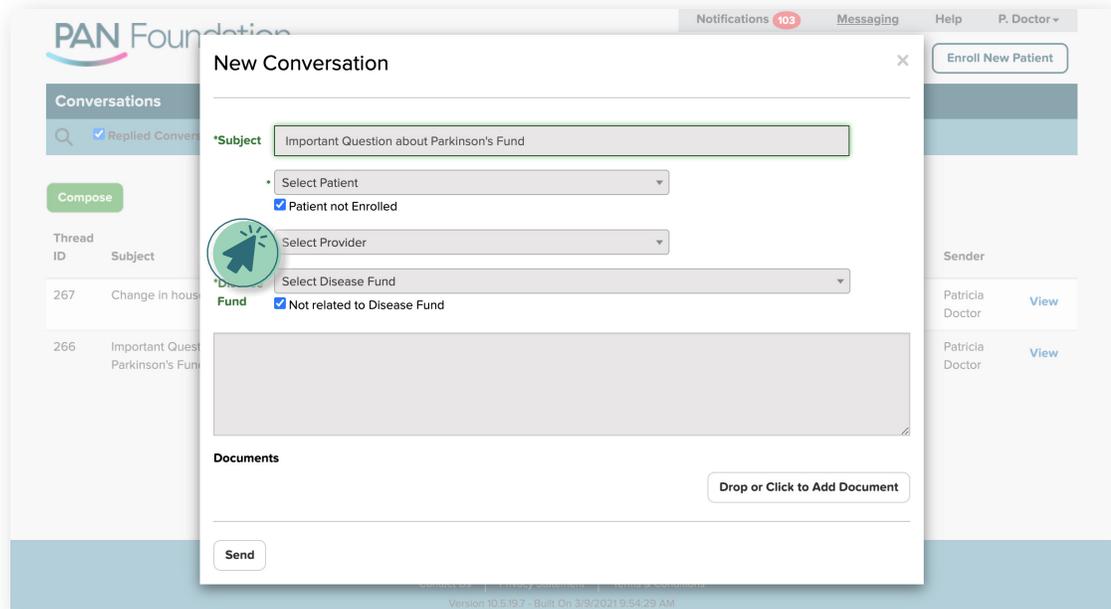


4

Click the **“Select Patient”** drop-down field to search for your patient. Select your patient’s name.

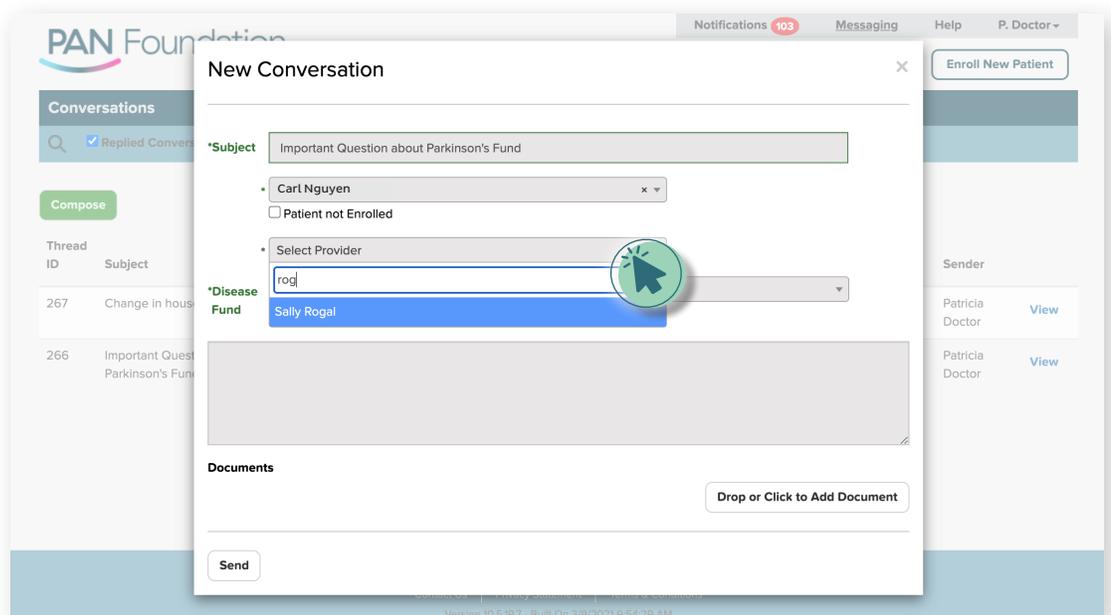


- a. If the patient is not currently enrolled in a disease fund or linked to your portal account, check the **“Patient not enrolled”** box.



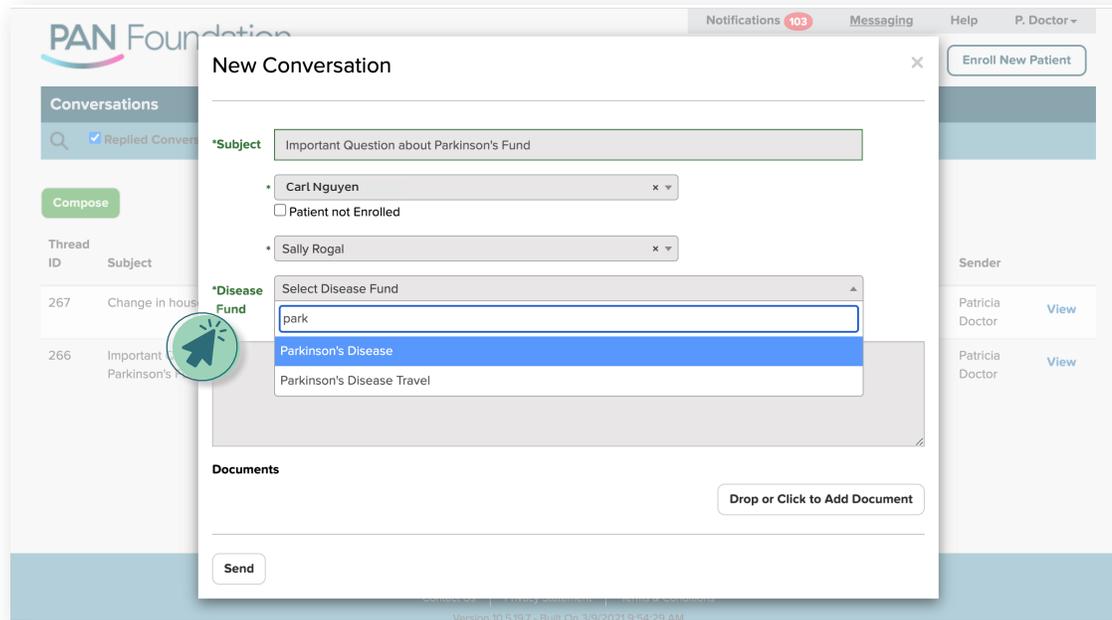
5

Click the **“Select Provider”** drop-down field to search for the participating provider. Select the provider’s name.

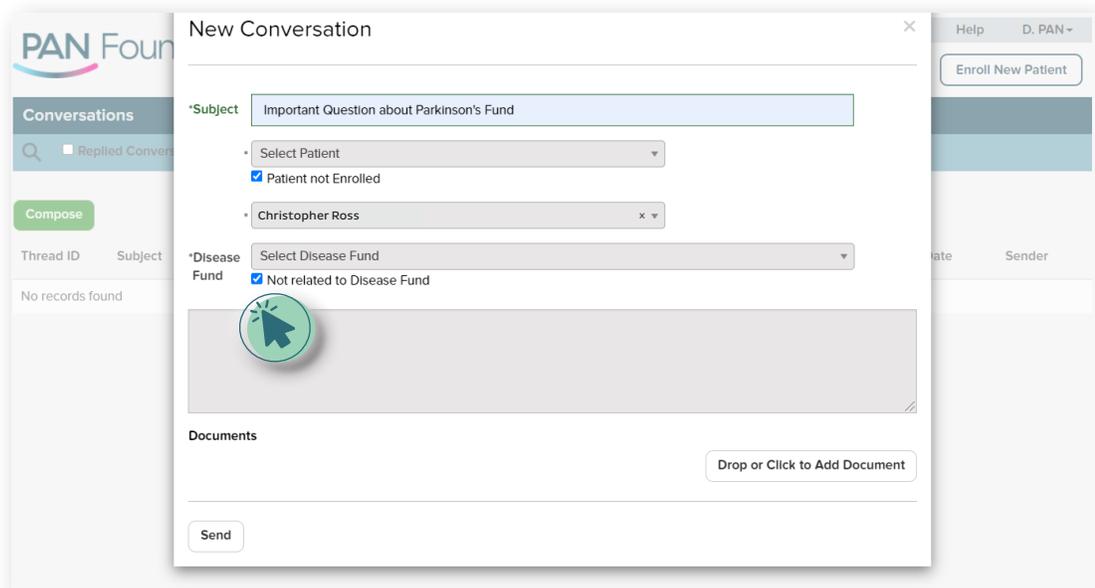


6

Click the **“Select Disease Fund”** drop-down field to search for the corresponding disease fund with a keyword, or, scroll through the list. Select the disease fund.

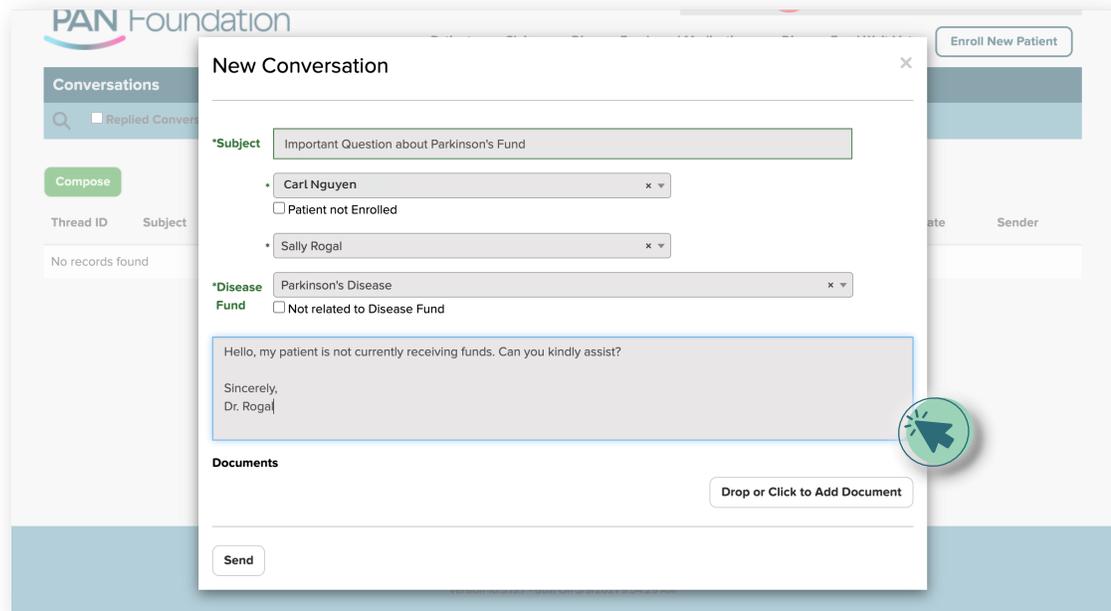


- a. If your message is not related to a particular disease fund, check the **“Not related to disease fund”** box, immediately below the drop-down.



# 7

Use the text box to enter your message, such as asking for a claim status or a question about the patient’s disease fund.



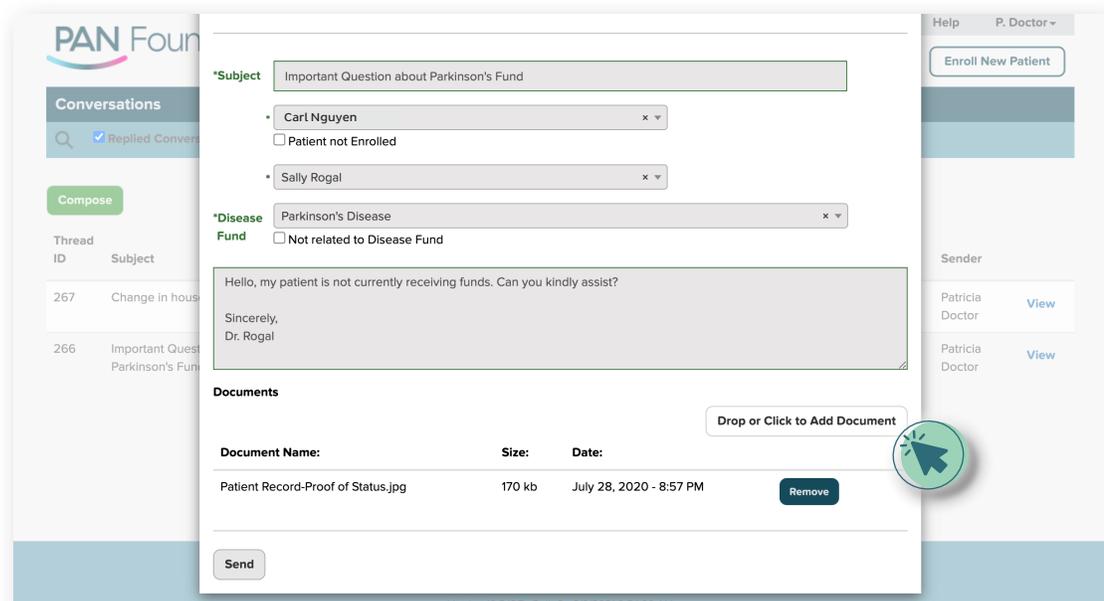
# 8

If needed, click the **“Drop or Click to Add Document”** button, below the text box, to attach a file to your message. You may also **“drag and drop”** a file directly into the **“New Conversation”** messaging window.

- a. Attached documents will appear in a list below the **“Drop or Click to Add Document”** button.

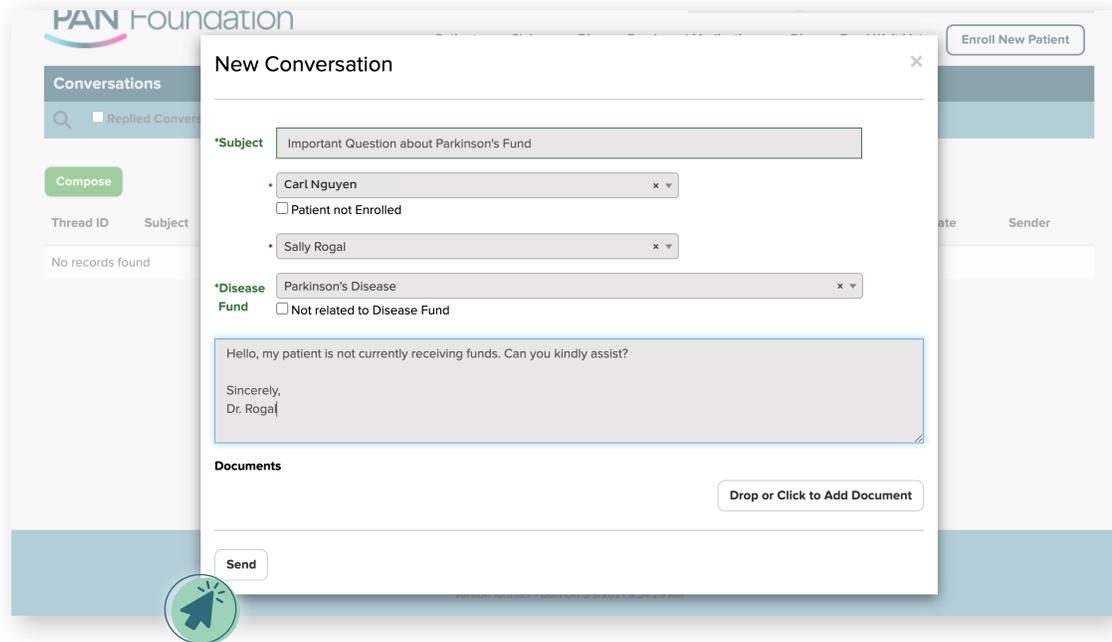
# 9

To remove an attached file, click the blue **“Remove”** button next to the file you would like to remove.



# 10

When you are ready to send your secure message, click the **“Send”** button.



## Types of messages

1. A replied conversation is a message that the call center has replied to.
2. A pending message means that the message has been sent, but the call center has not responded yet.
3. A closed message means that the issue has been resolved and no further action is required.

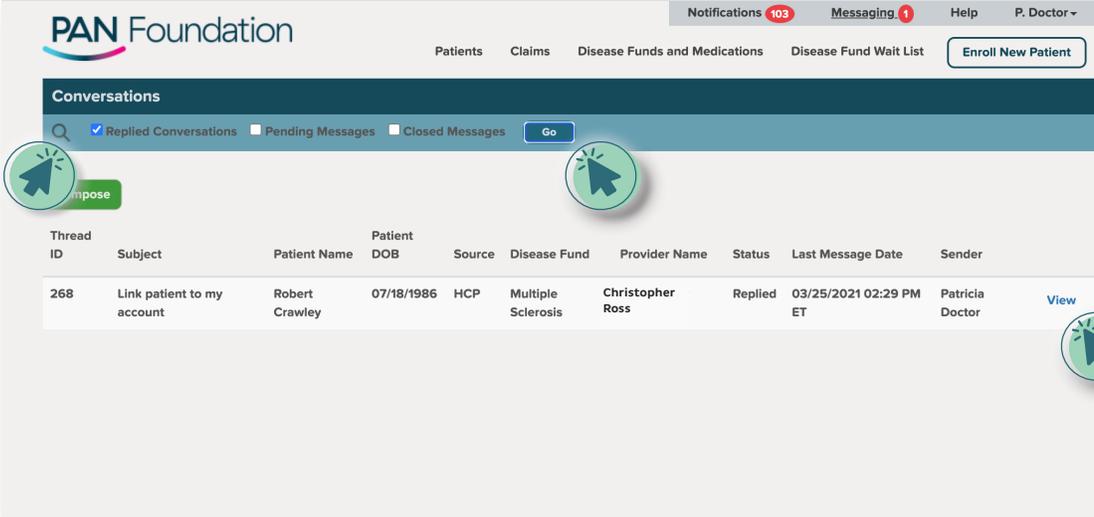
## How to respond to a secure message

1

Log in to your portal account and click on **“Messaging”** in the upper right-hand corner of the screen.

2

Under the “Conversations” filter, check the **“Replied Conversations”** box. Then click on the blue **“Go”** button. Messages that have been replied to by a call center representative will appear below. Click **“View”** to open the conversation details.

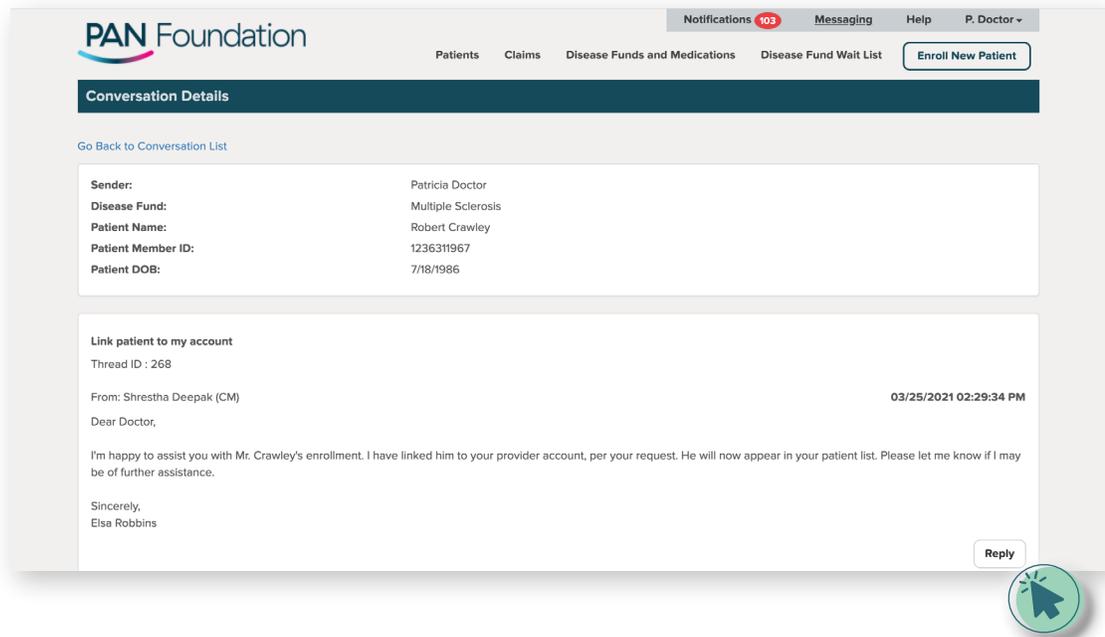


The screenshot shows the PAN Foundation messaging interface. At the top, there are navigation links for Patients, Claims, Disease Funds and Medications, Disease Fund Wait List, and an Enroll New Patient button. The main section is titled "Conversations" and includes a filter bar with "Replied Conversations" selected, "Pending Messages", and "Closed Messages", along with a "Go" button. Below the filter bar is a table of conversations. The first row is highlighted, and a "View" button is visible at the end of the row. A mouse cursor is shown clicking the "View" button.

Thread ID	Subject	Patient Name	Patient DOB	Source	Disease Fund	Provider Name	Status	Last Message Date	Sender	
268	Link patient to my account	Robert Crawley	07/18/1986	HCP	Multiple Sclerosis	Christopher Ross	Replied	03/25/2021 02:29 PM ET	Patricia Doctor	<a href="#">View</a>

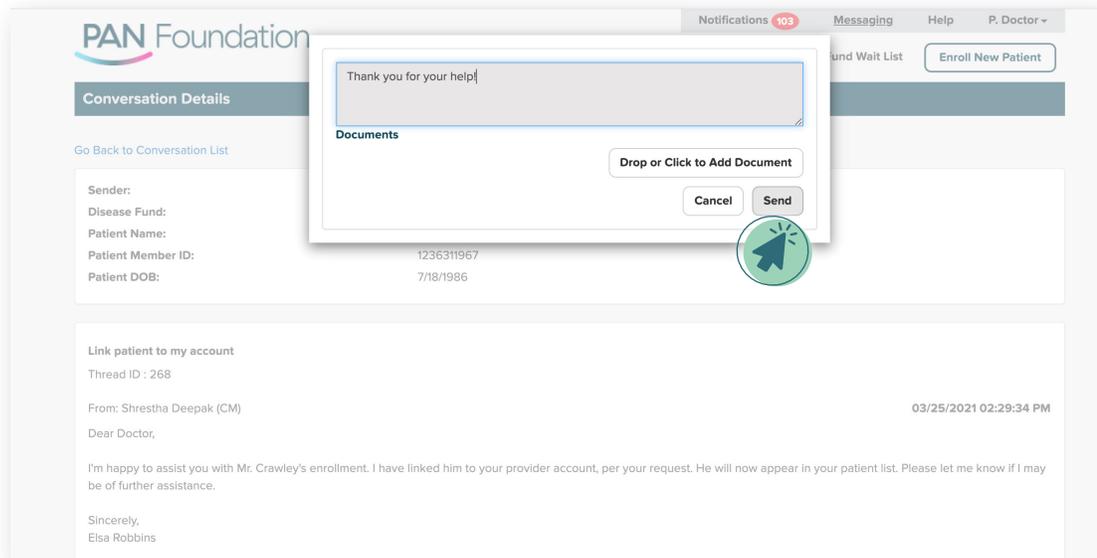
3

Example of conversation details.



4

To respond, click **"Reply"** at the bottom right of the message. Type in your response in the pop-up response box and, if desired, attach a document to your message. When you are ready, click **"Send"**.



For more information about how to manage your account or use the PAN portal refer to our [webinar library](#), our other [how-to guides](#), or review the [pharmacy](#) or [provider](#) FAQs.



**PAN** Foundation

[panfoundation.org](https://panfoundation.org)