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.
Enter a subject line.

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

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.

To remove an attached file, click the blue “Remove” button next to the file you would like to remove.
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.
Example of conversation details.

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.