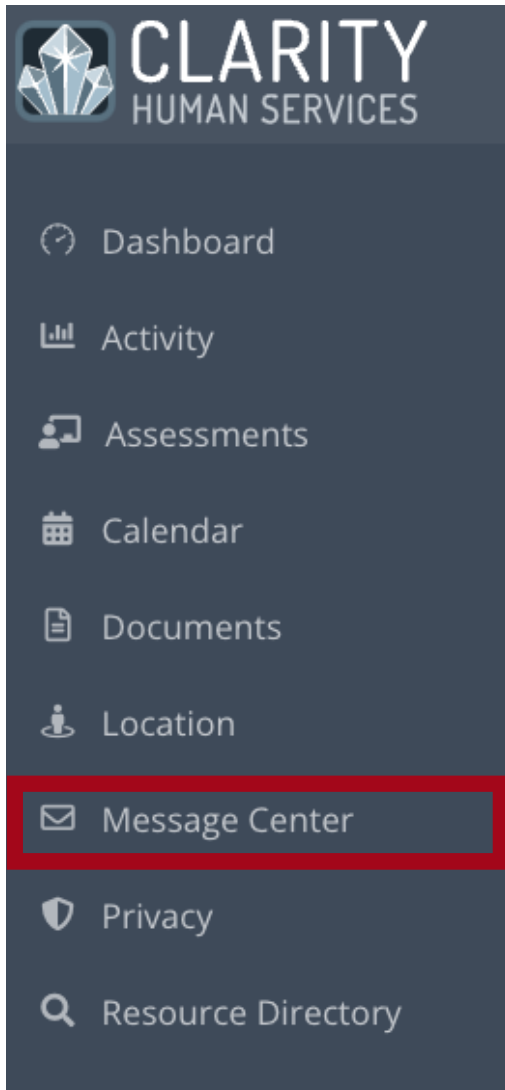


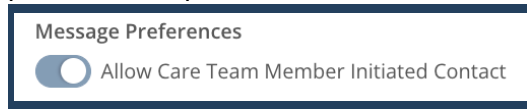
MESSAGE CENTER

The Message Center allows you to contact and respond to messages from care team members through a confidential and secure message. You are able to conveniently track conversations with all providers and view previous conversation history.



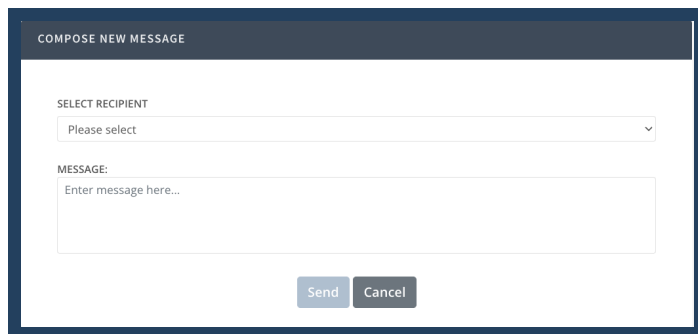
Allow Care Team Initiated Contact

By default, your care team members are able to send a message to you through the Portal. You can turn off care team initiated messages through the Portal's Profile Settings by toggling off the **Allow Care Team Member Initiated Contact** option under the preferences pane.



Sending a Message to a Care Team Member

You can send a new message to a care team member through the Message Center pane. You should select **New Message**, select the provider you want to message, draft your message, and press **Send**. A copy of the message will be available for review in your inbox.



Mobile view:

Responding to a Message

If you receive a message from a care team member, you will receive an alert at your next login and may receive an email or text message if enabled in your notification preferences. You can view the message by clicking on the notification or navigating to the Message Center. New and unopened messages will be displayed in bold. To respond, open the message, draft a response, and select **Send**.

