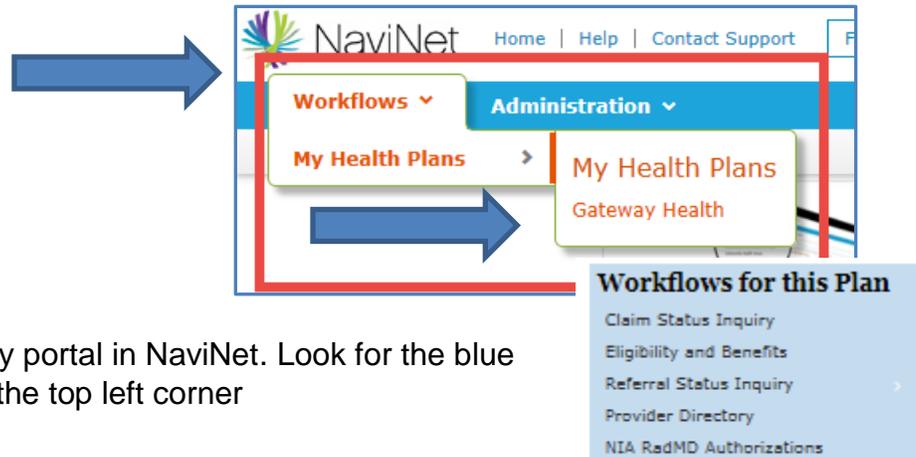


To Access Gateway Health Secure Messaging, follow these steps:

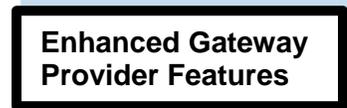
1. Login to NaviNet – use your existing credentials - no new login details required
2. Follow this path:

Work Flows
My Health Plans
Gateway Health



3. You are now on the Gateway portal in NaviNet. Look for the blue Workflows for this Plan box in the top left corner

Choose **Enhanced Gateway Provider Features**



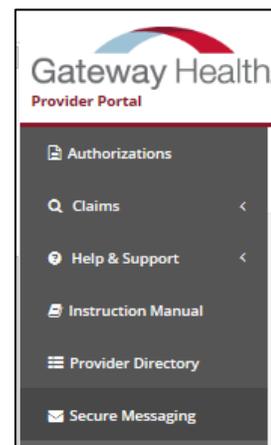
You will now be taken to the page where you can access Secure Messaging

4. Before choosing Secure Messaging consider opening the User Manual for Secure Messaging that provides advanced features beyond what is captured in this how-to guide.

For more information on this feature how and to use it, please view our downloadable instruction manual here: 

Now you are ready to choose **Secure Messaging**.

It is on the left in the Black Ribbon

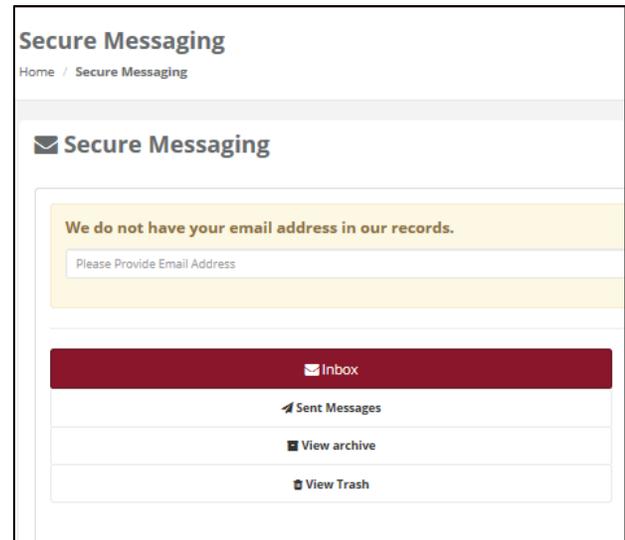


5. Once on the Secure Messaging page

Click on the red **Inbox**

The Inbox is where you can find messages from Gateway. It is best to check it regularly to see important information.

For example, we will send monthly lists identifying those patients who have had a recent Emergency Room visit

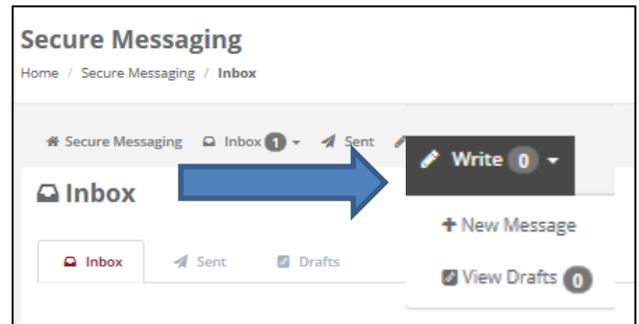


6. The next step is to create a new message to attach the Asthma Control Test (ACT) forms.

Click on **Write**

Then choose **New Message**

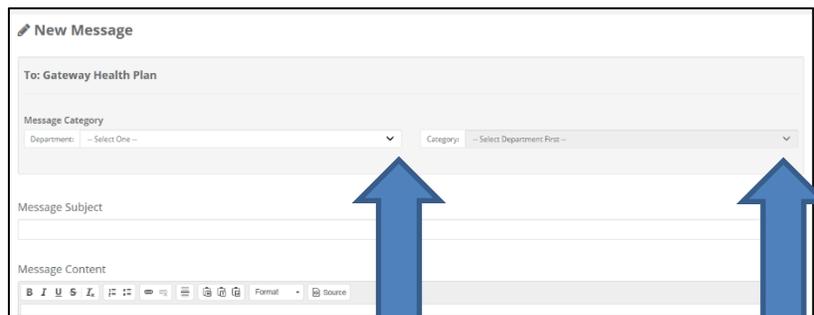
FYI - This “how-to” process assumes you have previously scanned and saved the forms to your computer



7. Completing the email in Secure Messaging

Choose **Quality Improvement** under Department drop down

Choose **Provider Engagement** Under Category drop down



In the subject line enter **Act Form** and your **Practice name** or **Gateway ID number**

Optional: In the body of the email you can tell us who to contact if there are questions and list a phone number. This is helpful to ensure timely payment.

Scroll down and click on the green bar **Attach documents from computer** to attach the ACT forms. It will open up your documents folder on your computer. Then hit the red bar **Send Message**

