MiCare RelayHealth - Secure Messaging

Guide to Getting Started

MiCare RelayHealth Introduction

Who

- All Active Duty, dependents, retiree/TRICARE beneficiaries can sign up for MiCare RelayHealth secure messaging.

What

- Offers real-time solutions to streamline interactions throughout healthcare.
- Connects patients, providers, and pharmacies through secure internet messaging.
- Tool for routine care and is currently not utilized for urgent/acute issues.

Why

- Ultimately saves you travel time and provides a convenient service from the comfort of your own home.
- With a response time within 24 hours, you can feel at ease knowing that your concern has been acknowledged.

Enroll as an Adult Patient (18 and older) *at Your Clinic*

1

Register in Person

Process starts at your next visit

2

Check your email and click the blue hyperlink

Access from your PC or smart phone

3

Start using MiCare!!

Enroll As an Adult Patient (18 and older) _Online_

1

Go to www.relayhealth.com

Access from your PC or smart phone

2

Register as a patient using the online form

Complete registration form with your information

3

Allow the facility to approve your registration

May take up to 1 business day

4

Start using MiCare!!

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Enroll A Dependent Child (17 and younger) _at Your Clinic_

1

Register in Person

Process starts at your next visit

2

Check your email and click the blue hyperlink.

Access from your PC or smart phone

3

Start using MiCare!!

Enroll as a Dependent Child (17 and younger) *Online*

1

Log in to YOUR MiCare RelayHealth account

Access from your PC or smart phone

2

Click "Providers" at the top of the screen and "Add Family Member"

Fill in information for as many dependents as you would like

3

Allow the facility to approve your registration

May take up to 1 business day

4

Start using MiCare!!

Logging in to MiCare RelayHealth

Welcome to Your Healthcare Portal

A secure portal for patients and healthcare teams to collaborate and share information

For dependents 17 and younger, a parent's login information will be used to manage the child's information

Where do you provide or receive healthcare?

United States

USERNAME

Jane.Doe

PASSWORD

●●●●●●●●●●●●●●

☐ Remember my username

SIGN IN 🔒

Log in at
www.relayhealth.com
**with the username &
password you created**

How to send a message

1

MESSAGES

Message your Providers or Care Team

2

Compose

Click the compose button to start a message

3

Provider: - Select Provider -

Select your provider from the drop-down list

4

Patient: Ashely Doe, dependent

Select either your name or your linked dependents name from the drop-down list

How to send a message (cont)

5

Select Subject -
Message Your Provider/Care Team
Prescriptions
Lab Results
Referrals

Message Office Staff
Update Address or Insurance Info

Select a subject from the drop down menu labeled "subject" or send a generic message using "message office staff"

6

Message*:

Hello

Send

Send your message

- **Is there an app?**
    - Not specifically. However, you can access:
        - The 4th Medical Group's access application by searching "4th Medical Group" on Apple store or Google Play.
        - Use your browser (desktop, laptop, smartphone, or tablet) at www.relayhealth.com.

- **How do I contact the MiCare help desk?**
    - You can reach a MiCare RelayHealth customer service member at (866) 735-2963.

- **MiCare es accesible en español?**
    - Sí, en la configuración de la cuenta, puede seleccionar un idioma de visualización preferido. Sin embargo, no se traducirán todos los mensajes de su equipo PCM.

- **Can I link my child's account with my account if they are 17 and younger?**
    - Yes. One parent can register their dependent(s) and link the account(s) to their own account. However, both parents will not be able to access or view their dependent(s) account simultaneously.
    - The parent who the dependent child is registered under will manage the dependent(s) account. The other parent will not be able to send messages from his/her own account on behalf of any dependent children unless they are linked to that parents account.
    - If you need to switch the parent of the dependent, first remove him or her under the "Health Records" → "Manage Family Members" section. The new parent will then follow the instructions to Enroll a Dependent Child.

- **My dependent is 18 or older. Can I register for them?**
    - No. Dependents 18 and older are considered adult patients.
    - If you have an adult dependent (18 and older) with special medical mental circumstances, please call the 4th Medical Group Practice Manager at (919) 722-1082 to review specific details and possible registration.

FAQs Continued

- **Will my dependent be able to see my (the parent's) medical record?**
  - No. This information is only available to the dependents if you provide the dependent with your login information (username and password).

- **Will the parent be able to see everything listed in the dependent MiCare account?**
  - Yes. The parent that has their account linked with the dependent child, will have full access to the dependent's medical record.

- **My dependent just turned 18 and we had a MiCare RelayHealth account when he/she was a child. What should I do now?**
  - The system will prompt you to remove your dependent under the "Health Records" → "Manage Family Members" section 90 days before his or her 18th birthday and every 30 days after. Once he or she is removed, the patient must re-register with a unique username and password, and the system will merge the accounts.

- **How do I see my previous medical record i.e. labs, radiology, etc.?**
  - MiCare Relayhealth no longer has the capability to allow access to view your medical records. However, all of that information can be viewed in real-time at TRICARE Online by clicking the "Blue Button". Use the link to logon: https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal

- **How do I find/select SJAFB's pharmacy?**
  - Search for "Thomas Koritz Clinic Pharmacy".

ADDITIONAL SERVICES

Click "Additional Services" on the homepage to access more FAQs

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