

My Care Plus Instructions

To send and receive messages through the Message Center:

1. Log in to My Care Plus www.MyCarePlusOnline.com
2. Click the Message Center link

To send a message:

3. Click Compose Message from the menu
4. Select your doctor, enter your subject and message, and click Send

To view and reply to your received messages:

Click the Inbox link

Click anywhere on the message to open and read

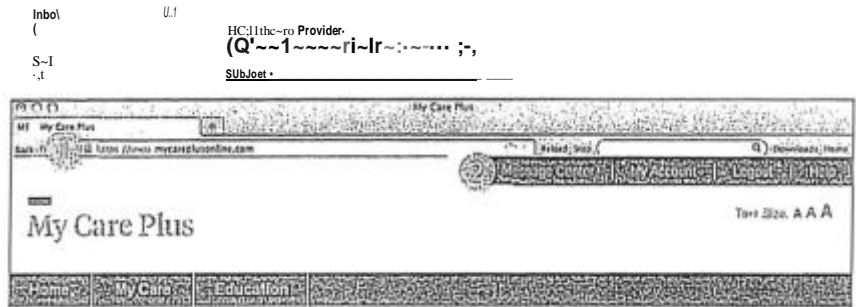
Use the Reply Message box at the bottom to enter your message, and click Reply

If you have questions regarding enrollment in My Care Plus, please contact your practice.

If you need assistance with the Message Center, please contact My Care Plus Support by email at Support@MyCarePlusOnline.com or call 855.887.6788.

www.MyCarePlusOnline.com

- Your care team will make every attempt to respond to your messages quickly but some responses may take up to 48 hours.
- A staff member, such as a nurse or administrative staff, may respond to your message on behalf of your doctor.
- **Do not use the Message Center for emergencies.**



Message Center

When you log in to My Care Plus, the Message Center will be available from the menu on the left side of the page. If you are experiencing a medical emergency, please call 911. If you are not having a medical emergency but require urgent medical attention, please call your Physician's office directly.

Remember, in cases of a medical emergency, a staff member from your Physician's Office, such as a nurse or administrative staff, may respond to your message on behalf of your Physician. This message and any response may be incorporated into your medical record.

