

PRISM Notifications

Quick Reference Guide for Providers

PRISM Notifications Overview

This guide is an overview for two PRISM Notification types. Those notification types are:

- Email Notifications
- MyInbox Notifications

Email Notifications



Important PRISM notifications that require immediate attention are sent to providers by email. These email notifications do not contain Protected Health Information (PHI) and will direct providers to log into PRISM to view the MyInbox Notification.



MyInBox Notifications

- Close. Closes page - login page displays.
- Forward. Select notification checkboxes. Click Forward
- Delete. Select notification checkboxes. Click Delete.

Notifications panel

- Click a subsystem
- Specific subsystem notifications will display.

Subscriptions hyperlink

- When clicked the Notifications Subscriptions List page displays.

- Click a notification to see notification details.

The screenshot shows the PRISM MyInBox Notifications page. The sidebar on the left lists various subsystems with their respective notification counts. The main content area displays a table of notifications. A red box highlights a specific notification: 'Active Restriction No Primary Provider and/or Pharmacy'. An orange box at the bottom highlights the pagination controls, including 'View Page: 1', 'Page Count', 'SaveToXLS', and 'Viewing Page: 1'.

The Notifications List is part of the MyInbox page.

Filter by functionality. Use the dropdowns to perform a search for specific notifications.

Column Headers and sort icons. The ascending (▲) icon and the descending (▼) icon can be used to sort notifications by clicking on a header icon.

List page controls:

- View page
- Page Count
- Save to XLS
- Page navigation

MyInbox notifications within PRISM contain information that requires review and may require updates in PRISM. These notifications within PRISM may contain Protected Health Information.



Expanded Notification

Recipient profile for this notification.

Forward To (Use the lookup icon to find a team member)

Document File Name hyperlink (if applicable)

The screenshot shows a web form titled "Expanded Notification". At the top, there is a header bar with a status indicator "Active Restriction No Primary Provider and/or Primary Pharmacy" (with a dropdown arrow), a date "09/27/2026", a status "Not Completed", and a letter "N". Below the header, the form contains the following elements: "Sent By: PRISM System", "Recipient Profile: EXT MCO Restriction Team Access", a "Forward To:" dropdown menu with a "Lookup Icon" (a magnifying glass) to its right, a "Complete:" checkbox, a "Document File Name:" text input field, and a "Comments:" text input field. At the bottom right, there are three buttons: "Save", "Delete", and "Unsubscribe From This Notification". Red arrows point from external text labels to each of these elements: "Recipient profile for this notification." points to the "Recipient Profile" field; "Forward To (Use the lookup icon to find a team member)" points to the "Forward To:" dropdown; "Document File Name hyperlink (if applicable)" points to the "Document File Name:" field; "Lookup Icon" points to the magnifying glass icon; "Comments. Text can be added or deleted in the comments box." points to the "Comments:" field; "Save. Use Save with the Forward To, Complete, and Comments functionality" points to the "Save" button; "Delete" points to the "Delete" button; "Unsubscribe From This Notification. Enabled if it is a notification that allows un-subscription." points to the "Unsubscribe From This Notification" button; and "Message. The notification message has important information to complete the task." points to the "Message:" text area.

Message. The notification message has important information to complete the task.

Comments. Text can be added or deleted in the comments box.

Save. Use Save with the Forward To, Complete, and Comments functionality

Delete

Unsubscribe From This Notification. Enabled if it is a notification that allows un-subscription.



Notifications Subscriptions

Subscriptions panel.
Subscriptions are listed per subsystem.

Click a subscription notification to see details.

Recipient profile for this subscription.

Due Duration

Notifications Subscriptions List

Column Headers and sort icons. The ascending (▲) icon and the descending (▼) icon can be used to sort notifications by clicking on a header icon.

Notification Template

Subscribe or Unsubscribe from this notification. Buttons enabled if subscription is allowed.

The screenshot shows the 'Notifications Subscriptions' interface. On the left is a sidebar with a 'Subscriptions' panel showing counts for various subsystems: Claims (0), Contracts/MC (0), Financials (0), Member (6), Prior Authorization (0), Provider Enrollment (0), Reference (0), and Security (0). The main area is titled 'Notifications Subscriptions' and includes filter options, a table of subscriptions, and a detailed view of a selected subscription.

Notifications Subscriptions Table:

Notification Title	Notification Template	From Date	To Date	Unsubscribable?	Delivery Method
Restriction Message from State	There is a message {Message ID} regarding Member ...	07/08/2022	12/31/2999	No	My Inbox
Restriction Message from State	There is a notification in your PRISM Myinbox rega...	07/08/2022	12/31/2999	No	Email
Active Restriction No Primary Provider and/or Pharmacy	There is not a Primary Provider and/or Primary Pha...	07/08/2022	12/31/2999	No	My Inbox

Subscription Details (for 'Restriction Message from State'):

- Notification Name:** Restriction Message from State
- Recipient Profile:** EXT MCO Restriction Team Access
- Last Subscribed Range:** 07/08/2022-12/31/2999
- Due Duration:** 30 Days
- Notification Template:** There is a message {Message ID} regarding Member ID {Member ID}, Member Name {Member Name} for MCO review that may require action. Please navigate to the Communication Messaging from the Member tab.
- Buttons:** Subscribe (enabled), Unsubscribe (disabled)

