



How Do I Use My Messages?

For Additional Questions and Answers, visit our [FAQ](#) section

Steps: Compose a Message

- 1) To access, click **MyMessages** on the left hand side menu on the *MyPractice* Page.
- 2) On the *Inbox* screen, click **Compose**.
- 3) On the *Compose* screen, select the Main Category and Sub Category that best match your inquiry and click **Continue**.
- 4) On the second *Compose* screen, complete the form fields and type in your free-text message. Click **Send**.
- 5) When you see the acknowledgement message, click **OK** to close and return to MyMessages.

Steps: Read a Message

- 1) To access, click **MyMessages** on the left hand side menu on the *MyPractice* Page.
- 2) If you have a message received from, it will display like an e-mail on the *Inbox* page. Click the hyperlinks in the **From** or **Subject** fields to view.
- 3) If you wish to reply to Magellan's response, click **Reply**.
- 4) To view other messages, click **Inbox**.

TIPS:

- Required fields are indicated with an asterisk.
- For a faster and more efficient response, please fill in as many applicable fields as possible, even if they are not required.
- Messages are secure and can contain PHI and/or personal information.
- Most messages are answered within one (1) business day.
- If you do not know which category to choose, select "Miscellaneous."
- New (unread) messages will be in bold font.
- HIPAA-compliant.
- You can see your five (5) most recent messages on the MyPractice page in the MyMessages section.
- For further assistance, use the **FAQs** link to access **Contact Us**.