# Moxie Processes for Providing Assistance (eCare)

[Single Email Search](#_Toc94181743)

[Non-Secure Emails for Past Communications](#_Toc94181744)

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**Description:** Provides the processes for each available source of assistance through Moxie.

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| Single Email Search |

**Note:** To search for multiple secure previous emails, refer to [Moxie View and Follow Up on Emails (eCare)](file:///C:\Users\c067779\Downloads\CMS-PRD1-086807).

Perform the steps below to provide assistance through single email search:

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| **Step** | **Action** |
| **1** | Click the **Email Search** tab. |
| **2** | Click **Reset** under Search Options to clear the settings. |
| **3** | Select **Incident** or **Message ID**. |
| **4** | Enter the Incident ID in the blank box (the tracking ID from the email). |
| **5** | Select **Email Replies**. |
| **6** | Click **Search**.  **Result:** Email correspondence from the member appears. |

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| Non-Secure Emails for Past Communications |

It is important to determine if there are any past communications when researching a non-secure email.

Perform the steps below:

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| **Step** | **Action** |
| **1** | Select **From** and enter the email address from the **Email Fields** search tab. |
| **2** | Select **Incoming Email** under **Email Type** and search.  **Result:** Any non-secure emails from that specific email address will populate. |

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| Related Documents |

**Parent Document:** [CALL 0045 Customer Care Web Support Email Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file:///C:\Users\c067779\Downloads\CMS-2-017428)

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