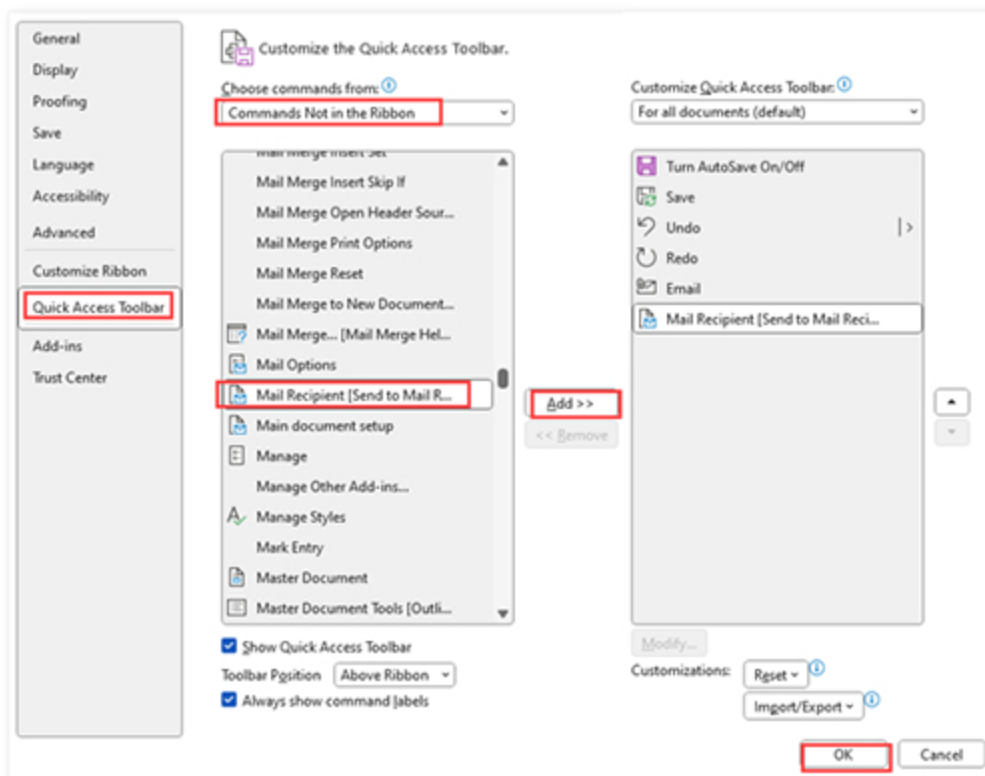


# Using email templates to highlight the benefit of home delivery



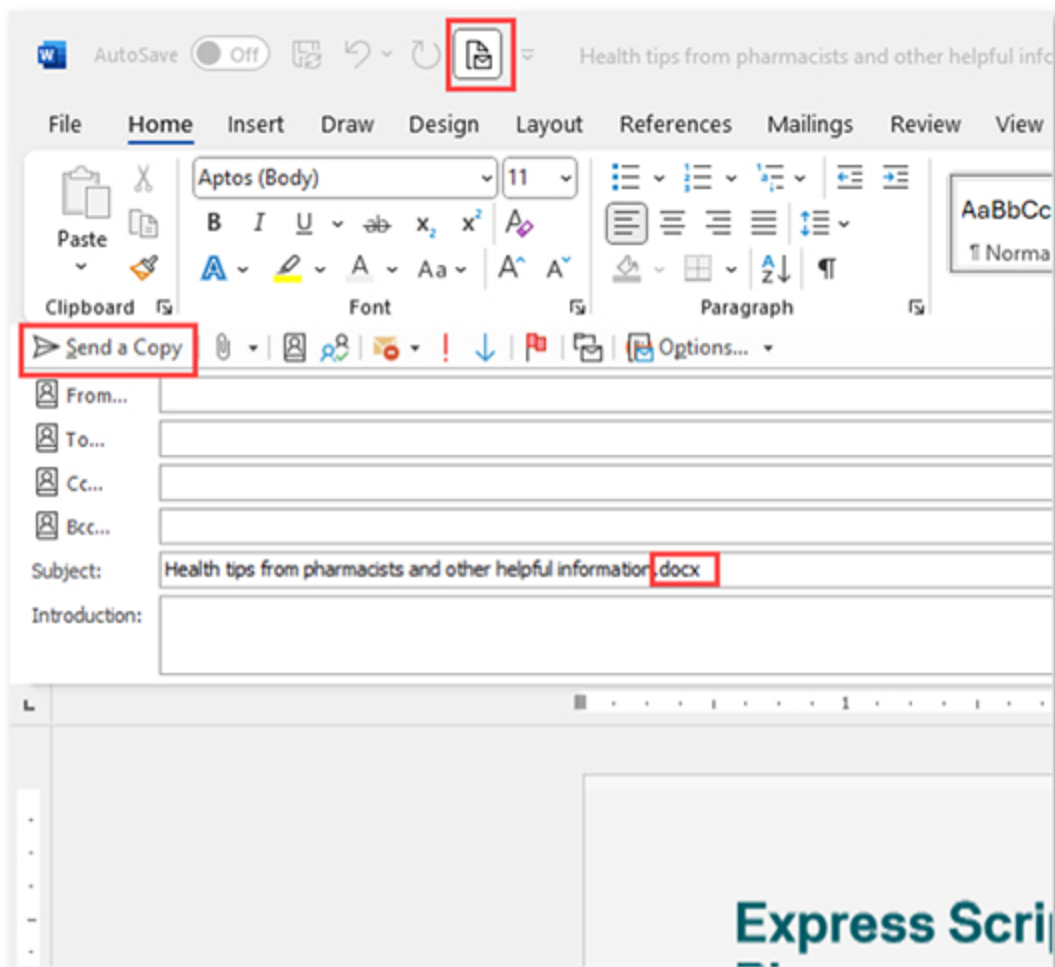
Follow these step-by-step instructions to convert Word documents into emails that can be sent to your employees or members to help them maximize their home delivery benefit.

1. Download the Word document from the online toolkit and save it to your computer.
2. Open the Word document you want to send as an email.
3. Select **File > Options > Quick Access Toolbar** to open the “Customize Quick Access Toolbar” pane.
4. From the “Choose commands from:” drop-down, select **Commands Not in the Ribbon** from the menu.
5. Use the scroll bar to scroll down until you reach “M” commands and select **Mail Recipient [Send to Mail Recipient]**.
6. Click the **Add >>** button.
7. Click the **OK** button to close the dialog box and return to the Word document.



## Using email templates continued

8. Click the **Mail Recipient [Send to Mail Recipient]** button at the top of your Word document and email fields will be displayed (see screenshot 2).
9. Complete the From, To, Cc or Bcc fields.
10. Remove the document extension (.docx) from the end of the subject line.
11. Check the body and footer of the email and customize fields with red brackets (<>) with your employer or health plan name.
12. Click the **Send a Copy** button.
13. **Save** changes and close the document.




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Use the email templates below or download them from the toolkit as needed

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- + **Getting Started Email** – Use to communicate to employees or members
- + **Mobile App Email** – Use to communicate to employees or members
- + **Member Blog Email** – Use to communicate to employees or member
- + **New Member Email** – Use to communicate to employees
- + **New Member Email** – Use to communicate to members