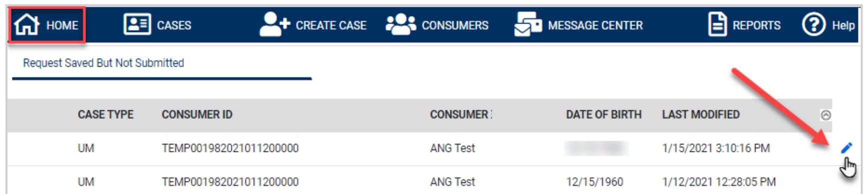
Provider Portal Quick Reference Guide: *How to Complete a Saved Request*

Summary

If a request was started but not submitted it will be listed as a Saved but Not Submitted Request on the home page. The instructions below describe how to complete the request.

1. Review Requests on Home Page

Review the requests listed as saved but not submitted. To complete, click the edit icon on the row of the desired request.

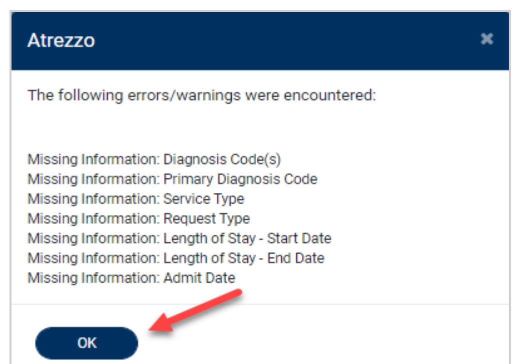


2. Add Required Information

On the case creation page, expand Clinical and review Service Details, Diagnosis, and Procedure sections to identify information necessary for submission.

3. Submit Request

Once all required fields are complete, click Submit. If any required fields are incomplete, a warning message will appear. Click OK to continue.



4. Review Required Fields

The case creation page will display an exclamation point [!] to identify which sections are missing required information. Expand each section with an exclamation point [!] displayed.

Once required information is added, the exclamation point [!] will disappear and the case can be submitted.