

Summary

Once a request has been submitted, you will not be able to make changes or additions manually. The instructions below describe how to make revisions to a submitted request.

1. Open Submitted Request

On the request page, expand Communications, then expand Notes, and click **ADD NOTE**.

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
SUBMITTED 210150029	Outpatient	CO UM	01/15/2021	
UM-OUTPATIENT EXPAND ALL ^				
Consumer Details	Location: 123 Somewhere Street Anywhere Colorado;			▼
Provider/Facility		Requesting : Jane Smith MD/9999999999 Servicing : Jane Smith MD/9999999999		▼
Clinical		Service Type : - DME Request Type : Prior Auth	Notification Date : 01/15/2021 Notification Time : 02:09 PM	▼
Questionnaires				▼
Attachments	Document-0	Letters- 0		▼
Communications				▲
Notes				▲
NOTES ADD NOTE ▼ EXPAND ALL ▼				
DATE/TIME				
No records found.				

2. Add Communication - Note

Once the note section expands, enter a note with what information is requested, such as what code(s) to add, what needs to be changed). Then click **SAVE**. This will send a note to Kepro to make the revision(s) to the submitted request.

Notes	▲
ADD NOTES	ADD NOTE ▲ EXPAND ALL ▼
NOTES *	
Please add CPT E0290 to this request. See attached clinicals for supporting documentation.	
Notes cannot be modified or deleted after being saved	
CANCEL	SAVE