

Provider Portal Quick Reference Guide How to Request Peer-to-Peer

Summary

Requesting a Peer-to-Peer Review will need to be made by using the action function. The instructions below describe how to start the process of Requesting a Peer-to-Peer Review from within the case

1Search for Case ID Enter the **Case ID** into the Search Bar. Press enter or click anywhere outside of the box to be navigated to the case.

Acentra Home Cases Create Case Consumers Setup Mess Change Context	sage Center 🤨 Report	s Preferences Search by # Q 🕑 💄
Action Button Once on the request page, click Action	s located at t	he top.
CONSUMER NAME GENDER DATE OF BIRTH MEMBER ID/PLAN DANITEST F 01/15/1977 (45 Yrs) TEMP001762021021000001 CASE ID CATEGORY CASE CONTRACT CASE SUBMIT DATE SRV AU SUBMITTED 222350001 Outpatient WV Medical 08/23/2022	CONTRACT West Virginia TH	
UM-OUTPATIENT	ASE SUMMARY	ACTIONS - COPY EXTEND
available actions that can be selected Select Peer to Peer Review The	ACTIONS - Add Additional Clinical Information	COPY EXTEND Ition: 123 Somewhere Street Anywhere West Vi
Actions will expand and show the for the case. Select Request Peer to Peer Review .	Reconsideration Request Authorization Revision	ation Date: 08/23/2022 ation Time: 07:20 AM
request number from the Complete Information A new box will appear. Select the dropdown and click next . A note or document must be attached to submit the action. Choose the document type	Request Peer to Peer Review Request Peer To Peer Review Tele Section (Section) (Sec	REQUEST *
and click Submit .	geht (ong. 97, 64% obs. open Colorated Type (Infert) (obs	