# Contents

Section 1: Register an Account, Login, & Basic Navigation .................................................. 3
Register an Account & Login (New Users) .............................................................................. 3
Register an Account & Login (New Users), Continued ........................................................... 4
Register an Account & Login (New Users), Continued ........................................................... 5
Register an Account & Login (Existing Users) ....................................................................... 6
Register an Account & Login (Existing Users), Continued ..................................................... 7
Register an Account & Login (Existing Users), Continued ..................................................... 8
Resetting a Password ............................................................................................................. 9
Homepage Tabs .................................................................................................................... 10
Requests Tab ....................................................................................................................... 11
Search Tab ........................................................................................................................... 12
Management Tab .................................................................................................................. 13
Management Tab, Continued ............................................................................................... 14
Management Tab, Continued ............................................................................................... 15
Management Tab, Continued ............................................................................................... 16
Management Tab, Continued ............................................................................................... 17
Setting User Preferences (Management Tab) ....................................................................... 18
Setting User Preferences (Management Tab), Continued .................................................... 19
My Account Tab .................................................................................................................... 20
My Account Tab, Continued .................................................................................................. 21
Help Tab ................................................................................................................................ 22
Messaging ............................................................................................................................. 23
Messaging, Continued ........................................................................................................... 24
Change Context Function (Submitting via a Different NPI) ................................................... 25
Section 2: Service Authorization Requests & Questionnaires ................................................ 26
Service Authorization Request (Inpatient) ............................................................................ 27
Service Authorization Request (Inpatient), Continued .......................................................... 28
Service Authorization Request (Inpatient), Continued .......................................................... 29
Service Authorization Request (Inpatient), Continued .......................................................... 30
Service Authorization Request (Inpatient), Continued .......................................................... 31
Section 1: Register an Account, Login, & Basic Navigation
## Register an Account & Login (New Users)

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Click the <strong>Atrezzo</strong> button located on the website.</td>
</tr>
</tbody>
</table>

| Step 2 | The user is brought to the **Login page**. |

| Step 3 | If the user does not currently have an account set up, click the **Register** link to begin the account set up process. |

| Step 4 | Enter your organization’s **NPI** and **1099** numbers.  

(1099 = YTD amount on most recent remittance advice or last remit date. If using the date, use the format **MM/DD/YYYY**)  

Click **Next**.  

---

*Continued on next page*
Register an Account & Login (New Users), Continued

| Step 4-1 | If you enter the NPI or 1099 number incorrectly, an error message displays.  
Re-enter the NPI or 1099 number(s) and click Next.  
Note: If you need to exit, click your browser’s back button. |
|---|---|
| Step 5 | Select the location of your organization. (Select all that are displayed, if applicable)  
Click Select. |
| Step 6 | Enter a user name, select and confirm a password (minimum of 8 alpha/numeric characters), and then enter your job title.  
Complete the Contact Information.  
Note: First Name, Last Name, and Fax Number are required fields.  
Click Next. |
| Step 7 | Review the Terms of Use Agreement.  
Click the checkbox that states “I have read and agree to these terms of use.”  
Click Continue. |
Register an Account & Login (New Users), Continued

Step 8
When prompted during the registration process, enter in a secret question and answer and click Update Security Question.

Step 9
If you complete steps 1 through 6 successfully, the Homepage appears.

END ACCOUNT REGISTRATION AND LOGIN PROCESS FOR NEW USERS
## Register an Account & Login (Existing Users)

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Click the Atrezzo button located on the website.</th>
</tr>
</thead>
</table>
| Step 2 | The user is brought to the login page. Enter your current User name and Password.  
Example:  
ID: 77111-STEVE  
Password: 77111  
Click Login. |
| Step 3 | Type in a New User name. Click Change.  
**Note:** To continue using the current user name, click the Skip button. |
Register an Account & Login (Existing Users), Continued

**Step 4**
The password will automatically expire, requiring you to enter a new one.

The new password must be a minimum of 8 characters in length.

Once entered, click **Change Password**.

**Step 5**
Complete the demographic information as required.

Click the **Save Changes** button when complete.

**Note:** First Name, Last Name, and Fax Number fields are required.

**Step 6**
Review the **Terms of Use Agreement**.

Click the checkbox that states “I have read and agree to these terms of use.”

Click **Continue**.

*Continued on next page*
## Register an Account & Login (Existing Users), Continued

### Step 7
Select the location(s) you want access to from the list displayed.

Click **Save Changes**.

### Step 8
When prompted during the registration process, enter in a secret question and answer and click **Update Security Question**.

### Step 9
Once the registration process is completed, the user is brought to the home page.

---

**END ACCOUNT REGISTRATION AND LOGIN PROCESS FOR EXISTING USERS**
## Resetting a Password

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Click the <strong>Forgot Password</strong> link on the Login page.</td>
</tr>
</tbody>
</table>
| **Step 2** | Enter your **Username**.*

*Please contact Customer Service if you cannot remember your Username.*

Click **Next**. |
| **Step 3** | Enter the **answer** to the secret question you set during the initial registration.

Click **Next**. |
| **Step 4** | Enter in (and confirm) a new password.*

*New passwords are required to be a minimum of 8 characters in length.*

Click **Finish**.

You will be brought back to the Login page to enter your username and new password. |
Homepage Tabs

- **Home Tab (Home Page)**
- **Requests Tab & Dropdown Selection**
- **Search Tab & Dropdown Selection**
- **Management Tab & Dropdown Selection**
- **My Account Tab**
- **Help Tab & Dropdown Selection**
**Requests Tab**

**Request Tab**

Click Create New Request on the Request Tab.

Search for member by ID or last name and DOB.

OR

Click the New Request Button from the Home Tab.

**View All Requests**

Click the View Request selection from the dropdown to display all requests.
### Search Tab

<table>
<thead>
<tr>
<th>Search Tab</th>
<th>Click Member to search using Member ID or Last Name/DOB.</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Search Tab" /></td>
<td><img src="image2" alt="Click Member" /></td>
</tr>
</tbody>
</table>

| ![Click Member](image3) | ![Click Request](image4) |

Click Request / Case to search using Member ID or Case ID.
Management Tab

To register a new provider, click "Register a New Provider" and enter in their NPI and 1099 information and click the Find Provider button.

Verify and select the correct address(es) for the new provider (1), and then click the Select button (2).

The new provider(s) is now a part of the provider group for this account.

Continued on next page
Management Tab, Continued

Click Manage Users to manage users and providers for users.

Click Manage User to update specific user information.

ACCOUNT INFORMATION

New Password: 
Confirm New Password: 

CONTACT INFORMATION

First Name: Stephen
Last Name: Fahtner
Email Address: 
Confirm Email: 

Address 1: 
Address 2: 
City: 
State: 
Zip: 

Phone Number: 

* indicates required field

Continued on next page
Click Manage Providers to manage the access that a user has to a provider or group of providers.
(1) – if this checkbox is checked, the user will have Group Admin access to all providers
(2) – Change access permissions here (or remove a provider)
(3) – Click Save Changes when done updating user permissions.

User Definitions

<table>
<thead>
<tr>
<th>Group</th>
<th>Permissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Admin</td>
<td>Can create users, other admins, other submitting providers, enter cases, perform searches</td>
</tr>
<tr>
<td>Admin</td>
<td>Can create users, other admins, enter cases, perform searches</td>
</tr>
<tr>
<td>User</td>
<td>Can enter cases and perform searches</td>
</tr>
</tbody>
</table>

Continued on next page
Click Manage Providers and Preferences to add new users and set preferences.

Click Users.

Click Add New User to add a new user for this provider account.

Continued on next page
Enter the account information for the new user.

The new user is added to the user group.

Permission access can be set for the user (Group Admin, Admin, User).

Click Save All Changes when finished.
Setting User Preferences (Management Tab)

From the Manage Providers and Preferences dropdown, select Preferences.

Click Servicing Providers/Facilities to set preferred (favorites) list.

Click Attending Physicians to set preferred (favorites) list.

Click Procedure Codes to set preferred (favorites) list.

Click Diagnosis Codes to set preferred (favorites) list.

Continued on next page
Setting User Preferences (Management Tab), Continued

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td>Search for Provider (1). Once you find the provider to add to your preferred (favorites) list, click Select from the search results (2).</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>Provider is added to the preferred list. Click Remove to take off of the list. This process works the same for Attending Physicians, Procedure Codes, and Diagnosis Codes.</td>
</tr>
</tbody>
</table>
**My Account Tab**

<table>
<thead>
<tr>
<th>My Account Tab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use this tab to change your password or update your contact information.</td>
</tr>
</tbody>
</table>

![Account Information](image)

**ACCOUNT INFORMATION**

New Password: [Redacted]
Confirm New Password: [Redacted]

**CONTACT INFORMATION**

First Name: * Stephen
Last Name: * Feltner
Email Address: [Redacted]
Confirm Email: [Redacted]
Address 1: [Redacted]
Address 2: [Redacted]
City: [Redacted]
State: [Redacted]
Zip: [Redacted]
Phone Number: [Redacted]
Fax Number: * 717-655-1212

* denotes required field

[Change Password]

[Change Profile]

**Continued on next page**
My Account Tab, Continued

Use this tab to change your secret question and answer for resetting your password.

CHANGE SECURITY QUESTION AND ANSWER

Enter a secret question: 

Enter the secret answer: 

Enter your password: 

Update Security Question
Help Tab

View User Guide (this document)

Atrezzo Connect FAQs

1. When will the Atrezzo system go live?
   A: October 31, 2011. Exchange will go down at 5pm on October 28, so any requests that need to be sent to KePRO between 5pm on the 28th - 6am on the 31st will need to be faxed.

2. If you do not finish submitting a request, how long will it stay in the system?
   A: Indefinitely.

3. Can you enter multiple diagnosis codes in a request?
   A: Yes, and there is no limit.

4. Can you attach multiple documents to a request?
   A: Yes.

5. What do I do if my clinical notes exceed 4,000 characters?
   A: You can add or continue lengthy clinical notes in the Clinical Notes field located at the bottom of the Request Overview if you need more space.

6. Where will the link to the new system be located?
   A: On the KePRO DMAS website (www.kepro.dmas.com)

7. How should I submit a request in the event the Atrezzo system is down?
   A: Send requests via fax until the system is back up.

8. Can I copy and paste into the Clinical Notes field?
   A: Yes.
Messaging

To READ a message sent, go to the Home Screen and click on the message located in the Message Center.

Note: Messages are NOT for attaching clinicals.

The message appears (1).

To REPLY to the message, type the reply in the space provided (2) and click the Reply button (3).

Type in the subject and message body in the space provided and click Reply (or Send) to send the message to KePRO.

Continued on next page
The message has been sent and is now a part of the request record.

To SEND a message to KePRO about a submitted case, find the case by clicking Search (search by case ID or member).

Click View to bring up the Request Overview.

Scroll down to the Messages and Attachments section of the overview and click the Send New Message link.
### Change Context Function (Submitting via a Different NPI)

<table>
<thead>
<tr>
<th>Step</th>
<th>Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>To submit a request under a different NPI, click the <strong>Change Context</strong> link.</td>
</tr>
</tbody>
</table>
| 2    | Select the provider from the dropdown list that you want to submit a request under. 

Click **Select**. |
| 3    | The provider name has now been changed. Requests will now be submitted under the selected provider. |
Section 2: Service Authorization Requests & Questionnaires
Service Authorization Request (Inpatient)

Step 1
Click the **New Request** button (located at the bottom of the home screen)

Or

Click **Create New Request** from the Requests tab.

Step 2
Search for member by:
- **Member ID**
- **Last Name**
- **Birthdate**

Click the **Search** button.

Step 3
Select the Member from the search results by clicking on the Select link.

Step 4
Verify member information and click the **New Request** button.

Select request type (**Inpatient or Outpatient**) and click **Create Request**.

Continued on next page
Service Authorization Request (Inpatient), Continued

Step 5  Patient Detail information defaults.

Click either the next section link or the Next button to continue through the Inpatient Service Request process.

Step 6  Requesting Provider Information defaults.

Note: Enter in the fax # where official communication about this service authorization should be sent.

Click either the next section link or the Next button to continue through the Inpatient Service Request process.

Step 7  Facility information automatically defaults.

If the facility information needs to be changed, use the search function to find and select a different facility.
Step 7.1  To search for facility information, click the **search button**.

Type in a keyword in the **Facility Name** field and click **Find**.

Step 7.2  Select the facility from the **search results**.

**Note:** Hovering the cursor over the **Info** column will display a bubble with more **detailed Facility information** that can be reviewed before selecting.

Continued on next page
**Step 7.3**  
Facility information populates the fields from the search selection.

**Step 8**  
Select the appropriate service detail using the corresponding drop down menus and fields.

Click **Next** to continue.

**Step 9**  
Add CPT Code by clicking the **Add New Code** button searching and selecting from the search results (optional).

**Step 9.1**  
As shown here, the code that was added is highlighted in white.

To add another code, click **Add New Code**.

*Continued on next page*
Step 9.2  Select the requested date of the procedure by clicking the appropriate date on the dropdown calendar.

To add a new code (1), click the add new code button and select from the search results.

Click Next to continue.

Step 10  At least one diagnosis code must be attached to the case. If there is more than one, one must be selected as the primary.

To add a new code, click the Add New Code button and select from the search results.

Step 11  Enter any clinical notes in the text field.

Click Next to continue.
### Service Authorization Request (Inpatient), Continued

**Step 12**
Attach clinical documentation by clicking the **browse** button.

![INPATIENT SERVICES REQUEST](image)

**Step 12.1**
Browse and find the file and click **Open** to attach.

Once attached, click **Attach File**.

![ATTACHED DOCUMENTS](image)

**Step 12.2**
File name appears when it is successfully uploaded.

To remove the file, click the **Remove** link.

![ATTACHED DOCUMENTS](image)

**Step 13**
Questionnaires*
(Does not apply to all services)

*See the Questionnaires section in this manual for more detailed information

![INPATIENT SERVICES REQUEST](image)

*KePRO Proprietary and Confidential
Page 32
### Service Authorization Request Request (Inpatient), Continued

#### Step 14

**VERY IMPORTANT!**

Click the **checkbox** at the bottom of the page and click either **Save for Later** or **Submit**.

You cannot proceed if you do not click the checkbox.

#### Step 14.1

If any required portion of the request is missing, these alerts appear.

#### Step 15

Once a request is successfully submitted, a **Request Overview** is displayed.
## Service Authorization Request (Inpatient) Summary

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click the <strong>New Request</strong> button (located at the bottom of the home screen).</td>
</tr>
</tbody>
</table>
| 2      | Search for member by:  
  - **Member ID**  
  - **Last Name**  
  - **Date of Birth**  
  - Click the **Search** button. |
| 3      | Select the Member from the search results by clicking on the **Select** link. |
| 4      | Verify member information and click the **New Request** button.  
  - Select request type (**Inpatient** or **Outpatient**) and click **Create Request**. |
| 5      | Enter **Patient Detail**.  
  - Click either the next section link or the **Next** button to continue through the **Inpatient Service Request** process. |
| 6      | Enter **Requesting Provider Information**.  
  - Click **Next** to continue. |
| 7      | Enter **Facility information**.  
  - To search for facility information, click the search button.  
  - Type in a keyword in the **Facility Name** field and click **Find**.  
  - Select the facility from the search results.  
  - Facility information will populate the fields from the search selection. |
| 8      | Select the appropriate **service detail** using the corresponding drop down menus and fields.  
  - Click **Next** to continue. |
| 9      | Optional Add **CPT Code** by clicking the **Add New Code** button searching and selecting from the search results.  
  - **Select the requested date** of the procedure by click the appropriate date on the **dropdown calendar**.  
  - To add a new code, click the **Add New Code** button and select from the search results.  
  - Click **Next** to continue. |
| 10     | At least one diagnosis code must be attached to the case. If there are more than one, one must be selected as the primary.  
  - To add a new code, click the **Add New Code** button and select from the search results.  
  - Click **Next** to continue. |
| 11     | Enter any **clinical notes** in the text field.  
  - Click **Next** to continue. |
| 12     | **Attach** clinical documentation by clicking the **browse** button.  
  - **Browse and find** the file and click Open to attach.  
  - Once attached, click **Submit**. |
| 13     | **Questionnaires (if applicable)** |
| 14     | Click the **checkbox** at the bottom of the page and click either **Save for Later** or **Submit**. |
| 15     | **A Request Overview** is displayed. |

**END INPATIENT PROCESS FLOW**
## Service Authorization Request (Outpatient)

### Step 1
Once you have located and brought up a member (see steps 1-4 of Inpatient process), Patient Detail information defaults.

Click **Next** to continue.

### Step 2
Requesting Provider Information data defaults.

**Note:** Enter in the fax # where official communication about this service authorization should be sent.

Click **Next** to continue.

### Step 3
Service Provider Information defaults. If not known, click the **Search** button.

Continued on next page
**Service Authorization Request Request (Outpatient), Continued**

**Step 3.1**
To search for facility information, click the **search button**.

Type in a keyword in the **Facility Name** field and click **Find**.

**Step 3.2**
Select the facility from the **search results**.

*Note:* Hovering the cursor column will cause a bubble to appear with more detailed **Facility information** that can be reviewed before selecting.
Service Authorization Request Request (Outpatient), Continued

**Step 3.3** Facility information populates the fields from the search selection.

---

**Step 4** Complete the drop down fields for Service Detail.

Note: The Attending Physician section is optional.

---

**Step 4.1** Select Service Type from the dropdown.

Continued on next page
Step 4.2 Select **Place of Service** from the dropdown.

Step 4.3 Select the **Request Type** from the dropdown.

Step 4.4 Select or input the **FIPS Code (if required)** in the last field. Click **Next** to continue.
**Service Authorization Request (Outpatient), Continued**

### Step 5
Fill in the required information for Procedure Codes (CPT).

**OUTPATIENT SERVICES REQUEST**

- Patient Detail
- Requesting Provider Information
- Service Provider
- Attending Physician (Optional)
- Service Detail
- Procedure Codes (CPT)
- Diagnosis Codes (ICD 9)
- Clinical Information
- Attachments (Documents)
- Questionnaires

#### Step 5.1
Enter the quantity and select the number of Units, Hours, etc. from the dropdown.

#### Step 5.2
Enter the Start Date and End Date using the calendar dropdowns.

Continued on next page.
Step 5.3  If a new code needs to be added, click the **Add New Code** button.

Step 5.4  Search for the code using the **Code Starts With** or **Description** fields.

   1. Click **Find**.

   2. Select the appropriate CPT code to be added.

The code is added to the member file.

Continued on next page
Step 6  Add Diagnosis Code (ICD 9) by clicking the Add New Code button.

Step 6.1  Like the CPT Codes, search, locate, and attach Diagnosis Codes by using the search function.

(1) – Search by Code Starts With or Description
(2) – Click Search
(3) – Select the appropriate ICD 9 code

Continued on next page
Step 6.2
At least one diagnosis code must be attached to the case. If there are more than one, one must be selected as the primary.

To add a new code, click the **Add New Code** button and select from the search results.

Step 7
Enter any **clinical notes** in the text field.

Step 8
Attach clinical documentation by clicking the **browse** button.

*Continued on next page*
### Service Authorization Request (Outpatient), Continued

<table>
<thead>
<tr>
<th>Step 8.1</th>
<th>Browse and find the file and click Open to attach.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Once attached, click Attach File.</td>
</tr>
</tbody>
</table>

| Step 8.2 | File name will appear when it is successfully uploaded. |

| Step 9   | The indicator icons on the left of the screen should be visible in all service request areas to show that all required data has been inputted. |

<table>
<thead>
<tr>
<th>Step 10</th>
<th>Questionnaires* (Does not apply to all services)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>*See the Questionnaires section in this manual for more detailed information</td>
</tr>
</tbody>
</table>

Continued on next page
### Service Authorization Request Request (Outpatient), Continued

**Step 11** VERY IMPORTANT!

Click the checkbox at the bottom of the page and click either Save for Later or Submit.

You will not be able to proceed if you do not click the checkbox.

**Step 11.1** If any required portion of the request is missing, these alerts will appear.

**Step 12** Once a request is successfully submitted, a Request Overview is displayed.
# Service Authorization Request (Outpatient) Summary

| Step 1 | - Once you have located and brought up a member (see steps 1-4 of Inpatient process), input Patient Detail.  
|        | - Click Next to continue.  |
| Step 2 | - Enter Requesting Provider Information data.  
|        | - Click Next to continue.  |
| Step 3 | - Enter in Service Provider Information. If not known, click the Search button.  
|        | - To search for facility information, click the search button.  
|        | - Type in a keyword in the Facility Name field and click Find.  
|        | - Select the facility from the search results.  |
| Step 4 | - Complete the drop down fields for Service Detail.  
|        | - Note: The Attending Physician section is optional.  |
| Step 5 | - Fill in the required information for Procedure Codes (CPT).  
|        | - Enter the quantity and select the number of Units, Hours, etc. from the dropdown.  
|        | - Enter the Start Date and End Date using the calendar dropdowns.  
|        | - If a new code needs to be added, click the Add New Code button.  
|        | - Search for the code using the Code Starts With or Description fields.  
|        | - Click Find.  
|        | - Select the appropriate CPT code to be added.  |
| Step 6 | - Add Diagnosis Code (ICD 9) by clicking the Add New Code button.  
|        | - Like the CPT Codes, search, locate, and attach Diagnosis Codes by using the search function.  
|        | - Search by Code Starts With or Description.  
|        | - Click Search.  
|        | - Select the appropriate ICD 9 code.  
|        | - At least one diagnosis code must be attached to the case. If there are more than one, one must be selected as the primary.  
|        | - To add a new code, click the Add New Code button and select from the search results.  |
| Step 7 | - Enter any clinical notes in the text field.  
|        | - Click Next to continue.  |
| Step 8 | - Attach clinical documentation by clicking the browse button.  
|        | - Browse and find the file and click Open to attach.  
|        | - Once attached, click Submit.  |
| Step 9 | - The indicator icons on the left of the screen should be visible in all service request areas to show that all required data has been inputted.  |
| Step 10 | - Questionnaires (if applicable)  |
| Step 11 | - Click the checkbox at the bottom of the page and click either Save for Later or Submit.  
|        | - You will not be able to proceed if you do not click the checkbox. An error message will appear as shown to the right.  |
| Step 12 | - The Request Overview is displayed.  |

## END OUTPATIENT PROCESS FLOW
## Questionnaires

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td>If a review requires the completion of a questionnaire, one will appear as link as shown.</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>Click the questionnaire link to begin completing it.</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Complete the questionnaire. The status (1) is displayed in the center.</td>
</tr>
<tr>
<td></td>
<td>Click in the fields or checkboxes to complete the questionnaire (2).</td>
</tr>
<tr>
<td></td>
<td>Once complete, click Save Changes or Mark as Completed (3).</td>
</tr>
<tr>
<td></td>
<td>Click the Return to Request link to return to the request (4).</td>
</tr>
</tbody>
</table>

---

*Continued on next page*
Step 4  Once the questionnaire has been completed, the status changes to Completed as shown.

In addition, the Questionnaire section of the workflow is noted with a checkmark denoting that this step has been completed.
## Extending a Request (Concurrent Review)

### Step 1
Locate the request that requires an extension. (Request/case or Member search)

Click the **Extend** link on the case line.

### Step 2
As an example, to add a day to a request, click **Service Detail** (1), and type in “1” in the **Length of Stay** field (2).

Click **Next** (3).

### Step 3
Update, add, delete, or change the remaining steps of the service request as needed.

(Ex., add a diagnosis code, add additional clinical information, or attach additional documents)

Continued on next page
### Extending a Request (Concurrent Review), Continued

| Step 4 | Click the disclaimer checkbox and click **Submit**. |

---

I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.